Accurate Documentation of Caseworker Visits in SWSS CPS

SWSS CPS Social Work Contacts
How to enter a social work contact into SWSS CPS.

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.

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.

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.

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."