



Texas Department of  
**Family and Protective Services**

# Family-Based Safety Services – Overview

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# IMPACT 2.0 Updates to Family-Based Safety Services (FBSS) for Family Preservation (FPR) Stage

## Overview

The role of Family Preservation (FPR) staff is to provide Family-Based Safety Services (FBSS) to enhance the family's capacity to protect the child and reduce threats to a child's safety.

This training pertains to IMPACT 2.0 features and functionality that improve and enhance the processes for managing approved authorized services, launching a **Removal Checklist** from directly within IMPACT 2.0, system validations to support stage closure requirements, and stage closure letters.

## New! Launch Removal Checklists from Conservatorship Removal Page



One of the biggest IMPACT 2.0 updates for FBSS in the **FPR** stage is that FBSS staff are now able to launch Removal Checklists from the **Conservatorship Removal** page!

The screenshot shows the 'Conservatorship Removal' page in IMPACT 2.0. The page title is highlighted with a red box. Below the title, there are sections for 'National Issues' and 'Checklist items that are linked to National'. A table lists various issues with columns for 'Issue', 'Priority', 'Status', and 'Due Date'. At the bottom of the page, a 'Launch Checklist' button is highlighted with a red box and an arrow pointing to it. Below the button is a 'Reports' section with a dropdown menu and a 'Filter' button.



# New! Stage Closure Letters Just Got a Lot Easier!



There have also been changes to the **Stage Closure** page, and consequently, the **FPR** stage closure process.

Closing Letters have been moved from the **Person Detail** page to the **Stage Closure** page, where you can select to whom you'll send **Closure Letters**, and in which language (English or Spanish.)

Plus, moving the letters to the **Stage Closure** page now allows an authorized person to print all closure letters at once! Even better, although the **Closure Letters** will prefill with the name and contact information of the worker, they can be edited now!

Closure Notification Letters

Person Name	Type	Role	Rel/Int	Notices	
[Redacted]	OOL	NO	Other	[Dropdown]	Launch
[Redacted]	PRN	AR	Sibling	[Dropdown]	Launch
[Redacted]	PRN	AR	Reference Child	[Dropdown]	Launch
[Redacted]	PRN	AR	Sibling	[Dropdown]	Launch
[Redacted]	PRN	AR	Unrel. Home mem.	[Dropdown]	Launch
[Redacted]	PRN	AR	Unrel. Home mem.	[Dropdown]	Launch
[Redacted]	PRN	AR	Grandparent Maternal	[Dropdown]	Launch

At the time of case closure, no notification letters could be sent.

Print All

Forms

Forms: [Dropdown] Launch



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# Family-Based Safety Services – Service Auth Email Alerts

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# FPR – Service Authorization Email Alerts – An Introduction

IMPACT 2.0 has incorporated a new question on the **Service Authorization Detail** page regarding having an email reminder sent to the Primary worker on expiring service authorizations.

IMPACT 2.0 will send an automatic email notification to the Primary worker's email address seven (7) calendar days prior to the expiration of the **Service Authorization**, unless directed not to.

This email notification will be sent for an approved **Service Authorization** that meets specific criteria, and only in an open **FPR** stage.

**Stages Impacted:** FPR

## FPR – Service Authorization Detail Page – How to Get There



Follow these steps to locate the **Service Authorization Detail** page:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

The screenshot shows the IMPACT 2.0 interface for Family and Protective Services. The 'My Tasks' tab is selected, and the 'Assigned Workload' section is visible. The 'Assigned Workload' section contains a table of service authorization cases. The 'Stage Name' column is highlighted with a red box, and the first row's 'Stage Name' is also highlighted with a red box.

SS	I	WS	Hr	P/S	M-Rpt	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
				S		Workload	GAUVESTON	FPR	RTE	06/11/2010	07/31/2010	05	A4			CPS
				S			GAUVESTON	FPR	REC	01/31/2018	07/31/2018	06	AG			CPS
				S			GAUVESTON	FPR	RTE	06/11/2010	07/31/2010	05	A4			CPS

2. You will arrive at the **Case Summary** page.
3. Select the **Service Authorization** tab on the secondary menu.

Real Department of Family and Protective Services

My Tasks Case Search Reports Resources

Case Summary Review Investigation Conservatorship Removal Person Contacts/Summaries **Service Authorization** Legal SDM Assessments Family Plans Medical Case Management

Service Authorization | My Case Request

### Service Authorization List

Stage Name: [redacted] Submitted Events

Case ID: [redacted]

Show 10 entries

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
08/29/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - Hair	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/29/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - U/A, 11 Panel	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/21/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - Hair	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/13/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - Hair	H 11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
06/13/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - U/A, 11 Panel	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Showing 1 to 5 of 5 entries

Reports

Reports: [dropdown] Search

Add

4. You will arrive at the **Service Authorization List** page.
5. Select a hyperlink in the **Type** column.

Real Department of Family and Protective Services

My Tasks Case Search Reports Resources

Case Summary Review Investigation Conservatorship Removal Person Contacts/Summaries **Service Authorization** Legal SDM Assessments Family Plans Medical Case Management

Service Authorization | My Case Request

### Service Authorization List

Stage Name: [redacted] Submitted Events

Case ID: [redacted]

Show 10 entries

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
08/29/2018	APRV	<a href="#">Authorization</a>	SA for [redacted] Resource: Todds Reg 6 - Hair	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/29/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - U/A, 11 Panel	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/21/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - Hair	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/13/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - Hair	H 11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
06/13/2018	APRV	Authorization	SA for [redacted] Resource: Todds Reg 6 - U/A, 11 Panel	FPR	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Showing 1 to 5 of 5 entries

Reports

Reports: [dropdown] Search

Add

- You will arrive at the **Service Authorization Header** page for the case.
- Expand the **Service Authorization List** section.
- Select a hyperlink under the **SA Detail ID** column.

- You will arrive at the **Service Authorization Detail** page.

## Service Authorization Detail Page – Email Reminders

1. To enable or disable email reminders for expiring service authorizations, follow these steps:
2. Scroll to the bottom of the **Service Authorization Information** section to locate the item **Would you like an email reminder 7 days before the End date?**
3. Examine the radio buttons for "Yes" and "No." Recognize the default answer is "Yes", so unless you specifically select "No", you will receive an email notification.
4. Recognize that this field becomes enabled and required if the difference between **Begin** date and **End** date on **Service Authorization Detail** page is more than seven (7) calendar days.



**Note:** If the difference between **Begin** date and **End** date on the **Service Authorization Detail** page is seven (7) calendar days or fewer, the question will be disabled. If the question is marked "Yes" and there are fewer than 7 days between the supervisor approval and the service authorization **End** date, then the email will be sent automatically on the day following the supervisor's approval.

### Service Authorization Detail

Stage Name: [REDACTED] \* required field  
‡ conditionally required field

#### Service Authorization Information

* Service:	37F Gas - APS	* Authorization Type:	One-Time
* Begin:	01/10/2019	Unit Type:	One-Time
* End:	03/06/2019	* Period:	Week
‡ Terminate:		‡ Requested Units:	1.00
* Frequency:		‡ Amount:	[REDACTED]
Units Suggested:	1	Units Used:	0.00
Would you like an email reminder 7 days before the End date?		<input checked="" type="radio"/> Yes	<input type="radio"/> No

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## Service Authorization Email Reminders for FPR – The Rules

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1. In order for a **Service Authorization** email reminder notification to be sent, certain conditions must be met:
  - a. The **FPR** stage must be open.
  - b. The **Authorization Type** on the **Service Authorization Detail** page is not "Terminate."
  - c. The **Status** of the **Service Authorization** is "Approved" (APRV).

The screenshot shows the 'Service Authorization Detail' page. The title 'Service Authorization Detail' is highlighted with a red box. Below the title, there are several fields for service authorization information. The 'Authorization Type' field is highlighted with a red box and shows 'Terminate'. Other fields include 'Service', 'Begin', 'End', 'Terminate', 'Frequency', 'Unit Type', 'Period', 'Requested Units', and 'Amount'. There are also icons for required and conditionally required fields.

Field	Value
Service	790 Drug Testing-Hel Testing
Begin	05/15/2018
End	05/30/2018
Terminate	05/30/2018
Frequency	1
Authorization Type	Terminate
Unit Type	Deliverabl
Period	Day
Requested Units	1.00
Amount	\$ 10.00

---

## Service Authorization Email Reminders – What's in the Email?

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1. The email reminder notification for an expiring Service Authorization prefills with information from the **Case Summary** page, the **Service Authorization Header** page, and the **Service Authorization Detail** page. It will follow this format:
2. **Email Subject Line:** Case # - SA <Primary Client for Delivery of Services on Service Authorization Header> - <Service on Service Authorization Header without code value> expires on <End date on Service Authorization Detail>
3. **From:** IMPACT
4. **To:** Email address of the primary assigned worker (non-end-dated, business email address)
5. **Attachment:** N/A
6. **Email body:** The following information addresses a Service Authorization that will soon expire:
  - **Case Number:** Prefilled with the **Case ID** from the **Case Summary** page.
  - **Case Name:** Prefilled with the **Case Name** from the **Case Summary** page.
  - **Stage ID:** Prefilled with the **Stage ID** from the **Case Summary** page.
  - **Primary Client for Delivery of Services:** Prefilled from the **Primary Client for Delivery of Services** field from the **Service Authorization Header** page.
  - **Service:** Prefilled from the **Service** field on the **Service Authorization Header** page.
  - **Expiration Date:** Prefilled from the **End** field from the **Service Authorization Detail** page.

**From:** [REDACTED]  
**Sent:** Wednesday, January 9, 2019 [REDACTED]  
**To:** [REDACTED] >  
**Subject:** Case [REDACTED] - Drug Testing-Oral Fluids expires on 01/15/2019

The following information addresses a service authorization that will soon expire:

**Case Number:** [REDACTED]

**Case Name:** [REDACTED]

**Stage ID:** [REDACTED]

**Primary Client for Delivery of Services:** [REDACTED]

**Service:** Drug Testing-Oral Fluids

**Expiration Date:** 01/15/2019



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# Family-Based Safety Services – Contact Detail Page

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# FPR – Contact Detail Page – New Options, Deleted Options

Two new options have been added to the dropdown for the **Purpose** field on the **Contact Detail** page, and they are visible only for the **FPR** stage. The new options are "Final Visit" and "Initial PCSP Contact."

The "CSS Review - Full," "CSS Review - Other," and "CSS Review - Screened" options have been removed for FBSS staff within the **Purpose** field dropdown whenever "Contact" or "Preliminary Kin Home Assmt" is selected as the **Type**.

Additionally, whenever "Final Visit" is selected for the **Purpose** field, the **Method** dropdown will automatically select the "Face-to-Face" option.

**Stages Impacted:** FPR

## Contact Detail Page for FPR – How to Get There



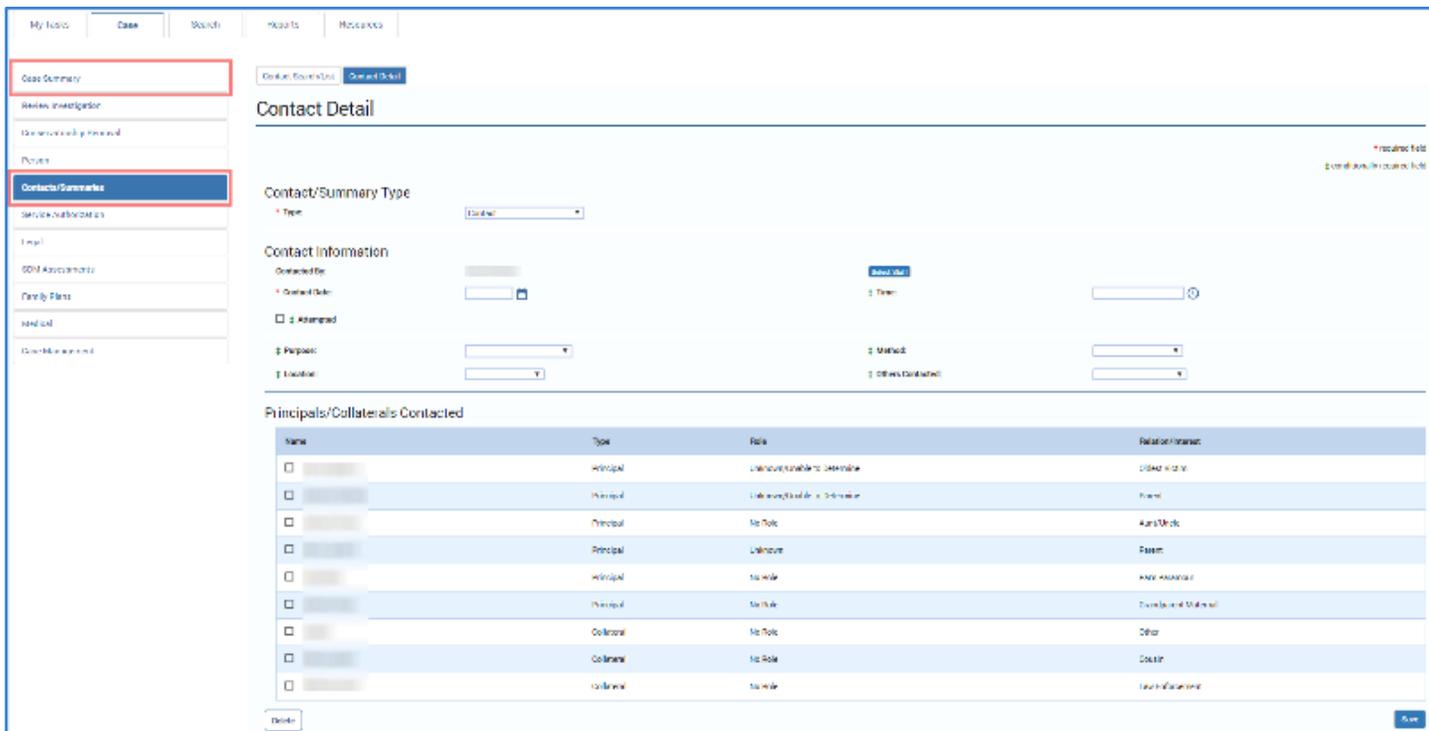
To navigate to the **Contact Detail** page, follow these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

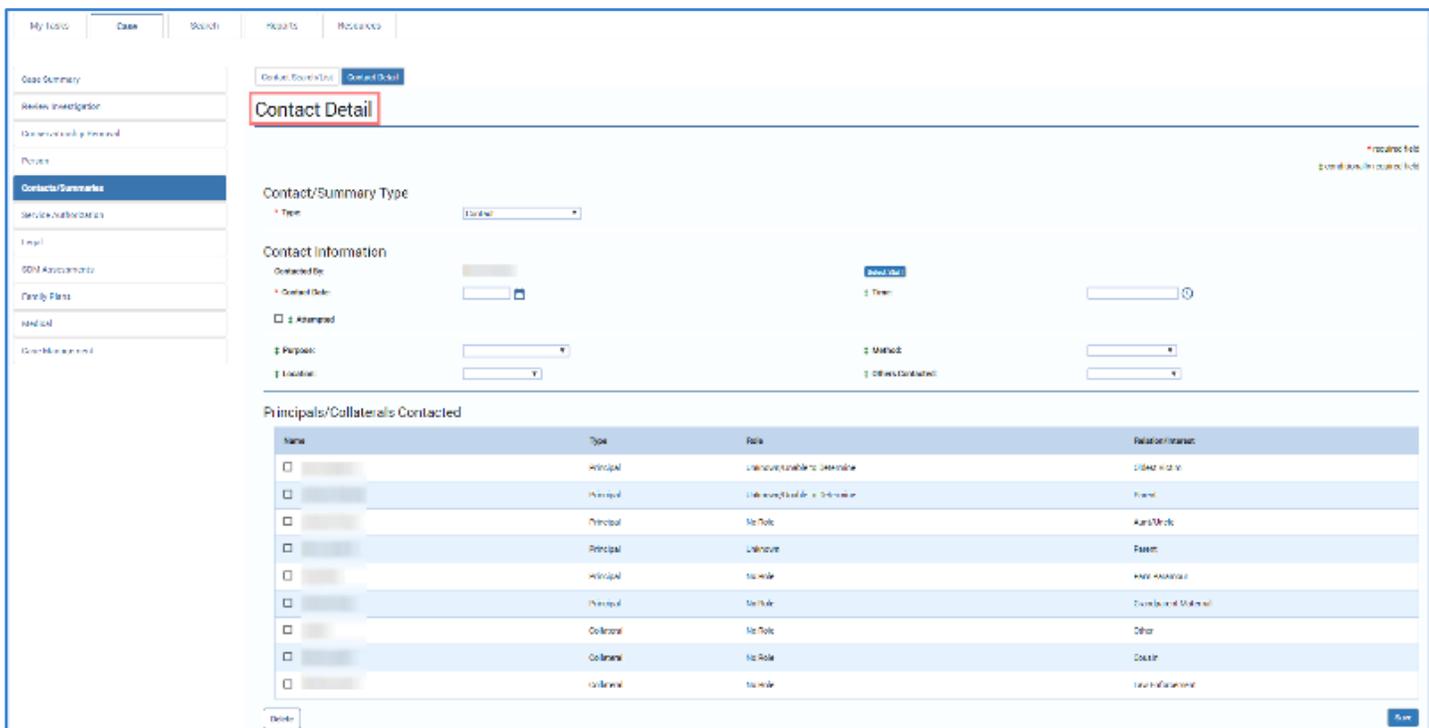
The screenshot shows the 'My Tasks' interface for the Texas Department of Family and Protective Services. The 'Assigned Workload' section is highlighted with a red box. Below it, there is a table with columns: SS, I, WS, Hr, P/S, M Ref, Stage Name, County, Stage, Type, Opened, Assigned, Region, Unit, Stage ID, Case ID, and PGM. The 'Stage Name' column in the first row is highlighted with a red box.

SS	I	WS	Hr	P/S	M Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>				S		Workload	GALVESTON	FPR	RTG	06/11/2010	07/31/2010	05	AJ			CPS
<input type="checkbox"/>		⚠		S			GALVESTON	FPR	RBC	01/31/2018	07/31/2018	06	AG			CPS
<input type="checkbox"/>		⚠		S			GALVESTON	FPR	RTG	06/11/2010	07/31/2010	05	AJ			CPS

2. You will arrive at the **Case Summary** page.
3. Select the **Contacts/Summaries** tab on the secondary menu.



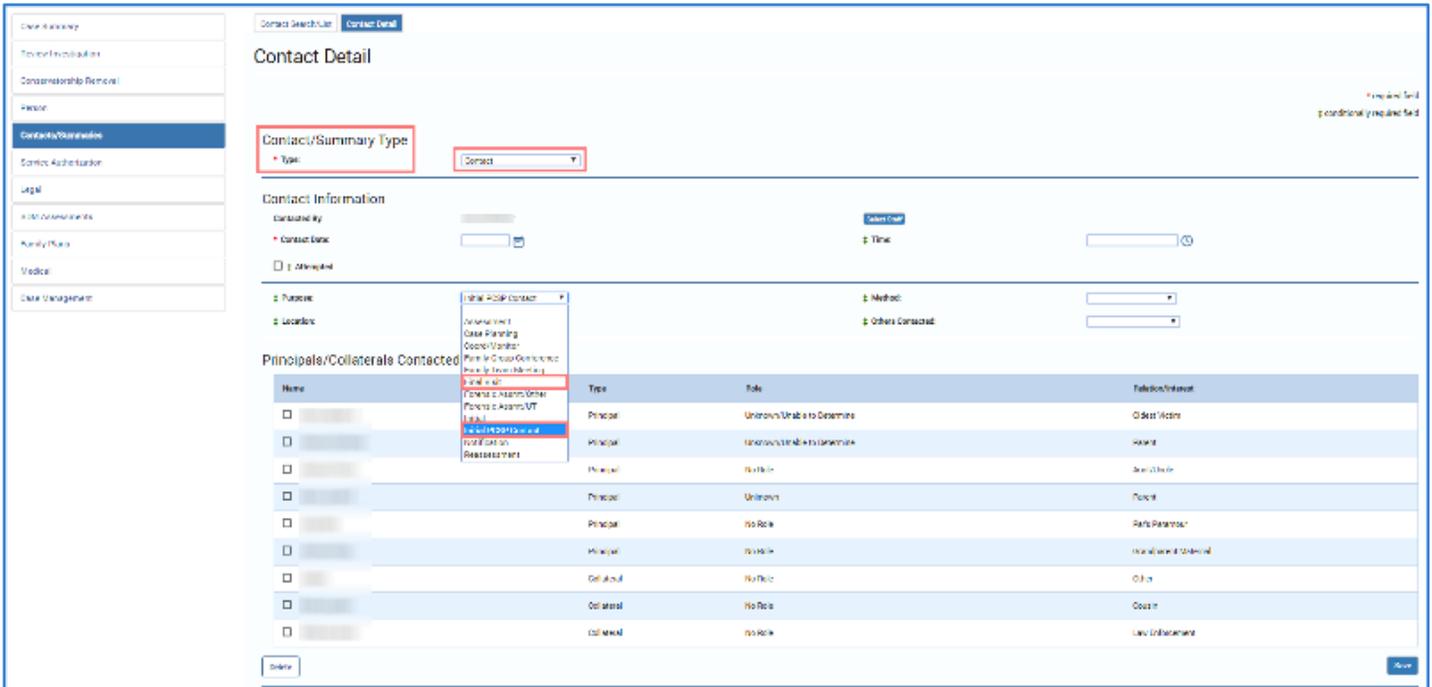
4. You will arrive at the **Contact Detail** page.



# Contact Detail Page – New Options in Purpose Field for FPR Stage

To view the new options in the **Purpose** field on the **Contact Detail** page, follow these steps:

1. On the **Contact Detail** Page, locate the **Contact/Summary Type** section.
2. For the **Type** field, select "Contact" from the dropdown.
3. Proceed to the **Contact Information** section and identify the two new options in the **Purpose** field dropdown:
  - "Final Visit"
  - "Initial PCSP Contact"



# Contact Detail Page – Deleted Options in Purpose Field for FPR Stage

In **FPR** stage, the following options will no longer appear within the **Purpose** field dropdown whenever "Contact" or "Preliminary Kin Home Assmt" is selected as the **Type**:

- "CSS Review - Full"
- "CSS Review - Other"
- "CSS Review - Screened"

**Contact/Summary Type**  
 Type: [Unreviewed/Screened]

**Contact Information**  
 Contacted By: [Redacted] [Select List]  
 Contact Date: [Date Picker] [Time]  
 Assigned  
 Purpose: [Dropdown]  
 Location: [Dropdown] [Other Contacted]

**Principals/Collaterals/Contacts**

Name	Type	Role	Relationship
[Redacted]	Principal	Unknown/Unknown/Screened	Sibling
[Redacted]	Principal	No Role	Sibling
[Redacted]	Principal	No Role	Other Adult
[Redacted]	Principal	No Role	Sibling
[Redacted]	Principal	Unknown/Unknown/Screened	Parent
[Redacted]	Principal	No Role	Other
[Redacted]	Principal	Unknown/Unknown/Screened	Employment
[Redacted]	Principal	No Role	Parent
[Redacted]	Principal	No Role	Friend
[Redacted]	Principal	No Role	Unknown/Screened
[Redacted]	Collateral	No Role	Child/Parent/Screened
[Redacted]	Collateral	No Role	Unreviewed/Screened

# Contact Detail Page – "Final Visit" and Its Relationship with the Method Field

1. Select "Final Visit" from the dropdown for the **Purpose** field.
2. Recognize how the **Method** field automatically selects the "Face-to-Face" option and the field is locked to editing.

**Contact Detail**

**Contact/Summary Type**

Type: Contact

**Contact Information**

Contact Date: [ ] Time: [ ]

Purpose: Final Visit Method: Face-to-Face

**Principals/Collaterals Contacted**

Name	Type	Role	Relation/Interest
[ ]	Principal	Unknown/Unable to Determine	Sibling
[ ]	Principal	No Role	Sibling
[ ]	Principal	No Role	Sibling
[ ]	Principal	No Role	Adult/Child
[ ]	Principal	Unknown/Unable to Determine	Parent
[ ]	Principal	No Role	Other



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# Family-Based Safety Services – Removal Checklist

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# Removal Checklist in IMPACT 2.0 for FPR – An Introduction

FBSS staff who have removed a child can now complete the **Removal Checklist** from within IMPACT 2.0 using existing Removal Checklist functionality implemented in Release 1 of IMPACT for Investigations (INV).

Once the **Conservatorship Removal** page is saved, you can *launch the Removal Checklist directly from the **Conservatorship Removal** page*, and toggle back and forth between the **Removal Checklist** page and the **Conservatorship Removal** page as needed!

You will learn how your checklists in-process, as well as checklists for future removals in the same case, are affected when updates are made to the Removal Checklist template by State Office.

**Stages Impacted:** FPR

## Conservatorship Removal List Page – How to Get There



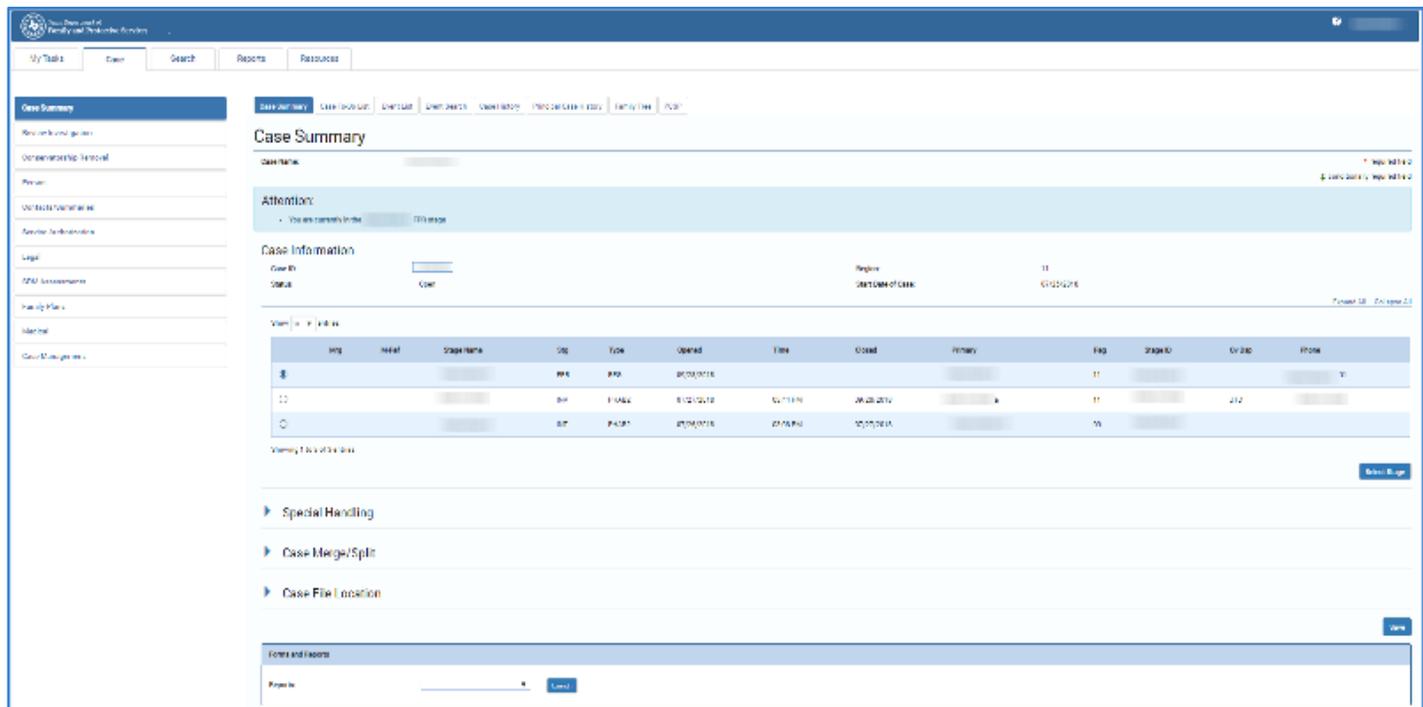
Follow these steps to navigate to the **Conservatorship Removal** page in order to launch a Removal Checklist:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

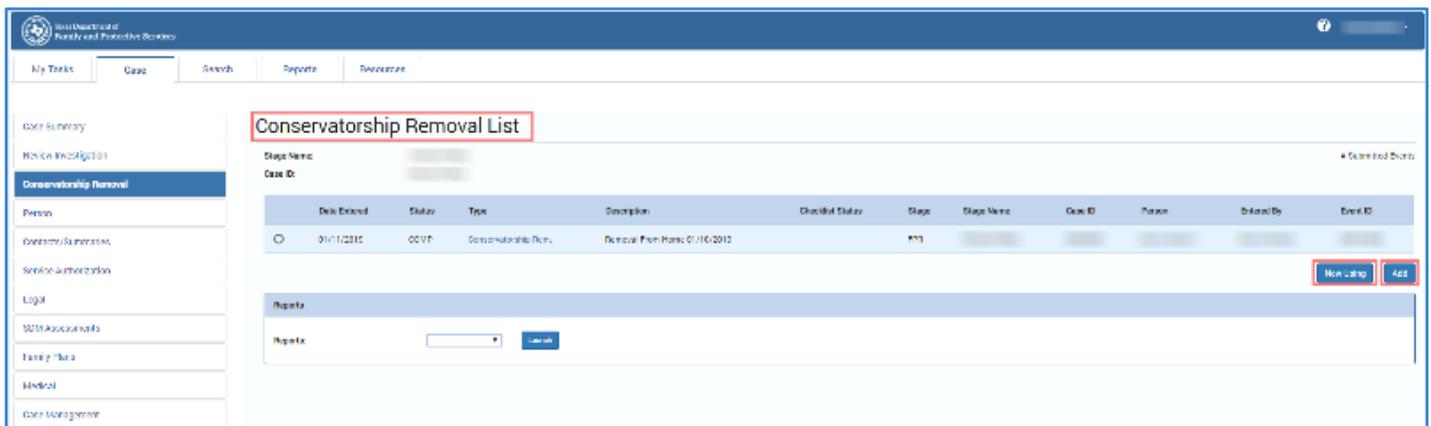
The screenshot shows the IMPACT 2.0 interface for the Texas Department of Family and Protective Services. The 'My Tasks' tab is active, and the 'Assigned Workload' section is highlighted. The table below shows the assigned workload items, with the 'Stage Name' column circled in red.

SS	!	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>				S		[Redacted]	[Redacted]	FSU	REG	04/09/2018	10/03/2018	11	D9	[Redacted]	[Redacted]	CPS
<input type="checkbox"/>				S		[Redacted]	[Redacted]	SUB	REG	05/30/2017	10/03/2018	11	D9	[Redacted]	[Redacted]	CPS
<input type="checkbox"/>				S		[Redacted]	[Redacted]	FSU	REG	05/30/2017	10/03/2018	11	D9	[Redacted]	[Redacted]	CPS
<input type="checkbox"/>				S		[Redacted]	[Redacted]	SUB	REG	09/12/2018	10/03/2018	11	D9	[Redacted]	[Redacted]	CPS

2. You will arrive at the **Case Summary** page.
3. Select **Conservatorship Removal** from the secondary menu.



4. You will arrive on the **Conservatorship Removal List** page.





To navigate to the **Conservatorship Removal** page, follow these steps:

5. On the **Conservatorship Removal List** page, select the **Add** button, or select an item from the list and select the **New Using** button.

Name	M	Sch	Aprx	Age	Gender	Type	Role	Rel/Int	Person ID	Cha	Eth	Asp/Req
<input type="checkbox"/>	N	V	N	3	F	PRN	DV	Sibling		Y	Y	
<input type="checkbox"/>	N	V	N	6	M	PRN	NO	Friend		Y	Y	
<input type="checkbox"/>	N	V	N	12	F	PRN	DV	Oldest Victim	2	Y	Y	
<input type="checkbox"/>	N	V	N	19	M	PRN	NO	Sibling		Y	Y	
<input type="checkbox"/>	N	V	N	24	F	PRN	NO	Friend		Y	Y	

6. Select the checkbox of the child or children to be removed and select the **Continue** button to be taken to the **Conservatorship Removal** page.



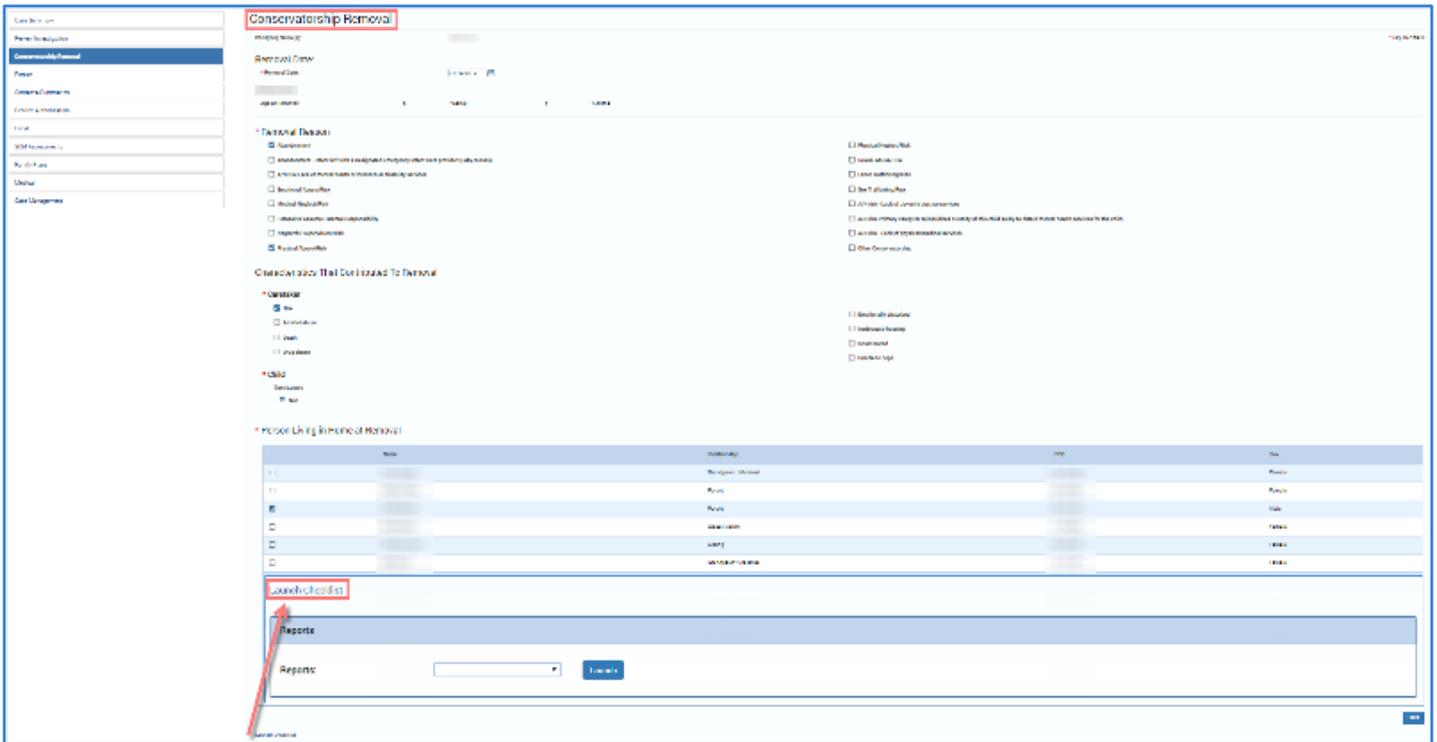
**Note:** Multiple children can be removed at the same time if they have the same removal date and the same reason for removal. By selecting each checkbox for each child, you will create **SUB** stages for each child all at once. The Removal Checklist will then be for that sibling group rather than having to create and manage a Removal Checklist for each child.

Name	M	Sch	Aprx	Age	Gender	Type	Role	Rel/Int	Person ID	Cha	Eth	Asp/Req
<input type="checkbox"/>	N	V	N	3	F	PRN	DV	Sibling		Y	Y	
<input checked="" type="checkbox"/>	N	V	N	6	M	PRN	NO	Friend		Y	Y	
<input type="checkbox"/>	N	V	N	12	F	PRN	DV	Oldest Victim		Y	Y	
<input type="checkbox"/>	N	V	N	19	M	PRN	NO	Sibling		Y	Y	
<input type="checkbox"/>	N	V	N	24	F	PRN	NO	Friend		Y	Y	

# Launching the Removal Checklist from the Conservatorship Removal Page

To launch the Removal Checklist from the **Conservatorship Removal** page, follow these steps:

1. Once the **Conservatorship Removal** page is complete and saved, a **Launch Checklist** hyperlink will appear at the bottom of the **Conservatorship Removal** page.
2. Select the **Launch Checklist** hyperlink to launch a new Removal Checklist (or to return to a Removal Checklist that is in progress.)



## Using IMPACT 2.0's New (Partly Prefilled!) Checklist

1. At the top of the checklist page, the **Child(ren) Name(s)**, **Case Name**, **Case ID**, and **Date of Removal** fields are prefilled from the **Conservatorship Removal** page.
2. To expand or collapse the sections of the checklist, select the arrow next to each individual section or select the **Expand All** or **Collapse All**.
3. As tasks on the checklist are completed, select the checkbox next to the task and add comments in the adjacent text box.

The screenshot shows a web form for a checklist. At the top, there are several input fields: 'Child(ren) Name(s)', 'Case Name', 'Case ID', and 'Date of Removal'. Below these are sections for 'Purpose', 'Instructions', and 'Notes', each with a 'Test' value. At the bottom right, there are two buttons: 'Expand All' and 'Collapse All'. At the bottom left, there is a 'Date Completed' field with a dropdown arrow and the text 'Test 01/15/2019'. At the bottom right, there is a 'Save and Close' button.

## Removal Checklist – Save and Stay vs. Save and Close

1. Select the **Save and Stay** button at the end of each section to save your work and stay on the page. Caseworkers can complete multiple sections before selecting the **Save and Stay** button to save their information.
2. Select the **Save and Close** button at the end of the page to save your work and close the checklist browser page.



**Note:** While the stage is open, you can re-launch and edit the checklist by clicking on the **Launch Checklist** hyperlink.

This screenshot is similar to the one above but highlights the 'Save and Stay' and 'Save and Close' buttons at the bottom right. The 'Save and Stay' button is highlighted with a red box, and the 'Save and Close' button is also highlighted with a red box. The rest of the form is identical to the previous screenshot.

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## When Checklist Templates Are Revised - How It Affects You

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Here is some key information on how you may be affected when State Office issues a revised Removal Checklist template.

- When you start a new checklist, the newest version of the checklist template will automatically populate for you to use.
- If you have a checklist that is in progress when a new version of the checklist template is published, the existing in-progress checklist will remain available to you until the stage is closed.
- If an additional removal is started for other children in the same case while a previous Removal Checklist is in progress or completed, the new removal will use the newest version of the checklist template as of that date—even if it is different from the checklist used in the previous removal.



**Note:** *If the same child is removed more than once in the same stage, and when you select the **Launch Checklist** hyperlink for that child, the system will provide the checklist for the previous removal, whether the status of the previous checklist is in-progress or completed. To complete the checklist for the current removal, do not delete the information in the **Date Completed** boxes that apply to the previous removal. Rather, add the dates the checklist items were completed relative to the current removal.*



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# Family-Based Safety Services – Stage Closure

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# Stage Closure for FPR – System Validation Alerts

IMPACT 2.0 will perform numerous checks and validations before permitting the closure of an FPR stage.

In the case of certain specified closure reasons, the system will check to see if a Safety Assessment has been completed.

**Stages Impacted:** FPR

## Stage Closure Page for FPR – How to Get There



To navigate to the **Reason** field dropdown on the **Stage Closure** page, follow these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

The screenshot shows the Texas Department of Family and Protective Services interface. The 'My Tasks' tab is selected, and the 'Assigned Workload' section is highlighted with a red box. The table below shows workload items with columns for SS, WS, Hr, P/S, M-Ref, Stage Name, County, Stage, Type, Opened, Assigned, Region, Unit, Stage ID, Case ID, and PGM. The 'Stage Name' column is highlighted with a red circle.

SS	!	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>				S		[Link]	[Link]	FSU	REG	04/09/2018	10/03/2018	11	D9	[Link]	[Link]	CPS
<input type="checkbox"/>				S		[Link]	[Link]	SUB	REG	05/30/2017	10/03/2018	11	D9	[Link]	[Link]	CPS
<input type="checkbox"/>				S		[Link]	[Link]	FSU	REG	05/30/2017	10/03/2018	11	D9	[Link]	[Link]	CPS
<input type="checkbox"/>				S		[Link]	[Link]	SUB	REG	09/12/2018	10/03/2018	11	D9	[Link]	[Link]	CPS

2. You will arrive at the **Case Summary** page.
3. Select **Case Management** from the secondary menu.

The screenshot shows the 'Case Summary' page. The top navigation bar includes 'My Tasks', 'Case', 'Search', 'Reports', and 'Resources'. The left sidebar contains a 'Case Summary' menu with options like 'Review Investigation', 'Conservatorship Removal', 'Person', 'Contacts/Summaries', 'Service Authorization', 'Legal', 'SDM Assessments', 'Family Plans', 'Medical', and 'Case Management'. The main content area has tabs for 'Case Summary', 'Case In/Out List', 'Event List', 'Event Search', 'Case History', 'Principal Case History', 'Family Tree', and 'PCSP'. The 'Case Summary' tab is active, showing a 'Case Name' field, an 'Attention' box with a message 'You are currently in the [redacted], PPR stage', and 'Case Information' including 'Case ID', 'Status: Open', 'Region: 00', and 'Start Date of Case: 07/13/2017'. Below this is a table with columns: 'Mng', 'M-Ref', 'Stage Name', 'Stg', 'Type', 'Opened', 'Time', 'Closed', 'Primary', 'Reg', 'Stage ID', 'Or Exp', and 'Phone'. Two rows of case data are visible.

4. You will arrive at the **Case Maintenance** page.
5. Select **Close Family Preservation** tab on the tertiary menu.

The screenshot shows the 'Case Maintenance' page. The top navigation bar is the same as the previous page. The left sidebar is also the same. The main content area has tabs for 'Case/Stage Maintenance', 'Change Stage Type', 'External Documentation', and 'Close Family Preservation'. The 'Case/Stage Maintenance' tab is active, showing 'Change Case Name' and 'Change County' sections. Each section has a 'Current' field and a 'New' field with a dropdown menu. A 'Save' button is located at the bottom right of the page.

6. You will arrive at the **Stage Closure** page.

My Tasks | Case | Search | Reports | Resources

Case/Stage Maintenance | Change Stage Type | External Documentation | **Close Family Preservation**

### Stage Closure

Stage Name: [Redacted] \* required field

Stage Code: FPR

**Closure Information**

\* Reason: [Dropdown]

Comments: [Text Area]

**Closure Notification Letters:**

Person Name	Role	Re/Int	Primary Language	Letter
[Redacted]	No Role	Court	English	[Dropdown]

Buttons: [Back] [Save]

## Stage Closure Page – Closure Information Section – Changes to Options for Reasons

To select a reason for stage closure, follow these steps:

Under the **Closure Information** section, select a reason from the **Reason** dropdown.



**Note:** Compare the IMPACT 2.0 updated reasons to the former reasons in Legacy IMPACT:

- "Family moved" (replaced "Moved/unable to locate")
- "Unable to locate the family" (added as a new, separate dropdown option)
- "Only child died" (replaced "Death")

My Tasks | Case | Search | Reports | Resources

Case/Stage Maintenance | Change Stage Type | External Documentation | **Close Family Preservation**

### Stage Closure

Stage Name: [Redacted] \* required field

Stage Code: FPR

**Closure Information**

\* Reason: [Dropdown]

Comments: [Text Area]

**Closure Notification Letters:**

Person Name	Role	Re/Int	Primary Language	Letter
[Redacted]	No Role	Court	English	[Dropdown]

Buttons: [Back] [Save]

# Stage Closure Page for FPR – Validation Error Message

If your stage closure attempt generates an error message and IMPACT 2.0 prevents you from closing the stage, follow these steps:

1. IMPACT 2.0 will present an error message box and will prevent closing an **FPR** stage if any of the following closure reasons are selected and an **SDM Safety Assessment-FBSS** has not been completed:

- "Child outside of home/no CVS"
- "Court ordered services closed"
- "Risk is reduced in the family"
- "Services inappropriate"
- "Family refused/Legal impossible"



**Note:** You must complete an **SDM Safety Assessment-FBSS** before you will be able to close the **FPR** stage.

2. Select the hyperlink in the error message box, which will take you to the **SDM Safety Assessment – FBSS** page to complete the safety assessment.



Texas Department of  
**Family and Protective Services**

# Family-Based Safety Services – Closing Letter

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# FBSS Closing Letter for FPR – Exciting New Features!

In IMPACT 2.0 you will now launch the FBSS Closing Letter from the **Stage Closure** page (rather than the **Person Detail** page as previously done in Legacy IMPACT.) This will become an extremely important feature—as *all* closing letters can be printed *at one time*, with the *touch of a single button* by an authorized person, from the **Stage Closure** page! What a timesaver!

Another great update to closing letters in IMPACT 2.0 is that closing letters will now be prefilled with the name, phone number and business office address of the primary worker—however, *now these fields are fully editable!*

A new section has been added to the **Stage Closure** page where you'll select the person(s) to whom the FBSS Closing Letter will be sent, and the language you want the letter to be in (English or Spanish.)

**Stages Impacted:** FPR

## Stage Closure Page – How to Get There



To navigate to the **Closure Notification Letters** section on the **Stage Closure** page, follow these steps:

1. From your **Assigned Workload** in the **My Tasks** tab, select the **Stage Name** hyperlink to the case.

The screenshot shows the IMPACT 2.0 interface. At the top, there is a navigation bar with 'My Tasks' selected. Below this, there are tabs for 'Workload' and 'Assigned Workload'. The 'Assigned Workload' section is highlighted with a red box. Below this, there is a table with columns: SS, WS, Hr, P/S, M-Ref, Stage Name, County, Stage, Type, Opened, Assigned, Region, Unit, Stage ID, Case ID, and POM. The 'Stage Name' column contains a hyperlink that is highlighted with a red box.

SS	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	POM
			P		<a href="#">[Redacted]</a>		FPR	REG	08/24/2018	08/27/2018	08	E1			CPS
			P		<a href="#">[Redacted]</a>		FPR	REG	08/24/2018	08/24/2018	08	E1			CPS

2. You will arrive at the **Case Summary** page.
3. Select **Case Management** from the secondary menu.

Case Summary

Attention:

- You are currently in the [redacted], FPR stage

Case Information

Case ID: [redacted] Status: Open Region: DR Start Date of Case: 04/23/2011

Mrg	M-Ref	Stage Name	Stg	Type	Opened	Time	Closed	Primary	Reg	Stage ID	Ov Dsp	Phone
<input checked="" type="radio"/>	[redacted]	[redacted]	DRS	HR-G	01/14/2014			[redacted]	DR	[redacted]		
<input type="radio"/>	[redacted]	[redacted]	FPU	REB	01/10/2019			[redacted]	DR	[redacted]		
<input type="radio"/>	[redacted]	[redacted]	DRS	HR-G	01/10/2014			[redacted]	DR	[redacted]		
<input type="radio"/>	[redacted]	[redacted]	FPR	REB	08/24/2018			[redacted]	DR	[redacted]		

4. You will arrive at the **Case Maintenance** page.
5. Select the **Close Family Preservation** tab on the tertiary menu.

Case Maintenance

Change Case Name

Current Name: [redacted] New Name: [dropdown menu]

Change County

Current County: [redacted] New County: [dropdown menu]

Save

6. You will arrive on the **Stage Closure** page.

Person Name	Role	Rel/Int	Primary Language	Letter
██████████	unknown	Grandparent maternal	English	Generate
██████████	Designated Perpetrator	Parent	English	Generate

## Generating and Editing an FBSS Closing Letter from the Stage Closure Page

To edit and generate an **FBSS Closing Letter** from the **Stage Closure** page, follow these steps:

1. Locate the **Closure Notification Letters** section on the **Stage Closure** page.
2. For the desired **Person Name**, select the **Letter** type ("FBSS Closing Letter" or "FBSS Closing Letter Spanish.")
3. Select the **Generate** button to generate a web page of the letter, which you can edit. For example, editing is needed to add Resource information.



**Note:** The **Generate** button is only displayed while the **Stage Closure** page is in In Process status ("PROC") or Pending status ("PEND").

Person Name	Role	Rel/Int	Primary Language	Letter
██████████	No Role	Cousin	English	FBSS Closing Letter Generate
██████████	No Role	Absent Parent		Generate

# Launching an FBSS Closing Letter to Edit and/or Print

To edit and/or print a particular FBSS Closing Letter, select the **Launch** button.



**Note:** The **Launch** button displays once the **Stage Closure** page is approved by the supervisor (in APRV status.)

Person Name	Role	HSA#	Primary Language	Letter	Launch
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>
[Redacted]	No Role	XXXX	English	[Dropdown]	<b>Launch</b>

# The Print All Button for FBSS Closing Letters

To print all the FBSS Closing Letters for all persons, follow these steps:

Select the **Print All** button to print all of the FBSS Closing Letters.



**Note:** The **Print All** button will appear only to staff selected by the supervisor to print the closing letters. If, upon approval of stage closure, your supervisor has assigned you to print the letters, then you will see a **Print All** button to select.



**What a great feature!** No more trying to find someone to print the letters or printing each letter one by one! Your supervisor assigns the printing task to someone, the button appears on that person's **Stage Closure** page, and s/he can print all the letters at one time when selecting the **Print All** button!

Closure Notification Letters

Person Name	Type	Role	Rel/Int	Notices	
[Redacted]	COL	NO	Other	[Redacted]	Launch
[Redacted]	PRN	AR	Sibling	[Redacted]	Launch
[Redacted]	PRN	AR	Reference Child	[Redacted]	Launch
[Redacted]	PRN	AR	Sibling	[Redacted]	Launch
[Redacted]	PRN	AR	Unrel. Home mem.	[Redacted]	Launch
[Redacted]	PRN	AR	Unrel. Home mem.	[Redacted]	Launch
[Redacted]	PRN	AR	Grandparent Maternal	[Redacted]	Launch

At the time of case closure, no notification letters could be sent.

Print All

Forms

Forms: [Redacted] Launch

# The "New & Improved" FBSS Closing Letter: Prefilled, Yet Modifiable!

1. Examine an FBSS Closing Letter to identify the new prefilled fields.
2. Recognize these prefilled fields are editable.

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

UCS#18010101

Date: 01/12/2018

Case: [Redacted]

City: [Redacted]

This letter is written to inform you that the Department of Family and Protective Services (DFPS) has closed your Family Based Safety Services case. All services by DFPS have ended. Should your family need additional assistance at any point in time, you may find it helpful to request services from the community resources below. There will be no further agency involvement with your family unless you receive a report of suspected abuse or neglect that is initially low to be investigated.

Reference Name	Contact Information	Purpose/Service

If you have any questions, please contact the address or phone number provided below.

Caseworker Signature: \_\_\_\_\_

Form 6-033-0119

DFPS Closing Letter  
721 W. 5th Street, 11th Floor, Austin, TX 78701-0200 | (512) 462-4300  
An Equal Opportunity Employer and Provider

1/6/2014