



During the course of a CPS investigation, a family's need for ongoing services may become apparent. A Family Services Stage (FSS) can be opened at any time during a CPS investigation, not just at determination. The Family Services Intake (FSI) standardizes intake information and is the path by which a Family Service Stage is created.

IMPORTANT: No FSI is needed if the family already has an open Family Services Stage in your district! Before recording an FSI, check to see if an open FSS already exists. If so, do not create an FSI - simply assign the needed roles in the existing FSS stage.



CHECK FOR AN OPEN FSS STAGE

1. From your workload, highlight the case.
2. Use the Options pull-down menu to select "Person List".
3. Highlight a person and use the Options pull-down menu to select "Case List".
4. If any case has the status of "OPN", highlight it and click the "Summary" button.
5. Check to see if the open stage is an FSS.

2. Use the Options pull-down menu to select "Record Family Services Intake"
3. The FSI automatically appears at the top of your Workload.
4. Highlight the FSI and click the "Tasks" button to open the FSI.

RECORDING A FSI PRIOR TO DETERMINATION

1. If no open FSS exists, highlight the INV stage on your workload.

Assigned Workload - Wilson124,Darryl

County	Zone	Agency	Stage	Type	Start	Assigned	Unit	Stage II
031		A31	FSS	CWS	10/07/2004	10/07/2004	F63	26100303
031			INV	INI	03/13/2003	03/13/2003	F64	20100485
031			INV	SUB	03/14/2003	03/14/2003	F64	20100487
031		A31	FSS	CWS	09/27/2004	09/27/2004	F63	24000503
031			INV	INI	02/18/2003	02/18/2003	F64	20500487
031			INV	INI	09/04/2003	09/04/2003	F64	22500261
031			INV	SUB	04/27/2004	04/27/2004	F64	22900487
031			INV	INI	04/26/2004	04/27/2004	F64	22900486
031			INV	INI	09/29/2004	10/01/2004	F64	25100265
031			INV	INI	04/29/2003	04/29/2003	F64	20900243
031		A31	FSS	CWS	09/30/2004	09/30/2004	F63	26000575
031			INV	INI	05/04/2004	05/05/2004	F64	22700486
031			INV	SUB	05/05/2004	05/05/2004	F64	22700487
031			INV	INI	02/14/2003	02/14/2003	F64	20300491
031			FAD	REG	09/03/2003	09/03/2003	F64	21200130
031			INV	INI	09/28/2004	10/02/2004	F64	24900245
031			FAD	REG	09/03/2003	09/03/2003	F64	22200130
031			INT	DUP	03/13/2003	03/13/2003	F64	20700378
031			INV	INI	03/13/2003	03/13/2003	F64	20700377

Tasks... Assign... Progress Notes... Accept Reject Refresh Close

Intake Source Tab

The Intake Source tab pre-fills from information in the CPS INV stage.

Family Services Intake - S:28101001/C:35100172

File Options Reports Stage Maintenance Help

Case Name: Green,Amy

Intake Source Narrative Person Demographics Decision Summary

Date: 11/28/2008 Time: 02:01 PM Method: Other

Source Information

Source Type: CPS Worker/Monitor Agency Name: Onondaga County Dss Sex: Unknown

First: Darryl Middle: Last: Wilson124 Sfx:

Address

Street: 421 MONTGOMERY ST PO Box/Apt:

City: SYRACUSE State: New York Zip: 13202-2923 County: ONONDAGA

Type: Business CD: Validate

Phone Information

Phone: () - Ext: Type: Phone

Save Cancel Close

- The Date, Time and Method fields automatically populate and cannot be modified.
- Source Information fields are populated with name, agency and sex of the worker who created the FSI. These fields are not modifiable.

- The *Address* and *Phone Information* fields are pre-filled with the agency address and phone information of the worker who created the FSI. These fields may be modified

Narrative Tab

- The *Type of Services Being Requested* field will be pre-filled with “CWS (Child Welfare Services)” and cannot be modified.

- Record the reasons for involvement with this family and why services are needed. Once saved, narrative entries cannot be modified, though additional narratives may be added. Each will be stamped with the worker’s name, date and time.

In the narrative, clearly summarize the presenting needs of the individual/family and document the corresponding need for services.



In order to preserve the confidentiality of persons named in the CPS Investigation, investigation stage activities, outcomes, reporter/source information, and conclusions MUST NOT be included in the FSI Narrative.

- Use the *Requested Services* button to note what services are being requested.

- If appropriate, a case can be marked as sensitive by clicking the *Sensitive Case* button. In the Sensitive Case window, check the sensitive case checkbox and enter an explanation as to why the case is being marked as such.

NOTE: This action will mark the entire case – not just the FSI stage – as sensitive and will restrict access to it. If the case from which the Family Services Intake (FSI) originated (e.g.: the CPS INV) is already marked as sensitive, the sensitive check box is automatically pre-filled and any existing comments display.

Person Demographics Tab

Person Demographics information will be pre-filled when the FSI is created from a CPS INV stage.

- Check to see if the persons listed on the Person Demographics tab are correct.



REMINDER: A Family Services Stage should include all the household members and the biological parents of any tracked children **whether or not they live in the household.**

- Persons brought forward from the INV stage that will *not* be receiving services can be deleted from the FSI.

To delete a person from the list:

- Highlight the person's name on the pre-filled list.
- Use the Options pull-down menu to select "Delete Person".
- Click "Yes" in answer to the question, "Deleting this person will remove him/her from the stage. Continue?"

- Add additional persons to the Stage Composition as needed.
- Conduct a thorough search of the data base to insure that each person listed has only one Person Identification number (PID). *Explore all possible matches.* The individual you are searching for may be listed more than once in the database.

Review the information in the Person Search List to determine if the person you are searching for matches one or more of the results on the list. If you don't have enough information to make this determination, you can access more information about a person in the Person Search List by looking at case composition.

- Perform a check of WMS to identify if persons listed in the stage are already in the WMS database.

If a person is known to WMS, carefully note how their First Name, Middle Initial, Last Name, Suffix, DOB, Sex and Social Security Number appear. Correct the data in CONNECTIONS to match the WMS listing. This will reduce errors at WMS case opening.

NOTE: If the information on the active WMS non-Services case is incorrect, you must contact the non-services worker to correct it.

- Use the *Stage Maintenance* pull-down menu to select "Relationship Matrix". Relationship Matrix information does not pre-fill and can be completed in either the FSI or FSS. Accuracy is important (e.g. sibling vs. half-sibling vs. step-sibling) as these relationships drive information in the Health Services tab of the Family Services Stage.

Decision Summary Tab

- Record the dates the application was sent and received – or – check the checkbox indicating the application was signed by the CPS Worker.



CAUTION! – The date entered in the "Date LDSS Received Application Signed by Parent/Client" field will become the Case Initiation Date (CID), if it is the earliest of the 4 possible CID triggers. The CID is the earliest date that WMS payments can begin.

- In the Decision field, choose "Open Family Services Stage" from the pull-down menu.
- If desired or required by local protocol, click the "Submit for Review" button to assign the FSI to another worker for review. This action will remove the FSI from your workload and assign it to the chosen reviewer's workload. In an FSI, only one person may have a role (Case Worker) at a time.
- Stage Progress the FSI to an FSS**
Click the "Create Family Services Stage (Stage Progression)" button to create a FSS stage. This action will close the FSI stage and create a Family Services stage. The FSS will appear on the workload of the person who did the stage progression and assign them the role of Case Manager. The FSS stage can be reassigned to someone else if needed.

When created from the CPS Investigation stage, the FSS is automatically linked to the same case number as the INV stage.



REMINDER: The initial FASP is due within 30 days of the CID if the case is opened prior to the determination of the CPS report.

TO OPEN AN FSI AT DETERMINATION

When a CPS INV stage is closed with one of the "Open for services" closure reasons, an FSI is automatically created upon the approval of the CPS investigation conclusion. These closure reasons are:

- "Case Open – Services" (unfounded CPS report)
- "Case Open - CPS not required" (indicated CPS report)
- "Case Open - CPS required" (indicated CPS report)

Complete the FSI by following the steps already outlined above.

NOTE: Selecting the Case open – CPS required Closure Reason in an Indicated Investigation will automatically generate the Program Choice of "Protective" for every child in the open FSS (provided none of them is a Tracked Child in another case).



REMINDER: The Initial FASP is due within 7 days of the determination, if the case is opened at the determination of a CPS investigation.

ONCE THE FSS IS OPEN

1. Assign roles

Assign appropriate roles in the FSS (Case Planner, Case Worker, CPS Worker/Monitor) to other workers who will be providing services to the child and family.

2. Designate Health Responsibility (if applicable)

If a child has been placed with a voluntary agency that will be responsible for entering Health Services information, designate the agency as having Health Responsibility once they have been assigned a role in the stage.

NOTE: A worker from the agency must have been assigned a role in the stage in order for the agency name to appear on the Responsible Agency list.

To designate Health Responsibility:

- Select the Health Services tab.
- Select any child from the Child List grid.

- Use the Options pull-down menu to select "Designate Health Responsibility"
- On the *Designate Health Responsibility* window, click in the box to the left of the appropriate child's name.
- Select the desired agency by clicking on the box to the left of the agency name.
- Click the Add button.
- Repeat as needed for each child.
- Save.

3. If it is your responsibility to complete the Initial FASP, the following information should be entered or verified as correct before launching the Initial FASP:

- Case Initiation Date (CID) and trigger
- Primary and Secondary Caretaker(s)
- Relationship Matrix
- Appropriate Program Choice(s) for each tracked child
- Permanency Planning Goal for each tracked child
- Removal Information Tab (if one or more children have been removed)

Reminder: *In all areas of CONNECTIONS, you can press F1 for help*

Resources:

CONNECTIONS Step-By-Step Guides:

<http://ocfs.state.nyenet/connect/jobaides/>

CONNECTIONS Regional Implementation Staff:

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

CONNECTIONS Application questions:

ocfs.sm.conn_app@ocfs.state.ny.us (NOTE: address contains an underline)

CONNECTIONS Communications

CONNECTIONSCommunications@dfa.state.ny.us

NYS OFT Enterprise
Help Desk #
1.800.697-1323