
CONNECTIONS

Family Assessment Response

Job Aid for Participating Districts

10/8/08

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Programmatic Overview

- A non-adversarial approach to the traditional investigative response in select CPS report scenarios. No determination of the SCR report is made.
- Based on the belief that it is easier to engage families by approaching them in a way that is viewed as less threatening by the family.
- Has resulted in improved outcomes in other states.
- Requires initial assessment of child safety. If a child is assessed as unsafe, the report may not be handled using a family assessment response.
- Encourages the family to have a larger role in determining what services will benefit their children.
- LDSS is more likely to be viewed by the family as a helping entity in the future should issues arise that create risk to children.

Legislation

- Chapter 452 of the Laws of 2007 authorized LDSSs, other than in New York City, to apply to the New York State Office of Children and Family Services (OCFS) to use a family assessment and services approach for a subset of families that are reported to the SCR for child maltreatment.
- The Law specifically excludes certain types of reports from being in a family assessment response track, for example: physical abuse, sexual abuse, abandonment, failure to thrive. LDSS may further restrict the types of reports in which family assessment response may be used.
- The law allows an LDSS that is authorized to use a family assessment response considerable flexibility to develop an approach that best matches its county service resources, its staffing, and how many families with which the approach will be used.
- The provisions of Chapter 452 expire June 1, 2111; however, the law is likely to be extended or made permanent if the program is assessed to be positive and producing good outcomes.

Pilot Participation

- OCFS invited all interested LDSSs to participate in a conference call in which the law's provisions were summarized and questions were solicited and answered.
- LDSSs were invited to self-select to work with OCFS to help develop the program and IT systems parameters/requirements. Six districts expressed interest, without making a commitment to apply and have helped OCFS develop and move toward operationalizing a family assessment response program.
- Districts were required to submit an application to OCFS by May 15 in order to participate beginning in 2008 or early 2009.
- Six applications were received and approved. The counties are: Westchester, Orange, Onondaga, Tompkins, Chautauqua and Erie. The approved applications can be viewed using the following link:
<http://www.ocfs.state.ny.us/main/prevention/assessmentResponse.asp>

Approach to System Support

- An interim solution that will support early participating districts and validate overall system requirements.
- Utilizes an existing FSI/FSS Stage type (OTI) in order to limit systems development effort prior to the CONNECTIONS Application Modernization Project.
- No changes in the SCR CPS intake process and transmission to the LDSS.
- Allows participating districts to identify CPS Investigations for Family Assessment Response and open a Family Services Intake (FSI) and Services Stage (FAM) to document case activity. The FAM Stage includes the following: progress notes, safety assessment, preventive risk assessment, education.
- Provides a limited number of system edits/rules to support key decision making, program requirements, and system requirements.
- Allows conversion from a FAM to a full services (FSS/CWS) Stage.
- Supports case management activities via Open Caseload Inquiry (OCI) and other FSI and FAM Reports, by uniquely identifying these cases.
- Supports current and historical case identification and tracking of FAM activities.

Key Terms

FAR

Acronym for Family Assessment Response.

FAM

Acronym for Family Assessment Response Services Stage in CONNECTIONS.

FSI - OTI/FAM

A new FSI stage type created for Family Assessment Response. The Stage was developed by modifying an existing FSI stage type. It will be used to support Family Assessment Response and Out of Town Inquiry (OTI). The decode value of OTI has been modified to OTI/FAM.

FSS - OTI/FAM

A new FSS stage type created for Family Assessment Response. The Stage was developed by modifying an existing FSS stage type. It will be used to support Family Assessment Response and Out of Town Inquiry (OTI). The decode value of OTI has been modified to OTI/FAM.

Security

All existing OCFS security guidelines apply to Family Assessment Response cases. No additional business functions have been added for FAM cases. Participating districts need to consider the Business Functions that will be required for staff who are working on Family Assessment Response INV, FSI and FSS Stages in light of LDSS business processes and those of any participating Voluntary Agencies.

- In an INV Stage, the following apply:
 - Workers must be “case assignable”.
 - The system will not allow the assignment of Voluntary Agency staff to Intake and Investigation Stages.
 - A Worker with CPS Intake and Investigation Stages on the workload, will have implied role access into all prior reports for the reported individuals. This includes indicated, in process, and unfounded Reports.
 - Workers must have ‘View Reporter/Source’ bf in order to view the source of a CPS Report.

- To Create an FSI Stage for FAM (from an INV Stage) workers must have the bf ‘Create FSI’. These will always be LDSS workers.

- In the FSS Stages, the following apply for both LDSS and VA workers:
 - Workers must be “case assignable”
 - Workers with an FSS Stage on the workload, created from a FAM/FSI, will be able to access the associated INT and INV stages, and will have implied role access to other indicated and in process investigations in the case. No Unfounded information is available for VA workers and is only available for LDSS workers with the ‘View Unfounded’ bf.

- In all situations, access to a CONNECTIONS workload allows the same access as the worker who owns the workload.

Documenting FAM in the Investigation Stage

General Information

- System support for Family Assessment Response will be available in INV Stages for Intakes received after CONNECTIONS Q3-08 implementation date.
- Initial or Subsequent CPS Familial Reports in participating Districts can be included in Family Assessment Response.
- Workers are expected to conduct a safety assessment to determine whether to open Family Assessment Response within 7 days of receipt of an Intake.
- Only a primary worker in the district with primary responsibility (or someone with access to the workload of the primary worker) for the INV Stage can record the Family Assessment Response decision.
- For Family Assessment Response cases, workers are expected to document Progress Notes in CONNECTIONS.
- For Family Assessment Response cases, workers are not expected to:
 - Complete a CPS Risk Assessment Profile
 - Address (Substantiate/Unsubstantiate) Report Allegations
 - Complete Investigative Actions.
- System Generated CPS Notification letters have not been modified for Family Assessment Response. Workers are expected to utilize off-line CPS Notification letters. A suggested model letter has been provided by OCFS, or one can be developed by the LDSS.

Documenting FAM in the Investigation Stage

System Enforced INV Stage Requirements

All INV functionality will be available. There are a limited number of system requirements/edits, however, in order to record a Family Assessment Response. These requirements must be addressed prior to recording the FAM decision.

■ Safety Assessment

- The system will require a completed and approved Safety Assessment in order to record the Family Assessment Response. Note: the system does not prevent multiple Safety Assessments from being started or completed.
- If the most recently saved Safety Assessment has a Safety Decision value of 3, 4 or 5, the system will prevent the worker from recording the Family Assessment Response. Note: these values indicate immediate or impending danger.

■ Additional System Requirements

- No individual in the INV stage can have a role of 'Abused Child (AB)'.
- There can not be a fatality (DOA/Fatality allegation or Date of Death) recorded for any children in the INV stage.
- Once an FSI/FSS Stage of any type is started from an INV Stage, there can not be another Family Services Stage opened (FSI or FSS) for the same Investigation.

Documenting FAM in the Investigation Stage

Completing the Investigation Conclusion window

CPS Investigation Conclusion - Fam,Mother - S:24676306/C:22398327

File Edit Options Forms Reports Help

Case Name: Fam,Mother Risk Rating:

Investigation Dates

Intake Received: 08/20/2008 Time: 10:49 AM Investigation Begun: 08/20/2008

Incident Occurred: // Time: : Investigation Completed: 08/20/2008

Determination: Duplicate Stage ID:

Closure Reason:

High Risk Comments

Fatality-No Surviving Children Family Assessment Response

NARRATIVE

- The worker's decision to provide a Family Assessment Response is documented in CONNECTIONS by checking the Family Assessment Response checkbox on the CPS Investigation Conclusion window.
- The Family Assessment Response Checkbox can be checked in participating districts only. The checkbox will not appear in INV Stages assigned to non-participating districts.
- An FSI and FSS for the FAM Stage can only be initiated when the Family Assessment Response checkbox is checked.
- The primary worker can uncheck the Family Assessment response checkbox manually any time prior to the creation of a FAM/FSI.

Documenting FAM in the Investigation Stage

Saving a FAM/INV Decision

- Upon save of the Family Assessment Response checkbox, if any of the edit conditions on Page 10 are found, the following will occur:
 - a message will be presented to the user, e.g. *“Opening cannot be selected when there is no approved Safety Assessment”*.
 - Save will be cancelled.
 - The Family Assessment Response checkbox will be unchecked by the system.

- Supervisory approval is not required by the system to save the Family Assessment Response checkbox.

- When a Family Assessment Response checkbox is successfully saved:
 - The “submit” pushbutton will be disabled
 - All other INV Tasks are optional
 - The INV Stage can be progressed to an FSI for FAM

Identifying FAM Investigation Stages

Child Protective Record Summary

File Options Help

Case Name: Fam,Mother INV Stage ID: 24676306 Stage CD:

Case ID: 22398327 Report Date: 8/20/2008

Case Identification Household Composition Allegations Investigative Actions **Investigative Findings** Legal Protocol Safety Assessment Risk Assess Profile Progress Notes

Investigation Dates:

Intake Received: 08/20/2008 Time: 10:49 AM

Incident Occurred: Time:

Investigation Begun: 08/20/2008

Investigation Completed: 08/20/2008

Risk Rating:

Determination:

Duplicate Stage ID:

High Risk Comments

Family Assessment Response

Fatality - NO Surviving Children

View Narrative

Intake Narrative Help On Narratives Generate Report Close

■ When the Family Assessment Response checkbox is checked, a corresponding checkbox will be displayed on the Investigative Findings TAB of the CPRS.

■ INV Stages that are progressed to an FSI for FAM will remain open and undetermined. These Stages will be treated as Under Investigation for on-line security purposes. All current system rules that apply to accessing an Under Investigation Stage will be applicable.

■ Once stage progression has occurred, the open INV Stage can be moved to a central workload and the worker will not be expected to manage it, or be concerned about overdue status.

Completing the FSI for FAM

- After saving the Family Assessment checkbox, an FSI must be completed, closed at that point, or progressed to a FAM Services Stage.
- The FSI can be opened from the Assigned Workload window by highlighting the INV Stage, and going to Options → Record Family Services Stage. A new FSI stage type 'OTI/FAM' will be created on the primary worker's workload. The primary worker from the INV Stage will be assigned as the caseworker. The stage type can not be modified.
- Additional LDSS or VA workers can not be assigned from within the FSI-OTI/FAM Stage.
- Unlike the current FSI, an FSI for FAM can not be split into two Cases/Stages or linked to an active or closed case number.

Completing the FSI for FAM

The screenshot shows the 'Family Services Intake' application window. The title bar reads 'Family Services Intake - S:24676359/C:22398327'. The menu bar includes 'File', 'Options', 'Reports', 'Stage Maintenance', and 'Help'. The case name is 'Fam,Mother'. The 'Family Assessment Response' tab is circled in red. Below the tabs are four sections: 'Intake Source', 'Narrative', 'Person Demographics', and 'Decision Summary'. The 'Intake Source' section contains fields for Date (8/20/2008), Time (02:50 PM), and Method (Other). The 'Source Information' section includes Source Type (CPS Worker/Monitor), Agency Name (Tompkins County Dss), Sex (Unknown), First (Lorraine), Middle, Last (Steele), and Sfx. The 'Address' section has Street (320 W STATE ST), PO Box/Apt, City (ITHACA), State (New York), Zip (14850-4322), County (TOMPKINS), Type (Business), and CD. The 'Phone Information' section includes Phone ((607) 274-5610), Ext, and Type (Business). At the bottom are 'Save', 'Cancel', and 'Close' buttons.

- Upon opening a FSI, a 'Family Assessment Response' indicator will be displayed in the FSI above the tabs to identify the FSI-OTI stage for FAM.
- All four tabs on the FSI are enabled, but the system will require information be recorded on only the FSI Narrative Tab, and the Decision Summary Tab.

Completing the FSI for FAM

The Narrative Tab

The screenshot shows the 'Family Assessment Response' window with the 'Narrative' tab selected. The 'Type of Services being requested' dropdown is set to 'OTI/FAM (Out of Town Inquiry/Family Assessment Response)'. Below this, there is a text area for the narrative with a toolbar and a 105% zoom level. The text area contains the following text: 'The following narrative was entered by Worker,Fam (26780947) at 9/11/2008 1:43:51 PM' and 'Narrative for test FSI|'. At the bottom of the window, there are buttons for 'Behavioral Concerns and Family Issues', 'Requested Services', 'Sensitive Case', 'Save', 'Cancel', and 'Close'.

- On the Narrative Tab, the Type of Services field will be defaulted to OTI/FAM.
- An entry in the narrative section is required.
- Other windows accessed from the Narrative Tab (Behavioral Concerns and Family Issues, Requested Services, Sensitive Case and Relationship Matrix) can be optionally completed.

Completing the FSI for FAM

The Decision Summary Tab

Family Services Intake - S:24676359/C:22398327

File Options Reports Stage Maintenance Help

Case Name: Fam,Mother

Family Assessment Response

Intake Source Narrative Person Demographics **Decision Summary**

Is this case being evaluated for Preventive Services ONLY? Yes No

Date application sent: 8 /20/2008

Date LDSS Received Application signed by Parent/Client: 8 /20/2008

Application signed by CPS Worker:

Decision:

- Open Family Services Stage
- Close FSI - Service needs/requests met
- Close FSI - No services requested or assessed to be needed
- Close FSI - Services offered/recommended, family declined
- Open Family Services Stage

Review Acceptance Stage (Stage Progression) Close FSI Stage Save Cancel

- The Decision field will be enabled. All other fields on the tab will be disabled.
- The Decision Field will include the following values as dropdown:
 - Open Family Services Stage
 - Close FSI – Service needs/requests met
 - Close FSI – No services requested or assessed to be needed
 - Close FSI – Services offered/recommended, family declined
- Selecting the decision ‘Open Family Services Stage’ and saving will stage progress the FSI to a FSS.

Reassigning the FAM INV Stage

- The Inv Stage in a Family Assessment Response case is concluded after opening the FSI. Until further notice, INV Stages should be transferred to a common state worker workload.
- The INV stage will be reassigned to the common workload using the existing assign window for the Investigation Stage. Saving the Reassignment will move the Stage to the common workload.
- The Assign window will be populated with ONLY the single state worker to whom the stage is to be transferred.

THE FSS/FAM Stage

General Information

Family Services Stage - Fam, Mother - S:24676360/C:22398327

File Options Reports Stage Maintenance Help

Case Name: Fam, Mother

Family Assessment Response

Stage Composition Family Assessment and Service Plan Service Plan Review Progress Notes Permanency Case Summary Education Health Services

Person List

Last Name	First Name	Middle Name	Suffix	Person Id	M/S	Sch	*DOB	Approx	Age
Fam	Mother			30800260		V	11/01/1983	No	24
Fam	Child 2			30800263		V	02/05/2006	No	2
Fam	Child 1			30800261		V	12/17/2003	No	4

Person Identifiers

INV	Type	Number	Start Date	End Date
*				

*Ethnicity

- Central American
- Caribbean
- Cuban
- Dominican
- Mexican
- North American
- Puerto Rican
- South American

*Race

- Black or African Amer
- Caribbean
- Haitian
- Native African
- Other - Black or Afri
- Alaskan Native
- American Indian
- Asian
- Chinese
- Indian

Address Phone Relationship Matrix Add/Relate Caretaker Save Cancel Close

- Upon stage progression of the FSI, a new FSS Stage OTI/FAM will be created on the worker's workload with the worker as the Case Manager.
- In the FSS/FAM Stage, the following tabs will be available: Stage Comp, Progress Notes, Education and Case Summary. All information is optional.
- The words "Family Assessment Response" will display on the FSS/FAM Stage.

THE FSS/FAM Stage

General Information

- A Protective Program Choice will not be generated for children in the FSS-OTI/FAM (Family Assessment Response). No program choice or PPG is to be recorded for children in a FAM Stage.
- The FSS-‘OTI/FAM’ Stage can be assigned to other individuals, including Voluntary Agency workers.
- WMS interface is not supported from a FAM Stage.

Accessing Risk and Safety in the FAM

Family Services Stage - Fam_Mother - S:24576360/C:22398327

File Options Reports Stage Maintenance Help

Case Name: Fam_Mother

Safety Assessments
Risk Assessments

Family Assessment Response

Stage Composition Family Assessment and Service Plan Service Plan Review Progress Notes Permanency Case Summary Education Health Services

Person List

Last Name	First Name	Middle Name	Suffix	Person Id	M/S	Sch	*DOB	Approx	Age
Fam	Mother			30800260		V	11/01/1983	No	24
Fam	Child 2			30800263		V	02/05/2006	No	2
Fam	Child 1			30800261		V	12/17/2003	No	4

Person Identifiers

INV	Type	Number	Start Date	End Date
*				

*Ethnicity

- Central American
- Caribbean
- Cuban
- Dominican
- Mexican
- North American
- Puerto Rican
- South American

*Race

- Black or African Amer
- Caribbean
- Haitian
- Native African
- Other - Black or Afri
- Alaskan Native
- American Indian
- Asian
- Chinese
- Indian

Address Phone Relationship Matrix Add/Relate Caretaker Save Cancel

Close

- The Safety Assessment and Preventive Risk Assessment Protocol can be accessed in the FAM Stage via the Stage Maintenance Menu on the FSS Stage Comp window.

Safety Assessment in the FAM

Safety Assessment - Fam_Mother - S:24676360/C:22398327

File Options Help

Date: 8/20/2008

Safety Factors Safety Decision Print/Print Actions/Safety Plan Ctrl Interventions/Safety Plan

Assess for the presence of each of the following safety factors. Check all factors that apply.

Check	Safety Factors
<input checked="" type="checkbox"/>	1. Based on your present assessment and review of prior history of abuse or maltreatment, the Parent(s)/Caretaker(s) is unable or unwilling to protect the child(ren).
<input type="checkbox"/>	2. Parent(s)/Caretaker(s) currently uses alcohol to the extent that it negatively impacts his/her ability to supervise, protect and/or care for the child(ren).
<input type="checkbox"/>	3. Parent(s)/Caretaker(s) currently uses illicit drugs or misuses prescription medication to the extent that it negatively impacts his/her ability to supervise, protect and/or care for the child(ren).
<input type="checkbox"/>	4. Child(ren) has experienced or is likely to experience physical or psychological harm as a result of domestic violence in the household.

No Safety Factors present at this time.

Select those safety factors that place the child(ren) in immediate or impending danger of serious harm.

Spell Check

Complete? NO

Save Save and Submit Cancel

- The Safety Assessment is not system required in the FAM Stage. One or more Safety Assessments can be completed, however.
- A Safety Assessment completed in a FAM stage is not linked to a FASP. The Safety Assessment will be populated with the last approved Safety Assessment from the Investigation Stage.
- The Safety Assessment can be submitted for approval, though this is not system required for closing or converting the FAM Stage. If a Safety Assessment is pending approval, it should be approved before closing the stage or converting the FSS-OTI/FAM Stage to a full CWS Stage.

Risk Assessment in the FAM

Risk Assessment - Fam,Mother - S: 24676360/C: 22398327

File Help

Primary Caretaker:

Secondary Caretaker:

No.	Questions 1-3:	Yes	No	Ins	Info
1	Inadequate housing with serious health or safety hazards, or extreme overcrowding, or no housing.	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
2	Financial resources are severely limited or mismanaged to the degree basic family needs are chronically unmet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	Caretaker(s) in primary household has reliable and useful social support, from extended family, friends or neighbors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

No.	Questions 4-11:	Primary			Secondary				
		Yes	No	Ins	Info	Yes	No		Ins
4	Caretaker is a perpetrator of, or a victim of, domestic violence; or has serious conflicts with other adults.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5	Caretaker(s) with alcohol abuse problem within the past two years with risk of not meeting responsibilities:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6	Caretaker(s) with drug abuse problem within the past two years with risk of not meeting responsibilities:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	Caretaker(s) has a serious mental health problem:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Save Cancel Close

- The Preventive Risk Assessment in the FAM Stage is not linked to a FASP.

- A primary Caretaker must be selected prior to completing the Risk Assessment.

- The Preventive Risk Assessment can not be submitted for approval in the FAM Stage.

Converting or Closing the FAM Stage

From the Case Summary window, the worker can:

- Close the FSS-OTI/FAM Stage. The process of closing a FSS/FAM Stage in CONNECTIONS is the same as for closing all FSS Stages. Like all FSS Stage closings, closing a FAM Stage requires supervisory approval.
- Convert the Stage type from OTI/FAM to a regular CWS stage. Note: A CWS Stage can not be converted to a OTI/FAM.

Converting a FAM Stage to a CWS Stage

Case Summary - Fam.Mother - S:24676360/C:22398327

File Options Help

Case Name: Fam.Mother

Stage ID	Stage Name	Stage	Stage Type	Stage Opened	Stage Closed	Reason Stage Closed	Determination	Stage CD	Local Case
24676360	Fam.Mother	FSS	OTI/FAM	08/20/2008					
24676359	Fam.Mother	FSS	OTI/FAM	08/20/2008	08/20/2008				
24676306	Fam.Mother	INT	CWS	08/20/2008					
24676293	Fam.Mother	INT	INT	08/20/2008	08/20/2008				

Worker Name	Role	Telephone Number	Agency/County	Site	Unit	Zone
Worker,Fam	Case Manager	(607) 274-5610	Tompkins County Dss	5E0	004	

Worker Display

View Active
 View All

Submit Save Cancel Close

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

- When the stage type is converted from OTI/FAM to CWS:

- The Safety Assessment and/or Risk Assessment completed in the FAM will NOT be linked to any FASP. They can be accessed (view only) in the CWS Stage under the Stage Maintenance Menu.

- Progress Notes that were recorded in the FAM can be viewed in the CWS.

- The determination of the FASP cycle will be calculated based upon the entry of the CID from the FASP window for the CWS Stage.

FAM Stage Identifiers

- For Implied Role access, and for reviewing search results, FAM Stages can be identified as follows:

Case Summary Window

INV Stages

- FAM Stages will have an "Opened" Date - but the "Closed" Date field will be blank
- If the INV Stage has been moved to the state workload, the "County" field will be 098

FSI Stages

- "OTI/FAM" will appear in the Stage Type Field for FAM Stages

FSS Stages

- "OTI/FAM" will appear in the Stage Type Field for FAM Stages

INV Stages

- Family Assessment Response checkbox will appear on the Investigation Conclusion Window and CPRS Investigative Findings Tab.

FSI Stages

- "Family Assessment Response" appears on the background of the FSI Tabs.

FSS Stages

- "Family Assessment Response" appears on the background on the Stage Composition Window (first window presented when stage is opened).

- The following identify a FAM Stage on the Assigned Workload Window (there is no FAM Indicator in the INV Stage):

FSI Stage

- Stage Type field "OTI/FAM"

FSS Stage

- Stage Type field "OTI/FAM"

Reports

The following Outputs have been modified to include an indicator for Family Assessment Response:

INV Stage:

- Individual Report Involvement (IRI) - a FAM Field has been added in the Cross Reference History Section to identify INV Stages that are FAM.
- Open Case Inquiry Report (OCI) (worker level) - a FAM field has been added to identify INV Stages that are FAM.
- Summary of Three Most Recent Investigations - a new Family Assessment Response field has been added. “Yes” will display for INV Stages which are Family Assessment Response.
- CPS Investigation Summary Form - a Family Assessment Response field has been added. “Yes” will display for INV Stages that are FAM.
- Child Protective Record Summary - a FAM field has been added to the Case Identification Section and the Investigative Findings Section.
- Prior Case Summary Report (Build 18.9.7/Q2-08) Prior Case Summary Report – a FAM field has been added to the Role Information Section and the Detailed Stage Information Section.

Note: The presence of the indicator depends on the save of the check mark on the Investigation Conclusion window on the INV Stage.

FSI Stage:

- The Family Services Intake Log in the FSI will be modified to include/identify ‘Family Assessment Response’ Stages.
- Family Services Intake Report (also accessed from FSS) will include OTI/FAM in the Type of Services being requested field.

FSS Stage:

- The OCI Report has been modified to add:
 - A FAM field has been added in the List of Cases Section.
 - Two additional fields in the Summary section - Family Assessment Response opened for 60 Days (cases opened more than 60 Days and less than 90 Days); and Family Assessment Response opened for 90 days or more.

Events

Two Events in the FSS/FAM have been added/modified:

- Safety Assessment Event in a FSS/FAM will be identified as FAM Stage.
- Approval/Rejection Events for the Safety Assessment have been modified to specify the FSS/FAM Stage.

FAM Business Rules

THE SYSTEM WILL ALLOW:

- Multiple INV Stages, open or closed, to be under one Case Number.
- INV Stages within one case to be identified as Family Assessment Response or CPS Investigation.
- Only one open FSI/FSS of any type (e.g. FAM, CWS) within the same district under one CONNECTIONS Case Number.
- A FSS/FAM Services Stage to be converted to a FSS/CWS Stage.

THE SYSTEM WILL NOT ALLOW:

- A FSS/CWS to be converted to a FSS/FAM

Case Scenarios

Participating Family Assessment Response Districts will need to provide program guidance to staff for the following case scenarios:

- An open FSI or FSS/**CWS** (Protective or Preventive) exists, and a new SCR Report is received. The new INV can be marked as FAM, but the existing FSS/CWS can not be changed to a FAM. Districts staff will need to determine:
 - Whether it is appropriate to mark the new INV as family assessment response in this situation.
 - If the new SCR Report is under a new case #, whether to merge the INV into the open services case (CWS).
 - Whether the family situation warrants closing the FSS/CSW stage and opening a family assessment response.
- An open FSI or FSS/**FAM** exists, and a new SCR Report is received. The worker can opt to continue with the FAM or convert the FAM to a CWS. To continue the FAM, the safety assessment in the INV Stage is completed; the FAM check box is checked, and the INV Stage is moved to the state workload.
- Primary Responsibility is assigned to a pilot district and secondary responsibility is assigned to a non-pilot district. The system will require that the secondary district be unassigned prior to opening the OTI-FAM FSI stage (but not prior to checking the FAM checkbox in the INV). Pilot districts will need to work with secondary districts to resolve any issues/questions and make certain the secondary district is aware of the family assessment response. Note: the secondary district could be assigned a role of CW in the FAM stage, if appropriate.

Additional Considerations

- Investigation Stages for FAM will remain open and assigned to a central workload.
- INV Stages that resulted in a FAM will be treated as Under Investigation in any future Protective RAP calculations.
- The FCP Case Summary windows will not distinguish in any way an open INV that is associated to a FAM from any other open INV Stage.
- Access to the open Investigation Stages will be based upon the “Under Investigation” rules in all areas – Implied role, Case Search.
- SCR database checks on FAM cases will be treated as “No Hits”.
- No expungement date will exist for the Investigation Stage at this time. Eventually, they will be expunged in accordance with the statutorily required 10 year time frame.
- Supervisory Approval in the INV for FAM is supported for the Safety Assessment, but not at Stage Progression to FAM Intake.
- The system will allow INV Stages identified as FAM to be closed as duplicate and consolidated into an open INV Stage on your workload. Consolidating a FAM Stage with a Non-FAM Stage is not advised, however, since the investigation requirements that apply to duplicate/consolidated Stage do not apply in a FAM Stage.