

**DHS & CONTRACTOR INSTRUCTIONS  
FOR SAFETY PLAN SERVICES (SPS)  
CONTACT SUMMARY LOG**

The Contact Summary Log is completed by the Contractor to provide information that targets the desired progress in the Safety Plan. The logs assure the Contractor remains in constant communication with the DHS worker. Contractors are required to make initial contact with the family within 24 hours of the referral.

**Case Information.** All fields in this section of the Contact Summary Log must be completed, including:

- Billing Child Name
- State ID
- Required Response within 24 hours
  - The first initial contact is the only time that this box is checked yes or no on the logs. This is not required for a 2<sup>nd</sup> unit of service.
  - All other logs will be checked as N/A.
- Ongoing Contact
  - This box is checked on all other logs submitted after the initial contact and is checked either daily or other as specified in the Referral Face Sheet/Safety Plan or subsequent electronic communication.
- Timeframes met
  - Check yes or no based on frequency of contact in the Referral Face Sheet/Safety Plan or subsequent electronic communication.
- Case ID
- County
- Case Referral Date
- Contact Summary Log Date
- Start Time and End Time
- Type of Contact
  - Phone
  - Face-to-Face
  - Attempted
- Location of Contact
  - Identify where the contact took place
- Individuals in attendance
  - Identify who was present during the contact
  - Document any children who were not present during contact and where they were during the date/time of the contact.
- Date Contact Summary Log was provided to DHS worker
- Author of Contact Summary Log/Care Coordinator Name
- Contractor and Address

If initial contact, check yes or no if the DHS worker was present. If no, explain why the DHS worker was not present.

**Safety Plan Compliance.** Check the appropriate boxes to each of the questions listed:

- Is the family complying with the elements of the Safety Plan?
- Is the Safety Plan meeting the needs of the children?
- Are any changes needed to the Safety Plan?
  - If yes, describe the changes.
- Were there any immediate concerns?
  - If yes, identify what was done to address these concerns.

The Contact Summary Log contains “things to consider” that provides guidance on what to observe and document during contact with the child/family.

**Threats of Maltreatment.** Threats of maltreatment are situations, behaviors, emotions, motives, perceptions, or capacities which can produce child maltreatment.

- Identify and document the threats of maltreatment as well as the interventions and/or support activities provided during the contact to impact the threats of maltreatment.

**Protective Capacity of the Parent.** Protective capacities are family strengths or resources that reduce, control, and/or prevent threats of maltreatment. Lack of these strengths and resources should also be noted.

- Identify and document protective capacities as well as the interventions and/or support activities provided during the contact to impact the protective capacity of the parent.

**Child Vulnerability.** Vulnerability is the degree to which a child cannot avoid, negate, minimize or modify the impact of present or impending danger on his or her own.

- Identify and document child vulnerability as well as the interventions and/or support activities provided during the contact to impact child vulnerability.

**Current Home Environment.** Document observations to the current home environment and identify interventions and/or support activities provided during the contact to impact the home environment.

**Assistance.** Document any assistance provided to the family during the contact as it relates to safety. This includes any concrete supports/goods provided during the contact.

### **Completion/Distribution/Reporting Requirements**

The Contractor completes the Contact Summary Log and provides to the DHS worker by the end of the next calendar day of every contact or attempted contact, including phone, with the alleged child victim and parents or others as identified on the Safety Plan and Referral Face Sheet. Any critical safety information shall be communicated immediately and directly to the DHS worker and/or supervisor by phone.

The Contact Summary Log will be e-mailed to the referring DHS worker. The naming convention in the subject line should be S or P (for type of service) – County Number – State ID#. So, for Safety Plan Services provided for a child from Wapello County, the email would have a subject line of S-90-123456A.

If the Contractor's electronic communication service is temporarily interrupted, then the Contractor can fax the Contact Summary Log to the DHS worker.

**Location of Forms**

All Safety Plan Services forms can be accessed at the following website:

[http://dhs.iowa.gov/Consumers/Child\\_Welfare/BR4K/FamilySafety](http://dhs.iowa.gov/Consumers/Child_Welfare/BR4K/FamilySafety)