Troubleshooting the Foster Care Visit Report:

There are a couple of common themes in the questions we get regarding the Foster Care Visits. Outside of visits that were actually missed (which cannot be corrected) and visits that simply haven't been keyed yet (an easy fix), about 90-95% of the remaining questions fall into the categories listed below. All of these have been shared at some point in the past, but hopefully having them all together in this document will help counties be able to resolve discrepancies.

If the issue is something else, or county staff are not sure, they may contact Heather Bohanan (Heather.Bohanan@dhhs.nc.gov or 919-527-6264) for assistance. As a reminder, if they email information to research, they should NOT include the child's name in the email. If they will include the SIS ID number and the form number that would be great. If the request gets too confusing without a name, they need to call or send documentation in a password protected document.

An abbreviated version of how the data is pulled may help in understanding how to fix particular issues. In a nutshell – a query is run in CPPS (5094) and it pulls all children who were in foster care for the Federal Fiscal Year. Then the query takes the SIS ID numbers of all those children and hops over to the MRS system. It looks in MRS for matches to the list of SIS IDs it took from CPPS. If it finds a SIS in MRS that matches a SIS ID from CPPS, the query grabs all the visits that were keyed into MRS on that SIS ID number.

Knowing that may help in understanding these frequent issues:
1. Children showing up on the DataWarehouse Query or Hank's report that are closed.
   - Frequently when counties say "this child is closed out" they are talking about the 5027/SIS record. SIS (5027) does not affect the FCV report. The child must be closed on the 5094 for them to reflect as closed in the DataWarehouse Query or Hank's report.
   - Counties should ensure that the record in CPPS/5094 is closed.
2. Visits that show up as entered in MRS, but don't show on the DataWarehouse Query or Hank's Report
   - As mentioned above, it is the SIS ID number that links the Foster Care record in CPPS to the Visits keyed in MRS. And, a child's MRS record is created from their Central Registry 5104 assessment form. Therefore, if the child has 2 different SIS ID numbers, (one in CPPS and one in MRS/Central Registry), neither the DataWarehouse Query or Hank's report can link them. They are seen as two different children. Because the formula for pulling FCV data for the Federal Report is based on children in *Foster Care*, the SIS ID number in CPPS is always the one that will be selected first.
   - Usually this issue can be resolved by merging the two SIS ID numbers (the number in CPPS will be the Target). If the system will not allow a merge for whatever reason, or a particular county no longer has someone with merge permissions, they can contact Heather and she will assist them.
3. Children that were transferred in from another county, so their 5104 is from a different county, therefore entering visits is impossible.
   - Sometimes there is in fact no way to key visits on a transfer case. However, statewide, we do not have enough transfer cases to keep us from meeting our requirements.

- There is a possible work around that will work for some transfer cases. If the child lived in their county in the past, and had an assessment, they can enter visits on that form number. It does not matter that the form number the visits are keyed on was not the form number representing the assessment that led to the child coming into care. Form numbers are just how the MRS database is structured, they have no effect on the data pulled into this query. Recall in the summary of the process above, SIS IDs from CPPS look for matching SIS IDs in MRS – the CPPS SIS IDs don't care what form number the MRS SIS IDs are attached to, they just want to find a SIS ID match. This process will only work if the child currently has the same SIS ID number in CPPS that they had previously when they had an assessment. If these 2 numbers are different, but it is the same child, you can merge the IDs.