

# Action Request Transmittal

## Office of Self-Sufficiency Programs



Claire Seguin, Self-Sufficiency Programs Deputy Director

Authorized signature

**Number:** SS-AR-21-004  
**Issue date:** 09/02/2021

**Topic:** Other

**Due date:**

**Subject:** Family Assessment Collection Tool (FACT) Statewide Release

### Applies to (check all that apply):

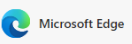
- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS)                           |
| <input checked="" type="checkbox"/> Self Sufficiency Programs  | <input type="checkbox"/> ODDS Children's Intensive In Home Services                                     |
| <input type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)   |
| <input type="checkbox"/> Support Service Brokerage Directors   | <input checked="" type="checkbox"/> Other ( <i>please specify</i> ): Self-Sufficiency Transmittal Group |
| <input type="checkbox"/> ODDS Children's Residential Services  |   |
| <input type="checkbox"/> Child Welfare Programs                |   |

### Action required:

The Family Assessment Collection Tool (FACT) application is used to capture and store results of the TANF program Family Assessment.

The FACT application will be available for use statewide beginning Tuesday, September 7, 2021.

### To access FACT

- When in an ODHS office you are connected to the network and can connect to FACT using your state issued computer.
- When working remotely you will need to use and be logged into VPN or CITRIX (not published desktop).
- FACT is accessed using Microsoft Edge web browser. The icon for Microsoft Edge looks like: 
- The [FACT User Manual for Family Coaches and Engagement Specialist](#) is available on the [TANF Staff Tools](#) website.

- When you open FACT for the first time you will want to review your default settings. While FACT is open in your Microsoft Edge browser, click on your name, in the green bar, at the upper right to view the default settings. Make sure each setting has a selection. You can change the settings at any time.

Oregon Department of Human Services FACT Assessments

### Settings

Default Snapshot View:

Default Snapshot Tool:

Default Strengths View:

- Here is the link to [FACT Production](https://fact.dhsoha.state.or.us/) application. If your default browser is not Microsoft Edge you will need to copy and paste this link into your Microsoft Edge browser to connect - <https://fact.dhsoha.state.or.us/>
- A Security Group (SG) of users was created for FACT:
  - Most users have already been added to the SG. However new staff as of July 2021, may not be in the SG.
  - If you experience problems entering the application, please contact **TANF Policy**.
  - TANF Policy will review the situation and let you know next steps.
  - You may need to use the MSC [0786](#) process to be added to the SG.
- If you need to submit a request using the MSC [0786](#) process, here is a link to the Office of Information Systems OWL site: [Access Requests](#).
  - Select “Make a Request”
  - Select the “MSC [0786](#) Individual Access Request” and fill out all of the appropriate sections. Here is what to put in several specific sections of the request.
    - In Section II, select “Modify the person’s access rights under the same manager”.
    - In Section VI, select “Other Services” and add the following to the text box: **Add user to Security Group APP\_Fact\_User**
    - Fill out Section IX and submit.
- Once you receive confirmation that you were added to the Security Group, send an email to TANF Policy that you have been added to the SG. TANF Policy will create the user information in FACT. In the email include the following:
  - First and Last Name of the user
  - OR Number
  - RACF
  - User Role in FACT
    - Family Coach,
    - Engagement Specialist,
    - User Manager (Operations Manager),

- Standard User (Case Aide, Lead, CPC, etc.),
- Limited Access (Front Desk, QA, QC, Hearings, etc.)
- Your Branch Name and Number

Once you are connected to FACT, please take the following actions:

- If you have results from Family Assessments conducted between July 1, 2021 and September 3, 2021 please enter those results into the FACT application.
- Begin entering new Family Assessment results into the FACT application from this point forward.
- Notes regarding a Family Assessment can be added to the FACT application. However, the following information would not be included in the notes:
  - Diagnosis, prognosis, and treatment information regarding a disability, and
  - Domestic violence information or details.

Note: Additional information can be found in the [“FACT User Manual – Family Coaches and Engagement Specialists”](#) under the heading “Comments, Task Notes and Assessment Notes”

**Reason for action:**

The Family Assessment Collection Tool (FACT) application is the new repository for TANF Family Assessment results. This includes the results from the Strengths, Snapshot (domains), and Goal Plan and notes related to the Family Assessment.

The results of the Family Assessments will be used at the local level for case planning, family engagement and goal setting. At the state level the result will be used for determining resource needs, determining the outcomes of key performance measures, reporting to the legislature, etc.

**Field/stakeholder review:**     Yes     No

**If yes, reviewed by:**

*If you have any questions about this action request, contact:*

Contact(s): TANF Policy	
Phone:	Fax:
Email: <a href="mailto:TANF.Policy@dhsosha.state.or.us">TANF.Policy@dhsosha.state.or.us</a>	