Department of Children's Services

Terminology and Icons for TFACTS Permanency Plan Enhancement, Phase 1

Terminology	Definition/Usage
Action Steps	Action Steps are actions and interventions that will lead the family to be able to achieve the desired outcomes. Action steps should be observable and measurable. They should include the names of the persons responsible for each step and when that step should begin. Interventions should utilize the strengths that already exist within a family and involve informal supports when available.
Card (Strengths and Needs)	Refers to the TFACTS user interface design for displaying Strengths and Needs that have been created. The design resembles index cards or a Rolodex where a small amount of identifying information is displayed until the card is clicked when additional details are revealed.
Collateral Contacts	Collateral Contacts are conversations, by telephone, in-person, or in writing that the worker has with persons on behalf of the client. Applicable to all program areas and not just CPS.
Consultations	Consultations are conversations that take place between parties internal to DCS.

Electronic Case File	The Electronic Case File provides quick access to important information for the Person in focus. The Electronic Case File displays Events for the Person in focus sorted on the Event Date in descending order. Events are any type of activity in TFACTS. TFACTS will provide a brief textual summary of each event. The summary will not exceed 200 characters. The level of detail in the summary will be based upon the viewing user's security access. Some Events displayed in the Electronic Case File will have a select link that provides direct navigation to the event record to view or update.
External Assessment	External Assessments are assessments conducted/performed by non-DCS professionals.
Family Story	The Family Story can only be entered/updated within a CFTM. You will be able to use the Electronic Case File to view all Family Story entries for a particular person.
Immediate Protection Agreement	An agreement between Parent/Caretakers and DCS created when a parent/caretaker's access to the child needs to be limited due to concerns for the safety of the child.
Need	Behaviors and risks displayed by the child or family. This should include the reasons for DCS involvement with the family/child. (formerly referred to as Concerns)
Person Associations - Relational	Relational associations are typically familial in nature (related by blood or marriage) or may represent a person who is part of the household.

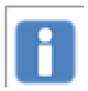
Person Associations - Non-Relational	Non-relational associations are more functional in nature and tend to be representative of someone who plays a part in a situation or process involving the Person in focus.
Quick Actions	Quick Actions refers to the ability to quickly document an activity from the Person Home Page. Quick Actions can be selected from a drop-down list on the Person Home Page. In Phase 1, activities that can be 'quickly' documented without requiring navigation into case modules are: CFTM (Schedule, Reschedule, Cancel, Hold), Add/Delete Collateral Contacts, Add/Delete Consultations, Add/Delete External Assessments, and Add/Delete IPA
Role	This term will be found in the Participant's grid of the all activity sources with the exception of External Assessment. This term refers only the selected person and their role in the activity source and not their person relationships. Those types of associations would be recorded in the Person Associations hyperlink only.
Source Activity	A source activity is the record that Strength/Needs records are attached to. It can be a CFTM, Collateral Contact, Consultation, External Assessment or IPA. When the select link corresponding to a Strength/Need record is clicked from the Electronic Case File area the Source Activity where the Strength/Need record was created is available as a hyperlink to view additional information.
Strength	Skills, abilities, talents, resiliencies, and resources that have enabled a family to be successful or to overcome adversity in the past.

New Icons for Permanency Plan Enhancement, Phase 1

Icon	Name	Definition
	**Undo**	This icon will be found on the Strengths or Needs "card" and is used to undo a record. A confirmation message will be generated prior to the "undo" function of the selected Need or Strength. Undo can only be performed when the Strength or Need is in 'draft' status.
	**Delete**	This icon will be found on the Strengths or Needs "card" and is used to delete the selected Strength or Need card. A confirmation message will be generated prior to the deletion of the selected Need or Strength. Delete can only be performed when the Strength or Need is in 'pending' status.
	**Review**	This icon will be blue or orange. This icon can be found on a Strength, Need or Action Step tab. If the icon is blue, you are viewing the Review tab for the Strengths or Needs. If the icon is orange, you are viewing the Review tab for Action Step. The function of this icon is to document a "Review" of the selected Strength, Need or Action Step for which was discussed and reviewed in the new source activity.

TN Department of Children's Services

Terminology and Icons for TFACTS Permanency Plan Enhancement, Phase 1

	**Information**	This icon may be blue or orange. This icon can be found on a Strength, Need or Action Step tab. If the icon is blue, you are viewing Information for the Strengths or Needs. If the icon is orange, you are viewing the Information tab for the Action Step. The function of this icon is to view and/or update the information. Please note that Concerned Person, Begin Date and Status cannot be changed.
	**Action Steps**	This icon will always be blue. This icon can be found only on Strength or Needs tab. Once a Strength or Need is added to a source activity, this tab would be used to document any necessary Action Steps related to the selected Strength or Need.
	**Apply to All**	This is a timesaving feature that allows changes to "Apply to All" for all listed Participants. It is located only within the Participants Grid of the CFTM in both the "Participation Method" & "NOA Given" columns.
	**Copy Action Steps**	This icon is orange which denotes its association with action steps. It is a time-saving feature that allows the copy of action steps to other Needs. If an action step addresses more than one need, click the icon and then select the other needs to which the action step applies.