System User Network Minutes

Meeting Month/Year: August 2016

Facilitator:
Brenda Goff

Co-Facilitator:
Sonia Laxton

Presenters:
Connie Murphy
Kim Kestner
Daphne Williams
Linda Bocci
Brenda Goff

Note-taker: Denitrea Williams
Participants:

Session 1 (8/17/16)	Session 2 (8/18/16)
Facilitator and Presenter: Brenda Goff	Facilitator and Presenter: Brenda Goff
Co-Facilitator: Sonia Laxton	Co-Facilitator: Sonia Laxton
Presenter: Connie Murphy	Presenter: Connie Murphy
Presenter: Kim Kestner	Presenter: Kim Kestner
Presenter: Daphne Williams	Presenter: Daphne Williams
Presenter: Linda Bocci	Presenter: Linda Bocci
Amy Campbell	Alaina Thurmon
AshleyWestaway	Amanda Cravens
Barbara Richey	Amy Campbell
Ben Vaughn	Annibale Clericuzio
Beth Young	Annick Iaquinta
Brandie Holley	Bobie Viamonte
BreAnna Doss	Brooke Knowles
Brenie Willimas	Carol Bryson
Bret Brooks	Carrie Usher
Carrisssa Coleman	Cheryl Griffith
Charles Baumgardner	Chris Hunt
Cheri Richards	Christie E. Brown

Cheryl Griffith	Christy Blazer
Cynthia Langford	Deanna Humphrey
Piper Worrell	Denitrea Williams
Robin Williams	Deonna N Allen
Roscoe McClerkin	Dornise Windham
Sandra R. Walker	Grant Sage
Deanna Humphrey	Haley Collins
Deborah Elijah	Heather Bowers
Deborah Pentecost	Jackie Jolly
Debra Dew	James L. payne
Delsa Spence	Jamie McClanahan
Denitrea Williams	Jason M. Robinette
Donna Lorhorn	Jeanne De La Rosa
Ebony Manning	Jodi Dalton
Edna Black	Julia Johnson
Elizabeth kemp	Kasi Hire
Erica Crawford	Kathy Davis
Gerogia Malone	Kim Evans
Hilary Faulkner	Laura Cross
Holly Herndon	Laurie
Jacosha Alexander	Lindsay Kenyon
Jamie Brown	Mary Haines
Jamin Pena	Misty bowen
Jan Gardner	Morgan Floyd
Jennifer Weaver	Morgan Rogers
Jodi Kramer	Natalie Sumrok
Karen Butterworth	Philip Price
Kay Peeler	Raeann Painter
Sandy Masiello	Rebecca Jackson 00110721
Laura	Rebecca Ramsey 00148889
Scott Cate	Rolanda D. Perkins
Lisa Chism	Sherry Mastin
Raeann Painter	Sheryl Brewer-Boyle
Lisa Dorrough	Stephanie Day
Lynn Eggers-Bentley	Stuart Clements
Lisa T	Tammy Arrowood
Meagan Terry	Tammy Black
Melanie Collins	Tawnya Fogarty
Nicole Schleuning	Tommy Sheppard
Melissa Karnes	Tonia Kiestler

Misty Miller	Tosha Erwin
Brant Orren	
Clemeteen Whitmore	
Cynthia Ellison	
Ginger Daniel	
Jackie Jolley	
Shewronda Davis Stringer	
Stuart Clements	
Tammy Brown	
Tammy Lawler	
Tanya an Gardner	
Terrie Richards	
Tessa Kiker	
Theresa Benson	
Tonya Stubblefield	
Travis Rogers	
Vicki Watts	

Connie Murphy- presented information on NOA.

Decision made for placement staff to enter information regarding NOA. However with system changes, placement staff did not have information to completely enter information. Ms. Murphy explained how to complete the NOA form (CS- 1077). Once the NOA is completed, Central Office NOA division will process it and mail it out. Ms. Murphy stressed that it is beneficial to have the correct addresses listed in TFACTS. Ms. Murphy added that requests have been made to add the FSW name and contact information and add a box to check if a person participated in the CFTM or not. The form may be updated based on the result of a meeting that she will attend. However, in the meantime, FSW is to complete this form to help placement staff enter in the NOAs. Ms. Murphy also made note that a link has been added in the placement screen that will take you directly to the NOA. (A handout regarding this topic is attached)

Questions/Concerns:

Travis Rogers: Where is the link? Brenda Goff replied that this file is available to be down loaded from the File Share box in the lower left corner. Ms. Goff also informed that this file is also available in intranet file.

Stephanie Day noted that the with the system change in TFACTs under the action steps, staff is able to note a placement change that will generate a NOA regardless of level increase or decrease. She also asked, are we no longer entering NOA in the system in the action step and just completing the form?

Connie Murphy asked: What was currently being given to the families at the conclusion of the meeting. Ms. Day replied that staff will still hand write the NOA because the form was not populating with complete information from the system. Ms. Murphy stated that she thinks that this issue is being worked on. She would follow up to make sure. However, as for now, the process that you are currently doing will work for now. Please be sure to include the decision made and notating it.

Debra Dew: What does the PU received refer to on the last page?

Connie Murphy answered: That is when DCS received it. Ms. Murphy further stated that this is probably the section that will change to indicate if the people were in attendance to the CFTM or not. It asks for the date the PU received means the date the placement unit receive the information.

Kim Kestner – demonstrated information and tips on how to enter Strengths and Needs.

Ms. Kestner provided the following tips:

- If a participant has information in the strength or needs that are not pertaining to that particular child concerning, please do not change the information in the record. This information needs to remain so that it can be associated with the child that it pertains to at the point a CFTM is done for the child the information pertains to.
- If you have pre-existing needs that are ongoing, but were reviewed or discussed, you will need to make sure that the progress status shows either of the following: Limited Progress Demonstrated, No Progress Demonstrated or Progress Demonstrated. You will need to update the need indicating what has changed in the box provided. Next, you will need to click on the information icon and update the following: Category; Social, Medical &Education Needs Address; and Independent Living/Transition Plan. In addition, make sure that you change the Review status from Draft to Completed.
- If the need is no longer a need, you will need to make sure that the progress status for the action step states either of the following: Action Steps Completed or Action Steps Not completed. Next you will need to update what has changed in the provided box; next, you will need to click on the information icon and update the following: Category; Social, Medical &Education Needs. You will need to enter the review end date and change the Review Status from draft to complete. Please note, if you select action step completed or action step not completed, then any action steps associated to that need must be closed out. You will need to open the action step and indicate what has changed, update the progress status using a value of Action Steps Completed or Action Steps Not Completed, enter a Review End Date and change status from draft to completed. This will completely close out the action step and need.
- If you plan to link a need to a Perm Plan, an action step for that need is required. If an action step is not associated to the need, the Perm Plan cannot be routed for approval. Also note that the expected completion date must be a future date, otherwise an error message will be received. A responsible person(s) will need to be added as well as the In Progress will need to be changed from no to yes.
- If you update an existing need or strength that was converted over due to the enhancement, be sure to click on the information icon and add a category. (A handout regarding this topic is attached)

Question/Concern:

Stephanie Day asked: When we are reviewing a need and not closing it out because it is still applicable, would we also go in the action steps that are already linked to that need and update them as well?

Brenda Goff answered: Yes, when updating generally both the Need and the Action Steps need to be updated, at least the Expected Completion Date for the Action Step must be updated to a future date if it is not already.

Stephanie Day agreed and added that if any text is entered that the box, the original language will not be there.

Brenda Goff suggested: Click on the Information icon in order to review the original need. Ms. Goff further added that what you type in the "what has changed" card will display as the text on the Perm Plan for the Need or Action Step (whichever the text was entered for). Ms. Goff suggested that you may need to restate what the need was and then what progress has been made towards it.

Misty Miller asked: Is there no need to click Apply after each field is updated or changed?

Brenda Goff answered: That the developers have put in a new functionality that will auto save. In most cases no need to click apply after each change, however it may not be a bad idea to click apply before submitting for approval.

Elizabeth Kemp asked: Do we not need to put a review end date for action steps that are still in progress?

Brenda Goff answered: If the need is still in progress there is no need to enter a review end date. You will only need to add a review end date when the action step is completed or action step not completed.
Note: The Review End Date only displays now if required when the Action Step is completed.

Ebony Manning: Is this available on a power point anywhere for future reference?

Brenda Goff stated: That we do have a PDF document in the file share area for you to download.

Deanna Humphrey: Will updating a strength or a need effect an already approved permanency plan? Example – you are updating a need at a Placement Stability CFTM, not a revised perm plan.

Brenda Goff answered: No, until you actually complete the CFTM and you actually revise the perm plan and you choose to link the strength and need to the plan, it does not change what is already there.

Misty Miller stated**: I**t would help if the red alerts would take you to where the error is when clicking on it.

Brenda Goff responded: That this will be an enhancement request. Please get with your FCCR and they will help you complete one.

Shewronda Davis Stringer asked how can a CFTM be routed for approval when needs for a youth in Extension of Foster care rolls over to a younger sibling in foster care?

Brenda Goff replied: A need should be specific to a specific child. Ms. Goff added that she was not clear on the question and advised that she get with her regional FCCR.

Vicki Watts asked: Do all the needs have to be addressed?

Brenda Goff answered: No, you will only address the needs that were discussed in the meeting. If there are needs that are listed but were not discussed, leave them on the screen. Ms. Goff also added that there could be participants added to a meeting and sometimes there are strength and needs listed for them that have information on a child that is not a part of that meeting. Ms. Goff stressed do not do anything to it and it will not become part of the CFTM or other source activity.

Jodi Kramer asked: How does this apply to creating a new strengths and needs that are added to an old case?

Brenda Goff stated: This demonstration covered updating Strengths, Needs and Action Steps, but if FSWs need to add new strength and needs you can add them in the CFTM or in another type of source record.

Vicki Watts asked: Do all the needs have to be updated? If no, please clarify, I could not route until all needs were addressed.

Brenda Goff answered: That a CFTM may make you address at least one need ~~or strength~~. If you do change information within a Strength or Need, then you must make sure that all of the information is addressed and completed before it will allow you to route the CFTM for approval.

Karen Butterworth asked: Do you link to the perm plan the same way we always have…through the strength and needs section in the family case?

Brenda Goff answered: Yes. Once the strengths and needs are approved, then they will populate in the family case so you can link in perm plan.

Sonia Laxton asked: If you have an active need can you complete action steps ie. release of information was signed but still have other active steps to update will it let the need save?

Brenda Goff answered if you update a need, the expected completion date for all of the action steps attached to it will need to be updated.

Sonia Laxton asked: If there are 10 action steps to 1 need and 3 of the action steps are completed, will the system allow you to complete what is completed and give expected completion date for the others.

Brenda Goff replied: Yes.

Lindsay Kenyon asked: Can you show us how to do one from the beginning of a case? Like a new CFTM....new perm plan?

Brenda Goff replied: This request is more than we can do on today's call due to a full agenda. However this is something that we would be more than will to do on the next call. Mrs. Goff encouraged the staff to get with their regional FCCR for assistance.

Daphne Williams demonstrated how a non CPS worker can access CPS Documents.

Non CPS workers only have read only access. If you are not able to read the CPS information on a case that you are assigned, please contact your regional FCCR. Ms. Williams demonstrated how to access CPS documents.

Questions/Concerns:

None

Linda Bocci: demonstrated the +More link.

Ms. Bocci demonstrated in detail on how to search different items by using the +more link. (A handout regarding this topic is attached)

Questions/Concerns:

Chris Hunt asked: Are the 5 items listed random or is there an order of date and importance.

Brenda Goff answered: The items are listed by date descending by most recent date.

Brenda Goff presented: Need VS Responsible Person :

Ms. Goff reviewed the Need Vs Responsible Person document. Ms. Goff also demonstrated with the participant participation on how to correctly select the correct person for the needs.

Questions/Concerns:

Roland Perkins asked:– When they have to revise the PP, a worker asked about the needs and the IL indicators for the JJ kids. Previously, IL indicators were listed under the concerns. However now they user reported that some of the indicators are created under the Strengths.

Brenda Goff responded: That in order for them generate for the perm plan, the IL indicators should be listed as a need and this has not changed. They have always been required to be listed as Concern records in order to complete the Perm Plan for a youth over the age of 14.

Rolanda Perkins asked: When a worker does a revision of the plan to create additional needs will they have to do it under a source activity? If the Strength and need is created during a CFTM, then it will be available for the perm plan when the CFTM is approved.

Brenda Goff replied: Yes.

Brenda Goff spoke of the TFACT release notes: Ms. Goff thoroughly reviewed all of the TFACT release notes. Ms. Goff also demonstrated how to search for case consultation. (A handout regarding this topic is attached)

Holly Carter: As of this morning, I have CFTM's that are marked approved, but still show In Progress when I choose "add a CFTM".

Brenda Goff answered: Yes this is still an issue, please get with your FCCR so they can list to existing ticket.

Kasi Hire: How do we get the needs to the perm plan?

Brenda Goff answered: Once the need record is approved; the need will generate into the family case under the Concerns area. You will then be able to add Needs to the perm plan like you normally would.

Jason M. Robinette asked: When doing a consultation you have the option to add the CM but not the TL. Is there a way of making the TL available on the assigned workers tab?

Brenda Goff answered: That TFACTS is not set up like that and there is not a way to add. However you can always do a search and add the team leader to the source activity.

Jason M. Robinette asked: What about the perm plan signature page. It generates there.

Brenda Goff answered: That this functionality acts a little differently and she will have to follow up on that and get back with you.

Lindsay Kenyon: What are we putting the review end date as? Is there a standard?

Brenda Goff answered: That the review end date cannot be a future date. It is used when your need or action step has ended.

Stephanie Day asked if the full process could be demonstrated on the next SUN call.

Laurie Baker responded: She suggested to users to contact the regional FCCR to do team training so that they would not have to wait an entire month for the next call.

Kasi Hire: If we knew how to do so, do we have the ability to fully complete a perm plan or do we still need to be handwriting them?

Brenda Goff answered: That you should be able to complete them in system. However, make sure FCCR knows if you are having issues so that it can be reported.

Rolanda D. Perkins stated: Great Session Today. Thx for the info: Quick Question-Can one of the SUN sessions address the Person Home page for the Employee? Or maybe it can be a Storyboard and explain what they are able to search under their Person.

Brenda Goff answered: That this will be noted and will put down for a future session.