

## TIENET FAQ

### **Q1. I am having difficulty logging into TIENET.**

Check your web browser. Firefox or Chrome work most effectively. If you still have difficulty logging into PowerSchool or TIENET, please contact your Board/RCE PowerSchool Lead for assistance.

### **Q2. How will I know if a student I am working with has previously been supported through SchoolsPlus?**

The SchoolsPlus icon will be visible in PowerSchool for any student who has had support through SchoolsPlus.

### **Q3. How will I know if the student I am working with has any identified medical alerts?**

There will be a medical alert visible in PowerSchool.

### **Q4. How do I change the School Year of a document (eg. from 2020-21 to 2019-20, or vice versa)?**

Open the document and cancel out of EDIT mode so you are only viewing the document. Then pull down the "More..." dropdown menu at the top of the document and choose "Modify Document Year". Select the correct school year from the *Document Year* dropdown menu and then click OK.

### **Q5. Why can't I access a student on my Caseload?**

If you can access the student but cannot edit documents or the SchoolsPlus Student Profile you will need to go back to the Homepage and make sure you have the correct school selected in the Location dropdown.

### **Q6. Can I document my work with students who are not currently enrolled in school or who have graduated in TIENET?**

Yes, you are able to do this even though they may not be active in PowerSchool. When you are working with a child involved in SchoolsPlus that has withdrawn from school in Nova Scotia, send an email to "schoolsplus@rt.ednet.ns.ca" and request that we re-activate the child's record in TIENET. After we re-activate the child's record in TIENET, we will go to the *SchoolsPlus* section to the student profile and set the new flag "SchoolsPlus not enrolled in school" to "Yes". While this field is set to "Yes", SP Facilitators will have edit permission on the student/parent/guardian contact information on the *General Demographics* section of the student profile. Since contact information doesn't get updated from PowerSchool when a child is withdrawn from school, it's important that the SP Facilitator keep the child/parent/guardian's contact information up-to-date in TIENET while the child is not in school. If/when the child re-enrolls in school, the new field "SP not enrolled in school" will automatically get set back to "No", and the contact information will start being fed from PowerSchool again.

### **Q7. Why aren't my monthly statistics adding correctly?**

Make sure any students that are supposed to be inactive or closed have been updated properly in the SchoolsPlus section of the Student Profile.

If any students transferred out of schools that you have access to before finalizing the student's record, you will need to contact a SchoolsPlus Facilitator that has access to the school to close the case on your behalf or contact the SchoolsPlus coordinators to request temporary access to the records on your behalf.

Note: Any record of a student who has moved to another RCE or CSAP where you are recorded as the Facilitator will continue to count in your overall monthly stats, even though you are unable to see their record. Contact the SchoolsPlus Assistant Provincial Coordinators if you are unsure if a student has moved to another Board/RCE and is still being counted in your monthly stats. They are able to generate a report to see if you have active records in another RCE/CSAP (see #7 below).

**Q8. My monthly report numbers are not adding up to what I believe are my actual numbers. How do I fix that?**

All numbers in your monthly reports that are not entered by the report writer (see monthly report guide document in the SchoolsPlus Orientation Binder) are automatically generated by TIENET and carried over through the night and will be accurate based on the information **you** have entered.

**Here are a few reasons to consider when your numbers do not add up:**

- a) You may have a student who has transferred to another RCE/CSAP. This may have happened without your knowledge or you were aware and were not able to update the records prior to the transfer. In this case, you can't access that student's record however they are still calculated in your total numbers as they are attached to your Staff ID. The way to address this is detailed in the APPENDIX A document at the bottom of this document.
- b) You might have forgotten to finalize a Referral form. You may need to go through your records to see if you inadvertently forgot to finalize a Referral form. There are two statuses that a document can be in: either *Draft* or *Final*. Sometimes a form is in Draft and all that needs to happen is for the author to change the status to Final.
- c) A required field was not completed and therefore a Referral form was not finalized. TIENET will not allow you to finalize a document if a required field is not completed.

**Two troubleshooting reports are available to you in TIENET to help you with your Monthly report numbers. Follow these steps to find these 2 troubleshooting reports:**

1. Login to TIENET.
2. In the top menu, click *Reporting | Standard Reports*.
3. Click the arrow next to the *SchoolsPlus* category of reports to expand the list.
4. Click on the report you wish to open either "SchoolsPlus Self-Serve Troubleshooting" or "SchoolsPlus Troubleshooting - By SpFacil & Date".
5. Note: if you opened the "SchoolsPlus Troubleshooting - By SpFacil & Date" report, you will then have to enter the report parameters and then click the "Update Report with Values" button.

**Q9. How to make records inactive when you have completed your work with a family/student and now it is time to finalize the baseline closing form. (This assumes that all of your other documents are finalized as you cannot close the record without that step).**

Step 1: Enter the data in the closing section of the baseline, monitoring and closing form (red fields are required fields). This step assumes you already completed the baseline section when you received the referral.

Step 2: Finalize the baseline, monitoring, closing form.

Step 3. Navigate to the SP Section of the Student Profile and click the 'Edit' button

Step 4: Change the Status from Active to Inactive

Step 5: Enter the effective closing date

Step 6: Click 'Accept Changes' button

Now your monthly report will show that closure in the month the record was closed.

**Q10. I've received a transfer from another SchoolsPlus Facilitator, and now I must link the student's record to my TIENET ID. How do I do that?**

Users must navigate to the SP Referral form and unfinalize the document by pulling down the "More..." dropdown menu item and selecting "Unfinalize Document" (then follow the prompts to set the document back to "Draft").

Once the document is set back to "Draft", click "Edit This Section" and enter your name where it lists SP Facilitator at the bottom, and then click "Save, Done Editing". Then Finalize the document by pulling down the "Set Document..." dropdown menu and selecting "Status from Draft to Final" (then follow the prompts to set the document back to "Final").

**Q11. What if a SP Facilitator is about to leave their position?**

They should review their cases and close when appropriate. **Their active case records will automatically be reassigned to the ID number of that Facilitator position.** A list should be provided for the new SP Facilitator. If the staff member leaves without transferring or closing their active cases, Appendix A below describes the process to find those students and re-assign them to a new SchoolsPlus Facilitator.

## Quick Tips

1/ If a student's record is active in PowerSchool, but has an inactive SchoolsPlus status in TIENET, you have to enter a SP decision in your SP Referral document for this child, and then finalize the referral. In the student's record the SchoolsPlus screen is blank because the SP Referral document is not finalized.

2/ Save consent forms with the original active date in the title so that you can quickly reference when you have consent forms coming due. (Note: SchoolsPlus consent can be effective for up to 12 months and must be renewed annually or when the parameters of the consent change. You will not receive an automatic notification of expiry for consent, but you can run a report in TIENET under Standard Reports, SchoolsPlus, SchoolsPlus Consent, Consent Renewal date. Those consent forms that have an expiration date within 90 days will be highlighted in red. It is recommended that you run this report on a monthly basis so that you are able to address any pending consent renewal requirements.

3/ You do not automatically receive a notification of a new referral. You may receive referrals from school administrators/school counsellors without any verbal consultation or TIENET message notification.

**It is recommended that you navigate to reports and check TIENET SchoolsPlus Referrals on a weekly basis to see if you have any new referrals that were unexpected.**

4/ You can search for a student's records by name or Student ID. You must select the school before searching for a student's records. The last 10 students that you are working with in TIENET will show up on your screen so that you are able to have quick access.

5/ A student may register at your school who has moved in from another school and has current SchoolsPlus involvement without your knowledge. Once the new student registers at your school, ideally the Program Planning Lead at your school (Principal) will let you know about the student's SchoolsPlus status. This may not always happen therefore, it is recommended that on a monthly basis you search SchoolsPlus PowerSchool to identify students in your school who are listed as having SchoolsPlus involvement so as not to inadvertently disrupt continuity of support.

6/ PowerSchool can be used to search information about attendance. SP Facilitators do have access to their student's *Cumulative Record*, which has an "Attendance" section. All they need to do is search for the child in PowerSchool, then click "Cumulative Record" on the left navigation, and then expand the "Attendance" section to see the details (see attached screenshot). The attendance section is broken down as follows:

- **Present:** the # days the child was present in school
- **Absent:** the # days the child was absent in school
- **Total Possible:** the total # of school days

## Additional Support and Troubleshooting

### 1) When might I reach out to the SchoolsPlus Assistant Provincial Coordinators?

There are two SchoolsPlus Assistant Provincial Coordinators who work at the Department of Education and Early Childhood Development. Part of their role is to assist you with your documentation activities in TIENET. The following are the types of support that can be offered by the SchoolsPlus Assistant Provincial Coordinators:

- General trouble shooting for electronic documentation
- If your case numbers do not add up they will help you through the process of figuring out the resolution
- If you have questions about what to document in your monthly report
- If you are unsure of a step in the documentation process either in TIENET or PowerSchool
- They will reach out to you on a monthly basis if you have a student in another School Board/RCE with your ID attached to let you know so that you can complete the best next steps.

### 2) When might I reach out to the local TIENET Board/RCE Project Manager for support?

**Board Support:** Each RCE/CSAP has access to a Project Manager (PM) who is responsible for TIENET. In some RCEs/Board there is a dedicated PM for both TIENET and PowerSchool and in other boards one PM carries both functions.

The RCE/Board PM(s) can assist with:

- Setting up your access to TIENET/PowerSchool
- Making sure that you are designated the appropriate access for your role
- Ensuring that you have access to all of the schools for which you are responsible
- Some may be available to help with general troubleshooting with documentation however this can be problematic due to privacy issues as the board PMs are not able to see your records and this can limit the amount of support they can offer

### 3) When might I reach out to the TIENET Provincial Coordinator?

Students and families involved with SP provide sensitive confidential information that relates to a range of issues and services they may be receiving from multiple government departments and community-based agencies. SP is an integrated service delivery approach and the information contained within TIENET extends well beyond school-based needs. As a result of this integrative approach to service delivery, access to SchoolsPlus documents housed in TIENET is restricted.

The TIENET Provincial Coordinator works at the Department of Education and Early Childhood Development. This role has the authority to support SchoolsPlus Facilitators/Leaders when they are challenged in completing their documentation in TIENET.

**What the TIENET Provincial Coordinator can assist you with:**

- Provide technical support in a case where (a) you may need to change the status of a document back from final to draft (you have the ability to un-finalize a referral form in order to change a decision point), or (b) you may need to un-delete a document.

## Appendix A

### Supporting SP Facilitator Monthly Reports

In TIENET, SP Facilitators can only see records attached to the school(s) within the RCE/board they work in. So if they are working with a child that transfers to a school outside of their RCE/Board, or a SP Facilitator retires without transferring the student, they will no longer be able to access the child's TIENET record.

For this reason, a report has been created to help identify those students that have moved outside of their board/RCE or are attached to a retired SP Facilitator and need to be transferred to a new SchoolsPlus staff member. The report can be accessed in TIENET only by the *DOE TIENET Support Persons* and the *DOE SchoolsPlus Provincial Coordinators* by clicking on "Reporting | Standard Reports | <expand DOE Support> | **SP Facilitators with Students in Another Board**".

This report should always be empty in a perfect world. If it is not empty, it should be distributed each month to all SP Facilitators and SPCOWs, requesting them to update the data as follows:

#### Question for the original SchoolsPlus Facilitator: Is the student still in the SchoolsPlus Program?

If answer is **NO** - Change the SchoolsPlus Status to "Inactive" and set the SP Status Date to the date that the student exited SchoolsPlus. This change can be made by a SchoolsPlus Facilitator in the student's current board/RCE as long as the Facilitator has access to the school the student is in. If no Facilitators have access to the school the student is currently in, there are two options:

1. A Facilitator in the new RCE/board the student has transferred to can access the record in order to make the change on behalf of the original SchoolsPlus Facilitator.
2. The DOE TIENET Support Person can make the change on behalf of the original SchoolsPlus Facilitator. To make this request, the original Facilitator can create a ticket by sending an email to [schoolsplus@rt.ednet.ns.ca](mailto:schoolsplus@rt.ednet.ns.ca) and detailing the data changes that need to be made for a particular Student ID (i.e., make 3101XXXXXX child SP inactive as of this date: MM/DD/YYYY).

If answer is **YES** - The student should be assigned to a new SP Facilitator that works in the RCE/board the student is now in.

1. The new SP Facilitator could change the SP Facilitator from the original Facilitator and assign it to themselves. They should also assign the correct Community Outreach Worker (if applicable). They should also start a new Case Notes document.
2. If required, they could create a new Referral Document for the student along with a new Baseline Data and any other relevant documents.

## Appendix B

### TIENET Process "Rules" for SchoolsPlus Documents

Document	Proposed Rules
Referral	<p>A referral with a status decision of “open” (decision 3 or 4) must also have a Baseline Data document created before the Referral can be finalized.</p> <p><b>Note:</b> There are only three roles that can complete a Referral form for SchoolsPlus. Referrals generated from School Teams require Referral Form to be completed by either the Principal (Program Planning Lead) or the School Counsellor. Referrals generated outside school must be completed by SP Facilitator.</p>
Baseline, Monitoring and Closing Form	<p>Cannot finalize unless a Referral exists</p> <p><b>Note:</b> There are only two roles that can complete a Baseline Data form. Referrals generated from School Teams require the Baseline to be completed by the Principal (Program Planning Lead). Referrals generated outside school must be completed by SP Facilitator/Leader. The SP Facilitator/Leader could access information for the Baseline form by:</p> <ul style="list-style-type: none"> <li>• using power school as a quick source of data such as attendance.</li> <li>• Consult other documents in the student’s document library</li> <li>• Verbal consultations with the school Principal or other school staff involved in the referral process.</li> </ul>
Intake	Need a finalized referral with a Status Decision of “Open” (decision 3 or 4)
Consent	Need a finalized referral with a Status Decision of “Open” (decision 3 or 4)
Comprehensive Service Plan	Need a finalized referral with a Status Decision of “Open -with CSP” (decision 4b) and a Consent document
Case Notes	Need a finalized referral with a Status Decision of “Open” (decision 3 or 4) and a Consent document, or a decision 2
Transfer	Need a finalized referral with at Status Decision of “Open” (decision 3 or 4)