SER MANUAL

# Rhode Island Family Information System RIFIS Version 7.3

# **User Manual**

November 2011



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# Welcome to RIFIS!

The Rhode Island Family Information System (RIFIS) is the data collection system for the Family and Community System of Care (FCSC) initiative of the Rhode Island Department of Children, Youth and Families (DCYF). The lead and partner agencies within the Family Care Community Partnerships (FCCPs) will use RIFIS to track the child, family and service information associated with wraparound service planning and delivery.

RIFIS utilizes the Harmony Integrated Case Management solution, a web-based application providing tools for case management, service coordination and reporting that has been configured to automate the requirements and instruments defined by the Data Analytic Center (DAC). RIFIS data will be used to monitor and evaluate care coordination performance and child welfare outcomes.

The wraparound service model implemented in RIFIS builds on a core workflow involving the following steps:

- 1. Referral and Screening
- 2. Intake
- 3. Assessment
- 4. Service Planning
- 5. Service Delivery
- 6. Transition





# **RIFIS ROLES**

# **RIFIS Roles**

Your Role determines your access to both tools – chapters, tabs, and pages – and information – child/youth records – within RIFIS. If you have access to more than one Role, you can "Change Role" to access different options.

#### RIFIS contains three basic types of Roles for agency users:

## Intake Worker

The Intake Worker role allows searching and adding child/youth records across FCCP region to facilitate the referral process, but without access to the full case

# FSCC

The FSCC role provides access to the full case for children/youth referred to the user's agency.

## Supervisor

The Supervisor role allows greater access to cases within the assigned FCCP region(s).

FSCC and Supervisor Roles are distinct for each FCCP region.



# **RIFIS CHAPTERS**

# **RIFIS Chapters**

## Children

The Children Chapter contains information on children/youth and recipients of services. Children/Youth demographics are the starting point of case management/care coordination. RIFIS uses a child-centered case management approach. Each case is built around a target child. The core components of a case include:

- Demographics
- FCCP Open/Close
- Agency Intake

Within a target child's case, family information is tracked in several places:

- Demographics: Family Name and Family ID
- Family Relations: Family Members
- Assessments & Forms: Additional Family Information
- Plans: Family Service Plan
- Activities: Services Delivered to Family Members

				Penn
Johnny Rocket				Last Up <sup>r</sup> 10/2.,
RIFIS ID	60232	Family ID	999080767	
Status	Active	PEP ID		$\rightarrow$
Last Name	Rocket	DOB	8/16/1997	
First Name	Johnny	SSN	999-08-1697	2
Demographics Family Relations Assessments & Fo Plans Activitie	Natural Supports/Case	ency Intake Relations		
Demographics				(
Gender	Male	Age	14.1	
Race	Other	Family Name	Rocket, Jane	
Agency ID	PS777	Primary Language	English	
Contact Information	on			<b>T</b>
Street	7 Wipple Ln.	State	RI	
Street 2		Zip Code	02807	<u>لا</u> ا
City	Block Teland	Home Phone Number	mana and	Vard

In the Children Chapter, the header bar displays the name of the currently selected child/youth. The data for the child/youth is broken out into the following tabs:

• **Demographics** - Contains basic identifying and demographic data on a target child/youth including name, date of birth, ID numbers and contact information. The Demographics record is the primary record representing the child/youth in RIFIS.

- FCCP Open/Close Associates the child/youth to an FCCP region.
- Agency Intake Associates a child/youth with an agency, designating assigned worker(s) and practice model(s).
- **Family Relations** Identifies family members related to the target child/youth.
- Natural Supports/Case Relations Identifies other people associated with the child/youth, such as Parent Support Partners, social workers, and court appointed advocates.
- Assessments and Forms Contains additional assessment tools and FCCP data collection forms, including the Intake Form (1-A, 1-B, 1-C), the Risk Management Plan, the Strengths/Need/Cultural Discovery, the Team Meeting and the NCFAS, Ohio, Ages and Stages, CGAS.
- **Diagnosis** Identifies applicable diagnoses across the DSM Axes.
- **Plans** Documents the Family Service Plan for the child/youth/family, including Needs/Goals, Strengths, Objectives, Action Steps, and Planned Services.
- Activities Tracks services delivered to the child/youth and family members, both within and outside the FCCP.
- **Progress Notes** Tracks narrative progress note entries for case activity.
- **Notes** Tracks narrative general case note entries for case activity such as contacts with the referral source, family or natural supports.

# Menu Bar

Throughout the Children Chapter, a standard menu bar appears at the top of each tab with the following options:

#### File

The "File" menu item from the "Demographics" page allows users to "Add New Demographic Search", add a new record for the current tab, or "Print" the current screen.

## Ticklers

The "Ticklers" menu item allows users to view and edit ticklers that pertain to the currently displayed child/youth.

Ticklers are reminders to workers that an action is to be performed when an event occurs. The action to be performed could be a form to fill out, a screen to complete, a meeting to hold, complete an assessment or a risk management plan, etc.

Ticklers could be reminders for recurrent actions or for on-time events.

In addition, ticklers serve as the basis of the "Workflow Wizard" function. When users decline to complete a tickler item requested by a Workflow Wizard, they will receive a tickler prompting them to do so automatically. *Ticklers are established by the Systems Administrator and can be added or revised at any time*.

## **Providers**

The Providers Chapter contains records for each lead and partner agency serving children/youth/families in RIFIS. The Provider Chapter includes tabs for the primary Provider record and contact information, the agency's Workers, and the available services coordinated and/or offered by a provider.

When first accessed, the "Providers" chapter displays a search page allowing users to access a target provider's record from running a search using some of the criteria they gathered about the provider.

After returning a list of potential providers which records match the criteria entered, users may choose from the list the provider they target. Once a provider's record is accessed, a page similar to the following appears:

File Edit						
V	haj		SVINC.			
Child and Far	mily Servic	es of Newpo	rt			
Providers	FCCPs	Workers	Service Cod	es List	Agency Intak	kes List
J						
Basic Inform	ation					
Provider Nam		Child and Services	Family of Newport	Provid	ler Type	Lead
Short Name				Monit	or - DCYF	Veloz-Rocheleau, Evely
Provider Num	ber	13-01		Monit	or - PEP	Pace, Frank
Active		Yes			or - CPS	DeOrsey-Smith, Karen
External		No		Comr	nent	
Contact Info						
Contact Name	e			Phone		
Street		31 John (	Clarke Road	Extens	ion	
Street 2 City		Middletov		Fax Email		
State		RI	'n	Websit	-	www.childandfamilyri.co
Zip Code		02842		Websit	-	www.cilidandraniiyii.co
Mailing Addre						
Parent Comp		Child and Services	Family of Newport	Mailin	g Street 2	
Attach Parent Address	Company	No	-	Mailin	g City	Middletown
Mailing Addre Contact Addre		s Yes		Mailin	g State	RI
Mailing Name	2			Mailin	g Zip Code	02842
Mailing Conta	act Name	Child and Services	Family of Newporther	Mailin	g Phone	
Martin Street	have a second	-	A and		and an and a second	and the second

# The upper portion of the page always appears while users are accessing the various tabs of the "Providers" chapter.

In the Providers Chapter, the data for the provider is broken out into the following tabs:

- **Providers** Contains the demographic data on service providers and programs.
- FCCPs Contains all existing FCCP (fund) codes for the provider.
- Workers Contains information about employees of the provider.
- Service Codes List- Contains all services that are coordinated or delivered by a provider.
- Agency Intakes List Contains all existing children/youth with an Agency Intake record for a current provider.

## Menu Bar

Throughout the "Providers" chapter, a standard menu bar appears at the top of each page providing the following items: File and Edit.

#### File

The "File" menu item allows users to "Add Providers.

#### Edit

The "Edit" menu item provides users with the possibility to edit information contained in the "Provider" tab.

## Reports

The Reports Chapter contains child specific and aggregate reports across cases, including sandard, custom and ad hoc reports. There are two child/youth specific reports that available via the Children Chapter: The Intake Report and Family Service Plan Report.

err comig mindows meernet explorer				
🔁 🕞 🗢 🙋 http://rifis.harmonyis.com/RIFISC	Ionfig/Pages/Harmony.aspx?ChapterID=1	168&CallingChapter=Consumers&CallingPage=QuickSearchResult	💌 💽 🐓 🗙 🌠 Live Search	P
e Edit View Favorites Tools Help 🔊 👻 🏳 💙 💥 🔛 Snagit 🧱 t	<b>=</b>			
Favorites 🛛 🙀 🏉 Suggested Sites 👻 🙋 Fre	se Hotmail 👩 Web Slice Gallery 👻 🙋 W	Windows 🙋 Windows Media 🤌 Windows Marketplace 🤌 RealPla	yer 🩋 Customize Links	
CFP Config			🏠 🕶 🖾 👻 📼 👘 💌 Page	🔹 Safety 🕶 Tools 🕶 🔞 🕶
Harmony v7.3.2.2	File			
Change Role Supervisor EB Go	h.a.r.m.o.r			Reports
My RIFIS	Welcome, Sheila Chase			4/16/2010 5:24 PM
uick Search  Didfen  Participating  Advanced Search  Children  Providers  Reports  Sign Out	Filter Report By	Type Category Category	2 Ratieve	
	<u>.</u>			<u> </u>
and the second and	an comment where the	An and a second of the second	ward for an and the second	and the

Please refer to the **Reports** section in this document for more information.



# **Intake Worker Role**

# **Intake Worker Role**

Allows searching and adding child/youth records across FCCP region to facilitate the referral process, but without access to the full case

Harmony v7.3.2.2	File
Change Role RIFIS Intake Worker 🔽 Go	harmony INFORMATION BYBTEMBUING
V	Welcome, Sheila Chase
Quick Search	
Children 🔽 😡	
Last Name	Select "Intake Worker" Role
Advanced Search	and Click "Go"
	f
Children	
Sign Out	
and a substantian with the substantian have	And the second s

RIFIS stores information on children/youth and recipients of services in the Children Chapter. When the Children Chapter is first accessed during a user's login session, the Advanced Search page displays, allowing users to search for an existing target child/youth's record.

Harmony v7.3.2.2	File			
Change Role RIFIS Intake Worker 🔽 😡	h,		n C.	
	Welcome, Sheila C	hase		
Quick Search	Filter			
Participat	ing X Last Name	Begins With	~	AND 🔽
Children 🔽 😡	X Show Children	Equal To	Only Part	icipating 🔽 🛛 AND 🔽
		ACCESSION AND A REAL PROPERTY AND A REAL PROPE		
Last Name 🔽 🧾		Add		
Advanced Search	Click on vanced Search	Add		Search Reset
Advanced Search	vanced Search		returned - now v	Search Reset
Advanced Search Adv	vanced Search		returned - now v	
Advanced Search Adv	vanced Search	Gearch record(s)		viewing 1 through 15-
Advanced Search Adv	Vanced Search	earch record(s)	First Name	viewing 1 through 15
Advanced Search Adv	Vanced Search	iearch record(s)	First Name Punky	viewing 1 through 15 DOB 05/03/2002
Advanced Search Adv	Anced Search	iearch record(s) Last Name Brewster day	First Name Punky moon	viewing 1 through 15 DOB 05/03/2002 • 01/01/1999 •
Advanced Search Adv	Anced Search	iearch record(s) Last Name Brewster day Lennon	First Name Punky moon John	viewing 1 through 15 DOB 05/03/2002 • 01/01/1999 • 01/01/1999 •

- IF Advanced Search returns a record in the list view that is a match, select existing child/youth from the list view. Child/Youth demographic view will display as shown below.
- As shown below, the Intake Worker Role will only give access to the Demographics and FCCP Open/Close tabs.

Harmony v7.3.2.2	File Edit Reports	Ticklers		
Change Role RIFIS Intake Worker 🔽 💿	h a	I M O N Y		
Quick Search	John Lennon			
	RIFIS ID	57233	Family ID	22
Children 🔹 Go	Status	Active	PEP ID	
ast Name 💌	Last Name	Lennon	DOB	1/1/1999
Advanced Search	First Name	John 🖌	SSN	999-99-9999
	Demographics FC	CCP Open/Close	Page Tabs	
Children				
children	Demographics			
Sign Out	Date of Birth	1/1/1999	Age	11.3
9	Gender	Male	RIFIS ID	57233
	Race	Caucasian/White	Primary Language	English
	Contact Information			
	Street	22 Strawberry Field Dr.	State	RI
	Street 2		Zip Code	02840
	City	Newport	Home Phone Number	(401) 555-1212

# Entering a Target Child's Demographics is the Start of a Record in RIFIS.

**IF** Advanced Search does not find a match with the child/youth information you entered:

1. Select "Add New Demographic Search" from the "File" menu to display a "New Child/Youth Search" page.

File			
	N ON NY		
Welcome, Sheila Chase			
- Filter			
🔀 Last Name	* Equal To 🛛 🗸	Sonite	AND 🔽 🔶
🕺 First Name	* Begins With 🔽	Sam	OR 🔽 🦿
DOB	* Equal To 🛛 🔽	7/7/2007	OR 🔽 >
FundCode 🔽 Add			
		Search Reset	Add New
La contra c	and a second	and the second	A second se

- 2. Enter Last Name, First Name, and DOB in the available fields.
- 3. Click on the "Search" button to run the search according to the criteria entered.
- 4. Click on the "Add New" -- button if no match is found to open the "Demographics" page.

- 5. Identify an FCCP (please be sure to select the correct region (EB, WB, NRI, or UC) it is easy to accidentally click on and save the incorrect one. If, this happens contact the RIFIS System Administrator before adding any other information to record.
- 6. Enter all required (\* marked with red asterisk) and ID information in the fields provided and select "Save" from the "File" menu.

Welcome, Sheila Chase				
Basic Demographics				
Confidential				
Initial FCCP *	•			
Last Name *	Chaplin	]		<del>-</del>
First Name *	Charlie	]		
Middle Name		]		
Suffix	•			$\sim$
Alias		]		1
Family Name		]		
DOB *	8/16/2006			
Age				
Gender *	•			
Target Child				2
SSN *		]		$\rightarrow$
and the second s	and the second second	A management	and the second second	Same -

# Editing a "Demographics" Record

- 1. Select "Edit Demographics" from the "Edit" menu bar on a child/youth's record and the "Edit Demographics" page appears.
- 2. Perform any necessary changes and select "Save" from the "File" menu.

# Opening a Target Child to the FCCP

• Saving and Closing the NEW child/youth Demographics page will advance you to the FCCP Open/Close page automatically.

Sam Sonite					4
FCCP Open/Close	FCCP				
Contact Notes	FCCP *	EB			- 1
Track Disposition	Disposition *	Pending 🔽 🛛 🖌 🔶	_		- 1
	Disposition Date	4/30/2010		Discosition Dendisc	
	Referral Date *	4/30/2010		Disposition = Pending will automatically default	
	Referral Time *			See Glossary for	
	Open Date	4/30/2010		FCCP Open/Close disposition definitions	
	Open Time			disposition delimitoris	
	First Contact Date				i
	First Face-to-Face Contact Date				۹ ب
	First Face-to-Face Contact Time				
	Primary Worker *	Chase, Sheila	Clea	Details	
	Secondary Worker		Clea	r	
	Data Entry Date	4/30/2010			1
	Referral Source				

- 1. Enter at least all required information. The dates default to the current date; that and the "Primary Worker" can be overwritten.
- 2. Select "Save" from the "File" menu.

# Editing an "FCCP OpenClose" Record

1. Click on the target summary record from the "FCCP Open/Close" tab list view to display the "Edit FCCP Open/Close" page.

Rhode Island Family Information Systems User's Manual



**FSCC Role** 

# **FSCC Role**

# Initial Steps for FSCC Once Assigned a Child/Youth/Family

The FSCC role provides access to the full case for children/youth referred to the user's agency.

Harmony v7.3.2.2	File
Change Role FSCC EB Go My RIFIS	Select "FSCC" Role and Click "Go"
Quick Search	Children  Agency Intake  Agency Intake  11 Open  2 Pending  Ticklers  20 Ticklers  FCCP OpenClose
<u></u>	5 Pending
Children Reports	4
Sign Out	
A second second second second second second second	and man services and the

RIFIS stores information on children/youth and recipients of services in the Children Chapter. When the Children Chapter is first accessed during a user's login session, the Advanced Search page displays, allowing users to search for an existing target child/youth's record within assigned FCCP region (i.e. EB, WB, NRI, UC).

Harmony v7.3.2.2	File				·
Change Role FSCC EB	<b>V</b> h,	a r m o n y	р. N.С.		Advanced Searc
My RIFIS	Welcome, Sheila Cl	lase			4/30/2010 10:51 A
2	- Filter				
Ouick Search	X Last Name	Begins With		AND	v 🚽 🚽
Participating	X Show Children	Equal To	Only Parti	cipating 🔽 🛛 AND	-
Children 🔽 😡	RIFIS No.	Add			
Last Name				Search Rese	. >
Advanced Search				Jearch	•
	- 16 Advanced S	earch record(s)	returned - now y	iewing 1 through	15
	RIFIS No.	Last Name	First Name	DOB	
Children	57231	Brewster	Punky	05/03/2002	
Reports	57233	Lennon	John	01/01/1999	÷
•	57271	tito	perez	03/11/2010	÷
Sign Out		Grisvgold	Charles	.03/01/2010	-
	Mar hannes	a section of the second	and the second second	A Not have	Mr. Marine Marine Marine

After returning a list of potential children/youth whose records match the criteria entered, a user may select a record by clicking on a specific name/row from the list.

Harmony v7.4.0.1	File Edit Ticklers			
Change Role FSCC EB				
	Johnny Rocket			
My RIFIS	RIFIS ID	60232	Family ID	999080767
	Status	Active	PEP ID	
Quick Search	Last Name	Rocket	DOB	8/16/1997
Participatin	g 🛛 First Name	Johnny	SSN	999-08-169
Children 🔽 😡				
.ast Name 🔽	Demographics	FCCP Open/Close Age	ncy Intake	
	1.			
Advanced Search	Family Relations	Natural Supports/Case f	Relations	
Advanced Search	Family Relations			Tabs
Advanced Search Children		orms Diagnosis	Page	Tabs
	Assessments & Fe	orms Diagnosis	Page	Tabs
Children Reports	Assessments & Fo	orms Diagnosis	Page	Tabs
Children	Assessments & Fr Plans Activitie Demographics	orms Diagnosis s Progress Notes Not	Age	14.1
Children Reports	Assessments & Fo Plans Activitie Demographics Gender	nns Diagnosis ) Progress Notes   Not Male	Page	14.1
Children Reports	Assessments & Fo Plans Activitie Demographics Gender Race	Male Other PS777	Age Femily Name	14.1 Rocket, Jar
Children Reports	Assessments & Fo Plans Activitie Demographics Gender Race Agency ID	Male Other PS777	Age Femily Name	14.1 Rocket, Jar
Children Reports	Assessments & Fe Plans Activitie Demographics Gender Race Agency ID Contact Informatic	Male Other PS777	Age Family Name Primary Language	14.1 Rocket, Jar English

The Children Chapter and its tabs are then activated as shown below:

#### **IMPORTANT NOTE**

NOTE: Before adding a new child/youth to RIFIS, Workers must always perform a global search using the INTAKE WORKER role to check if the person already exists in the system. This prevents duplication of records in RIFIS application. The search will check all people including those that are designated as workers or relations.

# "Advanced Search" BEFORE Adding a Child/Youth

Welcome, Sheila Chase			
Filter	* Equal To	Chaplin	
× First Name	* Equal To * Begins With	Charlie	
Х DOB	* Equal To	8/16/2006	
FundCode 💌 Add			
		Search R	eset Add New
Contraction of the second seco	A . A	American	- Anna and -

- 1. Select "Add New Demographic Search" from the "File" menu to display a "New Child/Youth Search" page.
- 2. Enter Last Name, First Name, and DOB in the available fields (all REQUIRED fields).
- 3. Click on the "Search" button to run the search according to the criteria entered.
- 4. Click on the "Add New" -- button if no match is found to open the "Demographics" page.

# Add a Child/Youth

#### **Continue with steps below if record not found:**

- 5. Identify an FCCP.
- 6. Enter all required (\* marked with red asterisk) and ID information in the fields provided and select "Save" from the "File" menu.

Welcome, Sheila Chase				
Basic Demographics				F.
Confidential			*	
Initial FCCP *	•		1	
Last Name *	Chaplin	]		,
First Name *	Charlie	]	2	
Middle Name		]		2
Suffix	•			
Alias				
Family Name				
DOB *	8/16/2006		· · · · · · · · · · · · · · · · · · ·	,
Age		1		
Gender *	-			
Target Child				
SSN *				
A second second	- Contraction of the second	A second se	and the second s	

If "Demographic Search" returns a record meeting the criteria you entered, the child/youth will be in the example of a Demographics List below. Click on child/youth.

Harmony v7.3.2.2	File				
Change Role Supervisor EB 💽 Go	h.		/* N G.		4
My RIFIS	Welcome, Sheila C	hase			
Quick Search	ating	<ul> <li>Begins With</li> <li>Equal To</li> </ul>	Only Partic	AND -	4
Children Ca					
Children 🔽 😡	RIFIS No.	▼ Add		Search Reset	
Last Name			returned - now v		3
Last Name  Advanced Search			returned - now v First Name	Search Reset	.3
Last Name Advanced Search Children	13 Advanced Se	earch record(s)		iewing 1 through 1	.3
Last Name  Advanced Search	- 13 Advanced So RIFIS No.	earch record(s)	First Name	iewing 1 through 1	
Last Name  Advanced Search Children	T13 Advanced So RIFIS No 57231	Earch record(s)	First Name Punky	iewing 1 through 1 DOB 05/03/2002	•
Last Name  Advanced Search Children Providers	13 Advanced St           RIFIS No. ▲           57231           57233	earch record(s)   Last Name Brewster Lennon	First Name Punky John	iewing 1 through 1 DOB 05/03/2002 01/01/1999	•

Once you have selected the child/ youth the Demographics page the child/youth's name will appear in the header and the Children Chapter tabs will be available as shown below:

Harmony v7.4.0.1	File Edit Ticklers	3		4
Change Role FSCC EB				{
My RIFIS	Johnny Rocket			
MY KIEIS	RIFIS ID	60232	Family ID	999080767
	Status	Active	PEP ID	-
Quick Search	Last Name	Rocket	DOB	8/16/1997
Participating	First Name	Johnny	SSN	999-08-1697
Children 💟 😡				le la
Last Name 🔽	Demographics	FOCP Open/Close A	gency Intake	
Advanced Search	Family Relations	Natural Supports/Cas	e Relations	5
	Assessments & F	orms Diagnosis		
Children	Plans Activitie	es   Progress Notes   1	Notes	
Reports				
	Demographics			
Sign Out	Gender	Male	Age	14.1
	Race	Other	Family Name	Rocket, Jane
	Agency ID	PS777	Primary Language	English
	Contact Informati			τ.
	Street	7 Wipple Ln.	State	RI
	Street 2		Zip Code	02807
	City	Block Island	Home Phone Number	
and the second second	and and	and a state of the second	A second second	has the second second

## "Demographics" Tab

The "Demographics" tab contains basic data about a child/youth including name, address, telephone numbers, date of birth and ID numbers. The information displayed on the "Demographics" tab represents the core record for the child/youth.

narmony v7.4.0.1	File Edit Lickers			
Change Role	h N	a [ monsy		
	Johnny Rocket			
My RIFIS	RIFIS ID	60232	Family ID	999080767
	Status	Active	PEP ID	999000707
Quick Search	Last Name	Rocket	DOB	8/16/1997
Participating	First Name	Johnny	SSN	999-08-1697
Children 🔽 😡		· · ·		2
Last Name 🔽	Demographics	FCCP Open/Close Age	ncy Intake	<
Advanced Search	Family Relations	Natural Supports/Case F	Relations	
	Assessments & Fo	rms Diagnosis		
Children	Plans Activities	Progress Notes No	tes	1
Reports				
	Demographics			
Sign Out	Gender	Male	Age	14.1
	Race	Other	Family Name	Rocket, Jane
	Agency ID	PS777	Primary Language	English
	Contact Informatio	n		
	Street	7 Wipple Ln.	State	RI
	Street 2		Zip Code	02807
_	City	Block Island	Home Phone Number	
so and a strand and and	and an	and the second	and a second of the	-

## Editing a "Demographics" Record

1. Select "Edit Demographics" from the "Edit" menu bar on a child/youth's record and the "Edit Demographics" page appears.

Lanuari     Data Data Data Data Data Data Data Data	Demograph					INF
Confidential         Immon           Last Name *         Lennon           First Name *         John           Middle Name         Wilkee           Suffix         11           Alae         Immon           Pamily Name         Lennon           DOB *         1/1/1999           Gender *         Male           Salt *         999-9999           Family ID         22           Agenty ID         Agenty ID           Pamily ID         22           Agenty ID         Immon	Last Updat jalexandre at 3/25 3:46:					Lennon
Confidential  Confidential  Last Name * Last Name * Last Name * Dath Target Confidential  Confidential  Last Name * Dath					Basic Demographics	mooraphica
Pirat Name *     John       Middle Name     Wilkes       Suffix     II I II       Aliae     IIII       Pamily Name     Lennon       DOB *     I/1/1999       Gender *     IMale       Gender *     Male       Sit *     999-99999       Pamily ID     22       Agenty ID     Agenty ID       Paper ID     IIII					Confidential	
Middle Name         Jon           Middle Name         Wilkea           Suffix         11           Suffix         11           Aliae         Image: Comparison of the second of the				Lennon	Last Name *	
Suffix         III is           Alias         III is           Alias         III is           Pamily Name         Lannon           DOB *         1/1/15999           Age         III is           Gender*         Male is           Target Child         V           SSN *         999-99999           Family ID         22           Agency ID         Image: Imag			_	John	First Name *	
Alies     IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII			_	Wilkes	Middle Name	
Family Name         Lennon           DOB +         1/1/1909           Age         11.3           Gender +         Male           Target Child         V           SaN +         999-99-9995           Family ID         22           Agency ID         Image: San				II -	Suffix	
DOB *         1/1/1000           Age         11.3           Gender *         Male           Target Child         IV           SSN *         599-99-9999           Family IO         22           Agency ID         IV           PEP ID         IV			_		Alias	
DOB *     1/1/1999       Age     11.3       Gender *     Male       Target Child     IV       SSN *     999-999       Family ID     22       Agency ID     E       PEP ID     E			-	Lennon	Family Name	
Age 11.3 Gender* [Haie Z Target Child 7 Sat * 999-9999 Family ID 22 Agency ID 22					DOB *	
Gender*         Male           Target Child         IV           SSN *         999-99-9999           Family ID         22           Agency ID         Image: Child State S					Age	
Target Child         P/           SN *         [995-99-9995]           Family ID         [22           Agercy ID         [           PEP ID         [					Gender *	
SSN *         999-99-9999           Family ID         22           Agency ID					Target Child	
Family ID         22           Agency ID			_		SSN *	
Agency ID PEP ID					Family ID	
			-		Agency ID	
SAS ID			-		PEP ID	
			_	1 [	SAS ID	
Race Caucasian/White •				and the second s	Race	
Multi-racial Selection Caucasian/White Caucasian/White Amarican Indian/Alaptan Nativa Native: Inawajan/Pagita Japandar	Native	American Indian/Alaskan Native	•	Caucasian/White		

2. Perform any necessary changes and select "Save" from the "File" menu.

## "FCCP Open/Close" Tab

The "FCCP Open/Close" tab identifies the FCCP region, Open Date and Close Date for the child/youth's FCCP involvement. From this tab you can modify an existing OpenClose record or create a new record.

ې اي		e.		4
Punky Brewster				
IFIS ID tatus ast Name rst Name Demographics Family Relations Assessments & F Plans Activitie	orms Diagnosis	Family ID PEP ID DOB SSN Agency Intake Case Relations Payers/Payment Sources	694-60-5453 12013015678 5/3/2002 904-58-2345	
	Reset		12	
	ose Date FCCP Dispo EB Open		ker Secondary Worker	4

Available fields for filtering are:

- Open Date
- Close Date
- FCCP
- Disposition

#### **IMPORTANT NOTE**

**NOTE:** For a child/youth to receive services of any kind, they must be "open" to an FCCP region.

## Adding an "FCCP OpenClose" Record

Although an initial "FCCP OpenClose" record is created when a child/youth is first added to RIFIS (possibly by an employee with an Intake Worker Role), additional records may be required later if the child/youth returns for services after a period of not receiving any or if the child/youth/family moves and needs to be opened to another FCCP code.

- 1. Select "Add FCCP Open/Close" from the "File" menu in the "FCCP Open/Close" tab page.
- 2. Enter at least all required information. The dates default to the current date; that and the "Primary Worker" can be overwritten.

V/h c	T M O N Y			FCCP Open/Clo
inro	RMATION SYSTEMS/INC.			
Brewster				Last Updated by gdahlquis 3/24/2010 9:42:31
Open/Close	FCCP			
act Notes	FCCP *	EB		
Disposition	Disposition *	Open N*		
Disposition	Disposition Date			
	Referral Date	Pending Open Ta		
	Referral Time *	Transition		
		Not Eligible		
	Open Date	3/24/2010		
	Open Time	02 - 00 - PM -		
	First Contact Date	3/24/2010		
	Date	3/24/2010		
	First Face-to-Face Contact Time	02 • 00 • PM •		
	Primary Worker *	Dahlquist, Gail Clear Details		
	Secondary Worker	Ison, Elizabeth Clear Details		
	Data Entry Date	3/23/2010		
	Referral Source			
	Referral Source	Self-Referral	*	
	Response Priority			
	Response Priority	Crisis (without DCYF CPS Involvement) 💌		
	Services Referred for Fam	ies Ineligible for FCCP		
	Service Requested 1	Parent education		
	Service Requested 2	Parent aide supports 💽		
	Service Requested 3	Family stabilization		
	Close Data			

3. Select "Save" from the "File" menu.

## **Open/Close Dispositions**

For FCCP Open/Close Records there are five basic dispositions:

- **Pending** (a determination needs to be made to either open or close the child/youth to this FCCP code during pending Provider and FSCC is being determined.
- **Open** (family is eligible for FCCP care coordination/services and has been accepted/opened in RIFIS by a specific FCCP region for assignment to an agency supervisor and FSCC.)
- **Transition** (child/youth is in a transitioning phase and this disposition allows end user to complete RIFIS steps before closing record)
- **Closed** (family no longer involved with FCCP and the record is closed and "locked" (made read only) If the family re-enters an FCCP you will need to create a new Open/Close record
- Not Eligible (Family did not meet criteria for FCCP involvement)

# **Open/Close Sub-Pages**

There are 3 sub-pages associated with an FCCP Open/Close record:

## FCCP Open/Close

The detail page where the data for the record is modified

## **Contact Notes**

A list of any notes that have been associated with this FCCP Open/Close

#### **Track Disposition**

An accounting of the date and time that dispositions of this FCCP Open/Close record changed.



# Editing an "FCCP OpenClose" Record

**NOTE:** Only active FCCP Open/Close records can be edited. An FCCP Open/Close record that is set to closed would need to have its disposition reversed before changes could be made.

1. Click on the target summary record from the "FCCP Open/Close" tab list view to display the "Edit FCCP Open/Close" page.

	na (m.o.n.y	~	FCC	P Open/
Johnny Rocket				Last Updated by 5 10/26/2011 11:07
RIFIS ID Status	60232 Active Bocket	Family ID PEP ID	000090767	
Last Name First Name	lohnny	DOB SSN	8/16/1997 999-08-1697	
Demographics Farrily Relations Assessments & F Plans Activitie Filter X Open Date/D FCCP	orms D'agnosis	Notes		
- 1 FCCP Open.	/Close record(s) re	turned - now viewing 1 t		
FCCP Open Da	te/Date Assigned - C	bse Date FCCP LOS Primar 0 Chase,	y Worker Scondary Worker Sheile	Disposition Open
	< First C Previous	Retrieve 15 Records at a	time <u>Next&gt;</u> <u>Last&gt;&gt;</u>	

- 2. Perform any necessary changes. Notice that the additional sub-pages are available from the left navigation pane.
- 3. Select "Save" from the "File" menu.

nky Brewster		Last Updated by tatwo 4/16/2010 1:03:
CCP Open/Close	FCCP	
ontact Notes	FCCP *	UC
ack Disposition	Disposition *	Open • *
	Disposition Date	3/25/2010
	Referral Date *	3/26/2010
	Referral Time *	03 • 03 • PM •
	Open Date *	3/26/2010
	Open Time	
	First Contact Date	3/27/2010
	First Face-to-Face Contact	3/26/2010
	Date	3/25/2010
	First Face-to-Face Contact Time	× × ×
	Primary Worker *	Atwood, Trevor Clear Details
	Secondary Worker	Clear
	Data Entry Date	3/26/2010
	Referral Source	
	Referral Source	ECP - Preshool Special Education Program (Part B)
	Response Priority	
	Response Priority	Crisis (without DCYF CPS Involvement)
	Services Referred for Fan	
	Service Requested 1	Parent aide supports
	Service Requested 2	Family stabilization
	Service Requested 3	Legal services
	Close Data	
1 marsh	and because the second second	and the Area and a second and a s
		IMPORTANT NOTE

# Closing an "FCCP Open/Close" Record

- 1. Click on the target summary record from the "FCCP Open/Close" tab list view to display the "Edit FCCP Open/Close" page.
- 2. Change the status to "Closed" from the "Disposition" dropdown list.



- 3. Select "OK" from the ensuing warning message.
- 4. Enter all required additional information. Select "Save" from the "File" menu
- 5. Once the FCCP Open/Close is closed (saved with a Disposition of "Closed" or "Not Eligible"), the record becomes read-only and RIFIS considers the child/youth to be inactive.

#### **IMPORTANT NOTE**

The status of an "FCCP Open/Close" record should only be closed if all Agency Intakes are closed and all Assessments/Forms/Plans are marked complete.

# Deleting an "FCCP Open/Close" Record

#### **IMPORTANT NOTE**

Contact a RIFIS System Administrator to delete an "FCCP Open/Close" record if added in error. (Use e-mail RIFIS\_support@dcyf.ri.gov & include RIFIS id #)

#### NOTES:

- Changes to the "Disposition" field on the "FCCP Open/Close" tab can invoke a Work Flow Wizard that will prompt users to complete other screens and/or assessments as determined by their Systems Administrator. If the system is configured to invoke a Workflow Wizard, the Wizard screen will immediately open after the appropriate change is made to the "disposition" field and the record saved.
- A child/youth must be open to an FCCP code for an Agency Intake to occur. The child/youth should remain open to that FCCP Code until all services are closed.

Once all services have been closed, Workers may close the Child/Youth's FCCP Open/Close record.

• If the child/youth returns for additional services, a new FCCP Open/Close record should be added rather than editing the original OpenClose record.

# "FCCP Open/Close" Sub-Pages

As previously noted, when users access an "FCCP Open/Close" record, additional subpages are available to them from the left-navigation pane.

FCCP Open/Close
Contact Notes
Track Disposition

## FCCP Open/Close

This page is the records "detail" page with all the fields that are pertinent to the FCCP Open/Close record. If the record is closed then these fields may be read-only.

### **Contact Notes**

Additional notes (with and without attachments) can be associated with the FCCP Open/Close Record

### **Track Disposition**

A recording of the changes in the FCCP Open/Close disposition and when they occurred.

## **Reverse Disposition**

#### **IMPORTANT NOTE**

NOTE: Contact your Supervisor.

If a closed FCCP Open/Close needs to be re-opened, only a Supervisor or System Administrator has rights to reverse the disposition.

- 1. Click on the target summary tab list view.
- 2. Select "Reverse Disposition" from the "File" menu (disposition will revert to a default of "Pending"). The user may then select a different disposition.
- 3. Select "Save" from the "File" menu.

## **IMPORTANT NOTE**

**NOTE:** All ticklers created by the reversed disposition will be consequently deleted. Any cancelled or completed ticklers will remain unchanged.

## "Agency Intake" Tab

The "Agency Intake" tab is used to capture information about child/youth involvement with a specific agency within an FCCP region. The "Agency Intake" tab is also the area in which individual workers within an agency are assigned to a case, thereby, allowing them access to the child/youth's record.

A child/youth must first be open to an FCCP region in order to be eligible for Agency Intake into an agency. The child/youth's Agency Intake record should remain open until services are discontinued with that agency, at which time the Agency Intake record can be closed.

## Adding an "Agency Intake" Record

1. First click on Agency Intake tab, then select "Add Agency Intake" from the "File" menu in the "Agency Intake" tab page.



- 2. Enter at least the required information in the appropriate fields. Overwrite as needed the default fields.
- 3. Select "Save" from the "File" menu when done.

# Editing an "Agency Intake" Record

1. Click on the target summary record from the "Agency Intake" tab list view.

following Roo hort							1 ast Updat 10/26/20	hed by school 11:07:
HETS TO	6023	2	East	mily IO		0080767		
itatus	Activ	re	PER	PID				
ast Name	Rock	et	DO	8	۵/	16/1997		
nst Narrie	John	ny .	331	N	99	ia-08-10av		
Demographics Family Relation	FCCP Open/	Close 1 A	ency intale Relations					
Assessments 8		provensiona 🕴						
Plana Activi	tles Progress	Notes N	otes					
Editor								
Agency	💽 Ailil							
~	earch Reset	1			_			
	earch    Kesec	1						1
			-					
1 Agency In	take record(s	) returned	- now vie	wing 1 throug	h 1			
ESSIP Agency	/ 🖌 📥	Provider	6-66 B	Intake Start Date	Close Date	Agency	Disposition Date	Disposit
	nd Family	13-01	Chase, Oheila	10/26/2011		α.	10/26/2011	Upen
	s of Newport		- uniene					

- 2. Perform any necessary changes.
- 3. Select "Save" from the "File" menu when done.



# "Agency Intake" Tab Sub-Pages



The following sub-pages are associated with Agency Intakes:

#### **Agency Intake**

This page is the records "detail" page which displays some of the fields that are pertinent to the Agency Intake record. The rest of the Agency Intake details can be found under "Assessments and Forms" tab in screens 1A, 1B, 1C, and PEP. If the record is closed then some of these fields may be read-only.

## Workers

This page will list those responsible for the child/youth. Depending on your access level this may grant you the right to "see" the child/youth when performing a search.

## **Contact Notes**

This page provides the ability to add notes (with or without attachments) about attempted contacts, phone contacts and face to face contacts.

## **Track Disposition**

This page is a recording of the changes in disposition and when they occurred.

# Adding/Editing Workers in the Agency Intake

When initially adding a new Agency Intake record, users are required to assign one worker within the program to the case. The user logged in and who added the Agency Intake record is entered by default.

- 1. Click on the target summary record from the "Agency Intake" tab.
- 2. Click on the "Workers" menu item in the left navigation pane.

File Tools Print Assign Workers Close Workers						
Johnny Rocket						
Agency Intake Workers Contact Notes Track Disposition	Filter Worker Name	Add Reset				
	1 Workers reco	ord(s) return	ed - now vie	wing 1	through 1	(
	Worker Name	Start Date	End Date 🔺	Active	Primary Worker	
	Chase, Sheila	10/26/2011		Yes	Yes	
man	<< First < Pr	evious Retrie	ve 15 Recor	ds at a ti	me Next> L	ist >>

- 3. If worker list view does not list the worker click on "File" then select "Assign Workers". Worker window will open.
- 4. Click on ellipse next to the worker name field and a dialog box will appear (search worker by last name).
- 5. Select worker from list.
- 6. Add the start date.
- 7. Indicate primary worker by clicking box.
- 8. Select "Save" from the "File" menu when done.

#### **IMPORTANT NOTE**

**NOTE:** A worker cannot be removed if designated as the primary worker. First, designate another worker as the primary and then remove. (Every Agency Intake must have a primary worker.)

# Adding Contact Notes



The "Contact Notes" sub-page displays a list of contact notes affiliated with the Agency Intake.

File Add Note Print Close Contact Notes	a't m'o'u'r.	
Johnny Rocket		<
Agency Intake Workers Contact Notes Track Disposition	Filter Add Note Date Add Search Reset	
	1 Contact Notes record(s) returned - now viewing 1 through 1	4
	Note Date Note By Note Type	I
	10/2//2011 Chase, Sheila Attempted to Contact Family - Phone (other family)	5

# Track Disposition

The "Track Disposition" sub-page displays a list of Agency Intake dispositions start and end dates.

# Closing the Agency Intake

- 1. Click on the appropriate summary record from the "Agency Intake" tab view.
- 2. Change the status in the "Disposition" field from "Open" to "Closed."

Workers	Agency *	Child and Family Ser Details					
Contact Notes	Referral Date						
Track Disposition		10/26/2011					
	Agency Intake Start Date	10/26/2011	Be sure when changing dispositon to				
	Disposition *		"closed" to indicate a disposition close date.				
	Disposition Date *						
		11/21/2011	This step will trigger the Close Data section 🦿				
	Date when DCYF intake summary received (if applicable)		at the bottom of this page.				
	For children needing a risk management plan, has a						
	plan been completed?		<u>}</u>				
	Has family received FCCP services previously?	Yes 💙 *	1				
	If Yes, which agency provided the FCCP	Gateway Healthcare					
	services?						
	Sources of Information to complete intake (select all that apply)	staff as caregiver case record review	giver (child's caregiver in a fa				
Repeat Close		i Another child in family opened to DCYF & re	mained from home				
Date and		Another child in family opened to DCYF & re					
indicate Close		Target child aged out of FCCP Change in Target Child					
Reasonfrom	Primary Paver/Payment	Family moved out of area	5				
the dropdown	Sources	Family withdrew w/ notice Family withdrew w/o notice	· · · · · · · · · · · · · · · · · · ·				
		ECCP Non Wran Practice Model completed					
	FCCP Funding and Service	Target child adjudicated out of FCCP					
	FCCP Funding/Billing	larget child opened to DCYF & remained home					
	Category (for the Census	Target child opened to DCYF & removed from home Team agrees Wrap completed (goals met, natural supports in place)					
	Report)	Team agrees wrap completed (goals met, natural supports in prace) Team agrees Wrap completed, child continuing to receive single service w/in					
🐧	FCCP Service Category (Monthly Reporting Form)	Transfer Target Child to another agency within the FCCP					
	Close Data	Transfer Target Child to another FCCP					
	Close Date *	Unable to Contact Family Family declined service (specify reason below in "other" close reason)					
		Triaged and Referred Out					
	Close Reason						
	Other Close Reason						
and the second s	and the second s	indianal particular particular	and an an an and the second				

- 3. Overwrite as needed any default entry.
- 4. Select "Save" from the "File" menu.

# Deleting an "Agency Intake" Record

IMPORTANT NOTE Contact RIFIS System Administrators by e-mail: RIFIS\_Support@dcyf.ri.gov

#### **IMPORTANT NOTE**

NOTE: "Disposition" Changes to the field on the "Agency Intake" tab can invoke a Workflow Wizard that will prompt for the completion of other screens and/or assessments as determined by the Systems Administrator.

## **Workflow Wizards**

A Workflow Wizard is a tool in RIFIS that presents a list of forms to complete and reminder messages. Workflow Wizards will launch in different, pre-defined situations, such as when a user first saves an Agency Intake with a Disposition of "Open." Workflow Wizards are designed to streamline multi-step data entry processes and automate navigation through RIFIS.

Each Step in a Workflow Wizard is also a **Tickler**. A Workflow Wizard is really one or more Ticklers loaded automatically in a single window and meant to be completed immediately. If a Workflow Wizard Step is not completed or cancelled immediately, it remains on the Worker's Tickler list. Ticklers can also be sent directly to a Worker's Tickler list now or scheduled to show up later instead of popping up in a Workflow Wizard.

# Agency Intake Open Workflow Wizard

Here are the Workflow Wizards steps that appear when a user saves the Agency Intake with a Disposition of "Open." For a complete list of RIFIS Workflow Wizards, see **Appendix B**.

Agency Intake Open				
Page:	Agency Intake			
Description:	When the Agency Intake is saved with Disposition = Open,			
	the user is prompted to complete Intake documentation and tasks.			
Tickler	Task			
FCCP Intake - 1A	FCCP Intake - 1A			
FCCP Intake - 1B	FCCP Intake - 1B			
FCCP Intake - 1C	FCCP Intake - 1C			
Diagnosis	Enter Diagnosis Information			
NCFAS	Complete the NCFAS Baseline			
Strengths, Needs, and Culture Discovery	Complete Strengths, Needs, and Culture Discovery			

## "Family Relations" Tab

The "Relations" tab allows workers to view, edit or add data pertaining to family members associated with the child/youth in RIFIS. In this section of the application, the names, addresses, home, work telephone numbers and other identifying information for relatives are entered.

Each relation can be designated an emergency contact and/or caregiver 1 & 2.

The "Relations" tab is to contain individuals who are not already children/youth in RIFIS. Related Children/youth can be linked using the "Family ID" field in the "Demographics" area and displayed on the Household page (accessible from the "View" menu in the standard menu bar at the top of the "Children" Chapter).

# Adding a "Relations" Record

- 1. Select "Add Relations" from the "File" menu in the "Relations" tab page.
- 2. Enter all required information.
- 3. Select "Save & Close" from the "File" menu.

## Editing a "Relations" Record

- 1. Select from the summary list on the "Relations" tab page.
- 2. Enter all required information.
- 3. Select "Save & Close" from the "File" menu.

**NOTES:** When a valid address is entered, the "Street" hyperlink leads to a map of the location.

## "Natural Supports/Case Relations" Tab

The "Natural Supports/Case Relations" tab allows users to view, edit, or add data pertaining to persons associated with a child/youth's case into RIFIS. This screen is where the names, addresses, home and work telephone numbers, and other identifying information for **non-related** persons is entered.

# Adding a "Natural Supports/Case Relations" Record

- 1. Select "Add Natural Supports/Case Relations" from the "File" menu in the "Relations" tab page.
- 2. Enter all required information.
- 3. Select "Save & Close" from the "File" menu.

# Editing a "Natural Supports/Case Relations" Record

- 1. Select from the summary list in the "Relations" tab page.
- 2. Enter all required information.
- 3. Select "Save & Close" from the "File" menu.

**NOTES:** When a valid address is entered, the "Street" hyperlink leads to a map of the location.

# "Assessments and Forms" Tab

The "Assessments" tab allows users to view, edit, and add assessments and additional data collection forms for the child/youth and family. Existing assessments can be modified and new assessments can be added at any time.

# Adding an "Assessments and Forms" Record

- 1. Select "Add Assessments and Forms" from the "File" menu in the "Assessments and Forms" tab page.
- 2. Select the appropriate assessment from the "Please Select Type" dropdown list.

🖉 CFP Config - Wind	lows Internet Explorer				
	yis.com/RIFISConfig/Pages/Harmony.aspx?ChapterID	=164&ViewType=DetailView&	PageID=29204&ChapterEntityID=5	57233&CallingChapter=Consume	rs&CallingPage=ConsumerAsses
File					
<u> </u>				Assess	ments & Forms 🍶
					~
John Lennon					4/16/2010 6:29 PM
Please Select Type	1				
	Ages and Stages Questionnaire	3			
Assessments & Fo	Ages and Stages Questionnaire CGAS Crisis Plan		Lat. at it		
Review *	FCCP Intake - 1A	Worker *	Chase, Sheila	Clear Details	
Review Date *	FCCP Intake - 1B FCCP Intake - 1C	Status *	Pending 💌		
FCCP *	Functional Assessment NCFAS	Agency	•		
Approved By	Ohio Scales - Agency Worker Rating Ohio Scales - Parent Rating	Approved Date			
	Ohio Scales - Youth Rating				
	PEP Risk Management Plan				
	Strengths, Needs, and Culture Discovery Team Meeting				
		-			
					2
					>
					<pre></pre>
and the second s	and the second second	the mark have be	and the second	All Areas and a second	Star Star Star

## **Review Point-in-Time**

The "Review" field identifies when in the case life cycle the information was collected. "Review" is tracked in several areas in RIFIS, including Assessments, Plan Reviews, and Diagnosis records.
#### **Review Options:**

- Initial (Baseline)
- Ongoing (one or more interim points-in-time in between Initial and Transition)
- Transition
- 3. Enter Review Date that reflects the date review was started.
- 4. Mark status: Draft, Pending and/or Complete.

FSCC role only has Draft and Pending options. DRAFT means you are still working on the document. Indicate PENDING when the document is ready for a Supervisor to review and mark COMPLETE (which will make the document "Read Only".

- 5. Fill out the form as necessary with at least the required information.
- 6. Select "Save" from the "File" menu when done.

## Assessment and Forms Options

Some standard options are included in the "Assessment and Forms" tab to assist workers in the completion of their tasks.

For example, users can:

- Duplicate assessment to create a new copy of the current assessment using the "File" button.
- Get standard assessments and forms list of stored options (i.e. Team Meeting Form, Intake 1A, B, and C, Ages and Stages, NCFAS, etc.).
- Print an assessment.

## Viewing/Editing Assessments

1. Select a target summary report from the "Assessments" tab page.

h a	TION OT NING							Assessments & Forn
ohn Lennon								Last Updated by jalexandro 3/25/2010 3:46:44
FIS ID	57233	Fai	mily ID	22				
atus	Active	PE	P ID					
st Name	Lennon	DC		1/1/1999				
rst Name	John	SS	N	999-99-9	999			
Demographics FCC	P Open/Close	Agency Intake	2					
Family Relations N	atural Supports/Ca	ase Relations						
Assessments & Forms	Diagnosis	Payers/Payme	nt Sources					
Plans Activities	Notes							
Assessment/Form	- Add							
	Forms record(s)							
2 Assessments &			Review Date •			Status	4	
Assessment/Form			03/25/2010	Harmony, Web	EB	Pending		
Assessment/Form FCCP Intake - 1B		Ongoing						
Assessment/Form CCP Intake - 1B CCP Intake - 1B		Initial	03/25/2010	Harmony, Web	EB	-	-	
Assessment/Form CCP Intake - 1B CCP Intake - 1B CCP Intake - 1A		Initial Initial	03/24/2010	Vargas, Elder	ЕВ	Complete		
2 Assessment/Form FCCP Intake - 1B FCCP Intake - 1B FCCP Intake - 1A CGAS Functional Assessment		Initial Initial	03/24/2010 03/24/2010	-	EB EB	-	-	

- 2. Perform any necessary changes.
- 3. When an assessment/form is completed, change status from "Draft" to "Pending".
- 4. Select "Save" from the "File" menu when done.

**IMPORTANT NOTE** 

**NOTE:** Once an assessment/form is marked "Complete", it becomes read only

#### "Diagnosis" Tab

The "Diagnosis" tab allows users to view, edit, or add five-scale Diagnostic and Statistical Manual of Mental Disorders IV (DSM- IV) diagnoses into RIFIS.

### Adding a Diagnosis

- 1. Select "Add Diagnosis" from the "File" menu in the "Diagnosis" tab page.
- 2. Complete the form as required.
- 3. Select "Save & Close" from the "File" menu when done.

File			
h a			5
John Lennon			
Section 1			
Review *	<b>•</b>		
Review Date *	4/24/2010		
FCCP *			
Program *			
Diagnosis By "	Chase, Sheila		
Status *	Pending -		
Primary Diagnosis	-		
Primary Diagnosis Cod	•		
Axis I			
Diagnosis 1			
Diagnosis 2			
Diagnosis 3			
Diagnosis 4			
Axis II	•		
Diagnosis 1			
Diagnosis 2			
Diagnosis 3			
Diagnosis 4	I		
Axis III	1		
Diagnosis 1			
and the second sec	and a second	and the second se	and a second

## Viewing/Editing a Diagnosis

- 1. Select the record from the "Diagnosis" tab page summary list.
- 2. Perform any necessary changes.
- 3. Select "Save & Close" from the "File" menu.

#### "Plan" Tab

All Family Service Plan information is accessed from the "Plan" tab.

**Caution:** Users must select "Save" from the "File" menu before moving from one section to another in order to ensure the saving of edited or added information.

## Adding a "Plan" Record

1. Select "Add Plan" from the "File" menu in the "Plan" tab page.

Harmony v7.4.0.1	Fic Ticklers				
Change Role RIFIS Sys Admin 💽 ն	Acd New Demographics Acd Plan Frin:		p.		Plan
My RIFIS	Johnny Rocket				L Updated schose a 10/26/2019 11:07:19 Al
Participating	RIFIS ID	60232	Family 10	999080767	<
Children 🔽 📭	Status	Active	PEP ID		, j
	Last Name	Rocket	DOB-	8/16/1997	/
Last Name 🔽	First Name 👔	Johnny	SSN	999-08-1697	
Advanced Scarch					<
	Cernographes (	CCP Open/Close	Agency Intake		
Children	Family Relations	Natural Supports/	Case Relations		
Providers	Assessments & For	ma Diegnosis			<u>र</u>
Utilities	Plans Activities	Progress Notes	Notes		
The second secon	Provene	and the second	and the second		Property .

2. Enter at least all required fields.

ha.	m on y	Plan Informatio
Johnny Rocket		11/1/2011 3:38
Plan Details		
FCCP *	EB 💌	
Agency Plan Type Worker Plan Date (date plan initially created) * Plan Verification Date	Child and Family Services of Newport  Detais  Initial Family Service Plan  Initial Family Service Plan  Transitional Family Service Plan	It is very important to indicate the Plan Type as "Initia" and a specific date of when you are beginning to develop a plan with a family. Creating this page will be the beginning of building a Family Service Plan report in RIFIS.
Status	Dreft	asses of a marken and a set

- 3. Overwrite as necessary all default fields.
- 4. Select "Save" from the "File" menu and the "Plan" page appears.

**NOTE:** Once the status field on the Plan Information page is marked as "Complete" the entire plan can no longer be edited.

# "Plan" Tab Sub-Pages

The "Plan Information" page contains several features that allow users to create welldefined treatment and service plans for children/youth and their families. These features help to standardize the process yet still allow the worker the flexibility to create plans individualized to the needs of each of their children/youth/families.

### **Plan Information**

The "Plan Information" Page, which opens after saving a new plan or editing an existing plan, contains three additional sub-pages (shown at the bottom of this page):

I 'lan record		row of the t to open		
- now viewing 1 th	rough 1			
Plan Type	FCCP	Agency	ESCC	Plan Status
Initial Family Servi Plan		Child and Family Services of Newport	t hase, Shella	Draft
	- now viewing 1 th Plan Type Initial Family Servi	- now viewing 1 through 1 Plan Type FCCP Initial Family Service FR	Plan Type         ECCP         Agency           Initial Family Service         ER         Obid and Family Services of	- now viewing 1 through 1 Plan Type FCCP Agency FSCC Unitial Family Service FR Child and Family Services of Chase,

Once you have opened the Plan Information page the Sub-tabs below will be listed to the left of the page. These are used to "build a plan" and should be accessed in the order they are listed. All steps within each tab are necessary. Please complete all pages (Plan Information, Plan Development, Needs, Planned Services) or you will have missing data when you run the Family Service Plan report.

Plan Information		
Plan Development		
Needs		
Planned Services		

#### **Plan Development**

Family Vision:

The Plan Development records are designed as data collection instruments for periodic case plan reviews required by the agency or funding source. The plan development information is merged into a pre-existing report format (the Family Service Plan).

1. Click on the "Plan Development" sub tab and Select add "Plan Development" from the menu item in the left navigation pane to activate the page.

ile				
Add Plan Development Prin: Griff March And Andread Cose Plan Development: Andread Andread Andread			Płan De	velopment
Johnny Rocket				11/4/2011 1:34 PM
Plan Information Plan Development Needs Planned Services				
0 record(s) returned	a grand freed	Manama	gen granned	and a
			Plan I	Developme
ohnny Rocket			la	st Updated by schas 11/2/2011 3:56:16
review typ	e and date information should e and date on the Plan Informa			
ection 1 Ieview Initia V	Worker	Chase, Sheila		
eview Date 11/2/2011	Status	Draft 💽		
		<u></u>		
Program Child and Family Services of		Draft Pending Complete	This page can be marked "complete" by the worker when	
Program Child and Family Services of Child an	if Newport M Details Family Ser	Pending Complete vice Plan		1

2. Fill out the Family Vision and be sure to indicate who participated in developing the plan.



of the plan are indicated

3. Select "Save" from the "File" menu when done.

# Specifying Needs/Goals, Strengths, Objectives, and Action Steps

#### Needs

The needs, goals, objectives, action steps, and progress of the Family Service Plan are created in the "Needs" sub-page. The needs/goals of the child/youth/family must be identified before strengths, objectives and action steps can be created.

- 1. Click on the "Needs" sub-tab in the left navigation pane.
- 2. Select "Add Need/Goal" to create a new need/goal record for the child/youth.



3. Click on the ellipsis button ... to display a list of needs/goals and select the appropriate need/goal that will appear in the editable "Need/Goal" field.

Гуре		
ID	NeedCode	Description
101	Family Relations	Family Relations
102	Crisis Management	Crisis Management
103	Basic Needs	Basic Needs
104	Educational	Educational
105	Vocational/Employment	Vocational/Employment
106	Social/Recreational	Social/Recreational
107	Spirituality	Spirituality
108	Living Skills	Living Skills
109	Behavioral Health	Behavioral Health
110	Medical	Medical
111	Legal	Legal

h

-V ha	[ m o n y	Need/Goa
Johnny Rocket		Last Updated by schase at 11///2011 11:10:53 AV
Need/Coal		
Need Code *	103	
Need/Ghal	Basic Needs	Status = "Pending" for each Need/Goal until Need/Goal has been met at which time the Worker is responsible to mark "complete" and indicate a "complete" date.
Status	Pending	l arget Date = Worker and child/youth/family agree on an estimated time frame to meet Need/Goal.
Target Date Updale/Progress Dale	Pending Complete	Update/Progress Date = the date the Worker and child/youth/family have reviewed the specific Need/Coal and declared progress has been made at achieving completion of Need/Coal.
Completion Date		Completion Date = the date the Worker documents a Need/Goal for a child/youth/family has met and Need/Goal status is changed to "complete".

- 4. Select "Save" from the "File" menu and it brings you back to the "Needs" page which will display the newly created need/goal.
- 5. Hover over the fly-out menu arrow to display a new menu.

h c	( MOD Y	Needs
Johnny Rocket		11/7/2011 2:53 PM
Plan Information Plan Development	Needs Collapse All	Add Need/Goal
Needs Planned Services	Need/Goal: Basic Needs	Add Strength
and the second s	- Anno - Anno - Anno - Anno	

- 6. Select "Add Strength" to perform the action.
- 7. Select "Save" from the "File" menu.

#### **IMPORTANT NOTE**

Goals/Needs, Objectives and Action Steps are records linked to one another, but need to be marked "Complete" with a completion date individually in order to keep track of progress.

	[ [] O [] Y		Strength
Johnny Rocket			11/7/2011 11:11
Strength			Ì
Strength Code * Strength	201 Enter Strength	Over-ride the instructions "enter strength" by clicking and dragging mouse until highlighted, then type the strength in the text field area.	
Status Update/Progress Date	Pending  Pending	Workers can mark strength "complete" when it is no longer necessary to edit this page. "Complete" date should reflect the date child/youth/family informed you of the strength during the development stage of plan.	
Completion Date	Complete	and the state of t	( and

- 8. Follow the same steps performed to add a need/goal in order to add the new strength.
- 9. Select "Save" from the "File" menu.
- 10. Follow steps 5-8 to identify related "Objectives" and "Action Steps"

File		
<b>V</b> h.c	d't mo'n N.	Needs
Johnny Rocket		11/7/2011 3:37 PM
Plan Information	Needs	
Plan Development	Vollapse All	Add Need/Goal
Needs	Need/Goal: Basic Needs	Pending 🔻
Planned Services	🗆 Strength: Enter Strength	Complete 🔻
	Objective: Enter Objective	Pending 🔻
	Action Step: Enter Action Step	Pending

#### **IMPORTANT NOTE**

Follow the same steps outlined to add "Objectives", Action Steps", and progress to the plan. When the "Needs/Goals/Objectives/Action Steps and progress" hierarchy is completed, the "Needs" sub-page should display a chain similar to what is shown above.

#### **Planned Services**

The "Planned Services" sub-tab records and displays services that are planned to meet the needs of the child/youth/family. Planned Services are services identified by the family along with their FSCC and/or team as the anticipated means of addressing the needs of the child/youth and family. (Service Codes/definitions are listed in the "Appendices" section of this manual).

- 1. Select the "Planned Services" sub-tab from the left navigation pane.
- 2. Select "Add Planned Services" from "File" menu to display an empty form.

File Tools	
Add Planned Service	
Close Planned Services	Planned Services
Johnny Rocket	11/7/2011 4:13 PM -
Plan Information     Filter       Plan Development     Search	
Needs Planned Services	

- 3. Select *estimated* Start and End dates for the Planned Service to occur.
- 4. Click ellipse button ... to open a list of service codes. Select the appropriate planned service from the dropdown menu.
- 5. Click ellipse button ... next to the provider ID field and select the agency that the child/youth is open to.

File har	m o n y'	Planned Service
Johnny Rocket		11/7/2011 4:03 P
Planned Services		
Start Date	This will be an estimated time frame the worker and	)
End Date	12/31/2011 Child/youth/family have agreed a planned service will be needed. Typically discussed in the early stages of developing the Plan.	
FOCP	EB	
Bervice Code *	BehHealth01	•
Service Description	Psychiatric Evaluation - Identified Child	<u>ن</u>
Provider ID (choose your agency) *	128	
Agency	East Bay Mental Health Center	
Comments	I	()
and the second second	A when we have a first of the france	

6. Select "Save" from the "File" menu when done.

ha.						Planned S
Johnny Rocket						11/7/26
Plan Information Plan Development Needs Planned Services	Filter Search Reset 1 Planned Services record(s) retu	imed - now i	viewing 1 ti	hrough 1-		
	Service 🔺	Service Code	}		Units Cost	t t
	Psychiatric Evaluation - Identified Child		)			Summary List
Landon and the	and the second	19 <b>-</b> 19	Ve Lip	A COMPANY	weet i whe	the second

After completing these steps:

- Run the Family Service Plan Report , Print and have participants Sign
- Make Copy for the Family and Agency Record

File Rep	ports		
	1		_/
		re you will find the rvice Plan Report	
Lucy Bal			
Plan In	formation	Plan Details	
Plan De	evelopment	FCCP *	•
Needs		Agency	
Planne	d Services	Plan Type	
		Worker	
	/ /	Open (4 *	1

You should only have ONE Plan Development record marked as an "initial" in the summary list matching up under your Initial Plan Information record as shown below:

Lucy Ball				
Plan Information	- Filter Assessment V Add	1		/
Plan Development				
Needs	Search Reset			
Planned Services		10		
ſ	- 1 Plan Development	ecord(s)	returned - now	viewing 1 t
	Assessment	Review	Review Date	Worker
	Family Service Plan	Initial	06/01/20:10	Chase, She
	<< First < Previous	Retrieve	15 Records at a	time Ne
111	111		11	

When the status of the Initial Family Service Plan is ready to be marked complete by a Supervisor, the FSCC must open it and change the status from draft to pending. Communicating in supervision is a good "safety net" as well. Do not solely rely on RIFIS.

Part of the Supervisor's review will be confirming that the family has signed the completed plan.

## Viewing/Editing a "Plan" Record

- 1. Select the target summary record from the "Plan" tab page.
- 2. Perform any necessary updates
- 3. Select "Save" from the "File" menu when done.

#### **IMPORTANT NOTE**

- 1. Only plans with a "Draft" and/or "Pending" status can be edited.
- 2. Workers keep in mind that you do not have "Complete" as a Plan status choice.
- 3. "DRAFT" means you are still working in the record
- 4. "PENDING" means you are ready for a Supervisor to review and mark "Complete"
- 5. "COMPLETE" means a supervisor has reviewed and authorized the Plan (the authorizing supervisor name and date appear on the Plan after being saved and closed)

## Duplicating a "Plan" Record

In order to preserve the original Initial Family Service Plan that the family signed and agreed to, you will need to "duplicate" this version and create an Ongoing Family Service Plan.

Steps are as follows:

- 1. Open target child/youth record
- 2. Click on Plan tab
- 3. Select the Initial Family Service Plan from the Plan Information Summary List by clicking on the row
- 4. Go to File and select Duplicate

File Reports			
Duplicate			
Spell Check 서	0.0.10		Dian Information
Save Plan	O D YSTEMS INC.		Plan Information
Save and Add Planned Service			
Save and Add Need			
Save & Close Plan			Last Updated by schase at 2/28/2011 2:24:08 PM
Reverse Status			27 207 2022 212 1100 111
Delete Plan	etails		
Print		EB	
History			
Close Plan Information		Child and Family Services of Newport 💟 Details	
Planned Services Plan 1	Type	Initial Family Service Plan	
Worke	er	Chase, Sheila	
Open	Date *	6/1/2010	
Plan	erification Date		
Status	5	Draft 🔽	

You will see the following message:

	Plan was duplicated and saved as well as its needs, plan reviews, and se	
<u></u>	That was duplicated and saved as well as its fields, plant evens, and se	I YILES,
	ОК	

After clicking "OK", the page will open to the duplicated copy of the FSP and within that Plan Information page, you need to do the following\*

- 5. Change the Plan Type to "Ongoing Family Service Plan"
- 6. Make sure Open Date = the date you met with the family and they agreed to modifications to the plan
- 7. Status will automatically appear as "draft" (leave it so you are able to work within this duplicated record)

lan Information	Plan Details	
lan Development	FCCP *	EB
eeds	Agency	Child and Family Services of Newport 🔽 Details
lanned Services	Plan Type	Initial Family Service Plan
	Worker Open Date *	Initial Family Service Plan Ongoing Family Service Plan Transitional Family Service Plan
	Plan Verification Date Status	Draft 💟

As you continue to meet with the family to review the Plan you will need to duplicate the previous Plan record stamped with the date and type of review (ongoing or transitional). Every time you duplicate a plan, be sure that the previous plan you are duplicating has been verified by a Supervisor.

When the family you are working with is ready for a Transitional Family Service Plan, you will open the target child/youth's previous (most current) Ongoing Family Service Plan record (there can be multiple) and follow the instructions for duplicating the plan.

à.

Open Date	Plan Verification Date	Plan Type	FCCP	Agency	FSCC	Plan Status
06/01/2010	08/10/2010	Initial Family Service Plan	EB	Child and Family Services of Newport	Chase, Sheila	Complete
08/10/2010	i -	Ongoing Family Service Plan	EB	Child and Family Services of Newport	McCombe, Michelle	Pending
03/01/2011		Transitional Family Service Plan	EB	Child and Family Services of Newport	McCombe, Michelle	Draft

Your "Plan Information" summary list will look as shown below:

REMEMBER: Any time you are making significant changes to the family's Plan and need them to sign a new copy, you will need to duplicate and could have multiple "Ongoing" plans with different dates showing when Goal/Needs were complete and/or modifications were made.

#### "Activities" Tab

The "Activities" tab is the area in which you will record all services delivered to the specified child/youth and other family members. (Service Codes/definitions are listed in the "Appendices" section of this manual).

### **Adding Activities**

1. Select "Add Activities" from the "File" menu in the "Activities" tab page.

File Edit View Favorites Tools He	lp				
🚖 🏘 🥖 🎉 RIFIS Test				🟠 🔊 🖨	🕞 Page 🔻 🚳 Tools 🔻
Harmony v7.4.0.1 Change Role RIFIS Sys Admin 🔽 Co	File         Ticklers           Add New Demographics         Add Activities           Add Activities         Add Activities	Esarch ERVICESY			Activities Last Updated by
My RIFIS	Johnny Rocket				schase at 10/26/2011 11:07:19 AM
Quick Search	RIFIS ID Status Last Name First Name	60232 Active Rocket Johnny	Family ID PEP ID DOB SSN	996080767 8/16/1997 999-08-1697	
Lost Name 🔽 Advanced Search	Demographics Family Relations	CCP Open/Cose Ag	gency Intake		
Children Providers	Assessments & For Plans Activities	ms Diagnosis	Notes		
Utilities Reports	Filter Date 🔽 Ar	а			
Sign Out	Search Rese	t.			

2. Select a Start Date, Start Time, End Date, and End Time and click on the "Add" button. You will see another blank row appear (shown below) for entering a reoccurring activities. Be mindful of the Activity page opening with Start Date and End Date that you are logged into RIFIS. Override the dates to indicate the date the activity actually occurred.

Johnny Rocket Activity Times		dates and times p so be sure to re			
Start Date *	Start Time	End Date *	End Time	Total Minutes	
11/9/2011	01 🔽 00 🔽 PM 🔽	11/9/2011	02 🔽 00 🔽 PM 🔽	60	Delete
11/9/2011	12 🔍 00 💟 AM 💟	11/9/2011	12 🔽 00 🔽 🗚 🔽		Add
		in an an	- Vinan		ind a grad state of

3. Do not skip by the Activity Details! This header information must be filled out in order: FCCP, Agency, Worker, Status, Location/FCCP Funding, Place of Service, and Payer.

Johnny Rocket						11/9/2011 12:22 PM
Activity Times						
Start Date *	Start Time	End Date *	End Time	Total Minutes		
11/9/2011	01 V 00 V PM V	11/9/2011	02 🔍 CO 🔍 PM 🔽	60	Delete	
11/9/2011	12 🔽 00 💙 AM 💙	11/9/2011	12 💙 CO 💙 AM 🖤		Add	Location/FCCP Funding choices: Within FCCP
Activity Details						Referred to another FCCP
FCCP *	EB 🔽		Location/FCCP Fundi	9 Within FCCP	×.	Referred to non-FCCP
Agency * ente	r Child and Famil	y Services 🔽 De	ais Place of Service ent	er Child and Family 9	Services of New	port Court 🔽
Worker * in orde	Chase, Sheila		Payer in orr		V	
Status	Pending 💟		ort	Active Miltary/CH		
Activity Services	1			DCYF: Fee for Ser	vice	
Service *			1	Federal Grant Fun Flex Funds	ding	D
				In kind donation Medicaid		1
	Clear			Medicare		
Unit Type				No Insurance Other		
Units *	0			Personal Resource Private: Blue Cros	-	
Unit Cost				Private: Tufts	-	Service contract" will be the Payer for ctivities directly provided by FCCP staff. i.e.
Total Cost	\$0.00			Private: United Rite Care	E 🖌 F	amily Service Plan, Team Meeting, SNCD, et
Emergency Expend	1		-	Rite Share Service contract		

- 4. Click on ellipse button in to display a list of services. Searching by Service Type may help you find the specific code you are looking for (shown below).
- 5. Select the appropriate service and the service information populates the fields in the bottom portion of the screen.

Search Byr	Service Type	$\mathbf{v}$	Search Texti		V		Search	1 Cance	4	3
ServiceTD S	erviceCode	SecondaryCode	Service		161	ectiveDate	EndDate Vervice II	MaxAut	Used	E.
347 8	ehHealth01	BenHealthVI	Psychiatric Evaluation Identified Child	Case Manage.	ment	/31/2011	5413	U	U	
348 B	ehHealth02	BehHealth02	Psychiatric Evaluation Parent	Crisis Interve Early Educatio	on/Special E	<mark>/31/2</mark> 011	5414	0	o	0 *
349 B	ehHealth03	BehHealth03	Sibling	Family Suppo Intake Medical	rts	/31/2011			o	0
350 B	eliHealth04	BehHealth04	Therapy - Identified C	Medication		/31/2011	Select Service Typ		0	0
351 B	ehHealth05			Parenting		/31/2011	as Search Text an		0	0 g
352 B	ehHealthUO	BehHealthUb	Therapy - Sibling	Service Delivi	ery/Implem	/31/2011	click on "search ta		0	ð
353 B	ehHealth07		Day Treatment - Indentified Child	Sexual Abuse Social Service	/Offending s	¥31/2011	CITCK OIL SEARCH LA		o	è
354 D	ehilealth00	BehHealth00	Acute Residential Treatment Identified Child	Substance Ab Transportation		/31/2011	5420	0	0	0
355 B	ehHealth09		Pediatric Partial Day Treatment - Identified Child	0.00	Session 0	5/31/2011	5471	n	n	2

- 6. Enter the required information.
- 7. Click "File" and "Save" when complete.

Service *	SerDelImp03	
	Team Meeting	
Unit Type	Clear 15 mins	After selecting the service code, unit type, units, and cost are all
Units *	4.00	pre-determined based on the code
Unit Cost	\$0.00	setup.
Total Cost	\$0.00	Cost, Emergency Expenditure,
Emergency Expenditure (FLEX FUND ACTIVITIES ONLY)		Status of Record (date of check or purchase of giftcard), and General/Flex Fund Notes are
Status of Record Completion (FLEX FUND ACTIVITIES ONLY)		fielded areas left to fill in.
General/Flex Fund Notes		

# Viewing/Editing an "Activity" Record

- 1. Click on a target summary record from the "Activities" tab page.
- 2. Perform any appropriate changes.
- 3. Select "Save" from the "File" menu.

Date 👻	Service	Agency	Worker	Units	Status
04/24/2010	Psychiatric Evaluation - Identified Child	Newport County Mental Health Center	Alexandre, Jason	6.00	Pending
03/30/2010	Strengths, Needs, and Cultural Discovery	Child and Family Services of Newport	Alexandre, Jason	9.00	Complete
03/25/2010	Therapy - Group	Child and Family Services of Newport	Alexandre, Jason	48.00	Pending
03/24/2010	Medication Evaluation - Parent	Child and Family Services of Newport	Alexandre, Jason	2.00	Pending
03/23/2010	Strengths, Needs, and Cultural Discovery	Child and Family Services of Newport	Alexandre, Jason	8.00	Complete
	<< First < Previous Retr	ieve 15 Records at a time Next>	Last >>		-

#### **IMPORTANT NOTE**

- 1. Activities marked "Complete" cannot be edited.
- 2. Reoccurring activities are recorded within one record.
- **3.** EXCEPTION is a Team Meeting. Team Meetings need a new record created each occurrence with the date and time meeting occurred.
- **Start Date –** Begin date of the service activity. Users may not be able to change the service date once it has been saved.
- End Date End date of the service activity. This date defaults to the current date.
- **Start Time** The time the activity started. Users may enter up to three start and end times.
- End Time The time the activity ended. Users may enter up to three start and end times.
- **Total Minutes –** The total time for the activity. This time is calculated by RIFIS by summing all the minutes between each start and end time.
- FCCP Select the FCCP that the child/youth is open to.
- Agency Select the agency where the child/youth is open to.
- Worker Select the FSCC.

- **Status** the status of the activity:
  - If the status is "pending", the activity may be edited.
  - If the status is "complete", the activity many not be edited.
- Location/FCCP Funding: The user can select from the following:
  - Within FCCP service occurred within the FCCP;
  - **Referred to Another FCCP –** service occurred with another FCCP; and
  - **Referred out to a non-FCCP** service occurred with an agency/provider outside of a FCCP.
- Place of Service: The place where the activity occurred.
- **Payer:** The entity from which to receive payments or bill for services delivered to a child/youth.
- **Service** Pulled from the "service" box for the selected service code, which is automatically populated by RIFIS.
- **Service Description** The associated description of the selected service code, which is automatically populated by RIFIS.
- Unit Type Pre-determined based upon each service code's set-up.
- Units Enter the number of service units that the child/youth/family received.
- Unit Cost Cost of the service drawn from the "service codes setup" table.
- Total Cost Calculated by RIFIS based on the Unit Costs and the Units.
- **Source of In-kind Donation** If Payer = In kind donation, identify who provided the donation.
- Estimated value of In-kind Donation If Payer = In kind donation, enter the dollar amount of donation.
- Flex Fund Notes If Payer = Flex Funds or In kind donation, add notes related to activities delivered through this Payment Source.

## Completing an Activity

An activity should be marked "Complete" after the User enters required information. Once activity record is marked "Complete" the record is READ ONLY.

#### "Progress Notes" Tab

Users may enter a variety of information pertaining to a child/youth/family via the "Progress Notes" tab. These notes should include records of home visits and phone calls, case notes, meeting minutes, etc. The Progress Notes functionality allows users to maintain a log of case-related activities.

#### Adding a Progress Note

- 1. Select "Add Progress Notes" from the "File" menu to display the "Add Progress Notes" page.
- 2. Enter all information as shown below.

Notes Details		4
RIFIS ID		' <b>\</b>
FCCP *	NRI	<b>Į</b>
Agency	Comprehensive Community Action (NRI) 🔽 Distails	- I
Service Date *	11/2/2011	- t
Start Time	01 🔽 00 🔽 AN 💟	Ì
Duration	1 hr.	- 1
Note Category *	Care Coordination	- 1
Contact Type	Face to Face 🔽	
Contact With	Target Child	
Place	Community 🔛	
Family Service Plan: Needs/Goals	Basic Needis	•
Family Service Plan; Needs/Goals (select if note needs more than one need/goal)		
Data, Assessment & Plan (character limit: 9900)	DATA:	
	ASSESSMENT:	1
	PLAN :	
		1
Status *	Draft V	1
Note Ey *	Chase, Sheila	<u>}</u>
Litle		Σ
Bate Completed		
Marine and the second	management and have been a	

- Select a Note Status of Pending, Complete, or Alert.
- 3. Select "Save" from the "File" menu.

Alert Notes/Note Attachments/ Routing a Note to a Note Recipient (refer to "Add a Note" section below for instructions re: these 3 functions)

## Viewing/Editing a "Progress Notes" Record

- 1. Select the target summary record from the "Notes" tab page.
- 2. Perform any necessary changes and select "Save" from the "File" menu.

**NOTE:** Only "Pending" notes can be edited. Notes with their status marked as "Complete" return a non-editable record.

#### **IMPORTANT NOTE**

Once a User has viewed a Note from the My RIFIS > Unread Notes queue, the Recipient Status automatically updates from "Unread" to "Read", and the Note is no longer accessible to that User from My RIFIS.

### "Notes" Tab

Users may enter general information pertaining to a child/youth/family via the "Notes" tab. These notes, as determined by the users' agency's set-up, will include records of phone contact and/or face to face with other workers/persons concerning a case.

## Adding a Note

- 1. Select "Add Notes" from the "File" menu to display the "Add Notes" page.
- 2. Enter at least all required information.
- 3. Select a Note Category, which will filter the available options for Note Type:
  - a. Family, Professional, Case
- 4. Select a Note Type; this identifies the type of information documented in the Note.
- 5. Enter a Description. The Description should be a brief summary of the content of the note, similar to an email subject line entry.
- 6. Use the Note field for the narrative of the Note Entry.
- 7. Select a Note Status of Pending, Complete, or Alert.
- 8. Select "Save" from the "File" menu.

# Alert Notes

If Status = "Alert", then the Note will popup as an alert message when any User first accesses the child/youth's record. This is intended to be used for critical or time-sensitive information.

	Alert Notes
Lucy Brown	
NoteBy	Corinne Kulesh
NoteType	Followup
Subject	
Notes	On 3/23/2010 at 1:18 PM, Corinne Kulesh wrote: Focusing on strengths and identifying natural supports
Last Updated On	3/23/2010 1:19:07 PM
Last Updated By	ckulish

# Note Attachments

- 1. Access the "Add Notes" page as previously outlined.
- 2. Check the "Add attachment after save" box.
- 3. Select "Save" from the "File" menu to save all the data entered in the "Add Notes" page and the "Edit Notes" page appears with an activated "Add Attachment" link.
- 4. Click on the "Add Attachment" link to display the "Add Attachment" window.
- 5. Click on the "Browse" button to append the file to the note.
- 6. Select either the "Use file name from disk" or the "Use the following name" options.
- 7. Click on the "Submit" button.

# Routing a Note to a Note Recipient

- 1. To send a Note to another User's attention, click on Add Note Recipient: .... to search and select a Worker.
- 2. Select "Save" from the "File" menu.
- 3. The Note Recipient will see the Note in their My RIFIS > Unread Notes queue.

## Viewing/Editing a "Notes" Record

- 3. Select the target summary record from the "Notes" tab page.
- 4. Perform any necessary changes and select "Save" from the "File" menu.

**NOTE:** Only "Pending" notes can be edited. Notes with their status marked as "Complete" return a non-editable record.



## Viewing/Editing Ticklers

1.	Select the '	'Ticklers"	menu item	from the	menu bar	and the	list of tic	klers appears.
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Iler Status E Equal To E New AND C Status Add Apply Alert Days Before Due sameth Reset Ticklers record(5) returned - now viewing 1 through 9 Assigned To Tabler Hame Oute Due Date Created Date Completed Status New Completed Status Assigned To Tabler Hame Oute Oute Oute Oute Oute Completed Status New Completed Status Assigned To Tabler Hame Chase, Shelis Netify Lead Agency 03/22/2010 03/22/2010 New Completed Status Chase, Shelis Netify Lead Agency 03/22/2010 03/22/2010 New Completed Status	Ticki
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Apply Alert Days Before Due           Search         React           9 Ticklers record(s) returned - now viewing 1 through 9           Assigned To         Tickler Name           Otate Otate         Otate Otate           Chase, Shella         Notify Lead Agency         03/23/2010           New         Variancel           Chase, Shella         Notify Lead Agency         03/23/2010           Notify Lead Agency         03/23/2010         New           Reessign         Notify Lead Agency         03/23/2010	
Search         Reset           9 Ticklers record(s) returned - now viewing 1 through 9         Note One         Date One <td></td>	
9 Ticklers record(s) returned - new viewing 1 through 9       Assigned To     Tickler Name     Date Over Date Created Date Completed Status       Chase: Shells     Netfy Lead Agency     03/23/2010     Netw     Cancel       Chase: Shells     Netfy Lead Agency     03/23/2010     03/23/2010     Netw     Cancel       Chase: Shells     Netfy Lead Agency     03/23/2010     03/23/2010     Netw     Cancel	
Assigned To         Tackler Name         Date Orea         Date Created         Date Completed         Status           Chase, Shella         Notify Lead Agency         03/23/2010         03/23/2010         Notify Lead Agency         03/23/2010         Notify Lead Agency         03/23/2010         Notify Lead Agency         Notify Lead Agency <td></td>	
Chese.         Shella         Notfy Lead Agency         03/23/2010         09/23/2010         Notfy         Cancel           Chase.         Shella         Notfy Lead Agency         03/23/2010         03/23/2010         New         Cancel           Chase.         Shella         Notfy Lead Agency         03/23/2010         03/23/2010         New         Cancel	
Chase, Shella         Notify Lead Agency         03/23/2010         03/23/2010         New         Cancel           Chase, Shella         Notify Lead Agency         03/23/2010         03/23/2010         New         Reasign	
Chase, Shella Notify Lead Agency 03/23/2010 03/23/2010 New Reassign	
Chase, Shella Notiry Lead Agency 03/23/2010 03/23/2010 New P	
Dablauist Gall Add Eamily Information 02/24/2010 02/24/2010	
Chase, Sheila Notify Lead Agency 03/24/2010 03/24/2010 New	
Chase, Sheila Notify Lead Agency 03/24/2010 03/24/2010 New	
Chase, Sheila Notify Lead Agency 03/24/2010 03/24/2010 New F	
Dahlquist, Gail Add Family Information 03/24/2010 03/24/2010 New F	
Guglielmo, Barbara Notify Lead Agency 03/26/2010 03/26/2010 New	
<<< First < Previous Retrieve 15 Records at a time Next> Last>>	

- 2. Click on any listed item to open and view it.
  - a. If the tickler is associated with a particular function, the form will appear.
  - b. If the tickler is a reminder to complete a task, the record will appear to be marked as "Complete."
- 3. Hover over the arrow button next to a target item and a menu appears to allow the performance of additional tasks related to the tickler selected: Edit, Add Another, Reassign, Cancel, etc. The items on the menu will be contextual and will only show operations that you can perform on this tickler.
- 4. Select "Save" (if some edit was completed) or "Close" (to quit the view) from the "File" menu.



# **SUPERVISOR ROLE**

# Supervisor Role

The Supervisor – allows greater access to cases within the FCCP region.

Harmony v7.3.2.2	File Edit Tickler	s		
Change Role Supervisor EB Go			NG.	
My RIFIS	John Lennon			
Quick Search	RIFIS ID	57233	Family ID	22
Participating	Status	Active	PEP ID	
Children 🔹 Go	Last Name	Lennon	DOB	1/1/1999
Last Name	First Name	John	SSN	999-99-9999
	Demographics	FCCP Open/Close	Agency Intake	
Advanced Search	Family Relations	Natural Supports/	Case Relations	Dana Taka
				Page Tabs
Children	Assessments &	Forms Diagnosis	Payers/Payment Sources	
	Plans Activiti	es Notes		
Providers				-
Reports	Demographics			
Reports	Date of Birth	1/1/1999	Age	11.3
Sign Out	Gender	Male	RIFIS ID	57233
	Race	Caucasian/V	Vhite Primary Language	English
	Contact Informat	ion		
	Street	22 Strawberr	y Field Dr. State	RI
	Street 2		Zip Code	02840
	City	Newport	Home Phone Numbe	er (401) 555-1212
A description of the second se			and the second s	
Contraction of the second seco	Jana Janas	- market	And American	And an and the second second

## **Children Chapter Responsibilities**

- If Supervisors are taking on any RIFIS data entry responsibilities of an FSCC, refer to the FSCC Role section of this manual for instructions.
- In the FSCC Role section of this manual there will be certain functions that will be done ONLY by a supervisor.

### For Example:

### **Reverse Disposition**

If a closed FCCP Open/Close needs to be re-opened, only a Supervisor or System Administrator has rights to reverse the disposition.

- 1. Click on the target summary tab list view.
- 2. Select "Reverse Disposition" from the "File" menu (disposition will revert to a default of "Pending"). The user may then select a different disposition.
- 3. Select "Save" from the "File" menu.

**IMPORTANT NOTE** All ticklers created by the reversed disposition will be con

**NOTE:** All ticklers created by the reversed disposition will be consequently deleted. Any cancelled or completed ticklers will remain unchanged.

## "My RIFIS"

The "My RIFIS" page is a management tool for both FSCC's and Supervisors to manage their own caseloads. Supervisors have access to view all their assigned workers within their FCCP region.

File harmony	My RIFIS
Welcome, Sheila Chase	5/3/2010 12:.
Children	Tasks
Ticklers	🗆 My Management
55 Ticklers	Family Queue
E FCCP OpenClose	Current Active Families
6 Pending	Enrollments
	Ticklers Due
	Pending Assessments Queue
	Pending Plans
	My Activities
Marine and Andrew and Andrews	

The "My Management List" will give the Supervisor different ways to view the information entered by their workers on RIFIS children/youth/families. See example below:

eila Chase t Active Families record(s) returned - now viewing 1 through 15 FCCP Disposition Number Of Cases	5/3/
FCCP Disposition Number Of Cases	
o, Barbara EB Open 3	
th RIFIS No OpenDate ReferralDate	
dy 57339 4/14/2010 12:00:00 AM 4/14/2010 12:00:00 AM	
ess 57337 4/14/2010 12:00:00 AM 4/14/2010 12:00:00 AM	
ar 57338 4/14/2010 12:00:00 AM 4/14/2010 12:00:00 AM	
p, Barbara EB Pending 2	
heila EB Pending 4	
esco, Maria EB Pending 1	
; Gail EB Open 1	
; Gail EB Pending 1	

## "Providers" Chapter Tabs

#### Provider

The "Provider" tab contains the demographic data on service providers and programs.

hari	M O D YNC.		
Child and Family Services	of Newport		
Basic Information			
Initial Fund Code *	EB	Provider Type	
Provider Name *	Harmony	Exclude from Dropdown	
Short Name		Monitor - DCYF	•
Provider Number		Monitor - PEP	
Parent Vendor	Clear	Monitor - CPS	
Active	N	Comments	×
External			
Contact Information			
Contact Name		Phone	
Street		Ext.	
Street2		Fax	
City		Email	
	Clear		
State	Clear	Website	
Zip Code		•	
Martha a dila a	Clear		
Mailing Address Get Parent Company	La contra c	Mailing Street	
Mailing Address	-	Maning Street	
Attach Parent Company Mailing Address		Mailing Street2	[]
Mailing Address Same as Contact Address		Mailing City	

## Editing a "Provider" Record

- 1. From Providers > Advanced Search, search and select a Provider record.
- 2. Select "Edit Providers" from the "Edit" menu to display the provider's detail record.
- 3. Perform any necessary changes
- 4. Select "Save" from the "File" menu.

**Tip:** When entering an address throughout RIFIS, enter a full or partial zip code and click the ellipsis ... button. If an exact match is found, the city and state fields will be autopopulated. If multiple matches are found, a list will appear to choose from. This list may contain only zip codes of the user's area.

#### FCCPs

The "FCCPs" tab lists all existing fund codes for the provider. They are displayed in a standard filter list view screen.

## Viewing "FCCPs"

• Click on the "FCCPs" tab in the "Providers" chapter to display a list of all available FCCP codes assigned to the provider.

#### **Service Codes List**

The "Service Codes" tab lists all program services that the provider offers as established in RIFIS.

AsmtSrv10       07/01/2009       15 min       Medication Evaluation - Sibling       \$0.00       AsmtSrv10       True       Fals         AsmtSrv11       07/01/2009       15 min       Medication Evaluation - Identified Child       \$0.00       AsmtSrv10       True       Fals         AsmtSrv12       07/01/2009       15 min       Psychiatric Evaluation - Parent       \$0.00       AsmtSrv12       AsmtSrv12       AsmtSrv13       07/01/2009       15 min       Psychiatric Evaluation - Parent       \$0.00       AsmtSrv14       AsmtSrv14       07/01/2009       15 min       Psychiatric Evaluation - Sibling       \$0.00       AsmtSrv1       AsmtSrv1       AsmtSrv14       AsmtSrv12       AsmtSrv14       O7/01/2009       15 min       Risk Management Page       \$0.00       AsmtSrv1       AsmtSrv1       AsmtSrv1       AsmtSrv1       AsmtSrv1       AsmtSrv1       AsmtSrv1       O7/01/2009       15 min       Toxicology Screening - Identified Child       \$0.00       AsmtSrv1       AsmtSrv1       O7/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSrv1       AsmtSrv1       Service Code List, enter a number that       exceeds the number of       service codes in RIFIS       service codes in Other (Assessment) - Parent<	Service Code	Sffective Date End Date	Unit Type	Description 🔺	Cost	Secondary Code	Active	Comments	Billab
AsmtSrv1107/01/200915 minPsychiatric Evaluation - Identified Child\$0.00AsmtSrv11AsmtSrv1207/01/200915 minPsychiatric Evaluation - Parent\$0.00AsmtSrv12AsmtSrv1307/01/200915 minPsychiatric Evaluation - Sibling\$0.00AsmtSrv13AsmtSrv1407/01/200915 minPsychiatric Evaluation - Sibling\$0.00AsmtSrv13AsmtSrv1507/01/200915 minRisk Management Page\$0.00AsmtSrv13AsmtSrv1607/01/200915 minToxicology Screening - Identified Child\$0.00AsmtSrv13AsmtSrv1707/01/200915 minToxicology Screening - Parent\$0.00AsmtSrv13AsmtSrv1807/01/200915 minToxicology Screening - Sibling\$0.00AsmtSrv13AsmtSrv1907/01/200915 minToxicology Screening - Sibling\$0.00AsmtSrv13AsmtSrv2007/01/200915 minToxicology Screening - Sibling\$0.00AsmtSrv13AsmtSrv2007/01/200915 minOther (Assessment) - Identified Child\$0.00AsmtSrv23AsmtSrv2007/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrAsmtSrv2107/01/200915 min <t< th=""><th>AsmtSrv1</th><th>07/01/2009</th><th>15 min</th><th>Biopsychosocial - Identified Child</th><th>\$0.00</th><th>AsmtSrv1</th><th>True</th><th></th><th>False</th></t<>	AsmtSrv1	07/01/2009	15 min	Biopsychosocial - Identified Child	\$0.00	AsmtSrv1	True		False
AsmtSrv1207/01/200915 minPsychiatric Evaluation - Parent\$0.00AsmtSrv12AsmtSrv1307/01/200915 minPsychiatric Evaluation - Sibling\$0.00AsmtSrv1AsmtSrv1407/01/200915 minRisk Management Page\$0.00AsmtSrv1AsmtSrv1507/01/200915 minStrengths, Needs, and Cultural Discovery\$0.00AsmtSrv1AsmtSrv1607/01/200915 minToxicology Screening - Identified Child\$0.00AsmtSrvAsmtSrv1707/01/200915 minToxicology Screening - Parent\$0.00AsmtSrvAsmtSrv1807/01/200915 minToxicology Screening - Sibling\$0.00AsmtSrvAsmtSrv1907/01/200915 minToxicology Screening - Sibling\$0.00AsmtSrvAsmtSrv2007/01/200915 minOther (Assessment) - Identified Child\$0.00AsmtSrvAsmtSrv2007/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Parent\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Sibling\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) - Sibling\$0.00AsmtSrvAsmtSrv2107/01/200915 minOther (Assessment) -	AsmtSrv10	07/01/2009	15 min	Medication Evaluation - Sibling	\$0.00	AsmtSrv10	True		False
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Asmt5rv14       07/01/2009       15 min       Risk Management Phone       \$0.00       Asmt5rv         Asmt5rv15       07/01/2009       15 min       Strengths, Needs, and Cultural Discovery       \$0.00       Asmt5rv         Asmt5rv16       07/01/2009       15 min       Toxicology Screening - Identified Child       \$0.00       Asmt5rv       Asmt5rv         Asmt5rv17       07/01/2009       15 min       Toxicology Screening - Parent       \$0.00       Asmt5rv       Asmt5rv         Asmt5rv18       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       Asmt5rv       Asmt5rv         Asmt5rv19       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       Asmt5rv       exceeds the number of scrvice codes in RIFIS       scrvice codes in RIFIS         Asmt5rv2       07/01/2009       15 min       Biopsychosocial - Parent       \$0.00       Asmt5rv       (i.e.250) as the number of scrvice codes in RIFIS	AsmtSrv12	07/01/2009	15 min	Psychiatric Evaluation - Parent	\$0.00	AsmtSrv12			se
AsmtSrv15       07/01/2009       15 min       Strengths, Needs, and Cultural Discovery       \$0.00       AsmtSr         AsmtSrv16       07/01/2009       15 min       Toxicology Screening - Identified Child       \$0.00       AsmtSr         AsmtSrv17       07/01/2009       15 min       Toxicology Screening - Parent       \$0.00       AsmtSr         AsmtSrv18       07/01/2009       15 min       Toxicology Screening - Parent       \$0.00       AsmtSr         AsmtSrv18       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSr         AsmtSrv19       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSr         AsmtSrv19       07/01/2009       15 min       Other (Assessment) - Identified Child       \$0.00       AsmtSr         AsmtSrv2       07/01/2009       15 min       Biopsychosocial - Parent       \$0.00       AsmtSr         AsmtSrv20       07/01/2009       15 min       Other (Assessment) - Parent       \$0.00       AsmtSr         AsmtSrv20       07/01/2009       15 min       Other (Assessment) - Parent       \$0.00       AsmtSr         AsmtSrv21       07/01/2009       15 min       Other (Assessment) - Sibling       \$0.00       AsmtSr       and refresh your screen	AsmtSrv13	07/01/2009	15 min	Psychiatric Scaluation - Sibling	\$0.00	AsmtSrv1			se
AsmtSrv16       07/01/2009       15 min       Toxicology Screening - Identified Child       \$0.00       AsmtSr         AsmtSrv17       07/01/2009       15 min       Toxicology Screening - Parent       \$0.00       AsmtSr         AsmtSrv18       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSr         AsmtSrv19       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSr         AsmtSrv19       07/01/2009       15 min       Other (Assessment) - Identified Child       \$0.00       AsmtSr         AsmtSrv2       07/01/2009       15 min       Biopsychosocial - Parent       \$0.00       AsmtSr         AsmtSrv20       07/01/2009       15 min       Other (Assessment) - Parent       \$0.00       AsmtSr         AsmtSrv20       07/01/2009       15 min       Other (Assessment) - Parent       \$0.00       AsmtSr         AsmtSrv21       07/01/2009       15 min       Other (Assessment) - Sibling       \$0.00       AsmtSr         AsmtSrv21       07/01/2009       15 min       Other (Assessment) - Sibling       \$0.00       AsmtSr	AsmtSrv14	07/01/2009	15 min	Risk Management Plac	\$0.00	AsmtSr			se
AsmtSrv16         07/01/2009         15 min         Toxicology Screening - Identified Child         50.00         AsmtSr         Service Code List, enter a number that         s           AsmtSrv17         07/01/2009         15 min         Toxicology Screening - Parent         \$0.00         AsmtSr         enter a number that         s           AsmtSrv18         07/01/2009         15 min         Toxicology Screening - Sibling         \$0.00         AsmtSr         exceeds the number of service codes in RIFIS         s           AsmtSrv2         07/01/2009         15 min         Other (Assessment) - Identified Child         \$0.00         AsmtSr         service codes in RIFIS         s           AsmtSrv2         07/01/2009         15 min         Biopsychosocial - Parent         \$0.00         AsmtSr         (i.e.250) as the number         s           AsmtSrv20         07/01/2009         15 min         Other (Assessment) - Parent         \$0.00         AsmtSr         to Retrieve         s           AsmtSrv21         07/01/2009         15 min         Other (Assessment) - Parent         \$0.00         AsmtSr         and refresh your screen         s           AsmtSrv21         07/01/2009         15 min         Other (Assessment) - Sibling         \$0.00         AsmtSr         and refresh your screen         s </td <td>AsmtSrv15</td> <td>07/01/2009</td> <td>15 min</td> <td>Strengths, Needs, and Cultural Discovery</td> <td>\$0.00</td> <td>AsmtSn In c</td> <td>order to</td> <td>print full</td> <td>se</td>	AsmtSrv15	07/01/2009	15 min	Strengths, Needs, and Cultural Discovery	\$0.00	AsmtSn In c	order to	print full	se
AsmtSrv17       07/01/2009       15 min       Toxicology Screening - Parent       \$0.00       AsmtSr       enter a number that       asmtSrv18         AsmtSrv18       07/01/2009       15 min       Toxicology Screening - Sibling       \$0.00       AsmtSr       exceeds the number of screening - Sibling       screening - Sibl	AsmtSrv16	07/01/2009	15 min	Toxicology Screening - Identified Child	\$0.00				se
AsmtSrv19     07/01/2009     15 min     Other (Assessment) - Identified Child     \$0.00     AsmtSr     Service codes in RIFIS     s       AsmtSrv2     07/01/2009     15 min     Biopsychosocial - Parent     \$0.00     AsmtSr     (i.e.250) as the number     s       AsmtSrv20     07/01/2009     15 min     Other (Assessment) - Parent     \$0.00     AsmtSr     to Retrieve     s       AsmtSrv21     07/01/2009     15 min     Other (Assessment) - Sibling     \$0.00     AsmtSr     and refresh your screen     s	AsmtSrv17	07/01/2009	15 min	Toxicology Screening - Parent	\$0.00	Contraction of the second s		· · · · · · · · · · · · · · · · · · ·	se
AsmtSrv2     07/01/2009     15 min     Biopsychosocial - Parent     \$0.00     AsmtSr     (i.e.250) as the number so to Retrieve so	AsmtSrv18	07/01/2009	15 min	Toxicology Screening - Sibling	\$0.00	AsmtSn excee	eds the	number o	f se
AsmtSrv20     07/01/2009     15 min     Other (Assessment) - Parent     \$0.00     AsmtSr     to Retrieve     s       AsmtSrv21     07/01/2009     15 min     Other (Assessment) - Sibling     \$0.00     AsmtSr     and refresh your screen     s	AsmtSrv19	07/01/2009	15 min	Other (Assessment) - Identified Child	\$0.00	AsmtSr Servi	ce code	es in RIFIS	se'
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Click on File than Drint	AsmtSrv20	07/01/2009	15 min	Other (Assessment) - Parent	\$0.00			and the second	se
AsmtSrv3 07/01/2009 15 min Biops nosocial - Ning \$0.00 AsmtSr Click on File then Print s	AsmtSrv21	07/01/2009	15 min	Other (Assessment) - Sibling	\$0.00	AND ADDRESS OF A DATA CONTRACTOR			
	AsmtSrv3	07/01/2009	15 min	Biops nosocial - Ving	\$0.00	AsmtSn Click	on File	e then Prin	t <sub>se</sub>

## Viewing/Printing a "Service Codes" List

**Caution:** The Service Codes List can be modified by RIFIS System Administrators only.. Follow protocol to alert RIFIS System Administrators of any changes and or updates to provider service codes.

#### Worker

The "Worker" tab contains information about employees of the provider. Each employee is entered into the system individually. Relationships to supervisors, work units, and divisions are also established in this area.

### Viewing/Editing an Existing "Worker"

- 1. Access a provider's record and select the "Worker" tab to display a list of all workers for the provider.
- 2. Click on a target record to open the worker's record.
- 3. Perform the necessary changes and select "Save & Close" from the "File" menu.

**Note:** To deactivate a worker, uncheck the "Active" box. Inactive workers are automatically not included in worker dropdown lists throughout RIFIS.

## Adding a "New Worker"

**IMPORTANT NOTE** 

Contact a RIFIS System Administrator

### **Agency Intakes List**

The "Agency Intakes List" tab displays a list of all Children/Youth with an Agency Intake record for the current Provider. This list is read-only; to edit or update an Agency Intake, a User must access the record through the Children Chapter.

oviders actice I		CCPs Workers	Service Codes List	Agency Intakes I	ist		
ter Dispos Agenc		Not Ec	qual To 💽 Close	ad 💽 AND 🗸			
D Agen	icy In	takes List record	d(s) returned - nov	v viewina 1 throu	ah 10		
ase No	FCCP	Consumer		_	-	Discharge Date	Expected Discharge Date
<b>ase No</b> 7339	EB	Consumer . Brand, New	Agency Intake Date	_	Disposition	Discharge Date	Expected Discharge Date
			Agency Intake Date	Worker	Disposition Open	Discharge Date	Expected Discharge Date
7339	EB	Brand, New	Agency Intake Date 04/14/2010 03/23/2010	Worker Guglielmo, Barbara	Disposition Open	Discharge Date	Expected Discharge Date
7339 7231	EB EB	Brand, New Brewster, Punky	Agency Intake Date 04/14/2010 03/23/2010	Worker Guglielmo, Barbara McCombe, Michelle	Disposition Open Open	Discharge Date	Expected Discharge Date
7339 7231 7278	EB EB EB	Brand, New Brewster, Punky Griswold, Charles	Agency Intake Date 04/14/2010 03/23/2010 03/24/2010	Worker Guglielmo, Barbara McCombe, Michelle Puhacz, Michael	Disposition Open Open Open Open	Discharge Date	
7339 7231 7278 7233	EB EB EB EB	Brand, New Brewster, Punky Griswold, Charles Lennon, John	Agency Intake Date 04/14/2010 03/23/2010 03/24/2010 03/23/2010	Worker Guglielmo, Barbara McCombe, Michelle Puhacz, Michael Alexandre, Jason	Disposition Open Open Open Open	Discharge Date	
7339 7231 7278 7233 7233	EB EB EB EB EB	Brand, New Brewster, Punky Griswold, Charles Lennon, John school, recess	Agency Intake Date 04/14/2010 03/23/2010 03/24/2010 03/23/2010 04/14/2010	Worker Guglielmo, Barbara McCombe, Michelle Puhacz, Michael Alexandre, Jason Guglielmo, Barbara	Disposition Open Open Open Open Open	Discharge Date	
7339 7231 7278 7233 7337 7301	EB EB EB EB EB EB	Brand, New Brewster, Punky Griswold, Charles Lennon, John school, recess Shea, Hollie	Agency Intake Date 04/14/2010 03/23/2010 03/24/2010 03/23/2010 04/14/2010 03/24/2010	Worker Guglielmo, Barbara McCombe, Michelle Puhacz, Michael Alexandre, Jason Guglielmo, Barbara Vargas, Elder	Disposition Open Open Open Open Open Pending	Discharge Date	
7339 7231 7278 7233 7337 7301 7320	EB EB EB EB EB EB EB	Brand, New Brewster, Punky Griswold, Charles Lennon, John school, recess Shea, Hollie Tafe, Todd	Agency Intake Date           04/14/2010           03/23/2010           03/23/2010           03/23/2010           03/23/2010           03/23/2010           04/14/2010           03/24/2010           03/24/2010           04/14/2010	Worker Guglielmo, Barbara McCombe, Michelle Puhacz, Michael Alexandre, Jason Guglielmo, Barbara Vargas, Elder McCombe, Michelle	Disposition Open Open Open Open Pending Open Open	Discharge Date	09/30/2010



# FCCP EXCEPTIONS AND SCENERIOS

# **Exceptions and Scenarios**

FCCP & Agency

## Transfer to another Agency within an FCCP

- 1. Click on "Advanced Search" and select child's name from summary list.
- 2. Click on "Agency Intake" tab.
- 3. Select Agency Intake from summary list.
- 4. On the Agency Intake page, change the disposition from "open" to "closed".

Contact Notes	Agency -	Child and Family Ser Details
Track Disposition	Referral Date	10/26/2011
	Agency Intake Start Date	10/26/2011
	Disposition *	Closed
	Disposition Date *	11/2/2011
	Date when DCYF intake summary received (if applicable)	
	For children needing a risk management plan, has a plan been completed?	
	Has family received FCCP services previously?	Yes 🔍 *
	If Yes, which agency provided the FCCP services?	Gateway Healthcare
	Sources of Information to complete intake (select all that apply)	staff as caregiver child's caregiver in a fe
	Primary Payer/Payment Sources	Another child in family opened to DCYF & remained from home Another child in family opened to DCYF & removed from home Target child aged out of FCCP Change in Target Child Family moved out of area family withdrew w/ notice Family withdrew w/o notice Family withdrew w/o notice FCCP Nor Wrap Practice Model completed
	FCCP Funding and Service FCCP Funding/Billing Category (for the Census Report)	Target child adjudicated out of FCCP Target child opened to DCYF & remained home Target child opened to DCYF & removed from home Team agrees Wrap completed (poals met, natural supports in place)
	FCCP Service Category (Monthly Reporting Form)	Team agrees Wrap completed, child continuing to receive single service w/in Transfer Target Child to another agency within the FCCP Transfer Target Child to another FCCP
	Close Data	Unable to Contact Family
	Close Date *	Family declined service (specify reason below in "other" close reason) Triaced and Referred Out
	Close Reason	

5. When you select "closed" as your disposition the page will process



and at the bottom of the page, a subheader will appear, "Close Data." Select the down arrow on the Close Reason and select "Transfer Target Child to another agency within an FCCP."

6. Select "Save" from the "File" Menu.

**NOTE:** When transferring a child, keep the disposition on the FCCP OpenClose to "open."

Workflow Wizard	Fle	2
Complete FCCP Closing		My RIFIS
	ancel Vane, Sheila Chase Gassign V	11/2/2011 2:43
-		l.
		2
and and	A a contraction of the second	

A "closed" disposition will trigger a workflow wizard with one tickler, "Complete FCCP Closing"

**Complete FCCP Closing**: This tickler is not relevant to this scenario. To cancel a tickler, hover your mouse over the arrow to the right of the tickler and a new window will appear (see above.)

Contact the new agency so they can open the child/youth to their agency.

**NOTE:** The new agency will have access to the child/youth's record.

#### Steps for transferring child/youth to the new agency

RIFIS No.	Last Name	First Name	DOB
57231	Brewster	Punky	05/03/2002
57232	day	moon	01/01/1999
57233	Lennon	John	01/01/1999
57235	Doe	John	03/01/1998
57238	Brown	Lucy	04/01/2009
57240	Joseph	John	02/23/2009
57242	Bear	Teddy	02/02/2008
57243	Smith	John	01/01/2001
57244	Grivers	Jim	03/14/2000
57253	Mature	Victor	04/10/1965
57256	Simson	Bart	12/12/1999
57257	James	Rick	03/07/1975
57258	Phair	Liz	01/28/2001
57259	Smith	Joe	11/26/1975
57263	smile	happy	02/02/2002

1. Do an advanced search.

- 2. Click on child's name.
- 3. Click on the "Agency Intake" tab and click on "Add Agency Intake" from the "File" menu.
- 4. Enter all required information and select "Save Agency Intake" from the "File" menu.
- 5. After screen refreshes and window appears that "Save was successful," click on "Workers" and identify the assigned workers to this child/youth's record.
- 6. After entering all required information, select "Save Enrolled Worker" from the "File" menu.

## Transfer to another FCCP

Families may transfer from one FCCP to another FCCP, e.g., family moves. When this occurs the FSCC needs to close the child/youth record and the new FCCP needs to open the child/youth to their region.

- 1. Click on "Advanced Search" and select child's name from summary list.
- 2. Click on "Agency Intake" tab.
- 3. Select Agency Intake from summary list.
- 4. On the Agency Intake page, change the disposition from "open" to "closed".
- 5. When you select "closed" as your disposition the page will process



and at the bottom of the page, a subheader will appear, "Transaction Data." Select the down arrow on the Transition Reason and select "Transfer Target Child to another FCCP."

noon day			Last Updated by bguglielmo 4/26/2010 12:31:33
Agency Intake	FCCP *	uc	
Workers			
Practice Model	Agency *	Comprehensive Comi Details	
Contact Notes	Referral Date	04/07/2010	
Notes	Agency Intake Start Date	4/8/2010	
Track Disposition	Disposition *	Closed 💌	
	Disposition Date *	4/30/2010	
	Practice Model *	Wrap	
	Agreement to Participate	Yes	
	Date when DCYF intake summary received (if	Team agrees Wrap completed (goals met, natural supports in place)	
	applicable) Has family received FCCP services previously?	Team agrees Wrap completed, child continuing to receive single service w/in Target child opened to DCYF & removed from home	
	If Yes, which agency	FCCP single service completed Target child opened to DCYF & remained home	
	provided the FCCP services?	Target child adjudicated out of FCCP arget child aged out of FCCP Another child in family opened to DCYF & removed from home	
	FCCP Funding Category	Another child in family opened to DCYF & remained from home	
	FCCP Funding Category FCCP Funding Category	Family withdrew w/ notice Family withdrew w/o notice	
	Transition Data (Date fam	Family moved out of area	
	Transition Date *	Transfer Target Child to another agency within an ECCP	
	Transition Reason	Transfer Target Child to another FCCP	
	Outcome	, y	
	Outcome		

- 6. Select "Save and Close Agency Intake" from the "File" Menu.
- 7. A disposition of "Closed" will trigger a work flow wizard. Complete the tasks on the list.
- 8. Click on "FCCP Open/Close.
- 9. Click on the target summary record from the "FCCP Open/Close" tab list view to display the "Edit FCCP Open/Close" page.
- 10. Change the status to "Closed" from the "Disposition" dropdown list.
- 11. A new dialog box with a warning message will appear. Select "OK."
- 12. Enter all required additional information. Select "Save and Close FCCP Open/Close" from the "File" menu.
- 13. Once the FCCP Open/Close is closed (saved with a Disposition of "Closed"), the record becomes read-only and RIFIS considers the child/youth to be inactive.

#### Different target child identified

Example: A child/youth is referred and open to a FCCP. After working with the child/youth, it is discovered that a sibling is actually the target child.

If the child was recently open and the following information is in the record: Demographics FCCP Open/Close Agency Intake

Click on "Advanced Search" and select child's name from summary list. Select "Edit Demographics" from the "Edit" menu. Change the Name, DOB, SS# and Gender and Select "Save and Close Demographics" from the "File" menu. If the child has been open greater than one month, close the child's record and Open the newly identified target child. Please refer to FSCC Role Section in the manual for the steps.

#### Multiple Target Children in the Same Family

Example: A child/youth is referred and open to a FCCP. After working with the child/youth, it is discovered that there are other sibling(s) that could be identified as a target child.

In this scenario, the original child that was initially referred to the FCCP will remain the target child for the family.

#### Plan Tab

In the Family Service Plan, include any planned services for the sibling(s) or parent(s). Document any Needs, Goals, Objectives and Action Steps that refer to a sibling(s) or parent(s).

File		
	n on systems	Need/Goal
moon day		5/1/2010 10:29 PM
Need/Goal Need Code *	104	-
Need/Goal	Educational : Moon's brother, Dusty, needs to meet with a tutor 3 times a week after school.	
Status	Pending v	
Update/Progress Date		
Completion Date		
Primary Need		

If a sibling or parent need/refer to a service(s):

Click on "Planned Service" under the "Plan" tab.

File	
h a l	
moon day	
Planned Services	
Start Date	4/2/2010
End Date	4/16/2010
FCCP	UC
Service Code *	AsmtSrv5
Service Description	Developmental Evaluation - Sibling
Provider ID *	125
Agency	Providence Center
Unit Type	15 min
Total Units	4
Unit Cost	\$0.00
Cost	\$0.00
Payer	Private: Tufts
Location/FCCP Funding	Referred Out to non-FCCP
Comments	

If an assessment (e.g. Ages and Stages), indicate the sibling's name

# When Referral does not lead to intake: Not Eligible, Services Declined

Sample Scenario: A family is referred to the FCCP by a homeless shelter. The intake worker creates a RIFIS record for the child and completes the Demographics and the FCCP OpenClose Tab. The disposition on the FCCP OpenClose is set to "pending" while it is determined if the family is eligible. Two days later, it is determined that the child is **not eligible** for the FCCP.

- 1. Click on the target summary record from the "FCCP OpenClose" tab list view to display the "edit FCCP OpenClose" page.
- 2. Change the disposition from "pending" to "not eligible."

://hsstest.r	rifis.harmonyis.net/?Chap	terID=144&ViewType=SubPageView&PageII	D=27955&ChapterEnt - Windov	/s Internet Explorer	
	T M O N V		Processing		FCCP Open/Cl
ar					Last Updated by bguglie 4/27/2010 3:25
pen/Close	FCCP				
Notes	FCCP *	EB			
isposition	Disposition *	Not Eligible 🗸 *			
sposition	Disposition Date	4/27/2010			
	Referral Date *	4/27/2010			
	Referral Time *				
	Open Date *	11 ¥ 45 ¥ AM ¥			
		04/29/20			
	Open Time	× × ×			
	First Contact Date	4/27/2010			
	First Face-to-Face Contact Date				
	First Face-to-Face Contact Time				
	Primary Worker *	Magaw, Darlene Clear			
	Secondary Worker	Clear			
	Data Entry Date	4/27/2010			
	Referral Source				
	Referral Source	DCYF Child Protect. Inv. Indicated	•		
	Response Priority				
	Response Priority	CPS Urgent			
	Services Referred for Fam	lies Ineligible for FCCP			
	Service Requested 1		~		
	Service Requested 2		~		
	Service Requested 3		~		
	Close Data				

3. In the "Open Date" indicate the "Close Date." Close Data section will appear at the bottom of the page.

dy Bear			ast Updated by bguglielmo at 4/27/2010 3:25:05 PM
CP Open/Close	FCCP		
ntact Notes	FCCP *	EB	
ack Disposition	Disposition *	Not Eligible 🗸 *	
	Disposition Date	4/27/2010	
	Referral Date *	4/27/2010	
	Referral Time *	11 W 45 W AM W	
	Open Date *	4/29/2010	
	Open Time		
	First Contact Date	4/27/2010	
	First Face-to-Face Contact		
	Date First Face-to-Face Contact		
	Time		
	Primary Worker *	Magaw, Darlene Clear	
	Secondary Worker	Clear	
	Data Entry Date	4/27/2010	
	*		
	Referral Source		
	Referral Source	DCYF Child Protect. Inv. Indicated	
	Response Priority		
	Response Priority	CPS Urgent	
	Services Referred for Fam	ilies Ineligible for FCCP	
	Service Requested 1		
	Service Requested 2		
	Service Requested 3		
		V	
	Close Data		
	Close Date *	4/29/2010	
	Close Reason *		
	Other Close Reason		1
		Target Child not at Risk for DCYF Involvement	
		Target Child not Severely Emotionally Disturbed (SED) Target Child not Transitioning from Training School	
		Target Child opened to DCYF FSU and/or Probation	

4. Select a close reason.
| dy Bear         |  |   | Las | t Updated by bguglielmo a<br>4/27/2010 3:25:05 Pl |
|-----------------|--|---|-----|---|
| CP Open/Close   | FCCP                                   |   |     |   |
| ontact Notes    | FCCP *                                 | EB  |     |   |
| ack Disposition | Disposition *                          | Not Eligible 💌 *  |     |   |
|                 | Disposition Date                       |   |     |   |
|                 | Referral Date *                        | After-School Program  |     |   |
|                 | Referral Date *                        | Audiology<br>Basic needs/Financial support services                                     |     |   |
|                 | Referral Time *                        | Case management service/service coordination  |     |   |
|                 | Open Date *                            | Counseling/therapy (child)<br>Counseling/therapy (family)                               |     |   |
|                 | Open Time                              | Counseling/therapy (parents)  |     |   |
|                 |  | Crisis intervention   |     |   |
|                 | First Contact Date                     | Day treatment<br>Diagnosis, evaluation and assessment                                   |     |   |
|                 |  | Domestic violence services (perpetrator)  |     |   |
|                 | Date                                   | Domestic violence services (victim)<br>Drug abuse counseling (child)                    |     |   |
|                 | First Face-to-Face Contact<br>Time     | Drug abuse counseling (parent)  |     |   |
|                 | Primary Worker *                       | Early intervention program  |     |   |
|                 | 15                                     | Family stabilization  |     |   |
|                 | Secondary Worker                       | Head Start  |     |   |
|                 | Data Entry Date                        | Housing services<br>Intensive home-based case management services                       |     |   |
|                 | *                                      | Intensive home-based case management services<br>Intensive home-based clinical services |     |   |
|                 | Referral Source                        | legal services  |     |   |
|                 | Referral Source                        | Maternal and child health services<br>Medical consultation                              |     |   |
|                 |  | Medication and monitoring   |     |   |
|                 | Response Priority<br>Response Priority | Nutritional consultation  |     |   |
|                 |  | Dther in-school support<br>Parent aide supports   |     |   |
|                 | Services Referred for Fam              | Parent education  |     |   |
|                 | Service Requested 1                    | 3   |     |   |
|                 | Service Requested 2                    |   |     |   |
|                 | Service Requested 3                    |   |     |   |
|                 | Close Data                             |   |     |   |
|                 | Close Date *                           | 4/29/2010   |     |   |
|                 | Close Reason *                         | Target Child opened to DCYF FSU and/or Probation  |     |   |
|                 | Other Close Reason                     |   |     |   |
|                 |  |   |     |   |
|                 |  |   |     |   |
|                 |  |   |     |   |
|                 |  |   |     |   |

- 5. Indicate up to 3 services that the ineligible family was referred to.
- 6. Select "save" from "File" menu.

Follow the same steps if:

child/youth/family declines services; or FCCP declines to serve the family.

### **Close Reasons**

WHEN TO USE: Another child in family opened to DCYF & remained from home Another child in family opened to DCYF & removed from home Target child aged out of FCCP Change in Target Child Family moved out of area Family withdrew w/ notice Family withdrew w/o notice FCCP Non Wrap Practice Model completed Target child adjudicated out of FCCP Target child opened to DCYF & remained home Target child opened to DCYF & removed from home Team agrees Wrap completed (goals met, natural supports in place) Team agrees Wrap completed, child continnuing to receive single service w/in Transfer Target Child to another agency within the FCCP Transfer Target Child to another FCCP Unable to Contact Family Family declined service (specify reason below in "other" close reason) Triaged and Referred Out



# **RIFIS REPORTS**

# **RIFIS REPORTS**

Your role determines what RIFIS reports you will have access to. There are three types of reports: Custom, Standard, and Ad Hoc.

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CFP Config			🏠 🔹 🖾 🔹 🖶 🔹 Page 🖬	Safety + Tools + 🔞 + 🥖
Harmony v7.3.2.2	File			
Change Role RIFIS Monitor Go				Reports
My RIFIS	Welcome, Sheila Chase			4/13/2010 12:22 PM
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Harmony v7.3.2.2 File					
Change Role	h a r m o n y				Report
	INFORMATION STATEMATING.				
My RIFIS	elcome, Sheila Chase				4/12/2010 10:57 #
My Kills					
uick Search	Filter Report By				
Participating		Type Consumer	ers 🔭	Category Activities	
hildren 🔹 Go					
ast Name	Report Name	Ad Hoc Consumer			
Advanced Search	C Activities Report	Providers Workers		ut all activities for a given program, consumer, and date range.	
	C Activities without Session Notes	st	hows all activities	without session notes by program, worker, and consumer.	
Children	C Activity By Program	st	hows all activities	within the given date range grouped by Provider.	
Providers	C Activity By Worker	sł	hows all activities	within the given date range grouped by Worker.	
Reports	C Activity Report	st	hows details abo	ut a single activity.	
Sign Out	C All Activities by Consumer and Se	rvice Code Sh	hows details abo	ut all activities for a given fundcode and date range, by consumer and	service code.
	C My Attendance - Consumer Caler	idar Sh	hows all activities	; for a particular consumer in a given date range.	
	C My Attendance - Facility Calendar	sł	hows all activities	; for a particular Program and Faciltiy in a given date range.	
	C My Attendance - Program Calend	ar Sł	hows all activities	; for a particular Program in a given date range.	
	C My Attendance - Status Calendar	sł	hows all activities	; for a particular Attendance Status (Activity Status) in a given date rang	je.
	C My Attendance - Worker Calenda	r Sł	hows all activities	; for a particular Worker in a given date range.	
	C My Attendance Program Roster	C	Consumers who we	ere given a particular service as a group through My Attendance.	
	C My Attendance Program Roster_N	ly Attendance Co	Consumers who we	ere given a particular service as a group through My Attendance.	
	C Services Rendered Authorized	sł	hows all authorize	ed services rendered in a particular date range by a particular provider.	
	C Services Rendered Non-Authorize	4 01	howe all pop-auti	horized services rendered in a particular date range by a particular prov	ider

### **Custom Reports**

RIFIS will include custom reports designed specifically to output RIFIS data.

- FCCP Intake Form a printout of the Intake Form for the current child and family.
- **Family Service Plan** a printout of the current Family Service Plan for the current child and family.
- **Functional Assessment Report** an aggregate report across children/youth displaying baseline, ongoing and transitional scores for one of six key assessments to evaluate functional change over time.
- **Quality Assurance Report** an aggregate report listing children/youth active within a report period and containing key dates and data points for monitoring data quality and compliance with care coordination standards.
- Flex Fund Report an aggregate report listing Flex Fund and In-Kind Donation activities delivered to children/youth within the report period.
- Summary Report on FCCP Intake an aggregate report across FCCP regions providing statistical breakouts by response category for two dozen key child and family characteristics.

## Intake Report (sample is included in RIFIS Manual)

## Family Service Plan Report (sample)

Family Serv	lice Plan					
Child/Youth:	Duck, Donald	RIFIS ID:	57188	DOB:	2/1/1998	
Family Name:	Waterfowl	Family ID:	999999999	Age:	11	
Address:	123 FourSt. Richmond, RI02999	PEP ID:	999999999	SSN:	999-99-9999	
Worker:	Harmony, Web	Plan Date:	4/2/2007			•
FCCP:	UC	Review:	Ongoing			1
Agency:	Family Services of RI (Urban)	Review Date:	4/12/2010			1
		Next Review Date:				· · · ·
	DN mily is able to spend more time togeth	ner. Mom is able to work	(more hours while exten	ded family provid	es childcare assista	ance.
he Waterfowl fa	mily is able to spend more time toget			ded family provid	es childcare assist	ance.
The Waterfowl fa	nily is able to spend more time togeth			Target Date	Progress Date	۹ Completion D ate
The Waterfowl fai	mily is able to spend more time toget s, Strengths, Objectives Family Relations	and Action Step			Progress Date	۹ Completion D ate
he Waterfowl fa Needs/Goal leed/Goal: strength:	nily is able to spend more time togeth	and Action Step	15	Target Date	Progress Date 0 4/1 3/201 0	C ompletion D ate
The Waterfowl fa Needs/Goal Leed/Goal: Strength: Dbjective:	mily is able to spend more time toget s, Strengths, Objectives Family Relations Extended family lives close by in 1	and Action Step he same city owm om and dad to hav	PS re date night once a mont	Target Date	Progress Date 0 4/1 3/201 0 0 4/1 3/201 0	Completion D ate
The Waterfowl fa Ne eds/Goal: Leed/Goal: Strength: Dbjective: Action Step:	mily is able to spend more time toget <b>s. Strengths, Objectives</b> Family Relations Extended family lives close by in 1 Explore possible babysitters to all Meet wor call extended family mo	and Action Step he same city owm om and dad to hav em bers in advance and c	PS re date night once a mont coordinate schedules	Target Date 5/15/201	Progress Date 0 4/1 3/2010 0 4/1 3/2010	Completion D ate
The Waterfowl fa NeedS/Goal Need/Goal: Strength: Objective: Action Step: Objective:	mily is able to spend more time toget s, Strengths, Objectives Family Relations Extended family lives close by in 1 Explore possible babysitters to all Meet wor call extended family m	and Action Step he same city owm om and dad to hav em bers in advance and c	PS re date night once a mont coordinate schedules	Target Date 5/15/201	Progress Date 0 4/1 3/2010 0 4/1 3/2010	Completion D ate
The Waterfowl fa Need/Goal: Strength: Objective: Action Step: Objective: Action Step:	mily is able to spend more time togeth s, Strengths, Objectives Family Relations Extended family lives close by in 1 Explore possible babysitters to all Meet wor call extended family mo Identify the child's interests Go to local community ctr. and fir	and Action Step he same city owm om and dad to hav em bers in advance and c	PS re date night once a mont coordinate schedules	Target Date 5/15/201 th 4/1/201 5/15/201	Progress Date 0 4/1 3/2010 0 4/1 3/2010 0 4/1 3/2010 0 4/1 3/2010	4/5/201 (
	mily is able to spend more time toget <b>s. Strengths, Objectives</b> Family Relations Extended family lives close by in 1 Explore possible babysitters to all Meet wor call extended family mo	and Action Step he same city owm om and dad to hav embers in advance and o d an activity to match the	PS re date night once a mont coordinate schedules	Target Date 5/15/201	Progress Date 0 4/1 3/2010 0 4/1 3/2010 0 4/1 3/2010 0 4/1 3/2010	4/5/201 (

#### Page 2

Femporary Housing/Rental Assistance       SocSrv10       78 Day       3/1 2/2010         Biopsychosocial - Identified Child       AsmtSrv1       18 15 min       3/1 2/2010         Diagnosis       Primary Diagnosis: [299 00] Autistic Disorder       Diagnosed by: Child Psychologist,	Service	Service Code	Units	Unit	Туре	Start Date	End Date
Diagnosis       Primary Diagnosis:       [299.00]       Autistic Disorder       Diagnosed by:       Child Psychologist,	emporary Housing/Rental Assistance	SocSrv10		78 Day		3/1 2/201 0	)
Lixis I       [299.00] Autistic Disorder, [314.01] Attn De ficit /hyperact D/o Com b         Lixis II       [402.00] Underinvolved Relationship, [304.00] Angry/hostile Relationship         Lixis III       [47.7.9] Allergies, [433.3] Asthm a         Lixis IV       Problems related to Social/Environment, Housing problems, Other psychosocial/environmental problems         Lixis IV       Problems related to Social/Environment, Housing problems, Other psychosocial/environmental problems         Lixis V       63, 52         Did C aregiver 1/Parent/Legal Guardian participate in the Development of the Plan?       Yes         Did C aregiver 2/Parent/Legal Guardian participate in the Development of the Plan?       No         Did C hild/Youth participate in the Development of the Plan?       Yes         Did C hild/Youth participate in the Development of the Plan?       Yes         Did Other participant(s) help in the Development of the Plan?       Yes	Biopsychosocial - Identified Child	AsmtSrv1		18 15 n	nin	3/1 2/201 0	)
wits II       [902.00]       Underinvolved Relationship, [904.00]       Angrythostile Relationship         wits III       [477.9]       Allergies, [493.9]       Asthm a         wits IV       Problems related to Social/Environment, Housing problems, Other psychosocial/environmental problems         wits V       63, 52				iagnose	<b>d by:</b> Child F	<sup>o</sup> sychologist, <u> </u>	
Axis III       [477.9] Allergies, [493.9] Asthma         Axis IV       Problems related to Social/Environment, Housing problems, Other psychosocial/environmental problems         Axis IV       Foblems related to Social/Environment, Housing problems, Other psychosocial/environmental problems         Old C aregiver 1/Parent/Legal Guardian participate in the Development of the Plan?       Yes         Did C aregiver 2/Parent/Legal Guardian participate in the Development of the Plan?       No         Did C aregiver 2/Parent/Legal Guardian participate in the Development of the Plan?       No         Did C hild/Youth participate in the Development of the Plan?       Yes         Did C hild/Youth participate in the Development of the Plan?       Yes         Did Other participant(s) help in the Development of the Plan?       Yes							
Axis V       63, 52         Did C aregiver 1/Parent/Legal Guardian participate in the Development of the Plan?       Yes         Did C aregiver 2/Parent/Legal Guardian participate in the Development of the Plan?       No         Did C hild/Youth participate in the Development of the Plan?       No         Did C hild/Youth participate in the Development of the Plan?       Yes         Did C hild/Youth participate in the Development of the Plan?       Yes         Did Other participant(s) help in the Development of the Plan?       Yes							
Did C aregiver 1/Parent/Legal Guardian participate in the Development of the Plan? Yes Did C aregiver 2/Parent/Legal Guardian participate in the Development of the Plan? No Did C hild/Youth participate in the D evelopment of the Plan (if age appropriate)? Yes Did Other participant(s) help in the D evelopment of the Plan? Yes	Axis IV Problems related to Social/En vironm	ent, Housing problems, Other	psychosocial/	environm	ental problem	IS	
Did Caregiver 2/Parent/Legal Guardian participate in the Development of the Plan? No Did Child/Youth participate in the Development of the Plan (if age appropriate)? Yes Did Other participant(s) help in the Development of the Plan? Yes	Axis V 63,52						
	) id C aregiver 2/P arent/Legal Guardian participate in ) id C hild/Youth participate in the D evelopment of the ) id Other participant(s) help in the D evelopment of th	the Development of the Plan? Plan (if age appropriate)?	No Yes		Date:		
	child / Youth Signature:				Date:		
Child / Youth Signature: Date:	SCC Siggature:				Date:		

## **Standard Reports**

Standard reports are out-of-the-box, generic aggregate reports available through the Harmony solution.

- Windows Internet Explorer		
The second seco	ig/Pages/Harmony.aspx?ChapterID=1788;CallingChapter=My+Harmony8;CallingPage=My+Harmon	ny 💽 🔄 🐓 🗙 ಶ Live Search
e Edit View Favorites Tools Help 🤕 👻 🔎 🔹 💥 🔛 Snagit 🗮 🖽		
Favorites 🛛 🝰 🏉 Suggested Sites 👻 🙋 Free H	lotmail 🙋 Web Slice Gallery 👻 🙋 Windows 🙋 Windows Media 🙋 Windows Marketplace 🩋	RealPlayer 🙋 Customize Links
		🏠 + 🔂 - 🖃 🖶 - Page - Safety - Tools -
Harmony v7.3.2.2	le	
Change Role RIFIS Monitor 💽 Go	harmen syntem	Repo
My RIFIS	Velcome, Sheila Chase	4/13/2010 12::
Quick Search  Participating  Children  Children Children Children Providers Reports	Filter Report By Type Consumers Categor FundCode * WB StartDate * 01/06/2010 B EndDate * 04/13/2010 B Click on Run Report to view report.	ry Enrollments Retrieve Activities Assessments Elipibility General k OpenClose Ticklers Run Report
	Report Name Description	
Sign Out	C Census Report Lists Consumer enrollment by program.	
		phics, LOS, current payer name, and case worker.
	Months Desides table for second when the	ngth of stay is greater than six months. discharged by program, by discharge referral, by discharge type, and by
	discharge bashboard discharge housing.	discharged by program, by discharge referral, by discharge type, and by
	and Enrollment	ne and enrollment date time by worker, with averages, by worker.
	C Enrollment Dashboard Provides totals for consumers who were e enrollments housing, by gender, by race,	enrolled by program, by enrollments referral, by enrollments type, by , by level of need, and by age group.
	C Expected to Actual Discharge Lists, by program, expected vs. actual discussion of the second secon	ischarge date, with difference, LOS, and percentage of LOS. Includes chart.
	Rew Consumer Enrollments Lists Consumers enrolled in a program d	during specified date range by disposition.
	C Program Closings by Type Lists program closing information groupe	ed by closing type.

		N	ew Consur	ner Enrollmen
Fund Code: WB			Dates Betwee	en: 1/6/2010 and 4/13/20
Consumer Name	Case Number	Admit Date	Close Date	Worker
Program: Family Serv	ice of RI (West Ba	ay)		
Disposition: Closed				
RIFIS Training	57241	3/23/2010	3/23/2010	Michael Puhacz
Teddy Bear	57242	3/23/2010	3/23/2010	Gail Dahlquist
Betsy Ison	57245	3/23/2010	3/23/2010	Elizabeth Ison
			Total for Close	ed: 3
Disposition: Open				
Teddy Bear	57242	3/24/2010		Gail Dahlquist
			Total for Ope	en:
	Total for Fa	mily Service	of RI (West Ba	y): 3
Program: Kent Center	r	-	-	
Disposition: Closed				
Teddy Bear	57242	3/23/2010	3/23/2010	Gail Dahlquist
Betsy Ison	57245	3/23/2010	3/23/2010	Elizabeth Ison
			Total for Close	ed: 2

## Ad Hoc Reports

Ad Hoc reports are based on pre-defined data extracts that can be manipulated to create customized report views.



	a.				Consu	imers	Base	Repor
Welcome, schase						4/1	3/2010	11:54:29 Al
Warning: The amount of data availab	le may cause the search to time-out.	Please specify data	a filters to impro	ove performanc	ce.			
Fund Code:	c	Consumer: First:						
Consumer Status:		Last:						
Open/Close Disposition:	•	Case No:						- E
Enrollment Disposition:	•	City:						<b>}</b>
Provider: Name:		State:	Rhode Island	i 💌				}
Number:								
Appl	ly Data Filters	$\sim$						
Saved ReportsDefault 💌 - E	Export: Excel PDF CSV						Hic	le Parameters
		E	hoc reports c xported into A Excel (.xls) in	or Adobe Acrob	at (.pdf) and			5
- + Data Table			manipulate da					
	$\gg$ $\gg$							
Case Last First No Name Name ContactID	Fund Code Status DOB DOD S	5SN Gender		IPS Res ode County		gal Jnty SIN	Street	Street2 C.
-57 atta sama sagan	the second second	Eema	- and the second		$\sim$		15 R/18	

## **Reports Translation Tables**

While the Children and Providers Chapter were configured to include RIFIS language, the Reports Chapter contains Harmony language. See Below.

## **Standard Reports**

Harmony	RIFIS
Fund Code	FCCP
Case No.	RIFIS ID
Consumer	Child/Youth
Client	Child/Youth
Worker	FSCC
Program	Provider
Enroll Date	Agency Intake Start Date (Agency Intake Page)

#### **Base Reports**

Activity Base Report			
Harmony	RIFIS		
Status	Status of Activity Record		
Member ID	Intake Worker/FSCC/Supervisor ID		
Attended	N/A		
Confidential	N/A		
Absence Reason	N/A		
Diagnosis 1 ID	N/A		
Diagnosis 1 Code	N/A		
Diagnosis 1 Description	N/A		
Diagnosis 2 ID	N/A		
Diagnosis 2 Code	N/A		
Diagnosis 2 Description	N/A		

Consumers Base Report		
Harmony	RIFIS	
ContactID	RIFIS generated ID	
DOD	N/A	
FIPS Code	Number of children (18 and under) residing	
rirs code	in home (including target child)	
Bac County	Number of children (18 and under)	
Res County	receiving services through the FCCP	

	(excluding target child) (Demographics
	Page)
Day County	Does the family currently reside in
Pay County	permanent housing? (Demographics Page)
Lagal County	Is either caregiver currently incarcerated?
Legal County	(Demographics Page)
SIN	N/A
SECID	Family ID
TERID	SAS ID
OpenID	RIFIS generated ID
Referral Date	Agency referral date
Open Dete	Date when Agency Intake Disposition =
Open Date	Open
Enroll type	Practice Model
Admit Date	Agency Intake Start Date
Reason1	FCCP Funding Category
Reason2	N/A
Reason3	N/A
Foster Parent	N/A

Consumer Notes Base Report	
Harmony RIFIS	
CaseNo	RIFIS ID
Note ID	RIFIS generated ID
Fund Code	FCCP

Diagnosis Base Report	
Harmony	RIFIS
Case No	RIFIS ID
Fund Code	FCCP
Status	Refers to Diagnosis Record
Diag ReviewID	RIFIS generated ID
EnrollID	RIFIS generated ID
VendorID	RIFIS generated Agency ID
VendorNo	Agency Site Code
OpenID	RIFIS generated ID

Plan Review Base Report	
Harmony	RIFIS

Case No	RIFIS ID
Fund Code	FCCP
Assess ID	RIFIS generated ID
Rater	Worker
Status	Refers to Plan
Plan ID	RIFIS generated ID
Lookup Value	N/A

Provider Facility Base Report	
Harmony	RIFIS
Vender ID	RIFIS generated Agency ID
Vendor No	Agency Site Code
Fund Code	FCCP
Vdisposition	Same as Status
Provider Type	Indicates if an agency is a lead or partner
Tax ID	N/A
SEC ID	N/A
Foster Parent	N/A
Level of Care	N/A
Capacity	N/A
County	N/A
Facility County	N/A
Generic Dropdown1	N/A
Location	N/A

Relations Base Report	
Harmony	RIFIS
Case No	RIFIS ID
Fund Code	FCCP
RECID	RIFIS generated ID
Legal Guardian	N/A
Emergency Phone	N/A
Alternate ID	N/A
District	N/A
County	N/A
Generic Dropdown1	Multi Racial Selections
Generic Dropdown2	Caregiver
Generic Dropdown3	Multi Hispanic Origin
Generic Dropdown4	Primary Language
Generic Dropdown5	Education Level
Generic Dropdown6	Employment Status

Workers Base Report	
Harmony	RIFIS
Status	
Member ID	Intake Worker/FSCC/Supervisor ID
Unit	N/A
Vender ID	RIFIS generated Agency ID
Vendor No	Agency Site Code
Secondary ID	N/A
Fund Code	FCCP
Drovidor Turo	Indicates if the Agency is a partner or a
Provider Type	lead
Vendor Generic Dropdown 1	N/A
District	N/A
Contact Generic Dropdown1	N/A
Contact Generic Dropdown2	N/A
Contact Generic Dropdown3	N/A
Contact Generic Dropdown4	N/A
Contact Generic Dropdown5	N/A
Contact Generic Text1	N/A
Contact Generic Text2	N/A



# **Appendices**

# A. RIFIS Report List

The following standard and Ad Hoc reports are available in RIFIS.

	Report	Description
	Type: Consumers	
1	Activities Report	Shows details about all activities for a given program, consumer, and date range.
2	Activity By Program	Shows all activities within the given date range grouped by Provider.
3	Activity By Worker	Shows all activities within the given date range grouped by Worker.
4	Activity Report	Shows details about a single activity.
5	All Activities by Consumer and Service Code	Shows details about all activities for a given fund code and date range, by consumer and service code.
6	Caseload By Case Manager Agency	Lists Consumers open to a given Fund Code and Disposition by Open Close primary worker.
7	Caseload for Supervisor	Lists Consumers open in a given date range for a Supervisor.
8	Caseload for Worker	Lists Consumers open in a given date range for a Worker.
9	Census Report	Lists Consumer enrollment by program.
10	Census Tracking	Includes name, case number, demographics, LOS, current payer name, and case worker.
11	Change In Eligibility	Documents whether a person was placed on the Wait List. Includes demographic information.
12	Consumer Assessment	Shows all details of one particular consumer assessment.
13	Consumer Assessment Responses By Program	Lists responses to selected Consumer assessment for each scale.
14	Consumer Assessment Responses By Review Period	Lists each scale and response, number with response, and percentage with response. Drills down to Consumer name and review date.
15	Consumer Face Sheet	Consumer Details
16	Consumer ID	
17	Consumer Listing by Fund Code	Lists consumers and some consumer information by selected fund code.
18	Consumer Notes for Selected Consumer	Displays all consumer notes for selected consumer.
19	Consumer Plan	Shows details of a particular treatment plan.
20	Consumer Summary Notes	Displays all notes for a given consumer.
21	Consumer Ticklers Due	Lists all Consumer ticklers due by supervisor and worker.
22	Current Enrollments Exceeding 6 Months	List of Consumer enrollments in which length of stay is greater than six months.
23	Discharge Dashboard	Provides totals for consumers who were discharged by program, by discharge referral, by discharge type, and by discharge housing.
24	Elapsed Time Between Referral and Enrollment	Lists difference between referral date-time and enrollment date time by worker, with averages, by worker.

25	Eligibility History	Shows all changes made to a given eligibility record.
26	Enrollment Dashboard	Provides totals for consumers who were enrolled by program, by enrollments referral, by enrollments type, by enrollments housing, by gender, by race, by level of need, and by age group.
27	Expected to Actual Discharge Dates	Lists, by program, expected vs. actual discharge date, with difference, LOS, and percentage of LOS. Includes chart.
28	Mailing Labels - Active Relations	Produces mailing labels to Active Relations for active Consumers for selected fund code.
29	Mailing Labels - Consumers	Produces mailing labels to active Consumers for selected fund code.
30	Mailing Labels - Relations	Produces mailing labels to the relations of Consumers by relation type.
31	My Attendance - Consumer Calendar	Shows all activities for a particular consumer in a given date range.
32	My Attendance - Facility Calendar	Shows all activities for a particular Program and Facility in a given date range.
33	My Attendance - Program Calendar	Shows all activities for a particular Program in a given date range.
34	My Attendance Session Roster	
35	New Consumer Enrollments	Lists Consumers enrolled in a program during specified date range by disposition.
36	Note Detail	Shows note detail for Consumer, Provider, Inquiry and Incident notes.
37	Open Close Dashboard	Provides totals for consumers who are open to a fund code by disposition, referring agency, open reason, gender, race, level of need, and age group.
38	Pending Notes by Type	Sorts pending notes by type and worker.
39	Program Closings by Type	Lists program closing information grouped by closing type.
	Type: Providers	
1	All Activities by Program and Service Code	Shows details about all activities for a given fund code and date range, by program and service code.
2	All Activities by Program and Worker	Shows details about all activities for a given fund code and date range, by program and worker.
3	All Activities by Program, Region and Worker	Shows details about all activities for a given fund code and date range, by program, region and worker.
4	All Activities by Worker and Program	Shows details about all activities for a given date range, by worker and program.
5	Close Reason Analysis Summary	This report will present summary data by reason for case closure, including counts, percentage of all closures, length of stay in days, and the percentage of the close reason length of stay to the overall average length of stay.
6	Enrollment Statistical Report	Includes number enrolled in program, number male, number female, average age.

7		
7	Enrollment Summary by Age	Cross-tabs unduplicated Consumers by program and
	Group	age group.
8	Enrollments by Primary Case Worker	Summary list of consumers in the Program, broken down by primary worker. Shows name, case no.,
	WOIKEI	enrollment type, dates, consumer age, and assigned
		worker.
9	Enrollments for select	Summary enrollment data for the selected Agency.
	Agency	Provides information such as type of enrollment,
		dates, clients age, and primary caseworker.
10	Length of Stay by Program	Lists average LOS by program, and drops down to
		show details such as Consumer, worker, enroll and
		discharge dates, and case number.
11	Mailing Labels - Providers	Produces mailing labels to active providers for
		selected fund code.
12	Notes Report	Displays all notes for a selected provider and date
10	Drevieler Arel Cervie et listice	range.
13	Provider And Services Listing	Shows all providers (including mailing addresses, contact names, tax ID, etc.) in the selected fund
		code along with summary descriptions of the services
		they offer.
14	Provider ID	
15	Provider Information	Shows Provider setup.
16	Provider Ticklers Due	Lists Provider tickler information in a specified date
		range, by supervisor, worker, and program.
17	Units of Service Summary	Summary report of clients and units for all services
		offered by a given provider.
	Type: Workers	
1	Workers	
	Туре: Аd Нос	
1	Activity Base Report	Activity Base Report
2	Consumer Notes Base	Consumer Notes Base Report
	Report	Commune Dava Dava et
3	Consumers Base Report	Consumers Base Report
4	Diagnosis Base Report	Diagnosis Base Report
5	Plan Review Base Report	Plan Review Base Report
6	Plans Base Report	Plans Base Report
7	Provider Facility Base Report	Provider Facility Base Report
8	Relations Base Report Workers Base Report	Relations Base Report Workers Base Report
9		

# **B. RIFIS Workflow Wizards**

1. Risk Management Plan	
Page:	FCCP Open/Close
Description:	If the FCCP Open/Close is saved with Disposition = Open and Response Priority = CPS Urgent OR CPS Emergency OR CPS Routine, the user is prompted to complete a Risk Management Plan.
Tickler	Task
Risk Management Plan	Complete Risk Management Plan

2. Risk Management Plan Completion		
Page:	Assessment	
Description:	When a Risk Management Plan is saved as Complete, the CPS Monitor is prompted to review that Risk Management Plan.	
Tickler	Task	
Assessments	Review completed Risk Management Plan	

3. Intake	
Page: Description:	Agency Intake When the Agency Intake is saved with Disposition = Open, the user is prompted to complete Intake documentation and tasks.
Tickler	Task
Indicate Practice Model	Please go to the Agency Intake > Practice Model sub page for this Intake to enter Practice Model and start date.
FCCP Intake - 1A FCCP Intake - 1B FCCP Intake - 1C Diagnosis NCFAS Strengths, Needs, and Culture Discovery	FCCP Intake - 1A FCCP Intake - 1B FCCP Intake - 1C Enter Diagnosis Information Complete the NCFAS Baseline Complete Strengths, Needs, and Culture Discovery

4. Transition	
Page: Description:	Transition When the Agency Intake is saved with Disposition = Transition, the user is prompted to complete Transition documentation and tasks.
Tickler	Task
Plans	Complete the Family Service Plan
Assessments	Complete the Transition Team Meeting Form

Complete Child	Enter the Transition Assessment for Ages/Stages, Ohio
Assessment	Scales, CGAS as applicable
Message	Close Case after two weeks

5. Closing	
Page: Description:	Agency Intake When the Agency Intake is saved with Disposition = Closed, the user is reminded to close the associated FCCP Open/Close record.
Tickler	Task
Message	Update the FCCP Open/Close for the FCCP Region to set Disposition = Closed

# C. RIFIS Service Codes

SERVICE CODE	DEFINITION			
INTAKE				
Initial Behavioral Health	Initial screening for family			
Screen				
Family Assessment				
FCCP Intake	Appointment with family to complete intake paperwork and process			
Child/Youth/Family Orientation Engagement	Groundwork and trust and shared vision among family and natural supports			
Strengths, Needs, and Cultural Discovery	An assessment that assists the family in identifying strengths, needs and current resources in order to formulate a plan that prioritizes/addresses their concerns and help them achieve their goals			
Bio Psychosocial – Identified Child	Diagnostic/clinical assessment identifying strengths and needs of the target child in all FCCP cases			
SERVICE DELIVERY/IMPLEMENA				
Risk Management Plan	Plan developed with family typically within two weeks of intake that clearly depicts the family's risk and who, what, when is addressing those risks			
Crisis Stabilization Plan	Specific detailed plan of who will care for target child and siblings in the even the primary caretaker cannot. Plan may also be for intact family in event of crisis. Document plan in progress note			
Team Meeting	Use this code when doing any activity to arrange, and facilitating, the team meeting. Follow up with progress note.			
Family Service Plan (Develop	Use this code when facilitating and creating the wrap/service plan with			
Initial Plan of Care)	the family (should be within the first 30 days)			
Implementation	Research, locating resources and coordinating meetings			
Review of Family Service Plan	Use this code when facilitating or creating the Reviewed Family Service Plan, this should be done every three months			
Transition Meeting	Use this code when arranging, facilitating or creating the transition plan			
MEDICAL				
Speech – Language/Hearing – Identified Child	Treatment that provides speech/language rehabilitation			
Speech – Language/Hearing – Sibling	Treatment that provides speech/language rehabilitation for sibling of target child			
Medical Visit – Identified Child	Visit with primary care physician for target child			
Medical Visit – Parent	Visit with primary care physician for target parent			
Medical Visit - Sibling	Visit with primary care physician for target sibling			
Specialized Medical Visit – Identified Child	Visit to address a unique medical need (i.e. visit to Eye, Ear, Nose, Throat doctor, OBGYN, etc.) for target child			
Specialized Medical Visit – Parent	Visit to address a unique medical need (i.e. visit to Eye, Ear, Nose, Throat doctor, OBGYN, etc.) for a parent			
Specialized Medical Visit - Sibling	Visit to address a unique medical need (i.e. visit to Eye, Ear, Nose, Throat doctor, OBGYN, etc.) for a sibling(s)			
In Home Medical Service for Identified Child	Home visiting medical services for identified child (i.e. visiting nurse, specialized medically fragile infant, CNA, etc.)			
In Home Medical Service for Parent	Home visiting medical services for a parent (i.e. visiting nurse, CAN, etc.)			
In Home Medical Service for Sibling	Home visiting medical services for a sibling (i.e. visiting nurse, specialized medically fragile infant, CAN, etc.)			

MEDICATION				
Medication Mgmt. – Identified Child	A visit with medical professional to monitor status of medication regiment			
Medication Mgmt. – Parent(s)	A visit with medical professional to monitor status of medication regiment			
Medication Mgmt. – Sibling(s)	A visit with medical professional to monitor status of medication regiment			
SUBSTANCE ABUSE				
Toxicology Screening – Identified Child	An evaluation of urine and/or blood to determine the presence of drugs and/or alcohol for target child			
Toxicology Screening – Parent	An evaluation of urine and/or blood to determine the presence of drugs and/or alcohol for a parent			
Toxicology Screening – Sibling	An evaluation of urine and/or blood to determine the presence of drugs and/or alcohol for a sibling			
Substance Abuse Evaluation – Identified Child	Conducted by licensed provider for identified target child			
Substance Abuse Evaluation – Parent	Conducted by licensed provider for a parent			
Substance Abuse Evaluation – Sibling	Conducted by licensed provider for a sibling			
Substance Abuse Treatment – Identified Child	Treatment for substance abuse for child/youth by a masters level cliniciar and/or licensed professional			
Substance Abuse Treatment - Parent	Treatment for substance abuse for a parent by a masters level clinician and/or licensed professional			
Substance Abuse Treatment - Sibling	Treatment for substance abuse for a sibling by a masters level clinician and/or licensed professional			
SEXUAL ABUSE/OFFENDING				
Sexual Abuse Evaluation – Identified Child	Evaluation for sexually abused child delivered by a masters level clinician and/or licensed professional			
Sexual Abuse Evaluation - Parent	Evaluation for sexually abused parent delivered by a masters level clinician and/or licensed professional			
Sexual Abuse Evaluation - Sibling	Evaluation for sexually abused sibling delivered by a masters level clinician and/or licensed professional			
Sexual Abuse Therapy – Identified Childe	Treatment for sexually abused child/youth delivered by a masters level clinician and/or professional			
Sexual Abuse Therapy – Parent	Treatment for sexually abused parent delivered by a masters level clinician and/or professional			
Sexual Abuse Therapy - Sibling	Treatment for sexually abused sibling delivered by a masters level clinician and/or professional			
Sexual Offender Evaluation – Parent	Evaluation delivered to parent by a masters level clinician and/or licensed professional			
Sexual Offender Evaluation – Identified Child	Evaluation delivered to child/youth by a masters level clinician and/or licensed professional			
Sexual Offender Evaluation – Sibling	Evaluation delivered to sibling by a masters level clinician and/or licensed professional			
Sexual Offender Therapy – Identified Child	Sexual offender treatment delivered to the target child/youth by a licensed clinician in group or individual setting			
Sexual Offender Therapy – Parent	Sexual offender treatment delivered to a parent by a licensed clinician in group or individual setting			
Sexual Offender Therapy - Sibling	Sexual offender treatment delivered to a sibling child/youth by a licensed clinician in group or individual setting			
Non Offending Evaluation - Parent	Evaluation delivered to a parent by a masters level clinician and/or licensed professional			
BEHAVIORAL HEALTH				
Psychiatric Evaluation – Identified Child	An evaluation determining diagnosis and recommendation of medication and treatment can be scheduled or emergency for target child			
Psychiatric Evaluation – Parent	An evaluation determining diagnosis and recommendation of medication and treatment can be scheduled or emergency for a parent			

Psychiatric Evaluation - Sibling	An evaluation determining diagnosis and recommendation of medication and treatment can be scheduled or emergency for a sibling				
	Individual counseling services delivered by masters level clinician and/or				
Therapy – Individual Child	licensed professional to the target child/youth, can be in the home or community				
	Family counseling services delivered by masters level clinician and/or				
Therapy – Family	licensed professional to the family, can be in the home or community				
Therapy – Sibling	Individual counseling services delivered by masters level clinician and/ licensed professional to a sibling, can be in the home or community				
Day Treatment – Indentified Child	A structured day program providing psychiatric services for the target child/youth				
Acute – Residential					
Treatment – Identified Child					
Pediatric Partial Day Treatment – Identified Child	Services provided to ages 0-5 focusing on emotional and social development for the target child				
Psychiatric Hospitalization –	Use this when documenting the target child/youth was hospitalized for				
Identified Child	psychiatric reasons. Please complete progress note with content.				
Day Treatment – Parent	A structured day program providing psychiatric services for a parent				
Psychiatric Hospitalization - Parent	Use this when documenting a parent was hospitalized for psychiatric reasons. Please complete progress note with content.				
	Home based visits per week for therapeutic intervention for the target				
Home Based Services – Identified Child	child/youth delivered by a masters level clinician (e.g. HBTS, EOS, MST, PASS)				
Home Based Services – Parent(s)	Home based visits per week for therapeutic intervention for parent(s) delivered by a masters level clinician (e.g. RIACC, MTT)				
Domestic Violence Services – Perpetrator	Services providing support and prevention education to someone who has issues with abuse				
Domestic Violence Services - Victim	Services providing support and prevention education to someone living i a violent situation				
PARENTING					
Parent Aide Supports – Identified Child	Services that focus on assisting parent(s) in providing a safe, secure learning environment that promotes emotional and physical well being/growth				
Parent Education Classes	A curriculum based class to strengthen and support families in communities to prevent child abuse and neglect				
Parent Skills Training – Evidence Based Practice	An individualized home-based service for developing parenting skills/responsibilities/tasks (i.e. HBTS, Parents & Teachers, Parenting Wisely, etc.)				
SOCIAL SERVICES	· · ·				
Advocacy	Use when advocating for family in formal setting				
Automobile	Use when money is spent on the purchase or repair of vehicle. Specific example purchase, maintenance, repairs.				
Clothing	Use when money is spent on any sort of personal garment or fashion accessories				
Environmental Modification	Use when money is spent on changes to the actual house and its surroundings. Specific examples: home repairs, alarm system, safety alterations, painting the walls, landscaping.				
Shelter	Services provided to advocate for homeless families and assist them by providing temporary shelter and case management				
Food Bank	Services are provided through RI's network of certified member agencies to provide quality food to people facing hunger				
Food/Groceries	Use when money is spent on food and drinks. Specific examples: groceries, restaurant meals, snacks from vending machines, coffee, tea, soda bottled water				
Furnishings/Appliances Specific examples: washer/dryer, lamp, ovens, fridges, microwave space heaters, computer, curtains/shades, rugs, garbage cans					

	improve the quality of life for those individuals and families least able to meet their basic needs by providing good quality furniture and household			
	items			
Housing	Use when money is spent on a place for rest and shelter. Specific examples: rent deposits, mortgage payments, motels, hotels			
Immigration	Use when assisting the family with immigration issues			
Incentive	Therapeutic rewards, or gifts, or special treats provided to the child/youth or family to reinforce behavioral change (this does not include evaluation incentives such as payments for completing interviews). Specific examples: gift card to youth to reward regular school attendance			
Legal Services - Other	Use when legal funds/services are needed to keep the family intact (e.g. back fines)			
Supplies	Use when money is spent on consumable non-food related items. Specific examples: school supplies such as paper, notebooks, calculators home supplies such as batteries, flashlights, duct tape, roach motels, maintenance supplies such as paper goods, cleaning products, laundry detergent; personal products			
Training (child/youth)	Training youth in basic life skills. Specific examples: money management trainings, "how to balance a checkbook" training, and other general life skills			
Training (caregiver other family member)	Training caregivers in basic life skills. Specific examples: money management trainings, "how to balance a checkbook" training, and other general life skills			
Utilities	Use when money is spent on heating, electricity, water, waste disposal sewage, and communications. Specific examples: gas, electric, water, cable, internet, phone (landline), cell phone			
Utilities/Heat Assistance	Services provided by funds to State and Community Action programs to assist eligible residents of RI who are experiencing a temporary emergency utilities and heating crisis (LIHEAP)			
Recreation – Identified Child	Service provided without cost to assist target child in engaging in social outlets (natural support)			
Recreation - Parent	Service provided without cost to assist parent(s) in engaging in social outlets (natural support)			
Respite – Identified Child	Service provided without cost. Only provided by staff with a Bachelors degree or below. Has goal of providing respite or a break for the family and includes provision of skilled child care and insuring the safety of the client. Respite is not activity centered.			
Respite - Parent	Service provided without cost. Only provided by staff with a Bachelors degree or below. Has goal of providing respite or a break for the family and includes provision of skilled child care and insuring the safety of the client. Respite is not activity centered.			
FAMILY SUPPORTS				
Citizenship Classes – Parent	Required class work focusing on goals for obtaining citizenship			
Faith Based	Used when assisting the family connect to faith based supports			
Natural Support – Identified Child	Service provided without cost, use when assist target child with connecting to natural supports			
Natural Support – Parent	Service provided without cost, use when assist parent(s) with connecting to natural supports			
Mentoring – Identified Child	When a mentor is assigned to a target child/youth			
Mentoring – Parent	When a mentor is assigned to a parent			
Support Groups – Identified Child	Services provided by an organization addressing needs of the child/youth			
Support Groups – Parent(s)	Services provided by an organization addressing needs of the parent(s)			
Translation/Interpretation	Services provided by an organization to assist non-English speaking target child/youth			

Services – Parent(s)	parents/families			
Volunteer Program – Identified Child	Unpaid services offered through an organization to target child/youth			
Volunteer Program - Parent	Unpaid services offered through an organization to parent(s)			
Time Banks	When a family/target child is engaging in the PFN TIMEBANKS program			
TRANSPORTATION				
Transportation – Identified Child	When staff employed by an organization provides child/youth with transportation			
Transportation – Parent(s)	When staff employed by an organization provides parent(s) with transportation			
CASE MANAGEMENT	· ·			
Case Management – Identified Child	Task completed by non FCCP staff			
Case Management – Parent(s)	Task completed by non FCCP staff			
Case Management – Sibling(s)	Task completed by non FCCP staff			
CRISIS INTERVENTION	•			
Crisis Intervention – Identified Child	An immediate response to an unexpected child/youth and /or family disturbance primarily for target child/youth			
Crisis Intervention – Parent(s)	An immediate response to an unexpected child/youth and /or family disturbance primarily for parent(s)			
Crisis Intervention – Sibling(s)	An immediate response to an unexpected child/youth and /or family disturbance primarily for sibling(s)			
EARLY EDUCATION/SPECIAL ED	UCATION			
Special Education Services – Identified Child	Identified child receiving special education services; FSCC engaged in school meetings, planning			
Special Education Services – Sibling(s)	Sibling receiving special education services; FSCC engaged in meetings, planning			
Regular Education Services – Identified Child	When participating or assisting on a regular education issues for target child/youth			
Regular Education Services – Sibling(s)	When participating or assisting on a regular education issues for sibling(s)			
Early Intervention – Identified Child	Use when documenting early intervention for the identified child			
	g(s) Use when documenting early intervention for the sibling(s)			



# **RIFIS GLOSSARY**

# Glossary

# FCCP & Agency Intake Disposition Codes

## Family Engaged:

Business	FCCP	FCCP	Agency Intake	Agency Intake
Process	OpenClose	OpenClose	Start Date	Disposition
	Dates	Disposition		
Referral	Referral Date	Pending	Referral Date	N/A
Received				
Assigned to	Open Date	Open	Start	Pending
Agency, FSCC			Date/Assigned	
			Date	
Family Agrees				Open
to Participate				

### **FCCP Declined to Serve Family:**

Business	FCCP	FCCP	Agency Intake	Agency Intake
Process	OpenClose	OpenClose	Start Date	Disposition
	Dates	Disposition		
Referral	Referral Date	Pending	Referral Date	N/A
Received				
Assigned to	Open Date	Open	Start	Pending
Agency, FSCC			Date/Assigned	
			Date	
Service	Close Date	Closed	Start	Closed
Declined			Date/Assigned	
			Date, Closed	
			Date	

### **Family Declined FCCP Services:**

Business	FCCP	FCCP	Agency Intake	Agency Intake
Process	OpenClose	OpenClose	Start Date	Disposition
	Dates	Disposition		
Referral	Referral Date	Pending	Referral Date	N/A
Received				
Assigned to	Open Date	Open	Start	Pending
Agency, FSCC			Date/Assigned	
			Date	
Family	Close Date	Closed	Start	Closed
Declined FCCP			Date/Assigned	
Services			Date, Closed	
			Date	

Business	FCCP	FCCP	Agency Intake	Agency Intake
Process	OpenClose	OpenClose	Start Date	Disposition
	Dates	Disposition		
Referral	Referral Date	Pending	N/A	N/A
Received				
Determined	Open Date,	Not Eligible +	N/A	N/A
Ineligible	Close Date	Close Reason		

# Family Not Eligible: