



New York State regulations require that monthly casework contacts be completed for all children in foster care under the age of 21, including those in trial discharge status. In order for your contact with a foster child to be regarded as a casework contact, it is necessary for each contact to be recorded in a separate progress note using specific values in certain fields:

- “Casework Contact” must be selected in the **Type** field.
- “Face to Face” must be selected in the **Method of Contact** field.\*
- The **Family Participant/Focus** grid must indicate that the child is both a “Family Participant (FP)” and “Focus” of the contact.

From the Person View of the workload, workers can use the **Missing Contact By Month** option to identify children on their workload for whom casework contact documentation is missing within the current Federal Fiscal Year (FFY). Direct navigation to Progress Notes to complete such documentation is also available. Missing Contact By Month search results will be displayed under the following criteria:

- ✓ A child with missing casework contacts for at least one month since October 1 to current date (the current FFY).
- ✓ If the current date is before November 15, a child with missing casework contacts in the previous FFY will also be displayed in order to assist in meeting federal reporting requirements.
- ✓ A child must currently be in an active stage and have a Program Choice of “Placement” for missing casework contacts to display. (**Note:** Children in trial discharge who do not have a Program Choice of “Placement” will not display.)
- ✓ A child with missing casework contacts for multiple months will be displayed only once per stage in the search results.
- ✓ A child with missing casework contacts in multiple stages will be listed individually for all stages in which there is a missing casework contact.

\* For a foster child who is 18 years of age or older and attending an educational or vocational program 50 miles or more outside the local district, casework contacts may be made by telephone or mail. The document requirements and methods are the same.

### Accessing Missing Contacts By Month

To access missing contacts from the **My Workload** tab:

- 1 Click the **Person Workload View** button .
- 2 Click the drop-down arrow for the **Children** field and select “Missing Contact By Month.”



- 3 Click the **Search** button.  
*All children who meet the search criteria display (including those in trial discharge status).*
- 4 Select the appropriate child from the **Child List** grid.
- 5 Click the **Missing Contact By Month** link on the **NAVIGATION PANE**.  
*The Missing Contact By Month pop-up window displays for the child with a list of missing contacts by month for the reporting period.*



If numerous missing contacts are listed, you may wish to:

- click the [Print Screen](#) link or otherwise make note of the missing contacts.
- record multiple contacts at one time upon entering Progress Notes.

- 6 In the **NAVIGATION PANE**, click the **Progress Notes** link.  
*The Progress Notes window displays.*  
**Note:** This link is disabled if the FSS stage is currently open.
- 7 Click the **New Note** or **New Using** button.  
*The Progress Notes Detail window displays.*
- 8 Record the progress note.
- 9 Save the progress note.  
*The Progress Notes window displays.*  
**Note:** You may save the note in “Draft” or “Final” status.
- 10 Repeat steps 7 - 9 for any additional missing casework contact(s) for the child.
- 11 Close the *Progress Notes* window.  
*The Missing Contact By Month pop-up window displays.*
- 12 Click the **X** button to close the window.  
*Your workload displays with all children who meet the previous search criteria (including those in trial discharge status).*

For details on progress notes, refer to the CONNECTIONS Tip Sheet: *Progress Notes: Successfully Documenting Casework Contacts with Children in Foster Care.*

## Verifying Your Changes

Search results on the workload and *Missing Contact By Month* pop-up window will not update automatically to reflect completed casework contact progress notes.

### Verifying by Child

If you completed all missing contacts for a child, you can verify the results from the Person View of the workload by selecting “Missing Contact By Month” and clicking the **Search** button. The child’s name will not display in the search results.

### Verifying a Single Casework Contact

If you wish to verify that a casework contact progress note was completed for a child, you can access the *Missing Contact By Month* pop-up window for that child. The missing contact will not display in the list.

## Accessing a Worker’s Missing Contacts (Supervisory function)

From the **WORKLOAD & TO-DOs** tab, supervisors may access a list of missing contacts by worker:

- 1 Click the **Search Other Units/Workloads** arrow (  ) to access the search fields.  
*The supervisor’s agency, site, and unit codes populate the fields automatically.*
- 2 Click the **Search** button.  
*All workers in the unit display in the grid below.*
- 3 Select the name of a worker from the grid, then click the **Go** button.  
*The workload of the worker displays in the **Workload** tab below the grid.*
- 4 Follow steps 1 - 3 in the “Accessing Missing Contacts By Month” section on the prior page to display a list of all missing casework contacts for the worker.

**Cognos users:**

Supervisors may generate the *CCRS FC Contact Summary* report, which provides data for the whole district, in order to identify missing casework contacts.

## CONNECTIONS Resources

For additional information on casework contact requirements, refer to the *Documenting Casework Contacts with Foster Children in CONNECTIONS* web-based training on TrainingSpace.org (registration in STARS is required).

OCFS CONNECTIONS Internet site:

<http://ocfs.state.ny.us/connect/>

OCFS CONNECTIONS intranet site:

<http://ocfs.state.nyenet/connect/>

CONNECTIONS Regional Implementation Staff:

<http://ocfs.state.nyenet/connect/contact.asp>

E-mail your CONNECTIONS application questions to:

[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)

E-mail your other CONNECTIONS Communications to:

[CONNECTIONSCommunications@dfa.state.ny.us](mailto:CONNECTIONSCommunications@dfa.state.ny.us)

OFT Customer Care Center:

**1-800-697-1323**

*This material was developed by the Professional Development Program, Rockefeller College, University at Albany, through The Research Foundation for SUNY, under a training and administrative services agreement with the New York State Office of Children and Family Services.*