

Initial Face-to-Face Contacts

Note: In order to create an initial face-to-face contact, an assignment to the case is not needed.

Introduction

The following guide walks through multiple ways of creating an Initial Face-to-Face Contact for Assessment, and how to create an Initial Face-to-Face Contact for Ongoing.

Assessment Face-to-Face Contacts

Note: In order to create an Assessment Face-to-Face Contact, there must be a pending Assessment for the case. There are three ways to create an Assessment Face-to-Face Contact: the Create Case Work page, the Actions hyperlink next to the case, and the Assessment page.

1. To create an Assessment Initial Face-to-Face Contact via the Create Case Work page, go to the Cases tab and click the Create Case Work hyperlink [Create case work](#). On the Create Case Work page, select 'Initial Face-to-Face Contact' from the Assessment drop-down. Select the case and the participant(s) and click the Create button [Create](#). This will open the Case Notes page.
 - You can also create a case note by selecting 'Create Case Note' from the Actions drop-down next to the specific case. This will open the Case Notes page.

Create Case Work - Work - Microsoft Edge

eWiSACWIS

Create Case Items

- Administration
- Adoption
- Agreements/Notices
- Assessment** (Initial Face-to-Face Contact selected)
- Case/Perm Plan
- Education
- Eligibility
- ICPC
- ICWA
- Imaging
- Legal
- Narrative

Cases

- Aardvark, Amy B. (9223581)
- Abby, Alice N. (9222369)
- Abby, Alice N. (9222744)
- Abby, Alice N. (9222746)
- Abby, Amber's A. (9222498)
- Abby, Amy (9222679)
- Abby, Anne A. (9221241)
- Abby, Anne A. (9221335)
- Abby, Anne A. (9221757)
- Abby, Anne A. (9221886)
- Abby, Annie (9223153)
- Abby, Art J. (20273)
- Abby, Art J. (9221326)
- Abby, Art (9221139)
- Abby, CopyEverything (9221271)
- Abby, Mom (9222547)
- Abelmann, Samantha (9222750)
- Ace, Willy (9222525)
- AChild, AChild (9223976)
- Ardame, CourtBarron (9221188)

Case Participants

Hold down the 'Ctrl' key for multi-selection

- Aardvark, Abigail A., Biological Child (9226560)
- Ardame, CourtBarron (9221188)

2. On the Case Notes page, enter the date the contact occurred in the Date field. The Category and Type will pre-fill. Enter the Face-to-Face Location, Face-to-Face Result, and the Narrative. Use the [Search](#) hyperlink to search out the Worker Making Contact if that is different than the Worker Creating Note. In the Participants section, you can change the selected participant(s) by clicking on the desired name(s). Use the 'Ctrl' key to select more than one participant. Click the [Add Contacts](#) hyperlink to add the participant(s) to the Assessment Contact Information section.

Note: Per policy, agencies may use other professional staff as designees to complete face-to-face contacts. Staff includes those trained to assess safety, facilitate permanence, ensure a child’s well-being, and evaluate the progress of a child and family’s case. To indicate a Case Note completed by a designee, select the ‘Contact by Designee’ checkbox.

Case Notes - Internet Explorer

eWiSACWIS

PrintHelp

Case: Aardvark, Amy B (9222933)

Worker Creating Note: Cake, Caitlin C.

Worker Making Contact: Cake, Caitlin C. [Search](#)

Case Note ID:

Date Entered: 06/16/2020 06:32 PM

☐ Note Finalized

☐ Contact By Designee

Note Information

Date:

06/08/2020

Category:

Initl Assess Contact

☐ View Inactive Participants

Begin Time:

11:45 AM

Type:

Initial Face-to-Face

Participants:

Aardvark, Alan (Bio Child)

Aardvark, Abigail A., III (Bio Child)

Aardvark, Adam A. (Bio Child)

Aardvark, Amy B. (Reference Person)

Johnson, Baby (Bio Child)

Mae, Sally (Grandparent)

End Time:

00:00 AM

Type Detail:

Duration:

0000.0

Face-to-Face Location:

Home Visit

☐ Billable

Face-to-Face Result:

Occurred

Hold down the 'Ctrl' key for multi-selection

[Add Contacts](#)

Narrative

Case Note 1/1 [Details](#)

[Create Structured Case Note](#)

This visit...

Assessment Contact Information

Assessment Contact Information

Begin Date:

Name	Affiliation	Title	Contact Date	
Aardvark, Adam A.			06/08/2020 11:45 AM	Delete
Aardvark, Amy B.			06/08/2020 11:45 AM	Delete
Mae, Sally			06/08/2020 11:45 AM	Delete

Insert Correction Note

Clear Fields



Create

Save

Close

- The participants selected in the Participants section at the top of the page pre-fill in the Assessment Contact Information section. To add participants not listed in the Participants box above, click Insert. The Begin Date is the date and time the Assessment this note is being linked to was created.

Case Notes - Internet Explorer

eWiSACWIS Print  Help 

Case: Aardvark, Amy B (9222933) Worker Creating Note: Cake, Caitlin C. Worker Making Contact: Cake, Caitlin C. [Search](#)

Case Note ID: Date Entered: 06/16/2020 06:32 PM ☐ Note Finalized ☐ Contact By Designee

Note Information

Date: 06/08/2020 Category: Initial Assess Contact ☐ View Inactive Participants

Begin Time: 11:45 ☒ AM ☐ PM Type: Initial Face-to-Face Participants:

End Time: 00:00 ☐ AM ☐ PM Type Detail: Aardvarck, Alan (Bio Child)
Aardvark, Abigail A., III (Bio Child)
Aardvark, Adam A. (Bio Child)
Aardvark, Amy B. (Reference Person)
Johnson, Baby (Bio Child)
Mae, Sally (Grandparent)

Duration: 0000.0 **Face-to-Face Location:** Home Visit Details

☐ Billable Face-to-Face Result: Occurred Hold down the 'Ctrl' key for multi-selection
[Add Contacts](#)

Assessment Contact Information

Begin Date:

Name	Affiliation	Title	Contact Date	
Aardvark, Adam A.	<input type="text"/>	<input type="text"/>	06/08/2020 11:45 <input checked="" type="radio"/> AM <input type="radio"/> PM	Delete
Aardvark, Amy B.	<input type="text"/>	<input type="text"/>	06/08/2020 11:45 <input checked="" type="radio"/> AM <input type="radio"/> PM	Delete
Mae, Sally	<input type="text"/>	<input type="text"/>	06/08/2020 11:45 <input checked="" type="radio"/> AM <input type="radio"/> PM	Delete

[Insert](#)

[Insert Correction Note](#) [Clear Fields](#) [Create](#) [Save](#) [Close](#)

- Click the Save button to save the page, then click the Close button.

- To create an Assessment Initial Face-to-Face Contact via the Assessment page, access the pending Assessment from your desktop. This will open the Assessment page.

Aardvark, Amy B. (9222933)

Case details:

CPS Family - Ongoing
BMCW-IA 2

Open OHP exists for associated participant(s)

Case address:

C/O: WBLC
5206 Forge dr
Madison, WI 53701
(888) 222-6666

Primary worker:

Corn, Conn C., Jr.
(608) 266-4496 Ext. 1222
Conn@wisconsin.gov

Actions:

Please select an action ▼

View case information

Access Reports	Agreements and Notices	Assessments	Assets and Income
Assignments	Case/Permanency Plan	Education	Eligibility
ICWA	Legal	Missing Child	Permanency Consultation
Placements	Planning	Related People	Safety
Serious Incident Notification	Youth Justice		

Assessments

Assessment	07/23/2015	Pending
Assessment	08/09/2018	Substantiated

[Serious Incident Notification](#)

- On the Assessment page, click on the Results tab. In the Initial Face-to-Face Contact Information section, click on the [Create Initial Face-to-Face Contact Note](#) hyperlink. This will open the Case Notes page.

Assessment - Work - Microsoft Edge

eWiSACWIS Resource TM Print Help

Assessment Name: Aardvark, Amy B. Assessment ID: 9223523 Status: Open		Report Response Time: Within 5 business days Date: 10/03/2012	
Participants	Basic	Allegations	Contacts
Assessment Results Result: Substantiated		Family RA Future A/N Abuse Score: Neglect Score: Risk Level:	Safety Assessment Safety Decision: Strengths and Needs Needs Level:
Disposition			
Initial Face-to-Face Contact Information Initial Face-to-Face Must Occur By: 10/10/2012 11:59 PM CPS Report 9238516 Create Initial Face-to-Face Contact Note			
Birth to Three Referral Information Upon supervisory approval of a substantiated assessment, an automated referral will be sent to Birth to Three for all children up to 3 years of age with a substantiated finding. A worker can manually generate a referral at any time on the child's Person Management page.			
Alleged Victim		DOB Referred	

Options:

7. On the Case Notes page, enter the date the contact occurred in the Date field. The Category and Type will pre-fill. Enter the Face-to-Face Location, Face-to-Face Result, and the Narrative. Use the [Search](#) hyperlink to search out the Worker Making Contact if that is different than the Worker Creating Note. In the Participants section, you can change the selected participant(s) by clicking on the desired name(s). Use the 'Ctrl' key to select more than one participant. Click the [Add Contacts](#) hyperlink to add the participant(s) to the Assessment Contact Information section.

Note: Per policy, agencies may use other professional staff as designees to complete face-to-face contacts. Staff includes those trained to assess safety, facilitate permanence, ensure a child's well-being, and evaluate the progress of a child and family's case. To indicate a Case Note completed by a designee, select the 'Contact by Designee' checkbox.

Assessment - Work - Microsoft Edge

Case Notes

Case: Aardvark, Amy B (9223581) Worker Creating Note: Cake, Caitlin C. Worker Making Contact: Cake, Caitlin C. [Search](#)

Case Note ID: Date Entered: 06/29/2022 01:49 PM ☐ Note Finalized ☐ Contact By Designee

Note Information

Date: 06/29/2022 Category: Initial Assess Contact ☐ View Inactive Participants

Begin Time: 00:00 AM PM Type: Initial Face-to-Face

End Time: 00:00 AM PM Type Detail:

Duration: 0000.0 Face-to-Face Location: Details

☐ Billable Face-to-Face Result:

Participants:

- Aardvark, Abigail A. (100 Child)
- Aardvark, Amy B. (Reference Person)
- Aflor, Aralia (Other Relative)
- Aldridge, C. (Other Relative)
- Anteater, Weston (Other Relative)
- Azul, Finn (Other Relative)

Hold down the 'Ctrl' key for multi-selection [Add Contacts](#)

Narrative

Case Note 1/1 [Details](#) [Create Structured Case Note](#)

Assessment Contact Information

Begin Date: 10/03/2012 08:00 AM

Name	Affiliation	Title	Contact Date
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[Insert](#)

[Insert Correction Note](#) [Clear Fields](#) [Create](#) [Save](#) [Close](#)

- The participants selected in the Participants section at the top of the page pre-fill in the Assessment Contact Information section. To add participants not listed in the Participants box above, click Insert. The Begin Date is the date and time the Assessment this note is being linked to was created.

Assessment - Work - Microsoft Edge

Case Notes

Case: Aardvark, Amy B (9223581) Worker Creating Note: Cake, Caitlin C. Worker Making Contact: Cake, Caitlin C. [Search](#)

Case Note ID: Date Entered: 06/29/2022 01:49 PM ☐ Note Finalized ☐ Contact By Designee

Note Information

Date: 06/29/2022 Category: Initial Assess Contact ☐ View Inactive Participants

Begin Time: 00:00 AM PM Type: Initial Face-to-Face

End Time: 00:00 AM PM Type Detail:

Duration: 0000.0 **Face-to-Face Location:** Details

☐ Billable Face-to-Face Result:

Participants:

- Aardvark, Abigail A. III (Son Child)
- Aardvark, Amy B. (Relationship Person)
- Afor, Aralla (Other Relative)
- Afor, Caitlin (Other Relative)
- Arlene, Weston (Other Relative)
- Azul, Finn (Other Relative)

Hold down the 'Ctrl' key for multi-selection [Add Contacts](#)

Narrative

Case Note 1/1 [Details](#) [Create Structured Case Note](#)

Assessment Contact Information

Begin Date: 10/03/2012 08:00 AM

Name	Affiliation	Title	Contact Date	
Smith, Sam A.	<input type="text"/>	<input type="text"/>	06/29/2022 00:00 AM PM	Delete
Smith, Jeff B. <input type="text"/>	<input type="text"/>	<input type="text"/>	06/29/2022 00:00 AM PM	Delete

[Insert](#)

[Insert Correction Note](#) [Clear Fields](#) [Create](#) [Save](#) [Close](#)

- Click the Save button to save the page, then click the Close button.

Ongoing Face-to-Face Contacts

10. To create an Ongoing Initial Face-to-Face Contact, go to the Cases tab and click the Create Case Work hyperlink [Create case work](#) to open the Case Work page or select Create Case Note from the Actions drop-down next to the specific case to open the Case Notes page. On the Case Work page, select 'Ongoing Services' from the Narrative drop-down. Select the case and participant(s), and click the Create button [Create](#). This will open the Case Notes page.

Create Case Work - Internet Explorer

eWiSACWIS Print Help

Create Case Items

Administration		▼
Adoption		▼
Agreements/Notices		▼
Assessment		▼
Case/Perm Plan		▼
Education		▼
Eligibility		▼
ICPC		▼
ICWA		▼
Imaging		▼
Legal		▼
Narrative	Ongoing Services	▼
Payment		▼

Cases

Aardvark, Amy B. (9222933)
Aardvark, Amy B. (9223581)
Aaron, Mother (9223516)
Abba, John (9222396)
Abby, Alice N. (9222744)
Abby, Alice N. (9222746)
Abby, Alice N. (9222756)
Abby, Alice N. (9222913)
Abby, Amber's A. (9222498)
Abby, Amy (9222679)
Abby, Anne A. (9221241)
Abby, Anne A. (9221335)
Abby, Anne A. (9221757)
Abby, Anne A. (9221886)
Abby, Anne A. (9222722)
Abby, Anne A. (9222723)
Abby, Annie (9223153)
...

Case Participants

Hold down the 'Ctrl' key for multi-selection

Aardvarck, Alan, Biological Child (9227019)
Aardvark, Abigail A., Biological Child (9226560)
Aardvark, Adam A., Biological Child (9227179)
Aardvark, Amy B., Reference Person (9226559)
jackson, jackson, Biological Child (9227579)
jackson, jackson, Biological Parent (9228144)
Johnson, Baby, Biological Child (9227218)

11. The Case Notes page opens. Enter the date the contact occurred in the Date field, select Initial Face-to-Face Contact for the Type, enter the Face-to-Face Location, and Face-to-Face Result. Finally, enter the Narrative.

Note: Per policy, agencies may use other professional staff as designees to complete face-to-face contacts. Staff includes those trained to assess safety, facilitate permanence, ensure a child's well-being, and evaluate the progress of a child and family's case. To indicate a Case Note completed by a designee, select the 'Contact by Designee' checkbox.

Case Notes - Internet Explorer

eWiSACWIS Print Help

Case: Aardvark, Amy B (9222933) Worker Creating Note: Cake, Caitlin C. Worker Making Contact: Cake, Caitlin C. [Search](#)

Case Note ID: Date Entered: 06/16/2020 07:21 PM ☐ Note Finalized ☒ **Contact By Designee**

Note Information

Date: 06/08/2020 **Category:** Ongoing Services ☐ View Inactive Participants

Begin Time: 11:45 ☒ AM ☐ PM **Type:** Face-to-Face **Participants:**

End Time: 00:00 ☐ AM ☐ PM **Type Detail:** **Face-to-Face Location:** Home Visit

Duration: 0000.0 **Face-to-Face Result:** Occurred

☐ Billable

Hold down the 'Ctrl' key for multi-selection

Narrative

Case Note 1/1 [Details](#) [Create Structured Case Note](#)

This visit...

[Insert Correction Note](#) [Clear Fields](#) [Create](#) [Save](#) [Close](#)

12. Click the Save button to save the page, then click the Close button.