

*CONNECTIONS*

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# **Family Assessment Response (FAR)**

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**Build Job Aid**

v1.0 (03/14/2014)



**Acknowledgement**

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**Family Assessment Response (FAR)**  
***Build Job Aid***

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# Module I: Introduction

## Purpose of this Job Aid

When the Family Assessment Response (FAR) stage is implemented, it will change the way you do your work in CONNECTIONS; however, it is important to note that the standards and local policies for FAR will not change. You should speak with your supervisor if you have questions about this.

This Job Aid provides a detailed overview of the CONNECTIONS system changes being introduced with the FAR Build. It is intended for all CONNECTIONS workers who will be responsible for creating and/or maintaining FAR stages in CONNECTIONS. This Job Aid focuses on how to navigate, view, and record FAR stage information on the following windows:

- Stage Progression
- Progress Notes
- Person List
- Safety Assessments
- Track Switching
- Risk Assessment Profile
- Allegations
- Family Assessment Response Conclusion
- Action Plan
- Family Led Assessment Guide
- Maintain Primary Address and Phone
- Review Intake

These windows are accessible via links in the **NAVIGATION PANE** when a FAR stage is selected from the workload, as shown in the image below.

		Stage Name	Stage	Type	Role
<input type="checkbox"/>	Y	Gray, April	INV	SUB	SE
<input type="checkbox"/>	Y	Jarret, Angela	INT	INI	PR
<input checked="" type="checkbox"/>	Y	Smith, Abigail	FAR	INI	PR

With the implementation of this Build, there will be several significant changes:

- Rather than using the OTI/FAM stage, a new dedicated FAR stage will be available in CONNECTIONS. The FAR stage will contain many windows and features that you may already be familiar with from working with INV stages; however, it will also introduce new, FAR-specific windows including the *Family Led Assessment Guide* window and the *Action Plan* window.
- You will be able to stage progress an Intake (INT) stage directly to a FAR stage.
- You will be able to track switch a FAR stage to an INV stage, and vice versa, within 7 days from the Intake (INT).
- A new *Stage Summary* window will provide view-only access to information contained within the stage.

## The FAR Approach

Family Assessment Response is an alternate child protective response. In this family-centered approach, you focus on identifying and assessing a family's needs, and addressing the department's concerns. Safety and child well-being are sought through family engagement and partnerships rather than focusing on evidence gathering for determinations.

Participating districts will continue to screen Intake (INT) reports outside of CONNECTIONS. While the factors for determining a particular report's appropriateness for FAR may vary slightly from district to district, there are several conditions that exclude a report from being screened into FAR in CONNECTIONS:

- No person in the stage can have a role of "Abused Child" (AB).
- The report cannot contain allegations of Abandonment (ABAN), DOA/Fatality (FATL), Malnutrition/Failure to Thrive (MITT), or Sexual Abuse (SXAB).
- A stage must have a classification of "Familial" or "Foster Care/Day Care" with a sub-classification of "Foster Care."

If changes within an existing FAR stage cause one of the above criteria to no longer be met, it cannot remain as a FAR stage; it should be track switched to an INV stage. Selecting a Safety Decision of 3, 4, or 5 also makes a case no longer FAR eligible. Track switching is discussed in Module VI.



If you have concerns about whether a stage should become or remain a FAR stage, consult with your supervisor.

## Conversion of Existing OTI/FAM and INV Stages

After the implementation of the new FAR stage in CONNECTIONS, you may notice some changes to your workload. The table on the next page lists certain stage scenarios and the result of implementation upon them.

Stage Condition(s)	Result
Closed INV stages on the common (“Closed, FAR” or State) workload	The INV stage will be marked “FAR, Closed.”
INV stages: <ul style="list-style-type: none"> <li>• on your workload</li> <li>AND</li> <li>• marked “Family Assessment Response”</li> </ul>	The INV stage will be converted to a FAR stage. ( <b>Note:</b> If this FAR stage needs to be an INV stage, it must be closed and a new report must be made.)
INV stages: <ul style="list-style-type: none"> <li>• on your workload</li> <li>AND</li> <li>• marked “Family Assessment Response”</li> <li>AND</li> <li>• with an accompanying FSS/OTI/FAM stage</li> </ul>	The INV stage will be: <ul style="list-style-type: none"> <li>• moved to the common workload; and</li> <li>• marked “FAR, Closed.”</li> </ul>
INV stages: <ul style="list-style-type: none"> <li>• on your workload</li> <li>AND</li> <li>• marked “Family Assessment Response”</li> <li>AND</li> <li>• with a pending Safety Assessment that has a Safety Decision of 3 or higher</li> </ul>	The INV stage will remain open; it will not be converted to a FAR stage.
FSI/OTI/FAM and FSS/OTI/FAM stages on your workload	No changes; these stages will remain OTI/FAM stages on your workload until you close them.

**Note:** Stages progressed or converted to FAR stages after Build implementation will no longer be OTI/FAM stages.

## Module II: Stage Progressing

After a FAR-participating county decides that a report is appropriate for the FAR track, the INT stage is progressed to a FAR stage. It can only be stage progressed by the local district Primary (PR) worker.

Additionally, the following workers may also stage progress an INT stage to a FAR stage:

- Secondary workers from the same LDSS as the Primary worker (after the PR worker has accepted the INT)
- Workers in the Unit Hierarchy of the Primary or Secondary worker



Primary and Secondary workers in the INT stage will retain their roles in the new FAR stage.

### Accessing the Stage Progression Window

- 1 From the **My Workload** tab, select the INT stage that you want to stage progress.
- 2 Click the **Stage Progression** link in the **NAVIGATION PANE**.  
*The Stage Progression window displays.*

The screenshot shows a software interface with a navigation pane on the left and a main content area on the right. In the navigation pane, the 'Stage Progression' link is circled. The main content area shows a 'My Workload' tab with a 'My To-Dos' sub-tab. Below the tabs, there is a 'Last Refresh' timestamp: '2/27/2014 2:00:50 PM'. A table displays workload items with columns for 'New', 'Stage Name', 'Stage', 'Type', and 'Role'. The table contains one row for 'Smith, Abigail' with Stage 'INT', Type 'INI', and Role 'PR'.

<input checked="" type="checkbox"/>	New	!	Stage Name	Stage	Type	Role
<input checked="" type="checkbox"/>			Smith, Abigail	INT	INI	PR



Check with your supervisor for your agency's policy on who should perform the stage progression process.

## The Stage Progression Window

The screenshot shows a web application window titled "Stage Progression - Jarret, Angela - S:23300163/C:33300123 [Unsaved Ch]". The window contains a "Print Screen" button in the top right. On the left is a "Help" button. The main area has three fields: "Current Stage:" with the value "INT"; "Create New Stage:" with a dropdown menu showing "FAR"; and "Sub-Classification:" with a dropdown menu showing "Day Care" and "Foster Care". At the bottom right are "Save & Close" and "Reset" buttons. A callout box with a black border and white background points to the "Create New Stage" dropdown, containing the text: "In non-participating districts, the **Create New Stage** drop-down field will default to 'INV' and no other selection can be made."

The Stage Progression window contains the following fields and buttons:

- **Current Stage Label** – Displays the abbreviation of the stage.
- **Create New Stage Field** – Allows you to select the new stage: "INV" or "FAR."
- **Sub-Classification Field** – Allows you to select the sub-classification for the new stage. It will only be available when an INT has been classified as "CPS – FC/DC." The options in this field are "Foster Care" and "Day Care"; however, in order for an Intake to remain FAR eligible, it can only have a sub-classification of "Foster Care."

If you select "Foster Care" in this field and stage progress, Task To-Dos are created for the Safety Assessment and optional Risk Assessment Profile (RAP). No Task To-Dos are created for the Safety Assessment and RAP upon stage progressing if you select "Day Care" or you do not make any selection.

If you attempt to progress an INT to a FAR stage and a sub-classification has not yet been selected, the following message will display: *"FAR stages are only available for Foster Care reports. Selecting Yes will change your Sub-Classification. Continue? Yes/No."*

- **Save & Close** – Saves your changes and begins the stage progression process.
- **Reset** – Clears the window of any changes you made since opening it.

NYC

Safety Assessments will no longer be system required for stages with a sub-classification of "Day Care."

## After Stage Progression

### ***FAR Stage Roles***

Two roles are available for assignment in a FAR stage: Primary (PR) and Secondary (SE). Only workers from FAR-participating local districts will be assigned the Primary role. A FAR stage can have one or more Secondary workers. Secondary workers can be either local district or voluntary agency workers.

### ***Who Can Access FAR Stage Information***

In order to *record* information in a FAR stage, you must be assigned a role in that stage or in the Unit Hierarchy of a worker assigned a role in that stage.

In order to *view* information in a FAR stage, you must have an Implied or historical role in the stage, or the appropriate Business Functions.

### ***Implied Role and FAR Stages***

A worker assigned a role in a CONNECTIONS stage has an implied role in another stage if there is a person in common between the two stages. Implied role provides *view-only* access to the information contained in the other stage.

When a person in a FAR stage is also in other CONNECTIONS stages, the amount of information that can be accessed via implied role will be dependent on whether you work for a local district, or a voluntary agency.

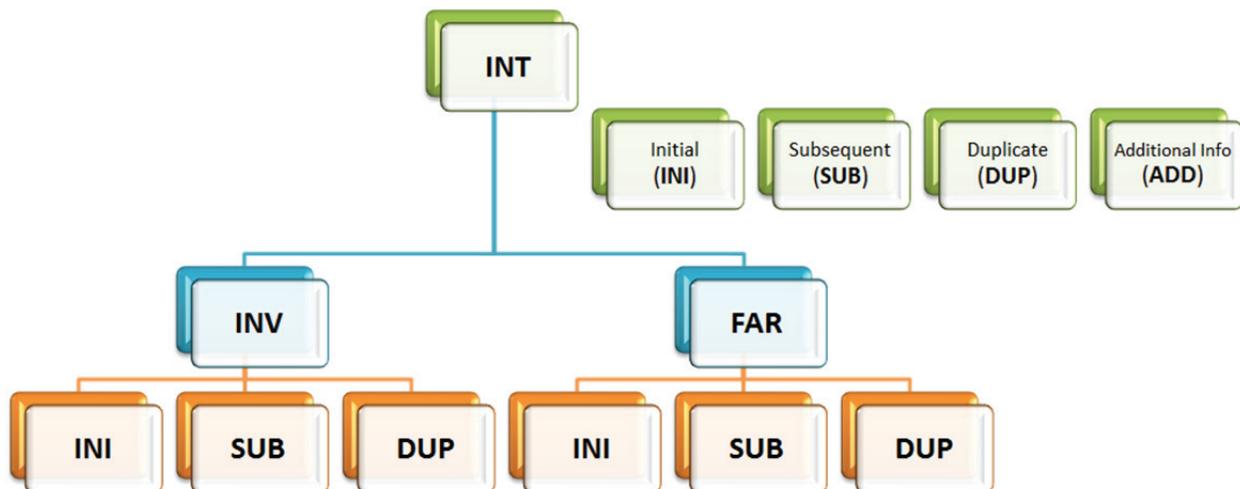


If a stage is progressed to an INV or FAR in error, a track switch can be performed within seven (7) days to correct the error. See page 18 for more information.

# Module III: Introduction to the FAR Stage in CONNECTIONS

The FAR stage will have FAR-specific components, as well as common components shared with the INV stage. A case can include multiple open and closed FAR stages, just as it can include multiple open and closed INV stages. A FAR stage can be one of the following types:

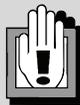
- Initial (INI)
- Subsequent (SUB)
- Duplicate (DUP)



*\* This illustration is intended to demonstrate the similarities between CPS and FAR stage types. Remember that FSI and FSS stages could also be part of the case.*

## FAR Stage Timeframe

Similar to INV stages, you can consolidate a FAR stage (see page 29 for information) and FAR stages can be marked as “Sensitive.” As part of their FAR criteria, all FAR-participating districts have chosen either 60 days or 90 days as their FAR stage closure timeframe. If a family needs more long-term assistance or intensive work beyond the timeframe, a preventive Family Services Stage must be opened in CONNECTIONS.

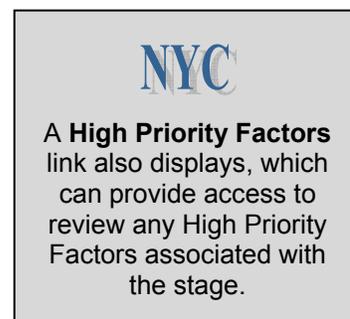


Always follow your agency's protocol.  
Speak with your supervisor if you need more information.

## FAR Stage Actions

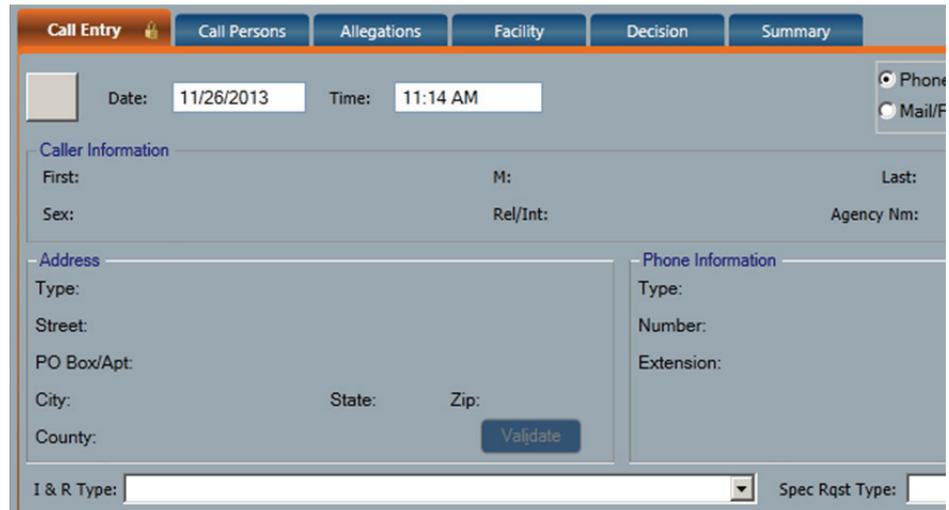
Upon selecting a FAR stage on the **My Workload** tab, the following FAR stage-specific links will become enabled in the **Stage Actions** section of the **NAVIGATION PANE**:

<b>Progress Notes</b>	Opens the <i>Progress Notes</i> window, where you can view or record progress notes.
<b>Person List</b>	Opens the <i>Person List</i> window, where you can add, modify or view information regarding persons associated with the selected stage. This window will also support the WMS App Reg function.
<b>Safety Assessments</b>	Opens the <i>Safety Assessments</i> window, where you can view or record safety assessments.
<b>Risk Assessment</b>	Opens the optional Risk Assessment Profile (RAP) window, where you can view or record a Risk Assessment Profile. The Risk Assessment Profile can be used to document the child(ren)'s risk of future abuse or maltreatment.
<b>Allegations</b>	Opens the <i>Allegations</i> window, where you can view or maintain allegations (and injuries) associated with the selected stage.
<b>FAR Conclusion</b>	Opens the <i>Family Assessment Response Conclusion</i> window, where you can switch the track of a FAR stage, submit a FAR stage for supervisory approval, create a Family Services Intake (FSI) from a FAR stage, or consolidate INV and/or FAR stages.
<b>Action Plan</b>	Opens the <i>Action Plan</i> window, where you can view or record an Action Plan.
<b>FLAG</b>	Opens the Family Led Assessment Guide (FLAG) window, where you can create, view, and record a FLAG.
<b>Maintain Primary Address &amp; Phone</b>	Opens the <i>Maintain Primary Address &amp; Phone</i> window, which enables you to use one window to add or modify the primary address and/or phone information for multiple individuals in a stage. You can also select an existing address or phone number for persons newly added to a stage.



## Review Intake

Opens the *CPS Intake* window, allowing you to view the details of the Intake. The information available from this link is view-only. The Intake stage is “frozen” at the time the Intake is assigned to the local district. Voluntary agency workers with a role will have access to this window; however, source information will not display, as demonstrated in the image below of the **Call Entry** tab. Additionally, the source will not display in the person grid of the **Call Persons** tab.



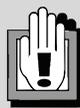
The screenshot shows a software interface with a top navigation bar containing tabs: Call Entry (selected), Call Persons, Allegations, Facility, Decision, and Summary. Below the navigation bar, there are input fields for Date (11/26/2013) and Time (11:14 AM). To the right, there are radio buttons for Phone and Mail/F. The main area is divided into sections: Caller Information (with fields for First, M, Last, Sex, Rel/Int, Agency Nm), Address (with fields for Type, Street, PO Box/Apt, City, State, Zip, and a Validate button), and Phone Information (with fields for Type, Number, and Extension). At the bottom, there are dropdown menus for I & R Type and Spec Rqst Type.

## Accept

Enables you to accept assigned INT stages. This link is disabled once the INT has been stage progressed.

## Reject

Enables you to reject assigned INT stages. This link is disabled once the INT has been stage progressed.



Workers with an implied role will have access to all FAR stage actions via the *Stage Summary* window.

## Module IV: FAR Stage Progress Notes

FAR stages will contain a Progress Notes component similar to other stages in CONNECTIONS. The following workers can record and maintain progress notes in a FAR stage:

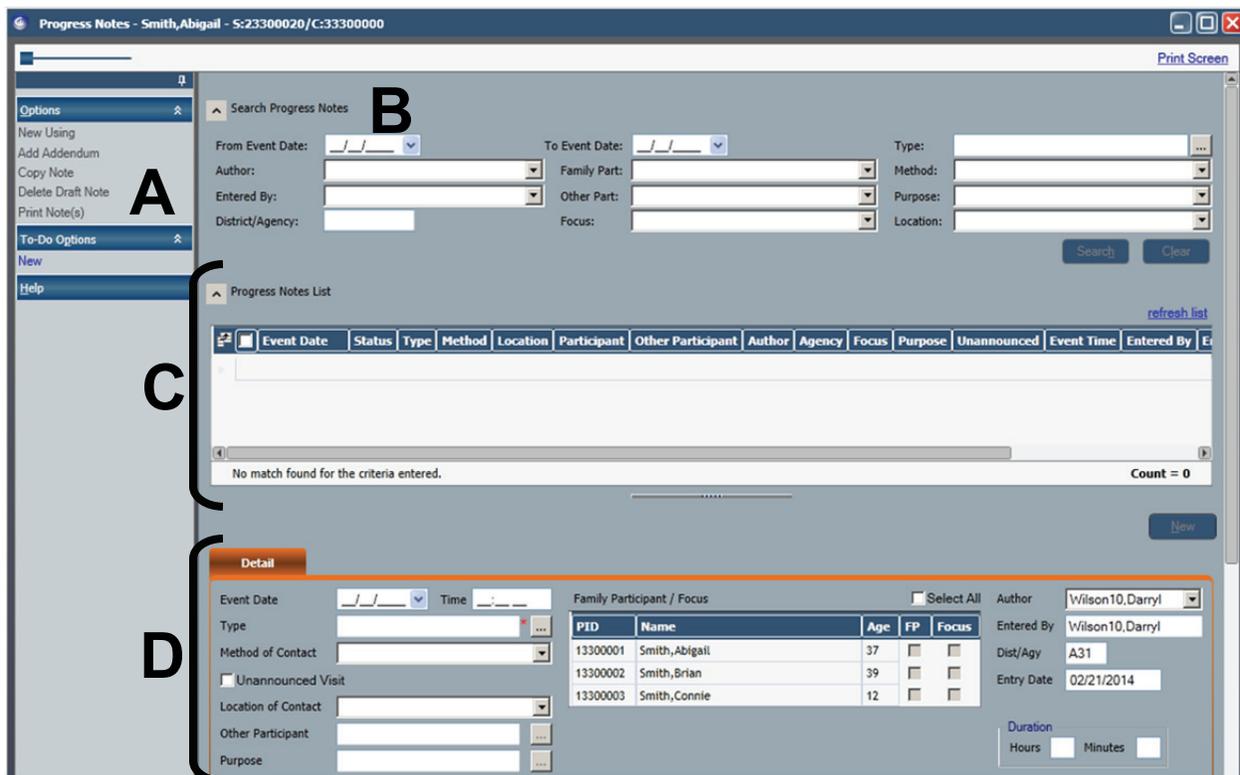
- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker
- Workers with the ENTER PROG NOTE Business Function
- Workers assigned a Progress Notes Task To-Do

Voluntary workers with a role in the stage can record, modify, and view progress notes; however, voluntary workers will not be permitted to record or view a note with an Other Participant value of "Reporter/Source."

### ***Accessing Progress Notes***

- 1** On the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2** Click on the **Progress Notes** link.  
*The **Progress Notes** window displays.*

## Identifying the Progress Notes Window Components



- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain links that provide access to various progress note actions (e.g., adding addenda, copying notes, deleting “Draft” notes, printing notes).
- (B) **Search Progress Notes** – The **Search Progress Notes** section will allow you to enter search criteria and initiate a search for notes that meet the criteria.
- (C) **Progress Notes List** – The **Progress Notes List** will display all notes recorded for the stage or a subset of notes based on the search criteria you enter. A grid separator beneath the list will let you increase or decrease the number of visible rows and a **New** button will provide you with access to a blank **Detail** tab to record a new note.
- (D) **Detail Tab** – The **Detail** tab will allow you to create, view, and modify progress notes. This tab will display after you select a progress note from the list, or after you click the **New** button.

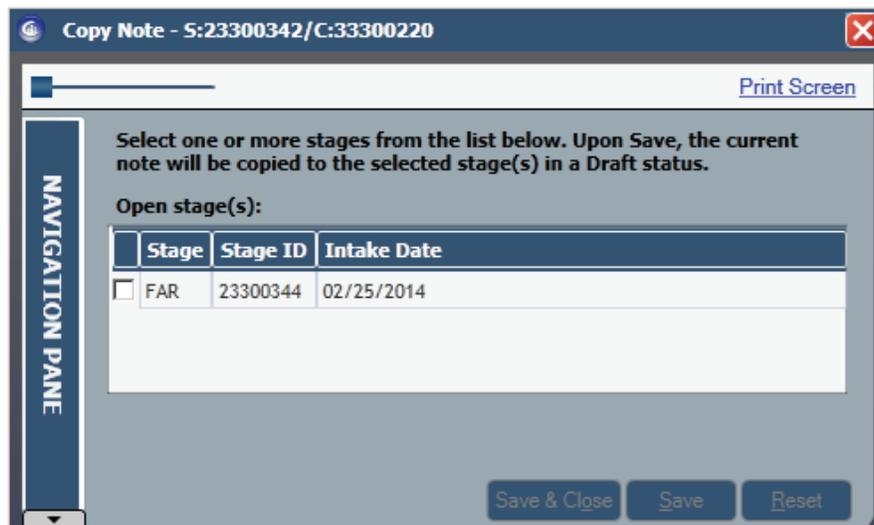
## Copying Progress Notes between Stages

The Copy Note feature will include the new FAR stage type. The table below shows what stages you will be able to copy progress notes to and from after Build implementation. (In all instances, the stages in question must be part of the same case):

Copying Permitted		Copying <u>NOT</u> Permitted	
From:	To:	From:	To:
INV	INV	INV	FSS
INV	FAR	FAR	FSS
FAR	FAR	FAR	INV
FSS	INV		
FSS	FAR		

### Copying a Progress Note

- 1 From the *Progress Notes* window, select the note you wish to copy.
- 2 Click the **Copy Note** link in the **Options** section of the **NAVIGATION PANE**.  
*The Copy Note window displays with a list of available stages.*
- 3 Select the checkbox of the stage to which you wish to copy the note.
- 4 Click the **Save & Close** or **Save** button.  
*The note is copied to the selected stage.*



# Module V: FAR Stage Person List

You can use the *Person List* window to view and/or maintain information on FAR stage individuals. This window will have the same look and feel as the *Person List* window found in INV stages. The following workers can access this window from the workload via the **Person List** link:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

Additionally, workers with the VIEW OPEN FAR or VIEW CLOSED FAR Business Function can access this window via the Case Summary path.

## Accessing the Person List Window

- 1 On the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Person List** link.  
*The **Person List** window displays.*

## Identifying the Person List Window Components

The screenshot shows the 'Person List' window for Case Name: Smith, Abigail, Stage: FAR. The window is divided into several sections:

- NAVIGATION PANE (A):** Located on the left, it contains links for 'New Search', 'Add Person', 'Person Unrelate', 'Remove Person - Added in Error', 'Primary/Secondary Caretaker', 'Outputs', 'Person Data', 'Notice of FAR - English', 'Notice of FAR - Spanish', 'Notice of FAR Closure - English', 'Notice of FAR Closure - Spanish', and 'Help'.
- Person List Grid (B):** A table displaying a list of active persons in the stage. The table has columns for Name, M/S, Sch, DOB, Approx, Sex, Type, Role, Rel/Int, Person ID, and Date Added. The first row is highlighted, showing 'Smith, Abigail' with a 'V' in the M/S column, '01/02/1977' in the DOB column, 'F' in the Sex column, 'PRN' in the Type column, 'AS' in the Role column, 'Mother' in the Rel/Int column, '13300001' in the Person ID column, and '11/27/2013' in the Date Added column.
- Person Info (C):** A detailed view for the selected person, Abigail Smith. It includes tabs for 'Person Info', 'Person Merge/Split', and 'Case List'. The 'Person Info' tab is active, showing fields for 'First: Abigail', 'Last: Smith', 'Status: Active', 'Type: PRN', 'Role: Alleged Subject', 'Rel/Int: Mother', 'PID: 13300001', 'Demographics' (Sex: Female, Language: English), and 'Race' (Non-Hispanic or Latino).

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain links that provide access to Person Search tasks, Primary and Secondary Caretakers, and outputs such as FAR notification.
- (B) **Person List Grid** – The grid will display a list of all active persons in the stage.
- (C) **Person Info, Person Merge/Split, Case List Tabs** – This section of the window will display upon selecting an individual from the grid above. You can use these tabs to maintain person information, merge or split Person IDs (PIDs), and view case information.

## App Reg and WMS Synch

The **AppReg** button allows you to initiate a new WMS case in order to authorize and pay for protective services (i.e., goods and services to assist family stabilization and/or meet family needs) received by members of the FAR stage for as long as that stage remains active in CONNECTIONS.

The **AppReg** button will display under the Person List grid only when *all* of the following conditions are met:

- You are a Primary worker, Secondary worker in the same LDSS as the Primary worker, or a supervisor or other worker in the Unit Hierarchy of the Primary worker.
- A Primary Caretaker has been recorded or the **No Primary Caretaker Exists** checkbox has been selected on the *Primary/Secondary Caretaker* window (accessed via the **Primary/Secondary Caretaker** link).
- An active primary address has been recorded for the Primary Caretaker.
- First name, last name, date of birth, and sex have been recorded for all individuals in the stage.

Case Name: **Smith,Abigail** Stage: **FAR**

Name	M/S	Sch	DOB	Approx	Sex	Type	Role	Rel/Int	Person ID	Date Added
Smith,Abigail		V	01/02/1977		F	PRN	AS	Mother	13300001	11/27/2013
Smith,Brian		V	02/04/1975		M	PRN	AS	Biological Father	13300002	11/27/2013
Smith,Connie		V	03/05/2001		F	PRN	MA	Child	13300003	11/27/2013

Count = 3

**AppReg**

You must have the MAINT APP REG Business Function in order to begin the WMS application registration process. Without the proper Business Function, you will receive the following message upon clicking the **AppReg** button: "Appreg can be conducted only by individuals with AppReg BF." You will be unable to proceed with the application registration.

Once the application registration has been initiated, the **WMS Synch** button will replace the **AppReg** button.

The **WMS Synch** button will enable when the information in CONNECTIONS no longer matches the information in WMS. Clicking this button will attempt to synchronize the information in CONNECTIONS with WMS.



You must have the proper Business Function to perform this function.

## FAR Notification Letters

The FAR Notification Letter is launched from the **Outputs** section of the **NAVIGATION PANE**. Districts and agencies may also choose to use their own FAR Notification Letters outside of CONNECTIONS. Follow up with your supervisor if you are unsure which type of notification letter your agency is using.

### Requirements for Out-of-Home Parents

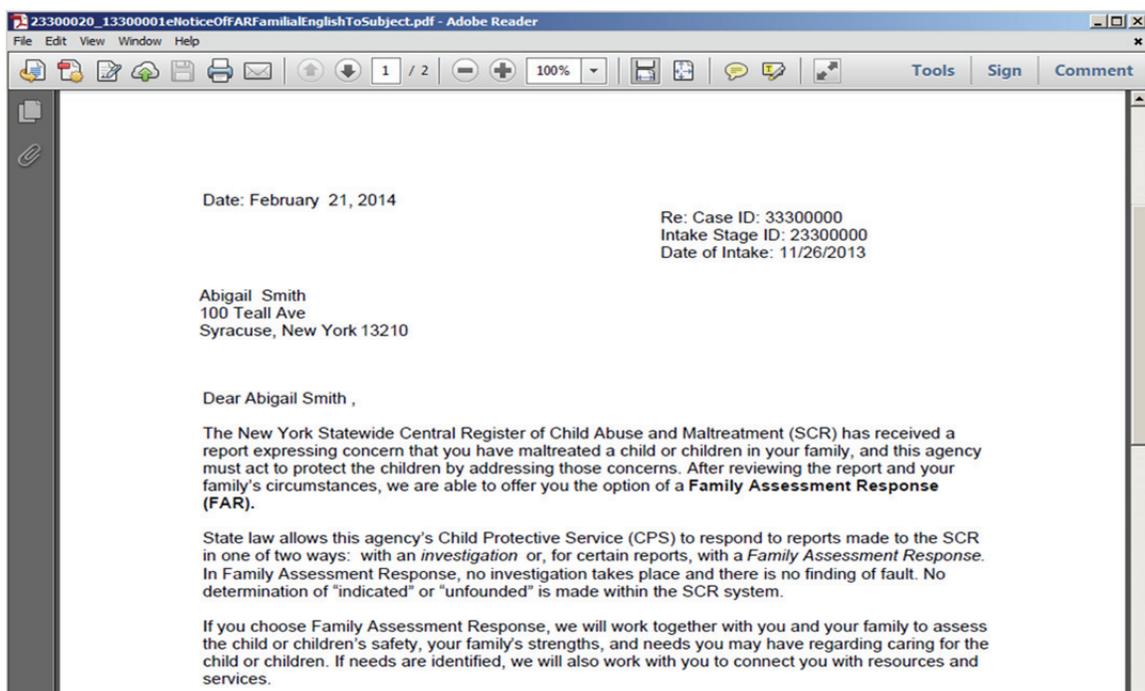
Notification is required to be provided in writing to every parent, guardian, or other person legally responsible for the child(ren) named in the report. Unlike in an investigation, notification is **not** required for any other person(s) named in the report. If the name of a non-custodial parent is not in the Intake report, that parent does not appear to be a significant presence in the child(ren)'s life, and the custodial parent will not provide that parent's contact information (or asks that you not contact him or her), notification of that parent is not necessary. There is also no legal requirement to engage the non-custodial parent who does not have significant contact with the child(ren) in FAR services. Districts and agencies may choose to handle these situations on an individual basis; you should follow up with your supervisor if you are unclear of the expectations of your agency.



Document in progress notes your reasonable efforts to identify and notify the out-of-home parent when you are unsuccessful.

### Generating the FAR Notification Letter

- 1 Select the appropriate person on the *Person List* window.  
*The Notice of FAR links display in the NAVIGATION PANE.*
- 2 Click the **Notice of FAR – English** link.  
*The FAR Notification Letter displays.*



# Module VI: FAR Stage Safety Assessments and Track Switching

## FAR Stage Safety Assessments

The *Safety Assessments* window for the FAR stage provides you with the ability to view, modify, and submit Safety Assessments. The requirements are the same for both INV and FAR stages. A thorough Safety Assessment must be conducted and a safety decision must be reached within seven (7) days of the receipt of the report.

CONNECTIONS does not require the completion of a second Safety Assessment prior to concluding a FAR stage. If you are uncertain of what the expectations are for concluding a FAR stage in your agency, consult with your supervisor.

The following workers can record, maintain, and submit the CPS 7-day Safety Assessment:

- Primary worker
- Secondary workers in the same district as the Primary
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

However, additional Safety Assessments can be recorded, maintained, and submitted by the following workers:

- Primary and Secondary workers (from local districts and voluntary agencies)
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

### ***Accessing the Safety Assessments Window***

- 1 On the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Safety Assessments** link.  
*The **Safety Assessments** window displays.*



All FAR stages with a sub-classification of “Foster Care” now require a completed Safety Assessment prior to closing the stage.

## Identifying the Safety Assessment Window Components

The screenshot shows a web application window titled "Safety Assessments - Smith, Abigail - S:23300020/C:33300000". The window is divided into three main sections:

- (A) NAVIGATION PANE:** Located on the left side, it contains a menu with options like "Approval Status", "Submit", "Save & Submit", "Print Safety Assessment", "Print Safety Plan", "Safety Definitions", and "Help".
- (B) Safety Assessments Grid:** A table with columns for "Assessment Date", "Type", "Event TX Date", "Status", and "Decision". It shows one record with "Assessment Date" 02/21/2014, "Type" CPS 7 day, and "Status" NEW. A "Count = 1" indicator is visible on the right.
- (C) Safety Assessment Tabs:** Below the grid, there are tabs for "Safety Factors", "Safety Decision", "Prnt/Ctrkr Actions/Safety Plan", and "Ctrl Interventions/Safety Plan". The "Safety Factors" tab is active, showing a list of safety factors to be assessed.

The "Safety Factors" tab contains a table with the following content:

Safety Factors	Comments
<input 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.	
<input type="checkbox"/> No Safety Factors present at this time.	

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain several sections with links that provide access to Safety Assessment tasks such as submitting, checking approval status, and printing various outputs.
- (B) **Safety Assessments Grid** – The Safety Assessments grid will populate with details of existing Safety Assessments including the assessment date, type of Safety Assessment, event transaction date, status, and decision. By default, the grid displays up to three Safety Assessments; however, it may be expanded to show additional Safety Assessments. Selecting a record on the Safety Assessments grid will display the assessment on the tabs below.
- (C) **Safety Assessment Tabs** – The Safety Assessment tabs will display the details of the selected Safety Assessment for viewing or modifying.



## The Safety Decision Tab

A Safety Decision of 3 or higher is an indicator that the stage is no longer appropriate for FAR. Depending on how long the FAR stage has been open, it may be necessary to either close the FAR stage and call in a new report, or switch tracks to an INV stage. CONNECTIONS will indicate which process you should take when you select your safety decision:

- If a Safety Decision of 3 or higher is selected and it is within 7 days of the Intake Date, CONNECTIONS will display the message, “*Safety decision cannot be 3, 4 or 5 for a Family Assessment Response. Please switch track from FAR to an Investigation stage.*”
- If a Safety Decision of 3 or higher is selected and the stage is more than 7 days from the Intake Date, CONNECTIONS will display the message “*Safety decision of 3, 4 or 5 indicates that this FAR stage should be closed and a new report called in.*”

## Track Switching

When you have gathered enough information to complete the 7-day Safety Assessment, a decision must be made regarding whether to continue with the FAR approach or to track switch to an investigation (INV stage).

Track switching can be completed by the Primary worker, Secondary workers (in the same district as the Primary), and members of their Unit Hierarchy. Track switching can only be performed once. The *Family Assessment Response Conclusion* window contains a **Switch track from FAR to INV** checkbox that you can use to change a FAR stage to an INV stage when it is deemed appropriate.



For information on switching tracks from an INV stage to a FAR stage, refer to the *Introducing the Investigation Stage Summary and Transformed Investigation Windows Job Aid*, available on the OCFS CONNECTIONS Internet and intranet sites.

## Switching Tracks from FAR to INV

- 1 On the *Family Assessment Response Conclusion* window, select the **Switch track from FAR to INV** checkbox. The **Save & Close** button enables.
- 2 Click the **Save & Close** button.

Case Name:	<b>Smith, Abigail</b>	Risk Rating:
FAR Dates		
Intake Received:	<b>02/25/2014 10:33 AM</b>	
Incident Occurred:		
Determination:	<b>Family Assessment Response</b>	
Closure Reason:		
<input type="checkbox"/>	Switch track from FAR to INV	
High Risk Comments:		

## Track Switching Requirements

Once you have clicked the **Save & Close** button, CONNECTIONS will determine whether all track switching requirements have been met. Error messages will be generated automatically for any unmet system requirements, which will prevent you from proceeding with the track switch. These error messages will display when any of the following are true:

- The Intake Date is seven (7) or more days in the past.
- The case is pending merge.

## Track Switching Warnings

If all track switching requirements have been met, CONNECTIONS will then check for certain conditions and display warning messages if any of the conditions are true. These warning messages will inform you what the condition is, what will occur if the track is switched, and the option to proceed or cancel the track switch. These warning messages will display when any of the following conditions are true:

- Secondary workers from voluntary agencies are assigned to the stage.  
Warning message: *“Secondary VA assignments will be removed. District secondary assignments will be maintained. Continue?”*
- A FLAG is in “PROC” or “COMP” status.  
Warning message: *“FLAG status will be updated to SUSP upon conversion. Continue?”*
- A WMS AppReg case number exists for the FAR stage.  
Warning message: *“Upon switching track, WMS will be updated for case closure for the duplicate FAR stage. Continue?”*
- A Safety Assessment is in “PEND” status.  
Warning message: *“Pending Safety Assessments will be invalidated. Continue?”*

## After the Track Switch

Upon passing the error and warning checks (by clicking the **Yes** button on any warning messages), the FAR stage will be converted, the *Family Assessment Response Conclusion* window will close, and you will be returned to your workload where the INV stage will now display. Upon selecting it, the **NAVIGATION PANE** will display the INV-related stage action links.

	New		Stage Name	Stage	Type
	<input type="checkbox"/>		Miller,Sue	INV	INI
	<input type="checkbox"/>		Miller,Sue	INV	SUB
	<input type="checkbox"/>		Murray,Marsha	FSS	CWS
	<input type="checkbox"/>		Smith,Abigail	FAR	INI
	<input checked="" type="checkbox"/>		Smith,Abigail	INV	INI
	<input type="checkbox"/>		Thompson,Lonnie	INV	INI

### **Stage Demographics and Assignments**

- The Stage ID, Stage Name, and Start/Assigned Date for the INV stage will remain the same as that in the FAR stage.
- The Primary and Secondary local district workers will be carried forward into the INV stage. They will retain their roles, assignment events, and To-Dos. The Primary worker role may be reassigned to an INV worker based on county protocol.
- Secondary workers from voluntary agencies will be removed and will receive an Alert To-Do on their My To-Dos tab advising them of the track switch.

### **Persons**

- All people in the FAR stage at the time of track switching will be carried forward and displayed in the INV stage. Their person information, To-Dos, and events will be carried forward as well.

### **Safety Assessments and the RAP**

- Safety Assessments from the FAR stage will be carried forward and displayed in the *Safety Assessments* window of the INV stage, with the exception of Safety Assessments with a status of "PEND," which will revert back to "COMP." Safety Assessments carried forward into the INV stage will follow all rules applicable to a regular INV stage.
- Information recorded in the FAR stage RAP will be carried forward and displayed in the INV stage if the RAP is not pending/approved. All To-Dos associated with the RAP will be deleted; however, the RAP event will remain.

### **Progress Notes and Allegations**

- All Progress Notes recorded in the FAR stage (in both "Draft" and "Final" statuses) will be carried forward and displayed in the INV stage, and will retain their status.
- Any allegations recorded in the FAR stage will be carried forward into the INV stage. Allegations recorded at intake will continue to display "INT" in the **Stage** column of the *Allegations* window; however, allegations recorded in the FAR stage will be updated and will display "INV" in the **Stage** column.

### **FAR Conclusion and Stage Summary**

- The FAR Conclusion will remain available as an event and can be accessed in view-only mode through the *Stage Summary* window.
- The *Stage Summary* window will correspond to the INV stage. On this window, an additional section titled "**FAR Options**" will display in the **NAVIGATION PANE**, containing links to the FAR-specific windows (if data was recorded in them prior to the track switch).
- The most recent FLAG in the FAR stage will have its status updated to "SUSP." All FLAGS will be view-only through the *Stage Summary* window.
- All Action Plans will be carried forward to the INV stage and will be view-only through the *Stage Summary* window.

### **To-Dos**

- To-Dos created in the original INT stage will remain unchanged.

- All assignment-, person- and stage-specific To-Dos will be carried forward and displayed in the INV stage with the exception of FAR Conclusion and FLAG To-Dos.

### **Events**

- Events created in the original INT stage will remain unchanged.
- All events associated to the FAR stage will be associated to the new INV stage. Event dates will remain unchanged.
- A new event will be created to indicate that an INV stage has been opened.



Once you have switched tracks from FAR to INV, all of the requirements for completing an investigation will be in effect, including those around notifying other persons named in the report.

## Module VII: Risk Assessment Profile Window

While assessing safety in a FAR stage, it is inevitable that this will overlap with the assessment of the family's strengths, needs, and the presence of risk elements. A formal Risk Assessment Profile (RAP) is not required to be documented in a FAR stage as most of the risk elements are embedded in the required FLAG. The assessment of risk is required by law and is important in the goal of preventing future occurrences and reports of maltreatment. The *Risk Assessment Profile* window is an additional tool to assess risk.

The window will have the same look and feel as that of the *Risk Assessment Profile* window found in INV stages; however, information recorded in a FAR stage RAP will not be saved at the case level, and information saved at the case level will not populate a FAR stage RAP.

Primary workers and anyone in their Unit Hierarchy can complete and submit the RAP.

### ***Accessing the Risk Assessment Profile Window***

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Risk Assessment** link.  
*The *Risk Assessment Profile* window displays.*

## Identifying the Risk Assessment Profile Window Components

The screenshot shows a web application window titled "Risk Assessment Profile - Smith, Abigail - S:23300020/C:33300000". The interface includes a navigation pane on the left (labeled A), a header section with dropdown menus for Effective Date, Primary Caretaker, and Secondary Caretaker (labeled B), and a summary section on the right for Preliminary Risk Score, Preliminary Risk Rating, and Final Risk Rating (labeled C). The main area contains a table of 15 questions (labeled D) with response options and verification checkboxes.

No.	Question 1	Response	Verify System Response	Comments	Comment Req
1	Total prior reports for adults and children in RAP family unit:	No prior determined reports	<input type="checkbox"/>		

No.	Questions 2-6	Yes	No	Comments	Comment Req
2	Any child in the RAP family unit was in the care or custody of any substitute caregivers (informally or formally) at any time prior to the current report date.	<input type="radio"/>	<input type="radio"/>		
3	Child under one year old in RAP family unit at time of the current report, and/or new infant since report.	<input type="radio"/>	<input type="radio"/>	N	
4	Current or recent history of housing with serious health or safety hazards; extreme overcrowding; unstable housing; or no housing.	<input type="radio"/>	<input type="radio"/>		
5	Financial resources are mismanaged or limited to the degree that one or more basic family needs are intermittently or chronically unmet.	<input type="radio"/>	<input type="radio"/>		
6	Caretaker has, and utilizes, reliable and constructive support and assistance from extended family, friends, or neighbors.	<input type="radio"/>	<input type="radio"/>		

No.	Questions 7-15	Primary Yes	Primary No	Secondary Yes	Secondary No	Comments	Comment Req
7	Caretaker has been a victim or perpetrator of abusive or threatening incidents with partners or other adults in family/neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
8	Caretaker's alcohol use has had negative effects on child care, family relationships, jobs, or arrests, within the past two years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
9	Caretaker's drug use has had negative effects on child care, family relationships, jobs, or arrests, within the past two years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
10	Caretaker's behavior suggests a mental health problem exists and/or caretaker has a diagnosed mental illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
11	Caretaker has very limited cognitive skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
12	Caretaker has a debilitating physical illness or physical disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
13	Caretaker demonstrates developmentally appropriate expectations of all children.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
14	Caretaker attends to needs of all children and prioritizes the children's needs above his/her own needs or desires.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
15	Caretaker understands the seriousness of current or potential harm to the children, and is willing to address any areas of concern.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will display links that provide access to various Risk Assessment tasks (e.g., checking the approval status of Risk Assessments, accessing the *Elevated Risks* window, submitting, saving and submitting).
- (B) **Drop-down Fields** – The drop-down fields will allow you to view or modify (depending on role and Unit Hierarchy) the Effective Date, Primary Caretakers, and Secondary Caretakers.
- (C) **Risk Score and Ratings** – The Risk Score and Risk Ratings will be moved to the upper right-hand corner of the work area, but will continue to function the same.
- (D) **Questions** – Responses to questions 1 – 15 of the Risk Assessment Profile can be viewed or modified here (depending on your role and Unit Hierarchy).

# Module VIII: Allegations

The *Allegations* window in a FAR stage will have a similar look and feel to the *Allegations* window in an INV stage; however, because FAR stages do not require that allegations be substantiated or unsubstantiated, the function of the FAR *Allegations* window will be different. Although there is no system requirement that the allegations be substantiated or unsubstantiated, workers are still required to discuss with the family the concerns that lead to CPS involvement.

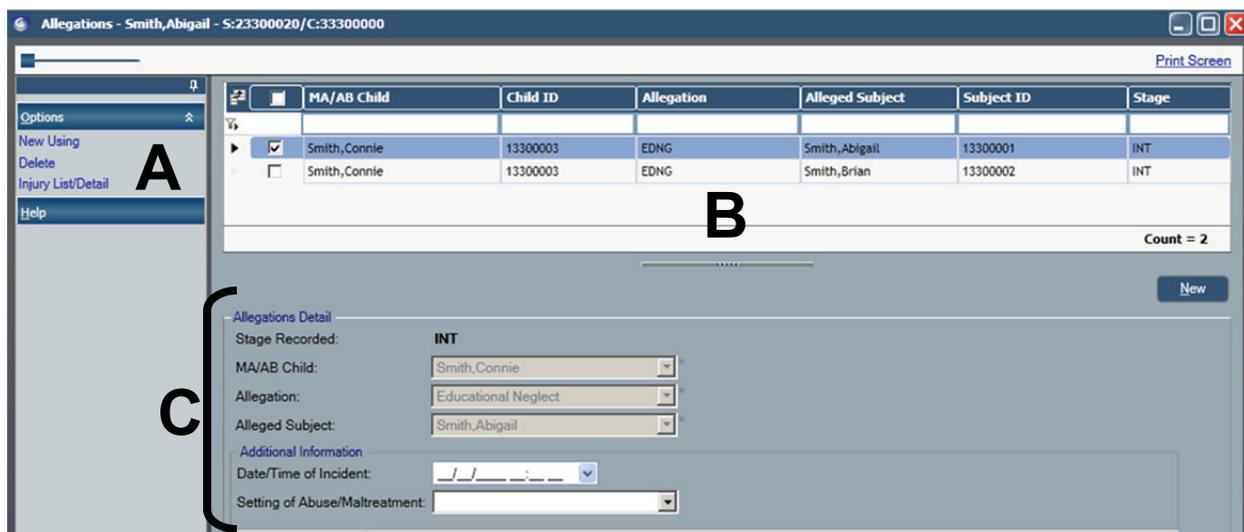
The following workers can access this window:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

## Accessing the Allegations Window

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Allegations** link.  
*The **Allegations** window displays.*

## Identifying the Allegations Window Components



- (A) NAVIGATION PANE** – The **NAVIGATION PANE** will contain links that provide access to adding allegations, deleting allegations entered during the FAR stage, and the *Injury List/Detail* window.
- (B) Allegations Grid** – The grid will display a list of all recorded allegations, including the stage (e.g., INT, INV, FAR) where each allegation was recorded.
- (C) Allegations Detail Section** – This section of the window is used to view details of the allegation selected in the grid, or to record details of a new allegation being added.

## Maintaining Allegations

Allegations added during the INT stage cannot be deleted; however, you can delete allegations added during the FAR stage for purposes of consolidating. If the FAR stage is one that was track switched from a previous INV stage, any allegations added during the INV stage can also be deleted from within the FAR stage.



When adding an allegation, selecting any of the following allegations will display an error message indicating that the allegation cannot be added to a FAR stage:

- Abandonment
- DOA/Fatality
- Malnutrition/Failure to Thrive
- Sexual Abuse

# Module IX: Family Assessment Response Conclusion Window

The *Family Assessment Response Conclusion* window will have a similar layout to the *Investigation Conclusion* window. On this window, you can track switch a FAR stage, submit a FAR stage for supervisory approval, create a Family Services Intake (FSI) from a FAR stage, and consolidate a FAR stage.

The following workers can access, record, and submit the FAR Conclusion:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

## ***Accessing the Family Assessment Response Conclusion Window***

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **FAR Conclusion** link.  
*The **Family Assessment Response Conclusion** window displays.*



After a FAR stage has been closed, all Person List individuals will be given the role of “FAR Recipient” or (FR).

## Identifying the Family Assessment Response Conclusion Window Components

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain links for saving and submitting, checking approval status, recording a narrative, and accessing various outputs.
- (B) **FAR Dates Section** – This section will pre-fill Intake dates and you will record when the FAR stage began and was completed. Injury detail dates recorded on the Allegations window will pre-fill here.
- (C) **Fields and Narrative** – This section of the window will pre-fill with “Family Assessment Response” in the **Determination** field. You will be able to select a Closure Reason, close the stage as Duplicate, switch tracks, and record High Risk Comments.

### FAR Stage Closure Reasons

The Closure Reason drop-down field will display the following options for a FAR stage:

- FAR Ineligible, INV opened
- Closed; no assistance needed
- Closed; family declined assistance
- Closed; assistance provided, additional services declined/not needed
- Closed; assistance provided; family linked to community resources
- Closed; assistance provided, preventive case opened
- Closed; cannot locate/moved out of district
- Closed; other (see notes)

If you select “FAR Ineligible, INV opened” or “Closed; cannot locate/moved out of district,” a completed FLAG is not required in order to submit the FAR Conclusion.

If you select “Closed; assistance provided, preventive case opened,” a Family Services Intake (FSI) will be created automatically.

## Changing the Sub-Classification

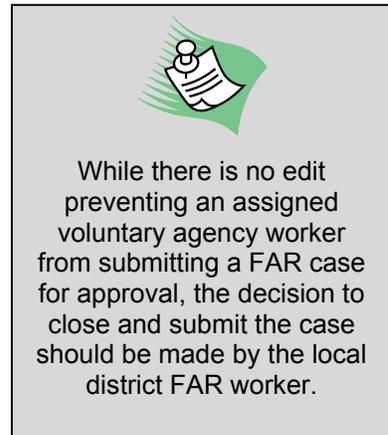
The Sub-Classification drop-down field will allow the Primary worker, a Secondary worker from the same local district, or a member of their Unit Hierarchy to change the sub-classification of the stage from “Foster Care” to “Day Care.” Upon selecting “Day Care” in this field, the following message will display:

*“The Sub-Classification of Day Care is not allowed for FAR stages, track will be switched to Investigation. Continue? Yes/No.”*

## Submitting a FAR Stage for Approval

Any worker with a role in the stage (or a member of that worker’s Unit Hierarchy) will be able to submit a FAR stage for approval. Several requirements must be met in order for the Submit and Save & Submit links to enable:

- The **FAR Begun Date**, **FAR Completed Date**, and **Closure Reason** fields must be completed.
- A narrative must be recorded in the **FAR Conclusion Narrative** template.
- The **Switch track from FAR to INV** checkbox must not be selected.



Upon clicking the **Submit** or **Save & Submit** link, CONNECTIONS will check for certain conditions and display error messages if any are true:

- A principal does not have a date of birth recorded.
- The most recent FLAG has not been completed.
- No Safety Assessment has been approved.
- An additional Safety Assessment has a status of “PROC” or “COMP.”
- An event in the stage has a status of “REJT.”

You will be prevented from submitting the FAR stage for approval until any errors are corrected.

## Submitting a FAR stage for Approval

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The Family Assessment Response Conclusion window displays.*
- 2 Click the **Submit** link in the **NAVIGATION PANE**.  
*The To-Do Detail window displays.*
- 3 Click the **Save & Close** button.  
*The My Workload tab displays.*

## Consolidating a FAR and an INV/FAR Stage

CONNECTIONS will support the ability to consolidate both FAR and INV stages within the same case. Stages of service being consolidated do not have to be the same; a FAR may be consolidated with an INV and vice versa. However, best practice is to track switch the stage that will be closed as a duplicate to match the stage going forward.



For the requirements and steps to consolidate a FAR stage, refer to Appendix A.



Remember, the stage going forward (i.e., the one where the work continues) is the stage that determines the casework requirements.

## Module X: The Action Plan

The Action Plan is used to identify the goals, steps, and actions that need to be taken once the joint assessment of the family's strengths and needs (i.e., the FLAG) has been completed. One or more plans can be recorded and updated to add or change goals and record achievements.

The following workers can access this window:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

### Accessing the Action Plan window

- 1 On the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Action Plan** link.  
*The Action Plan window displays.*

### Identifying the Action Plan Window Components

The screenshot shows the 'Action Plan - Smith, Abigail' window. It features a navigation pane on the left with a 'Generate Action Plan' link (labeled A). The main area contains a table of action plans (labeled B) with columns for Date Created, Date Modified, Target Date, Goal, Action Steps, Action Steps Services List, and Results. Below the table is a detailed form (labeled C) for recording a goal, target date, actions, and services.

Date Created	Date Modified	Target Date	Goal	Action Steps	Action Steps Services List	Results
						Count = 0

Target Date to end FAR: [ ]

Target Date to achieve goal: [ ]

Goal: What do we want to be different for our family?

Actions: How will we get there?

Results: How will we know when we get there?

Action Steps Service List: [Check all that were provided]

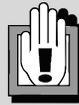
- Advocacy (e.g., with School, Landlord)
- Casework Counseling
- Connect to Informal Support ( e.g., Family, Friends, Church)
- Provide Concrete Material Resources (e.g., Personal or Household)
- Connect with Public Assistance Programs (e.g., TANF, Food Stamps, Child Care Subsidy)
- Connect with District Provided Services ( e.g., Preventive, Youth Services)
- Connect with Privately run Services in the Community (e.g., Food Pantry, Counseling Agency, Big Brother - Big Sister, Community Action Program)

Add Modify Delete Clear

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain a link for generating a copy of the selected Action Plan for printing.
- (B) **Action Plan Grid** – This grid will display a list of all Action Plans recorded for the stage. Above the grid, the **Target Date to end FAR Field** is used to record the goal date for ending the FAR stage. You and the family should agree upon dates for completion that fit within your county's FAR timeframes.
- (C) **Action Plan Detail Section** – This section of the window allows you to record the goal and the target date for achieving it, the actions and services needed to achieve the goal, and what will indicate that the family has achieved the goal.

# Module XI: The Family Led Assessment Guide (FLAG)

The Family Led Assessment Guide (FLAG) is an assessment of the family's strengths, needs, and risk. It is also intended to help plan with the family what assistance/services might be helpful in reducing risk. The FLAG should be completed early in the FAR, preferably within the first 30 days of the family's FAR involvement. Previously, the FLAG was completed in template form.



The FLAG should be completed *with* the family and *not* as a closing document for the FAR stage.

Multiple FLAGs can be completed within a FAR stage. If the family's composition or situation changes dramatically, you will need to revisit the FLAG with the family to reassess the current conditions.

The following workers can view, record, and maintain FLAGs:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

## ***Accessing the Family Led Assessment Guide***

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Family Led Assessment Guide** link.  
*The **Family Led Assessment Guide** window displays.*

## Identifying the Family Led Assessment Guide Window Components

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain links for a FLAG Score Definition and generating the FLAG in a form viewer for printing.
- (B) **FLAG Grid** – The grid lists all FLAGs recorded for the stage and certain information about each one: Assessment Date, Status, Status Date, Entered By, Dist/Agy, and Summary. Upon accessing this window the first time (before any FLAG information is saved to the window), a single record (with “NEW” status) displays in the grid. You must select this record to begin recording the first FLAG.
- (C) **FLAG Tabs** – The FLAG tabs will display the details of the selected FLAG for viewing or modifying. Five tabs comprise each FLAG: **The Family Together**, **Children**, **Caregivers**, **Caregiver Advocacy Status**, and **Summary**. Each tab will include a description that explains the function of the tab and a grid with the following columns: **#**, **Assessment**, **Score**, **Assessment Description**, and a checkbox column. Under the assessments grid, there is a **Comments** field for you to record a narrative addressing all the scores selected on the tab.



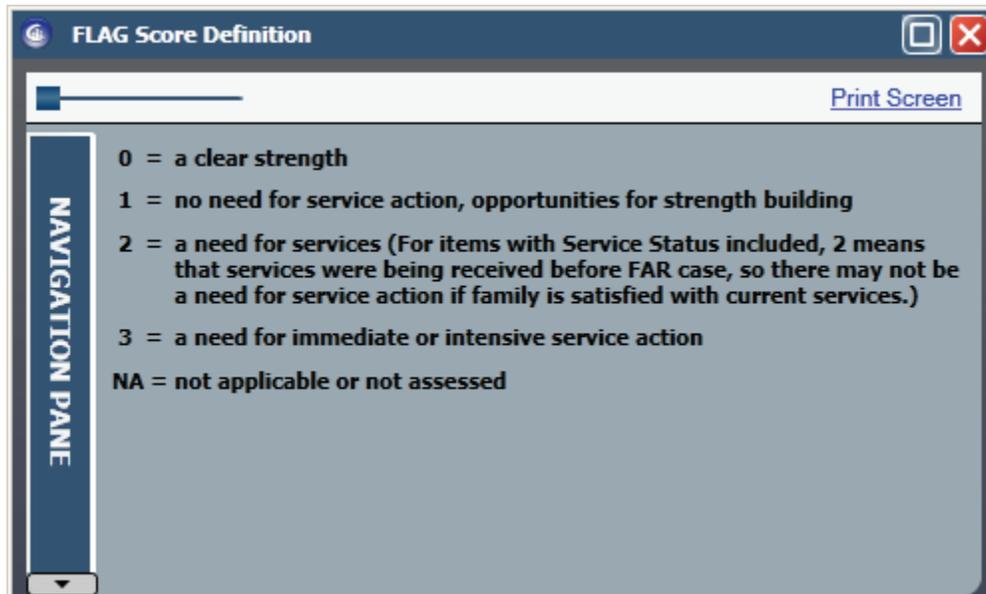
With the exception of the **Summary** tab, all tabs are required in order to mark the FLAG as Complete.

## Marking the FLAG Complete

The **Complete** checkbox displays at the bottom of the window regardless of which tab is active and is always enabled. When you select the **Complete** checkbox, CONNECTIONS will determine if the required tabs have met the system requirements. If any requirements are not met, you will receive an error message and will be unable to mark the FLAG as complete.

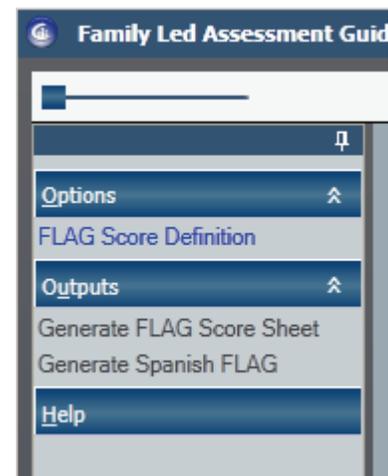
## The FLAG Score Definition Window

The **FLAG Score Definition** link in the **NAVIGATION PANE** opens a view-only window that provides information on how to score items within the FLAG.



## Outputs

The **Generate FLAG Score Sheet** and the **Generate Spanish FLAG** links in the **NAVIGATION PANE** will display a Word-like window containing a snapshot of all assessments and their recorded scores. If no score is recorded for an assessment, the row will be blank. You will be able to print from this window, but not save it.



# Module XII: The FAR Stage Summary Window

The new *Stage Summary* window will provide you with access to specific view-only stage action windows for FAR stages (e.g., Person List, Action Plan, FLAG). The following workers can access the *Stage Summary* window:

- Primary and Secondary workers
- Unit Approvers and those in the Unit Hierarchy of an assigned worker

There are two methods of navigating to the new window using a Stage Summary event:

- via the **Case Events** tab from a Case Search
- via the **Stage Events** tab from the **My Workload** tab



No matter what access point you use, the *Stage Summary* window and all windows accessed from it will have a “[Read Only]” label to remind you that this window is view-only.

Implied role access is not changing; workers with an implied role will still be able to view history for persons in common between stages. Workers with an implied role will access the *Stage Summary* window from the **Case/Stage Events** tab using the “Stage Summary” event. Within the Stage Summary, these workers will have view-only access to all FAR stage actions.

## Accessing the Stage Summary Window Through a Case Search

- 1 From the **Search/Maintain** drop-down menu on the main CONNECTIONS window, select the **Case Search** command.
- 2 Enter the search criteria for the case you wish to locate.
- 3 Click the **Search** button.
- 4 Select the case from the **Case List**.  
*The Comp, Case To-Dos, Case Events, and Case Summary tabs display.*
- 5 Click the **Case Events** tab.
- 6 Filter for “Stage Summary” in the **Description** column.
- 7 Select the Stage Summary event.
- 8 Click the **Detail** link in the **Event Options** section of the **NAVIGATION PANE**.  
*The Stage Summary <Case Name – Stage ID/Case ID> [Read Only] window displays.*



Event Date	TX Date	Status	Type	Description	Stage	Stage Name
				Stage Summary		
11/29/2013	11/29/2013	COMP	Summary	Stage Summary	FAR	Smith, Abigail

## Accessing the Stage Summary Window from the My Workload Tab

- 1 On the **My Workload** tab, select the appropriate stage.  
*The **Case To-Dos** and **Stage Events** tabs display.*
- 2 Click the **Stage Events** tab.
- 3 Filter for “Stage Summary” in the **Description** column.
- 4 Select the Stage Summary event.  
*The **Detail** link enables.*
- 5 Click the **Detail** link in the **Event Options** section of the **NAVIGATION PANE**.  
*The Stage Summary <Case Name – Stage ID/Case ID> [Read Only] window displays.*

The screenshot shows the 'Stage Events' window with a table of events. The 'Detail' link in the left navigation pane is circled. The table has the following data:

Event Date	TX Date	Status	Type	Description	Stage	Stage Name
				Stage Summary		
11/29/2013	11/29/2013	COMP	Summary	Stage Summary	FAR	Smith, Abigail

## Accessing the Stage Summary Window from an Approval To-Do

- 1 On the **My To-Dos** tab, select the Approval To-Do for the FAR Conclusion.
- 2 Click the **Navigate** link.  
*The Stage Summary <Case Name – Stage ID/Case ID> [Read Only] window displays.*

The screenshot shows the 'My To-Dos' window with a table of tasks. The 'Navigate' link in the left navigation pane is circled. The table has the following data:

Type	Status	Date	Case Name	Stage ID	Stage Name	Description	Create	
			Sm					
Navigate	T	NEW	12/06/2013	Smith, Abigail	23300089	Smith, Abigail	Safety Assessment is due and must be submitted to Supervisor for approval.	System
Navigate	T	NEW	01/25/2014	Smith, Abigail	23300089	Smith, Abigail	FLAG is coming due on 01/28/2014	System
Navigate	T	NEW	01/25/2014	Smith, Abigail	23300089	Smith, Abigail	FAR Closing is coming due on 01/28/2014	System
Navigate	T	NEW	01/29/2014	Smith, Abigail	23300089	Smith, Abigail	FLAG is overdue	System
Navigate	T	NEW	01/29/2014	Smith, Abigail	23300089	Smith, Abigail	FAR Closing is coming due on 02/27/2014	System
Navigate	T	PROC	02/24/2014	Smith, Abigail	23300085	Smith, Abigail	DW - Approve FAR Conclusion - 23300085	System

## Identifying the Stage Summary Window Components

The screenshot shows the 'Stage Summary' window for 'Smith, Abigail'. The window title is 'Stage Summary - Smith, Abigail - S:23300085/C:33300043 [Read Only]'. The interface includes a navigation pane on the left (A) with options like 'Case Summary', 'Review Intake', 'Allegations', 'FLAG', 'Action Plan', 'Safety Assessments', 'Risk Assessment', 'Progress Notes', 'Primary/Secondary Caretaker', and 'FAR Conclusion'. The main area displays header information (B) such as 'Stage: FAR', 'Classification: CPF', and 'Report/Intake Date: 11/29/2013'. Below this is a table (C) listing active persons in the stage:

Name	M/S	Sch	DOB	Approx	Sex	Type	Role	Rel/Int	Person ID	Date Added
Smith, Abigail		V	01/02/1977		F	PRN	AS	Mother	13300133	11/29/2013
Smith, Brian		V	02/04/1975		M	PRN	AS	Biological Father	13300134	11/29/2013
Smith, Connie		V	03/05/2001		F	PRN	MA	Child	13300135	11/29/2013

Below the table is a 'Person Info' tab (D) for Abigail Smith, showing details like 'First: Abigail', 'Last: Smith', 'Sex: Female', 'Marital: Married', and 'Current Stage: PRN'. The 'Race' section includes options like 'Black or African American', 'Caribbean', 'Haitian', 'Native African American', and 'Other - Black'.

- (A) **NAVIGATION PANE** – The **NAVIGATION PANE** will contain links to view-only FAR stage components (e.g., FLAG, Action Plan, Risk Assessment, FAR Conclusion).
- (B) **Header Information** – The header will contain demographic information for the stage, including the new sub-classification (for stages designated “CPS – FC/DC”).
- (C) **Person List Grid** – The grid will display a list of all active persons in the stage.
- (D) **Person Info Tab** – Upon selecting a person from the grid, the **Person Info** tab will display below, allowing you to view detailed information pertaining to that individual.

## Stage Summary Action Windows

Using the **NAVIGATION PANE** links, you will be able to open multiple view-only stage action windows at one time. These windows, in combination with the *Stage Summary* window, will function as a group. Therefore, they will only display while the *Stage Summary* window is maximized; if you minimize the *Stage Summary* window, these windows will also minimize and will not have an icon in the system tray. Additionally, when using Windows Manager, only a *Stage Summary* window card will display.

## The Generate Report Window

The *Generate Report* window will allow you to print the Stage Summary Report.

### Accessing the Generate Report Window from the My Workload Tab

- 1 On the **My Workload** tab, select the appropriate FAR stage.
- 2 Click the **Stage Summary** link.  
*The Generate Report window displays.*

The screenshot shows the 'My Workload' tab with a table of stages. The left navigation pane has 'Stage Summary' circled. The table below shows the following data:

	New	Stage Name	Stage	Type	Role
<input type="checkbox"/>	Y	Gray, April	INV	SUB	SE
<input type="checkbox"/>	Y	Jarret, Angela	INT	INI	PR
<input checked="" type="checkbox"/>	Y	Smith, Abigail	FAR	INI	PR

### Accessing the Generate Report Window from the Stage Summary Window

- 1 On the **My Workload** tab, select the appropriate FAR stage.
- 2 Click the **Stage Events** tab.
- 3 Filter for "Stage Summary" in the **Description** column.
- 4 Select the Stage Summary event.
- 5 Click the **Detail** link on the **NAVIGATION PANE**.  
*The Stage Summary window displays.*
- 6 Click the **Generate Report** link on the **NAVIGATION PANE**.  
*The Generate Report window displays.*

The screenshot shows the 'Stage Summary - Smith, Abigail' window. The left navigation pane has 'Generate Report' circled. The main content area shows the following details:

Stage: **INV** Classification:

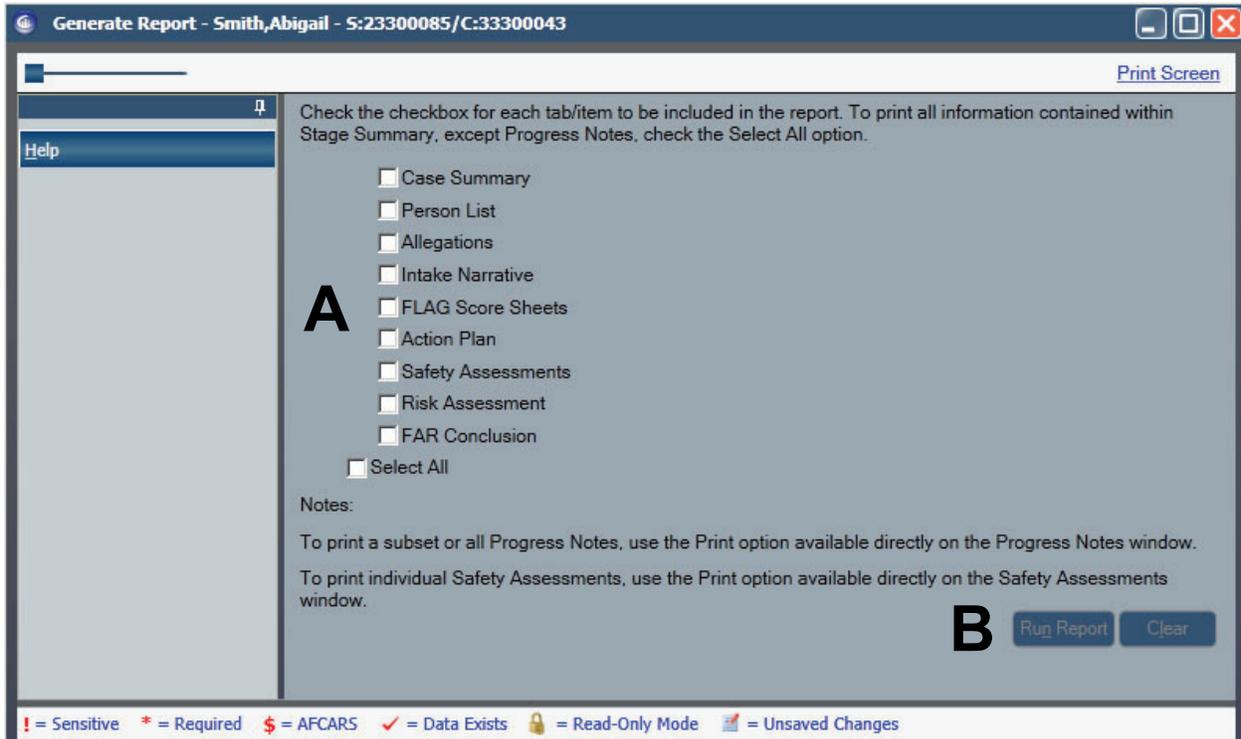
Stage Type: **INI**

Name	M/S	Sch	DOB
Smith, Abigail		V	01/02/1977
Smith, Brian		V	02/04/1975
Smith, Connie		V	03/05/2001

At the bottom, there are buttons for 'Person Info', 'Detail', 'Address', 'Phone', and 'AKA'.

## Identifying the Generate Report Window Components

- (A) **Checkboxes** – The list of checkboxes will display the names of all windows available from the **NAVIGATION PANE** of the *Stage Summary* window (with the exception of Progress Notes). You will use the checkboxes to select which information to include in the report.
- (B) **Buttons** – The **Run Report** button will generate the Stage Summary Report, while the **Clear** button will deselect all checkboxes.



## Module XIII: Resources

### OCFS Intranet Site: CONNECTIONS Help/Training

Many resources are available for you on the **CONNECTIONS Help/Training** page of the OCFS intranet site ([http://ocfs.state.nyenet/connect\\_help/Default.asp](http://ocfs.state.nyenet/connect_help/Default.asp)). There, you will find resources such as these:

- How Do I? documents
- Job Aids
- Tip Sheets
- Other Quick Start Guides

These documents and others will provide you with the most up-to-date information on CONNECTIONS.

When you are working in CONNECTIONS, an easy way to access the intranet site is by clicking the **Help/Training** link on the toolbar of the main CONNECTIONS window.



For information on INV stage changes, you can access the Build Job Aid titled *“Introducing the Investigation Stage Summary and Transformed Investigation Windows”* from this site.

### CONNECTIONS Regional Implementation Staff

If you cannot find the answer to your question(s) within the documentation mentioned above, you can contact one of the many statewide CONNECTIONS Regional Implementation Staff members. The current list of members is always available on the OCFS CONNECTIONS Internet and intranet sites:

On the **Internet**:

<http://www.ocfs.state.ny.us/connect/contact.asp>

On the **intranet**:

<http://ocfs.state.nyenet/connect/contact.asp>

### Application Help Mailbox

You can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems, and concerns can be emailed to:

**[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)**

### NYS OFT Customer Care Center

The New York State Office for Technology (NYS OFT) Customer Care Center staff are available to answer basic questions related to your equipment, or to solve problems you are having with CONNECTIONS. If they cannot solve your problem, they will record your information and forward it to others who can. The Customer Care Center is staffed 24 hours a day, seven days a week. The telephone number is:

**1-800-NYS-1323**  
(1-800-697-1323)

## Professional Development Program

Another resource is the CONNECTIONS Training Project of the Professional Development Program (PDP), Rockefeller College, University at Albany. CONNECTIONS trainers can provide you with personal attention and assistance when you have a question about or are experiencing an issue with any area of CONNECTIONS.

To reach a CONNECTIONS trainer during normal business hours, call **(518) 443-5940** and ask for an available CONNECTIONS representative.

## **Appendix A: Consolidating a FAR Stage**

## Requirements for Consolidating a FAR Stage

There are several conditions that must be met in order to consolidate stages. For the most part, these conditions remain the same as they always have for INV stages, but will now also pertain to FAR stages:

- The prior and subsequent INV and/or FAR stages must be in the same open case.
- Case merging (if necessary) must occur prior to consolidating INV and/or FAR stages.
- Stages to be merged cannot be part of a closed case or a case that is pending a Case Split.
- The Date of Intake and time for the prior INV or FAR stage must be the same as or earlier than the subsequent report.
- The subsequent Date of Intake must be within 53 days of prior INV or FAR stage's Date of Intake.
- The consolidation process must be completed within six (6) days of the subsequent INV or FAR stage's Date of Intake.
- Fatality INV stages cannot be consolidated.
- Persons on the Subsequent INV or FAR Person List must be included in the prior report's Person List.
- The Subsequent INV or FAR stage allegations must be included in the prior report.
- Safety Assessment in the subsequent INV or FAR stage can have any status.
- The Risk Assessment in the subsequent INV or FAR stage must be in "NEW" or "PROC" status.
- The subsequent report cannot have any events in "REJT" status.
- FAR stages cannot be consolidated into INV stages with a classification of "FC/DC."

### ***Consolidating a FAR Stage***

- 1 From the **My Workload** tab, select the appropriate FAR stage.  
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **FAR Conclusion** link.  
*The **Family Assessment Response Conclusion** window displays.*
- 3 Record a date in the **FAR Begun Date** field.
- 4 Record a date in the **FAR Completed Date** field.
- 5 Click the **Close as Duplicate** button.
- 6 Click the drop-down arrow for the **Duplicate Stage ID** field.
- 7 Select the stage ID that is going forward.
- 8 Click the **Narrative** link.  
*The **Narrative** window displays.*

- 9 Record a narrative.  
*Refer to district policy for recording the Conclusion Narrative.*
- 10 Close the *Narrative* window.  
*The Family Assessment Response Conclusion window displays.*
- 11 Click the **Save & Submit** link.  
*The To-Do Detail window displays.*
- 12 Click the **Save** button to send the Approval Task To-Do to the supervisor.