

NYS Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Assessment and Service Planning

Functional Area: Family Assessment and Service Plan (FASP)

Brief Description of Current Function/Process:

Workers currently use CONNECTIONS to document required assessment and service plans according to prescribed timeframes and formats. The Family Assessment and Service Plan (FASP) is completed by the Case Planner (or Case Manager in the absence of a Case Planner) and caseworkers assigned to the stage and must be approved by the Case Manager/Unit Approver. Currently, the approver must either print the FASP and provide edits on paper or meet with the worker to review the proposed revisions. Requests have been made by the field to provide a more streamlined, user-friendly, automated FASP review process.

What Remains the Same:

- A worker must be assigned a role in the Family Services Stage (FSS) in order to launch (initiate work on) the FASP. Any assigned worker, not just the Case Planner or Case Manager, can launch the FASP.
- All workers assigned to the Family Service Stage (FSS) document their work within a single, shared FASP.
- Workers enter their contribution to specified FASP components in draft format. The Case Planner compiles the draft entries of all workers into a single document with all entries consolidated and modifies, as appropriate. This 'Case Planner Summary' constitutes the official FASP document for several areas within the FASP.
- A FASP cannot be submitted for approval until all the components have been completed.
- The process/hierarchy for approval remains the same.

What is New or Changes:

- The Case Planner Summary window will be opened in view mode if anyone other than the Case Planner initiates the Case Planner Summary functionality. The Case Planner Summary window will be opened in modify mode if the Case Planner is the worker that has selected the Case Planner Summary push-button (or the Case Manager is also acting as the Case Planner).
- Find/replace functions will now be available in updatable text fields within the FASP. This is a text tool that functions similar to Microsoft Word and allows a worker to enter a particular word and replace it with another in any or all instances where it appears in the document, as long as the document has not been approved or "frozen". The Find function will only be available within an approved or frozen document. The replace function will not be available in a document with approved or "frozen" status.

- In order to assist Supervisors and Workers in the FASP review process, a new optional functionality called “FASP Review” has been created. It will allow the Case Planner (or Case Manager if also acting as the Case Planner) to submit the FASP for “review” prior to submitting for approval. Once the FASP has been launched, a ‘Submit for Review’ button will be enabled on the ‘Check FASP Details’ window. When selected, a draft FASP document will be created and a navigable To-Do will be generated for the Unit Approver of this worker. The Reviewer will have the ability to insert comments or make changes, which will be noted in red for easier identification, directly in this document. The Unit Approver can add comments in any narrative field. The Reviewer will mark this draft FASP as complete, with or without comments, once s/he has completed their review. This action will send a To-Do to the worker allowing him or her to navigate to this draft FASP with the reviewer comments included. The worker will be able to access the various windows in the actual FASP at the same time as this draft FASP document, which will allow toggling back and forth to copy and paste from the Reviewer’s comments, delete or revise, as appropriate directly into the FASP windows.
- A worker will be allowed to print specific pages or choose duplex (two-sided) printing in an approved FASP.
- The system will provide the user with more specific information as to which component is listed as incomplete on the ‘Check FASP Detail’ window. Currently the system points the user back to the node on the tree where the error has occurred, but does not provide the tab name or the child's name. With B18.9 the system will direct the user back to the tab level within the node. In Foster Care Issues, the system will direct the user back to the tab, by child.
- Print will also be added to the Check FASP Detail window to allow the user to print the list of incomplete components. The list will include all of the items appearing in the Check FASP Detail window.

Implications/Considerations:

System

- The worker will have clearer indications on where to go to correct/complete missing FASP elements.
- The worker’s supervisor will be able to review and comment on the FASP content without having to reject the FASP.
- When the worker receives the supervisor comments, s/he must copy and paste (or re-type, if desired) the supervisor comments into the relevant section of the FASP to be updated; or, if the supervisor just typed instructions to the worker, the worker must update the relevant section of the FASP.
- The worker can choose to send the FASP for review multiple times but only to his or her unit approver/supervisor.
- Workers can continue to work in the FASP while it is under review but the supervisor will not see those additions unless the FASP is re-submitted for review.
- There is no history retained on “versions” of the FASP under review; the version under review disappears once the worker submits for review again or submits for approval.

Program

- Because the user is not required to submit the FASP for review, supervisors need to define the circumstances under which workers will submit for review.

Recommendations:

- Define the circumstances under which the user must “Submit for Review”, including how other contributors will be notified that the FASP is under review.