

## Family Assessment Response CONNECTIONS Q/A

1. Can workers document all of their progress notes in the FSI and close it when their FAR work has concluded?

*Documentation for Family Assessment Response can be recorded in either the FSI/FAM or in the FSS/FAM. Although there is no firm rule as to when it is appropriate to document case activity within the FSI, and when a FAM services stage should be opened, the design intention was that when the family was going to receive significant services or the FAR worker would stay involved with the family for more than a couple of weeks, the FAM service stage would be opened. The system will require a FSS be opened to assign a voluntary agency worker to the case. Three closing codes are available in the FSI/FAM to address situations in which a FAM Services stage is not opened.*

*They are:*

- *Close FSI - Service Needs/Requests Met*
- *Close FSI - No services requested or assessed to be needed*
- *Close FSI - Services offered/recommended, family declined*

2. Why does the Case List window show that the FAM Case is assigned to the State, instead of my county?

*Currently, the county code on the Case List window will display the code of the last assigned stage in the case. Because INV stages for Family Assessment Response are assigned to an OCFS workload, "State" may appear in the county field, and "Joanne Ruppel" in the worker field. A system fix has been requested. With this fix, the Case List will no longer update based on the assignment to OCFS.*

*Until a system fix is implemented, the workaround below will prevent OCFS information from appearing on the Case List window:*

- *On the Investigation Conclusion window, check the FAR checkbox.*
- *Go to the Options Menu on the Assigned Workload window and select "Record Family Services Intake." This will create the FSI/FAM Stage on your workload.*
- *Reassign the INV Stage to the state-designated person, Joanne Ruppel. (Joanne Ruppel is the only choice available on the assign window).*
- *Record information as necessary in the FSI/FAM.*

- *Stage progress the FSI/FAM to FSS/FAM.*
- *Reassign the Case Manager for the FSS/FAM.*
- *Reassign the Case Manager role back to the FAR worker, if necessary.*

*Please note that the Case List problem is limited to one window in CONNECTIONS. When conducting a Person Search, the Search Results window (accessed prior to the Case List) will display the county. Also, the Case Summary window (accessed from the Case List) displays the overall case manager, and the district/ worker for each Stage in the case. As with all information in CONNECTIONS, access to this information is determined by a workers assigned security attributes and role.*

3. Can I create an OTI/FAM when the INV stage is more than 7 days old?

*The system will allow this, although it is programmatically recommended that the case be progressed to FSI/FAM within 7 days.*

4. Can I create an OTI/FAM when the 7 Day Safety Assessment in the INV stage is not completed/approved on time?

*The system requires a completed and approved Safety Assessment in the INV Stage prior to checking the FAM checkbox. There is no system edit associated with the timeliness of the Safety Assessment.*

5. Can I open up a separate FSI/FSS with a stage type of OTI/FAM when there is a previous FSS that is open under the same Case ID number as the INV stage?

*No. When there is an open FSI or FSS in a case, the system will not allow the creation of another FSI or FSS for that case in the same county. Programmatically, it was intended that all the services being provided to the family would be reflected within a unified umbrella case (number). Multiple workers can be assigned to work on one FSS stage, so the FAM worker can be added to the existing FSS Stage.*

6. Can I mark an INV stage as FAM and reassign it without creating a FSI?

*For an initial INV Stage, the system will require an FSI/FAM be opened prior to reassigning the INV Stage to the OCFS workload. If there is already a FSI or FSS (any type) open in the case, the FAM checkbox can be checked, and the INV stage can be reassigned to the OCFS workload.*

7. Can I open a FSI/FSS with a CWS stage type from the INV stage and then later mark the INV stage as FAM?

**No. Once a FSI/FSS Stage of any type is started from an INV Stage, there can not be another Family Services Stage (FSI or FSS) opened for the same investigation. If the FSS/CWS Stage is opened in error, it can be closed. The FAM checkbox can then be checked, and a new FSI/FAM and FSS/FAM started.**

8. Can I open a FSS/CWS Stage for an INV marked as FAM?

**When the FAM checkbox is checked on an initial INV Stage, an FSI and FSS opened from that INV Stage will be Family Assessment Response. If after working with the family the district determines that a CWS Stage is needed, the FSS/FAM can be converted to a FSS/CWS. The system utilizes the same functionality to support this conversion as is used to convert a FSS with types of OTI, COI, ICPC, or ADVPO to a CWS.**

**To convert a FSS/FAM to a FSS/CWS, click on the Stage Type drop down on the Case Summary window and select CWS.**

9. Can a subsequent INV stage be consolidated into an INV stage that has already been marked as FAM?

**There is no system edit to prevent this, but it is not advised. The requirements for duplicate/consolidated investigations do not apply in a FAM stage. Consolidation assumes that there is an on-going open investigation stage. For consolidated reports, the worker is expected to complete all required activities and documentation associated with a child protective investigation. With FAM cases, rather than consolidating, mark a subsequent report as FAM.**

10. Can an INV that has been marked as FAM in error be converted back into a regular INV?

**Yes. For an Initial INV, the primary worker can uncheck the Family Assessment Response checkbox manually any time prior to the creation of the FSI/FAM. If a FSI/FAM or FSS/FAM has been created, but the INV has not yet been reassigned to the State workload, the FSI and FSS stages must be closed before the checkbox in the INV can be unchecked. For a Subsequent INV, the checkbox can not be unchecked after the INV is reassigned to the State workload.**

**Please note that if the Family Assessment Response decision is being reconsidered due to a change in family circumstances a new SCR Report must be made.**

**Districts can contact the CONNECTIONS Triage Unit via the App Help Mailbox for assistance if the FAM checkbox was checked in error and they are unable to uncheck it.**

11. In our district when the worker closes a FSI without opening a FSS the FSI is assigned for review to the supervisor. After reviewing the FSI the supervisor closes the stage. In FSI/FAM stages, workers are unable to submit the FSI stage to the supervisor.

*Currently, the system will not allow a FSI/FAM to be reassigned. A system change has been requested for this. With this change, a local district user will be able to select the Submit for Review pushbutton on the FSI Decision Summary tab and reassign a FSI/FAM to another local district user. Until the system change is implemented, workers can send their supervisors a TO-DO requesting review of the FSI.*