

**ISSUED DATE:** August 22, 2025

**TO:**  Children's Division       Contracted Staff

**FROM:** Sara Smith, Children's Division Director

**SUBJECT:** **Worker-Child and Worker-Parent Visit Requirements - Amended**

## OVERVIEW:

This Practice Alert provides guidance for worker-parent and worker-child visits in Alternative Care.

## NECESSARY ACTIONS:

### Method of contact

- Worker-parent and worker-child visits should be completed in-person.
- When in-person visits are not possible, the next best option is by phone or video contact.
- When in-person or phone or video contact is not possible, written communication must be attempted.

### Data

Data will only capture visits which occurred in person.

### Child visits

- **The initial visit** must occur no later than the next business day, in the child's placement, following the child's entry into protective custody. The presence of the worker in the home while placing the child is not considered as the initial visit.
- **Ongoing visits** must occur, at minimum, one time each month, for the duration of the case.
- **The majority of visits must occur in the child's placement.** The child should be visited both individually and with the placement provider during each visit.
- **When the child changes placements,** a visit must occur no later than the next business day, in the child's placement.
- **Residential treatment and DMH placement visit requirements** can be found in [PA24-RD-04](#).
- **Youth in an ILA placement** must have two contacts per month, with at least one of the contacts occurring in the youth's living environment. For more information, refer to [CWM 4.5.5.3 \(Independent Living Arrangement Support Services/Systems\)](#).

### Parent visits

- **The initial visit** must occur within 24 hours following the child's entry into protective custody.

- **Ongoing visits** must occur, at minimum, one time each month, for the duration of the case.
  - If circumstances support ceasing visits with a parent, consultation with the assigned DLS attorney should occur.
- **Both announced and unannounced** visits should occur. Visits should be clearly documented as to whether the visit was announced or unannounced.
- **The majority of visits must occur in the parent's home.** The parent's home is the place they are living, as defined by the parent.

### **Trial Home Visit**

When a Trial Home Visit begins, weekly visits should occur for the first four weeks with the parent and child in the home. Announced and unannounced visits should occur.

### **Majority of visits**

'Majority' is tracked by the federal fiscal year which is October 1<sup>st</sup> through September 30<sup>th</sup>

Examples of the majority are:

- If a case is open for 2 months, 2 monthly visits must occur at the location the individual is residing.
- If a case is open for 6 months, 4 of the 6 monthly visits must occur at the location the individual is residing.

### **Key benefits and outcomes to quality worker visits with parents and children**

- Quality engagement and consistent visitation improves relationships with families and improves the worker's ability to accurately assess child safety, the family's progress, and results in more timely permanency. Additional tips for family engagement can be found in [PA25-AC-01](#).
- Facilitation of both worker-child and worker-parent visits are reasonable efforts that a worker must make to support a family's ability to safely care for their child. All reasonable efforts made by Children's Division, or the contracted agency must be reported to the court.
- Worker-child and worker-parent visits must be sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of the case goal. The Child and Family Services Review (CFSR) review measures both the frequency and quality of visits to determine if the time spent with the child meets the child's needs, and to determine if visits with parents are completed with sufficient quality and purposeful interaction that reflects engagement and contributes to the assessment and case planning processes.

### **FACES documentation and timely entry**

- **Each actual and attempted visit must be documented** in the Contact Communication Log.
- **All visit documentation must be entered within 7 days** of the contact occurring.
- **All contacts must be documented thoroughly** for the reader to understand the worker's assessment of safety, needs, barriers, progress toward case goals and permanency, and next steps, among other significant conversational content.
- **When phone or video contact occurs in place of an in-person visit**, the worker must document the reason(s) an in-person visit did not occur.

- **When written contact occurs in place of in-person, phone or video contact**, the worker must document the reason(s) in-person and phone or video contact did not occur.
- **Detailed documentation requirements** can be found in [CWM 5.2.2 \(Contact Entries\)](#) and [CWM 5.2.4 \(Policy Requirements Related to FACES Recording\)](#).

### How to enter a visit in FACES:

Alternative Care (AC) Monitoring → enter Case # or child's DCN and select 'Go' → Contact List → Filter Individual List → Select Individual from the List of Call/Case Associated Individuals and select 'Display' → Select the individual's name in blue font → Select 'Actual Communication' or 'Attempted Communication' → Enter the Date and Time the visit occurred → Duration is the length of the visit → See below for instructions specific to visit type.

**To meet data requirements for an in-person visit**, the following options must be selected: If the contact occurred differently than stated below, select the appropriate options to reflect how the contact actually occurred.

#### Worker-Child visit

- **Type:** In Person - Initiated by CD or Initiated by Contact
- **Point of Contact:** Any location
- **Purpose:** Worker with Child

#### Worker-Child visit (to meet the 'majority' of visits in child's placement)

- **Type:** In Person - Initiated by CD or Initiated by Contact
- **Point of Contact:** In Child's Placement, Foster Home, Home of Relative or Residential Facility
- **Purpose:** Worker with Child

#### Worker-Parent visit

- **Type:** In Person - Initiated by CD or Initiated by Contact
- **Point of Contact:** Any location
- **Purpose:** Worker with Parent/Substitute

#### Trial Home Placement visit

- **Type:** In Person - Initiated by CD or Initiated by Contact
- **Point of Contact:** In Child's Placement or Household address
- **Purpose:** Worker with Child and Worker with Parent/Substitute (Select both)
- **Both the parent and the child must be associated with the contact**
  - This prevents the need for double entry of the child's visit and the parent's visit

#### All contacts

- **Other Individuals Involved:** when other individuals participated in the contact, select 'Yes' and select the other individual's name(s). Select 'Add' to populate the name(s) in the Individuals Involved box.
  - Select only individuals who actually participated in the contact. For example, when a Trial Home Visit is documented and if both the parent and child are present, and you begin a

contact note under the child, the parent's name would be added to 'Other Individuals Involved'.

- **Functions Associated with the Contact Communication:** The contact note will populate on the case function screen for each function selected. Only select the open functions pertaining to the child(ren) for whom the contact is being entered.

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| <b>CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:</b><br><br><a href="#">CWM 4.2 (Placements)</a><br><a href="#">CWM 4.4.1 (Working with Children in Placements)</a><br><a href="#">CWM 4.5.5.3 (Independent Living Arrangement Support Services/Systems).</a><br><a href="#">CWM 4.6.3 (Ongoing Work with Parents)</a><br><a href="#">CWM 4.11.5 (Service Worker Requests)</a><br><a href="#">CWM 5.2.2 (Contact Entries)</a><br><a href="#">CWM 5.2.4 (Policy Requirements Related to FACES Recording)</a><br><br><a href="#">PA24-RD-04 Worker-Child Visits with Children Placed in Residential Treatment and DMH Placements</a> |  |