
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: November 27, 2007
Revised: May 28, 2008
Revised: April 7, 2009

Number: A-0415

Referral Compliance Contacts and Documentation

Purpose To provide guidelines for completing referral compliance contacts and contact documentation.

Approved This policy was approved by Mike Ryan, Director of CFS, on April 7, 2009. *Signature on file.*

Background Timely client contacts and their accurate and complete documentation in Child Welfare Services/Case Management System (CWS/CMS) are critical elements of child welfare practice and data collection of program performance requirements.

Referral contacts assist in assessing child safety, evaluating potential risk factors, and determining parent/caregiver's ability to adequately protect children.

This revision is due to changes in documentation requirements for interpretive services made by the California Department of Social Services (CDSS) December 31, 2008.

Legal Mandates

- California Department of Social Services (CDSS) Manual of Policies and Procedures, Division 31, Sections [110.3](#), [115](#), [120](#), [125](#) and [320](#)
- [All County Letter \(ACL\) 03-61](#)
- [All County Information Notice \(ACIN\) 1-86-06](#)
- [ACIN No. I-02-08](#), replaced by [ACL 08-65](#) dated December 31, 2008
- [California Department of Social Services \(CDSS\) Manual of](#)

Definitions

Attempted vs. Completed Contacts: Attempted in-person contacts are efforts made to locate or make direct (i.e., face-to-face) contact with a client which are unsuccessful. In contrast, contacts are considered completed when direct contact is made.

For example, the assigned social worker (ASW) responds to a home with the intent to interview two alleged victim children. One of the alleged victim children is home, but the other is not. The ASW conducts an in-person interview with the alleged victim who is present. This is considered a completed contact. The ASW is unable to meet with the second alleged victim child at that time, as the child is not present. This is considered an attempted contact.

For further information on data entry guidelines for attempted and completed contacts, see Contact Entry-CWS/CMS section below.

POLICY

Contact Entry— CWS/CMS

The ASW is responsible to ensure that all attempted and completed referral contacts are entered into CWS/CMS.

The ASW will enter an attempted contact for all participants in which an in-person attempt was made but direct contact was unsuccessful (e.g., the ASW responds to a home to interview a child, but the child is not present). Multiple participants should be included in a single in-person attempted contact entry, provided the contact location is the same for all participants. When the contact location is different, a separate contact entry must be made.

The ASW will enter a completed contact for all participants with which direct contact is made (e.g., the ASW responds to a home to interview a child and is able to meet with the child). Participants must be physically present in order for the contact to be entered as in-person and completed. Multiple participants should be included in a single in-person completed contact entry, provided the contact location is the same for all participants. When the contact location is different, a separate contact entry must be made.

When one attempted and one completed in-person contact occur during a single referral response, the ASW will enter an attempted contact for those participants who are not present, and a separate completed contact for those participants who are present.

Note: When the initial attempt to contact a child is unsuccessful, subsequent attempts are to occur as soon as possible and no less than every five working days until the contact is made, per Children and Family Services (CFS) Policy and Procedure (P&P) [Abuse Investigations—Practice Guidelines \(A-0412\)](#).

**Data Entry
Timeline**

All referral contacts will be entered into CWS/CMS as soon as possible, but in the month that the contact occurred. In situations where a child’s health or safety is a concern or a child death has occurred, the contact should be entered immediately.

**Timely
Response—
Initial Contacts**

In order for an initial contact to meet the California Department of Social Services (CDSS) compliance for timely response, the contact must:

- Have a Delivered Service Type of “Investigate Referral”
- Have a Communication Method of “In-person”
- Have a Status of “Attempted” or “Completed”
- Have a Contact Party Type of “Staff Person/Child”

**SW Plan
Contact**

Per CFS policy, “SW Plan Contact” must be chosen as a Case Management Service Type on the contact page in CWS/CMS for all completed in-person contacts.

**Additional Case
Management
Service/Referral
Types**

In addition to “SW Plan Contact,” the ASW must choose “Provide Your Rights Brochure” (unless the parent[s] cannot be located and this is documented) and any other Case Management Service/Referral Type(s) that is applicable. This may include, but is not limited to:

- Provide Bilingual Services
- Referrals to Community Resources
- Refer for Counseling/Mental Health Services
- Transport Client
- Provide Crisis Intervention

**Documentation
of Interpretive
Services**

When interpretive services are necessary, the following will be documented at the initial contact (or as needed when client requests change in preferred language):

- The client's primary or preferred language, if non-English speaking or limited-English speaking
- That Interpretive services were offered and accepted or refused
- The language in which the contact was conducted and the name and title of person who provided interpretive services (e.g., bilingual ASW, bilingual Social Worker II, contracted interpreter, telephone interpreter, client-provided interpreter, etc.)
- That client was provided *Your Rights Under California Welfare Programs (PUB 13)* in the appropriate language
- Description of extenuating circumstance if a child was used to translate

Documentation will also include that the client was warned of possible ineffective communication **if** the client self-selects a non-SSA interpreter and that *Certification of Confidentiality – Non-SSA Interpreter (F063-02-217)* was completed/signed by both client and interpreter. This form will be completed once and will serve as documentation throughout the referral/case unless the client changes their non-SSA interpreter.

Language Assessment (F063-25-468) may be used for documentation of language needs and interpretive services.

For further information regarding assessment, provision, and documentation of interpretive services, refer to CFS P&P [Client Rights \(B-0105\)](#).

Additional Contacts

Referral contacts may also be made by telephone, in writing, by fax, or by email. An example of an attempted contact includes telephone messages. An example of a completed contact includes a written document mailed to a client.

All contacts must be entered on the contact page in CWS/CMS from left to right and from top to bottom, with the Case Management Service/Referral Types entered last. Information regarding the contact will be entered in the contact narrative as the final step. When the contact is not originally entered in the order above, it will not be counted as completed. Refer to [CWS/CMS Data Entry Instructions—Contacts Checklist for Referrals](#) for step-by-step direction on this process.

Contact Documentation—Investigative Narratives	<p>The ASW will ensure consistency between the information entered on the contacts page, in the contact narrative, and in the body of the investigative narrative.</p> <p>For direction on referral documentation in the investigative narrative, refer to CFS P&P Abuse Investigations—Findings, Documentation, and Cross Reporting (A-0305).</p>
ASW Responsibility	<p>The ASW is responsible to ensure that all contacts are entered per the contact entry and timelines discussed above, prior to submission of referral for SSSS review and closure.</p>
SSSS Responsibility	<p>The approving SSSS is responsible to review and ensure accuracy of all referral contacts in CWS/CMS prior to referral closure.</p>
Special Circumstances	<p>In situations when contacts have been made prior to creation of a referral (e.g., “already worked Immediate Responses” or Companion to Cases [C to C’s]), the ASW will enter the date(s) of the contact per the determined response time and explain in the investigative narrative that the contacts were made prior to the referral.</p> <p>In situations when the name of the victim(s) is learned after the creation of the referral (e.g., unknown alleged victim), the ASW will ensure that the victim’s name is entered into the referral prior to entering contact information.</p>
Contact Requirements	<p>For specific guidelines on CFS contact requirements for children, parents, alleged perpetrators, and collaterals in a referral, refer to CFS P&P Abuse Investigations—Practice Guidelines (A-0412).</p>
Response Times	<p>All referral contacts will be made as soon as possible, and in accordance with the determined response time and the unique circumstances of each referral.</p> <p>For information on response time guidelines, refer to the Response Times section of CFS P&P Abuse Investigations—Practice Guidelines (A-0412).</p>
Promotion to Case	<p>The ASW will document the contact made on the date the case plan was signed, including contacts made with all children.</p>
Case Contacts	<p>Once a referral has been promoted to a case, the ASW will refer to CFS P&P Case Compliance Contacts and Documentation (E-0105) for direction on data entry guidelines for case contacts.</p>

REFERENCES

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [Abuse Investigations—Practice Guidelines \(A-0412\)](#)
 - CFS P&P [Abuse Investigation—Findings, Documentation, and Cross Reporting \(A-0305\)](#)
 - CFS P&P [Case Compliance Contacts and Documentation \(E-0105\)](#)
 - CFS P&P [Client Rights \(B-0105\)](#)
 - [CWS/CMS Data Entry Standards—Contacts Checklist for Referrals](#)
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REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Language Assessment	F063-25-468

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). **For reference purposes only**, links are provided to view these hard copy forms, where available.

Form Name	Form Number
Certification of Confidentiality – Non-SSA Interpreter	F063-02-217
Certification of Confidentiality – Non-SSA Interpreter (Spanish)	F063-02-217Sp
Your Rights under California Welfare Programs (English) (Other languages available: Spanish , Vietnamese , Chinese , Cambodian , Armenian , Russian , Arabic , Farsi , Hmong , Korean , Laotian and Tagalog , and ADA version)	PUB 13

**CWS/CMS
Forms**

The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only***, links are provided to view these CWS/CMS forms, where available.

Form Name

Form Number

None.

Brochures

Brochures to distribute in conjunction with this procedure include:

Brochure Name

Brochure Number

None.