

Accurate Documentation of Caseworker Visits in SWSS CPS

SWSS CPS Social Work Contacts

How to enter a social work contact into SWSS CPS.

Social Work Contacts

CPS-Contacts

Select County Number : 84, CENTRAL OFFICE

Select Load Number : 8407010290

Select Case Number :

Number of Victims: 0

Number of Victims Contacted: 0

Number of Contacts Last 30 Days: 0

Complaint Date: 09/25/2006 Complaint Time: 02:00 PM Primary Worker Name: [REDACTED]

Codes Legend * = Commenced Investigation
E = Engagement of Services
M = Mandated Reporter

Sort Contacts By: Name

Print Contacts

Codes	Date & Time	Contact Name, VPO Code	Contact Successful	Type of Contact	Contact Method	Entered
*. E	01/26/2011-08:30 AM	- Collateral	Yes	Case	Face to Face	
*. E	01/26/2011-08:30 AM	Anna Doe - Perp	Yes	Case	Face to Face	

Propagate To Existing Log Update / View **Add New** Main Menu

On the **CPS-Contacts** screen, click **"Add New"** to enter a new social work contact.

SWSS CPS Social Work Contacts

Enter all contacts attempted or successful.

frmSWContactDetails - Social Works Contact Details

File
Complaint Date/Time: 09/25/2006 02:00 PM LogID: 2770759 Current Date/Time: 03/31/2011 01:34 PM

Date Contacted mm/dd/yyyy Time Contacted hh:mm AM/PM

Yes No Print on Service Plan?

Yes No Attempted Contact Successful?

Yes No Commencement of investigation? [Help](#)

Contact Method

Contact Type

Location

Other Location

Engagement Of Services

Mandated Reporter Follow-up

Select SWSS Worker

Enter New or Edit Collateral Contact

	Name	VPO	Phone
<input type="checkbox"/>	Doe, Anna	Perp	
<input type="checkbox"/>	Doe, Janie	Victim	
<input type="checkbox"/>	Doe, Austin	Victim	
<input type="checkbox"/>	DOE, BABY BOY	Victim	
<input type="checkbox"/>	PYLES, DUANE	Other	
<input type="checkbox"/>		Collateral	

The CPS worker must enter all contacts, either attempted or successful, into SWSS CPS.

- When entering a social work contact complete the **Date Contacted** and **Time Contacted**.
- **Print on Service Plan?**: Select "Yes" or "No." (Example: The worker may not want a contact with the reporting person to print on the service plan).
- **Attempted Contact Successful?**: Select "Yes" or "No."
- Select **Contact Method**, such as face-to-face.
- Select **Contact Type**, such as Verification of Well-Being.
- Select the **Location** from the drop down box.
- Complete other fields, as necessary.
- All social work contacts with accompanying narratives will prefill into the updated service plan (USP).
- When a social work contact with the client/family includes engaging the client/family in the development of the service plan, the worker must select the **Engagement of Services** box on the Social Work Contact Details screen.

SWSS CPS Social Work Contacts

Document how the family was engaged.

frmSWContactDetails - Social Works Contact Details

Complaint Date/Time: 09/25/2006 02:00 PM LogID: 2770759 Current Date/Time: 04/01/2011 08:12 AM

Date Contacted: 03/30/2011 mm/dd/yyyy Time Contacted: 09:00 AM hh:mm AM/PM

Print on Service Plan? Contact Method: Face to Face

Attempt Contact Type: Verification of Wellbeing

Comme Own Home

Sort by VPO

VPO	Phone
Perp	
Victim	
Victim	
Victim	
Other	
Collateral-SM	

Select SWSS Worker

Enter New or Edit Collat

Remaining Characters: 14305 Spell Check Cancel Save Return To Contact Details

Cancel Enter/Edit Comments Save Return to Contact Summary

In the **Social Work Contact Comments** narrative, describe how the family/client was engaged in service planning:

- Explain the family members' perceptions of the safety concerns that led to CPS involvement.
- Include the family's ideas of the areas that need strengthening to improve the safety of the children.
- Describe the services that were offered to improve safety and the family's responses or preferences.

SWSS CPS Social Work Contacts Add collateral contacts.

The screenshot displays the 'frmSWContactDetails - Social Works Contact Details' application window. The main form contains fields for 'Date Contacted' (01/26/2011), 'Time Contacted' (09:00 AM), and several radio button options for 'Print on Service Plan?', 'Attempted Contact Successful?', and 'Commencement of investigation'. There are also checkboxes for 'Engagement Of Services' and 'Mandated Reporter Follow-up'. A 'Select SWSS Worker' dropdown menu is visible, with an 'Add Worker' button below it. A red arrow points to the 'Add Worker' button. Below the dropdown are buttons for 'Add New Collateral Contact(s)' and 'Edit Collateral Contact(s)'. Another red arrow points to the 'Add New Collateral Contact(s)' button. An 'Add/Update Collateral Contact' dialog box is open in the foreground, containing a 'Select Contact' section and an 'Enter New Contact' section. The 'Enter New Contact' section includes fields for 'Primary Phone' ((555)-555-5555), 'Ext.' (221), 'Alternate Phone', 'FAX', 'EMAIL', 'Address Line1' (333 Main St), 'Address Line2', 'City' (Anytown), 'State' (Michigan), and 'ZipCode' (44444). The dialog box has 'Cancel' and 'Done' buttons.

To add someone to the case contacts list click on **“Add New Collateral Contact(s)”** or **“Edit Collateral Contact(s).”**

The **Add/Update Collateral Contact** box opens; enter specific information about the person in the **Select Contact** box. In the **Enter New Contact** field, enter the person’s name and include the person’s relationship type (Families First Worker, Police Officer, etc.) For example, “Sara Smith – Families First Worker.”