Taco Tuesday with TANF

04/20/2021

Topic: Family Assessment Collection Tool

Q: When will the tool be available? Will we be granted access automatically?
A: The tentative plan is to train the Engagement Specialists the end of May beginning of June, and Family Coaches in shortly thereafter. The plan is that once an individual has completed the training, they will be granted access.

Q: Will the JOBS partners have access to FACT to enter information?
A: No, only ODHS staff including Family Coaches, Engagement Specialists, Eligibility Specialists, Operations Managers and Case Aids will have access.

Q: How do staff get the reminders in FACT? Do they need to be logged in? Can I still use reminder in Outlook instead of FACT?
A: Yes, you must be logged into FACT to see and receive reminders. Reminders will be displayed on the dashboards until they are deleted. A reminder can be added to a Family Coach, Engagement Specialist, or both.

Q: Will the Employability Screening be done through FACT?
A: The employability screening tool will not be in FACT, the actual form (415A) must still be completed and uploaded into ONE.

Q: Would 'lost contact' be things such as TANF closed, family moved out of state, or case transferred to another Family Coach?
A: Lost contact could be a variety of things; this would indicate when a Family Coach and participant have started the assessment and then lost contact so not all data points are gathered. Lost contact could include the participant not attending follow up appointments or responding to contact to complete the assessment.

Q: The warm handoff (WHO) is 15 minutes, will the time be extended if Family Coaches are explaining the assessment?
A: The assessment is not to be completed during WHO, the introduction is a quick one to two-minute explanation and then a schedule a follow up meeting. The WHO is a business process, not policy, we are not aware of any changes being made to the timeframe. There are additional business processes in place if additional time is needed, this would need to be discussed with local leadership.

Q: Will the Family coach be the one to update FACT when a TANF case closes?
A: If there is an active record in FACT and TANF closes, the record will automatically close with a status of "NOTANF". The Family Coach would not need to close the record in these situations.

Q: Is the Family Assessment an eligibility criterion?
A: No, it is not an eligibility criterion, however, all domains are required to be offered within 90 days of eligibility determination.

Q: FACT is entirely separate from TRACS and ONE? or is it through the ONE system?
A: FACT is a separate web-based application and not part of TRACS or ONE. Participant information in FACT come from TRACS, which receives data from the ONE system.

Q: Will FACT be replacing TRACS?
A: Family Assessment data will reside in FACT rather than a TRACS narrations. FACT is not replacing TRACS, engagement activities will continue to be documented in TRACS.

Q: What information needs to be narrated in TRACS regarding the Family Assessment? Do we just narrate that the assessment was complete or add details?
A: The intent is to have all information regarding the Family Assessment be documented in FACT. You could include a TRACS narration indicating the Family Assessment was completed and the results recorded in FACT. The FACT application includes three areas to add comments and notes. These include Comments, Task Notes, Assessment Notes.

Comments are connected to individual strengths, snapshot domains, goals, actions, inspirations and supports.

Task Notes are connected to each of the three tasks – Strength Task, Snapshot (Domain) Task, Goal Plan Task. These notes would include information about the specific task.

Assessment Notes are connected to the overall Family Assessment. Assessment notes include the overall information about the complete family assessment.

Q: Does FACT communicate with any other systems?
A: FACT pulls in information from ONE and TRACS, but it does not communicate back with TRACS or ONE.

Q: Participants are not responding to many attempts to contact them. If we invite them for an appt to complete the FA and they no-show would that be entered into FACT as 'declined'?
A: No. We would only use declined when the participant verbally or in writing declines the family assessment. If the Family Assessment was introduced to a participant a record in FACT would have been created with the status of "INTRO". If an appointment was scheduled to conduct the family assessment and the participant does not show, we can enter a new status of "NC/NS" (no call / no show) and use the date the appointment was scheduled to take place.

Q: What if a participant identifies a strength that is not in the strength cards? would that not be captured in FACT?
A: The strength can be indicated in the notes but there is no way to add an additional strength card.

Q: Does FACT create a PDF version of the assessment and strengths for us to review with the participant?
A: PDF versions of the Family Assessment can be found

Q: Once we have access to FACT, do we need to go back and enter data from previous assessments?
A: This is a personal preference, the pilot area decided to hold data from assessments completed within a week of getting access and then entering into FACT, this is not a requirement.

Q: Can we email a copy of the goal plan to the participant?
A: Yes. The goal plan can be made into a PDF and then emailed or mailed to a participant.

Q: Upload into EDMS rather than ONE? Won't the record be retaining in FACT?
A: Once the family assessment is completed the results would be stored and would not be able to be changed. There wouldn't be a need to upload a copy of the goal plan or reports into EDMS as they are retained in FACT.

Q: Does everything entered in the assessment populate into the goal plan at the end?
A: Only the Goals, Actions, Inspirations, Supports and identified Strengths populate the goal plan. The goal plan does include branch name, phone number and email address along with the Family Coach's name.

Q: Will we need customers to sign the goal plan to be a valid plan?
A: The goal plan does not replace the TRACS PDP, the information agreed upon in the goal plan is then translated into the TRACS PDP by the Family Coach.

Q: Would we want to close the FACT just because TANF closes? since the FC holds the case for 6 months and the family may need some continued support it may be a good idea to allow FC's to manually close vs making it link with ONE in that regard.
A: The way FACT works is that once TANF closes any unfinished FACT record would be automatically closed.

Q: If we have partial assessments in the current spreadsheet, do we need to pull that information into some other spreadsheet so that we don't lose it?
A: If you are using the spreadsheets, you would want to attempt to complete the family assessment and update the result as soon as possible. These results will be uploaded into FACT in June.

Q: Is the test environment available to us to use as a "sandbox" opportunity to learn navigation prior to "go day"?
A: Unfortunately, the test environment will not be available for family coaches to use.