Impact Analysis

Subject: The New Family Assessment and Response (FAR) Stage and Modernization of Certain INV and FAR windows

Functional Areas: Child Protective Services; Family Assessment and Response

Brief Description of Current Function/Process:

Family Assessment and Response (FAR) provides an alternative intervention to a Child Protective Services Investigation in response to a report of suspected child abuse or maltreatment. FAR is a family-led, family-centered assessment process that does not require substantiating or un-substantiating allegations; however, the safety of the child(ren) remains the primary concern. When FAR was implemented as a program in 2008, it was not then possible to support all the needed changes in CONNECTIONS. Interim measures such as use of the FSS/FAM stage are now being replaced with more comprehensive system support for FAR.

In tandem with the introduction of the new FAR functionality, various windows used for FAR and INV stages are being modernized. A new Stage Summary window is being introduced to replace the Child Protective Record Summary that will apply to all FAR and INV stages. In addition, CONNECTIONS will support sub-classifying FC/DC stages classified as either Foster Care or Day Care. The FAR track will be available for reports that are sub-classified as Foster Care.

NEW FAR STAGE

What Remains the Same?

✓ Statewide and county-specific eligibility criteria are unaffected by the introduction of the new FAR stage

✓ County specific screening will continue to be managed <u>outside</u> of CONNECTIONS

✓ CONNECTIONS will prevent the creation of a FAR stage if the Intake has a child with a role of suspected abused child or if certain exclusionary allegations exist in the report

✓ A Safety Decision of 3 or above will not allow a FAR stage to continue.

✓ There is no substantiation or un-substantiation of allegations in a FAR stage
  • Determination = Family Assessment Response

✓ FAR program rules and documentation requirements

What Changes?

- ✓ There will be a **new FAR Stage** in CONNECTIONS:
  - All FAR work will be done in this stage
  - The Primary role assignment for FAR stages can only be made to staff in participating FAR districts
  - Multiple secondary role assignments are allowed and can be made to:
    - o Staff in FAR and non-FAR districts
    - o Staff in voluntary agencies (if part of the district's FAR plan)

- ✓ The new FAR stage can be:
  - Stage progressed directly from an Intake (INT), per local procedures
  - Familial or FC/DC where sub-classification is Foster Care (new, see next section)
  - Created in a case with an open FSI or FSS
  - Merged into cases with other FAR or INV stages
  - Stage progressed to an FSI/CWS upon closure approval
  - Closed when FAR work completed

- ✓ A FAR stage may "**track switched**" to an INV and vice-versa
  - Only once within 7 days of Intake - certain other conditions apply

- ✓ The **Family Led Assessment Guide (FLAG)** is supported in a new window:
  - FLAG can be completed by any assigned worker
  - Multiple FLAGS can be completed; only one FLAG may be in process at a time
  - No separate system approval process for a FLAG
  - FLAG must be completed to submit a FAR conclusion – some exceptions apply

- ✓ The **RAP** will be available (optional) for a FAR stage

- ✓ The **FAR Conclusion window** will allow users to:
  - Close a FAR stage
  - Switch track from FAR to INV
  - Consolidate the FAR stage with another FAR stage
  - Enter FAR Conclusion Narrative within a new template

- ✓ A FAR stage will have a **payment interface** with WMS
  - FSS and FAR stages within same case can separately have payments
  - App Reg and WMS Synch buttons will display on the Person List window

- ✓ There are two new FAR-related **business functions** that **must be assigned** in order for staff to access details of a FAR stage:
  - View Closed FAR, along with Access All, will allow users to view closed FAR within a case through Case Summary – *Similar to View Unfounded/View Indicated*
  - View Open FAR, along with Access All, will allow users to view open FAR within a case through Case Summary – *Similar to View Under Investigation*

- ✓ **Rules for converting/closing** existing INV stages marked as FAR and FSS/FAM stages upon implementation of the new window:
  - Automatically close stages on the FAR, Closed workload
  - Automatically close INV stages marked as FAM on any other workload that has a corresponding FSI/FSS
  - Convert INV stages marked as FAM without a corresponding FSI/FSS to a new open FAR stage (If the INV marked as FAM has a Pending or Approved Safety Decision of 3 or above, the FAM indicator will be removed and be left as an INV

OTHER CHANGES AFFECTING INV AND FAR STAGES

Modernization of Certain windows in INV and FAR Stages:

- ✓ Certain CONNECTIONS windows in INV and FAR stages will be modernized:
  - Safety Assessment
  - Risk Assessment (optional for a FAR stage)
  - Progress Notes

- ✓ The modernized windows will resemble the existing INV windows:
  - Navigation Pane links replace buttons and menus
  - Collapsible sections

- ✓ There will be no changes to window functioning or business rules, except as regards FC/DC stages as noted below

New Window: Stage Summary:

- ✓ Applies to INV and FAR stages

- ✓ **Replaces the CPRS** (for new and historical stages)

✓ Displays read only version of the data entry windows – more data is displayed

✓ Accessed via a generic event – "Stage Summary" on Stage/Case Events tab

✓ All stage data will be kept together; when stages switch track, stage information specific to the original stage will also be displayed

Foster Care / Day Care Reports

✓ There will be a sub-classification of Foster Care and Day Care for reports classified as FC/DC

- It will be possible to stage progress an Intake to an Investigation without selecting a sub-classification. Such selection, however, is required in order to submit the INV for approval

- For an Intake directly progressed to a FAR stage, the sub-classification will default to Foster Care (FAR is not available for Day Care cases)

- Sub-classification will be set to Foster Care when track switching an INV to a FAR that has a FC/DC classification

✓ Once the changes have been implemented, INV stages with a sub-classification of Foster Care will require a Safety Assessment and Risk Assessment in both ACS and upstate districts

✓ As with familial FAR stages, a Safety Assessment will be required for a FAR stage with a Foster Care sub-classification; Risk Assessment will be optional

✓ If a sub-classification is changed from Foster Care to Day Care and the Safety Assessment and/or RAP has been started, it may be completed in the re-classified stage but it is not required

IMPLICATIONS/CONSIDERATIONS:

Program

✓ Review local CPS intake procedures and processes since Intakes may now be directly staged progressed to a FAR

✓ Develop procedures for determining when a INV or FAR track should be switched (if not system required) and the process for review/approval of such a switch

✓ Develop criteria and procedures for progressing a FAR to a FSI/CWS

✓ Decide whether or not the RAP should be completed for a FAR stage

System

✓ Determine which staff will receive the two new FAR-related business functions
Note: these business functions will need to be provided to any staff that will require access to case details in FAR stages, including staff with roles in those stages

✓ Only staff with the MAINT APP REG business function will be able to initiate the App Reg process, as is the case with FSS stages

✓ Workers will only be able to navigate in modify mode to/between INV or FAR stage task windows (e.g., Progress Notes, Person List, and Safety Assessment) via the links on the Navigation Pane on the workload, when that stage is selected.

Preparation

✓ Instructor-led (classroom and/or iLinc) will be available for FAR staff. The participating districts will need to be alert to training announcements to timely register staff

✓ A job aid will be made available in regard to the changes that will affect Investigation stages. All child welfare staff, particularly those assigned to CPS, should be alerted to the need to review this document.

✓ A chart outlining FAR Conversion Scenarios will be made available to allow staff the ability to review FAR Stages for possible Conversion impacts.