

# **SM15: Unmet Needs**

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**May 12, 2017**



## Change History

<b>Release# or Date</b>	<b>CR# or Incident #</b>	<b>Change Description</b>	<b>Author(s)</b>	<b>Section Modified</b>
11/03/2015		Updates resulting from Supported Platforms review	Ibrahim Allison	Throughout
11/30/2015		Supported Platforms peer review	Robert Thornton	Throughout
02/18/2016		Final Review for Supported Platforms	Kortney Rudd	Entire Document
05/02/2017		Prepared for final submission	Leah Dienger	Entire Document



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## 1.1 Introduction

An Unmet Need is a service need that cannot be met by Department of Children and Families /Community-Based Care/Sheriff's Office partners or another agency at the present time. Unmet needs are recorded whenever investigators or caseworkers are unsuccessful at locating a service provider for a specific service need. Recording this information can serve as a tracking system for Department of Children and Families/Community-Based Care/Sheriff's Office partners in the development of identified needed services in the future.

**NOTE:** *Throughout this topic paper, wherever Service Categories and Service Types are discussed, the values contained in these dropdown fields are derived from the database tables associated with the SM08b: Safety Planning topic, as these values are at a Statewide level, versus a Fiscal Agency level. Because each Fiscal Agency maintains its own list of services, the Service Categories and Service Types, utilized for the 'Financial' module and Out of Home Placement and Services pages, are derived from the database tables associated with the PM01: Maintain Services topic. For Case Management modules such as 'Safety Planning,' 'Case Planning,' and 'Unmet Needs,' the Service Categories and Service Types are at a Statewide level, not driven based on a Fiscal Agency, and are derived from a separate set of database tables.*



## 1.2 Pages

### 1.2.1 Unmet Needs Page

Register Unmet Needs - Microsoft Internet Explorer

**Florida Safe Families Network** Print Audit Spell Check Help

**Case Participant**

Name:	Baby Billiard	Person Id:	130001814	Gender:	Female	Race:	
SSN:		Date Of Birth:	07/05/2006	City:	Tallahassee	Ethnicity:	

**Unmet Needs**

Service Category within FSFN  Non- Standard Service

Service Category: [Dropdown]

Service Type: [Dropdown]

Other: [Text Field]

Outcome: [Dropdown] Outcome Date: 00/00/0000

[Save] [Close]

Done Trusted sites

#### 1.2.1.1 Page Overview

##### Navigation

The Unmet Needs page can be accessed through the Create Casework page, Administration option. Once the record is created and saved, it can be subsequently accessed from the Administration icon on the Cases tab of the desktop.



Page Summary

The Unmet Needs page allows the investigator or caseworker to record information about the services that the Department of Children and Families/Community-Based Care/Sheriff’s Office partners want to provide the case participant, but are unable to provide through their own resources or by using other agencies.

The Case Participant information in the Unmet Needs page is system derived, whereas the Unmet Need information must be user entered. In the Unmet Need group box, the user must specify whether the service is a Service Category in Florida Safe Families Network (FSFN) or Non-Standard Service. If the Service Category within FSFN is selected, the Service Category field is enabled and once a Service Category is selected from the dropdown menu, the Service Type field is enabled. The user can then select from the dropdown menu for a Service Type relative to the Service Category. If the Non-Standard Service is selected, the Other field is enabled. The worker can enter text regarding the specific nature of the Non-Standard Service. Regardless of the two Unmet Needs categories, the user will select from a dropdown menu for the Outcome. The Unmet Needs page also contains a text box for the worker to document any other actions taken to meet the identified service need.

**1.2.1.2 Unmet Needs Page Information**

<b>Group Box</b>	Case Participant	
<b>Fields</b>	Name	Full name of the case participant for whom this page is being accessed; system derived from the person record; read only.
	Person ID	Person Id of the case participant for who this page is being accessed; system derived from the person record; read only;
	Gender	Gender of case participant; system derived from the Person table; read only text field.
	Race	Race of case participant; system derived from the Person table; read only text field.



Florida Safe Families Network

	SSN	Social Security Number of the case participant; system derived from the person table; read only text field.
	Date of Birth	Date of Birth of case participant; system derived from the person record; read only text field.
	City	City of case participant's primary address; system derived from the Person table; read only text field.
	Ethnicity	Ethnicity of the case participant; system derived from the person table; read only text field.
<b>Group Box</b>	Unmet Needs	
<b>Fields</b>	Service Category within FSFN	Indicates whether the unmet Service need is a Service Category within FSFN; user editable Radio button; required; defaults to selected.
	Non- Standard Service	Indicates whether the unmet need is a Non-Standard Service; user editable radio button; required; defaults to not selected
	Service Category	The category of service for which an unmet need is being registered; user selected drop down; required if Service Category within FSFN radio button is selected Service; No default value. Adoption Basic Home Management Basic Life Skills Basic Parenting Assistance Child Activity Day Care Food/Clothing Foster Home Group Facility Housing In Home Prevention Care Independent Living Individual/Family Crisis Counseling Medical Evaluation Non-relative Other Pre-school and After-school Programs



		Relative Respite Care Routine/Emergency Medical Services Residential Routine/Emergency Mental Health Services Routine/Emergency Services Social/Emotional Support Supervision/Observation Transportation
	Service Type	Lists the Service types within the system; user selected drop down; required if Service Category drop down is selected; no default value.
	Other	The user can enter details regarding the Non-Standard Service, which is not being met. User entered text field; required if Non-Standard Service radio button is selected; No default value.
	Outcome	The outcome of the unmet service need; user selected drop down; required; No default value. Alternate Hours Needed Alternate Service Offered Financing Unavailable Lack of Space at Provider Not Accepted By Provider Participant Refused Service Provider's Limited Language Skills Referral Made Request for Exception Made Service Doesn't Exist Special Needs Transportation Unavailable Unavailable For Age Range Unavailable In Needed Location Wait Listed
	Outcome Date	The outcome date of the unmet service need; user entered date field; required; No default value. Date format is MMDDYYYY or MM/DD/YYYY.





	Unlabeled	Optional text box field.
<b>Links</b>	None	
<b>Buttons</b>	Save	Standard Save processing.
	Close	Standard Close processing.

**1.2.1.3 Background Processing**

- Selecting the Service Category within FSFN radio button from the Unmet Needs group box enables the Service Category field.
- Selecting a value from the Service Category field enables the Service Type field, and makes the Service Type field a required field.
- If the Service Category within FSFN radio button is not selected from the Unmet Needs group box, the Service Category and Service Type fields remain disabled.
- If the Service Category within FSFN radio button is selected from the Unmet Needs group box, the Other field is disabled.
- If the Non-Standard radio button is selected, the Service Category and Type fields are disabled and the Other field is enabled and required.

**1.2.1.4 Save Processing**

- Save Processing is initiated by clicking on the Save command button. Save processing is also initiated when selecting the Close button, and then answering ‘Yes’ when the system asks the user if they would like to ‘Save changes before closing the page.’
- The blue highlighted fields (see Background processing for exact field names) are required and need to be completed for the Unmet Needs page. If the user fails to enter values, a validation error is written. The message will read: ‘Please enter data in the fields which are highlighted.’



***1.2.1.5 CRUD Matrix:***

<b>Table Name</b>	<b>Create</b>	<b>Read</b>	<b>Update</b>	<b>Delete</b>
Unmet Needs	X	X	X	



### 1.3 Inventories

#### 1.3.1 Table Descriptions

Table Name	Description
SPECIAL_NEEDS	The SPECIAL NEEDS table maintains information about adoption related special needs of a child. Processes of SM15 (Special Needs) build and maintain this information.
UNMET_NEEDS	The UNMET NEEDS table stores information about services needed for case processing but currently unavailable at Department of Children and Families/Community-Based Care/Sheriff's Office partners. It documents the nature of the need and the cause of unavailability of the service. Processes of SM15 (Special Needs) creates this data.

#### 1.3.2 Reference Values

- None

#### 1.3.3 Drop Downs

**Field:** Service Category    **Table:**  
CODE\_DESC  
**Id\_Grp:** SRVCTGRY

**Field:** Service Type  
**Table:** SERVICE\_TYPE    **Id\_Group**  
CD\_SRVC

**Field:** Reason Unmet  
**Table:** CODE\_DESC  
**Id\_Grp:** UNMTNEED



**1.3.4 Automated Messages**

- None

**1.3.5 Checklists**

- None

**1.3.6 Ticklers**

- None

**1.3.7 Notifications**

- None

**1.3.8 Text Templates**

- None

**1.3.9 Reports**

- None

**1.3.10 Triggers**

- None

**1.3.11 Special Needs Change**

Txn Code	Description
103	When inserting a new row into SPECIAL_NEEDS use the id_prsn from this page, look up to KIDS_TRANS, check to see if that id_prsn has cd_kids=2. If true, insert a row to ONLINE_TRIGGER where cd_txn = 103 id_prsn = current person on page id_trigger2 = KIDS_TRANS.id_epsd id_cr = current user ts_cr = current time ts_efct_frm = current time

**1.4 Batch Programs**

- None

**1.5 Requirements**

- None