



Storyboard

Documenting Face to Face Contact by Videoconferencing

This storyboard demonstrates how to document face to face contact has occurred by video conferencing.

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Note:

In light of the extraordinary circumstances related to the COVID-19 pandemic, videoconferencing will be allowed for all face to face visits including **all** program areas with the following exceptions:

- CPSA and CPSI **initial** priority responses
- Continued safety concerns exist in the home
- Foster parents, biological parents, caregivers do not have videoconferencing capabilities

When the family does not have videoconferencing capabilities, conduct screening questions and consult with a supervisor. These guidelines will remain in effect until further notice is provided.

Documenting Face to Face Contact by Video Conferencing

- Inside of the Case Recording, use the **Contact Method** drop down and select Video Conference.
- The Video Conference option as a Contact Method will be available for all Contact Types that traditionally had the option to be entered as a Face to Face.
- **Note:** This process will apply to Parent/Child Visitation and Sibling Visitation as well.

Examples:

This screenshot shows a form with the following fields: 'Contact Date' (03/17/2020), 'Contact Time' (08:00 AM CT), 'Recorded For' (Employee Search), 'Contact Type' (ACV Interview/Observation), 'Worker Present?' (Yes), and 'Contact Method' (Video Conference). Red boxes highlight the 'Contact Type' and 'Contact Method' fields.

This screenshot shows a form with the following fields: 'Contact Date' (03/17/2020), 'Recorded For' (Employee Search), 'Contact Type' (Case Manager/Child Contact; Case Manager/Parent Contact; Parent/Child Visit), 'Worker Present?' (Yes), and 'Contact Method' (Video Conference). Red boxes highlight the 'Contact Type' and 'Contact Method' fields.

This screenshot shows a form with the following fields: 'Contact Date' (03/17/2020), 'Recorded For' (Employee Search), 'Contact Type' (Case Manager/Child Contact; Sibling Visit), 'Worker Present?' (Yes), and 'Contact Method' (Video Conference). Red boxes highlight the 'Contact Type' and 'Contact Method' fields.

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- As always, it continues to be important to document that the worker, child(ren), and any additional participants were present, and that the Social, Medical, and Educational, drop down is answered correctly.

Worker Present? Yes

Contact Method: Video Conference

Contact Sub Type:

Location

Location Type: Family Home If Court, School or Other, Describe:

Resource: Resource Search Clear

Copy To Resource Record?

Purpose

Available Purposes:

Selected Purposes: Permanency, Safety - Child/Community, Service Planning, Well Being

Participant

Participant Name	Date of Birth	Role	Social, Medical, Educational Needs Addressed?
		Child Present	Yes

Add Participant

- In the Narrative Details sections of the case recording, the narrative needs to include the following statement:

Due to the State of Emergency Declaration by the Governor of the State of Tennessee regarding the COVID-19 Virus, the case manager conducted a face to face visit with the child by _____ (example: Face Time, Skype, etc.) due to the child being in a safe environment, such as in the care of professional staff (i.e. hospitals, providers, etc.).

Or:

Due to the State of Emergency Declaration by the Governor of the State of Tennessee regarding the COVID-19 Virus, the case manager conducted a face to face visit with the child by _____ (example: Face Time, Skype, etc.).

- In addition to the additional information gathered from the contact, the narrative also needs to clearly document the efforts to assess the child's safety in the home/placement environment including interviewing the child separately and privately.

Narrative Details

(Note: Provide a detailed summary of purpose, interactions, discussions, observations, assessment of progress, agreements, decisions and next steps. Refer to HELP for further instructions on documentation.)

Narrative:

Due to the State of Emergency Declaration by the Governor of the State of Tennessee regarding the COVID-19 Virus, the case manager conducted a face to face visit with the child by Skype due to the child being in a safe environment, such as in the care of professional staff (i.e. hospitals, foster homes, etc.).

Expand Spell Check Clear 31689

Status: * Completed

Apply Save Cancel

- Remember, once all the information has been entered successfully, the Status dropdown must be set to Completed and saved for the case recording to be considered finished.

You have completed this storyboard.