



Texas Department of
Family and Protective Services

Child Protective Services (CPS)- Overview

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Child Protective Services - Overview

IMPACT 2.0 Overview

Learn about the new look and feel, tiered structure, and global changes to IMPACT 2.0.

Stages Impacted: CPS

An Introduction to IMPACT 2.0

IMPACT, which stands for "Information Management Protecting Adults and Children in Texas," is the primary system of record for case management used by DFPS programs to record case information about the children and adults the agency protects. DFPS uses IMPACT to document all stages of service of a case, including when someone reports abuse, neglect, or exploitation and when those cases are investigated.

An Introduction to IMPACT 2.0 - Modernization



The IMPACT case management system is being upgraded through a multi-year project called IMPACT Modernization and Case Connection for CASA. This started back in 2014. The goal is to bring you a better case management system that is more user friendly and is updated with more tools so that you can continue performing your work effectively.

The IMPACT case management system is being upgraded through a multi-year project called IMPACT Modernization. This started back in 2014. The goal is to bring you a better case management system that is more user friendly and is updated with more tools so that you can continue performing your work effectively.



Note: *The modernization effort will make improvements in these areas and also add new features that allow staff to work more effectively and to manage casework more efficiently. This more user friendly system is intended to allow caseworkers to spend more time with children and families.*

The Roll-Out

Because IMPACT 2.0 Modernization is a large initiative that introduces many new features and functionality, DFPS decided to roll it out in smaller sections, called "Phases". Each phase may have multiple "Releases".

Phase 1 focused on improving and updating Statewide Intake (SWI), adding and updating multiple applications, such as eReports, Automated Background Check System (ABCS), and CASA.

Phase 2 (known as "IMPACT 2.0") covers all the other program areas, stages, and divisions. It introduces a more modern look and feel along with new functionality. Because of its size, it is rolling out in multiple releases. In December 2017, Release 1.0 introduced IMPACT 2.0 to Investigations (INV); in February 2018, Release 1.1 introduced it to Alternative Response (AR). At this time, three releases are scheduled. However, the number of releases may increase based on the complexity and size of a release.

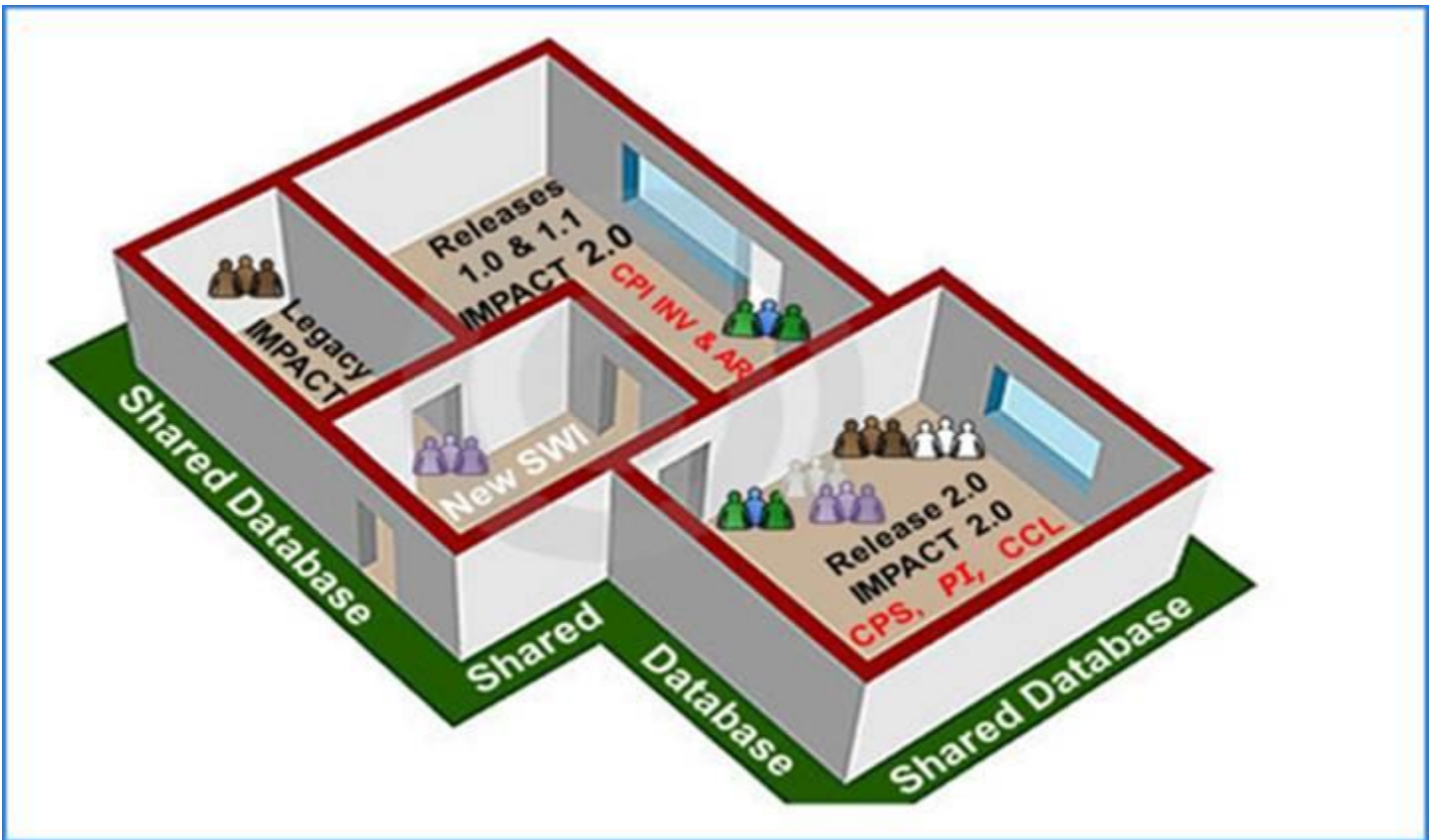
When it is fully rolled out, it will become the integrated case management system representing all the different divisions of DFPS. Legacy IMPACT will go away and SWI IMPACT and the updated IMPACT 2.0 will be combined to create one complete system.

What is the Interim State?

Because IMPACT 2.0 is rolling out in several releases, not every stage of service has access to IMPACT 2.0 at the same time. Some staff are continuing to function in the existing IMPACT (Legacy), while others are working in the new IMPACT 2.0. Some work in both. We call this period of transition as we move to create a cleaner, more modern, and efficient IMPACT system the "interim state." During this interim state, the IMPACT 2.0 team will keep you informed and provide any information such as guidance, tools, education, that you need to perform your work.

Interim State in Release 2.0

1. With Release 2.0, more than 9000 IMPACT users will start performing most of their work in IMPACT 2.0. There will be some functions that staff will continue performing in Legacy IMPACT, creating an extension of the interim state. Details regarding the interim state and how they will affect stakeholders will be available on the IMPACT 2.0 Safety Net (LINK) webpage closer to the release and will also be available to download in word document format for CPS and CCI.
2. In general, DFPS staff use Legacy IMPACT until a release moves their work role to IMPACT 2.0.
 - In Release 1.0 and 1.1, CPI (INV, and AR) moved to IMPACT 2.0.
 - In Release 2.0, users in CPS (including CVS and FBSS), Investigations (CCI), and Provider Investigations will transition to IMPACT 2.0.
 - In Release 3.0, remaining DFPS IMPACT users (including APS In-Home Investigations) will move to the new system.
 - As a last step, the fully updated Phase 2 IMPACT 2.0 will be integrated with the SWI IMPACT (Phase 1 IMPACT) to produce a single integrated system.



For earlier releases (i.e. Release 1 and 1.1), key messaging related to this interim state compared it to the experience of living in a house undergoing remodeling: some staff work in the updated environment; others, in the old environment; still others, in both environments. For the next release (i.e. Release 2.0), the analogy remains true, but the "house" has been renovated much more broadly. All staff can live in it, but some will perform some of their work in a room or two that is still under construction. The adjacent image depicts this concept.

Look and Feel of IMPACT 2.0 - My Tasks and Assigned Workload

1. Here is the **My Tasks: Assigned Workload** page in IMPACT 2.0. Notice that the page elements such as navigation tabs and assigned workload information in the image are the same as in the related Legacy IMPACT page, but have a more modernized "look and feel".

My Tasks | Case | Search | Reports | Resources

Workload | Assigned Workload

User Name: [Redacted]
User ID: [Redacted]

2 Tasks require your attention.

Show 10 entries

SS	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
			F		[Redacted]	TRAVIS	PCA	REG	12/19/2018	12/10/2018					CPS
			S		[Redacted]	DALLAS	FSU	REG	08/27/2017	12/03/2018					CPS
			F		[Redacted]	TRAVIS	SUB	REG	11/06/2018	11/05/2018					CPS
			F		[Redacted]	TRAVIS	SUB	REG	11/07/2018	11/05/2018					CPS

Look and Feel of IMPACT 2.0 - Page Header

1. The **Header** is updated to include a new **Texas IMPACT 2.0** banner. The **"Online Help"** you're accustomed to is now simply **"Help"**. It is located within a dropdown identified by the **Question Mark (?)** icon at the top-right of the page along with your name.

My Tasks | Case | Search | Reports

Workload | Assigned Workload

User Name: [Redacted]
User ID: [Redacted]

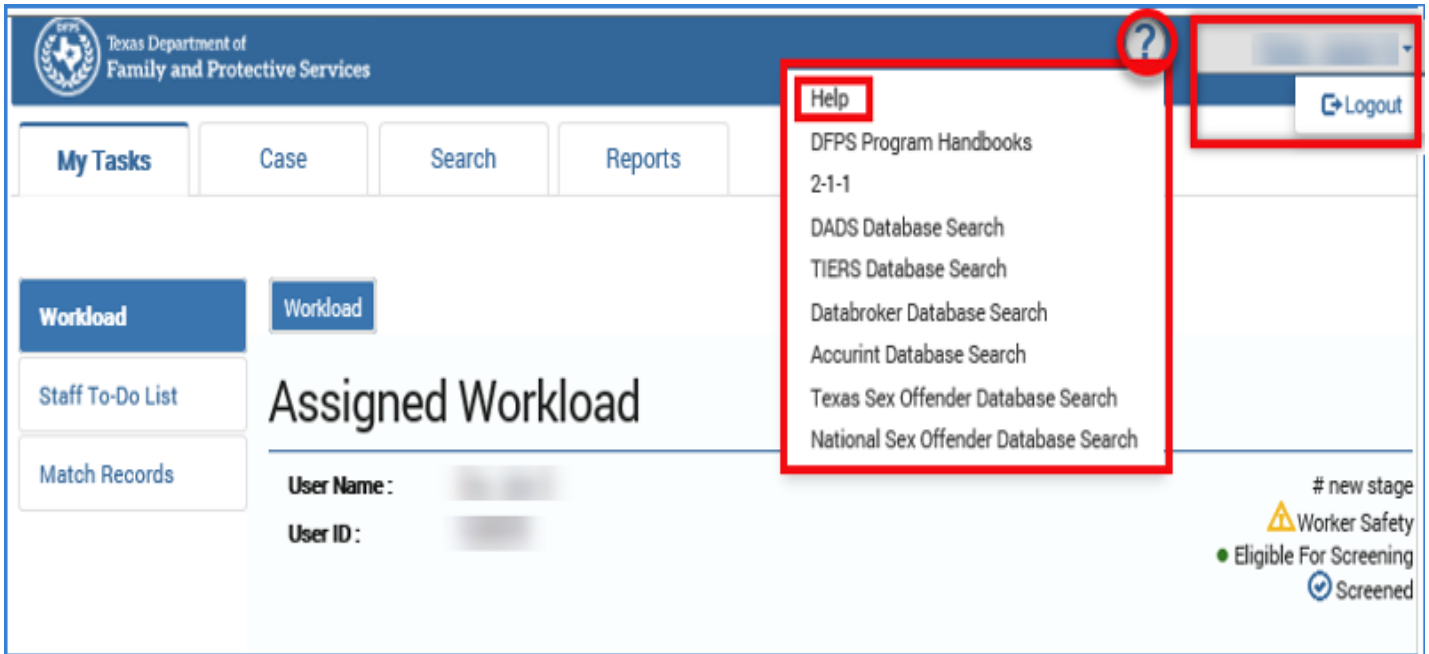
Show 10 entries

SS	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Recv	Airt	SU	Opened	Assign
			P		[Redacted]	[Redacted]	INV	NSUP2				09/20/2018	09/20/2018
			P		[Redacted]	[Redacted]	INV	SKAB2				10/15/2018	10/15/2018

Look and Feel of IMPACT 2.0 - Question Mark (?) Icon and Logout

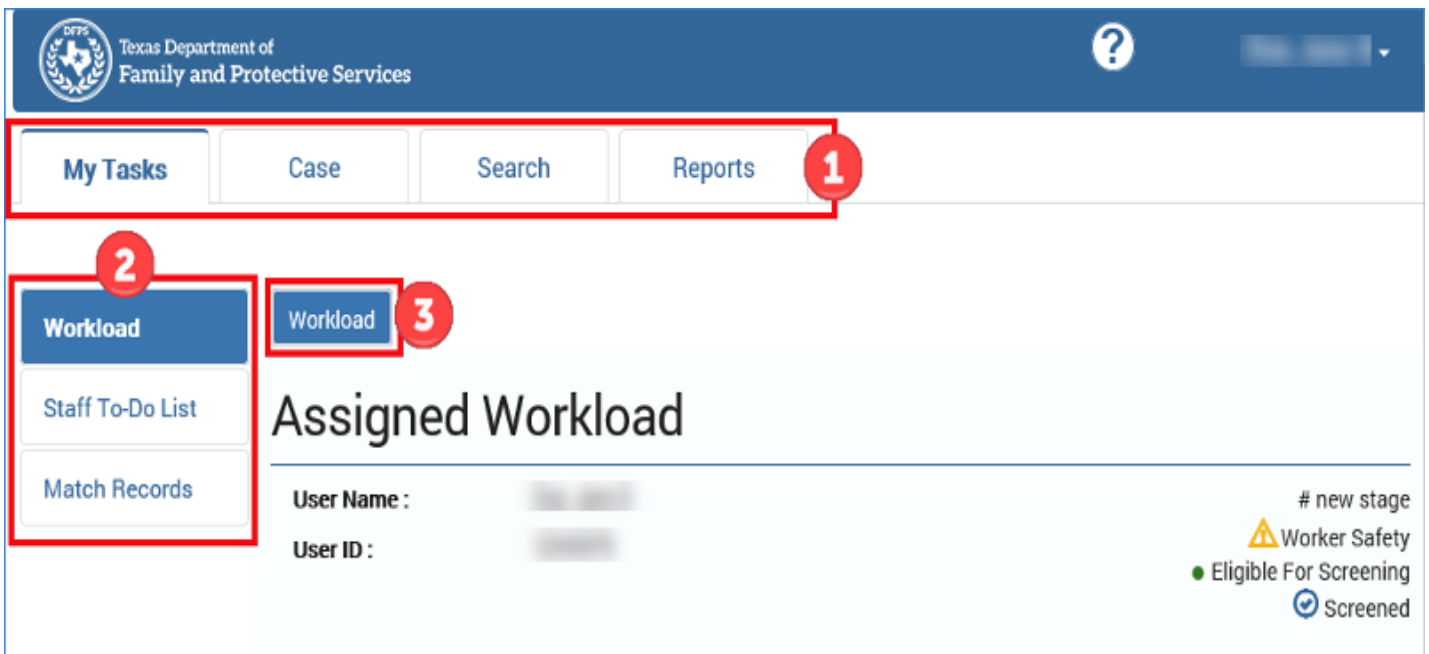
1. When the **Question Mark (?)** icon is selected, a drop down box will appear with options for you to access hyperlinks that are based on your security permissions. The hyperlinks will link you to **Help**, **DFPS Program Handbooks, 2 1 1**, and various database searches. You will need to have current security permissions for many of the databases or an

account to access the databases, if required. When you select the arrow button next to your name, the **Log Out** option will display. Select the **Log Out** button to log out of IMPACT 2.0.



Look and Feel of IMPACT 2.0 - Three-tiered Navigation

1. You will notice the tabs on the page are placed differently. This is the three-tiered navigation panel which streamlines the way you navigate. The navigation is slightly different with tabs across the top and left hand side.
 - First-tier (Primary Menu)
 - Second-tier (Secondary Menu)
 - Third-tier (Tertiary Menu)



We will talk more about this as we move through the presentation so you become more familiar.

2. As you navigate beyond the **Assigned Workload** page, you notice first tier (primary menu) tabs are still at the top of the page, but instead of the submenus being placed directly underneath the top tier tabs as in Legacy IMPACT, the second tier (secondary menu) appears in a column on the left hand side. When there is a third tier (tertiary menu) of menu options, it will appear in a row to the right of the second tier.

My Tasks Case Search Reports 1

Case Summary Case To-Do List Event List Event Search Case History Principal Case History Family Tree 3

Case Summary

Person

Contacts/Summaries

Allegation 2

Medical

Case Management

Case Name: [redacted] * required field

‡ conditionally required field

Attention:

• You are currently in the [redacted] stage

Look and Feel of IMPACT 2.0 - Navigating to Person List

1. Based on the Primary menu selection, the Secondary menu loads in the side bar.

My Tasks Case Search Reports 1

Case Summary

Person 2

Contacts/Summaries

Allegation

Medical

Case Management

Person List

Case Name: [redacted]

Stage Name: [redacted]

	Name	M	Sch	Aprx	Age	Gender	Type	Role	Rel/Int
<input type="radio"/>	[redacted]	Y	R	N		F	COL	NO	Nurse
<input type="radio"/>	[redacted]	N	V	N		F	PRN	NO	Cousin
<input type="radio"/>	[redacted]	N	V	Y		F	PRN	UK	Sibling

- As you navigate deeper within the system, you will notice the **Secondary** menu determines the **Tertiary** menu. By default, the first sub menu is highlighted on all the tab menus. All pages in IMPACT 2.0 have the modernized "look and feel".

The screenshot shows the IMPACT 2.0 interface. At the top, there is a navigation bar with tabs: 'My Tasks', 'Case', 'Search', and 'Reports'. The 'Case' tab is highlighted with a red box and a red circle containing the number '2'. The 'Reports' tab has a red circle containing the number '1'. Below the navigation bar, there is a sub-menu with tabs: 'Case Summary', 'Person Detail', 'Child Sexual Aggression', 'Records Check', 'TLETS', 'CVS/Home', and 'Trafficking'. The 'Person Detail' tab is highlighted with a red box and a red circle containing the number '3'. On the left side, there is a vertical menu with options: 'Person', 'Contacts/Summaries', 'Allegation', 'Medical', and 'Case Management'. The 'Person' option is highlighted with a red box. The main content area is titled 'Person Detail' and contains several form fields: 'Name' (marked as a required field with a red asterisk), 'Person ID' (marked as a conditionally required field with a green dagger symbol), 'Primary Address', and 'Primary Phone'. At the bottom of the form, there are input fields for 'First', 'Middle', 'Last', and 'Suffix' names. The 'Expand All' and 'Collapse All' links are visible on the right side of the form.

Look and Feel of IMPACT 2.0 - Global Enhancements

- There are also global enhancements, which are system changes that are consistent across all IMPACT 2.0 menus and pages.
- All error messages follow a new standard format: The red text displays the number of errors contained and the blue text lists the actions required.

The screenshot shows the IMPACT 2.0 interface with an error message. The error message is displayed in a red box and reads: "Your information contains 1 error(s)". Below the error message, the reason for the error is listed: "Reason: Field is required. Please enter a value." The form fields above the error message are 'Stage Name' (marked as a required field with a red asterisk) and 'Name' (marked as a conditionally required field with a green dagger symbol). Below the error message, there is a section titled 'Professional Information' with two form fields: 'Name' (marked as a conditionally required field with a green dagger symbol) and 'Other' (marked as a conditionally required field with a green dagger symbol).

- Most pages in IMPACT 2.0 have improved usability features, such as sorting and scroll bars.

- Sorting will allow you to order the data in each column in ascending or descending order. This will make locating the information you are looking for easier and faster.

The screenshot shows the 'Assigned Workload' page. At the top, there are tabs for 'My Tasks', 'Case', 'Search', and 'Reports'. Below these are sub-tabs for 'Workload', 'Staff To-Do List', and 'Match Records'. The main heading is 'Assigned Workload'. It includes fields for 'User Name' and 'User ID'. On the right, there are status indicators: '# new stage', 'Worker Safety' (with a yellow triangle icon), 'Eligible For Screening' (with a green dot icon), and 'Screened' (with a blue checkmark icon). Below these is a 'Show 10 entries' dropdown. The main table has the following columns: SS, !, WS, Hr, P/S, M-Ref, Stage Name, County, Stage, and Type. Red boxes highlight the filter icons on the P/S, Stage Name, and County columns.

SS	!	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type
<input type="checkbox"/>				P					NSUP2
<input type="checkbox"/>				P					SXAB2
<input type="checkbox"/>				P					SXAB2

- You will also have the ability to filter the data in your **Assigned Workload**.
 - When you select the filter icon, fields will appear below the columns.
 - You can type in the text by which you would like to filter to view only the information you are looking for.

This screenshot shows the same 'Assigned Workload' page, but with the filter icon on the 'Stage' column highlighted with a red box. Below the table, there are input fields for filtering the data, also highlighted with a red box.

SS	!	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type
<input type="checkbox"/>				P					NSUP2
<input type="checkbox"/>				P					SXAB2

Look and Feel of IMPACT 2.0 - No Intake Tab

- There is no longer an **Intake** tab in IMPACT 2.0.

- Once you select a case from your **Assigned Workload**, the **Case Summary** page opens and the **Forms and Reports** section is at the bottom of this page. Select the **Intake** report and launch to view the report.

The screenshot displays the 'Case Summary' page. At the top, there are navigation tabs: 'My Tasks', 'Case', 'Search', 'Reports', and 'Resources'. Below these, there are sub-tabs: 'Case Summary', 'Open To Do List', 'Event Log', 'Review Items', 'Case History', 'Previous Case History', 'Form Log', and 'PDR'. The main content area is titled 'Case Summary' and includes sections for 'Attention', 'Case Information', and a table of activities. The 'Forms and Reports' section is highlighted with a red box, and a red arrow points to the 'Investigation Report Intake Report' link, which is also highlighted with a red box. Below this, there is a 'Forms and Reports' section with a search bar and a 'Launch' button.

Release 2.0 Key Changes for Child Protective Services

- Here is an overview of the key changes for Child Protective Services (CPS):
 - Assessment Tools** : You will be able to complete the Assessment Tools for:
 - Safety Assessment** in **FRE**, **FSU**, and **FPR** stages
 - Family Strengths and Needs Assessment (FSNA)** in **FRE**, **FSU**, and **FPR** stages
 - Risk Reassessment** in **FRE** and **FPR** stages
 - Reunification Assessment** in **FSU** Stage
 - Child Plan of Service (CPOS)**: IMPACT 2.0 now automatically creates an **Initial Child Plan** along with a **SUB** stage when a child is removed from the home and a placement has been entered. Expandable/collapsible sections, prefilled fields, and conditional displays are features of the Child Plan that streamlines your entry of the required plan details.
 - Family Plan of Service**: You will be able to complete Family Plans in the following stages:
 - FPR**
 - FRE**
 - FSU**
 - Medical Consenter Form**: This form has been redesigned for a new look and feel with the added functionality of capturing wet signatures onscreen. Additionally, **Medical Consenter** forms are now accessible via hyperlinks on a new list page.
 - Application for Placement Form (Common Application)**: The new **Application for Placement** (Common Application) is introduced and has a new layout. You will be able to access the **Application for Placement** from the **Common Application** page in **SUB** stage.

- **Child Sexual Aggression:** The new **Child Sexual Aggression** page will enable select users to record episodes of sexual aggression by a child.
- **Runaway/Missing:** You will be able to report and track children in DFPS care who run away or go missing.
- **FBSS Monthly Evaluation:** On the **Contact Detail** page in the **FPR** stage, a new **Caregiver(s) and Child(ren)** section now displays when you select the new "Monthly Evaluation" option from the **Type** dropdown. The new section will have the same structure as the **Principals/Collateral Contacted** section that is currently displayed when you select "Contact" from the **Type** dropdown.
- **CPOS Access:** External users will have access to the **RCCP Workload** page where they can view, edit, and update certain **Child Plan** information.
- **External User/External Organization Management:** You are now able to view and edit the details about a Residential Child Care Provider (RCCP) external user, and view, add, and edit the details about an external organization in the IMPACT database.
- **Interstate Compact on the Placement of Children (ICPC):** Revisions have been made to the approval process workflow for 100A-Placement Requests and 100B-Placement Statuses to ensure that the approvals for these now flow through all three levels of approval where the DFPS Supervisor provides the first-level approval, the Regional Office ICPC Coordinator provides the second-level approval, and the State Office ICPC Specialist provides the third-level approval.
- **Title IV-E:** IMPACT 2.0 enables CVS workers, Removal field staff, CPI staff, and FC Eligibility Specialists to complete a **Foster Care Eligibility Application** for a youth in the SUB stage to determine eligibility for Aid to Families with Dependent Children (AFDC) in the month and year that the removal petition is filed (a requirement for Title IV-E assistance).
- **PAL/NYTD:** Improvements have been made to the functionality and quality of reporting for Preparation for Adult Living (PAL) and the National Youth in Transition Database (NYTD) .

For more information about the CPS-focused Release 2.0 changes, including communications and job aids, go to the IMPACT 2.0 webpage on Safety Net ([LINK/Confirm Safety Net](#) or [Resource Course](#)) page.