

Taco Tuesday with TANF

07/2021

Topic: Family Assessment Collection Tool (FACT)

Q: Will navigators be pre-loaded into the FACT system, as well?

A: Who has access to FACT is a local decision. If an Operations Manager added a Navigator to the list of approved users (which has already been submitted), they will have access when FACT goes live. If they need access and were not pre-loaded, they will need to work with the Operations Manager to complete a 786 to be added to FACT.

Q: Do we add the information from family assessments we have already started? If we have some information on the family assessment or would we only input lost contact?

A: Family Assessment results from the spreadsheet will be pre-loaded into FACT. The data, which will be added to FACT, will be from 6/1/2017 to 6/30/2021. Any Family Assessment results from July and August would need to be manually added once FACT goes live.

Q: Will FACT track and pull Oregonian's historical assessment data when there is a TANF case closure and subsequent opening or when there is a worker change?

A: Results entered into FACT or uploaded from the Excel spreadsheets will be able to be viewed even if the TANF case closes. FACT will retain all records. Keep in mind that assessment results cannot be added if a TANF case is closed. If TANF opens again new result can once again be entered.

Q: When will FACT rollout to all branches?

A: We are hoping for a go live date in late-August. However, this is not set in stone and could be changed to a later date.

Q: When is the best time of the month to enter the results of assessments into FACT? Is there a monthly cutoff date for reporting purposes?

A: There is no cutoff date. However, it is recommended you enter results for a completed Family Assessment prior to the end of the month. If TANF closes a new FACT record will not be able to be added. If results were partially added but not completed the FACT record will close with a

status of NOTANF. At this point the record is closed and additional result will not be able to be added.

Q: When a family coach starts the FACT with an Oregonian and is not able to complete it, can partial information be saved and then continue with the assessment at another day?

A: As long as the FACT record has not been closed a Family Coach would be able to add additional results. As results are being entered the application will remind the user to save the results, they have input. Using a status of Complete, Declined, Lost Contact or No TANF will close the record. Once closed results and notes can no longer be added. FACT will automatically change the status to "No TANF" when a TANF case is closed in ONE. TRACS will read that a TANF case has closed in ONE. Then FACT will receive information from TRACS that the case is now closed and will automatically change the status to "No TANF".

Q: Will case aides be able to input data on behalf of family coaches?

A: Yes, Case Aides will be able to input Family Assessment results into FACT. Their role in FACT is indicated as a Standard User. A Standard User can:

- *Conduct a search of a participant's assessment results.*
- *Create and read assessment results.*
- *Create and read task notes.*
- *Create, read, and update assessment task lists.*
- *Enter, read, and update Strength assessment results.*
- *Enter, read, and update Snapshot assessment results.*
- *Enter, read, and update goals, actions, inspirations and supports; and*
- *Read and print participant reports.*

Q: Will family assessment goal sheet still be utilized; or will we be printing something from FACT?

A: The paper version of the Goal Plan could be used when conducting a Family Assessment in person. However, the results of the Goal Plan would still need to be entered into the FACT application.

Q: Family coach took action on 7/10/21 to close TANF effective 7/31/2021. ONE will close TANF on the date the family coach took action. Will FACT close on the following day 7/11/21 or at the end of the month 7/31/21?

A: The FACT application receives information from TRACS regarding whether or not a TANF case is open. TRACS should continue to show the case open through 7/31/2021 in the example above. FACT would not change the status to "No TANF" until 8/1/2021. Remember FACT will automatically change the status to "No TANF" when a TANF case closes. If there are Family Assessment results to be entered, they would need to be entered prior to the last day of the month.

Q: With the go live date approaching, family coaches have asked what to do with their assessment results until then. Are we using the spreadsheets up until we have access to the FACT production?

A: The results from the spreadsheets will be loaded into FACT. This includes Family Assessment results from 6/1/2017 through 6/30/2021.

FA results from 7/1/2021 through go live should be saved and then entered into FACT once the application is available for use.

Q: If a participant identifies a strength that is not listed in one of the strength cards, is there an option for a fill in?

A: Currently there is no option for adding additional strengths. This information could be added to the Strength Task notes.

Q: Are there going to be any statewide reports generated and sent out for this such as assessments completed or started per month and per worker? Or will we need to coordinate within our district to compile that information?

A: Yes, there will be reports available. We are currently working on developing reports for FACT data using the pilot branches.

Q: Closed records cannot be altered but data from closed records can be viewed and used to run reports? As a new Family Coach, I would like to be able to view previous assessments to see the family's progress over time.

A: Closed records can be viewed. This includes information in any of the three tasks, comments, task notes and assessment notes.

Family Assessment results can be altered by an Administrator under certain circumstances. For example, some or all of the results entered on a record were for a different person. The FC would add the results to the correct individual and send an email to TANF Policy asking to have the records on the incorrect individual deleted.

Q: Can Family Coach users/roles switch between branches?

A: A Family Coach would be unable to switch between branches. They can see their records for cases connected to them on their dashboard. If they are working on case in a different branch, they would need to use the Search function to find the case and add results.