Impact Analysis

Family Services Intake Modernization

Overview

Over the week end of January 23, 2015 the Family Services Intake (FSI) module in CONNECTIONS will be modernized. The "look and feel" of the module will now resemble the "look and feel" of other parts of the system that have already been modernized, such as the Child Protective Services, Foster Adoptive Home Development (FAD), and Common Functions (e.g., Workload, ToDo, Search et al.) windows. Local users will navigate to different portions of the FSI using a Navigation Pane with hyperlinks along the left side of the FSI windows rather than tabbed windows that appear in the FSI now. Although the "look and feel" will change, the essential content and structure of the FSI will remain the same. Users will still record the same information and the FSI remains the gateway to opening the Family Services Stage.

What Remains the Same

As noted above, the FSI continues to be the standardized intake document when opening a case to receive child welfare services, and in general, the same information is collected and recorded as has been the case in the past. Security for accessing and creating FSI's also is unchanged. The paths to creation of an FSI continue to be:

- Establishing the FSI from the Intakes drop down menu
- Creating the FSI from the link in the left navigation pane within a CPS Stage, and
- Automatically opening a new FSI upon the approval of a CPS Investigation Conclusion when the CPS stage is closed with an 'open closure reason'.

What is Changing

As noted above, the changes are essentially in the look and feel of the windows and in the navigation, not in the basic structure or content of the FSI. Below is a listing of some of the major changes that users will see:

- The existing tab structure and buttons and drop down menus in the current FSI are changing to a navigation approach based a Navigation Panel with hyperlinked text along the left side of the FSI Windows, as is seen in other, already modernized parts of CONNECTIONS. For example, the "Family Relationship Matrix" will move from a Stage Maintenance drop down menu item to a hyperlink on the left Navigation Panel.
- Workers will search for persons in CONNECTIONS prior to adding them as part of the Add/Relate process, rather than adding the people and then searching. This approach mirrors the current process in CPS Stages.

- The FSI will open to the "Person List" window instead of the Source Tab when accessed via the Stage Summary.
- Workers may choose to begin recording the FSI from any of its windows.
- The Person List Window replaces the Person Demographics Tab and will function as does the Person List window in the current INV and FAR Stages.
- A new tab, Addit(ional) Details has been added to all modernized stages in order to collect some optional adoption, military status, tribal affiliation and other information that is not collected in the current process. This tab, accessed from the Person List, will be added to all modernized stages.
- The event "Stage Summary" will replace "Record Family Services Intake" on Event Lists. The "Stage Summary" will provide view only access to the FSI Stage Windows, as is the case now in the INT, INV, and FAR Stages.

Security

Security will remain the same for the modernized FSI.. A worker must be assigned the Create FSI business function in order to record an FSI.

Training/Documentation

- A Job Aid will be available in early January, 2015 which describes in more detail the changes noted above, including screen shots and step by step instructions.
- Training via iLinc will also be available as of January 6, 2015. The class will take about 90 minutes and will cover the changes and offer a view of the updated window formats and navigation changes.

Recommendations

- As already noted, the changes are more in terms of navigation and "look and feel" than in functionality. CPS workers will find the new FSI very similar to the already modernized INT and INV modules and probably will not need significant training or practice to acclimate themselves to the modernized FSI.
- Other child welfare workers who are not familiar with the CPS, FAD or FAR Stages may require more orientation and practice to the updated Windows, and could benefit from the iLinc Training. Districts and affected voluntary agencies should register affected staff through the Human Services Learning Center (HSLC)/STARS training registration system. Training is offered via Learn Linc classes that begin on January 6 and will continue until the build implementation and slightly beyond.