

# Comprehensive Child and Family Assessment using the Case Plan Reporting System v 3.11

## In This User Guide

---

Conventions used in this guide .....	ii
Scope of the guide .....	ii
Symbols and fonts .....	ii
Formatting .....	ii
Introduction: What is CPRS? .....	1
The information in CPRS .....	1
About Plan Groups .....	1
Comprehensive Child and Family Assessment .....	3
CCFA process flow.....	4
Logging in to CPRS.....	5
Displaying assigned children.....	7
Notifications .....	7
Working with the Court Plans Status screen (Road Map).....	9
Entering Court Plan details.....	10
Entering CCFA information .....	10
Working with the Plan Group.....	11
Logging out .....	12
Frequently Asked Questions.....	13
User IDs and access .....	13
Entering data and navigating .....	14
Notifications .....	15
Support .....	16
Training .....	16

## Conventions used in this guide

By becoming familiar with the conventions used in this guide, the guide is better able to assist you as you become proficient with the Georgia DHR Division of Family and Children Services Case Plan Reporting System.

### Scope of the guide

This guide is written for Comprehensive Child and Family Assessment approved providers who use the Case Plan Reporting System to enter information gathered about children who have been taken in the custody of the state of Georgia and their families. Providers also use CPRS to document the results of multidisciplinary team meetings and recommendations as required of approved providers by the State of Georgia.

### Symbols and fonts



**CAUTION:** Text presented as a caution alerts you to situations that may not function as you expect, or alert you to the possible ill effects of some action you may take. Cautions are preceded by the icon that is shown in the left margin.



**TIP:** Text presented as a tip includes information that may help you work more quickly and efficiently, or may give you a better understanding of how CPRS operates. Tips are preceded by the icon that is shown in the left margin.

User entries and actions are indicated in bold font, for example: "Enter your **UserID** and **Password**. Then, click **Submit**."

#### Path

1. Main Menu  
(CPRS  
Home)
- 2.

The directions for accessing the function being discussed are given in the left margin under the heading "Path." While this user guide is written as if you were creating a court plan sequentially, you can use the path to access information in a random fashion.

### Formatting

This user guide is formatted for double-sided printing.

©2004-2005 Georgia Department of Human Resources,  
Division of Family and Children Services and  
The Administrative Office of the Courts

## **Introduction: What is CPRS?**

The Case Plan Reporting System (CPRS) is an Internet application sponsored by the Georgia Department of Human Resources (DHR) Division of Family and Children Services (DFCS) and the Administrative Office of the Courts (AOC). The objective of CPRS is to promote the development of successful court plans that eliminate deprivation and promote federally recommended permanency outcomes. CPRS promotes uniform record keeping and efficient case management for the children who are taken into custody by the State of Georgia.

## **The information in CPRS**

CPRS contains the information that is required by federal and state agencies for all children who are in the custody of the State of Georgia. Most of this information is part of the court's legal record.

## **About Plan Groups**

In CPRS is built around the concept of "plan groups." A plan group is a collection of information about the people in the family unit. By grouping the information into a plan group, you can share information about the individuals in the group and, essentially, develop multiple court plans at the same time.

Because CPRS stores information by plan group, you only have to enter the information about a particular adult one time. In addition, if you change information about an adult (for example, address); you need only change it in one place. The information about the adult will apply to the plans of all children that are associated with the adult in CPRS.

The following illustration shows how the information about the adults in the plan group is shared between the children in the plan group.

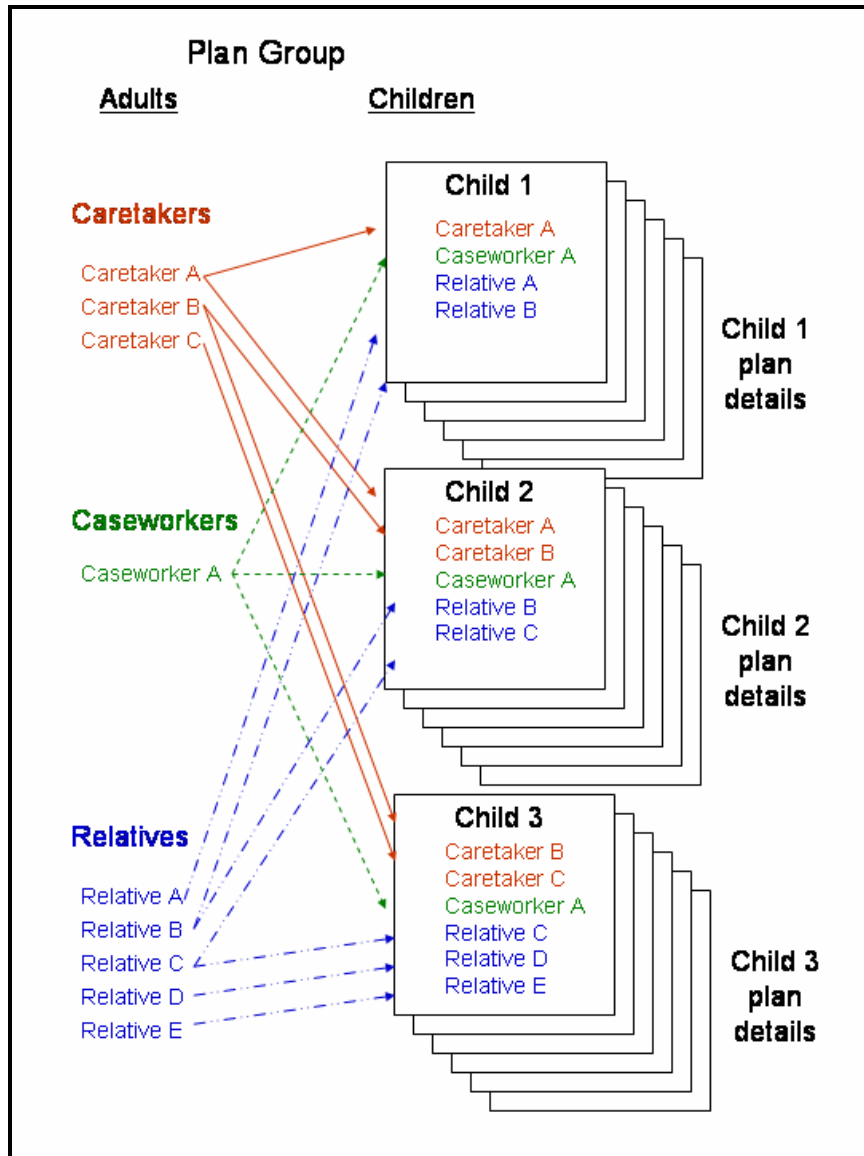


Figure 1: Plan group relationships



**TIP:** Behind the scenes, CPRS creates an index on each child's name. This index is linked to the plan group. Therefore, when you ask CPRS to retrieve the information for a particular child, you automatically have access to all of the information in the plan group—including the plans for all of the children in the plan group.

## Comprehensive Child and Family Assessment

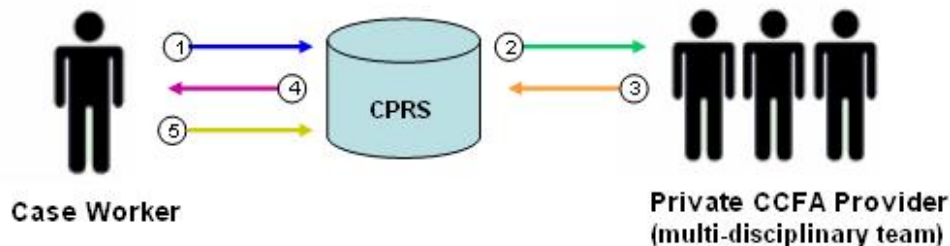
Comprehensive Child and Family Assessment (CCFA) is a program of the DHR Division of Family and Children Services which uses private service providers to:

- Assure that the maximum amount of information about a child is available to the Juvenile Court Judge at the time the first placement is made.
- Satisfy the requirements of the Program Improvement Plan (PIP) by beginning to compile data about what services are recommended for foster children, the availability of these services, and the implementation of these services.
- Provide relief to field staff in the requirement to complete the initial court plan within 30 days of the child's placement.
- Assure that all required information is accurate and documented in the initial court plan.

As an approved Comprehensive Child and Family Assessment provider, you will use the Case Plan Reporting System (CPRS) to document information about children who are under the care of the State of Georgia and their families.

## CCFA process flow

The CCFA process flow can be illustrated as follows:



**Figure 2: Comprehensive Child and Family Assessment process flow**

- 1 The caseworker creates the plan group in CPRS and assigns the CCFA provider which gives the provider access to a limited view of the child's court plan.
- 2 The provider receives a CPRS notification of the assignment, initiates the data gathering and assessment process, and conducts the multi-disciplinary team meeting.
- 3 The provider enters the gathered placement, health, transitional living, education, and visitation information for the child; enters information from the multi-disciplinary team meeting, enters recommendations for the child's court plan, and notifies the caseworker – all in the CPRS system.
- 4 The caseworker receives a CPRS notification of the CCFA information and reviews the information.
- 5 The caseworker uses the information entered by the provider to improve the child's court plan and to respond to provider recommendations.

The steps that affect providers (2 and 3) are discussed here.



**TIP: When you are assigned as the provider for a child, CPRS sets a specific time limit. Your access to the child's court plan is automatically revoked when the time limit expires. Contact the child's caseworker if your time limit expires before the assessment is complete.**

## Logging in to CPRS

To log into the CPRS, follow these steps:

- 1 Using Internet Explorer, go to <http://www.caseplan.ga.gov/>.
- 2 Click on the link **Case Plan Reporting System (Click HERE to log in)** as shown below.

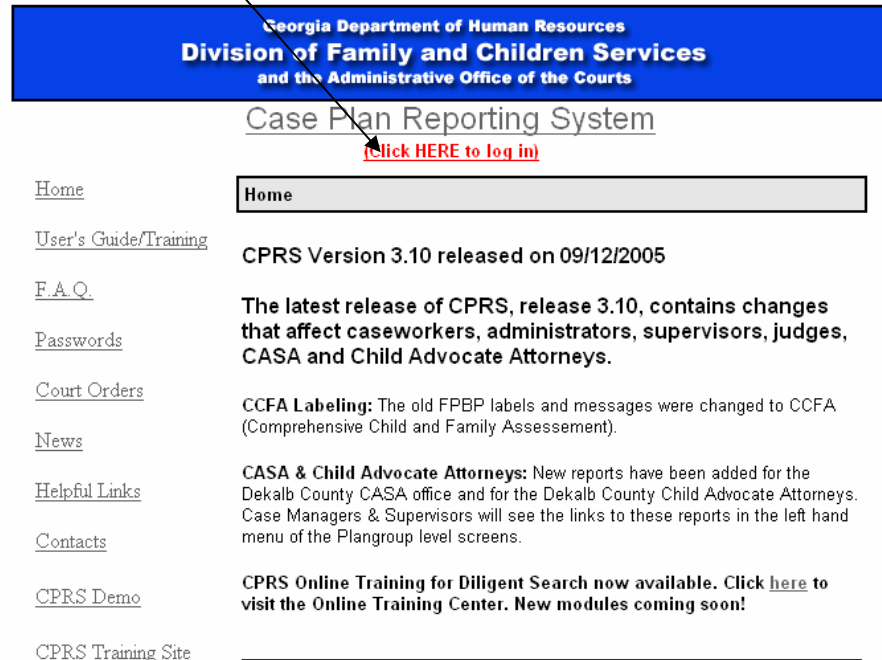


Figure 3: CPRS home page

- 3 Enter your **UserID** and **Password**, then click **Submit**.

Training

Georgia Department of Human Resources  
Division of Family and Children Services  
and the Administrative Office of the Courts

CPRS Home > CPRS Login

**Enter your userID and password:**

Please login...

UserID:	<input type="text" value="prov1"/>
Password:	<input type="password" value="••••••"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

Developed by The Object Resource Group, Inc. 2002-2006

Figure 4: Login screen



**TIP:** User IDs and passwords are case sensitive. Each of the following entries is unique: "Prov1", "prov1", "PROV1". Be sure to use the proper case when you enter your User ID and password.

## Displaying assigned children

After you have successfully logged in, CPRS displays a list of children to whom you have been assigned as a provider.

Click here to view your notifications

This message indicates that you have notifications

Click here to view your notifications

Click here to access a child's plan group

Georgia Department of Human Resources  
**Division of Family and Children Services**  
 and the Administrative Office of the Courts

My Kids My CPRS

Current User:  
 prov1  
 Logout

### CCFA Provider Children

! You have pending Notifications; visit your My\_CPRS page.

Last Name	First Name	County	last Updater	last Update	Action
Becker	Susie	DEKALB	jasewk	09/19/2005	<a href="#">Modify</a>
Brown	Amiele	DEKALB	jasewk	09/19/2005	<a href="#">Modify</a>
Brown	Benji	DEKALB	jasewk	09/19/2005	<a href="#">Modify</a>
Brown	Stacey	DEKALB	jasewk	09/19/2005	<a href="#">Modify</a>
HARPER	MARCY	DEKALB	jasewk	09/19/2005	<a href="#">Modify</a>

Developed by The Object Resource Group, Inc. 2002-2005

Figure 5: CCFA Provider Children screen

You can access a child's plan group, by clicking the **Modify** action at the end of the child row.

## Notifications

Whenever a caseworker assigns a child to you as a provider, CPRS automatically sends a notification to your CPRS UserID. When you have notifications, you will see the following message (see Figure 5) when you log in to CPRS.

### CCFA Provider Children

! You have pending Notifications; visit your My\_CPRS page.

Figure 6: Notifications message



**TIP:** You will continue to see the pending notifications message as long as there are messages in your notification list.

You can view your notifications by following these steps:

1. Click on the **My CPRS** link from the main screen (see Figure 5)
2. Click on **View Notifications** from the Admin Activities screen (shown below)

When you click on the **My CPRS** link, CPRS displays the Admin Activities screen. For CCFA providers, the Admin Activities screen contains the **View Notifications** activity as shown below.



**Figure 7: Admin Activities screen**

When you click **View Notifications** from the Admin Activities screen, CPRS displays the Notifications screen which lists your notifications as shown.

**Path**

1. Main Menu (My Kids)
2. My CPRS
3. View Notifications

**Notifications**

Description	Date	Action	<input type="checkbox"/>
Child [Susie Becker] assigned to provider.	09/19/2005 08:50:45	<a href="#">Edit-Plan</a>	<input type="checkbox"/>
Child [Carlos Brown] assigned to provider.	09/20/2005 09:43:21	<a href="#">Edit-Plan</a>	<input type="checkbox"/>
Child [Amiele Brown] assigned to provider.	09/26/2005 15:10:44	<a href="#">Edit-Plan</a>	<input type="checkbox"/>

Click **Edit-Plan** to access the plan group to which this child belongs

Developed by The Object Resource Group, Inc. 2002-2005

Check one or more boxes then click **Delete Selected** to remove notifications from your in box

**Figure 8: Notifications screen**

You can click **Edit-Plan** to access the child’s plan group or click **Delete Selected** to remove a selected notification.



**TIP:** Removing the notification has no effect on the child’s case plan or your assignment as the child’s provider. It simply removes the notification from the list.

**Path**

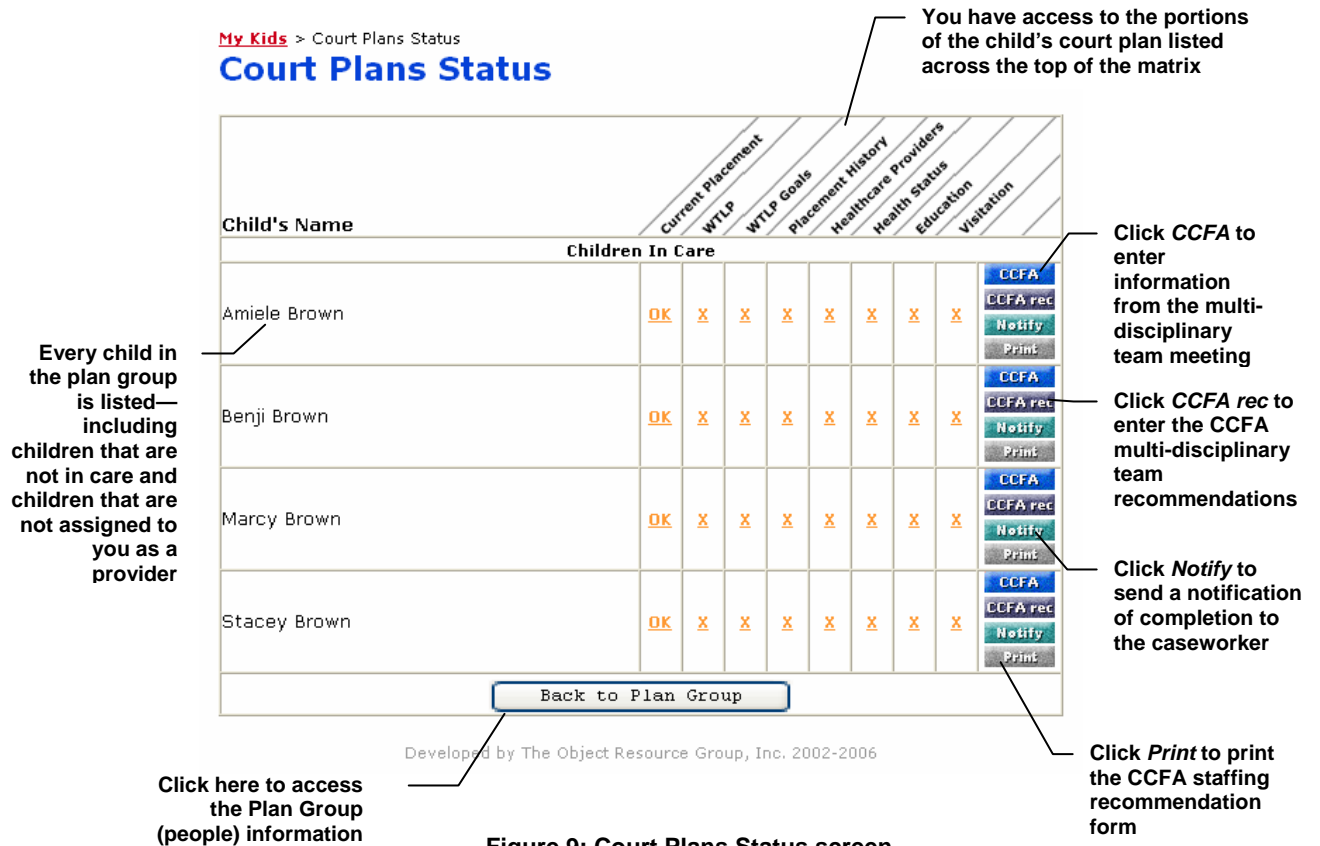
1. Main Menu (My Kids)
2. Modify

## Working with the Court Plans Status screen (Road Map)

You can access a child’s court plan by:

- Clicking **Modify** from the CCFA Provider Children list (see Figure 5).
- Clicking **Edit-Plan** from the Notifications screen (see Figure 8).

Either method causes CPRS to display the Court Plan Status screen as shown.



**Figure 9: Court Plans Status screen**

The Court Plans Status screen is a snapshot of the plans in the plan group. You can determine the status of each court plan screen by examining the contents and the color of the corresponding cell. The cells in the matrix can contain the following indicators:

- X** (Color: orange) Indicates that no information has been entered for this screen.
- X** (Color: red) Indicates that no information has been entered for this screen, but that you have accessed this screen (for example, you were on the screen, but clicked **Cancel**).
- OK** (Color: orange) Indicates that information has been copied to this screen from either 1) the same screen of another child, or 2) from IDS. In either

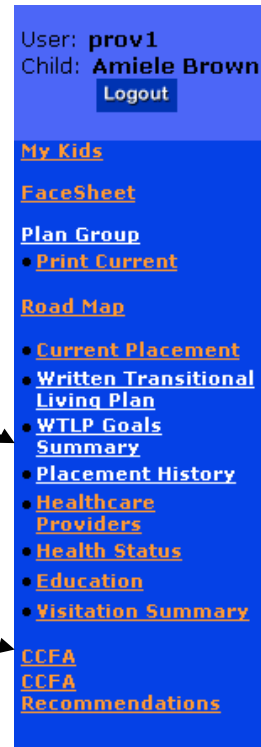
case you have not physically accessed the screen. This indicator can remind you to make minor modifications to the information on this screen.

**OK** (Color: red) Indicates that you have accessed and saved information on this screen.

### Entering Court Plan details

You can quickly jump to any court plan screen by clicking on the Road Map cell for that screen. For example, to jump to the Healthcare Providers screen for Carlos Brown, click on the cell located at the intersection of the column labeled "Healthcare Providers" and the row labeled "Carlos Brown."

You can also access a court plan screen by clicking on the screen name in the vertical navigation area.



### Entering CCFA information

You can access the CCFA information for a child by clicking on one of the buttons available at the end of each child row (shown below) or by clicking on the appropriate link in the vertical navigation area.

Figure 10: Vertical navigation area

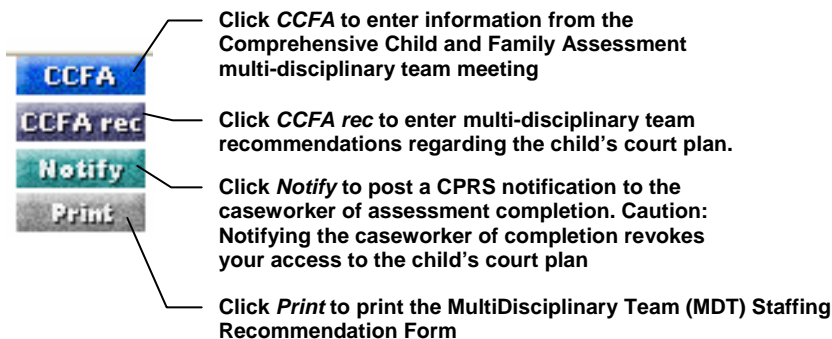


Figure 11: Road Map buttons



**CAUTION:** Once you have notified the caseworker of assessment completion, you will no longer have access to the child's CCFA record.

## Working with the Plan Group

To add or edit the information about the people in the Plan Group you can:

- Click **Back to Plan Group** from the Court Plan Status screen (see Figure 5).
- Click Plan Group in the vertical navigation area (see Figure 10).

Either method causes CPRS to display the Plan Group screen as shown.

**My Kids > Road Map > Plan Group**

**Plan Group**

**Caretakers**

Last Name	First Name	Action
Brown	Melinda	<a href="#">edit</a> <a href="#">delete</a>
<a href="#">Add Caretakers</a>		

**CaseWorker**

Last Name	First Name	Action
Caseworker	John	<a href="#">edit</a>
<a href="#">Add CaseWorker</a>		

**Relative/Persons with Committed Relationship**

Last Name	First Name	Action
Becker	Mike	<a href="#">edit</a> <a href="#">delete</a>
Brown	Loretta	<a href="#">edit</a> <a href="#">delete</a>
<a href="#">Add Relative/Persons with Committed Relationship</a>		

**Child**

Last Name	First Name	Action
Brown	Amiele	<a href="#">edit</a> <a href="#">delete</a> <a href="#">plan</a>
Brown	Benji	<a href="#">edit</a> <a href="#">delete</a> <a href="#">plan</a>
Brown	Marcy	<a href="#">edit</a> <a href="#">delete</a> <a href="#">plan</a>
Brown	Stacey	<a href="#">edit</a> <a href="#">delete</a> <a href="#">plan</a>
<a href="#">Add Child</a>		

**Annotations:**

- Click here to display the Court Plan Road Map
- Click on the appropriate "Add" button to add caretakers, relatives, or children to the plan group
- Click *edit* to modify information about that person
- Click *edit* to modify the information about a child – including which adults are associated with the child
- Click *plan* to access the court plan detail screens for a child

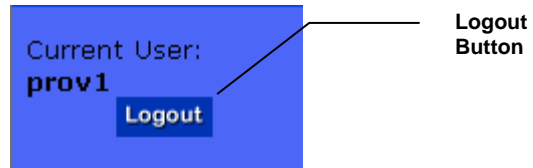
Figure 12: Plan Group screen

From the Plan Group screen you can add new people to the group or change information about any of the people in the group.

## Logging out

When you log out of CPRS, the system knows that the record that you have been working with is available for other users.

To log out of CPRS, simply click the Logout button located under your user ID on the left side of the screen.



**Figure 13: CPRS Logout button**

## Frequently Asked Questions

### User IDs and access

#### **How can I get a CPRS User ID?**

Each provider company has one CPRS User ID. The individuals within the provider company must coordinate the use of that User ID. If you do not already have a CPRS User ID you can get an application from the web site:

<http://www.caseplan.ga.gov/>

#### **Yesterday I was working on a child's assessment, but today the child is not in my list. What happened?**

Three things may have happened. The allotted time frame for completing the assessment has expired, you have been removed as the child's CCFA provider, or you inadvertently indicated that the assessment is complete. In any of these situations, contact the child's caseworker.

#### **I was unable to complete the assessment in the allotted time frame. What can I do?**

Call the caseworker to have the time frame extended.

#### **When I try to access a court plan, the CPRS tells me that the plan was opened by someone else and it may still be open. What does this mean?**

CPRS attempts to limit access to court plan to one user at any given time. CPRS keeps track of the court plans that have been opened. When a user logs out CPRS knows the court plan is available for other users, but sometimes users close their internet browser without logging out. In this situation it appears that the court plan is in use by another user when it is not. On the other hand, if two users are simultaneously entering data in a plan, one user could overwrite the changes made by the other user. In order to dissuade users from accessing a court plan while it is in use, CPRS displays a warning if it detects another user has opened a plan, but has not closed it. If there is a possibility that another user could be accessing the court plan, call the child's caseworker before you proceed.

## Entering data and navigating

### **When I select a child from the list of children I have been assigned, I see other children listed with my assigned child on the Court Plan Status screen. What is happening?**

When you log in to CPRS you see the list of children to whom you have been assigned as a CCFA provider. Each of these children belongs to a plan group. A plan group is just the people that make up a family unit. While performing your assessment you need to know about siblings, step-siblings, etc. When you are assigned to a child, you can view entire plan group to which the child belongs.

Note that some of the information you gather may pertain to all children in the group so CPRS allows you to copy information from one child's court plan to all other children in the group. You do this by checking the box labeled **Copy to all Children** at the bottom of the page.

### **Why have I not been assigned to all children in the plan group?**

There are several reasons why you may not have been assigned to all of the children in a plan group. One reason is that not all of the children in the group are currently in the care. Another reason may be that some of the children in the group reside in another county or in another state.

### **Where can I learn more about the information on CPRS screens?**

CPRS has a comprehensive Help system. Click the **Help** button on any screen to view information about the fields on that screen.

### **Why am I losing information I have entered?**

If you leave a data entry screen using any method except by clicking **Save** on that screen, the information you have keyed is not retained by CPRS. This includes the following:

- Using the browser's Back button—If you key data on one screen and click the browser's Back button, you have not saved the data that you entered. Upon returning to the subject screen, all fields are blank. To restore your information, click the Refresh icon on your browser's standard toolbar. Then, click **Save**. It is recommended that you avoid this problem by using the navigation methods provided within CPRS. **DO NOT USE THE BROWSER'S BACK BUTTON WHEN YOU ARE ADDING OR MODIFYING INFORMATION IN CPRS.** Appropriate uses of the browser's back button are described in the next FAQ.

- Leaving the screen by any other method without clicking **Save**. This includes clicking on a prior screen in the breadcrumb, clicking on a link in the horizontal or vertical navigation bars, clicking other navigational links that may appear on a screen such as Next, Participation, Road Map, Aftercare, etc. If you need to leave the screen that you are currently working on, click **Save** first. Then you can return to the screen later and finish your work.
- CPRS has a 45-minute security timeout feature that can cause you to lose information you have entered on a screen. When the system is idle for longer than 45 minutes, you are automatically logged out. When this occurs, any information that you have entered on the screen and have not saved will be lost. Most screens do not require that much time to complete, but if you are interrupted or the information is taking a long time to enter (perhaps you are having a lot of discussion with the parents on the goals and steps), you should periodically save the page. You can then return to the page and continue working. As they say in the computer world, “save regularly, save often”.

**I have heard so much about not using the browser’s Back button, that I am afraid to use it at all. When would be the appropriate time to use the Back button?**

You should use the browser's Back button when you are accessing information from the web site, such as the User’s Guide, Frequently Asked Questions, or Other Helpful Links. Also, use the browser’s Back button to return to a CPRS screen after you have invoked Help for that screen and after you use the Adobe Acrobat Reader (AAR) to print your multidisciplinary team staffing recommendation form.

**Who is a caretaker in CPRS?**

The caretakers are all parents of children in the sibling group and any person who was physically caring for the children when they came into care. All parents, alive or dead, should be listed under the “Caretaker” group.

**Notifications**

**When I log in, I see red lettering telling me that I have pending notifications. What does that mean?**

CPRS has the capability of notifying users when certain situations occur. As a CCFA provider, you receive notifications when you are assigned or unassigned to a child in CPRS. When you complete the child’s assessment and recommendations you let the caseworker know by sending a notification to the caseworker.

### How can I read my notifications?

1. Click on the **My CPRS** link located in the horizontal navigation bar. CPRS displays the Admin Activities screen.
2. On the Admin Activities, click **View notifications**. You will be presented with a list of notifications about your cases.
3. Click on an action command; **Edit Plan** to access the court plan, or **Remove** to delete the notification.

## Support

### Who should I contact if I have other questions?

If you have questions regarding CPRS and entering CCFA information, you can contact either of the following CPRS Project Managers:

Betsy Hyder  
[betsy@childwelfare.net](mailto:betsy@childwelfare.net)  
404-713-0943

Michelle Barclay  
[barclaym@aoc.courts.state.ga.us](mailto:barclaym@aoc.courts.state.ga.us)  
404-463-2734

## Training

For more detailed information about CPRS and CCFA, view the e-training modules available on the web site: <http://www.caseplan.ga.gov/>  
Choose User's Guide/Training > View online training > Topics for CCFA providers.