

## Ongoing Contact Requirements for Adults

### Face-to-Face Contact Requirements

This tool details best practice in applying recent changes to rule around contact requirements for adults. These changes address barriers to completing face-to-face contacts. Therefore, intended case plan participants should not be removed from the family case plan.

The purpose of monthly face-to-face contact with adult family case plan participants is the ongoing assessment of safety and risk. Face-to-face contact, as opposed to alternative forms of contact, is best practice as it offers advantages in engagement and relationship building and the ability to observe the home environment, observe interactions between the adult and others, and to have individual and one-on-one conversations with parties to the family case plan or prevention services plan.

	Prevention Services	Voluntary (Alternative Response and Traditional Response)	Court Ordered Protective Supervision, Temporary Custody, and Planned Permanent Living Arrangement
Which adults have a face-to-face contact requirement?	Each custodial parent, non-custodial parent, guardian, or custodian involved in the prevention services plan	Each custodial parent, non-custodial parent, guardian, or custodian participating in and being provided services through the family case plan	Each custodial parent, non-custodial parent, guardian, custodian or if applicable pre-finalized adoptive parent participating in and being provided services listed in the family case plan
How often am I required to meet with them?	Every other month	No less than monthly	No less than monthly
		If the initial attempt to complete a face-to-face contact with the adult is unsuccessful, the PCSA will make <b>at least two additional</b> face-to-face contact attempts within the month.	
Where must the contact take place?	In the child's home	At least one contact every other month must be in the child's home	At least one contact every other month must be in the child's parent, guardian, or custodian's home, or if applicable the pre-finalized adoptive parent's home*
Are alternative forms of contact permitted?	No	Yes	Yes

\*See OAC 5101:2-38-05 for additional information regarding suspending home visits when the adult presents a threat to the safety of the caseworker.

## Using Alternative Forms of Contact

**Alternative forms of contact are only permitted for adult parties to the family case plan. The following guidance does not apply to contact mandates for adults on prevention services plans, contact mandates for children, contact mandates associated with voluntary in-home and voluntary out-of-home safety plans, or to contact mandates with placement providers.**

The PCSA must complete diligent efforts before using alternative forms of contact. If a client misses a scheduled appointment but is willing to reschedule, best practice is to reschedule the face-to-face visit for that month. Locating family members who are identified on the family case plan but not engaging with the PCSA is critical to establishing safe, permanent connections for children. When determining if alternative forms are appropriate, consideration should be given to the adult's role in mitigating safety/risk concerns. PCSAs should ensure that they have completed at least one month of three face-to-face contact attempts before using these contact alternatives. **The chart below represents information that should be documented in SACWIS when using alternative forms of contact. See SACWIS screenshots displayed below for additional guidance in recording the additional information in SACWIS.**

Barrier to in person face-to-face	Case Circumstance	Diligent Efforts Completed?	Alternative Contact Type	Plan to return to face-to-face contact	Plan for Supervisory Approval/ Ongoing Assessment
Unable to Locate	Caseworker attempts to locate a client, location unknown.	Yes, Caseworker has completed diligent searches and documented these searches in SACWIS. No new addresses located.	Caseworker uses all known contact types (ex. virtual visit, phone call, text, and/or email, etc.) to attempt to arrange a virtual visit with the client.	Caseworker completes in person visits once client has been located.	Supervisor to discuss, evaluate, and document case circumstances during monthly conferences to ensure that interventions for face-to-face contact are appropriate.
Incarcerated	Client is incarcerated.	Yes, Caseworker has verified through incarceration facility or website that client is incarcerated.	Caseworker calls the prison to discuss visits. If Caseworker is unable to have a face-to-face visit due to rules/guidelines a virtual visit is arranged.	Prior to release Caseworker schedules a face-to-face visit with the client to be completed upon release.	
Treatment Facility	Client reports residing in a residential treatment center.	Confirm with treatment center staff that client is residing in treatment. Discuss availability of in person visits.	If in person is not available, virtual visit is arranged.	Discuss with treatment center staff when face-to-face visits can be scheduled. If they cannot, plan the first face-to-face visit with client upon scheduled release.	

Out of County or State	Client resides out of the county or state.	Confirm that client resides out of county or state and ask for a courtesy visit from PCSA or CSA in client's jurisdiction.	If a face-to-face visit is not available, virtual visit is arranged.	Discuss in person visits with client and if they can occur.	
Out of Country	Client resides out of the country.	Confirm the client resides out of country. Request assistance from the consulate or other resources in the client's current country of residence.	If a face-to-face visit is not available, virtual visit is arranged.	Discuss if the client will be available for an in person visit in the foreseeable future.	

### Determining the Form(s) of Alternative Contact

The service team should determine the temporary alternative form of contact based on the unique case circumstances discussed above, agency resource capacity, and family access to resources. The tier system below prioritizes types of contact recommended in lieu of face-to-face visits. Multiple forms of alternative forms can be used in any given month to engage and/or locate the family.

<b>Tier 1:</b> Virtual visit (Microsoft Teams, FaceTime, Zoom, Google Meets, etc.)
<b>Tier 2:</b> Phone call, JPay Video Connect
<b>Tier 3:</b> <i>These forms should only be used in lieu of face-to-face contact when Tier 1 and Tier 2 attempts have been exhausted.</i> Email, text messages, social media, etc.

### Recording Diligent Efforts and Alternative Forms of Contact in SACWIS

***Alternative forms of contact are only permitted for adult parties to the family case plan.***

***When determining if alternative forms are appropriate, consideration should be given to the adult's role in mitigating safety/risk concerns.*** PCSAs should ensure that they have completed at least one month of three face-to-face contact attempts before using contact alternatives.

**Information is to be documented in SACWIS when using alternative forms of contact. See the following SACWIS screenshots for recording the additional information in SACWIS.**

**Recording an Activity Log for Alternative Forms of Contact**

When selecting an “Available Contact Type” you must select “Alternative Form of Contact” for the Comprehensive Visitation Report to include the alternative form of contact towards successful face-to-face visitation. Selection of additional contact types may be made in conjunction with the “Alternative Form of Contact” to identify the type of alternative form of contact. Continue to select the “Sub Categories” as “Ongoing monthly visit.”

Start Activity Date: \* 11/01/2021 [calendar icon] Time: 10:00 AM [dropdown]  
End Activity Date: 11/01/2021 [calendar icon] Time: 10:30 AM [dropdown]  
Responsible Worker: \* [dropdown] Originator Of Information: [dropdown]  
Contact Duration: [dropdown]  High Priority

**Contact Types**

**Available Contact Types:**

Q	Add All	Add
Announced Home Visit		
Collateral		
Court		
Critical Safety Issue		
Education		
Email		
Face-to-Face		
Face-to-Face Visit with Provider(s)		

**Select Contact Types: \***

Remove	Remove All	Q
Alternative Form of Contact		
Virtual Visit/ Video		

**Category Information**

Case Category: \* Ongoing [dropdown] ⓘ  
Category: \* Ongoing Visits [dropdown]

**Available Sub Categories:**

Q	Add All	Add
Initial 7 days not including day of placement		
Treatment FC 2x Monthly		

**Select Sub Categories: \***

Remove	Remove All	Q
Ongoing monthly visit		

Access to relevant administrative code rules can be found at:

- Rule 5101:2-38-01 Requirements for PCSA family case plan for in-home supportive services without court order.
- Rule 5101:2-38-05 PCSA family case plan for children in custody or under protective supervision.
- Rule 5101:2-38-07 PCSA family case plan for children in custody or under court-ordered protective supervision.
- Rule 5101:2-40-05 PCSA requirements for providing family first prevention services.