

FRAME CASE REGISTRATION SCREEN INFORMATION AND TIPS

REGISTRATION PROCESS

Household Unit

HOUSEHOLD UNIT CONSISTS OF MANY VARIETIES, BUT THE MAIN FAMILY MEMBERS LIVING IN THE HOUSEHOLD SHOULD BE INCLUDED IN THE FAMILY UNIT. Those can include:

- ❖ Biological or step parents living in the home (heads of the household)
- ❖ Biological parents that are not living in the home, but are an active part of the child's life (valid date of birth is required for case management services).
- ❖ Biological/adopted/step children who are full/half/step siblings living in the home
- ❖ Live-in relatives/roommates – NOT visitors to the home at the time of a CPS report
- ❖ Deceased child in which the death is the result of a new or active child abuse and neglect report
- ❖ Children can be listed in two family units if they move from one home to another
- ❖ **DO NOT REGISTER AN UNBORN BABY OR AN UNKNOWN TO THE FAMILY UNIT**

FAMILY FOSTER CARE PROVIDER

The family unit consists of the foster care provider, their family living in the household, and the foster care child.

DAYCARE PROVIDER(S)

The family unit consists of the daycare employees only. The children are listed as non-family members in the report. Only the children directly impacted that require findings should be listed as non-family members in the report.

PRIOR to registering a new case:

- **Search for all known family members in FRAME to see if they are known to the system**
- If no results, click New Case at bottom of Main Menu screen
- If known to FRAME, view each case in Search Results prior to reopening
 - Check if the household unit is specific to that family and residences that you are working with

CONSIDER THE FOLLOWING TO DECIDE WHETHER TO REOPEN OR ENTER NEW CASE

- ❖ If a youth has aged out (18+)/moved out of the household and the new interaction is specific to that overage person – create a new case as they should no longer be under their parent's family unit.
- ❖ If an adult (boyfriend, girlfriend, live-in relative) was in a household unit and has moved out of that household and is now in a new household – create a new case or add them into the household they moved into
- ❖ If a child (under age 18) previously resided with one biological parent and now resides with the other in a different household – create a new case
- ❖ **If a child has been adopted, a new case must be opened using the adoptive family unit members and a new client record added for the child under their adoptive name. DO NOT USE THE PREADOPTIVE RECORD AND MAKE CHANGES!!**

ABSENT PARENT VERSUS FAMILY UNIT MEMBER

- ❖ Absent Parent if name of parent and location is unknown
- ❖ Absent parent if parent is not active in family unit in any way

- ❖ Absent parent if only the name is known, but no other identifying information such as date of birth is available. Note: the birthdate is required if parent is listed in family unit for case management services.

NOTE: If case is already open, check for current CPS activity and/or open Case Management program. Contact current case owner or they may have already contacted you if a referral was sent from CPS.

DO NOT END THE PARTICIPATION OF ANY FAMILY UNIT MEMBER IF CASE IS ALREADY OPEN PART OF ANOTHER CASE MANAGEMENT PROGRAM!!

REOPEN CASE – Click into case and click Reopen Case at the bottom of the Case Details screen

Things to Remember:

1. Work FRAME edits from left to right and review/update all blue prompts
2. If edit requires FRAME to navigate to an outside screen, worker must save current updated information – save information often.
3. Add absent parent information to Members Details screen if parent is not active in child life. This is required for all foster care placements. NAME SHOULD BE IN ALL CAPS. If Unknown, enter UNKNOWN UNKNOWN for first and last name.

IMPORTANT: DO NOT OVERWRITE THE ABSENT PARENT NAME ONCE A CHILD SUPPORT REFERRAL HAS BEEN GENERATED!!! EXAMPLE: Absent parent name was unknown and so it was entered UNKNOWN UNKNOWN. If later the name is found, do not change the UNKNOWN entry to the correct name, a new absent parent entry must be created.

Case Details Screen

On the Family Unit Details table, check if there is a View Family Unit History link. This Link will display Active and Inactive members of the family unit. An Inactive member will need to have their participation reactivated if they have returned to the Home.

- Case Details/**Edit Case option**
 - Edit Case Name – based on agency preference – normal naming convention is last name(s) of family and a first name of an identifying family member
- Family Unit Details/Action/**View Details**
 - Review and update/edit **Member Details**
 - General Information
 - Primary Contact
 - Secondary Contact if applicable
 - Personal Details
 - Absent Parent informationTIP: Update screen to save any new changes prior to editing the absent parent information.
- Family Unit Details/Action/**Medical Information** (all print on Care Plan) – tabs include:
 - ✓ Immunizations – if on file notate on file
 - ✓ Health Tracks
 - ✓ Physical/Emotional Health Provider – prints on Face Sheet
 - ✓ Medical History
 - ✓ Conditions – **Required for foster care case management**
 - ✓ Medications – prints on Face SheetTIP: Information can be input under each tab without updating each time. Update once all information has been entered. Otherwise, FRAME will return to the screen from where medical information was accessed.

- Family Unit Details/Action/**View Face Sheet**
 - Select Optional Face Sheet Elements
 - Click Create Report
- Family Unit Details/**Edit Family Unit** (locate at bottom of box)– update information to current family status
 - Add in any new family members – See below instructions to add new family unit member under New Case
 - Add or Edit ***Set Relationship** – Required
NOTE: All family unit members’ relationships must be updated prior to ending participation of a family unit member. The relationship edit capability is lost once participation has ended.
 - Update **In Household**
 - Set the **Family Unit Structure** to the current family unit setup

Update screen to save changes to Set Relationship, In-Household, and Family Unit Structure – screen will return to Case Details screen

Click back into Edit Family Unit to continue

- Update View Details on each active family member –even if a family member is no longer participating in the family unit and there is current information on them, enter it
- View Participation and end participation of any family member no longer in the home
IMPORTANT: If case was reopened, the end date must be prior to the opening of the new Service Period for case management. If case is currently open for another program – **DO NOT END PARTICIPATION, TALK TO THE CURRENT CASE WORKER.** If that family member is no longer a participant/recipient in the other services, their participation can be closed using a date prior to the Case Management opening
- Verify Family Unit Address is still correct – make changes to address through the View Details action
NOTE: once a new address has been updated for one family member, it will not have to be retyped for each – edit each family unit member’s details affected by the address change and click the radio button for the new address – Update changes

Screen returns to Member Details – If information is available at this point, update the School Information and/or the Medical Information (Clinically Diagnosed Condition is required for foster care placements).

Otherwise, click Return to the Edit Family Unit screen

- Select **Family Unit Address** if changes were made
- Update **Family Unit Preferred Telephone** number

Update screen to save changes

END OR REOPEN PARTICIPATION – must be updated prior to opening CPS or case management services

Through Case Details screen/Edit Family Unit/under Action in Family Unit Members table, click **View Participation:** Participation Start Date or Participation History table will display.

Note: the Start Date pulls from the Edit Family Unit table and can be changed. The participation Start and End dates need to be prior to the CPS or Case Management program date if that family unit member is no longer a part of the family unit and should not be included in the CPS report/assessment or case management.

Click End Participation or Reopen Participation:

- Enter the End Date or Start Date
- Select the Reason from the dropdown list for End Date; no dropdown available for reopening.

Click End Participation or Reopen Participation

When participation is ended, the member will no longer display in the Family Unit Details table on the Case Details screen. An option to View Family Unit History will now be available in the Family Unit Details table. The family member will still be listed in the Edit Family Unit screen and can be reopened by entering a new participation Start Date that is equal to or after the end date. Also, any family unit member where the participation has been ended will not display in the Individual/Caregivers/Victims table of a new CPS reports or in the Care Plan Members list in the initial and subsequent care plans under a new Service Period. In ongoing cases, inactive family members can be removed as care plan clients or care plan members, but must remain as Service Period Clients until the Service Period closes.

NEW CASE - Click New Case - Case Registration screen opens – SET CAP LOCK TO ENTER CLIENT INFORMATION IN ALL CAPITALIZATION

DO NOT ADD AN UNBORN BABY OR AN UNKNOWN TO THE FAMILY UNIT

IMPORTANT NOTE: If a child is adopted, DO NOT change the birth name in the birth record to the new adoptive name or create an Alias. Once a child is adopted a new record is created. Their old record should no longer be used in any future cases. When in doubt as to what record should be used, please contact the Help Desk.

To add a family unit member through New Case option or to an existing case through Edit Family Unit/Add Member option:

- Search for family member – FRAME searches MCI (Master Client Index)
 - Enter **Search Criteria** (full name is not required) – click Search
 - If **client is found**, under Search Results/ Action click Add New Client to Case
 - If the search results display a client with a full middle name, will be required to register the client as a new member, using only the initial of the middle name.
 - If **client is not found**, under Family Unit Members Added, click **Create New Member**
 - Complete Member Details screen
 - ✓ General Information
 - ✓ Primary Contact
 - ✓ Secondary Contact if applicable
 - ✓ Personal Details
 - Click Add, FRAME returns to Family Unit Members Added screen

NOTE: Option to remove the client is no longer available once the screen options of Previous, Finish Later or Continue have been selected.

Once family unit members have been added, click Continue

Add Family Members table

- Under Relationship - Edit OR Add relationships for each family member
- Under Action - Edit to update Member Details
 - Change in contact information
 - Update personal details
 - Add/remove an absent parent

Note: Update screen to save any new changes prior to editing the absent parent information.

Screen options available

- ✚ Previous – FRAME returns back to Search Criteria
- ✚ Finish Later - List case under Incomplete Registration on Main Menu, click Continue Registration to return to Finish Later screen
- ✚ Continue - Family Unit Details screen displays

Family Unit Details screen (updates family unit only, not individual member details):

- Update In Household - Required

- Family Unit Structure - Required
- Family Unit Address - Select Address - Required
- Family Unit Preferred Telephone - Enter telephone number - Optional

Screen options available

- ✚ Previous – returns back to Search Criteria
- ✚ Finish Later - List case under Incomplete Registration on Main Menu, click Continue Registration to return to Finish Later screen
- ✚ Continue - Family Unit Details/Add Roles displays

Add Roles - Significant Other and Child Information

CHILD INFORMATION - Child’s Name, Date of Birth, SSN, and Sex Displays

Complete:

- Child Ever Adopted – dropdown - required. This question should be answered NO, if it’s on the Birth record. Yes, applies only to the adoptive record.
- Age at Adoption
- Placing Agency – dropdown
- Child Adopted from foreign county – dropdown
- ICWA Applies – dropdown – required
- Living on a Reservation – drop down
- Tribal Affiliation – checkbox

Absent Parent – if available (required if a foster care placement) – To add, see Instructions below

Screen options available

- ✚ Previous – returns back to Search Criteria
- ✚ Finish Later - List case under Incomplete Registration on Main Menu, click Continue Registration to return to Finish Later screen
- ✚ Continue - Case Registration/Add School Information displays

Add School Information – From the Member Details screen, click School Information (not required if unavailable).

Users have the option to Edit All or add individual verifications.

Annual School Information Verification Screen:

- Add School Information
- Add Individual Education Plan (IEP)
- Add Current School Grade
- Add Most Recent School Grade Completed
- Click Annual Verification to update

Screen options available

- ✚ Return – Returns to View Members Details
- ✚ Edit All – Allow you to edit all verifications fields under one screen
- ✚ Annual Verification – Update information entered

ABSENT PARENT – ADD ONLY IF NOT LISTED IN FAMILY UNIT – Check “View Family Unit History” on the Case Details screen PRIOR to adding - ENTER ABSENT PARENT INFORMATION IN ALL CAPITAL LETTERS

Add the Absent Parent through youth’s View Details from Case Details screen/Members Details screen/Edit – Option to Add Absent Parent appears at the bottom of the screen.

If a parent is registered in the case but has had their participation ended, an absent parent record must be added. When adding an absent parent record to the child’s Member Details screen, the parent names must be entered identical as to how it is register in the Family unit. (Include middle initial, if applicable)

NOTE: if an update is required to the member details, make changes and update to save changes prior to clicking into the absent parent option. Any changes not saved will be lost once the absent parent option is opened.

IMPORTANT: NAME MUST BE IN ALL CAPS. If parent's name is unknown, enter UNKNOWN for first and last name. DO NOT OVERWRITE THE NAME ONCE A CHILD SUPPORT REFERRAL HAS BEEN GENERATED!!! A new absent parent entry must be created.

- Click Add Absent Parent
 - Name – required first and last – enter in all caps – if unknown enter UNKNOWN/UNKNOWN
 - Address, City, State, Zip, Telephone, Email, Comments – optional
 - Date of Birth – optional
 - Sex – required
 - SSN – optional
 - Absence Start Date – required
 - Absence End Date – Optional
 - Parent Status – drop down box – select appropriate one – recommended to complete
 - Reason for Absence – drop down box – select appropriate one – required

Click Update to save information

LOCK CASE – A case can be locked to four different levels to limit access by other users. Locking a case is a regional supervisor function. They will determine the level based on the reason.

***Case Name:**

Status: ReOpened

- *Lock Case:**
- Unlocked
 - Locked - Level 1 - Central Office Only
 - Locked - Level 2 - Central Office and Regional Supervisor
 - Locked - Level 3 - Case owner county
 - Locked - Level 4 - Administrative access