

Family-Based Safety Services –

Overview

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IMPACT 2.0 Updates to Family-Based Safety Services (FBSS) for Family Preservation (FPR) Stage

Overview

The role of Family Preservation (FPR) staff is to provide Family-Based Safety Services (FBSS) to enhance the family's capacity to protect the child and reduce threats to a child's safety.

This training pertains to IMPACT 2.0 features and functionality that improve and enhance the processes for managing approved authorized services, launching a **Removal Checklist** from directly within IMPACT 2.0, system validations to support stage closure requirements, and stage closure letters.

New! Launch Removal Checklists from Conservatorship Removal Page



One of the biggest IMPACT 2.0 updates for FBSS in the **FPR** stage is that FBSS staff are now able to launch Removal Checklists from the **Conservatorship Removal** page!

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New! Email Reminders for Expiring Service Authorizations



Other updates include email reminders for service authorizations sent seven (7) days before expiration. (This is in addition to the current Legacy IMPACT process of **To-Do** tasks for service authorizations at 30 days before expiration.)

From: [Sent: Wednesday, January 9, 2019 To: Subject: Case SA (> A - Drug Testing-Oral Fluids expires on 01/15/2019
The following information addresses a	ervice authorization that will soon expire:
Case Number: :	
Case Name:	
Stage ID:	
Primary Client for Delivery of Services:	
Service: Drug Testing-Oral Fluids	
Expiration Date: 01/15/2019	

New! Stage Closure Letters Just Got a Lot Easier!



There have also been changes to the **Stage Closure** page, and consequently, the **FPR** stage closure process.

Closing Letters have been moved from the **Person Detail** page to the **Stage Closure** page, where you can select to whom you'll send **Closure Letters**, and in which language (English or Spanish.)

Plus, moving the letters to the **Stage Closure** page now allows an authorized person to print <u>all</u> closure letters at once! Even better, although the **Closure Letters** will prefill with the name and contact information of the worker, they can be edited now!





Family-Based Safety Services –

Service Auth Email Alerts

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FPR – Service Authorization Email Alerts – An Introduction

IMPACT 2.0 has incorporated a new question on the **Service Authorization Detail** page regarding having an email reminder sent to the Primary worker on expiring service authorizations.

IMPACT 2.0 will send an automatic email notification to the Primary worker's email address seven (7) calendar days prior to the expiration of the **Service Authorization**, unless directed not to.

This email notification will be sent for an approved **Service Authorization** that meets specific criteria, and only in an open **FPR** stage.

Stages Impacted: FPR

FPR – Service Authorization Detail Page – How to Get There



Follow these steps to locate the **Service Authorization Detail** page:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

Final Downland ed Family and Protective Services														?	-
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		Δ	5			GALVESTON	18F	REG	06/10/2018	08/21/2018	05	AA			025

- 2. You will arrive at the **Case Summary** page.
- 3. Select the **Service Authorization** tab on the secondary menu.

Dear Department of Family and Protective Services									?	
My lasks Case	Search	Reports	Resources							
	Provine Authorit	ution - Der Co	u Barrad							
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Review Investigation	Service	Author	zation Li	st						
Conservatorship Removal	Stage Name:									Bubmitted Events
Person	Case ID:									
Contacts/Summaries	Show 10 + e	ntries								
Service Authorization	Date Entered	1 Statua 1	Туре 🕆	Description *	Stage 🕇	Stege Name 1	Case ID 🕇	Person 1	Entered By 🕆	Event ID 1
Legal	08/29/2018	APRV	Authorization	SA for 1 : Resource: Tadts Reg 6 - Hair	FPR					
SDM Assessments	00/29/2018	APRV	Authorization	SA for Bescurse: Tudte Reg 6 - U.A, 11 Panel	PPR					
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	Showing 1 to 5	of 5 entries								
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- 4. You will arrive at the **Service Authorization List** page.
- 5. Select a hyperlink in the **Type** column.

These Department of Family and Protective Services									?	
My Lasks Case	Search F	Reports	Resources							
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Review Investigation	Service A	Author	ization Li	st						
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Person	Case ID:									
Contacts/Summaries	Show 10 - entri	les								
Service Authorization	Date Entered 🕆	Status 🕆	Туре 🕆	Description 1	Stege 🕆	Stege Name 1	Case ID 🕆	Person 1	Entered By 🕆	Event ID 1
Legal	08/29/2018	APRV	Authorization	84 for 1 : Resource: Tadts Reg 6 - Hair	FPR					
SDM Assessments	00/28/2018	APRV	Authorization	SA for Becomer. Table Reg 6 - U.A, 11 Panel	FPR					
Family Plans	06/21/2018	APRV	Authorization	84 for Resource: Tadts Reg 6 - Hair	FPR					
Medical	06/13/2018	ARW	Authorization	SA for	HB					
Case Management	05/13/2018	APRV	Authorization	SA tor I Resource: Tadts Reg 6 - U A 11 Panel	TPR					
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	Reports									
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- 6. You will arrive at the **Service Authorization Header** page for the case.
- 7. Expand the **Service Authorization List** section.
- 8. Select a hyperlink under the **SA Detail ID** column.

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Device Investigation	Service Authorization	n Header							
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Contacts/Summaries	Approval status								
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	Subcontractor List								
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9. You will arrive at the **Service Authorization Detail** page.

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Review Investigation	Service Authorization	on Detail				
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	City		State:		•	
	Zip:		Phone:		Bt	
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						Save

Service Authorization Detail Page – Email Reminders

- 1. To enable or disable email reminders for expiring service authorizations, follow these steps:
- 2. Scroll to the bottom of the **Service Authorization Information** section to locate the item **Would you like an email reminder 7 days before the End date?**
- 3. Examine the radio buttons for "Yes" and "No." Recognize the default answer is "Yes", so unless you specifically select "No", you will receive an email notification.
- 4. Recognize that this field becomes enabled and required if the difference between **Begin** date and **End** date on **Service Authorization Detail** page is more than seven (7) calendar days.



Note: If the difference between **Begin** date and **End** date on the **Service Authorization Detail** page is <u>seven (7) calendar days or fewer</u>, the question will be disabled. If the question is marked "Yes" and there are fewer than 7 days between the supervisor approval and the service authorization **End** date, then the <u>email will be sent automatically on the day</u> <u>following the supervisor's approval.</u>

Service Auth	orization Detail		
Stage Name:			• required field
Service Authori:	zation Information		\$ conditionally required field
* Service:	37F Gas - AP8 *	* Authorization Type:	One-Time *
* Begin:	01/10/2019 🔤	Unit Type:	One-Time
* End:	03/06/2019	Period:	Week
‡ Terminate:		‡ Requested Units:	1.00
* Frequency:		‡ Amount:	1000
Units Suggested: Would you like an email	reminder 7 days before the End date?	Units Used: Ves	0.00

Service Authorization Email Reminders for FPR – The Rules

- 1. In order for a **Service Authorization** email reminder notification to be sent, certain conditions must be met:
 - a. The **FPR** stage must be open.
 - b. The **Authorization Type** on the **Service Authorization Detail** page is not "Terminate."
 - c. The **Status** of the **Service Authorization** is "Approved" (APRV).

Service Authorization Day Care Request					
Service Authorization	on Detail				
Stage Name:			* required field		
			‡ conditionally required field		
Service Authorization Inf	ormation				
Service:	790 Drug Testing-Hair Testing 💌	 Authorization Type: 	Terminate •		
* Begin:	06/13/2018	Unit Type:	Deliverabl		
* End:	06/30/2018	 Period: 	Day T		
‡ Terminate:	06/30/2018	‡ Requested Units:	1.00		
* Frequency:	1	‡ Amount:	\$ II9 00		

Service Authorization Email Reminders – What's in the Email?

- The email reminder notification for an expiring Service Authorization prefills with information from the Case Summary page, the Service Authorization Header page, and the Service Authorization Detail page. It will follow this format:
- 2. **Email Subject Line:** Case # SA <*Primary Client for Delivery of Services on Service Authorization Header>* <*Service on Service Authorization Header without code value>* expires on <*End date on Service Authorization Detail>*
- 3. From: IMPACT
- 4. **To:** Email address of the primary assigned worker (non-end-dated, business email address)
- 5. Attachment: N/A
- 6. **Email body:** The following information addresses a Service Authorization that will soon expire:
 - Case Number: Prefilled with the Case ID from the Case Summary page.
 - Case Name: Prefilled with the Case Name from the Case Summary page.
 - Stage ID: Prefilled with the Stage ID from the Case Summary page.
 - Primary Client for Delivery of Services: Prefilled from the Primary Client for Delivery of Services field from the Service Authorization Header page.
 - Service: Prefilled from the Service field on the Service Authorization Header page.
 - Expiration Date: Prefilled from the End field from the Service Authorization Detail page.

From: Sent: Wednesday, January 9, 2019 To: I Subject: Case	> • Drug Testing-Oral Fluids expires on 01/15/2019
The following information addresses a serv	vice authorization that will soon expire:
Case Number:	
Case Name:	
Stage ID:	
Primary Client for Delivery of Services:	
Service: Drug Testing-Oral Fluids	
Expiration Date: 01/15/2019	



Family-Based Safety Services –

Contact Detail Page

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FPR – Contact Detail Page – New Options, Deleted Options

Two new options have been added to the dropdown for the **Purpose** field on the **Contact Detail** page, and they are visible only for the **FPR** stage. The new options are "Final Visit" and "Initial PCSP Contact."

The "CSS Review - Full," "CSS Review - Other," and "CSS Review - Screened" options have been removed for FBSS staff within the **Purpose** field dropdown whenever "Contact" or "Preliminary Kin Home Assmt" is selected as the **Type**.

Additionally, whenever "Final Visit" is selected for the **Purpose** field, the **Method** dropdown will automatically select the "Face-to-Face" option.

Stages Impacted: FPR

Contact Detail Page for FPR – How to Get There



To navigate to the **Contact Detail** page, follow these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

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			۸	5			GALVISION	197	RPG	06/10/2018	01/21/2018	05	м			195

- 2. You will arrive at the **Case Summary** page.
- 3. Select the **Contacts/Summaries** tab on the secondary menu.

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4. You will arrive at the **Contact Detail** page.

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Contact Detail Page – New Options in Purpose Field for FPR Stage

To view the new options in the **Purpose** field on the **Contact Detail** page, follow these steps:

- 1. On the **Contact Detail** Page, locate the **Contact/Summary Type** section.
- 2. For the **Type** field, select "Contact" from the dropdown.
- 3. Proceed to the **Contact Information** section and identify the two new options in the **Purpose** field dropdown:
 - "Final Visit"
 - "Initial PCSP Contact"

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Legal	Contact Information						
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Contact Detail Page – Deleted Options in Purpose Field for FPR Stage

In **FPR** stage, the following options will no longer appear within the **Purpose** field dropdown whenever "Contact" or "Preliminary Kin Home Assmt" is selected as the **Type**:

- "CSS Review Full"
- "CSS Review Other"
- "CSS Review Screened"

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Contacta/Summaries	Contact/Summary Type	_		
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	0	Principal	na Role	Scandparent Reternal
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		Co latoral	No field	Unel, Home mem.

Contact Detail Page – "Final Visit" and Its Relationship with the Method Field

- 1. Select "Final Visit" from the dropdown for the **Purpose** field.
- 2. Recognize how the **Method** field automatically selects the "Face-to-Face" option and the field is locked to editing.

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Conservational in Territoral							
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Consent/Summaries	Contact/Summary Type						
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Family-Based Safety Services –

Removal Checklist

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Removal Checklist in IMPACT 2.0 for FPR – An Introduction

FBSS staff who have removed a child can now complete the **Removal Checklist** from within IMPACT 2.0 using existing Removal Checklist functionality implemented in Release 1 of IMPACT for Investigations (INV).

Once the **Conservatorship Removal** page is saved, you can <u>launch the Removal Checklist</u> <u>directly from the **Conservatorship Removal** page</u>, and toggle back and forth between the **Removal Checklist** page and the **Conservatorship Removal** page as needed!

You will learn how your checklists in-process, as well as checklists for future removals in the same case, are affected when updates are made to the Removal Checklist template by State Office.

Stages Impacted: FPR

Conservatorship Removal List Page – How to Get There



Follow these steps to navigate to the **Conservatorship Removal** page in order to launch a Removal Checklist:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

Texas Department of Family and Protective Services												?	-
My Tasks Case	Search Reports	Resources											
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		s			FSU	REG	05/30/2017	10/03/2018	11	D9		-	CPS
		S			SUB	REG	09/12/2018	10/03/2018	11	D9	-	-	CPS

- 2. You will arrive at the **Case Summary** page.
- 3. Select **Conservatorship Removal** from the secondary menu.

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	sharing the solution areas										
											Relation Barger
	Special Handling										
	Case Merge/Split										
	Case File Location										
											Vere
	Forms and Factoria										
	Press in										

4. You will arrive on the **Conservatorship Removal List** page.

Real Department of Ready and Protective Revelues												0
Ny Tanks Gase Search	Re	porta Besou	17.00 C									
Core Summary	Con	servatorshi	ip Rem	oval List								
Beview Investigation	Stage N	erc.										 Sector field Sector
Conservatorahip Namoval	Case ID											
Penso		Date Entered	Status	Type	Description	Checking Status	Shape	Stage Name	Cene ID	Person	Enforced By	Event ID
Contacts/Summation	0	01/11/2019	00 VP	Conservatorable Rem.	Demoval From Home 01/10/2010		500					
Service Authorization												How Using Add
Lagai	Repo	rta										
SUM Associations	Base	dir.	_	 Level 								
Family Plana												
Hedral												
Care Management												



To navigate to the **Conservatorship Removal** page, follow these steps:

5. On the **Conservatorship Removal List** page, select the **Add** button, or select an item from the list and select the **New Using** button.

se Summary	Pers	son	List												
view Investigation	Case N	lame:	10.00												
nservatorship Removal	Stage	Name													() de
rson			Name	м	Sch	Aprx	Age	Gender	Туре	Role	Rel/Int	Person ID	Cha	Eth	Acp/Rej
ntacts/Summaries	[N	v	N	з	F	PON	BV	Sibling		γ	¥	
vice Authorization	[N	٧	N	6	м	PRN	NO	Diend		Y	×	
j N	[N	v	N	12	F	PON	BV	Oldest Victim	2	Y	¥	
M Assessments	[н	v	N	19	м	PRN	NO	Sibling		v	×	
mily Plans	[N	v	N	24	F	PBN	NO	Friend		Y	¥	
dical		-						-							_
se Management															0

6. Select the checkbox of the child or children to be removed and select the **Continue** button to be taken to the **Conservatorship Removal** page.



Note: Multiple children can be removed at the same time if they have the same removal date and the same reason for removal. By selecting each checkbox for each child, you will create **SUB** stages for each child all at once. The Removal Checklist will then be for that sibling group rather than having to create and manage a Removal Checklist for each child.

My Tasks	Case	Searc	:h	Reports Re	sources												
Case Summary		Pe	ersor	n List													
Review Investigati	ien Removal	Ca St	ise Name: age Name:														A Reporter () dod entered
Person				Name		м	Sch	Аргх	Age	Gender	Type	Role	Rel/Int	Person ID	Cha	Eth	Acp/Rej
Contacts/Summar	ries	1				N	v	н	а	r.	PBN	IN	Sibling		¥	v	
Service Authorizat	lion					N	v	н	6	м	PRN	NO	Friend		Y	٧	
Legal						N	v.	N	12	r	PBN	IV.	Oblect Victim		Y	×.	
SDM Assessments	к					N	v	н	19	м	PBN	NO	Sibling		¥	Y	
Family Plans						N	v	N	74	r	PRN	ND	Friend		Y	×.	
Medical			-							-							
Case Managemen	t																Cominue
			Reports														
			Paporta		٣	Laur	nah										

Launching the Removal Checklist from the Conservatorship Removal Page

To launch the Removal Checklist from the **Conservatorship Removal** page, follow these steps:

- 1. Once the **Conservatorship Removal** page is complete and saved, a **Launch Checklist** hyperlink will appear at the bottom of the **Conservatorship Removal** page.
- 2. Select the **Launch Checklist** hyperlink to launch a new Removal Checklist (or to return to a Removal Checklist that is in progress.)

Conserv	vatorship Removal						
Permission Permission							nag server
Conservative Second Conservation	I Date:						
Tener Percenti	Duim	in avera (M					
(manufamarin)							
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(ania)	Lines.						
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Using IMPACT 2.0's New (Partly Prefilled!) Checklist

- 1. At the top of the checklist page, the **Child(ren) Name(s)**, **Case Name**, **Case ID**, and **Date of Removal** fields are prefilled from the **Conservatorship Removal** page.
- 2. To expand or collapse the sections of the checklist, select the arrow next to each individual section or select the **Expand All** or **Collapse All**.
- 3. As tasks on the checklist are completed, select the checkbox next to the task and add comments in the adjacent text box.

Child(ren) Name(s):					
Case Name:		Case ID:	 Date of Removal:	01/10/2019	
Рагрозн	Test				
Instructions:	Test				
Notes:	Test				
					Expand All Collapse All
Date Completed	Test 01/15/2019				
					Save and Close

Removal Checklist – Save and Stay vs. Save and Close

- Select the Save and Stay button at the end of each section to save your work and stay on the page. Caseworkers can complete multiple sections before selecting the Save and Stay button to save their information.
- 2. Select the **Save and Close** button at the end of the page to save your work and close the checklist browser page.



Note: While the stage is open, you can re-launch and edit the checklist by clicking on the **Launch Checklist** hyperlink.

Child(ser) Name(s):					
Case Name:		Case ID:	Date of Removal:	01/10/2019	
Purpose	Test				
Instructions:	Terd				
Notes:	Text				
					Expand All Collapse All
Date Completed	Test 01/15	2019			
					Save and Stey
					Save and Close

When Checklist Templates Are Revised - How It Affects You

Here is some key information on how you may be affected when State Office issues a revised Removal Checklist template.

- When you start a new checklist, the newest version of the checklist template will automatically populate for you to use.
- If you have a checklist that is in progress when a new version of the checklist template is published, the existing in-progress checklist will remain available to you until the stage is closed.
- If an additional removal is started for other children in the same case while a previous Removal Checklist is in progress or completed, the new removal will use the newest version of the checklist template as of that date—even if it is different from the checklist used in the previous removal.



Note: If the same child is removed more than once in the same stage, and when you select the **Launch Checklist** hyperlink for that child, the system will provide the checklist for the previous removal, whether the status of the previous checklist is in-progress or completed. To complete the checklist for the current removal, do not delete the information in the **Date Completed** boxes that apply to the previous removal. Rather, add the dates the checklist items were completed relative to the current removal.



Family-Based Safety Services –

Stage Closure

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Stage Closure for FPR – System Validation Alerts

IMPACT 2.0 will perform numerous checks and validations before permitting the closure of an **FPR** stage.

In the case of certain specified closure reasons, the system will check to see if a Safety Assessment has been completed.

Stages Impacted: FPR

Stage Closure Page for FPR – How to Get There



To navigate to the **Reason** field dropdown on the **Stage Closure** page, follow

these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

Texas Department of Family and Protective Services												?	
My Tasks Case S	earch Reports	Resources											
Workload Staff To-Do List	Workload Assigned Workload User Name : User ID : Show 10 ventries											# new stag ▲ Worker Safet ● Eligible For Screenin Ø Screene Ţ	
	SS ! WS	lr P/S↑ M-R	ef Stage Name	County	Stage 🕇	Туре	Opened	Assigned	Region	Unit	Stage ID	Case ID 🕆	PGM
		s	\bigcirc	-	FSU	REG	04/09/2018	10/03/2018	11	D9	-	-	CPS
		S	10000	-	SUB	REG	05/30/2017	10/03/2018	11	D9	-	-	CPS
		s		-	FSU	REG	05/30/2017	10/03/2018	11	D9		-	CPS
		S	10.000	-	SUB	REG	09/12/2018	10/03/2018	11	D9	-	-	CPS

- 2. You will arrive at the **Case Summary** page.
- 3. Select **Case Management** from the secondary menu.

Trace Department of Family and Protective Services													?
My Tasks Case	Search Rep	orts	Resources										
Case Summary	East Summary East	e to-Cort int	Event Field	ndı DaarHis	lory Principal	Case History	hanily lose	PCSP					
Review Investigation	Case Sum	mary											
Conservatorship Removal	Case Name:												* required field
Person												-	conditionally required field
Contacts/Summaries	Attention:	the in the	FDB oform										
Service Authorization	 Fouraire curre 	uy n ne	, rim alaye										
Legal	Case Informa	tion											
SDM Assessments	Gase ILC Status	Opi	en					Region: Start Date of Case:		07/12/2017			
Family Plans													Expand All Collapse All
Medical	Show 10 * entrie	N											
Case Management	Mig	M-IW	Stage Name	Stg	lype Op	bened	Time	Closed	Primary	n	eg Stage ID	Ov Dap	Phone
	۲			FPR F	EG 06.	/24/2010				0	3		
	0	MIREO		BV I	MAB2 05,	/29/2018	M10019M	08/24/2018		r u		RIB	

- 4. You will arrive at the **Case Maintenance** page.
- 5. Select **Close Family Preservation** tab on the tertiary menu.

My Tasks Case	Search Reports Resources	_
Case Summary	Case/Stage Maintenance Change Stage Type Enternal Documentation Close Family Preservation	
Review Investigation	Case Maintenance	
Conservatorship Removal	Changa Casa Nama	_
Person	Current Name: v	
Contacts/Summaries		
Service Authorization	Change County Comment County: New County:	
Legal		=
SUM Assessments		ATC .
Family Plans		
Medical		
Case Management		

6. You will arrive at the **Stage Closure** page.

My Tasks Case	Search Reports	Resources				
Case Summary	Dece/Stage Maintenance Chan	ge Slage Type Esternal Doc	mentation Grow Family Preservation			
Review Investigation	Stage Closure					
Conservatorship Bernoval	Stage Name:					* required field
Person	Stage Code: TPP	8				
Contacts/Summaries	Closure Information					
Service Authorization	* Beason: Comments:		,			
Legal						
SDM Assessmenta						
Family Plans	Closure Notification	Letters:				
Medical	ciccure inclined	200000				
Case Management	Person Name	Role	Bel/Int	Primary Language	Letter	
		No Role	Cousin	English		• Usecate

Stage Closure Page – Closure Information Section – Changes to Options for Reasons

To select a reason for stage closure, follow these steps:

Under the **Closure Information** section, select a reason from the **Reason** dropdown.



Note: Compare the IMPACT 2.0 updated reasons to the former reasons in Legacy IMPACT:

- "Family moved" (replaced "Moved/unable to locate")
- "Unable to locate the family" (added as a new, separate dropdown option)
- "Only child died" (replaced "Death")

My lasks Case	Search Reports Ho	isources					
Case Summary	Case/Stage Maintenance Change Sta	ge Type External Documentation	Close Family Preservation				
Review Investigation	Stage Closure						
Conservatorship Hemoval	Stage Name:						 required field
Person	Stage Code: FPB						
Contacts/Summaries	Closure Information						
Service Authorization	Comments:	Child outside of home/no GVS					
Legal		Child removed from home/CVS Court ordered services closed					
SDM Assessments		Dial: is reduced in the family Services inappropriate					
Family Plans	Closure Notification Let	Family moved Chable to locate the family					
Medical	closure Notification Let	Family refused/Legal impossible Administratively closed					
Case Management	Person Name	Role	Rei/Int	Primary Language	Letter		
		No Role	Cousin	English		Ŧ	Controls

Stage Closure Page for FPR – Validation Error Message

If your stage closure attempt generates an error message and IMPACT 2.0 prevents you from closing the stage, follow these steps:

- IMPACT 2.0 will present an error message box and <u>will prevent closing</u> an FPR stage if any of the following closure reasons are selected and an SDM Safety Assessment-FBSS has not been completed:
 - "Child outside of home/no CVS"
 - "Court ordered services closed"
 - "Risk is reduced in the family"
 - "Services inappropriate"
 - "Family refused/Legal impossible"



Note: You must complete an **SDM Safety Assessment-FBSS** before you will be able to close the **FPR** stage.

2. Select the hyperlink in the error message box, which will take you to the **SDM Safety Assessment – FBSS** page to complete the safety assessment.

My Tasks Case	Search Heports Hesources	
Case Summary	Case/Slage Mainletance Change Slage Type External Discurrentation Close Denity Preservation	
Review Investigation	Stage Closure	
Conservatorship Bernmal	Stage Name	 required field
Person	Stage Dode: IPPR	
Contacts/Summaries	Closure Information	
Service Authorization	Commenta: podt	
Legal		
SDM Assessments		
Family Plans	Closure Notification Letters:	
Medical		
Case Management	Pristor but fige: Boogle Chorne Letter	
	· · · · · · · · · · · · · · · · · · ·	Generaliz
	Error List - Links may not work if you navigate away from the page before resolving errors.	Generate
	You must complete the Closing Burnmary.	Generate
	You base a Day Dane Request that is Perding Approval.	Generate
	You must complete a Safety Assessment due to the selected closure reason.	Benefate
	Once this page	Generals



Family-Based Safety Services –

Closing Letter

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FBSS Closing Letter for FPR – Exciting New Features!

In IMPACT 2.0 you will now launch the FBSS Closing Letter from the **Stage Closure** page (rather than the **Person Detail** page as previously done in Legacy IMPACT.) This will become an extremely important feature—as <u>all</u> closing letters can be printed <u>at one time</u>, with the <u>touch of</u> <u>a single button</u> by an authorized person, from the **Stage Closure** page! What a timesaver!

Another great update to closing letters in IMPACT 2.0 is that closing letters will now be prefilled with the name, phone number and business office address of the primary worker—however, <u>now</u> <u>these fields are fully editable!</u>

A new section has been added to the **Stage Closure** page where you'll select the person(s) to whom the FBSS Closing Letter will be sent, and the language you want the letter to be in (English or Spanish.)

Stages Impacted: FPR

Stage Closure Page – How to Get There



To navigate to the **Closure Notification Letters** section on the **Stage Closure** page, follow these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

Tran Department of Family and Protective Services												?	-
My Tasks Case	Search Reports	Resources											
Workload Staff To Da Liat	Notices Assigned Wo	rkload											
	User ID :											- Eligble	Worker Safety For Screening Screened
	Show in - entries												٣
	88 ! W	S Hr PySt MH	Ref Stage Name 1	County 1	Stage 🖡	Туре	Opened 1	Assigned 1	Region	Unit	Stage ID	Case ID 1	POMT
		P			EPB	REC	08/24/2018	08/27/2018	08	81			CPS
		P			FPR	REG	00/24/2010	03/24/2018	on	m			CPS

- 2. You will arrive at the **Case Summary** page.
- 3. Select **Case Management** from the secondary menu.

My Tasks Case	Search Rep	orta	Resources											
Case Summary	Case Summary Cas	ic To Do List	Event List Even	t Search	Case Histor	y Principal Case H	istory Fan	nity Tree POSP						
Review Investigation	Case Sum	mary												
Conservatorship Removal	Case Name:		11.1910										• 18	equired held
Person												ŧ :	orditionally o	equired field
Contacts/Summaries	Attention:	offs in the	EPB eta	10										
Service Authorization	Fod are come	nay in the		рс.										
Legal	Case Informa	ation						Region		54				
SUM Assessments	Statua		Ipen					Start Dat	e of Case:	06/22/2011				
Family Plans													Dipand All	Collapse Al
Medical	Show In 🔹 entri	55												
Case Management	Mrg	MRef	Stage Name	Stg	Туре	Opened	Time	Closed	Primary	Reg	Stage ID	Ov Dsp	Phone	
	0			50.05	HEG	01/14/2019				DB				
	0			FSU	RED	01/10/2019				08				
	0			50.05	HEG	01/10/2019				DB				
	۲			FPR	RED	06/24/2018				06				

- 4. You will arrive at the **Case Maintenance** page.
- 5. Select the **Close Family Preservation** tab on the tertiary menu.

My Taska Case	Search Reports Resour	rces			
Case Summary	Case/Stage Maintenance Change Stage Ty	ype External Documentation Close Family Preservation			
Review Investigation	Case Maintenance				
Conservatorship Removal	Change Case Name				
Person	Current Name:		New Name:	۲	
Contacts/Summaries					
Service Authorization	Change County Current County: 8	SEXAL	New County:	-	
Legal					_
SDM Accessments					Save
Family Plans					
Medical					
Case Management					

6. You will arrive on the **Stage Closure** page.

My Tasks Case	Search Reports Re	sources				
Case Summary	Case/Stage Maintenance Change Sta	ge Type External Documentation Close	Family Preservation			
Review Investigation	Stage Closure					
Conservatorship Removal	Stage Name:					 required field
Person	Stage Code: FPR					
Contacts/Summaries	Closure Information					
Service Authorization	Commercia:					
l egal						
SDM Assessments						
Family Plans	Closure Notification Let	ters:				
Medical						
Case Management	Person Name	Role	ReVint	Primary Language	Letter	
		unknown	Grandparent Maternal	english	×.	Cenerale
		Designated Perpetrator	Parent	English	T	tenorate

Generating and Editing an FBSS Closing Letter from the Stage Closure Page

To edit and generate an **FBSS Closing Letter** from the **Stage Closure** page, follow these steps:

- 1. Locate the **Closure Notification Letters** section on the **Stage Closure** page.
- 2. For the desired **Person Name**, select the **Letter** type ("FBSS Closing Letter" or "FBSS Closing Letter Spanish.")
- 3. Select the **Generate** button to generate a web page of the letter, which you can edit. For example, editing is needed to add Resource information.



Note: The **Generate** button is only displayed while the **Stage Closure** page is in In Process status ("PROC") or Pending status ("PEND").

My Tasks Case	Search Reports	Resources				
Casa: Summary	Case/Stage Maintenance Chang	e Stage Type External Da	normentation - Close Family Preservation			
Review Investigation	Stage Closure					
Conservatorship Bernoval	Stage Name:					 required field
Person	Stage Code: FPR					
Contacts/Summaries	Closure Information	Child outside of hor	numerica tara			
Service Authorization	Comments:	Closing the test doc	ument.			
Legal						
SDM Assessments						
Family Plans	Closure Notification	Letters:				
Medical						
Case Management	Person Name	Role	Rel/Int	Primary Language	Letter	
		No Parie	cnusin	English	FBSS Closing Latter	Cenerale
		No Role	Absent Parent		•	(cenerate)

Launching an FBSS Closing Letter to Edit and/or Print

To edit and/or print a particular FBSS Closing Letter, select the **Launch** button.



Case Summery	Case/Stage Maintenance Change Stage Typ	bitemal Documentation	Gase Family Proservation			
Review Investigation	Stage Closure					
Conservatorship Removal	Stage Name:					 required field
Disse	Stage Code: FPR					
Contechs/Summaries	Approval Status					
Service Authoritation	Closure Information					
Legal	Date	07/03/2017	ea, 1			
80M Assessments	Commenter					
Namily Mano						
Medical						Ψ
Case Nanagement	Closure Notification Letters					
	Person Name	Fele	Bolton	Primary Language	Leber	
		No Tale	Parent	English	•	Land
		No Refe	Sibling	English	٠	Loands
		No Role	Sibling	English	•	Local
		No Role	Sibling	English	Ŧ	Transfe
		no este	PROFIL	right	Ŧ	Transfe
	*	the sale	obligation of the last	s a first	T	(and)

The Print All Button for FBSS Closing Letters

To print all the FBSS Closing Letters for all persons, follow these steps:

Select the **Print All** button to print <u>all</u> of the FBSS Closing Letters.



Note: The **Print All** button will appear <u>only</u> to staff selected by the supervisor to print the closing letters. If, upon approval of stage closure, your supervisor has assigned you to print the letters, then you will see a **Print All** button to select.



What a great feature! No more trying to find someone to print the letters or printing each letter one by one! Your supervisor assigns the printing task to someone, the button appears on that person's **Stage Closure** page, and s/he can print all the letters at one time when selecting the **Print All** button!

Closu	ure Notification Letter	s				
	Person Name	Туре	Role	Rel/Int	Notices	
		COL	NO	Other	tall the destruction to the .	Launch
		PRN	AR	Sibling		Launch
		PRN	AR	Reference Child	v	Launch
		PRN	AR	Sibling	· · · · · · · · · · · · · · · · · · ·	Launch
		PRN	AR	Unrel. Home mem.	T	Launch
		PRN	AR	Unrel. Home mem.		Launch
		PRN	AR	Grandparent Maternal		Launch
					At the time of case closure, no notification	letters could be sen
						Print All
Forms						
Forms:		•	Launch			

The "New & Improved" FBSS Closing Letter: Prefilled, Yet Modifiable!

- 1. Examine an FBSS Closing Letter to identify the new prefilled fields.
- 2. Recognize these prefilled fields are editable.

TEXAS DEDARMINT OF FAMILY AND PROTECT	THE SERVES	
COMMENTMEN		
Cale DIMADDIR		
0 cor This laber is written redication that the Department of Carolic and Exteriors Services (DEC	Si has closed our Double David Solide Section on a All analysis in OPS have write Should our family meet additional analysis and a color	is the low may find the block in a set service from the community measures being. There will be no further
sparcy involvement with your bandy unless we needed a negation suspected above or negle	el that have parted by her to be investigated.	
Resource Norte	Context Information	Parposa Service
The state and accelers regard to the letter, fee the contact the atoms and reas	te number provides to su.	
m ver have any success regarding the lefter, the free to contact the attime address on the	Ne Number and wood to be	
	NE NAMBE DE VECE CODA.	
The factor of a construction of the latter, the free to construct the address or pro-	Ne humaer provoca to ou.	