



Practice Points

Tracking Timely Initial Contact

The purpose of this Practice Point is to clarify how data is captured for the Timely Initial Contact PERform Report.

Assuring child safety as soon as possible after receiving a hotline is one of the most important aspects of our work. The PERform Measure for Timely Initial Contact helps us track how frequently we are meeting this critical piece for child safety. Due to recent FACES enhancements, the data for this PERform measure will now be gathered through the Contact Communication Log in FACES.

If the Children's Division worker visited with the child to assure his/her safety, the communication should be entered as an *in-person* contact with the purpose of *Initial Visit* or *Worker with Child*.

If safety was assured by a Multi-Disciplinary Team Member, instructions for FACES entry may be found in [CD14-37](#) or [CD14-45](#). This entry should also be entered with the purpose of *Initial Visit*.

Initial contact on the PERform Measure will be attributed to the worker's ID from the Contact Communication Log entry. The staff member who visited with the child or spoke with the Multi-Disciplinary Team Member should complete the FACES contact entry.

Central Office Contact:

JoDene Bogart JoDene.Bogart@dss.mo.gov

Issued: 12/12/2014