



Outcome and Activity (O&A) Blocks are the part of the Family Assessment and Service Plan (FASP) that is used to spell out the specifics of the service plan. Each O&A Block includes a statement of a problem/concern, the desired outcome, strengths that can be used in achieving the outcome, who will take what actions and what services will support family members as they strive to make desired changes. O&A Blocks should be behaviorally based, measurable and specific.

This tip sheet is for all workers responsible for contributing to FASPs and creating targeted, clear, understandable goals that make up a successful family service plan.

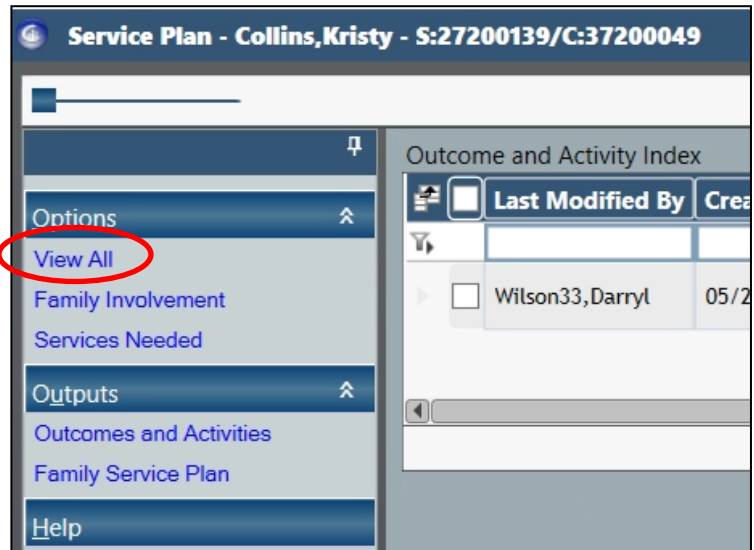
Outcome and Activity (O&A) Blocks

O&A Blocks, along with the *Family Involvement* and *Services Needed* sections, make up the FASP Service Plan.

When the Service Plan window of the FASP is opened, a list of active O&A blocks displays in the Outcomes and Activities Index grid .

A list of all O&A Blocks for the stage (active and ended) can be displayed by clicking the **View All** link in the navigation pane.

As long as the previous FASP has not dropped into template form, O&A Blocks carry over from one FASP or Plan Amendment to the next and contain information recorded at the time that FASP/Plan Amendment was approved.



O&A Blocks are intended to be dynamic. As family members make changes, O&A Blocks should be updated, modified, created or discontinued to reflect progress toward or the achievement of existing goals and the need for new ones.

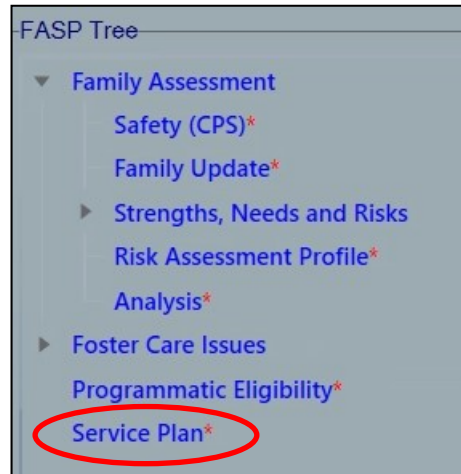
Case Workers, Case Planners and CPS Worker/Monitors may each contribute O&A Blocks to a FASP or Plan Amendment. The Case Planner, however, bears ultimate responsibility for the FASP and is responsible for the following:

- reviewing **ALL** O&A Blocks, including ones created by other workers, to see if they fit with the current service plan for the family
- determining whether existing blocks will be retained, modified or discontinued
- documenting the level of achievement for each O&A Block
- creating new O&A Blocks to address any new or worsening situations that have arisen

Step-by-Step: Updating Outcome and Activity (O&A) Blocks

1. On the FASP tree, select the **Service Plan** link.

The Service Plan window displays.

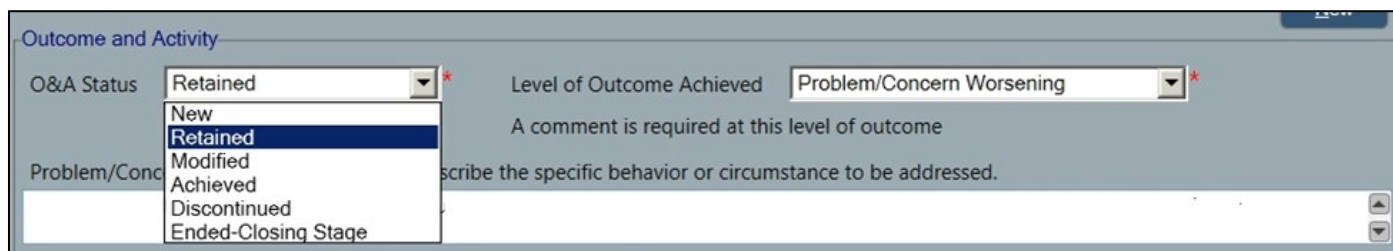



2. Select the **Outcome and Activity Block** that you want to modify or view.

The Outcome and Activity fields display with the previously recorded information.

3. Select a status from the **O&A Status** drop down menu.

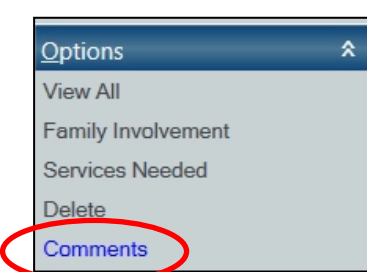
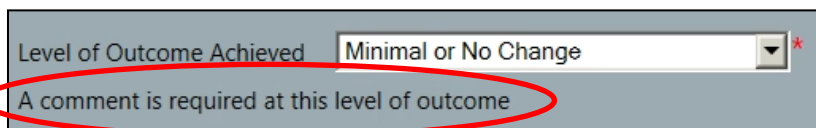
The Level of Outcome Achieved field displays.



NOTE:  The O&A Status cannot remain as “New” for any problems/concerns that were entered in a previous FASP. Any O&A Block in Temporary (“Temp”) status that was created from the Strengths, Needs and Risk scales in the current FASP must be either changed to “New” or deleted.

4. Select the appropriate choice from the **Level of Outcome Achieved** menu.

If either “Minimal or No Change” or “Problem/Concern Worsening” is selected, the message at right displays:



To add a comment, click on the **Comments** link in the navigation pane and concisely record specific comments that describe the facts supporting the rating.

Hint: Recording a date to your comment helps differentiate it from future additions to the Comments window.

Click the **OK** button to save your comments and return to the Service Plan window.

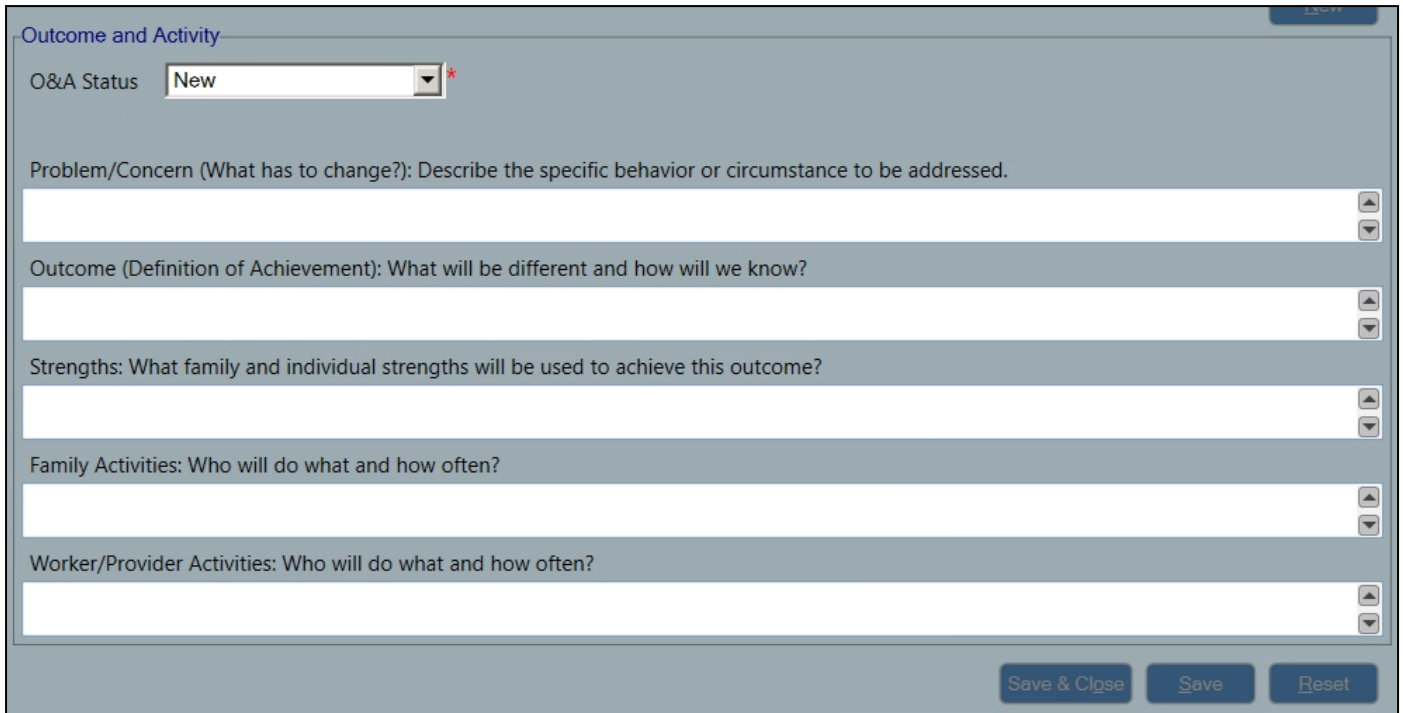
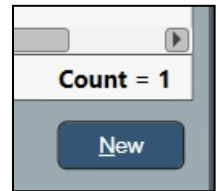
5. Carefully review the details of the O&A Block and update/modify as needed to reflect the current plan with the family. If the O&A Block is no longer applicable as written, it should be modified or discontinued.
6. Click the **Save** button.
7. When all O&A blocks have been reviewed/updated, click the **Close** button.

Creating a New O&A Block

Families and their environments are constantly changing. As new needs become evident, it may be necessary to add a new O&A Block to the service plan.

1. On the Service Plan window, click the “New” button, to the lower left of the Outcomes and Activities Index grid.

A blank Outcome and Activity Block displays,



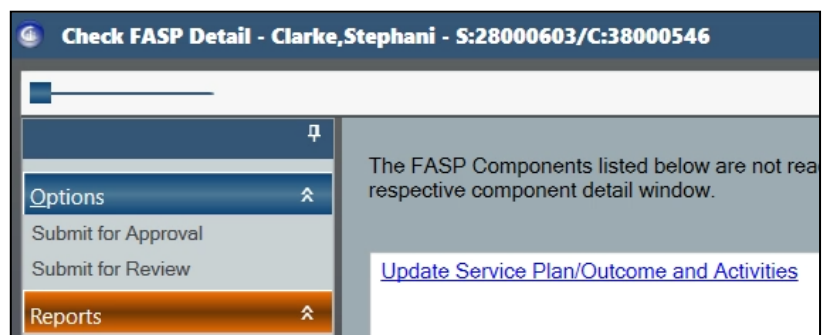
2. Enter detailed statements in each field to fully describe the Problem/Concern, Desired Outcome, Strengths, Family Activities, Worker/Provider Activities. All Outcomes should be behavioral, specific and measurable.
3. Click the **Save** button.

The new block displays in the Outcome and Activity Index grid.

Stage Closing - Modifying the O&A Block for Closure

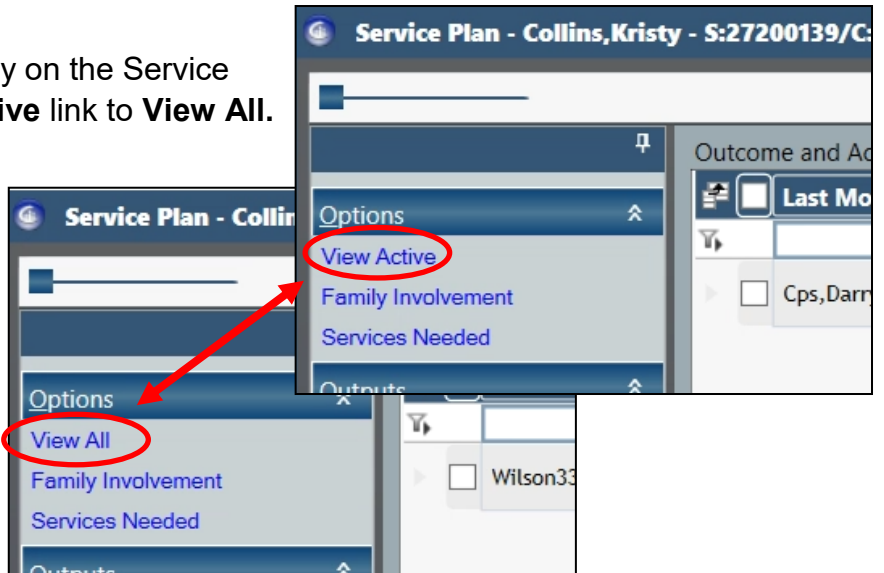
When a stage is closing, the status of any remaining O&A Blocks must be modified to reflect the impending closure.

If an O&A Block status does not reflect that the stage is closing, the “Update Service Plan/Outcome and Activities” link will remain on the Check FASP Detail list and prevent you from submitting the FASP/Plan Amendment for approval.

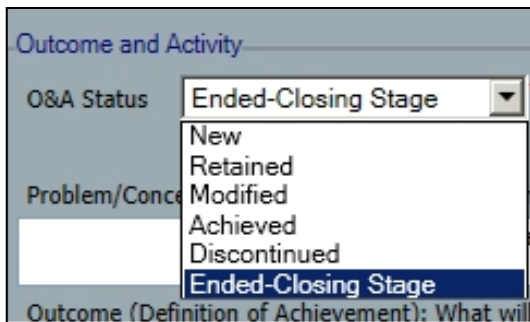


1. If no remaining O&A Blocks display on the Service Plan window, toggle the **View Active** link to **View All**.

All O&A Blocks, including those previously ended, display.



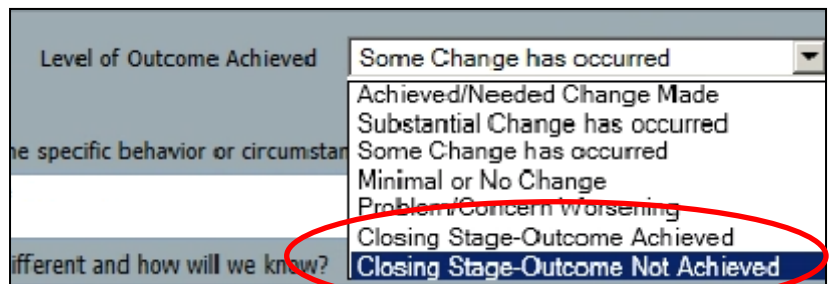
2. Select a recently ended O&A Block in the Outcome and Activity Index grid.



3. Change the O&A Status to **Ended—Closing Stage** using the O&A Status menu.

*A warning message will appear. Click **Continue** to indicate you wish to close the stage.*

4. Change the **Level of Outcomes Achieved** to either “Closing Stage—Outcome Achieved” or “Closing Stage—Outcome Not Achieved.”



5. Click the **Save** Button.

6. Use the Check FASP Detail functionality to verify that the FASP/Plan Amendment is now ready for submission.

Resources

- CONNECTIONS Job Aids and Tip Sheets: <https://ocfs.ny.gov/connect/jobaides>
- CONNECTIONS Regional Implementation Staff: <https://ocfs.ny.gov/connect/contact.asp>
- CONNECTIONS Application Help Mailbox: ocfs.sm.conn_app@ocfs.state.ny.gov
(NOTE: address contains an underline)

*A Helpdesk ticket is now required before sending requests to the Triage Unit. This can be acquired by emailing **FixIt@its.ny.gov**.*

ITS Enterprise Service Desk
1-844-891-1786