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Authorized Signature

Number: CW_IM_08_006

Issue Date: 03/24/2008

Topic: Systems Issues

Subject: FACIS problems documenting Safety Plans

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message: Safety Plan information may not be immediately available in FACIS as described in the discussion below. While developers are working to fix these problems, Child Welfare workers are **directed** to keep hard copies of the initial and each revision of the Safety Plan in the case file. Procedure currently requires a Safety Plan to be a written document between the parent or caregiver and the Department, so hard copies should be saved in the case file. (Ch. II, Assessment, section 13)

If you have any questions about this information, contact:

Contact(s):	DHS Service Desk		
Phone:	503 945-5623	Fax:	503 945-5643
E-mail:	servicedk@dhs.state.or.us		

Discussion:

1.) In some instances, when users attempt to review the Safety Plan (typically during CPS Assessment), FACIS sometimes responds with the "#Safety Plan Statement to nil" error message and FACIS forcibly closes (shuts down). Previous safety plan records cause FACIS not to 'see' the Safety Plan Statement in FACIS which causes FACIS to close.

2.) In some instances, when Safety Plan reviews are completed and approved, (historic) versions of the safety plan appear to be 'overwritten' by the current Safety Plan. Users have reported that previously saved (historic) versions of the safety plan

(to include start, revised and end dates, safety plan narrative and selected safety threats) are no longer accessible in FACIS.

3.) In some instances, orphaned safety plan records prevent the case closure process even though it appears that the most recent safety plan has removed/resolved all safety threats on the case. Users will sometimes receive an error message indicating that, 'There is still an active safety plan. All safety threats must be removed before the case can be closed.'

4.) In some instances, orphaned safety plan records cause Safety Plan dates (such as Start Date, Revised Date and Ended Date) to display non-sequentially causing apparent 'gaps' in the safety plan start, revised by and end dates. In some cases, users have reported that the most recent safety plan review date appears to be the same as the most recent 'revised' date.

5.) In some instances, safety threats captured at assessment are not correctly reflected in the Safety Plan review that follows the completed assessment. Users report that in such instances, the safety plan review that is created after the Assessment is completed will not display identified safety threats (even though they are present in the Assessment).

6.) In some instances, when users conduct a Safety Plan review, FACIS will prevent the 'Review' button from being enabled appropriately. Users report that even though the most recent safety plan review contains unresolved safety threats, users are not able to get the 'review' button to enable to allow them to resolve the threats and close (complete) the safety plan.

Some users have also indicated that their Safety Plans were not correctly converted when the GAP Template changed from 63 possible Safety Threat selections to 16 possible selections. Most users report this error as having occurred prior to June 2007.

When to request Data Recovery:

On occasions when the Case record documentation is requested by CRB, Courts, attorneys or Central Office, and safety plan information is not available in the FACIS file nor in the paper case file, users should report the issue to the DHS Service Desk as a (System) Data Correction (one not caused by a human error) so that Developers can repair and/or restore the old data. In the instance that users need to have previous versions of the safety plan restored developers may need to retrieve the data to restore the lost information to the safety plan record. This process is very time and labor intensive and can take several days to completely restore the data.

At this point, there is not an estimated date for a system wide fix to the FACIS coding for safety plans.