

# Accurate Documentation of Caseworker Visits in SWSS FAJ

## SWSS FAJ Social Work Contacts

### How to enter a social work contact into SWSS FAJ.

The screenshot shows the 'Contact History' screen in the SWSS FAJ system. At the top, there is a blue header with the text 'Services Worker Support System - Children' and a menu bar with 'File', 'Edit', 'Sections', 'Autoflow', 'Corrections', and 'Help'. Below the header, there is a yellow folder icon and the text 'Contact History' and 'Case Listing'. To the right, there is a 'Case List' dropdown menu showing '2770790 Doe, Janie'. Below this, there is a table titled 'Social Work Contacts' with the following data:

Date	Case Contact / Parenting Time / AWOL Contact	Persons Involved In Contact	Method
01/25/2011 08:15 AM	Case Contact	Unknown, Jj	Phone
01/25/2011 08:00 AM	Case Contact	Doe, Janie	Face to Face

Below the table, there is a large grey rectangular area. At the bottom of the screen, there is a row of buttons: 'Delete', 'Add', 'Update/View', 'Print', 'Show All Contacts', 'Add Person Utility', and 'Return to Main Menu'. A red arrow points to the 'Add' button. At the very bottom, there is a text box with the placeholder text 'Select case to enter interview contacts'.

To enter a visit, on the **Contact History** screen select the “Add” button.

## SWSS FAJ Social Work Contacts Contact Details screen – Select all Involved Members.

Services Worker Support System - Children

File Edit Sections Autoflow Corrections Help

**Contact Details**

Case Name: DOE JANIE Log #: 2770790  
Case #: Y1556701A Program: CFC  
Assigned: 8407010190 Status: Registered

Contact Date: 01/26/2011 Time: 09:00 AM Get Providers For This Date Contact Type: Case Contact

**Contact Description** Contact Summary

Available Members Involved Members

Doe, Janie - Self  
Foster Parent  
- DHS Case Manager

Select  
Deselect

Contact Method: Face to Face Other Contact Method:  
Contact Location: Foster Home Other Location:

Appointment:  Scheduled  UnScheduled Kept:  Yes  No  Agency Cancelled Required by Policy:  Yes  No

Cancel Next

Then, select the “Involved Members” from the “Available Members” list to indicate the persons who were present at the visit. There are three important fields on the **Contact Details** screen: the **Contact Method**, **Contact Location** and **Kept** option buttons.

## SWSS FAJ Social Work Contacts Select the Contact Location.

The screenshot shows the 'Contact Details' window for Case Name: DOE JANIE, Case #: Y1556701A, and Assigned: 8407010190. The Contact Date is 01/26/2011 at 09:00 AM. The Contact Type is Case Contact. The Contact Method is Face to Face, and the Contact Location dropdown is open, showing options: Foster Home (highlighted), Hospital, Independent Living Placement, Jail, Parental Home, Relative's Home, and Residential Placement. The Appointment is Scheduled. The Required by Policy is Yes. The Agency Cancelled checkbox is unchecked. The Contact Description shows Available Members: Doe, Janie - Self (DHS Case Manager) and Foster Parent. The Involved Members section is empty.

When the **Contact Method** of face-to-face is selected, the **Contact Location** drop box will enable and allow the selection of the **Contact Location**. Listed below are the contact locations in the drop down box. The locations in **bold** are considered the child's residence.

### **Adoptive Home**

Court  
Department of Human Services

### **Detention**

Doctor's Office

### **Foster Home**

Hospital

### **Independent Living Placement**

### **Jail**

### **Parental Home**

### **Relative's Home**

### **Residential Placement**

School

Therapist Office

Other

## SWSS FAJ Social Work Contacts

### Enter whether the appointment was kept.

Services Worker Support System - Children

File Edit Sections Autoflow Corrections Help

### Contact Details

Case Name: DOE JANIE Log #: 2770790  
Case #: Y1556701A Program: CFC  
Assigned: 8407010190 Status: Registered

Contact Date: 01/26/2011 Time: 09:00 AM Get Providers For This Date Contact Type: Case Contact

Contact Description	Contact Summary
<b>Available Members</b> Doe, Janie - Self - DHS Case Manager Foster Parent	<b>Involved Members</b> Doe, Janie - Self - DHS Case Manager Foster Parent

Contact Method: Face to Face Other Contact Method:

Contact Location: Other Other Location: Restaurant

**Appointment**  Scheduled  UnScheduled

**Kept**  Yes  No  Agency Cancelled

**Required by Policy**  Yes  No

Cancel Next

In the **Contact Details** screen, if the **Contact Method** was face-to-face, enter the following documentation:

- **Appointment:** Select “Scheduled” or “Unscheduled.”
- **Kept:** Select the “Yes,” “No” or “Agency Cancelled.”
  - If “Yes” is selected the visit **will** be counted for federal reporting.
  - If “No” or “Agency Cancelled” are selected, the visit **will not** be included in federal reporting.
- **Required by Policy:** “Select “Yes” or “No.”

## SWSS FAJ Social Work Contacts

### Enter a summary of the contact.

Services Worker Support System - Children

File Edit Sections Autoflow Corrections Help

**Contact Details**

Case Name: DOE JANIE Log # : 2770790  
Case # : Y1556701A Program: CFC  
Assigned: 8407010190 Status: Registered

Contact Date: 01/26/2011 Time: 09:00 AM Get Providers For This Date Contact Type: Case Contact

**Contact Summary**

**Contact Summary (prints on Service Plans and Closing Summary)**

Enter details of the visit covering the highlights of your visit.

2935 characters remaining

**Additional Information (prints only on Contacts Report)**

Information entered here is not pulled into the service plan therefore, do not use this section to document the "quality" of the visit.

14865 characters remaining

Previous Continue

On the **Contact Details** screen, enter details of the visit in the **Contact Summary** field, covering the highlights of the visit.

Information that is entered into the **"Additional Information"** field is not pulled into the service plan; therefore, it should not be used to document "quality" information from the visit.

## SWSS FAJ Social Work Contacts

Enter a new member with the correct “Relationship” type.

Services Worker Support System - Children  
File Edit Sections Autoflow Corrections Help

Contact History  
Case Listing

Case List  
2770790 Doe, Janie

Social Work Contacts

Date	Case Contact / Parenting Time / AWOL Contact	Persons Involved In Contact	Method
01/26/2011 09:00 AM	Case Contact	Doe, Janie Foster Parent	Face to Face
01/25/2011 08:15 AM	Case Contact	Unknown, Jj	Phone
01/25/2011 08:00 AM	Case Contact	Doe, Janie	Face to Face

Delete Add Update/View Print Show All Contacts Add Person Utility Return to Main Menu

To enter a new member to the “Available Members” list, on the **Contact History** screen, select “Add Person Utility.”

## SWSS FAJ Social Work Contacts Enter the correct “Relationship” type.

The screenshot shows the 'Services Worker Support System - Children' interface. A dialog box titled 'Manage Contact Persons' is open. It contains a list of existing contacts with checkboxes. Below this is the 'Add Person' section, which includes input fields for 'First Name' (Susie), 'Last Name' (Helper), and a 'Relationship' dropdown menu. A red arrow points to the 'Relationship' dropdown, which is open and showing a list of relationship types: 'DHS Agency Staff Member', 'DHS Agency Staff Member', 'ExSpouse', 'Families First Worker', 'Family Reunification Worker', 'Fictive Kin', 'Foster Child', 'Foster Parent', and 'Friend'. The 'Families First Worker' option is highlighted. There are also buttons for 'Save Name To List', 'Cancel', 'Add Person', and 'Done'.

Make sure to enter the correct “Relationship” type from the “**Relationship**” drop box. It is important to select the correct “Relationship” type, when the choice is listed. Only use the “Relationship” type “OTHER” for relationships not listed in the drop down box.

### Proper On-going Entry of Contact Persons

To assure all contacts are properly counted for federal reporting, when entering the contact person, enter:

- The Permanency Planning Assistant (PPA) and the Social Services Assistant (SSA) as **Relationship Type** “DHS Agency Staff Member.”
- The Private Agency Foster Care (PAFC) worker (including the PAFC foster care or adoption worker) with a **Relationship Type** “POS Case Manager.”
- The out-of-state worker in an interstate case with a **Relationship Type** of “Out-of-state Case Manager.”
- Family Reunification and Families First workers using their own **Relationship Types** available in SWSS FAJ since December 2009.

## Relationship Types listed in SWSS FAJ

Federal reporting on caseworker-child visits include the "Relationship" types in **bold**.

Adopted Child  
Adoptive Parent  
Adoptive Sibling  
Attorney  
Aunt/Uncle  
Biological Child  
Biological Parent  
Church  
Community Resource Member  
Counselor  
Cousin  
**DHS Agency Staff Member**  
Ex Spouse  
**Families First Worker**  
**Family Reunification Worker**  
Fictive Kin  
Foster Child  
Foster Parent  
Friend  
Grandchild  
Grandparent  
Guardian  
Half Sibling  
Homemaker or Parent Aide  
Living Together Partner  
Neighborhood Center  
Niece/Nephew  
Non-Relative  
Other Relative  
**Out-of-State Case Manager**  
**POS Case Manager**  
Pharmacy  
Police  
Probation Officer  
Putative Parent  
School  
Self  
Sibling

Spouse  
Step Child  
Step Sibling  
Step Parent  
Therapist  
Unknown  
Wraparound Facilitator  
OTHER

## SWSS FAJ Social Work Contacts How to identify “Ot” members.

Services Worker Support System - Children

File Edit Sections Autoflow Corrections Help

**Contact Details**

Case Name: DOE JANIE Log #: 2770790  
Case #: Y1556701A Program: CFC  
Assigned: 8407010190 Status: Registered

Contact Date: / / Time: : M Get Providers For This Date Contact Type: Case Contact

**Contact Description** Contact Summary

**Available Members** **Involved Members**

Doe, Janie - Self  
- DHS Case Manager  
- DHS Agency Staff Member

Foster Parent  
Helper, Susie - Families First Worker

Select

Deselect

Contact Method: Other Contact Method:  
Contact Location: Other Location:

**Appointment** **Kept** **Required by Policy**  
 Scheduled  UnScheduled  Yes  No  Agency Cancelled  Yes  No

Cancel Next

Due to numerous contacts entered with the incorrect “Relationship” type of “OTHER,” contact persons entered as “OTHER” are now flagged with an “Ot” code between the person’s name and their relationship. The “Ot” code will also print on the Social Work Contact report and the services plans.

The member “Helper, Susie – Families First Worker” was added with the correct relationship type because there is no “Ot” displayed between her name and relationship type. The “Ot” code will identify all existing members added as “OTHER” for their “Relationship” type when the members are added to a new contact.

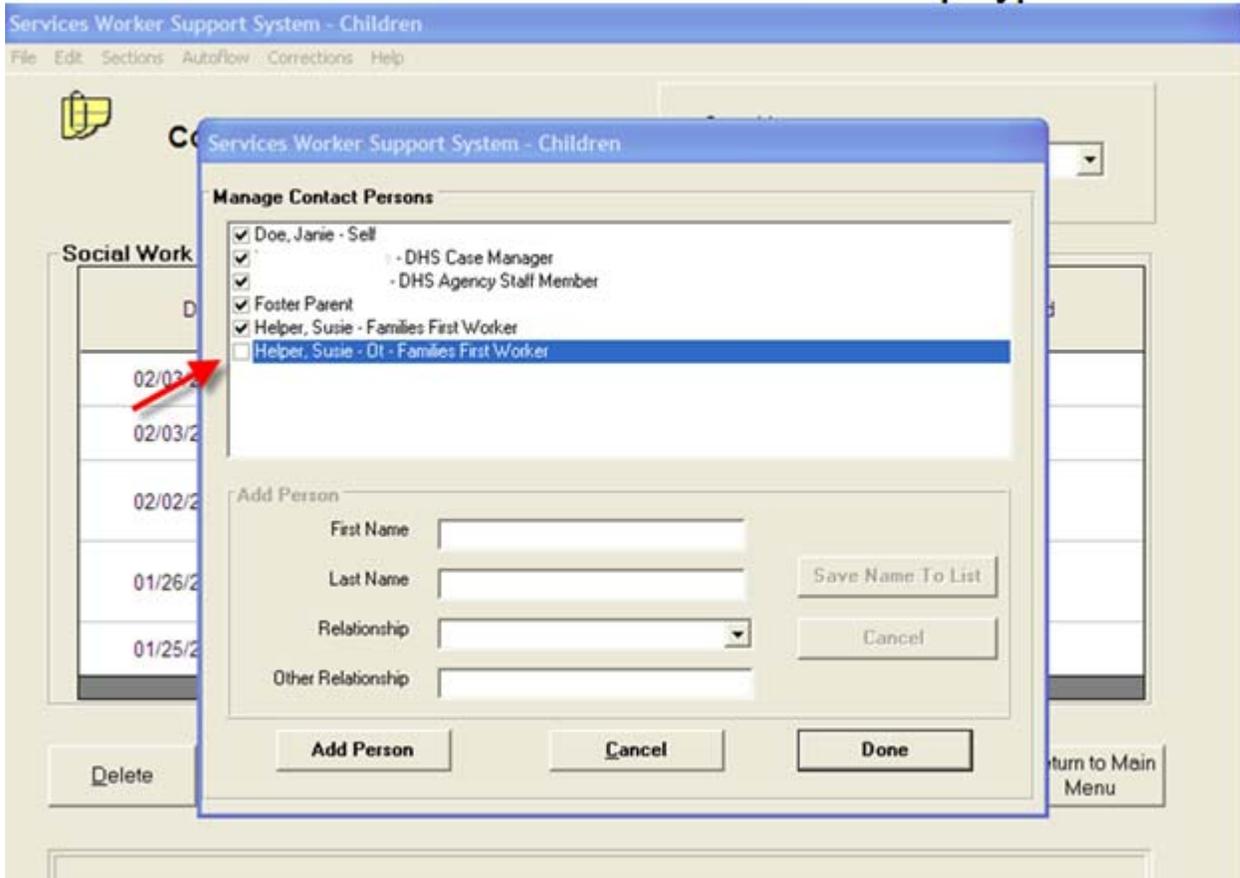
## SWSS FAJ Social Work Contact Incorrect “Relationship” type of OTHER.

The screenshot displays the 'Services Worker Support System - Children' interface. At the top, the title bar reads 'Services Worker Support System - Children'. Below it, a menu bar includes 'File', 'Edit', 'Sections', 'Autoflow', 'Corrections', and 'Help'. The main window is titled 'Contact Details' and shows case information: Case Name: DOE JANIE, Case #: Y1556701A, Assigned: 8407010190, Log #: 2770790, Program: CFC, and Status: Registered. The interface includes fields for 'Contact Date' and 'Time', a 'Get Providers For This Date' button, and a 'Contact Type' dropdown menu set to 'Case Contact'. The main area is divided into 'Contact Description' and 'Contact Summary' tabs. Under 'Contact Description', there are two columns: 'Available Members' and 'Involved Members'. The 'Available Members' list includes 'Doe, Janie - Self' (with roles '- DHS Case Manager' and '- DHS Agency Staff Member'), 'Foster Parent', and 'Helper, Susie - Ot - Families First Worker'. A red arrow points to the 'Helper, Susie - Ot - Families First Worker' entry. Between the columns are 'Select' and 'Deselect' buttons. Below the list are fields for 'Contact Method', 'Other Contact Method', 'Contact Location', and 'Other Location'. At the bottom, there are radio button options for 'Appointment' (Scheduled, UnScheduled), 'Kept' (Yes, No, Agency Cancelled), and 'Required by Policy' (Yes, No). 'Cancel' and 'Next' buttons are at the bottom right.

In this example, the **Available Members** screen shows a “**Relationship**” type “OTHER” with “Families First Worker” as there is an ‘Ot’ between her name and relationship. This is **not** correct. Do not use the “Relationship” type “OTHER” for the “POS Case Manager,” “Families First Worker,” “Family Reunification Worker” or “Out-of-State Case Manager.”

The following clean-up procedures must be followed for the members that were incorrectly identified as “OTHER.” Only members entered as “OTHER” when they should have been entered with a “Relationship” type listed must undergo these procedures. The member must be deselected and then the member needs to be added again, with the correct “Relationship” type.

**SWSS FAJ Social Work Contacts**  
**Correct members added with a “Relationship” type of “OTHER.”**  
**De-select the member with the “OTHER” “Relationship” type.**



In order for Michigan to meet our goal of 90 percent of children being visited each and every calendar month this year, members currently entered incorrectly as “OTHER,” will need to be corrected.

First, click the “**Add Person Utility**” button. In the **Manage Contact Persons** field, de-select the person who was originally entered as “OTHER” by un-checking the box next to his/her name. Select the “**Done**” button.

## SWSS FAJ Social Work Contacts

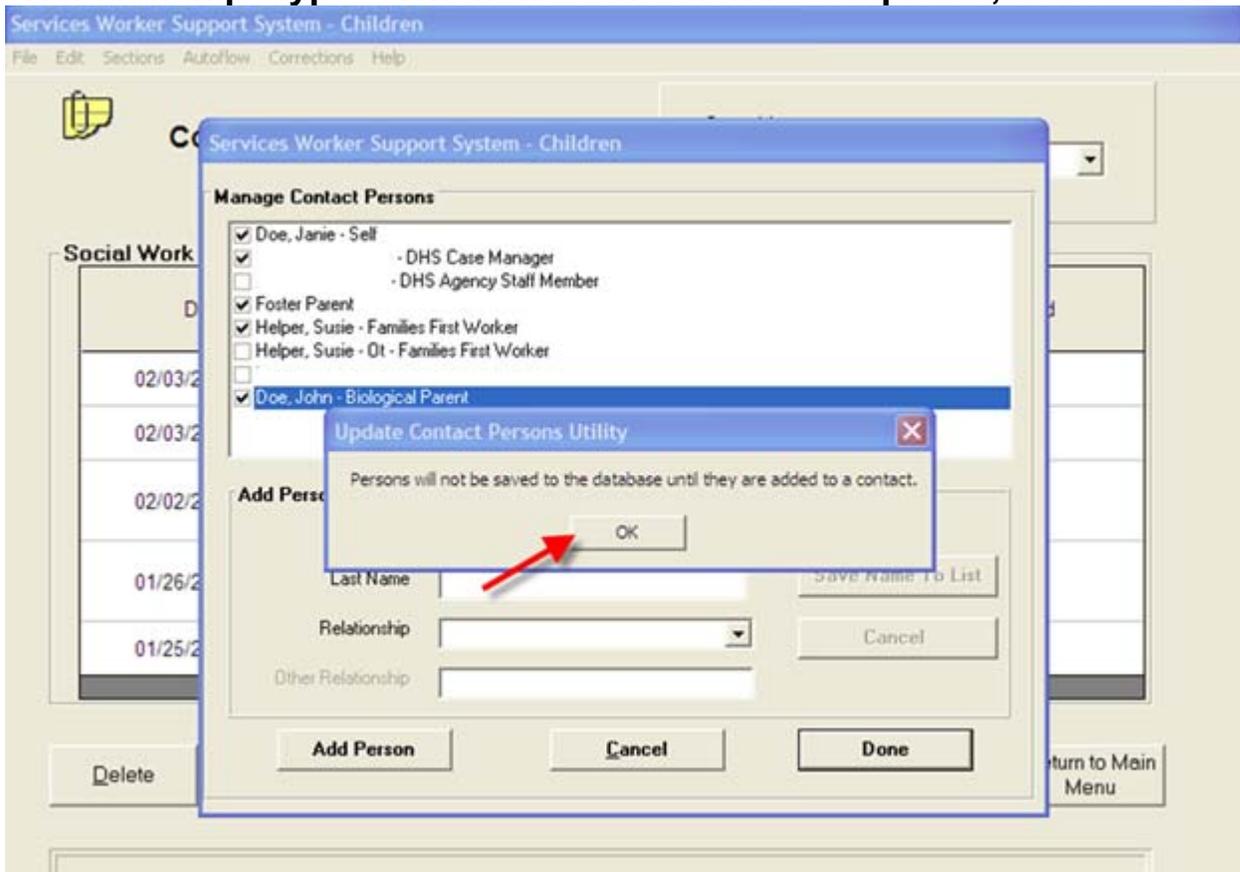
Add the member again with the correct “Relationship” type.

The screenshot shows the 'Services Worker Support System - Children' interface. A dialog box titled 'Manage Contact Persons' is open. It contains a list of contacts with checkboxes and relationship types. Below the list is an 'Add Person' section with input fields for 'First Name' (Susie), 'Last Name' (Helper), and 'Relationship'. The 'Relationship' dropdown menu is open, showing a list of options including 'DHS Agency Staff Member', 'ExSpouse', 'Families First Worker' (which is highlighted), 'Family Reunification Worker', 'Fictive Kin', 'Foster Child', 'Foster Parent', and 'Friend'. A red arrow points to the 'Relationship' dropdown. Buttons for 'Save Name To List', 'Cancel', 'Add Person', and 'Done' are visible. The background shows a 'Social Work' table with dates like 01/26/2012, 01/25/2012, and 01/25/2012.

Once you are back at the **Contact History** screen, select “**Add Person Utility**” again. Now add the person again; only this time, select the correct “Relationship” type in the “Relationship” drop down box. In this example, “Families First Worker” is selected. Select “**Save Name to List**” followed by “**Done.**”

## SWSS FAJ Social Work Contacts

“Relationship” type – When the correction is completed, select “OK.”



A pop-up will appear that states, “Persons will not be saved to database until they are added to a contact.” Select “OK.”

NOTE: In order for a person to be saved in the “**Available Members**” list a contact must be entered immediately after adding the person as a member.

## SWSS FAJ Social Work Contacts “Relationship” type – Available members after correction.

Services Worker Support System - Children

File Edit Sections Autoflow Corrections Help

**Contact Details**

Case Name: DOE JANIE Log #: 2770790  
Case #: Y1556701A Program: CFC  
Assigned: 8407010190 Status: Registered

Contact Date: [ / / ] Time: [ : M ] Get Providers For This Date Contact Type: Case Contact

Contact Description	Contact Summary
<b>Available Members</b> Doe, Janie - Self - DHS Case Manager Foster Parent Helper, Susie - Families First Worker Doe, John - Biological Parent	<b>Involved Members</b>

Select  
Deselect

Contact Method: [ ] Other Contact Method: [ ]  
Contact Location: [ ] Other Location: [ ]

**Appointment**  
 Scheduled  UnScheduled

**Kept**  
 Yes  No  Agency Cancelled

**Required by Policy**  
 Yes  No

Cancel Next

The person with the correct “Relationship” is now added to the contact list. In the “**Available Members**” list the member will only be listed once, as the person’s name with the “OTHER” relationship type was previously deselected (by un-checking the box).