

F.A.Q. – Recording & Reporting Face-to-Face Contacts

Report Related Questions and Answers

Q1: How do I access my county's monthly caseworker contacts information?

A1: The CM06x100 Caseworker Contacts Report has been created to assist counties, the Bureau of Milwaukee Child Welfare, and the state adoption program, hereafter referred to as "Child Welfare (CW) agencies" in monitoring performance related to this requirement. This report allows CW agencies to identify their missing caseworker contacts and assess their agency's performance on a month-by-month and cumulative basis. This report can be accessed via eWReports. If you do not have the ability to access this report, work with your eWiSACWIS security delegate to obtain access to the report. The On Demand reports can be used to report on a yearly total.

Q2: Is it still possible to clean up any data entry errors pertaining to the caseworker contacts that occurred last year between October 2009 and now?

A2: Yes. Correctly documenting case note contacts will positively affect a CW agency's performance figures for whatever period in which these contacts occurred. The next time the report is run the performance figures will reflect any new data that was entered correctly for a given child. The most important factors associated with the correct documentation for case note contacts are as follows:

- the Date;
- the Type (Face-to-Face Contact), and;
- the Participant (selection of the child in out-of-home care, as well as any other relevant participants).

Q3: How do kids missing from their out-of-home placements affect the overall number pertaining to our required face-to-face contacts?

A3: Children who are in a documented Missing from Out-of-Home Care placement are included in the population of children requiring contact. As odd as it may sound, the federal calculation requires the inclusion of children missing from care. However, if the child is not located or able to be contacted during a given period, a Face-to-Face contact will not be documented for that child. Practice expectations associated with efforts to locate a child missing from care are provided in the DCFS Memo Series 2008-12, Definition of Missing from Out-of-Home Care and Documentation Requirements at the following website:

<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2008-12.pdf>

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Q4: How do kids in Hospital/Corrections type of Out of Home Placements affect the overall number pertaining to our required face-to-face contacts?

A4: Hospitals, Corrections, Youth Corrections, Juvenile Corrections, Adult Corrections, Detention, Secure Detention (including Detention Center-Reception) all fall into a category of "episode dependent placements." These types of placements, although documented as an Out of Home Placement in eWiSACWIS, are not considered part of a defined placement episode for these reporting purposes unless they are preceded by a qualified placement (e.g. an Out of Home Placement such as a foster home, group home, or RCC).

Please see the attached chart for further information and examples regarding how the various placement settings documented on the Out of Home Placement page are used to determine compliance with this federal requirement.

For further information and example scenarios of qualified placement episodes vs. non-qualified placement episodes, refer to Appendix A of the Case Worker Face-to-Face Contacts requirements.

<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2012-02.pdf>

Q5: How long does a child need to be in care for the month to count in the statistics?

A5: The report looks for the first and last full calendar month a child is in an out-of-home care setting that counts. For example, if a child enters care October 4th and remains in placement through November 30th, the report will not look for a monthly face-to-face contact until November which is the first full calendar month the child has been in placement.

However, the frequency of caseworker contacts with children in out-of-home care is guided by specific policy as follows:

<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2008-01.pdf>

Q6: When do my face-to-face contacts need to be entered for the federal fiscal year (FFY)?

A6: Caseworker contact performance data is due to the federal Children's Bureau on 12.15.10 for FFY 2009 (10.1.09-9.30.10). In order for your agency's case notes to be counted for the FFY 2009 period, the case notes should be correctly documented in eWiSACWIS by November 30, 2010.

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Policy Related Questions and Answers

Q7: How does the requirement apply when the Department of Corrections (DOC) is providing aftercare?

A7: Similar to when a private agency is involved and the CW agency is considering this private provider as a “designee,” it is up to the CW agency to request the assigned DOC staff to provide necessary information on visits to meet the requirement. The CW agency is responsible for communicating this expectation, i.e. provision of monthly contact documentation, with DOC and private provider and for ensuring this documentation is entered as an eWiSACWIS case note for a given child.

Q8: How does the requirement apply when a child is in shelter or detention as a service (sanction)?

A8: When a child or juvenile is living at home, but is given a sanction to detention or shelter, that service is not considered an out-of-home placement and therefore, a monthly caseworker contact is not required; this service may not be documented on the Out of Home Placement page, but can be documented on the Service page in eWiSACWIS. However, when a child or juvenile is placed in OHC and subsequently given a sanction, the child remains in OHC status and therefore, the monthly caseworker contact requirement continues to apply. Note: Whether a child or juvenile is in-home or out-of-home, any sanctions are documented as “Services.” See the [eWiSACWIS Placement Documentation Manual](http://dcf.wisconsin.gov/files/cwportal/fc/pdf/plcmnt-documentation-manual.pdf) at the following website:

<http://dcf.wisconsin.gov/files/cwportal/fc/pdf/plcmnt-documentation-manual.pdf>

Q9: If a juvenile is in a foster home then goes to detention and is waiting for the court to reach disposition, which can be a long time, is monthly contact required?

A9: If the juvenile was in a placement setting that counts, e.g. a foster home, group home or RCC setting, prior to going to detention, monthly contact is required for the duration of the placement episode, including the period the child is in a detention placement setting.

Q10: Can the summary/narrative field in eWiSACWIS say “see note in file?”

A10: No. The caseworker’s monthly face-to-face contacts with a child or juvenile must be documented in eWiSACWIS as a case note. The eWiSACWIS case note must include a summary of the face-to-face contact.

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Q11. If I enter my case note incorrectly, can the summary/narrative field in eWiSACWIS say “see other note” when I correct it (i.e., forgot to pick the appropriate participant or drop down)?

A11. Yes.

Q12: Can teleconferencing be used to meet the monthly face-to-face contact requirement?

A12: No. Teleconferencing does not constitute face-to-face contact.

Q13: How does the requirement apply if a child is in a hospital or psychiatric setting under Chapter 51?

A13: If the child enters a psychiatric hospital under Chapter 51 and will subsequently return home, the child’s stay is not documented as an out-of-home placement and monthly contact during the hospital stay is not required.

If the hospital placement, or any other “episode dependent setting” such as detention or correctional facilities, is part of the out-of-home care episode, then monthly contact is required during the hospital or secure facilities placement.

Q14: Can tribes enter caseworker contacts in eWiSACWIS?

A14: No; tribes currently have read only access and do not have the technical capacity to enter case notes. CW agencies and tribes must work together to assure monthly contact information is provided to the agency so that summary notes created by the tribal child welfare staff can be entered as eWiSACWIS case notes in a timely manner.

Detailed Placement Episode Examples

