

Suggested Work Flow

Temporary Ward -- Direct Services Case

ISP

Case Activation

Main Menu

NOTE: For companion groups: Case Registration, Child, Member, Legal, Funding Determination, Placement, Payments, Education, Medicaid, Medical Passport and BRIDGES Transaction sections must be completed/updated within each companion members SWSS FAJ case. Social Work Contacts may be added for all companion group members through one member's SWSS FAJ case using Social Work Contacts on the Main Menu.

NOTE: Check all information, including prefilled information, for accuracy!

- Case Registration-Make sure children are companionated (prior to case registration), if applicable. Complete all information.
- Child Information – complete all information, checking for accuracy.
- Member Information-Update all case members, checking information for accuracy. Add new members, if appropriate. Now is the time to delete any case members that should not be listed, or are duplicates. You can only delete members when a case is in a registered state.
- Legal – Update any hearings listed and add any new hearings, if applicable. Add Representation for child (ren) and parent(s), if applicable. Complete all information. Do not share legal unless same legal status.
- Funding Determination-Complete Initial Funding Determination, making sure all information is accurate.
- Placement – Add placement information for child, making sure all information is accurate. Complete Required Narrative in this section. Do not need to complete Replacement Information, Replacement Prep, Replace Reasons, or Information Shared with Caregivers unless the child has moved. Remember to Continue out of this section to save narrative.
- Education – add current school and grade level entering in all information. Enter required narrative from screen 2.
- Medicaid- Open MA providing all information and verifying for accuracy. Residence county pre-fills from placement, so if incorrect must be changed in placement.
- Medical Passport-Check to see if immunizations are available from DCH. If present, print this for the case file.
- BRIDGES Transaction-Clean up any missing values and then transmit information to BRIDGES to activate the case.
- Payments-Initiate appropriate payments providing all needed information. Payments cannot be processed until a case is active.
- In the USP due date please enter the 30 due date for ISP. Once the ISP has been approved by supervisor or a CPA has submitted an ISP change the due date in accordance with the next quarterly due date.
- Social Work Contacts – enter contacts.

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Remember to complete information for each of the companion members. Best Practice is to activate all siblings before working on service plans. **If this is not possible each case must be registered and all members must be fully updated.**

Beginning Work on ISP:

Case Management Menu

- Family Information
 - Establish / Modify Households (required households)
 - Update Narrative for each participating household: Complete all tabs except for Updated Family Self Assessment.
- DHS – 145 Family Assessment
 - Add FANS for each participating household
- DHS – 146 Child Assessment
 - Add CANS for each child in the companion group – all companion members CANS may be completed from within one member's SWSS FAJ case.

NOTE: All questions must be answered and the date of the assessment must be within the report period.

Parent-Agency Treatment Plan/Service Plan

- Services/Action Steps/Goal for Assessed Needs – complete for each member of participating households
- When a secondary caretaker needs to be updated
 1. Highlight the need the caretaker share
 2. Select from the case member list the secondary caretaker
 3. Proceed to identify and input services (Services/Action Steps/Goal for Assessed Needs share when there are two caretakers in household)
- Additional Parent Activities
- Parenting Time – complete for each appropriate household
- Caregiver Activities
- Foster Care Worker Activities
- Signature Information

Children's Status

NOTE: For companion cases, narrative for all companion members is entered through one member's SWSS FAJ case.

- Reaction to Placement
- Remain Out of Home
- Religious Affiliation
- ISP Reasonable Efforts
- Placement with Sibling
- Kinship Resources
- Sibling/Kinship Visits

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Service Plan

- Select child(ren) and adults to include in report
- Select ISP
- Report period begin date will pre-fill from acceptance date
- Clean up missing values, if necessary
- Enter number of Signature lines
- View a draft document – do corrections, if needed, and return to Service Plan
- Print the selected document from the module that it was completed in.
- Check box to send an e-mail to Supervisor advising that the Service Plan is ready for review
- Select [Continue] -- await supervisory approval and pick up printed documents from printer
- After supervisory approval, print finalized ISP and secure signatures
- Transmit new date to Bridges.

NOTE: Family Reunification and Safety Assessment is not required.

If required narrative from the placement module is contained in a previous placement use corrections mode to update that narrative.

If primary caretakers need to be moved into another household a helpdesk ticket is required.