



Integrating FANS into HCBS Waiver Service Planning

FANS Trainers

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What is a Family Assessment of Needs and Strengths?

FANS is a specific assessment tool administered by the Family Peer Advocate, along with the family, to measure family functioning, needs and strengths, and to produce outcomes for the family over time. It resembles the CANS-NY assessment that is completed for an identified youth.

Why Use FANS?



- ❑ Promotes enhanced collaboration between FPSS providers and other service providers working with the family.
- ❑ Helps all staff work better and smarter with clear roles and goals. Increase communication and teamwork will be key!
- ❑ Assist ICCs and FPSS providers in defining the work of the FPA by targeting family specific areas of strengths and needs and creating an integrated plan based on identified needs.
- ❑ Role clarity and integrated goals will increase utilization of FPSSs and thus increase the overall efforts that all Service Plans continues to be person- centered
- ❑ Evolution of Family Peer Support Services
 - ❑ from “Bunny Slippers” to a professional discipline with clearly defined roles and responsibilities.
 - ❑ Creation of consistent definition for Family Peer Support Services across all OMH programs
- ❑ Ability to measure and manage outcomes in an ever changing Medicaid billable system.

CANS NY and FANS

CANS-NY is completed by the ICC with the youth and family to assist in determining strengths and needs which form the foundation of a child's service plan.

A FANS is completed by the family peer advocate with the family or caregiver, to assist in determining the needs and strengths of the family or caregiver, which form the foundation of goals to work on with the family in becoming stronger.

FANS Format

- Self Care (Questions 1-4)
- Talents/Interests/Hobbies, Recreation, Optimism, & Social Resources
- Knowledge and areas of skill development (Questions 5-11)
- Listening, Communication skills, involvement in services, knowledge of family needs, knowledge of rights & responsibilities, knowledge of service options
- Internal awareness of external challenges (Questions 12-13)
- Self-Efficacy, Burden & Stress
- Voice in Service Delivery (Questions 14-17)
- Satisfaction with youth's living arrangements, educational arrangements, school participation, and current services.

Family Driven Care

Family
is not an
IMPORTANT
thing, it is
Everything



OTHER THINGS
MAY CHANGE,
BUT WE START
AND END WITH

Family



Teamwork

Family Peer Support (FSS)

- Meets a family and starts engagement process.
- Introduces them to the program and services available.
- Initiates conversations around caregivers needs and strengths.
- Sets goals, objectives, and actions along with caregivers.

Individual Care Coordinator (ICC)

- Meets a family and starts engagement process.
- Introduces them to the program and services available.
- Initiates conversations around youth's needs and strengths.
- Sets goals, objectives, and actions along with youth and caregiver.

- **Creates Service Plan**

Family Assessment of Needs & Strengths FANS

1.

30 Day SPR	1st 90 SPR	2nd 90 SPR	3rd 90 SPR	CAREGIVERS' TALENTS AND INTERESTS or HOBBY
				Caregiver has a talent or interest, or hobby that provides personal enjoyment
				Caregiver has a talent, interest, or hobby with the potential to provide personal enjoyment
				Caregiver has identified interests, but needs assistance converting those interests into a talent or hobby.
				Caregiver has no identified talents, interests, or hobbies.

Integration Tools

- Communication, Communication, and more Communication!!!
- FANS paper or electronically
- Tracking Grid: Individual Family or FPA
- Checklists
- Statements
- Other suggestions?

What the NUMBERS Mean

0 -No Help Needed/Wanted 1 - Wait and See; May change or become a priority
 2 – Make a plan of action to address 3 – Immediate action is required

Newly Enrolled	1 st 90 Days	Introductions, explain services, phone support, engagement, identify needs and strengths,
Supportive FSS	FANS Score < 20	Occasional phone contact, support group, events, networking with others, self-advocacy, recreation participation. Developed natural supports
Moderate	FANS Score 21-35	Face to face meetings, frequent phone calls, advocacy, education opportunities, networking, overcoming obstacles, etc.
Intensive	FANS Score 36-51	

Our Individual Tracking Grids

Family Name: Smith																		
Family Peer Advocate Name: Jackie Ray																		
Initial FANS Completed: February 2014																		
Date Due	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Score
2-20-14	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	4
5-2014	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	4
8-2014	0	1	0	1	0	0	0	0	0	0	0	0	1	0	1	1	0	5
11-2014	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	1	0	4

Date: 10-2014

Service Plan Write Up: Parents currently would like assistance and support in advocating with the school district and the school program to get both children what they need educationally. Mom also set a goal to take a trip to Cleveland within the next six months, for her own health reasons. This would be accomplished once the children are stable and safe enough for Mom to leave them at home with Dad.

Method: FSS will support both Parents with creating a structured daily schedule in order to ease Dad's anxiety with managing the daily schedule for the children. FSS will assist and encourage Dad to create positive time spent with the children, a regular daily routine in order to relieve some of the anxiety, and construct a plan of how to support Mom's trip to Cleveland within the next six months.

(FSSG) FSS will encourage both parents to attend monthly parent and youth activities so that they can increase their natural supports.

Switching Axis

Which is easier for you to read and associate with CANS?

Individual Family Tracking FANS Scores Over Time

Family Name:													Date Opened
Family Peer Advocate Name:													
Month						Year							
Question													
FANS Date													
1 (hobby)													
2 (Recreation)													
3 (Optimism)													
4 (Social Resources)													
5 (Listening)													
6 (Communication)													

One FPA, Many Families

How can this be used as a supervision tool?

Family FANS Tracking Over-time

Family Peer Advocate: Jackie Ray																			
Year: 2014																			
Family	Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Score
Smith	Feb 14	0	1	0	0	1	1	2	2	1	1	0	0	0	1	1	0	0	11
Jones	Mar 14	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	4
Alexander	Apr 14	1	2	2	2	3	1	2	2	2	0	0	2	1	1	1	0	0	22
Johnson	Mar 14	1	1	1	2	2	2	2	1	1	1	2	2	0	0	0	0	0	18

Supervision:

Implementation Guideline

- ❖ FANS will be completed by FPA (embedded or subcontracted) on:
 - All new families enrolled in Waiver, where FSS is identified in a child's service plan
 - Only with families where FPA is working 1:1 with a family

- ❖ FANS to be completed and entered into CAIRS platform 30-50 days after the initial face-to-face between the FPA and the family.

- ❖ At the child's next 90 day service plan review following initial FANS completion, a child's service plan should reflect the goals that the FPA is working on with the family within the objectives/methods section of the plan.

- ❖ Subsequent FANS will be required of the FPA as long as family support services is engaged with the family on an individual basis. Time frame for updated FANS must coincide with CANS-NY updates.

ICC Checklist



Opening Paperwork Checklist:

- 0 Application for Participation and Freedom of Choice
- 0 Financial Information Form
- 0 EMR 1101
- 0 EMR 1103
- 0 Waiver Service Agreement
- 0 Choice of Provider
- 0 Texting Policy
- 0 Mandated Reporter Consent
- 0 Rights and Responsibility Consent
- 0 Medical, Educational, Clinical Consent
 - 0 Villa of Hope
 - 0 OMH
 - 0 DSS
 - 0 School
 - 0 Hospital
 - 0 Others
- 0 HIPPA Consent
- 0 Medical – Dental Care Consent
- 0 Transmittal 1 entered in CAIRS
- 0 Admission Progress Note
- 0 Inform FSS Supervisor about family

Done with in 21-30 days

- 0 Safety Alert Plan
- 0 Initial Service Plan
- 0 CANS-NY on CAIRS (CANS-NY OMH)
- 0 Budget
- 0 Transmittal 2 entered in CAIRS
- 0 Referral / Admission CAIRS
- 0 SARI – done within 30 days
- 0 SBS / FSS referrals to Supervisors

30 Day and 90 Day Reviews:

- 0 Service Plans
- 0 CANS-NY
- 0 Safety Alert Plan
- 0 Budget
- 0 CAIRS (every 6 months from enrollment date)
- 0 HSA 1106 if status changes
- 0 Email updated Service Plans and ISP to other providers

Waiver Recertification:

- 0 Level of Care Form
- 0 One Year Recertification Form
- 0 Medicaid – check NOD and recert Medicaid if necessary

Discharge Paperwork:

- 0 Discharge summary / send to other providers
- 0 HSA 1107
- 0 CANS-NY Discharge
- 0 Loss of Waiver Eligibility in CAIRS
- 0 Email LOW date and entry into CAIRS
- 0 CAIRS Discharge
- 0 After Care Follow-Up

Family Support FANS Checklist

During Start Up (0-30 days)

- ICC emails FSS Supervisor the family name and address
- FSS introduction visit with ICC
- Family is added to mailing address labels
- FSS creates a Family Checklist to attach to referral when it is assigned to Advocate
- ICC adds “blanket” statement to Initial Service Plan
- FSS Referral assigned to an Advocate

First Visits / Engagement / FANS (30-45 days)

- Review Initial Service Plan, Safety Plan, and Referral
- FSS Schedule first visit with family to review New Parent Packet (Binder) and Handbook
- FSS Schedule second visit to complete Initial FANS
- FSS completes Family Tracking Tool with goals
- Email FANS scores and write up to ICC before 30 day service plan review is due

30 and 90 Day Service Plan Reviews:

- FSS Completes FANS updates with family
- FSS Updates Family Tracking Tool
- FSS Emails updated FANS scores and write up to ICC for service plan review

Waiver Recertification:

Discharge:

- FSS suggests community referrals to ICC
- FSS writes up summary of community connections
- FSS does one after care follow up call with family and submits write up to ICC.

Initial Service Plan

FANS Statement for Initial Service Plans:

A Family Peer Advocate will be introduced to the family within 30 days of opening, in order to discuss the available services within the waiver program, the Family Handbook, the New Parent Packet, and the Family Assessment of Needs and Strength's tool. A completed Family Assessment of Needs and Strength's will be incorporated into the 30 day Service Plan review and updated for each Service Plan Review while the family is enrolled in the Waiver program

Initial Statements



No Family Support Services Requested at this time:

Caregiver/Parent is not actively engaged with Family Peer Support Services currently on an individual basis. The Caregiver/Parent will be continuously invited to and informed of all parent and family events through the Waiver program and a Family Peer Advocate will reach out to the family monthly or as needed.

Families that do NOT require a FANS be completed:

Caregiver/Parent has been engaged with Family Peer Support Services for some time while enrolled in the Waiver Program and a FANS tool does not need to be completed. The caregiver /parent and Family Peer Advocate will create goals, objectives, and methods of work that are prioritized based on the needs of the family.

Families with an IMMEDIATE change in FANS goals, objectives, or methods:

Caregiver/Parent/Family has had a life event that has significantly impacted the previously prioritized goals, objectives, and methods of work with Family Peer Support Services. (PLEASE describe life event, ie. Death or illness of close support person, loss of job, divorce, homeless, or safety concerns and HOW it has impacted their life or their needs and strengths)

Initial Service Plan

<p>Home and Community Based Services Waiver</p> <p>INITIAL SERVICE PLAN INITIAL PLAN OF CARE</p> <p>Application Date: 7-10-14</p>	<p>Child's Name (Last, First, MI): Child</p> <p>County: Monroe</p> <p>Date of Birth:</p> <p>Provider Name: Hillside Children's Center</p>
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Section 1 – Strengths/Needs Based Core Assessment

Section 2 – Child and Adolescent Needs and Strengths (CANS – NY)

Section 3 – Service/Action Recommendations for Identified Needs and Strengths

a. Child/Youth Strengths Domain

b. Primary Caregiver and Secondary Involvement Strengths Domain

Parent received a CANS NY score of 2 for Organization, Physical and Mental Health. Parent reported that she suffers from her some physical disabilities as well as mental health challenges as a result of complications following previous surgeries, which impact her daily functioning and her ability at times to organize her as well as her daughters multiple appointments. The waiver team will assist the Parent in creating strategies for organizing the family appointments, and in identifying, reconnecting, and accessing both formal (e.g. family support, doctors, MH professionals) and informal community supports to provide her with resources that will meet her needs and maintain her health and well-being both while in and beyond her involvement in the waiver program.

Section 4 – Needs/Concerns Prioritized by Child and Family

a) **Priorities Identified by the Youngster** – Child reported that she has a desire to handle stress better and make a successful transition into adulthood (e.g. college).

b) **Priorities Identified by the Parent/Caregiver** – Parent reported that she would like family members to experience being comfortable in the home and be able to be themselves.

A Family Peer Advocate has met with the family to review the Waiver Family Handbook, "New Parent Packet", and introduce the Family Assessment of Needs and Strength's (FANS) tool. The Family Peer Advocate will then complete the FANS assessment with the caregiver, which will be incorporated into the 30 day Service Plan Review and updated for each Service Plan Review, while the family is enrolled in the Waiver program.

Goals/Objectives/Methods



What do you want to achieve - Goal

Goals are clear, measurable targets that the parent / caregiver wants to achieve. The more concrete and specific the goal, the more likely it is to be actualized. Goals must indicate date established and, as applicable, date attained, revised, continued or discontinued.

How will you do it and how often – Objective

Objectives are developed for each goal to define the concrete steps that will be taken to achieve the goal. An objective must specifically state how success in meeting that objective will be measured and include a target date. For example, one objective for the above goal might be. The status -either established, continued, revised, discontinued or attained – for each objective must be noted.

Who will help you achieve it and how often– Method

Methods specifically describe what will be done to achieve the objective, which service(s) will be used, and who will do what. The duration and frequency of the service must also be indicated. If the use of flex dollars is anticipated, this must be included in the method.

30 Day Service Plan Review



SERVICE PLAN REVIEW 30 DAYS: 9-3-14

Note: CANS is due with this plan.

Child's "C"/ID Number:

Date of Birth:

County: Monroe

Date of Enrollment: 8/4/14

Section 2- Goal No. 1				Date Established: Same as Previous																																	
U A L	<p>Need Statement: Chanel needs to know that she can cope safely with frustrations as they arise.</p> <p>Goal Statement: Chanel will decrease her verbal aggression and self-harm behaviors.</p> <p>Strengths, talents, interests and natural supports that will be used in obtaining this goal: Parent is motivated to seek help for her family and is actively involved in her daughter's treatment. The family enjoys playing video games and board games together. Her daughter is bright and intelligent and has goals for her future.</p> <p>Measure (include CANS-NY rating): Interpersonal, Problem Solving, and Living Situation.</p>			Reviewed/Revised: 8-31-14																																	
	<table border="1"> <thead> <tr> <th>Objectives</th> <th>Status/Date</th> <th>Target Date</th> <th colspan="3">Methods</th> </tr> <tr> <td></td> <td></td> <td></td> <th>Provider</th> <th>Freq.</th> <th>Explanation of Service</th> </tr> </thead> <tbody> <tr> <td rowspan="6">1B Parent will explore and identify needs and 2 resources in order to reduce her stress and address her physical and MH needs to ICC in the next 3 meetings over the next 30 days.</td> <td rowspan="6">E7-14 C 8-14</td> <td rowspan="6">11-14</td> <td>ICC</td> <td>2 hrs. a month</td> <td>ICC will work with Parent to identify and begin to link her with supports to help support and address her mental and physical health challenges.</td> </tr> <tr> <td>FSS</td> <td>2 hrs. month</td> <td>FSS will work with Parent on providing support and processing with her the current struggles within the home, as well as working with her on developing resources within their community that can act as outlets and supports in reducing her stress.</td> </tr> <tr> <td>FSS</td> <td>2 hrs. month</td> <td>Parent will participate in parent night events to allow her to connect to with other parents in supported environment, as well as assist her to build her network of support.</td> </tr> <tr> <td>Parent</td> <td>1X a week</td> <td>Parent will attend a community group at Northridge church weekly in order to give her a positive social outlet with other adults in her faith based community.</td> </tr> <tr> <td>ICC</td> <td>As needed</td> <td>ICC will complete, submit, and monitor referrals until services (SBS, FSS) are in place for the family.</td> </tr> <tr> <td>Family</td> <td>As needed</td> <td>Child and her family will attend Waiver family events in order to allow them positive and supported time outside the home.</td> </tr> </tbody> </table>	Objectives	Status/Date	Target Date	Methods						Provider	Freq.	Explanation of Service	1B Parent will explore and identify needs and 2 resources in order to reduce her stress and address her physical and MH needs to ICC in the next 3 meetings over the next 30 days.	E7-14 C 8-14	11-14	ICC	2 hrs. a month	ICC will work with Parent to identify and begin to link her with supports to help support and address her mental and physical health challenges.	FSS	2 hrs. month	FSS will work with Parent on providing support and processing with her the current struggles within the home, as well as working with her on developing resources within their community that can act as outlets and supports in reducing her stress.	FSS	2 hrs. month	Parent will participate in parent night events to allow her to connect to with other parents in supported environment, as well as assist her to build her network of support.	Parent	1X a week	Parent will attend a community group at Northridge church weekly in order to give her a positive social outlet with other adults in her faith based community.	ICC	As needed	ICC will complete, submit, and monitor referrals until services (SBS, FSS) are in place for the family.	Family	As needed	Child and her family will attend Waiver family events in order to allow them positive and supported time outside the home.			
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Every 90 Day Service Plan Review



				Provider	Freq.	Explanation of Service
1B	The family will explore and identify needs and 2 resources they can access beyond Waiver in order to reduce the stress and address physical and MH needs with FSS in 1:1 meetings and parent events over the next 90 days.			FSS	4 hrs. a month	FSS will support Parent relative to linking her to the local YMCA and will support Parent relative to how to access/complete an application for SSI in regards to her child.
				FSS	Out of 8 total hrs. month	FSS will link Parent to educational workshops in her community which may help Parent learn ways to cope with the stress within her home/life as well as help Parent link with a MH provider to provide her support in this area.
				FSS	4 hrs. month	Parent will participate in parent night events to allow her to connect to with other parents in supported environment, as well as assist her to build her network of support.
				Parent	1X a week	Parent will attend a community group at Northridge church weekly in order to give her a positive social outlet with other adults in her faith based community.
				Family	As needed	Child and her family will attend Waiver family events in order to allow them positive and supported time outside the home.
				Team	CFT mthly	Parent will work with the Waiver team to identify methods to manage and reduce their stress and anxiety



What Works for you?