USER MANUAL

Rhode Island Family Information System RIFIS Version 7.3

User Manual

November 2011

TABLE OF CONTENTS

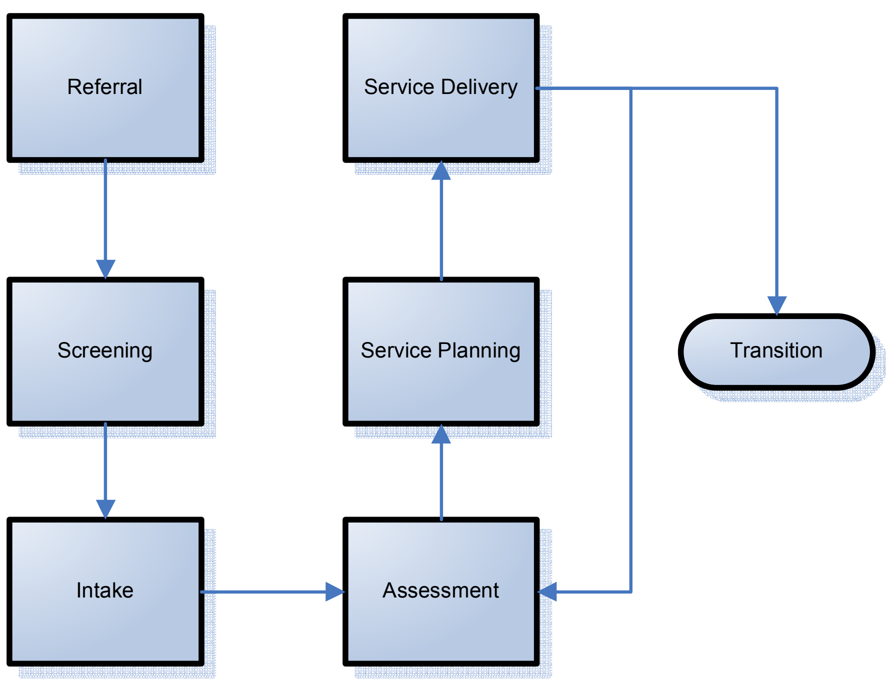
Welcome to RIFIS!

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

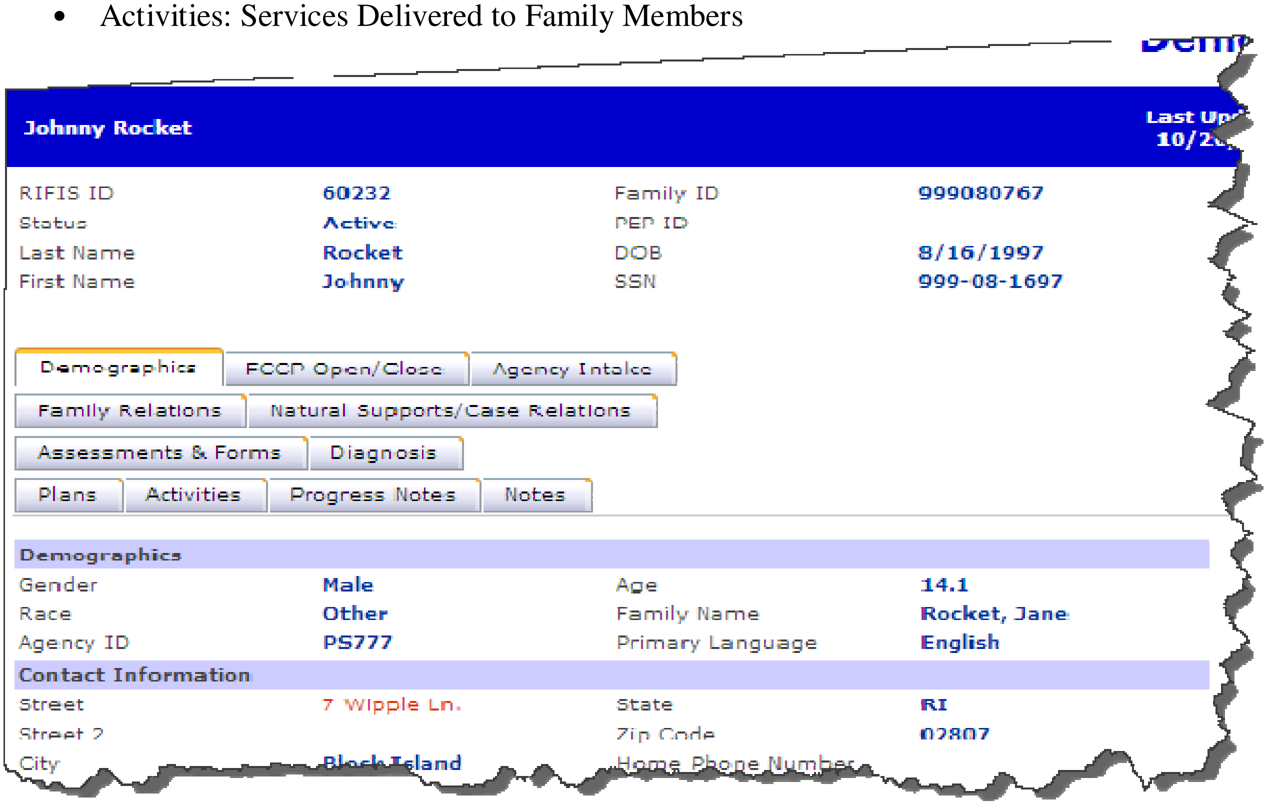
Children

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



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:

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.

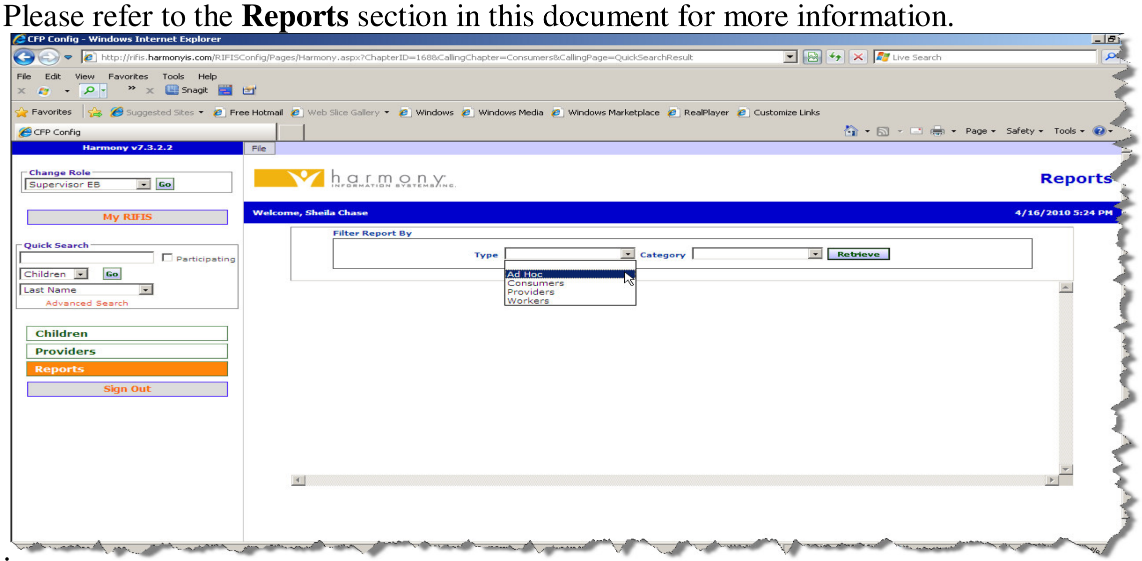
Edit

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.

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



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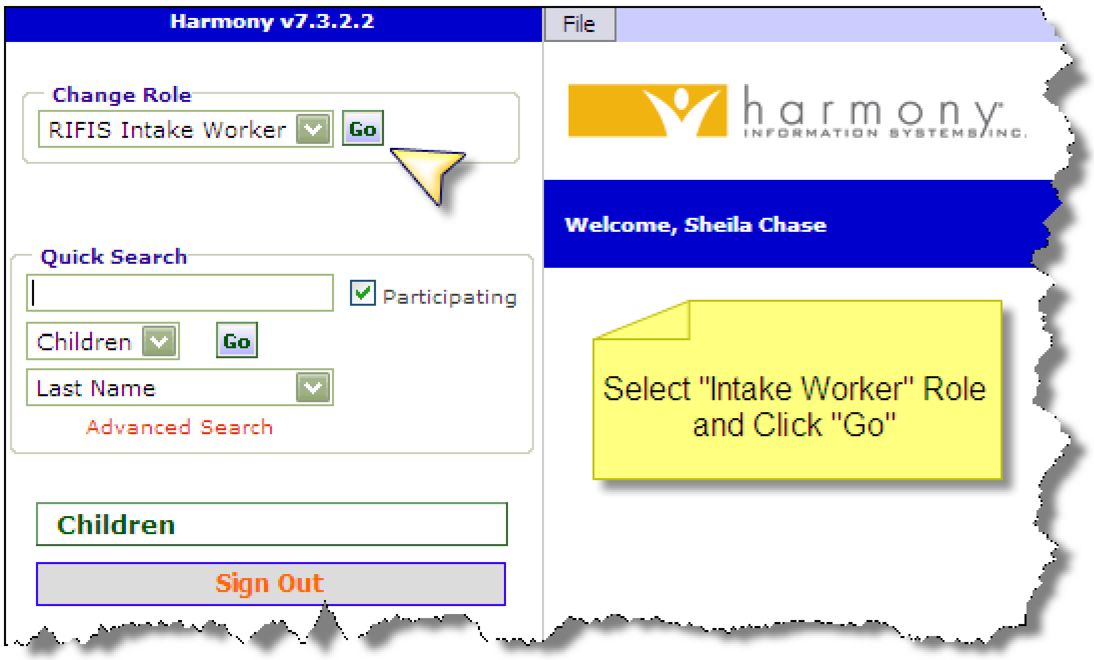
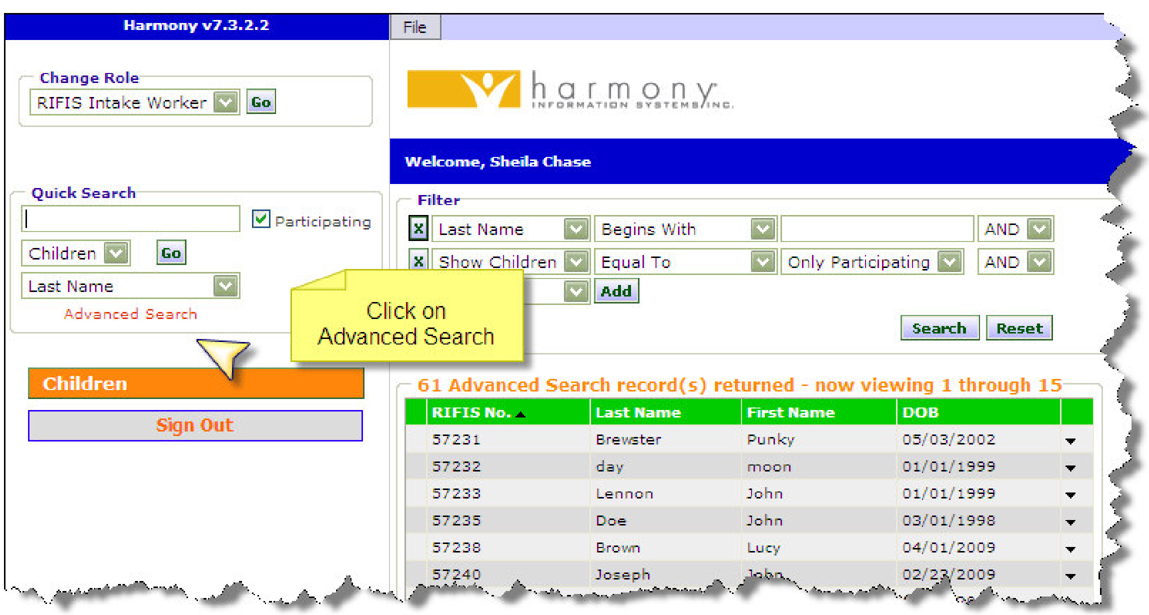
Intake Worker Role

Intake Worker Role

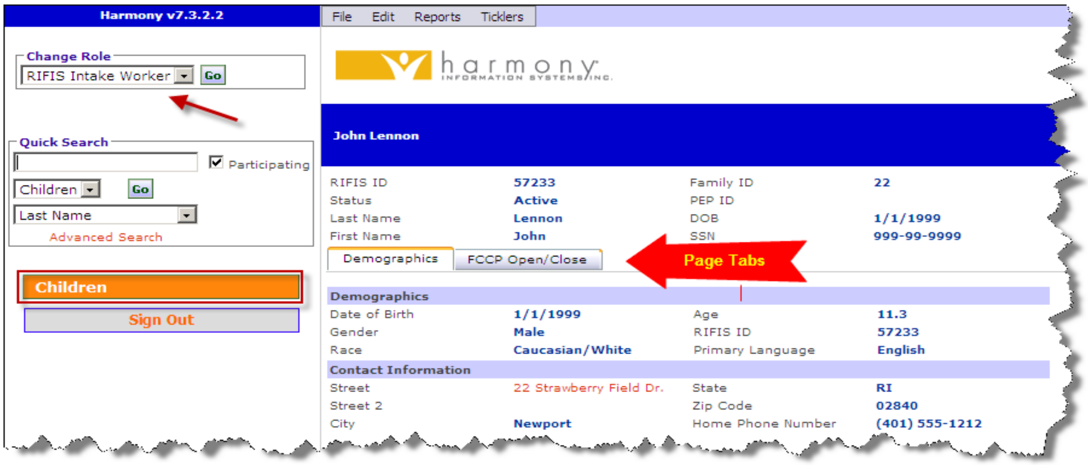
Allows searching and adding child/youth records across FCCP region to facilitate the referral process, but without access to the full case



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.



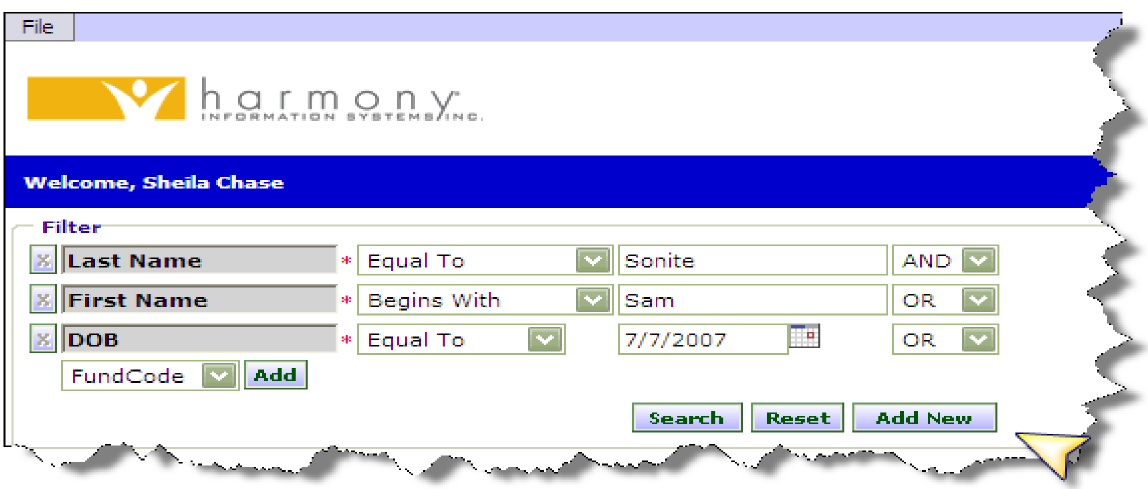
- IF Advanced Search returns a record in the list view that is a match, select existing child/youth from the list view. Child/Youth demographic view will display as shown below.
- As shown below, the Intake Worker Role will only give access to the Demographics and FCCP Open/Close tabs.



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

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

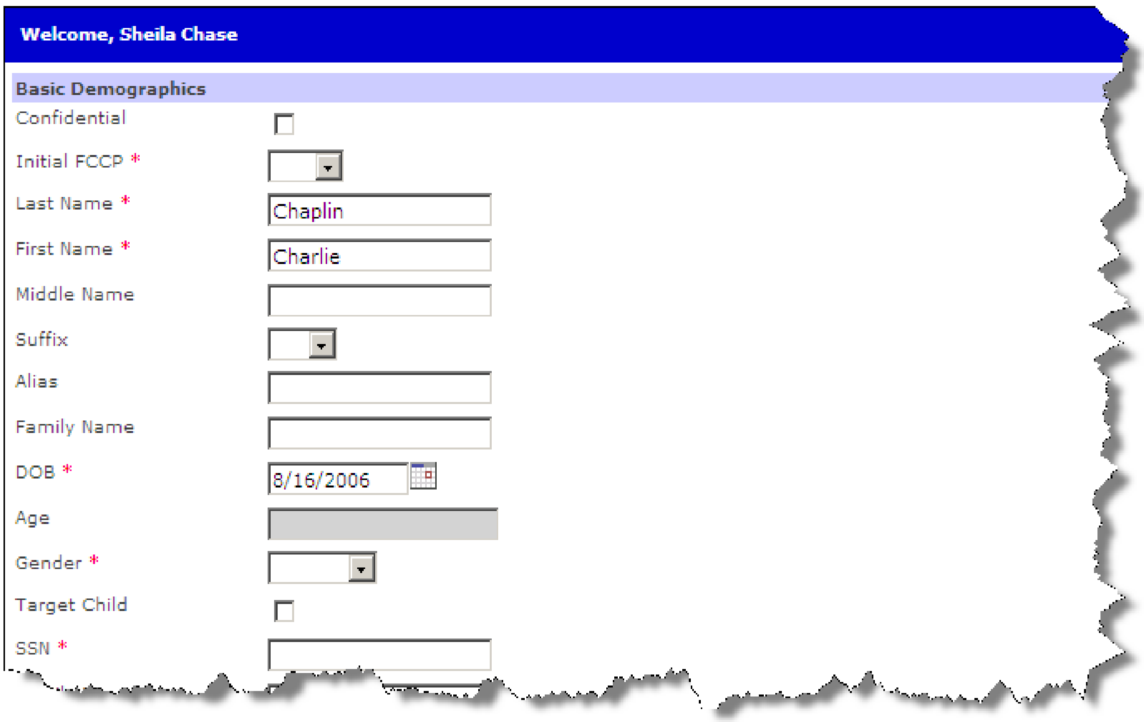
1. Select "Add New Demographic Search" from the "File" menu to display a "New Child/Youth Search" page.



2. Enter Last Name, First Name, and DOB in the available fields.
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.



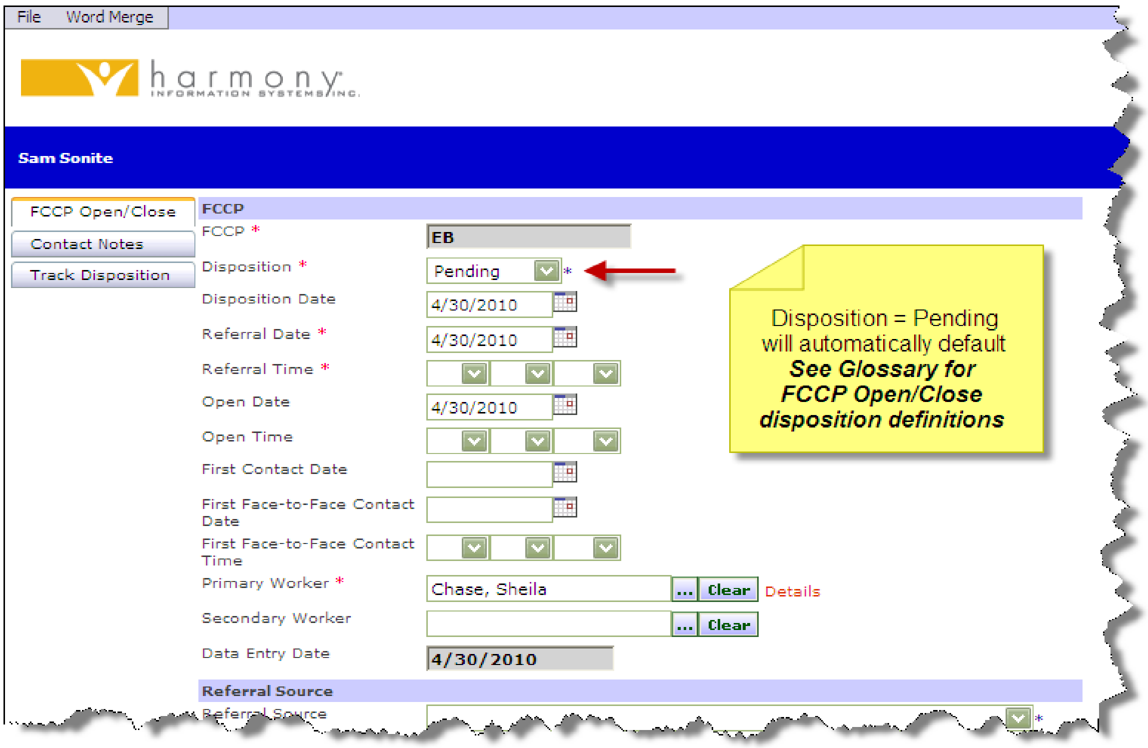
Editing a "Demographics" Record

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.



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

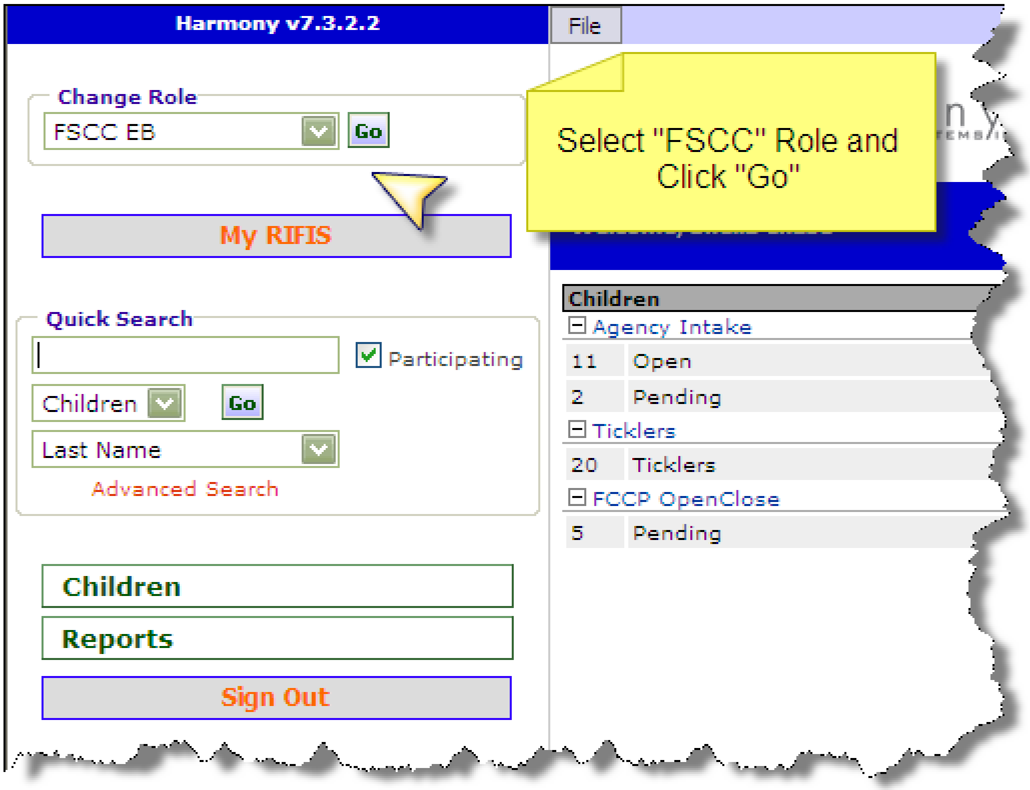
1. Click on the target summary record from the "FCCP Open/Close" tab list view to display the "Edit FCCP Open/Close" page.

FSCC Role

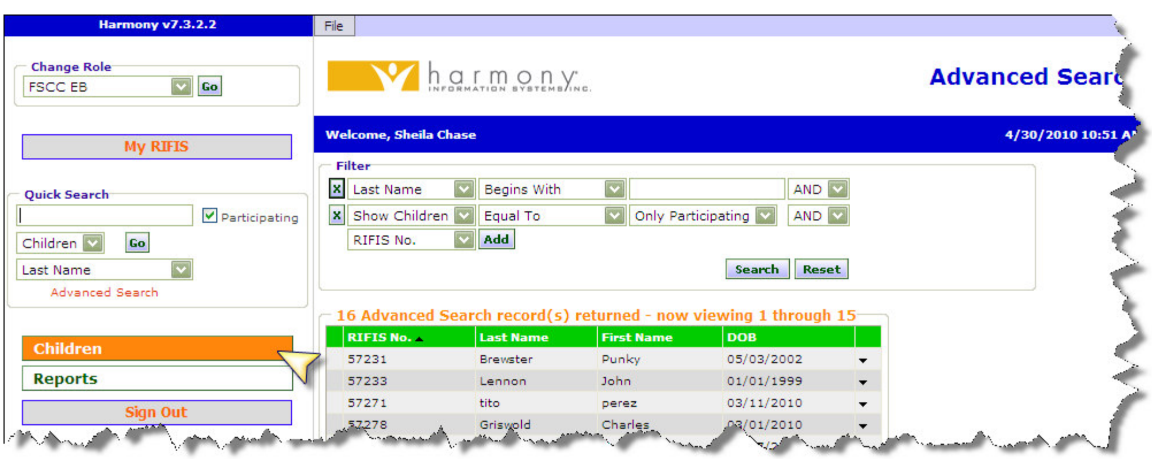
FSCC Role

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.

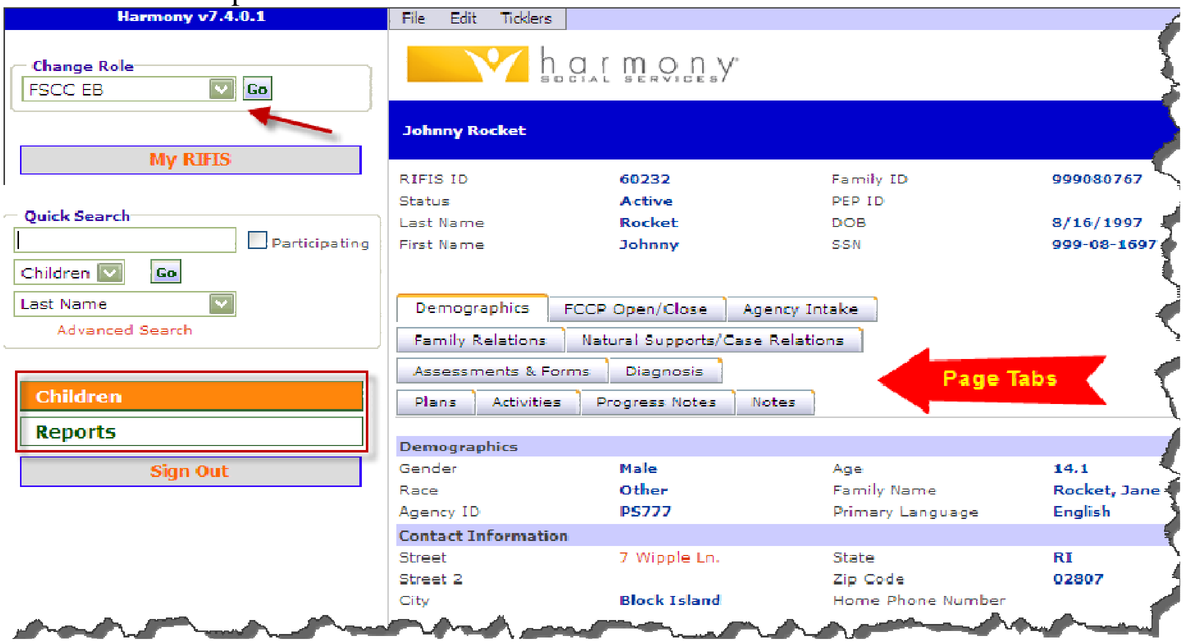


RIFIS stores information on children/youth and recipients of services in the Children Chapter. When the Children Chapter is first accessed during a user's login session, the Advanced Search page displays, allowing users to search for an existing target child/youth's record within assigned FCCP region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



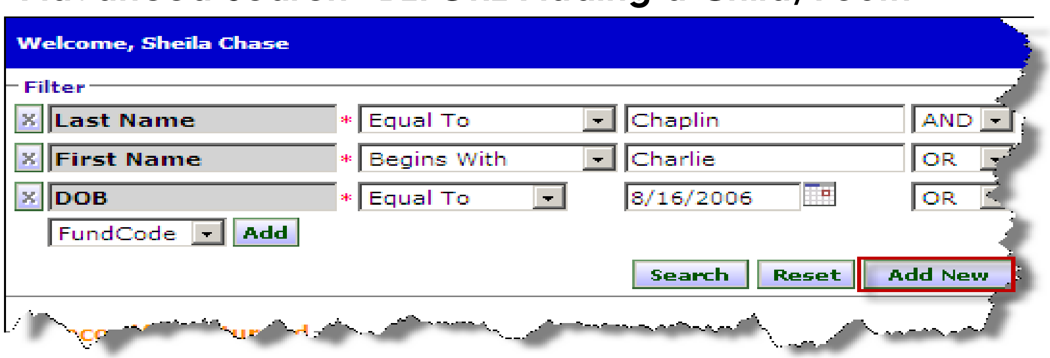
After returning a list of potential children/youth whose records match the criteria entered, a user may select a record by clicking on a specific name/row from the list.

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



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.

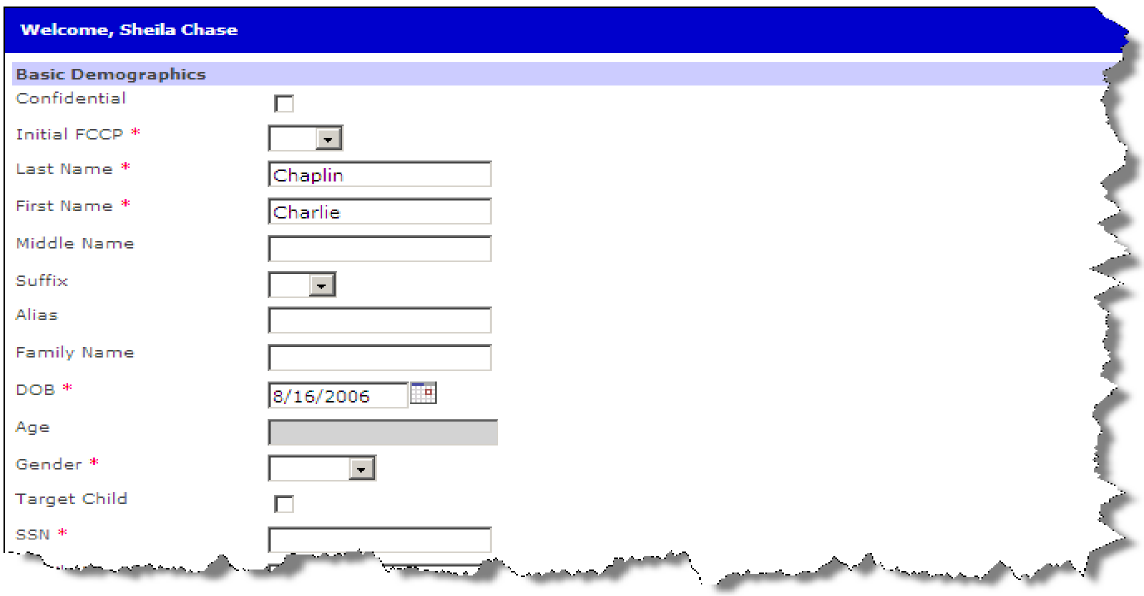
4. Click on the "Add New" -- button if no match is found – to open the "Demographics" page.

Add a Child/Youth

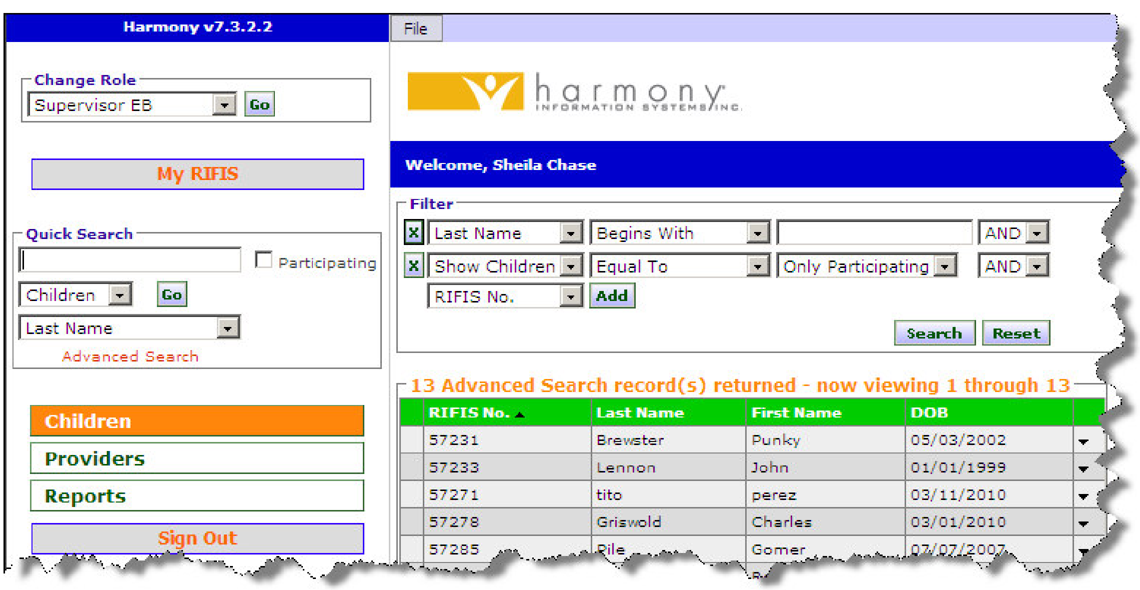
<u>Continue with steps below if record not found:</u>

5. Identify an FCCP.

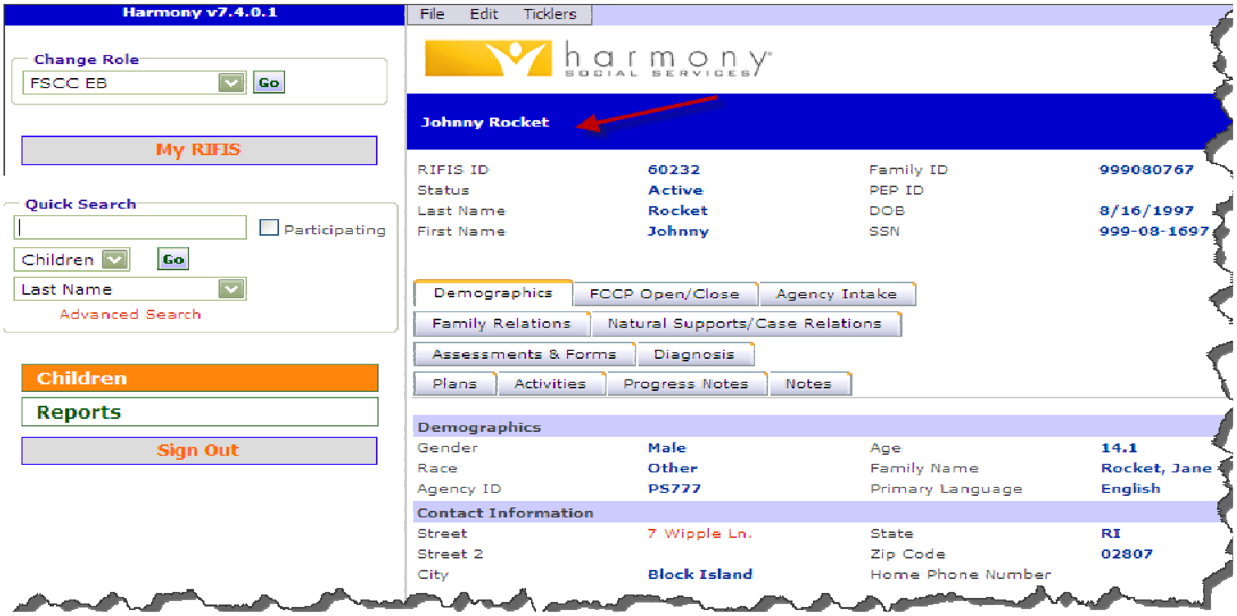
6. Enter all required (* marked with red asterisk) and ID information in the fields provided and select "Save" from the "File" menu.



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.



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:

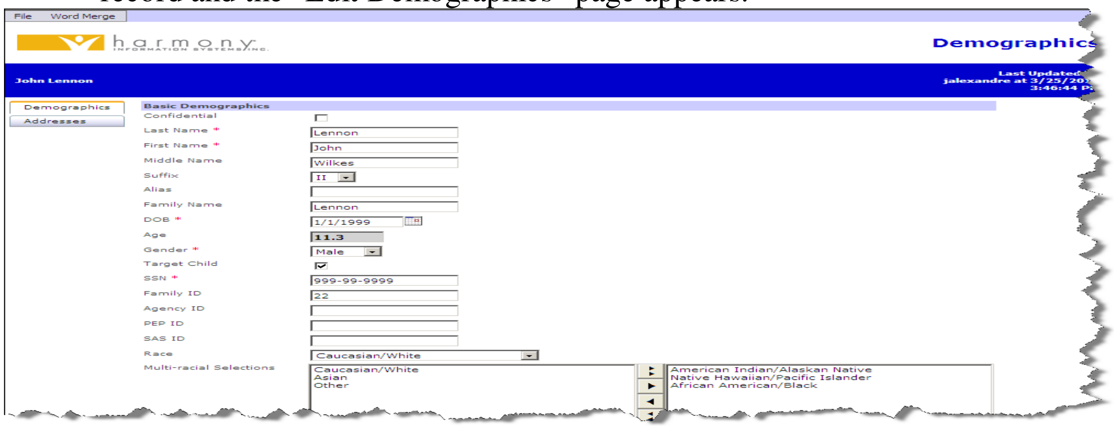


"Demographics" Tab

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.

Editing a "Demographics" Record

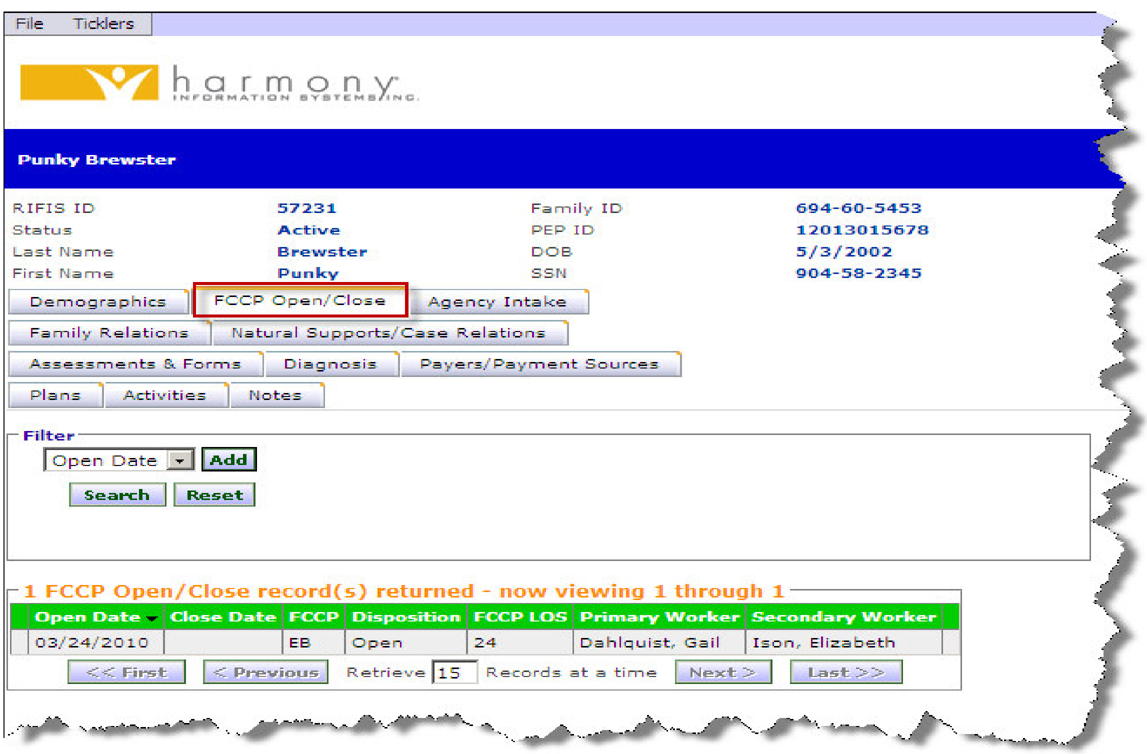
1. Select "Edit Demographics" from the "Edit" menu bar on a child/youth's record and the "Edit Demographics" page appears.



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

"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.



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.

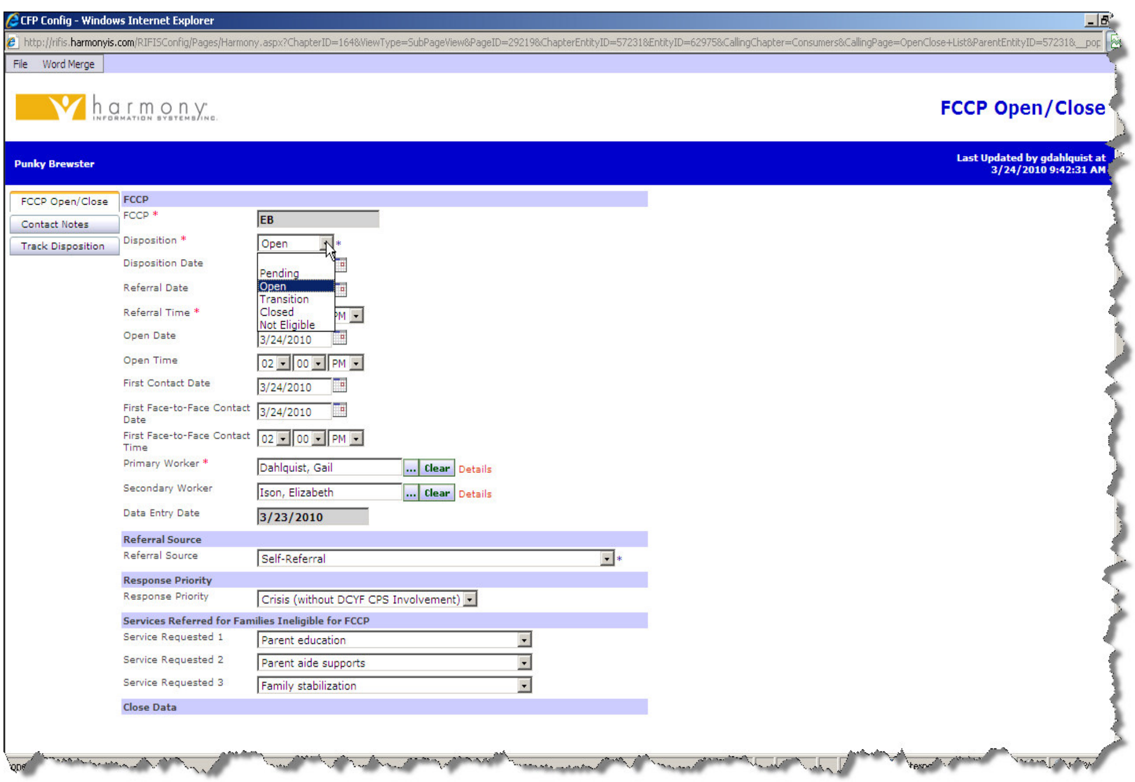
Adding an "FCCP OpenClose" Record

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.

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)

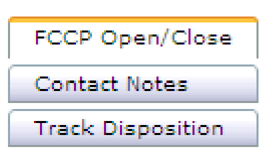
Open/Close Sub-Pages

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

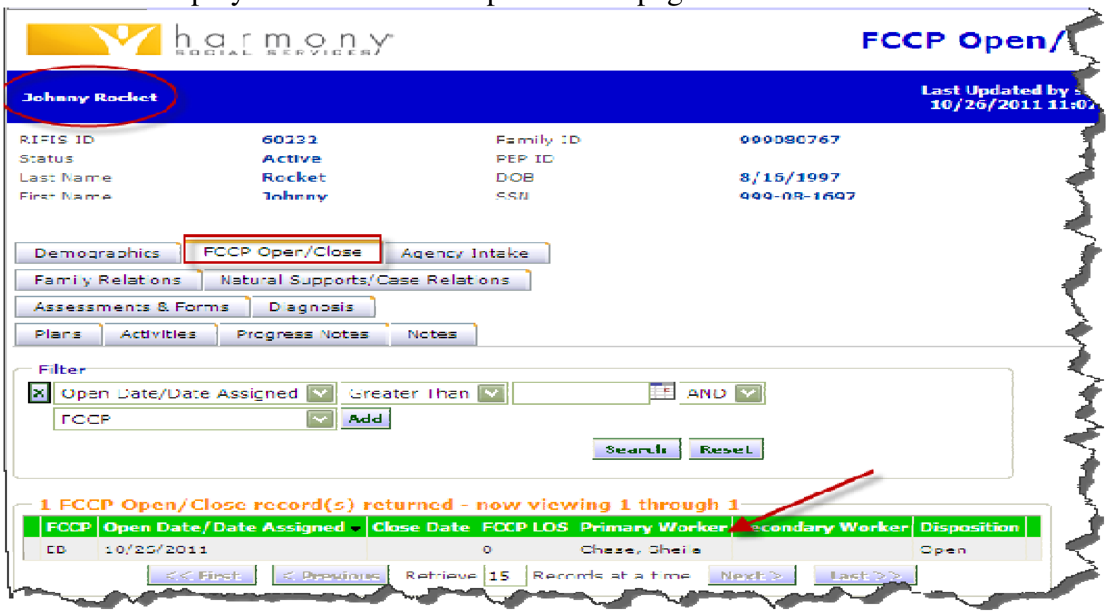
Track Disposition
An accounting of the date and time that dispositions of this FCCP Open/Close record changed.



Editing an "FCCP OpenClose" Record

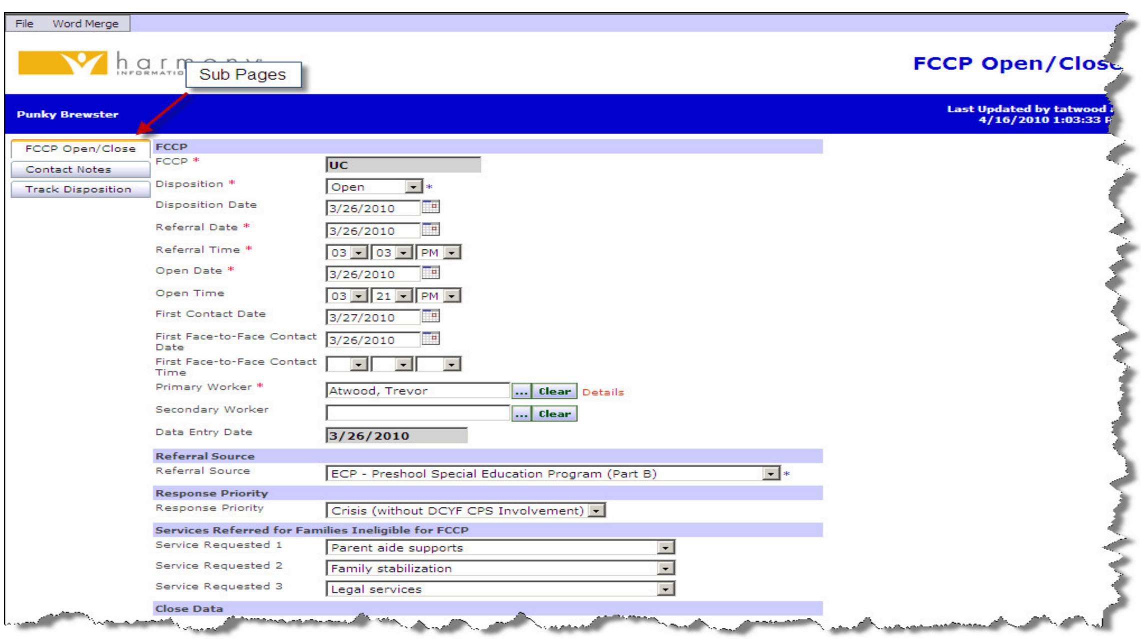
NOTE: Only active FCCP Open/Close records can be edited. An FCCP Open/Close record that is set to closed would need to have its disposition reversed before changes could be made.

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



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.



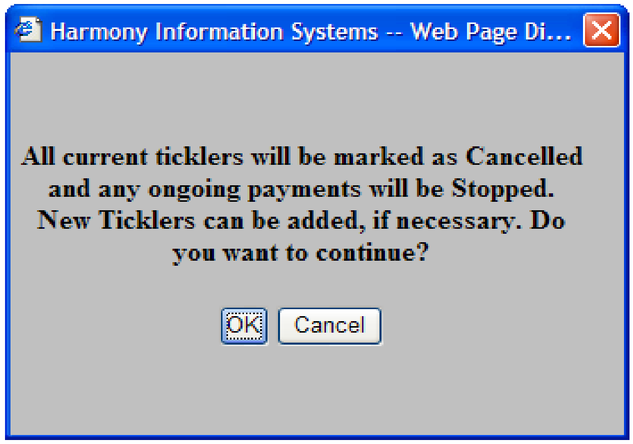
IMPORTANT NOTE

NOTE: When a primary worker is changed, all pending Assessments, Forms, and Plans for that FCCP region will be reassigned to the new worker.

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.

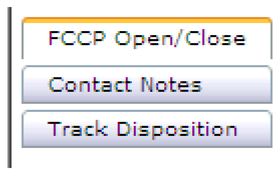
- A child/youth must be open to an FCCP code for an Agency Intake to occur. The child/youth should remain open to that FCCP Code until all services are closed.

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 sub-pages are available to them from the left-navigation pane.



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.

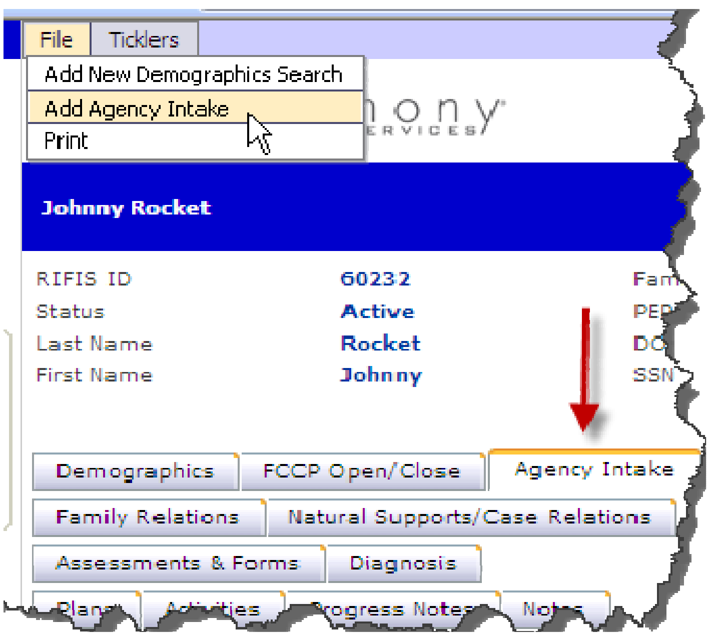
"Agency Intake" Tab

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.

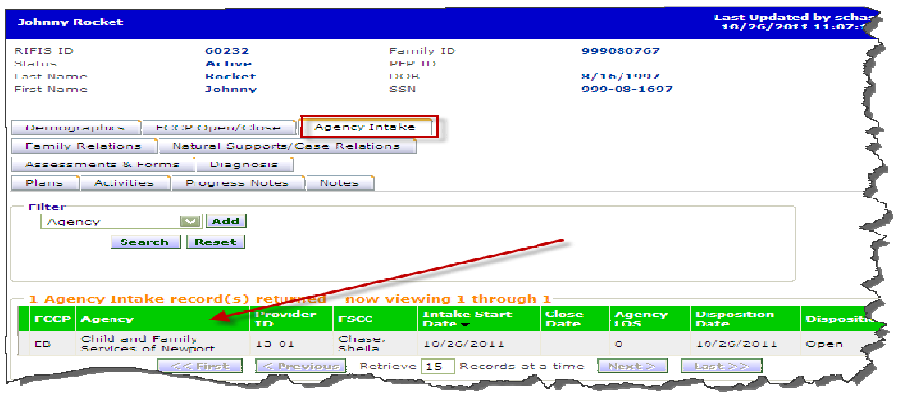


2. Enter at least the required information in the appropriate fields. Overwrite as needed the default fields.

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.

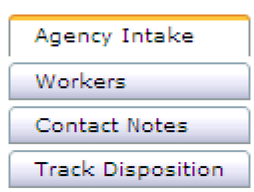


2. Perform any necessary changes.

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

IMPORTANT NOTE
NOTE: Additional sub-pages are available from the "Edit Agency Intake" page.

"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

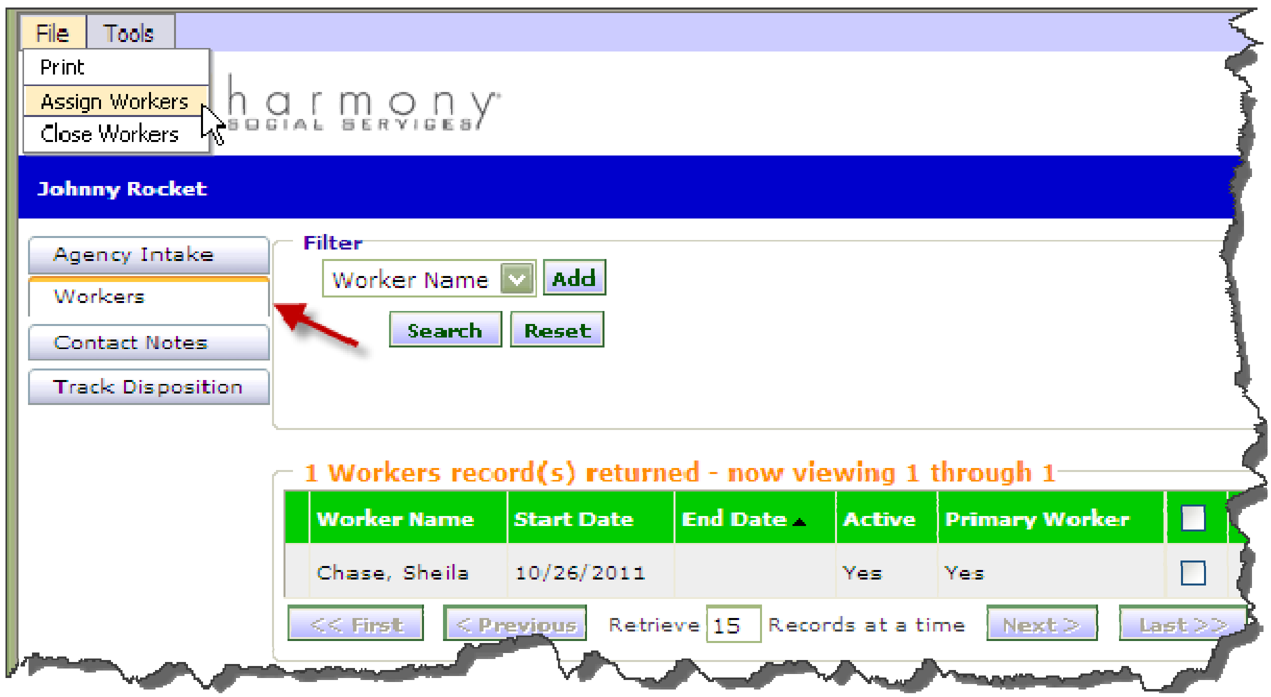
This page is a recording of the changes in disposition and when they occurred.

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.



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.

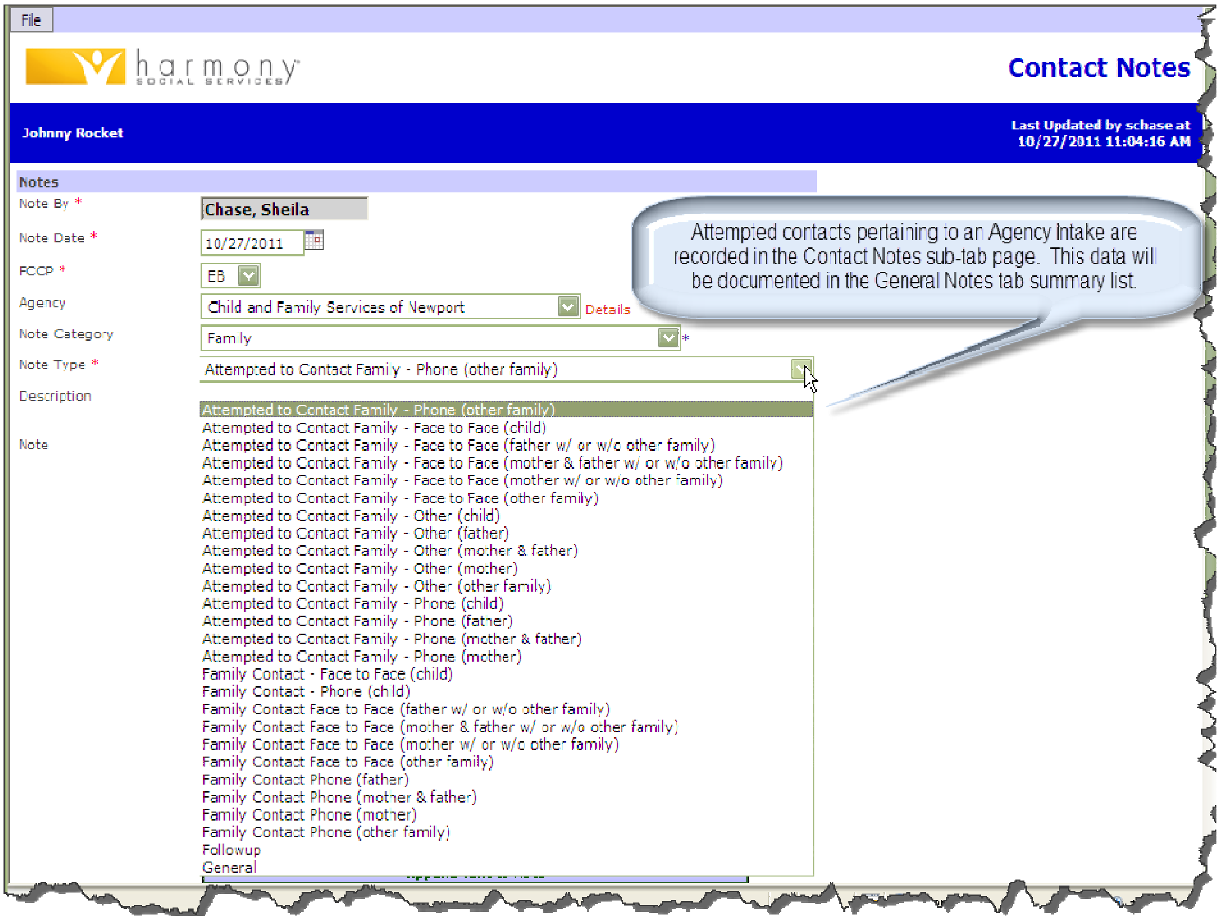
6. Add the start date.

7. Indicate primary worker by clicking box.

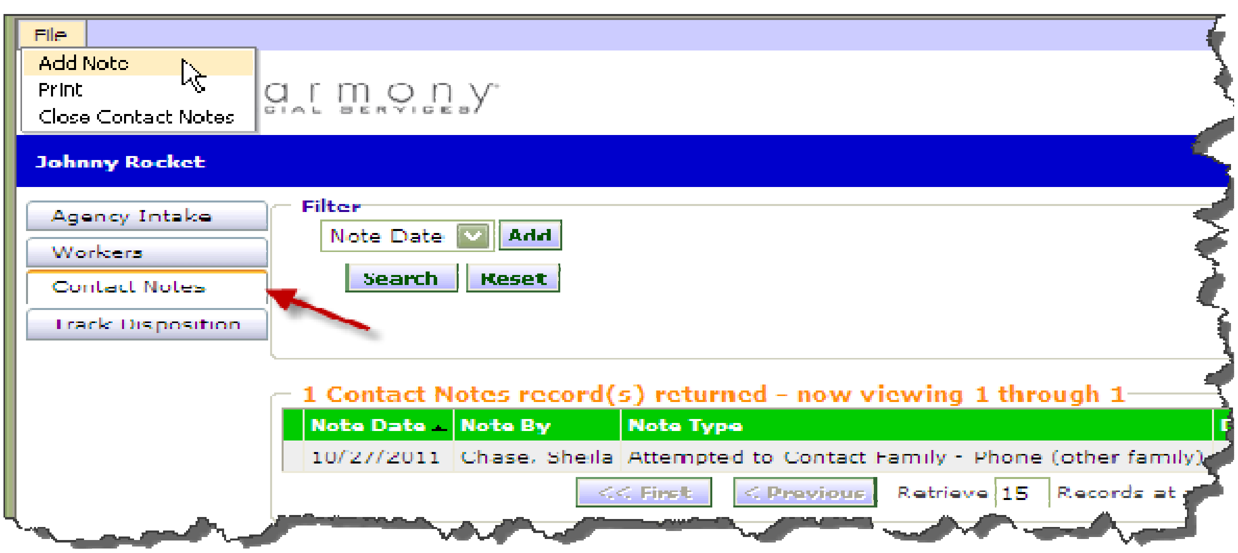
8. Select "Save" from the "File" menu when done.

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.

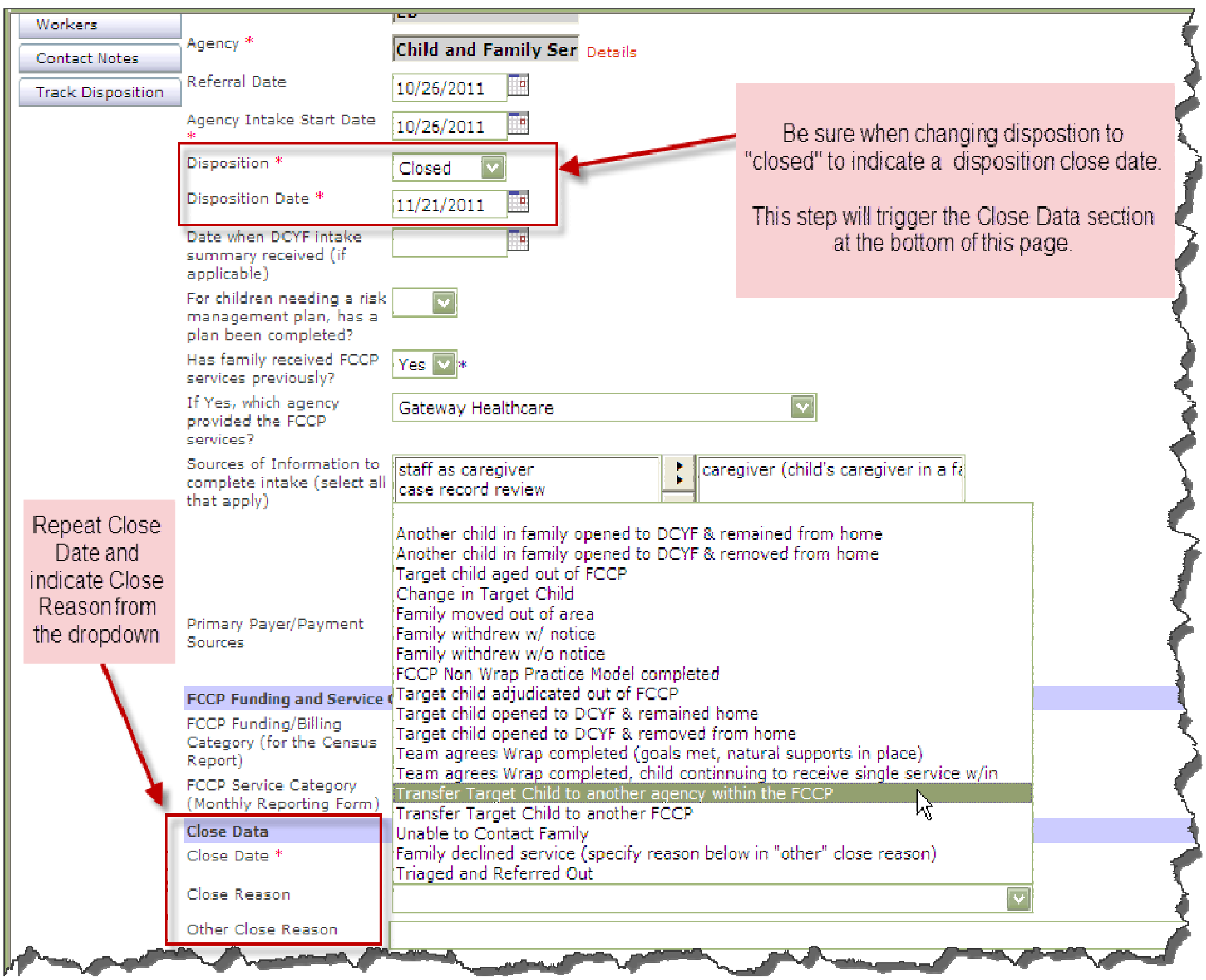


Track Disposition

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."



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.

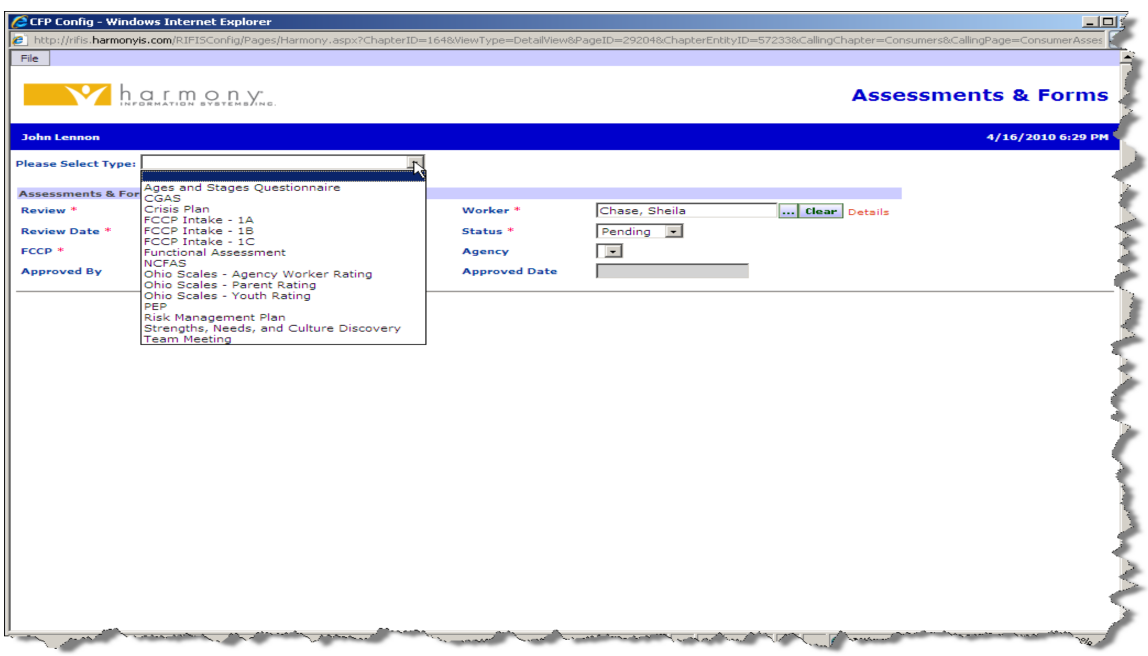
NOTES: When a valid address is entered, the "Street" hyperlink leads to a map of the location.

"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.



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

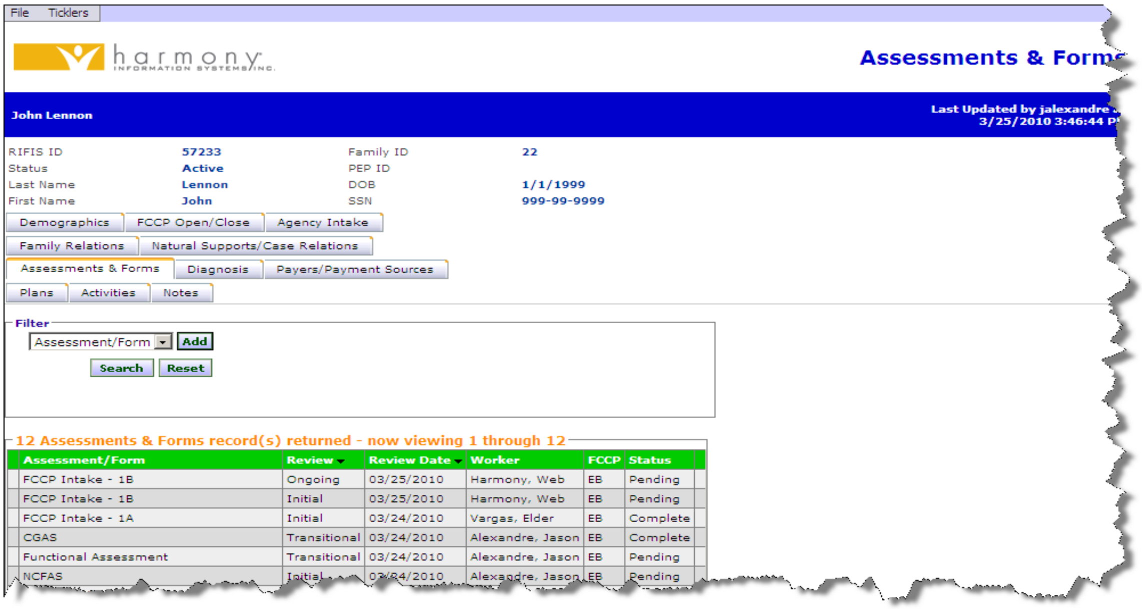
Some standard options are included in the "Assessment and Forms" tab to assist workers in the completion of their tasks.

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.



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

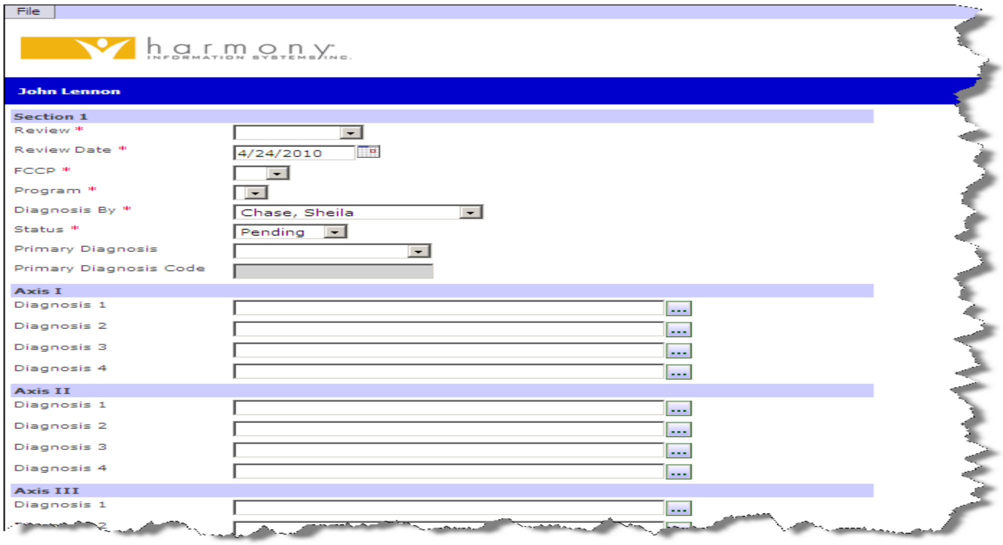
The "Diagnosis" tab allows users to view, edit, or add five-scale Diagnostic and Statistical Manual of Mental Disorders IV (DSM- IV) diagnoses into RIFIS.

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.



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.

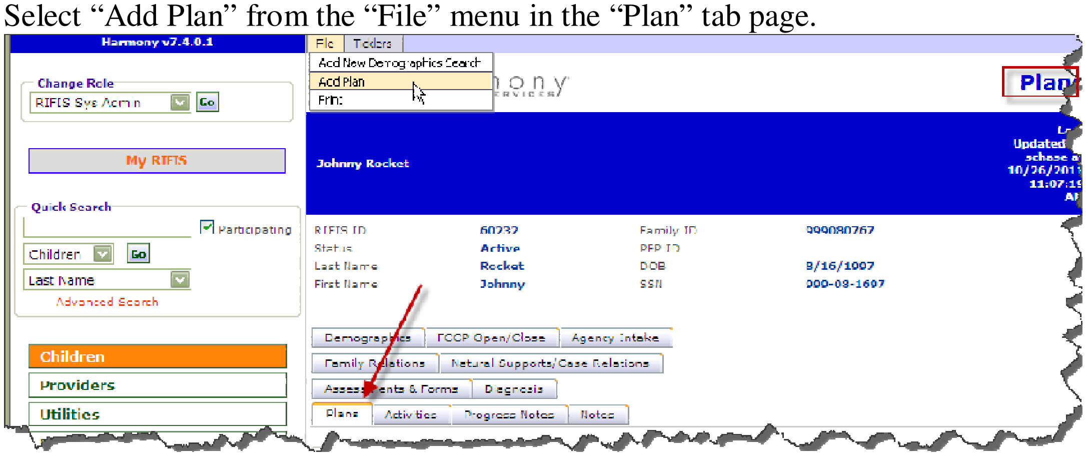
"Plan" Tab

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

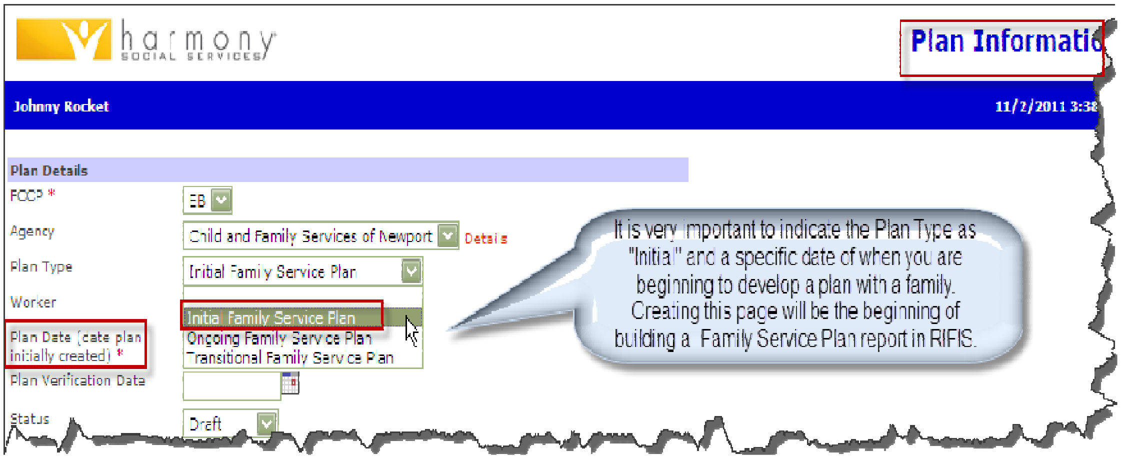
Caution: Users must select "Save" from the "File" menu before moving from one section to another in order to ensure the saving of edited or added information.

Adding a "Plan" Record

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



2. Enter at least all required fields.



3. Overwrite as necessary all default fields.

4. Select "Save" from the "File" menu and the "Plan" page appears.

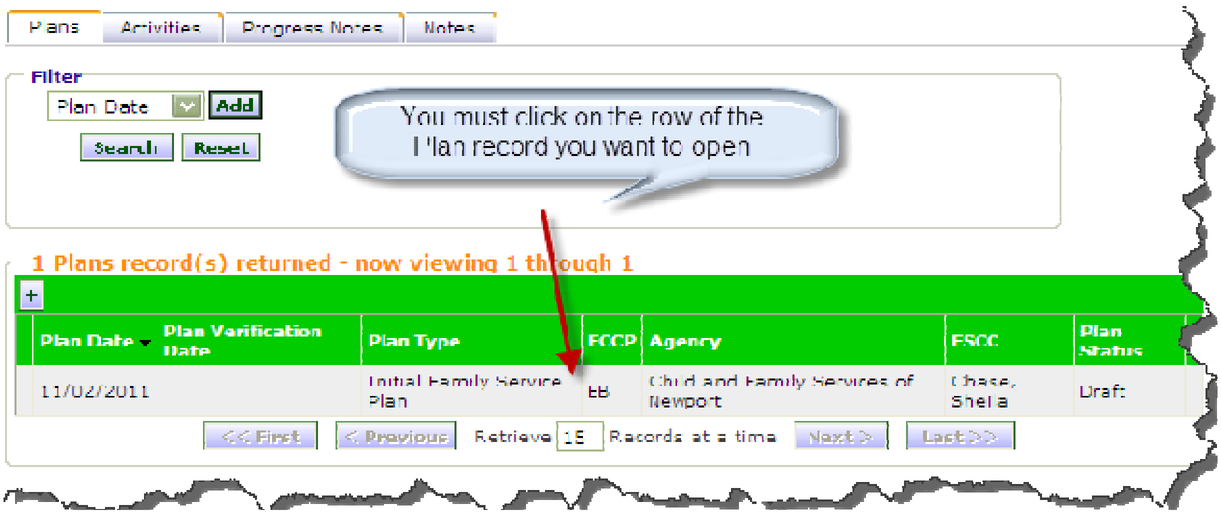
NOTE: Once the status field on the Plan Information page is marked as "Complete" the entire plan can no longer be edited.

"Plan" Tab Sub-Pages

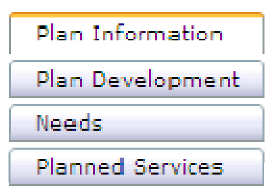
The "Plan Information" page contains several features that allow users to create well-defined treatment and service plans for children/youth and their families. These features help to standardize the process yet still allow the worker the flexibility to create plans individualized to the needs of each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



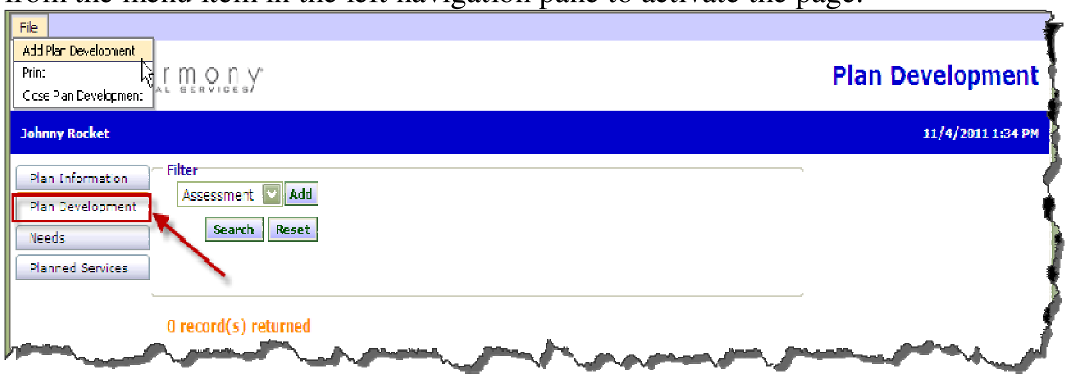
Once you have opened the Plan Information page the Sub-tabs below will be listed to the left of the page. These are used to "build a plan" and should be accessed in the order they are listed. All steps within each tab are necessary. Please complete all pages (Plan Information, Plan Development, Needs,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

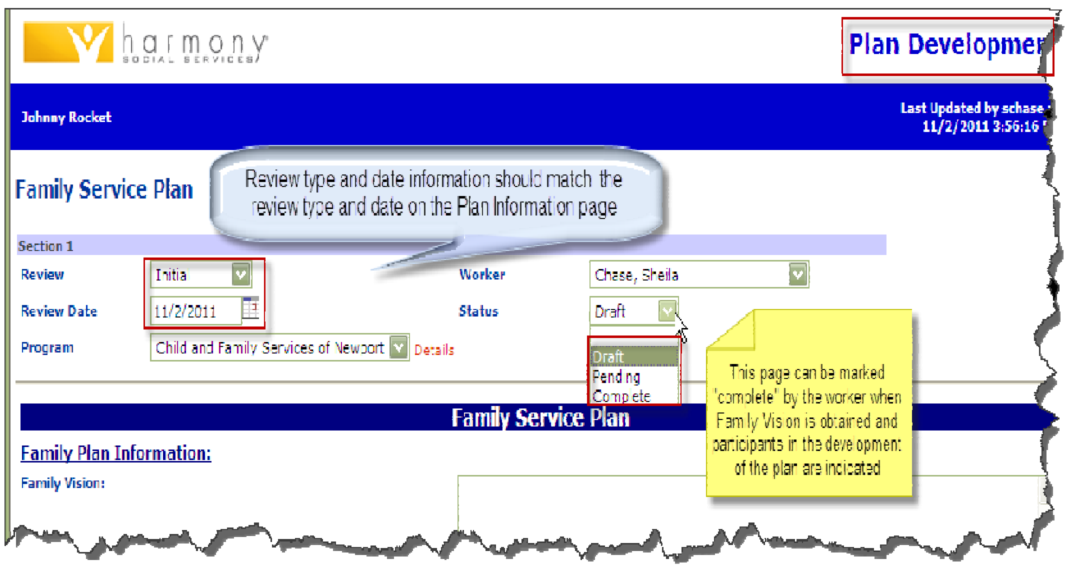


Plan Development

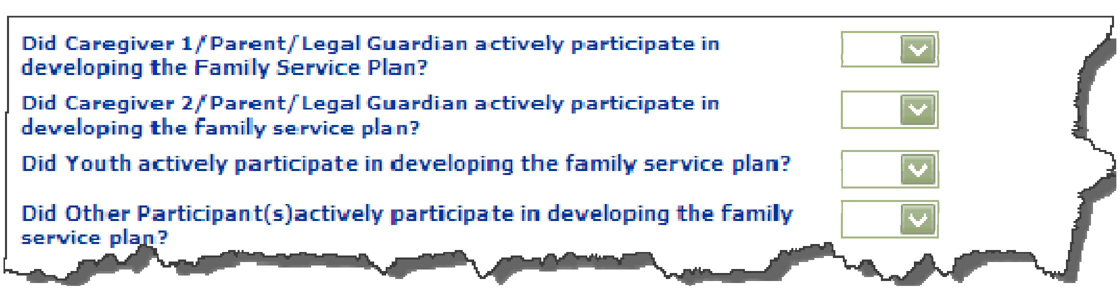
The Plan Development records are designed as data collection instruments for periodic case plan reviews required by the agency or funding source. The plan development information is merged into a pre-existing report format (the Family Service Plan).

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.





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



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.

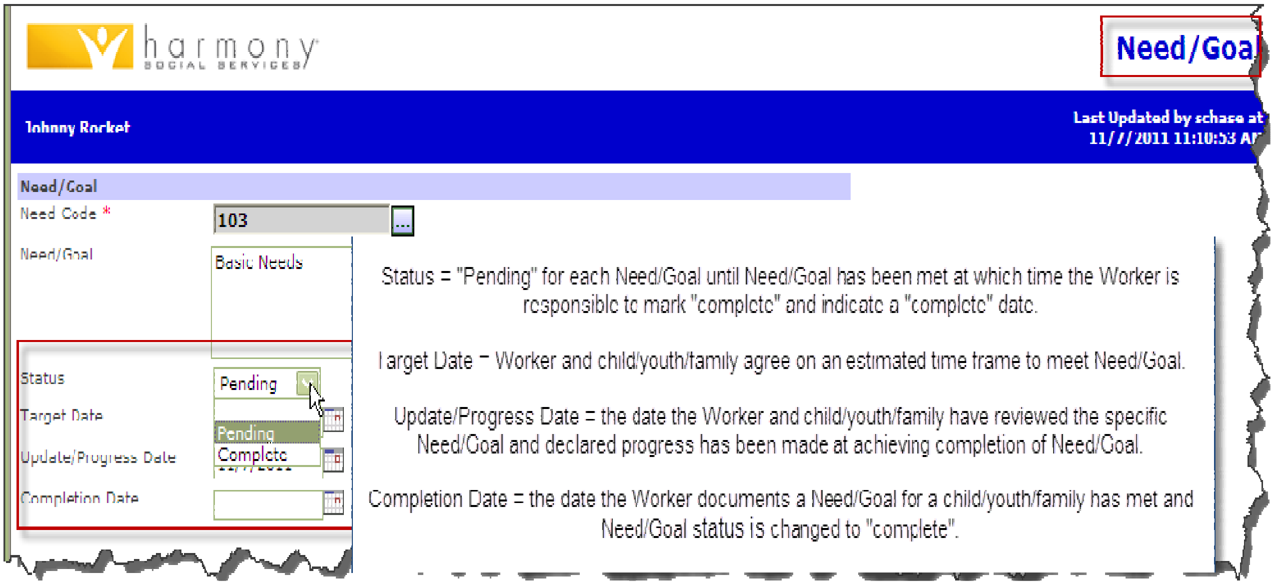
1. Click on the “Needs” sub-tab in the left navigation pane.

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.

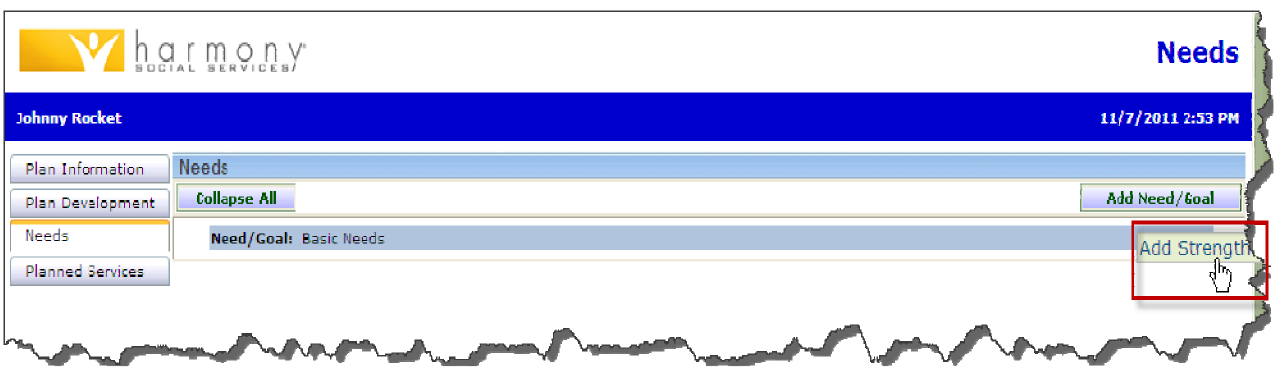
Category	
Type	

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



4. Select "Save" from the "File" menu and it brings you back to the "Needs" page which will display the newly created need/goal.

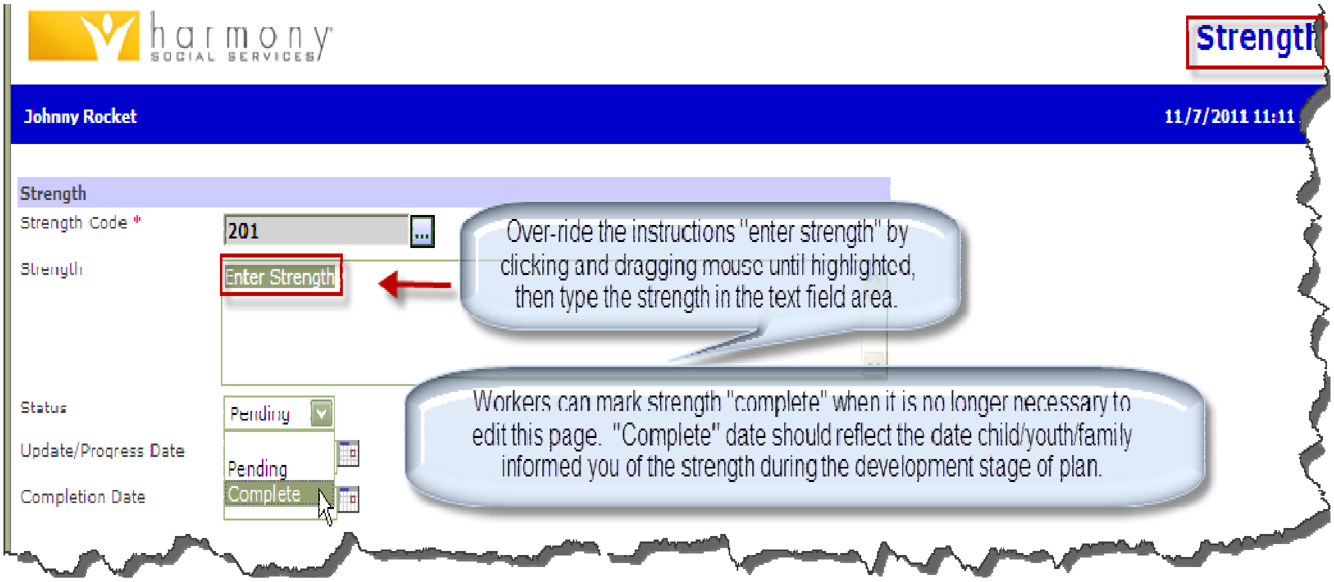
5. Hover over the fly-out menu arrow to display a new menu.



6. Select "Add Strength" to perform the action.

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

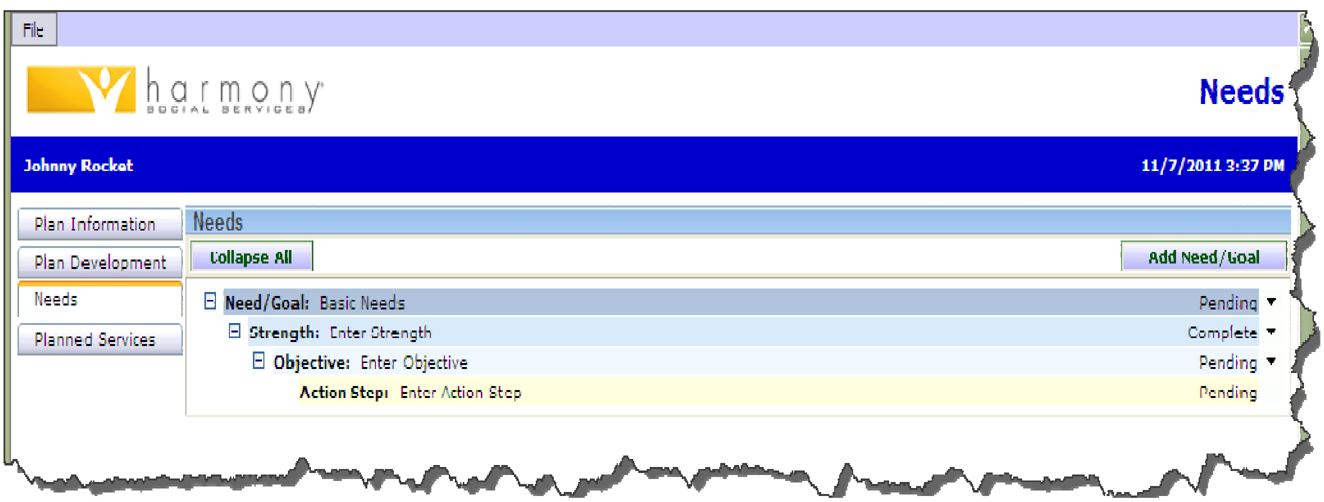
IMPORTANT NOTE
Goals/Needs, Objectives and Action Steps are records linked to one another, but need to be marked "Complete" with a completion date individually in order to keep track of progress.



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"



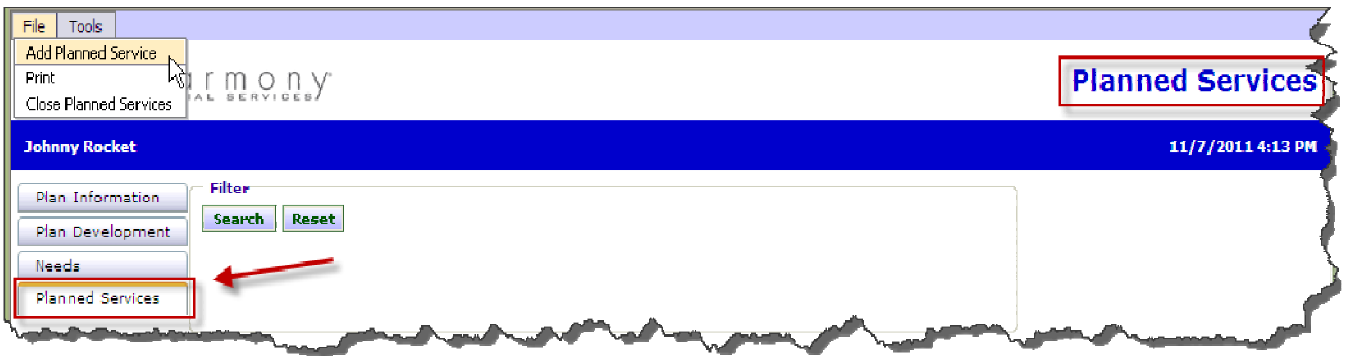
IMPORTANT NOTE
Follow the same steps outlined to add "Objectives", Action Steps", and progress to the plan. When the "Needs/Goals/Objectives/Action Steps and progress" hierarchy is completed, the "Needs" sub-page should display a chain similar to what is shown above.

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.

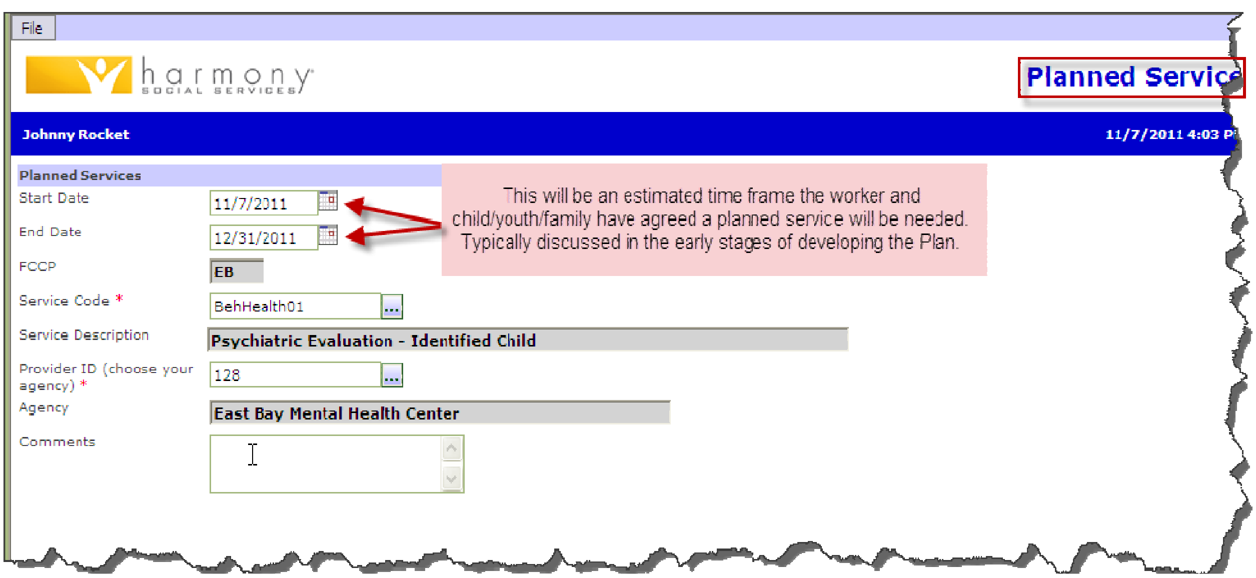
2. Select "Add Planned Services" from "File" menu to display an empty form.



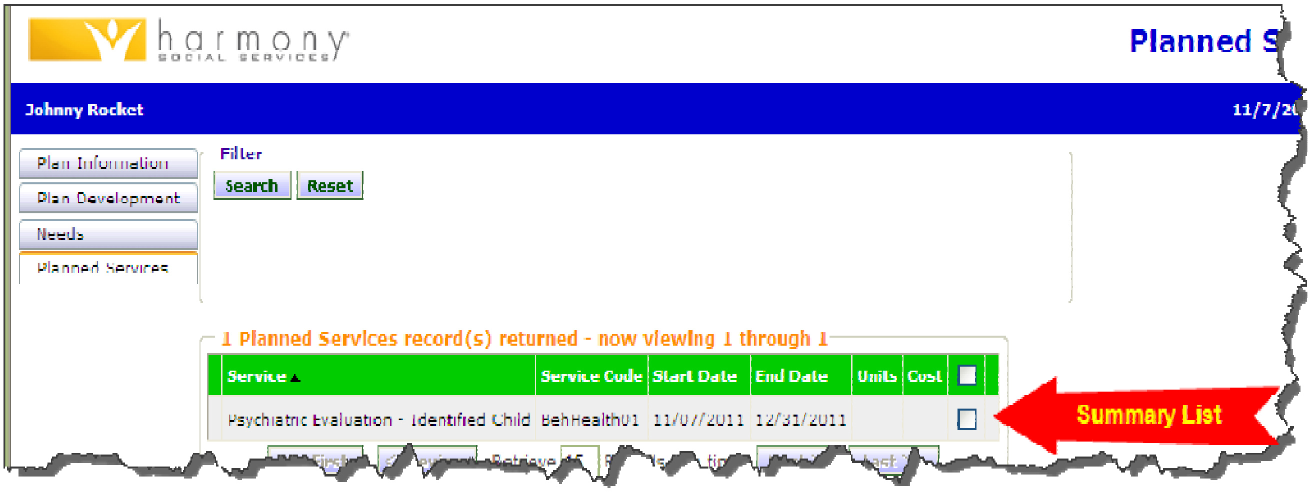
3. Select ***estimated*** Start and End dates for the Planned Service to occur.

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.

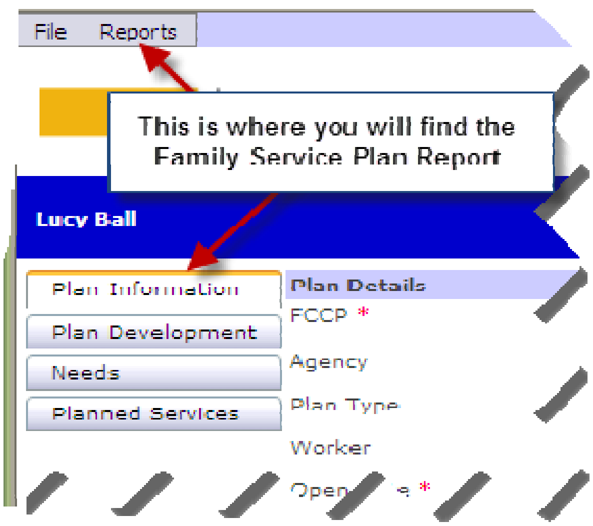


6. Select "Save" from the "File" menu when done.

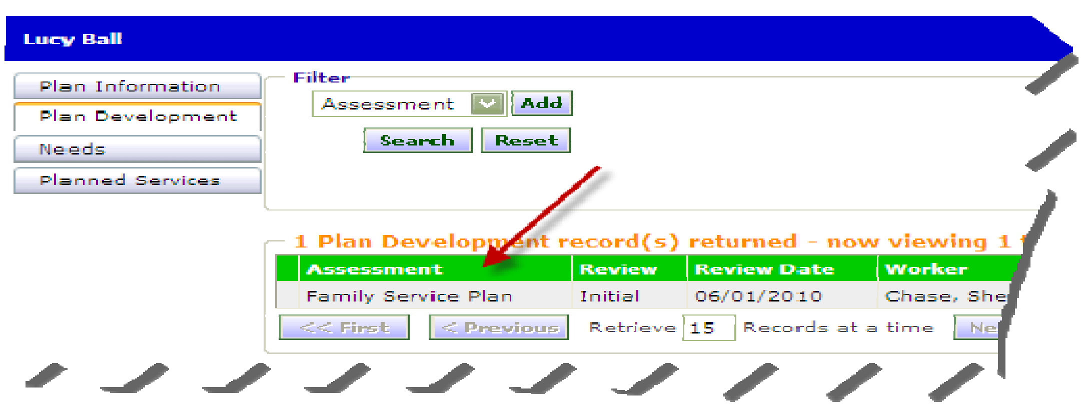


After completing these steps:

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



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:



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.

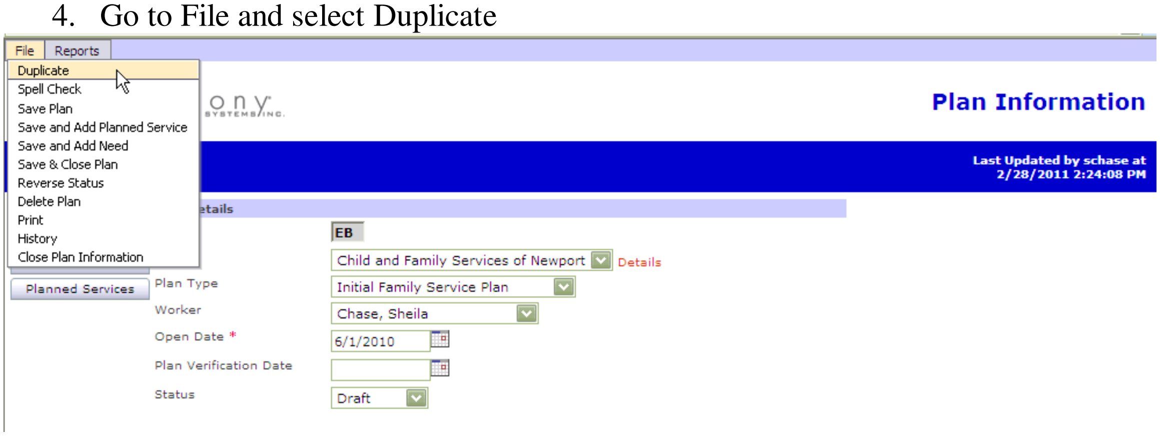
IMPORTANT NOTE

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)

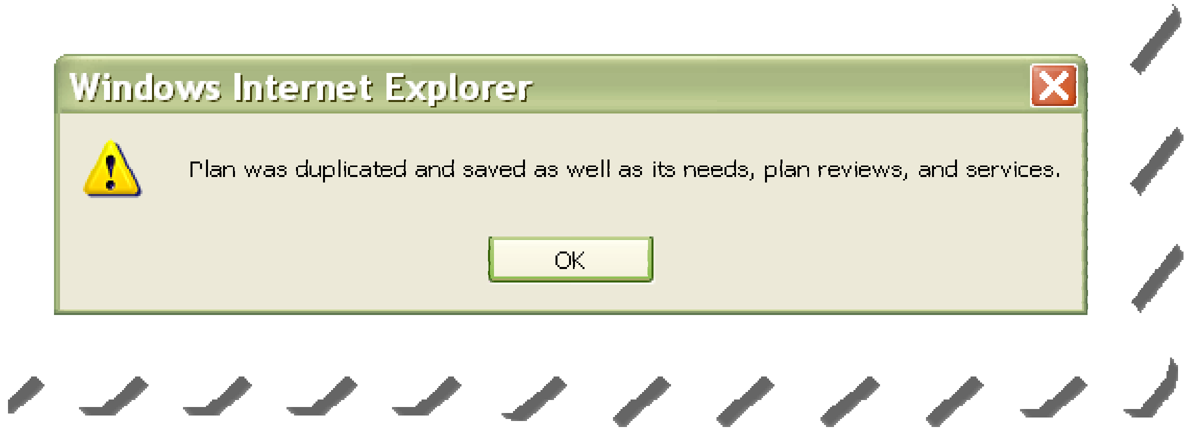
Duplicating a "Plan" Record

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

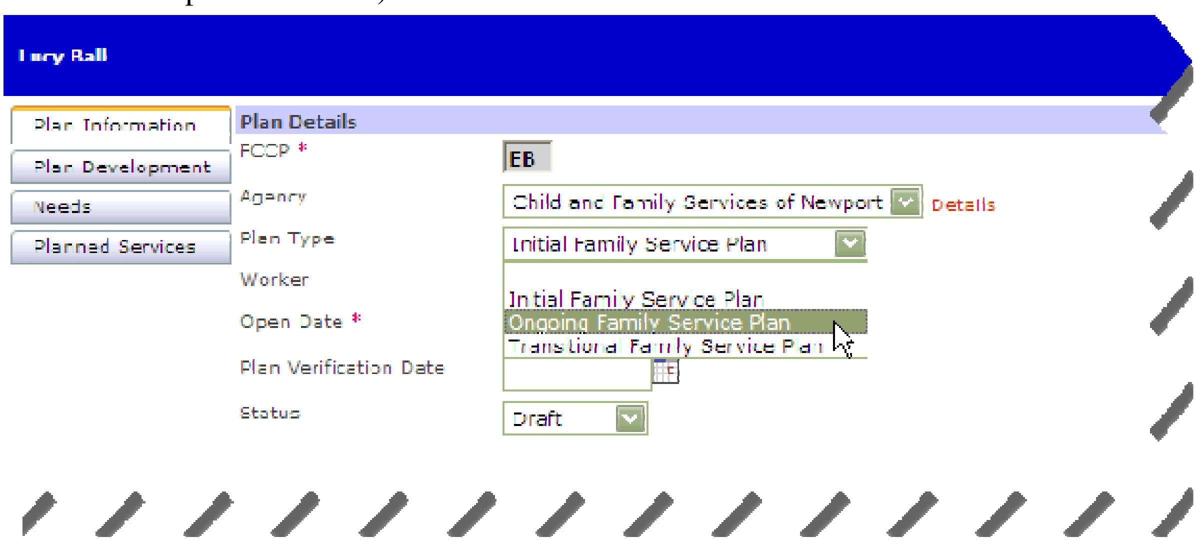


You will see the following message:



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*

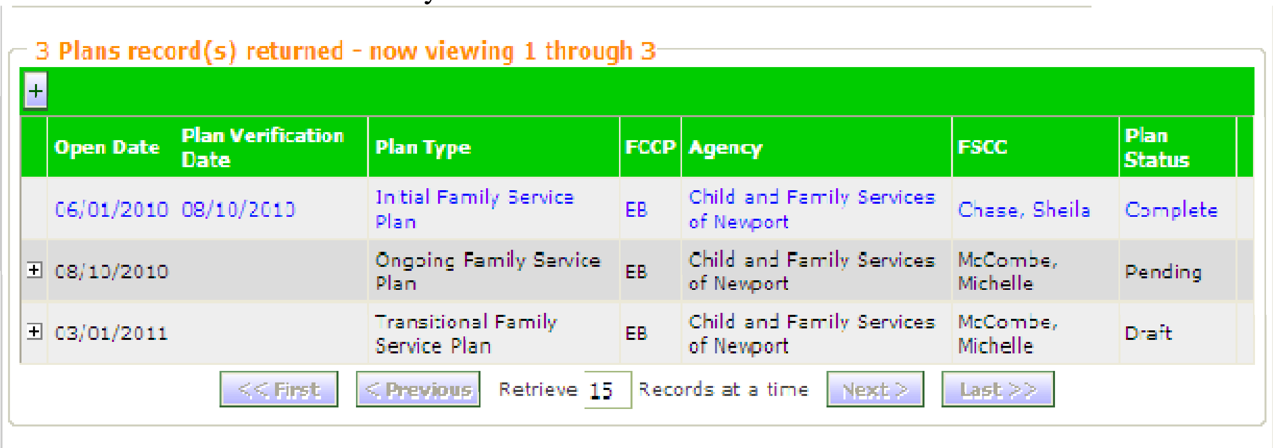
5. Change the Plan Type to "Ongoing Family Service Plan"
6. Make sure Open Date = the date you met with the family and they agreed to modifications to the plan
7. Status will automatically appear as "draft" (leave it so you are able to work within this duplicated record)



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.

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



3 Plans record(s) returned - now viewing 1 through 3

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		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

<< First < Previous Retrieve 15 Records at a time Next > Last >>

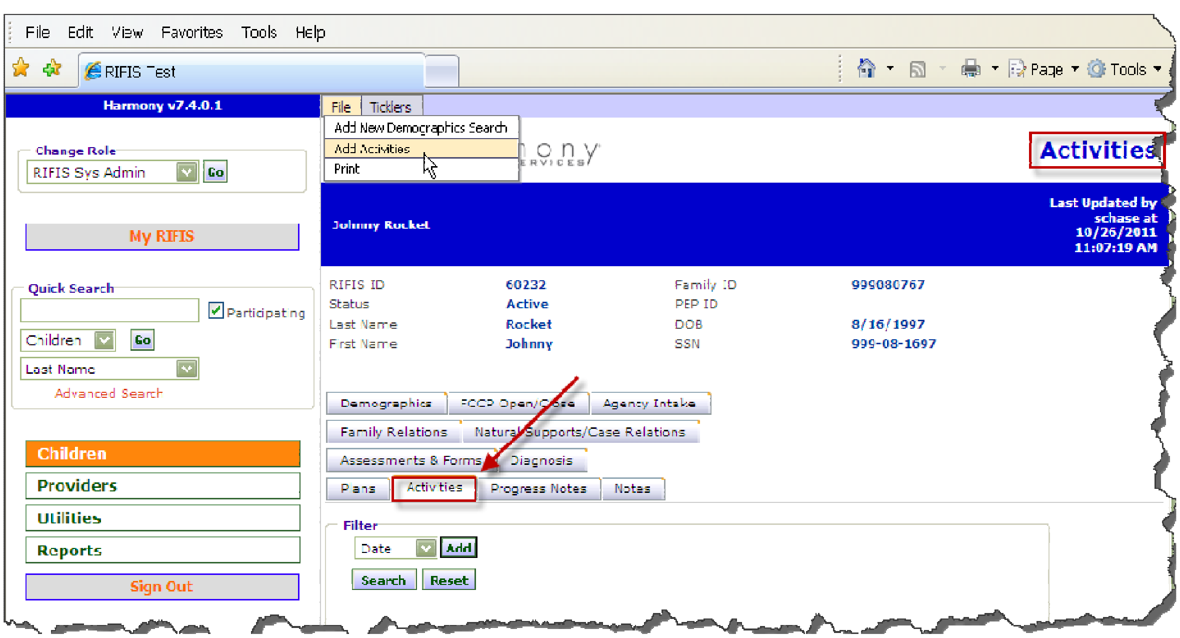
REMEMBER: Any time you are making significant changes to the family's Plan and need them to sign a new copy, you will need to duplicate and could have multiple "Ongoing" plans with different dates showing when Goal/Needs were complete and/or modifications were made.

"Activities" Tab

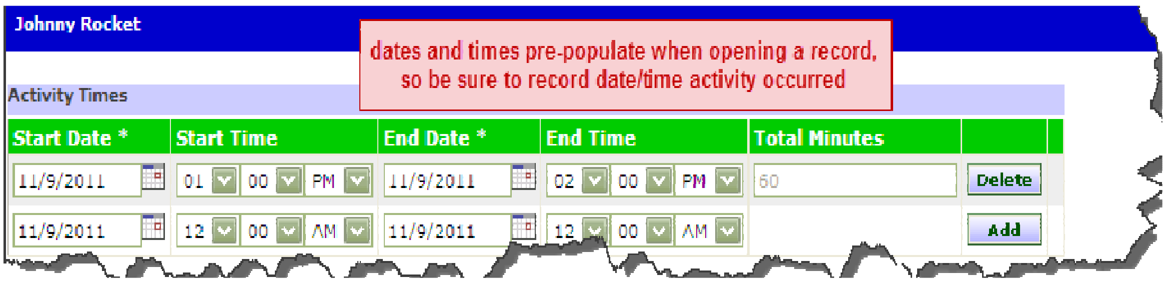
The "Activities" tab is the area in which you will record all services delivered to the specified child/youth and other family members. (Service Codes/definitions are listed in the "Appendices" section of this manual).

Adding Activities

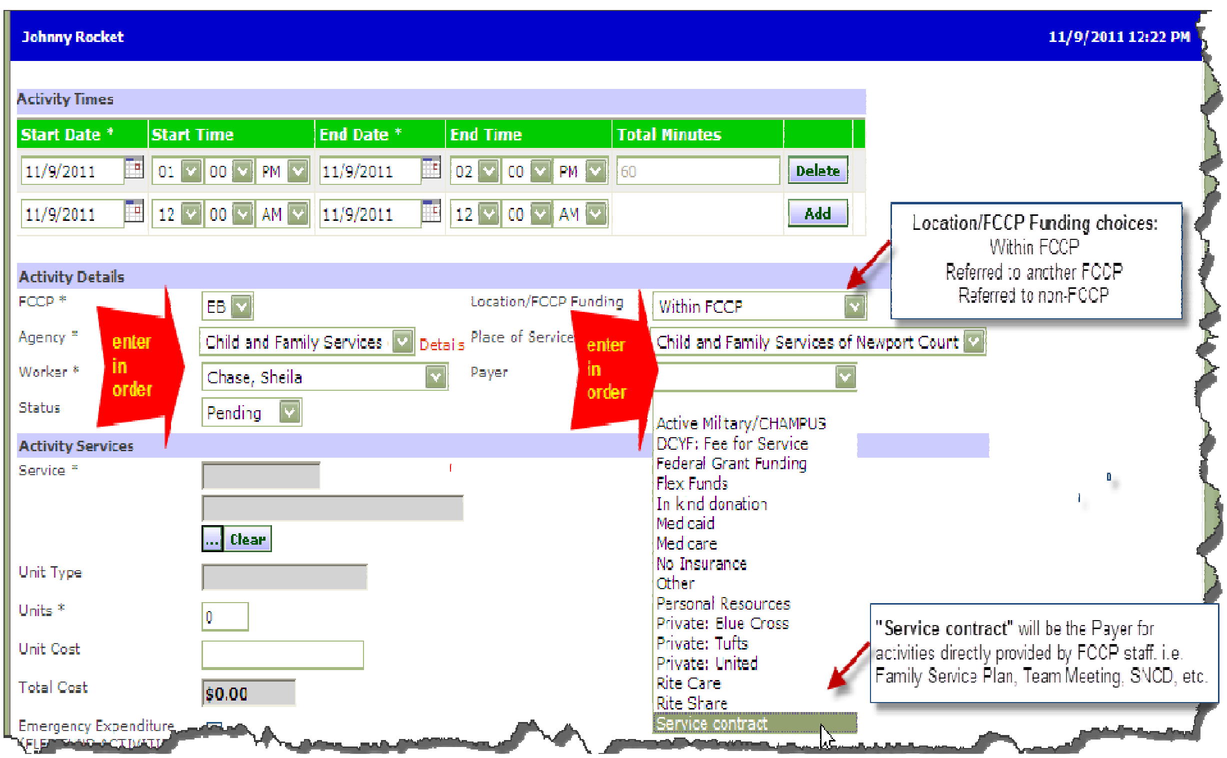
1. Select "Add Activities" from the "File" menu in the "Activities" tab page.



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.

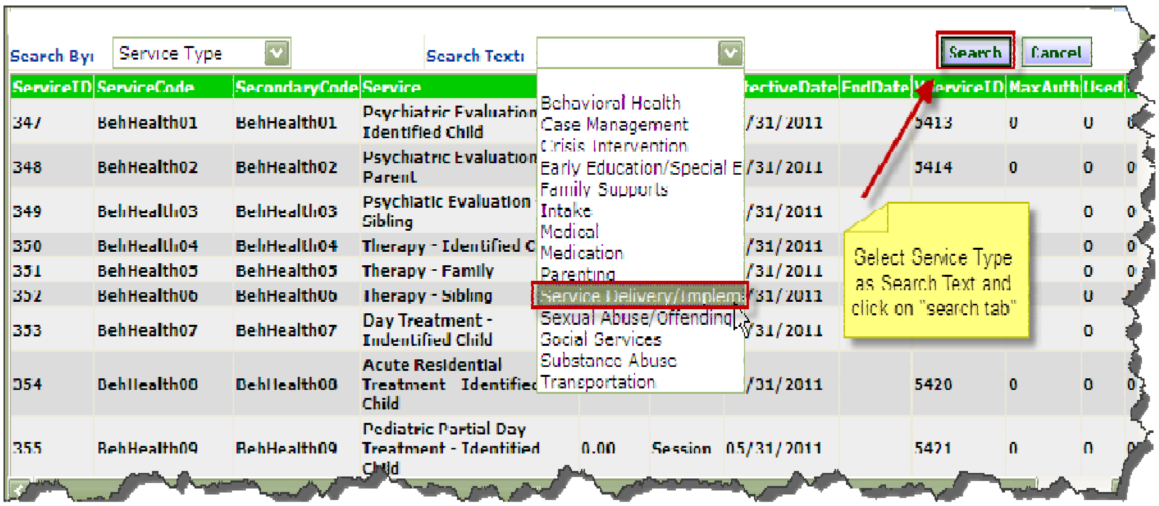


3. Do not skip by the Activity Details! This header information must be filled out in order: FCCP, Agency, Worker, Status, Location/FCCP Funding, Place of Service, and Payer.



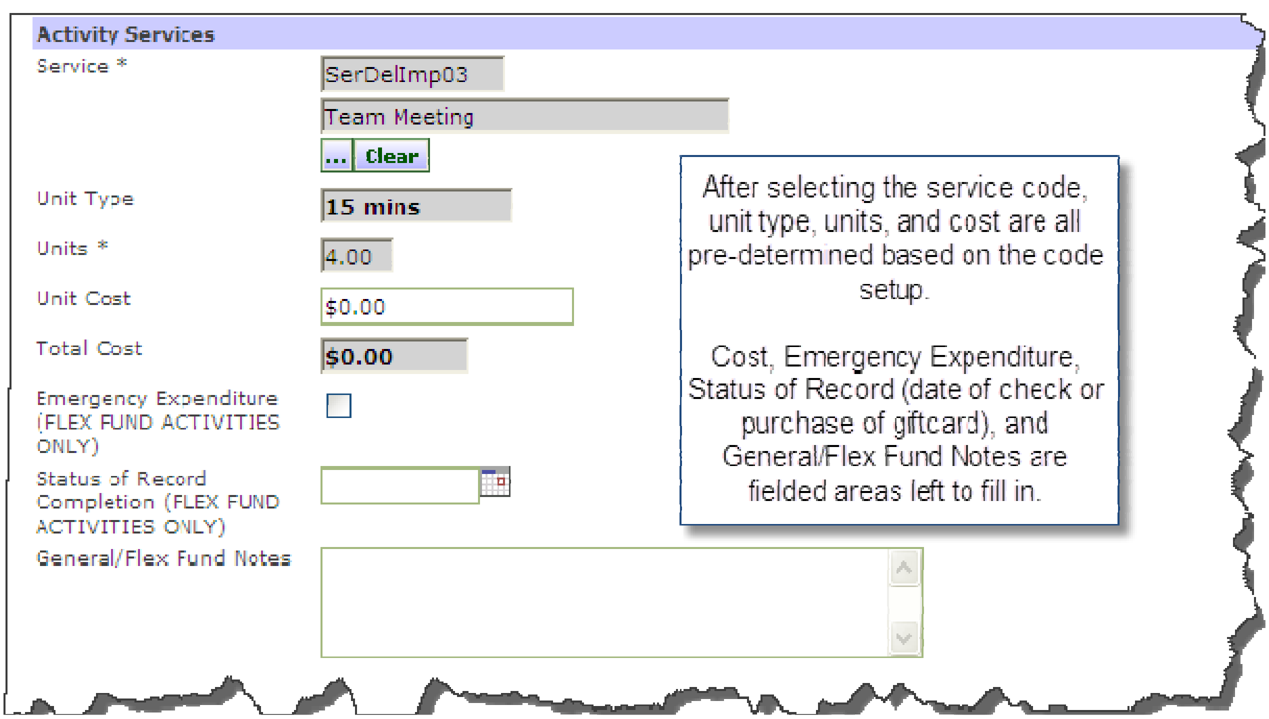
4. Click on ellipse button ... to display a list of services. Searching by Service Type may help you find the specific code you are looking for (shown below).

5. Select the appropriate service and the service information populates the fields in the bottom portion of the screen.



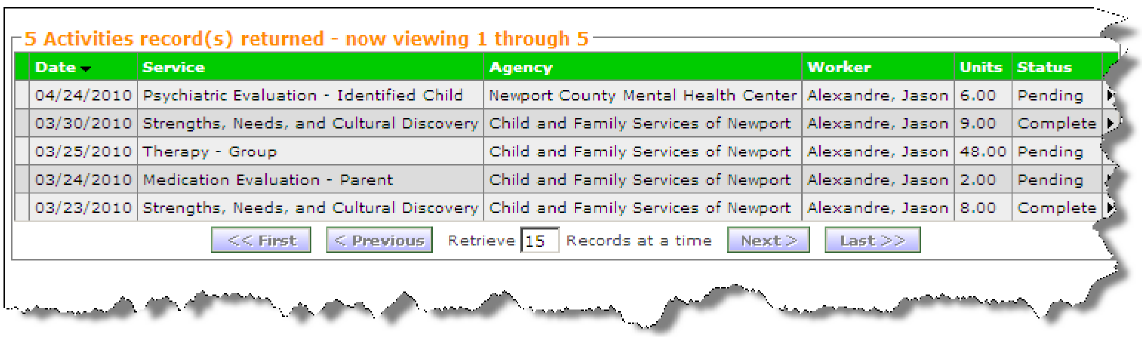
6. Enter the required information.

7. Click "File" and "Save" when complete.



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.



5 Activities record(s) returned - now viewing 1 through 5

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   Retrieve 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.

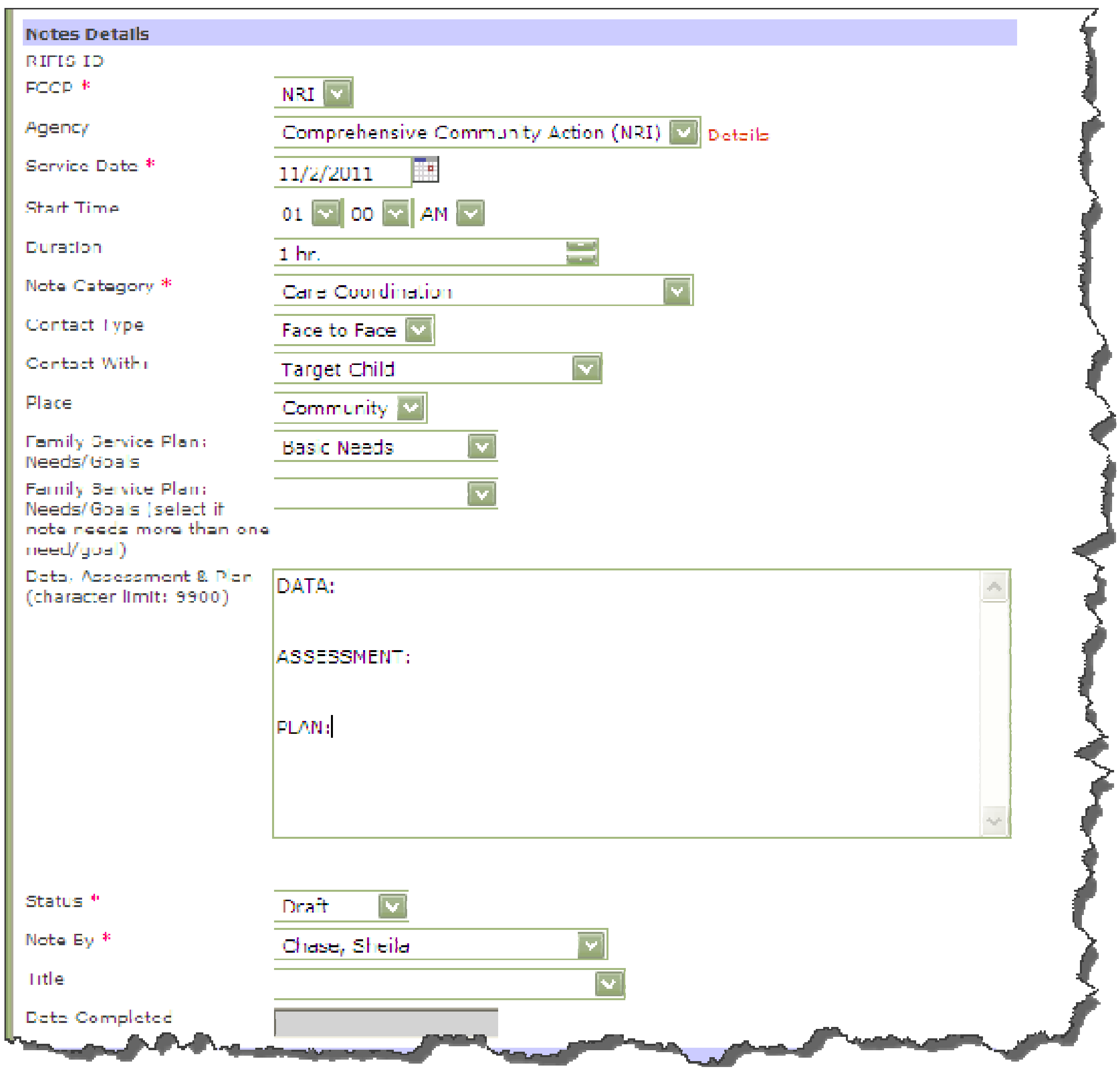
"Progress Notes" Tab

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.



- 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

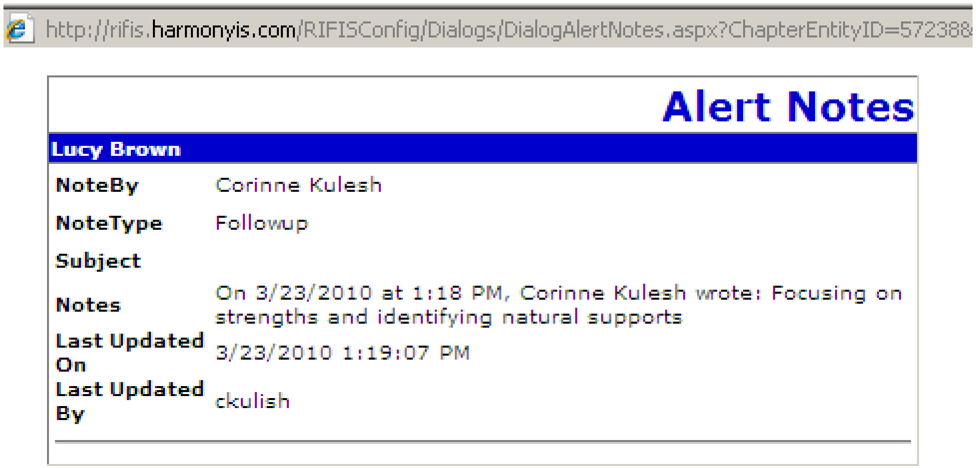
Users may enter general information pertaining to a child/youth/family via the "Notes" tab. These notes, as determined by the users' agency's set-up, will include records of phone contact and/or face to face with other workers/persons concerning a case.

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.



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.

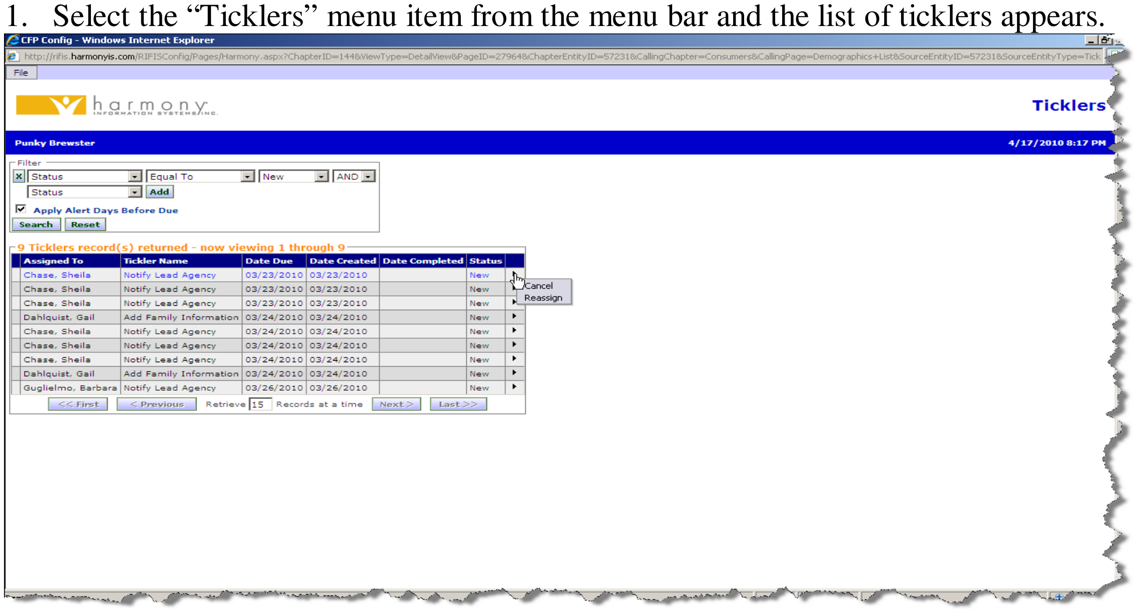
4. Perform any necessary changes and select "Save" from the "File" menu.

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

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.

Viewing/Editing Ticklers

1. Select the "Ticklers" menu item from the menu bar and the list of ticklers appears.



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."

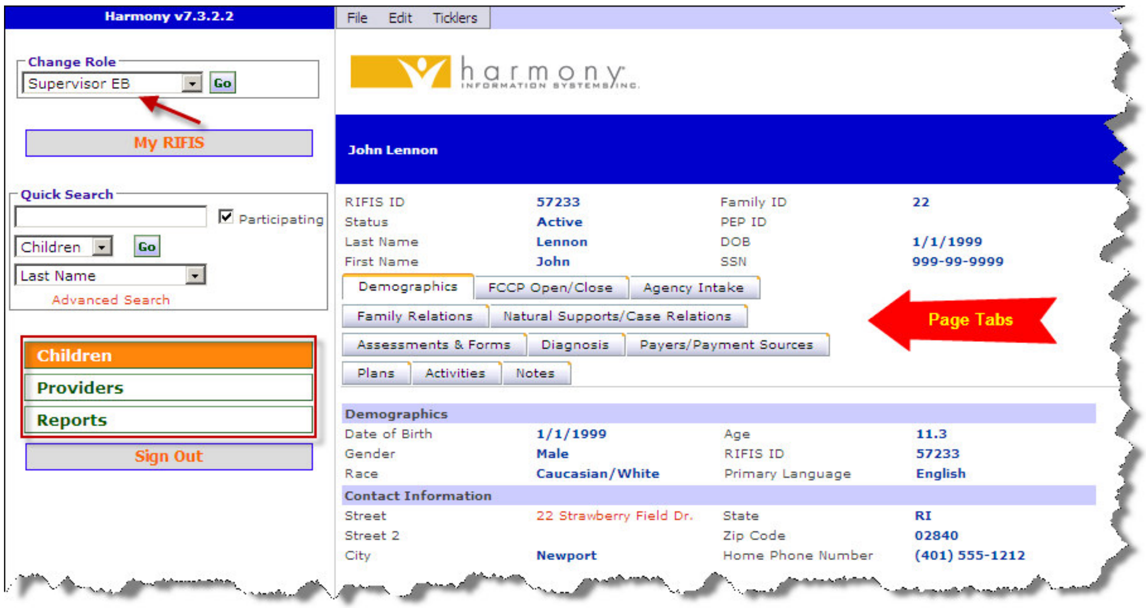
3. Hover over the arrow button next to a target item and a menu appears to allow the performance of additional tasks related to the tickler selected: Edit, Add Another, Reassign, Cancel, etc. The items on the menu will be contextual and will only show operations that you can perform on this tickler.

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.



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

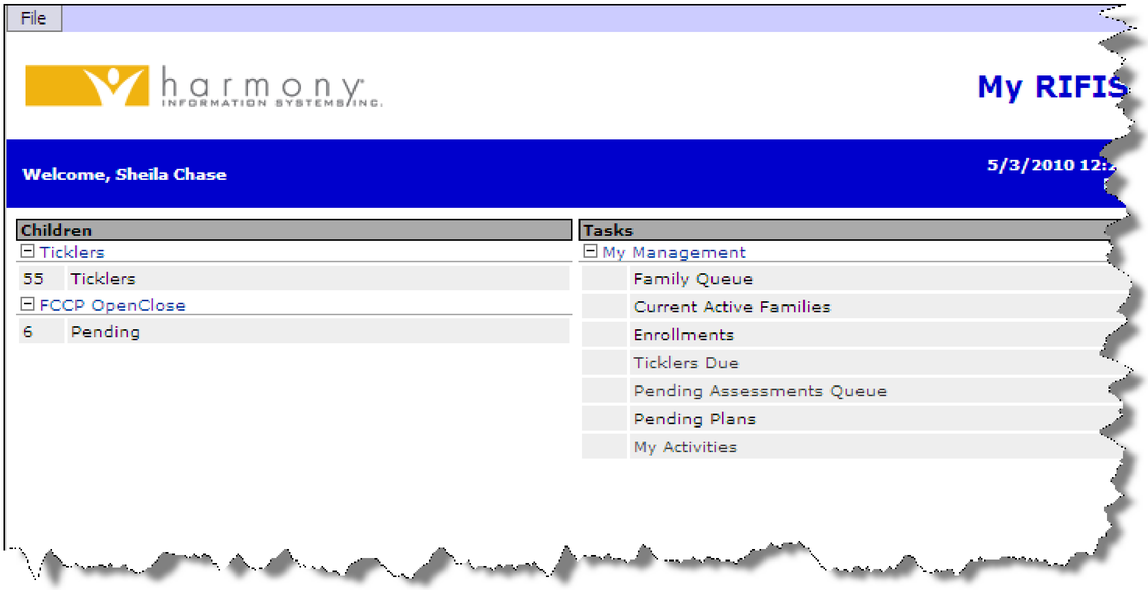
If a closed FCCP Open/Close needs to be re-opened, only a Supervisor or System Administrator has rights to reverse the disposition.

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.

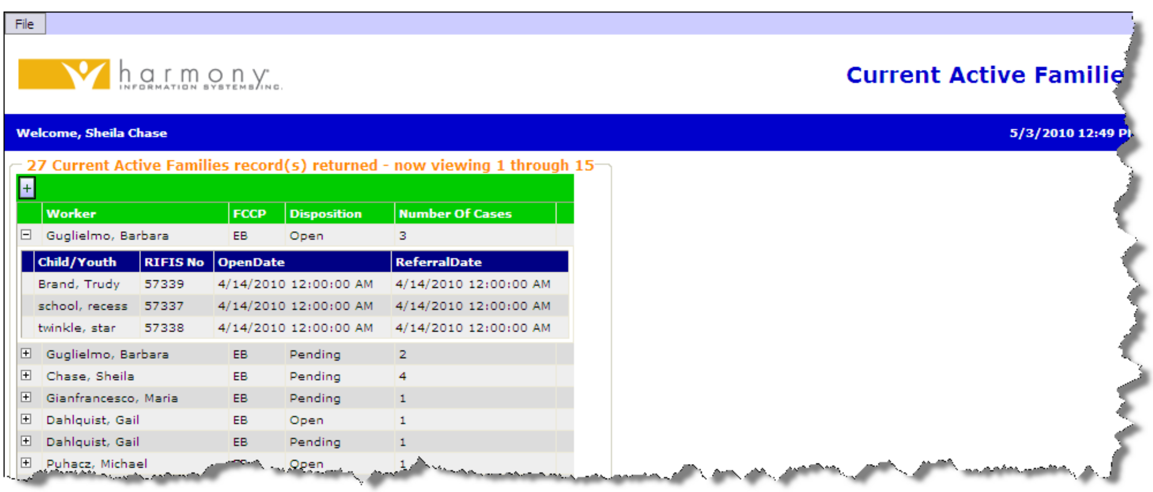
IMPORTANT NOTE
NOTE: All ticklers created by the reversed disposition will be consequently deleted. Any cancelled or completed ticklers will remain unchanged.

"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.



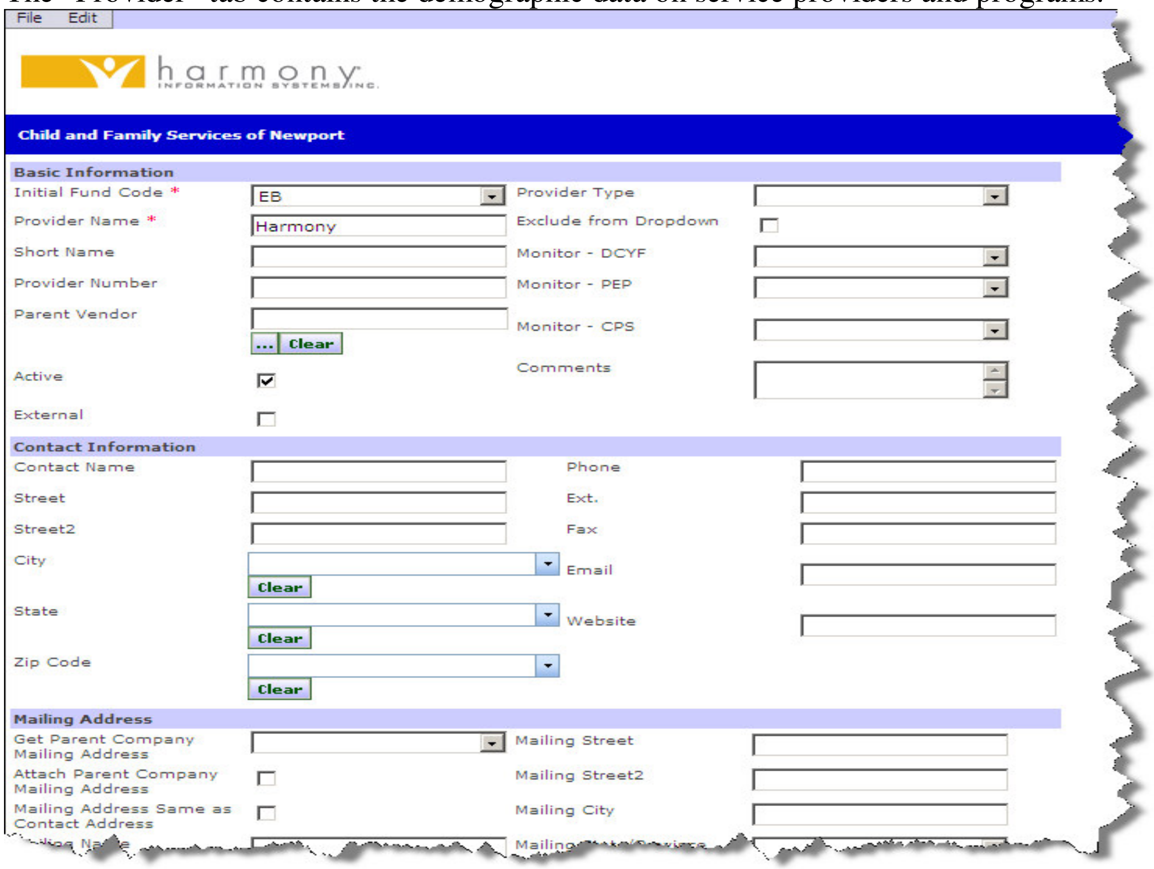
The "My Management List" will give the Supervisor different ways to view the information entered by their workers on RIFIS children/youth/families. See example below:



"Providers" Chapter Tabs

Provider

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



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 auto-populated. 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.

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.

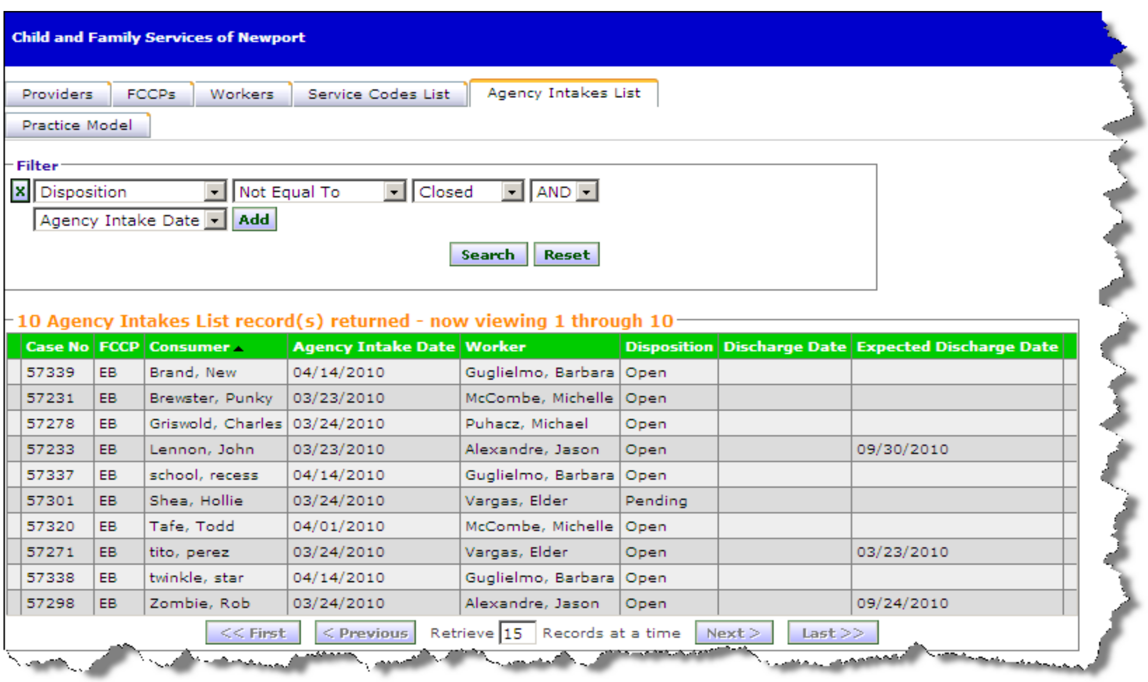
Note: To deactivate a worker, uncheck the "Active" box. Inactive workers are automatically not included in worker dropdown lists throughout RIFIS.

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.



Case No	FCCP	Consumer	Agency Intake Date	Worker	Disposition	Discharge Date	Expected Discharge Date
57339	EB	Brand, New	04/14/2010	Guglielmo, Barbara	Open		
57231	EB	Brewster, Punky	03/23/2010	McCombe, Michelle	Open		
57278	EB	Griswold, Charles	03/24/2010	Puhacz, Michael	Open		
57233	EB	Lennon, John	03/23/2010	Alexandre, Jason	Open		09/30/2010
57337	EB	school, recess	04/14/2010	Guglielmo, Barbara	Open		
57301	EB	Shea, Hollie	03/24/2010	Vargas, Elder	Pending		
57320	EB	Tafe, Todd	04/01/2010	McCombe, Michelle	Open		
57271	EB	tito, perez	03/24/2010	Vargas, Elder	Open		03/23/2010
57338	EB	twinkle, star	04/14/2010	Guglielmo, Barbara	Open		
57298	EB	Zombie, Rob	03/24/2010	Alexandre, Jason	Open		09/24/2010

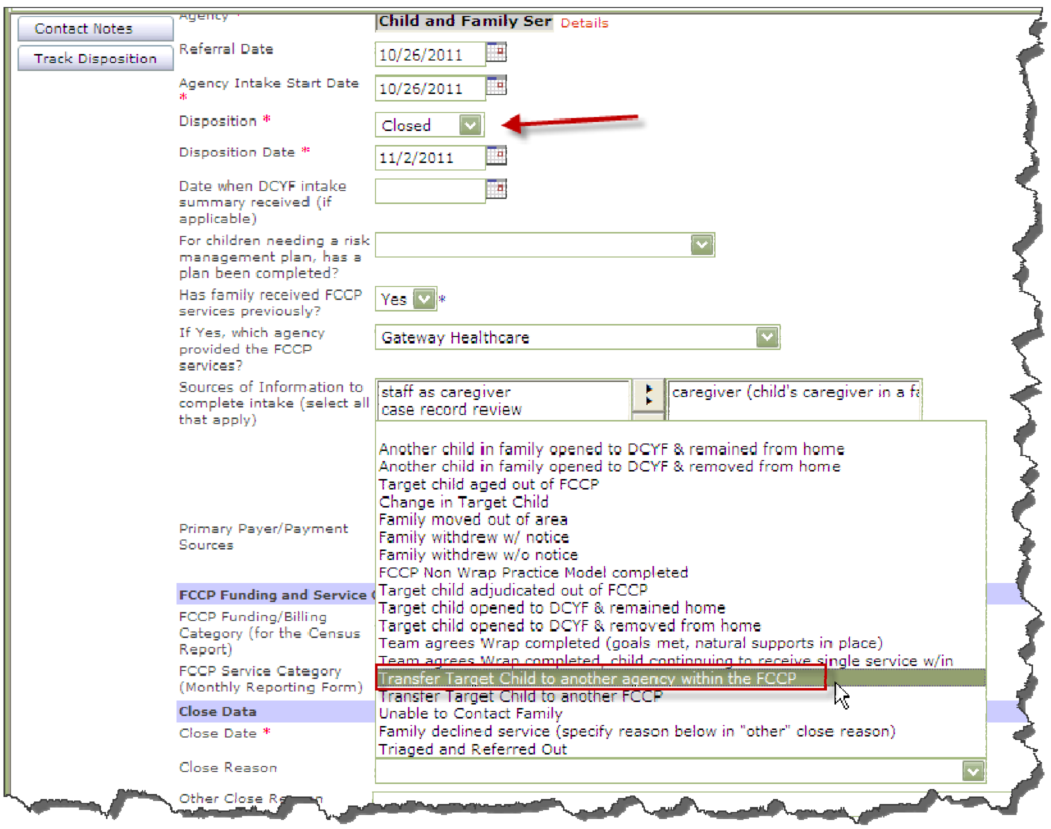
FCCP EXCEPTIONS AND SCENERIOS

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".

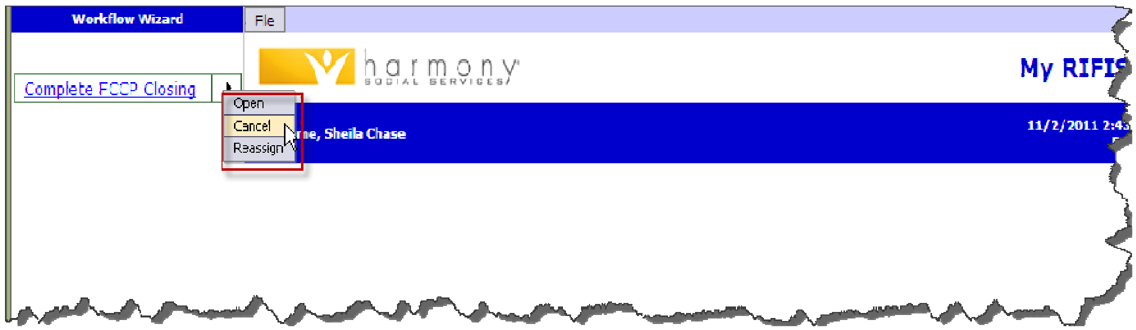


5. When you select "closed" as your disposition the page will process

   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."



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

1. Do an advanced search.

61 Advanced Search record(s) returned - now viewing 1 through 15

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

<< First   < Previous   Retrieve 15 Records at a time   Next >   Last >>

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.

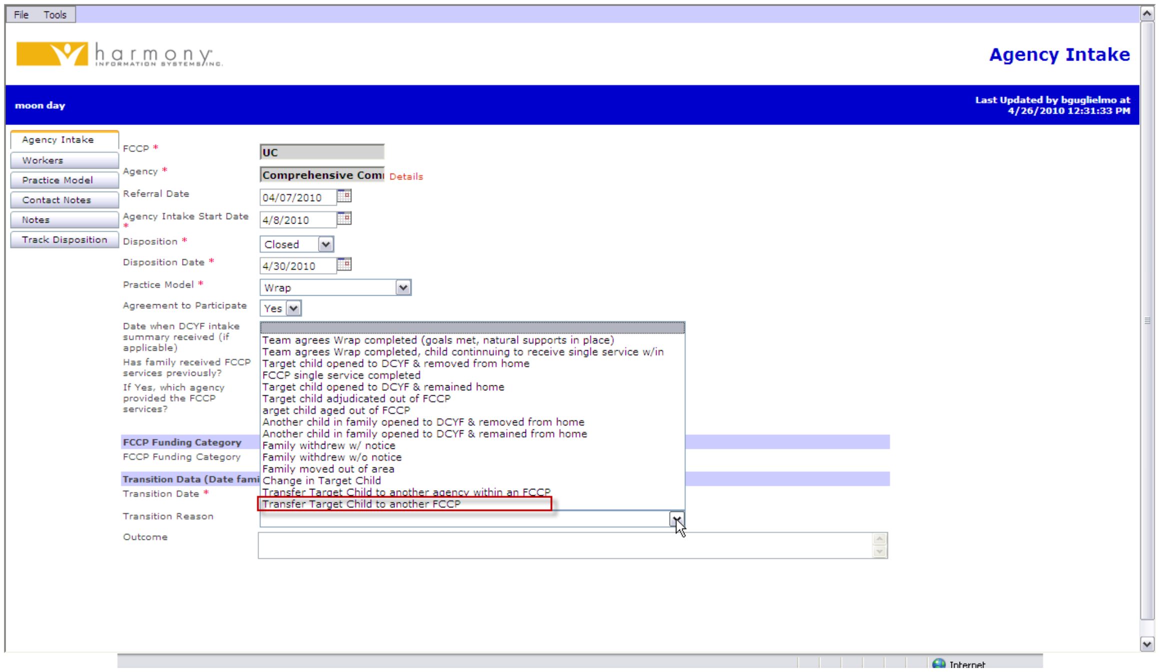
6. After entering all required information, select “Save Enrolled Worker” from the “File” menu.

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.”



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.

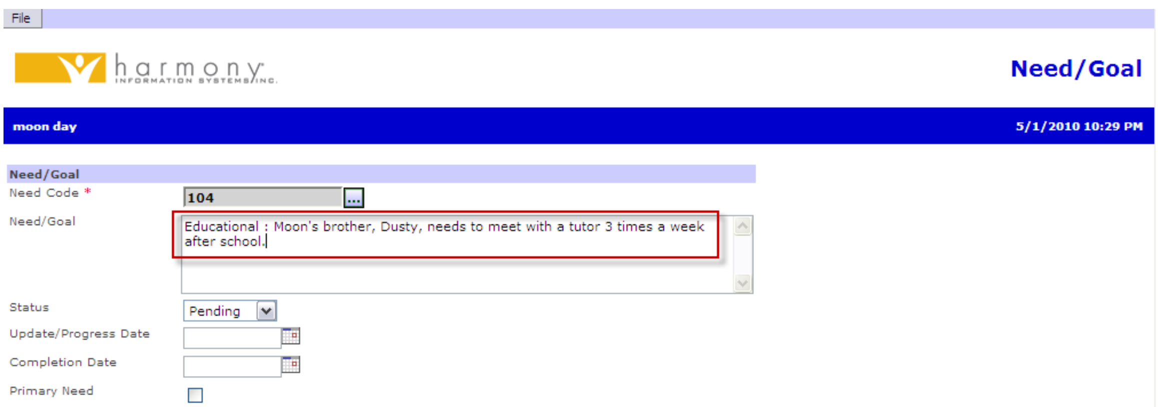
Multiple Target Children in the Same Family

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.

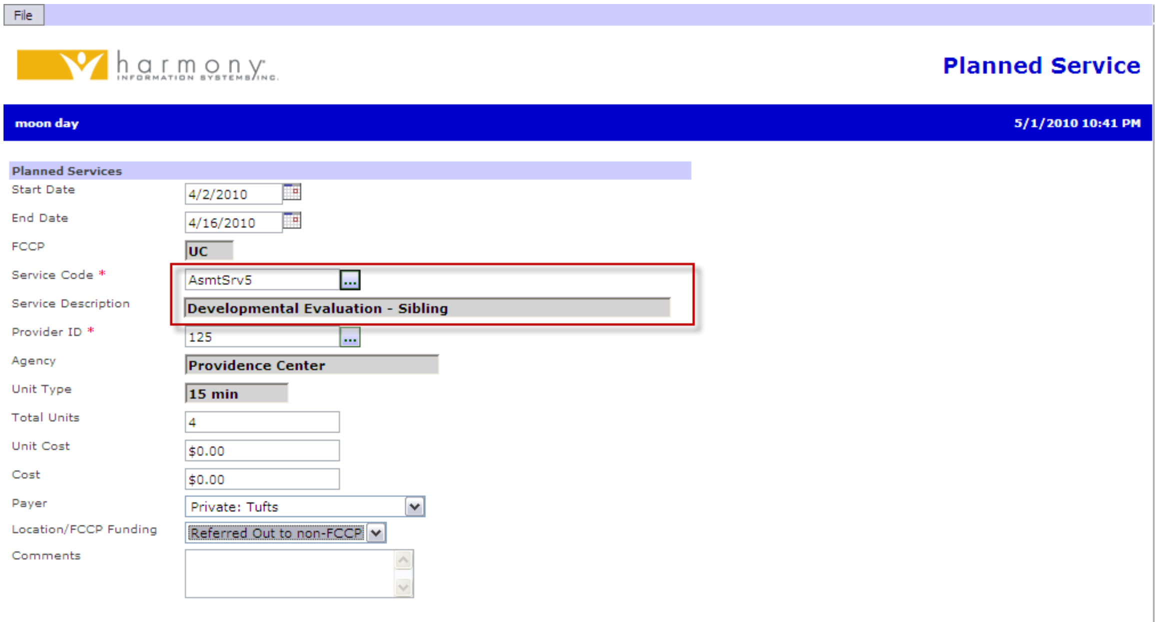
Plan Tab

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).



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

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



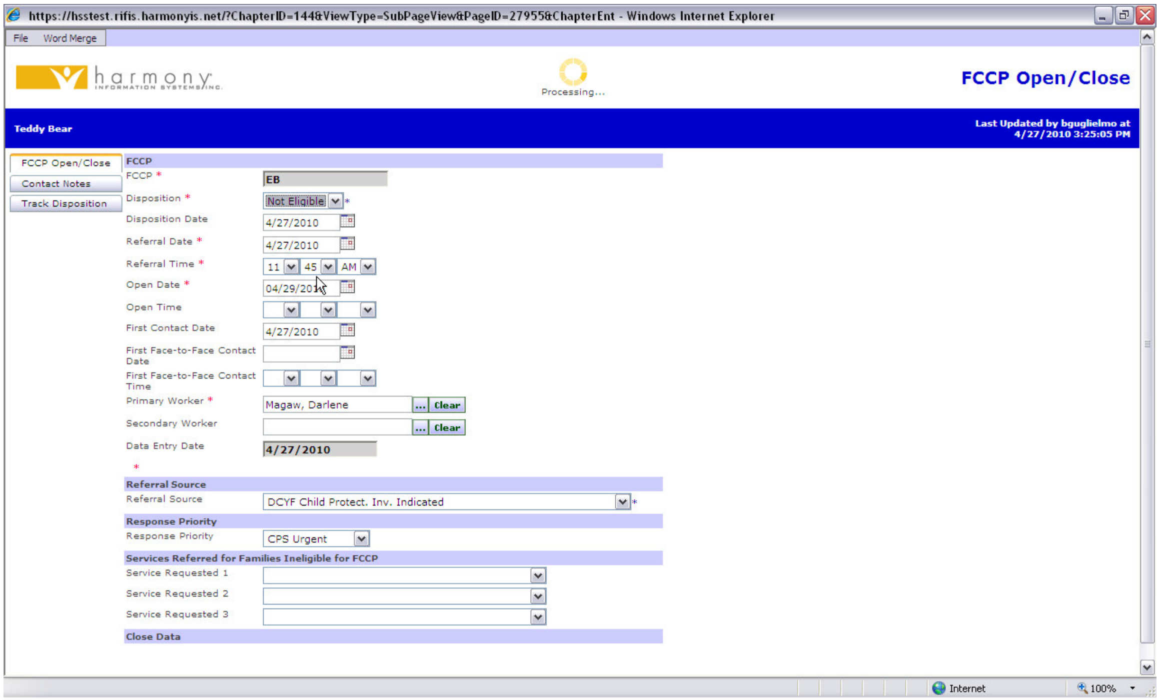
If an assessment (e.g. Ages and Stages), indicate the sibling's name

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

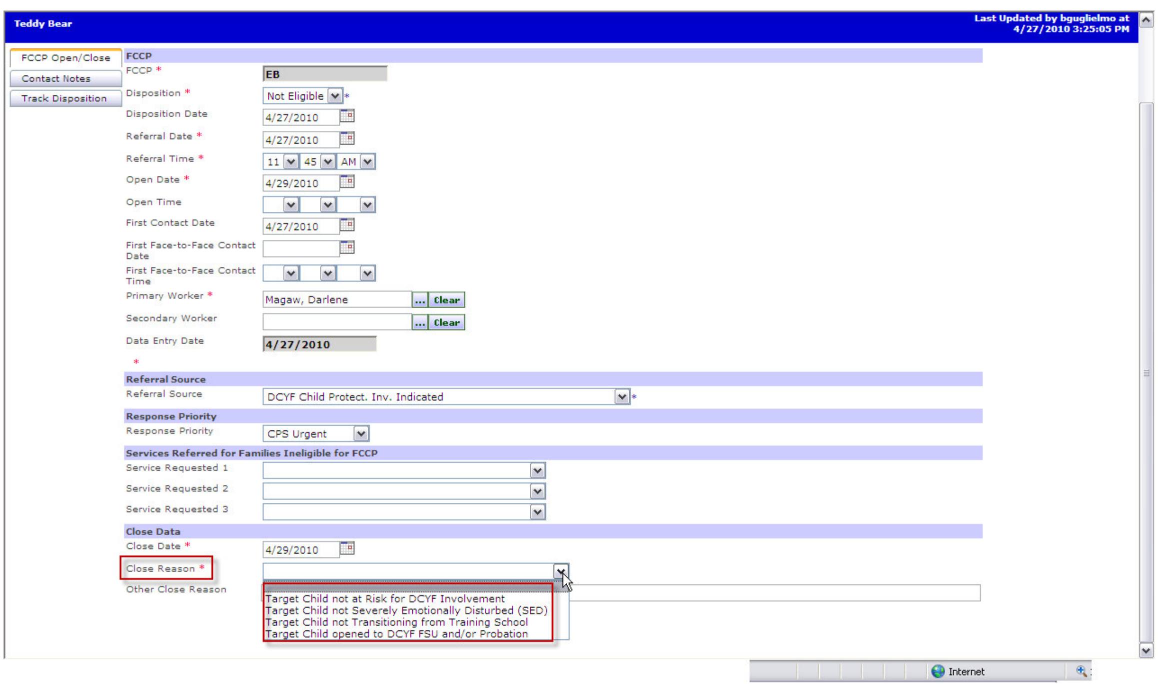
Sample Scenario: A family is referred to the FCCP by a homeless shelter. The intake worker creates a RIFIS record for the child and completes the Demographics and the FCCP OpenClose Tab. The disposition on the FCCP OpenClose is set to "pending" while it is determined if the family is eligible. Two days 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.

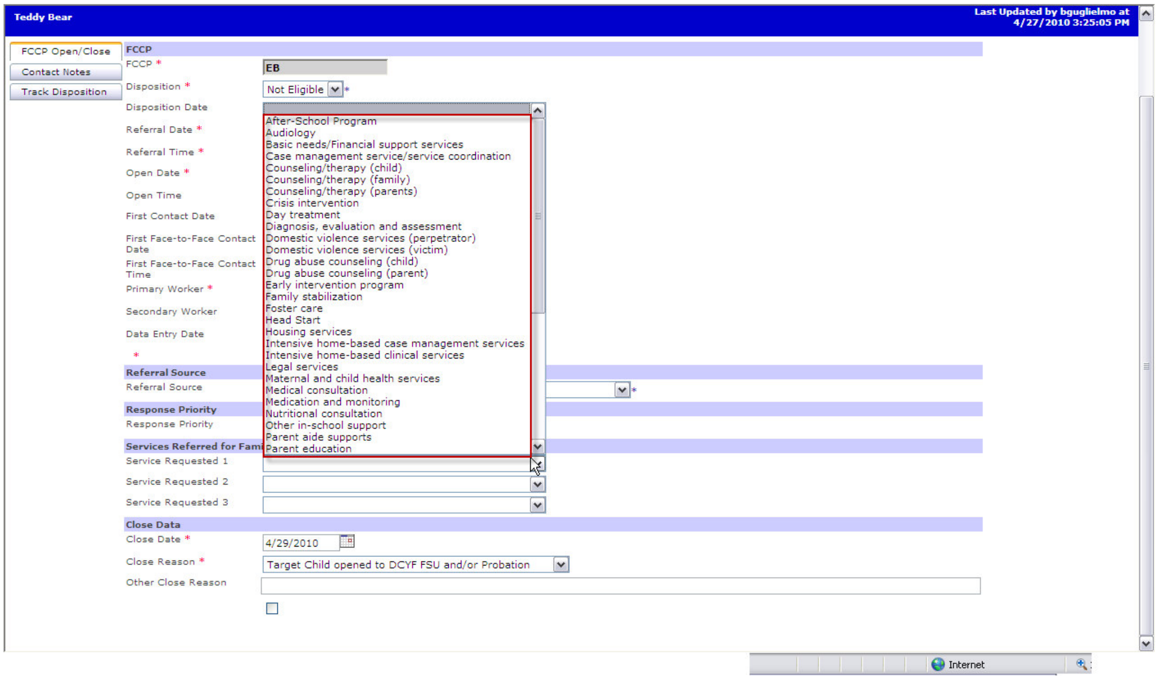
2. Change the disposition from "pending" to "not eligible."



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



4. Select a 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

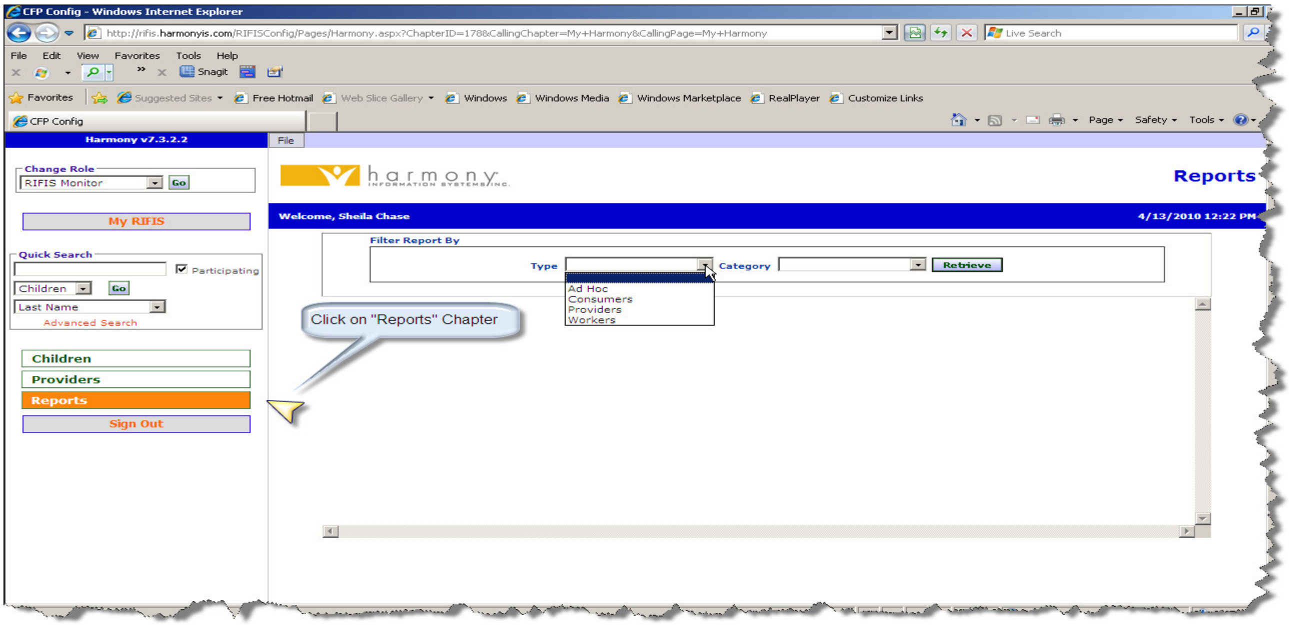
WHEN TO USE:

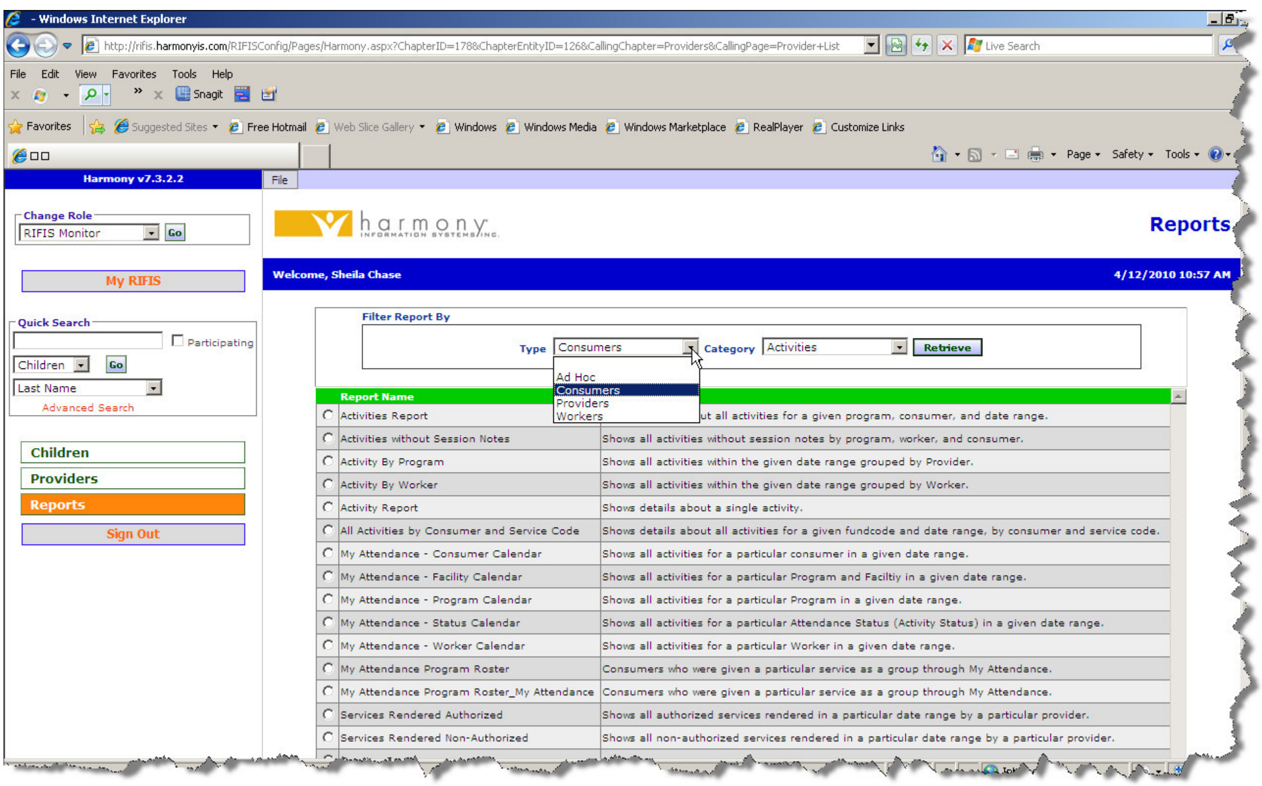
Another child in family opened to DCYF & remained from home
Another child in family opened to DCYF & removed from home
Target child aged out of FCCP
Change in Target Child
Family moved out of area
Family withdrew w/ notice
Family withdrew w/o notice
FCCP Non Wrap Practice Model completed
Target child 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.





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)

Page 1

Family Service Plan

Child/Youth:	Duck, Donald	**RIFIS ID:**	57188	**DOB:**	2/1/1998
Family Name:	Waterfowl	**Family ID:**	999999999	**Age:**	11
Address:	123 Four St. Richmond, RI 02999	**PEP ID:**	999999999	**SSN:**	999-99-9999
Worker:	Harmony, Web	**Plan Date:**	4/2/2007		
FCCP:	UC	**Review:**	Ongoing		
Agency:	Family Services of RI (Urban)	**Review Date:**	4/12/2010		
		Next Review Date:	____________		

Family Vision

The Waterfowl family is able to spend more time together. Mom is able to work more hours while extended family provides childcare assistance.

Needs/Goals, Strengths, Objectives and Action Steps

		Target Date	Progress Date	Completion Date
Need/Goal:	Family Relations	5/15/2010	4/13/2010	
Strength:	Extended family lives close by in the same city			
Objective:	Explore possible babysitters to allow mom and dad to have date night once a month	4/1/2010	4/13/2010	4/5/2010
Action Step:	Meet w/or call extended family members in advance and coordinate schedules	5/15/2010	4/13/2010	
Objective:	Identify the child's interests			
Action Step:	Go to local community ctr. and find an activity to match the child's interests			
Need/Goal:	Basic Need	6/1/2010	4/13/2010	
Strength:	Mom is a good driver and family has a car			
Objective:	Research what is needed to obtain driver's license			
Acti[illegible]	Go to D[illegible]	[illegible]2010	[illegible]3/201[illegible]	

Page 2

Planned Services

Service	Service Code	Units	Unit Type	Start Date	End Date
Temporary Housing/Rental Assistance	SocSrv10	78	Day	3/12/2010	
Biopsychosocial - Identified Child	AsmtSrv1	18	15 min	3/12/2010	

Diagnosis **Primary Diagnosis:** [299.00] Autistic Disorder **Diagnosed by:** Child Psychologist, __

Axis I	[299.00] Autistic Disorder, [314.01] Attn Deficit/hyperact D/o Comb
Axis II	[902.00] Underinvolved Relationship, [904.00] Angry/hostile Relationship
Axis III	[477.9] Allergies, [493.9] Asthma
Axis IV	Problems related to Social/Environment, Housing problems, Other psychosocial/environmental problems
Axis V	63, 52

Did Caregiver 1/Parent/Legal Guardian participate in the Development of the Plan? Yes

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

____ _______________
Caregiver 1/Parent/Legal Guardian Signature: Date:

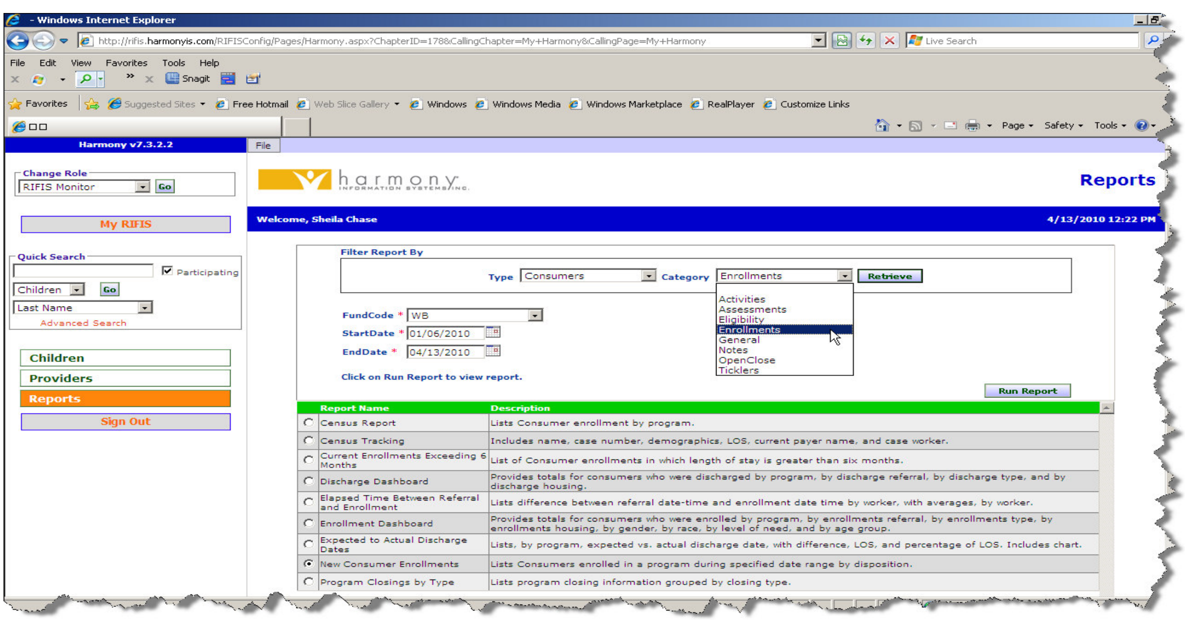
____ _______________
Caregiver 2/Parent/Legal Guardian Signature: Date:

____ _______________
Child / Youth Signature: Date:

____ _______________
FSCC Signature: Date:

Standard Reports

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



harmony INFORMATION SYSTEMS, INC.

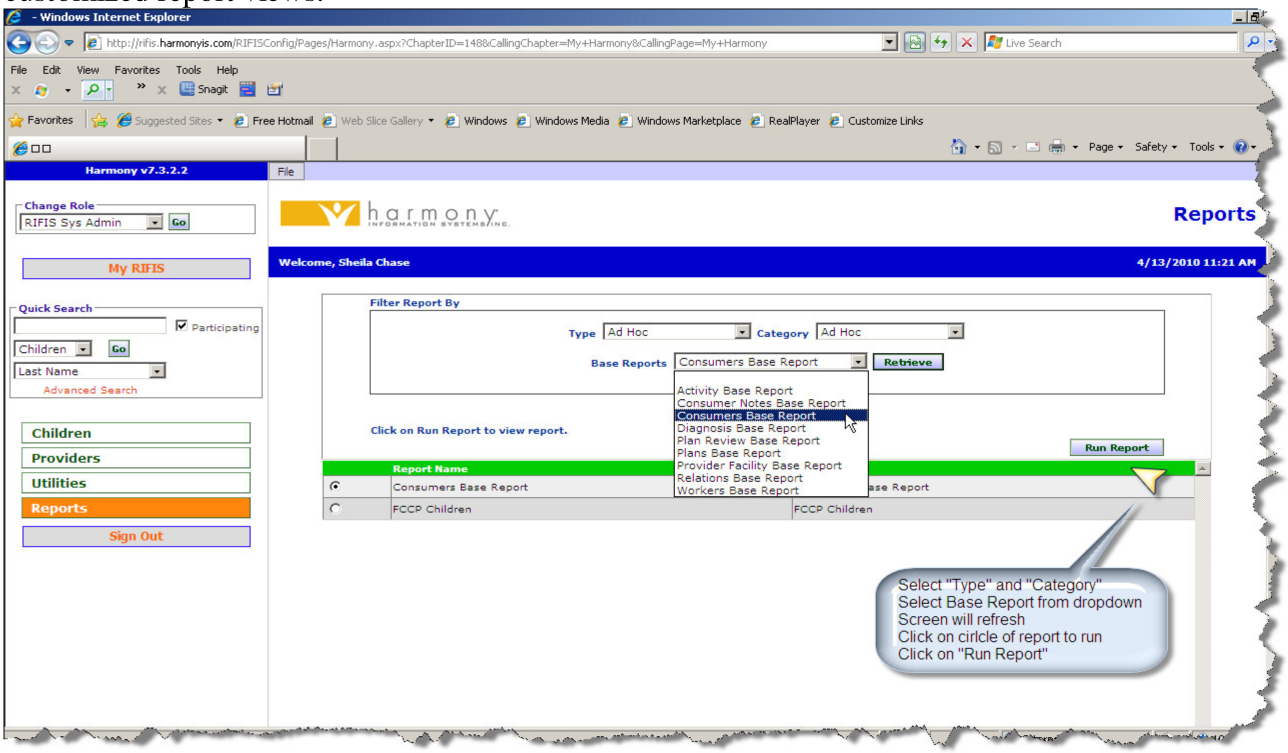
New Consumer Enrollments

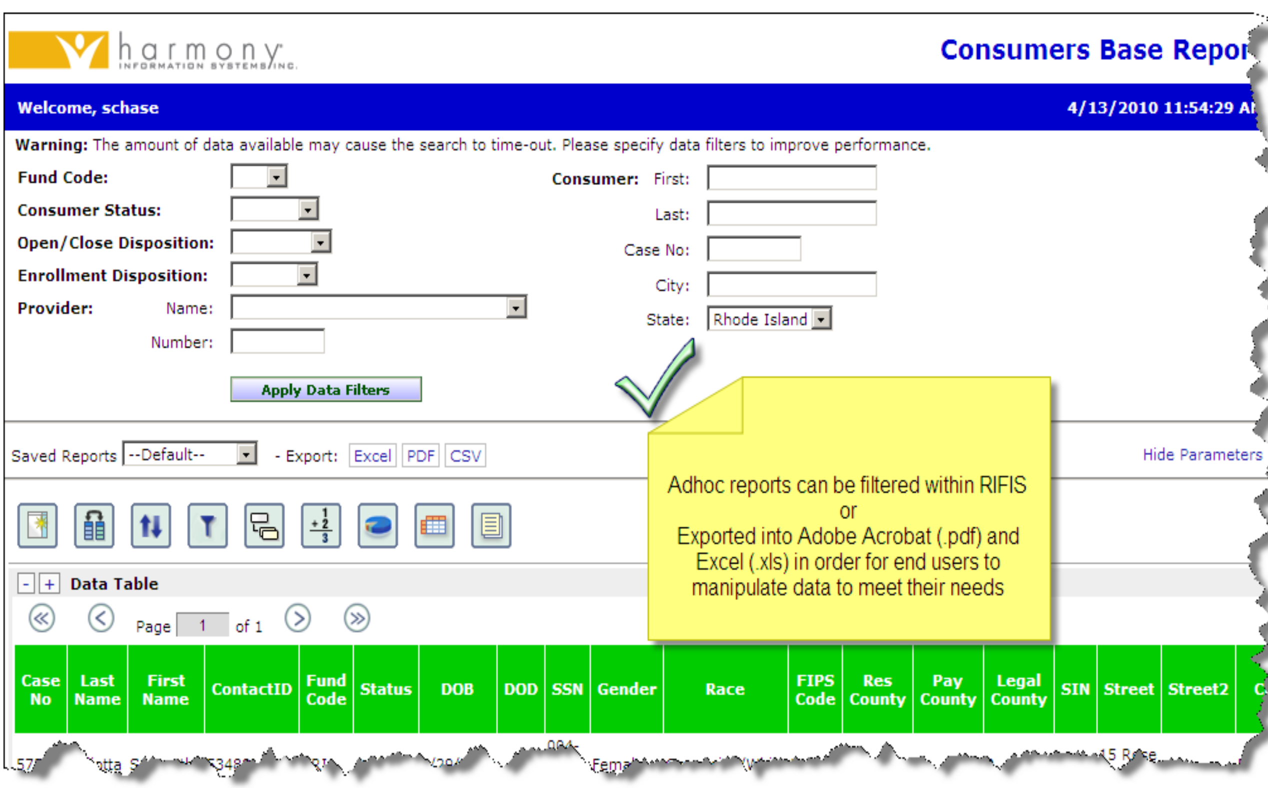
Fund Code: WB | **Dates Between: 1/6/2010 and 4/13/2010**

Consumer Name	Case Number	Admit Date	Close Date	Worker
Program: Family Service of RI (West Bay)				
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 Closed:	3
Disposition: Open				
Teddy Bear	57242	3/24/2010		Gail Dahlquist
			Total for Open:	1
			Total for Family Service of RI (West Bay):	3
Program: Kent Center				
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 Closed:	2
			Total for Kent Center:	2

Ad Hoc Reports

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





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 in home (including target child)
Res County	Number of children (18 and under) receiving services through the FCCP

	(excluding target child) (Demographics Page)
Pay County	Does the family currently reside in permanent housing? (Demographics Page)
Legal County	Is either caregiver currently incarcerated? (Demographics Page)
SIN	N/A
SECID	Family ID
TERID	SAS ID
OpenID	RIFIS generated ID
Referral Date	Agency referral date
Open Date	Date when Agency Intake Disposition = 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
Provider Type	Indicates if the Agency is a partner or a 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	Enrollment Summary by Age Group	Cross-tabs unduplicated Consumers by program and age group.
8	Enrollments by Primary Case Worker	Summary list of consumers in the Program, broken down by primary worker. Shows name, case no., enrollment type, dates, consumer age, and assigned worker.
9	Enrollments for select Agency	Summary enrollment data for the selected 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 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	
	Type: Ad Hoc	
1	Activity Base Report	Activity Base Report
2	Consumer Notes Base Report	Consumer Notes Base Report
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	Relations Base Report
9	Workers Base Report	Workers Base Report

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:	Agency Intake
Description:	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 - 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

4. Transition	
Page:	Transition
Description:	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 NCFAS Assessment	Complete the NCFAS Transition

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

5. Closing	
Page:	Agency Intake
Description:	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 Screen	Initial screening for family
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/IMPLEMENATATION	
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 Initial Plan of Care)	Use this code when facilitating and creating the wrap/service plan with 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 clinician 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
Therapy – Individual Child	Individual counseling services delivered by masters level clinician and/or licensed professional to the target child/youth, can be in the home or community
Therapy – Family	Family counseling services delivered by masters level clinician and/or licensed professional to the family, can be in the home or community
Therapy – Sibling	Individual counseling services delivered by masters level clinician and/or 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 – Identified Child	Use this when documenting the target child/youth was hospitalized for 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 Services – Identified Child	Home based visits per week for therapeutic intervention for the target 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 in 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	Use when money is spent on household items that are non-consumable. Specific examples: washer/dryer, lamp, ovens, fridges, microwaves, space heaters, computer, curtains/shades, rugs, garbage cans
Furniture Bank	Services provided by funds to all RI Community Action Agencies to

	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 – Identified Child	Services provided by an organization to assist non-English speaking target child/youth
Translation/Interpretation	Services provided by an organization to assist non-English speaking

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 EDUCATION	
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
Early Intervention – Sibling(s)	Use when documenting early intervention for the sibling(s)

RIFIS GLOSSARY

Glossary

FCCP & Agency Intake Disposition Codes

Family Engaged:

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

FCCP Declined to Serve Family:

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

Family Declined FCCP Services:

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

Family Not Eligible:

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