SOR-RL Release 5.0 - Outline of Changes to System Functionality for Service Providers

Go-live date: Wednesday, June 28, 2023

Change Summary	Description of functionality before 5.0	Release 5.0 Resolution
COVID-19-specific categories, subcategories and fields have been disabled	COVID-19-specific categories, subcategories and fields were added to SOR-RL February 2021 to be used by children's service providers.	Modifications to SOR reporting requirements and protocols were required to support the ministry's transition in its COVID-19 response toward more entrenched measures for oversight and monitoring of COVID-19-related occurrences. All COVID-19 specific categories, subcategories and fields have been disabled, and are no longer visible to SOR Initiators when adding new categories to an SOR or when revising existing categories. Categories added to SORs prior to Release 5.0 remain as is and will not change unless revised. When completing an SO Search, COVID-19-specific categories and subcategories remain as searchable criteria. Canned reports also continue to display COVID-19 categories, subcategories, and fields.
Fields have been added to the "Serious Complaint" category to support the implementation of the Quality Standards Framework (QSF) regulations (effective July 1, 2023)	The Serious Complaint category details section required baseline information relating to a complaint.	When reporting an SOR under the "Serious Complaint" category, new fields now appear on the "Add Type of Serious Occurrence" page. Specifically, for service providers to whom *Child, Youth and Family Services Act, 2017 (CYFSA)* applies, they are now required to identify the date on which they became aware/received the serious complaint and, where applicable, the date the investigation/review was completed and the position of the reviewer/investigator. They are also required to provide information on debriefs undertaken with the individual who made the complaint and the individual to whom the serious complaint relates. This includes demonstrating that such debriefs were conducted within 7 days of the serious complaint being reviewed or investigated, and providing a rationale if the debrief was not conducted, or not conducted within this timeframe.

Fields have been added to the "Restrictive Intervention" category, in part to support the implementation of the QSF regulations (effective July 1, 2023)	The physical and mechanical restraint category details section required baseline information relating to a restraint.	When reporting an SOR using the "Physical Restraint" or "Mechanical Restraint" subcategories under the Restrictive Intervention category, new fields now appear on the "Add Type of Serious Occurrence" page. Specifically, service providers reporting a physical or mechanical restraint are now required to identify the type of physical or mechanical restraint used, by selecting from a list or selecting the "Other non-approved restraint" option. (Note: the "non-approved" language specifically targets residential licensees providing services to children or young persons, as they are held to a regulatory standard in the type of restraint used. Non-licensees should disregard this "non-approved" language.) Additionally, service providers to whom the CYFSA applies are required to provide additional information when describing the debrief held with the child or young person, to demonstrate that debriefs were conducted within 48 hours after the restrictive intervention, and to provide a rationale if the debriefs were not conducted within this timeframe.

Improvements have been made to the SOR Initiator dashboard	Users expressed the SOR Initiator dashboards were not clearly organized.	The SOR initiator, EDU SOR initiator, DO SOR initiator and Probation Officer dashboards now feature the following: • A first section entitled “In progress SORs with Outstanding Action Required” which includes SORs with AIRR and UR statuses only, and a second section entitled “Other in progress SORs” which includes SORs with the status “Under Ministry Review” only. Both sections are further split into two subsections: "My Assigned SORs", which contain only SORs to which the user is currently assigned; and "SORs currently assigned to another SOR Initiator, which contains only SORs to which the user is NOT currently assigned. • In these two sections, a new yellow warning icon appears in the SORID column of rows where the SOR is missing information that is required prior to closure (status "No Further Action Required"). • In these two sections, red font formatting and a new red exclamation icon appears in the Due Date column of rows where the due date has passed. In the "Other in progress SORs" section specifically, the formatting and icon appear only if the due date has passed AND it was indicated in the SOR that an update was expected. • Drafts now display in a new separate “Drafts” section. • “Level” has been removed from the first column of all sections. • The Category type now appears in the Category column, where it applies. • The column "SOR Submitted by" has been changed to "Assigned to" and displays the name of the last assigned SOR Initiator, rather than the SOR Initiator who initially submitted the SOR. • The "Status" column has been added to the "No Further Action Required" section, and a note has been added below the section title which provides more information about how long SORs will remain in the section for. • The "Select" button has been changed to "Revise" when the SO Status is "Additional Information/Revision Required, to "View" when the status is either "Under Ministry Review", "Update Required", "Not a Valid SO", "Deemed Duplicate", or "No Further Action Required", and to "Resume draft" when status is "Draft".
Minor improvements have been made to the Case Manager Dashboard	The two buttons displayed in Case Manager dashboards for each SOR were "Select", used to open and view the SOR, and "Remove", used to send a notification to the Service Provider and the Ministry indicating that the incorrect Placing Agency has been selected, and remove the SOR from the dashboard. There was confusion around these two terms which resulted in the "Remove" button sometimes being pressed incorrectly.	In the Case Manager dashboard, the previous "Select" button is now displayed as "View", and the previous "Remove" button is now displayed as "Incorrect CAS".

Ministry SOR Leads have been given the ability to remove supporting documents	When a service provider added supporting documents to an SOR, they could remove files while the SOR or update was in “draft”, but once submitted, the document record, including its attached files, could not be deleted by the service provider nor by the SOR Lead, and could only be removed from a backend deletion. This created administrative burdens on providers and Ministry staff and delays in SOR closures.	A “Remove supporting document” function is now available that allows the SOR Lead at the Ministry to soft delete supporting documents from an SOR. The SOR Lead can select the document to remove, add a comment to the service provider, provide a rationale for the removal, and submit. The supporting documentation is then removed from the SOR, and an email notification is sent to the SOR Initiator.
Functionality has been added for SOR Leads to set a due date when changing the SOR status to "Additional Information/Revision Required"	The SOR Lead could not set a due date for the service provider when changing an SOR's status to "Additional information/revision required" on the "Ministry action" page (similar to when changing the status to "Update required").	The SOR Lead can now set a due date when changing the SO status to “Additional Information/Revision Required” from the Ministry Action page. This revision due date appears in email notifications to service providers, and is also pulled into the “Due Date" column of external dashboards (which previously reflected update due dates only). Once the revision has been submitted, the due date column in the dashboards changes back to display the update due date. The revision due date is also displayed in a new column labelled “Revision Due Date” in the SOR Status Report (to the right of the "Update Due Date" column). Once the revision is submitted, the cell appears blank.
An option has been added to the Coroner notification allowing users to indicate that it does not apply	There was an automatic requirement for a Coroner's notification when an SOR was completed under the "Death" category. This was problematic as there are instances where the Coroner would not be notified of an individual's death (e.g., natural causes).	On the "Add Service Provider notification" page, when “Coroner” is selected as the notification type, a new checkbox now appears with the label "Notification is not applicable as Coroner is not required to be notified". If the checkbox is selected, a warning icon with new text appears, outlining the legal requirements for a Coroner notification as per the Coroner’s Act, which is intended to safeguard against a user inappropriately selecting the checkbox. Users are then asked to provide an explanation for the selection prior to saving the notification.
The "Individual absence" type for the "Serious Individual Action" category has been changed to include 16 year olds	Under the "Serious Individual Action" category - "Unusual, suspicious or unauthorized individual absence" subcategory, the type labelled "An individual under the age of 16 who is missing/absent without permission or under unusual or suspicious circumstances" excluded individuals that were 16 years old.	The type "An individual under the age of 16 who is missing/absent without permission or under unusual or suspicious circumstances" has been modified to capture 16 year olds: "An individual up to the age of 16 who is missing/absent without permission or under unusual or suspicious circumstances".
A category detail question within the Abuse or Mistreatment category has been changed to reflect scenarios where the individual is the alleged abuser	When reporting an SOR with the Abuse or Mistreatment category, SOR-RL permitted users to select "Alleged Aggressor" as the "Individual's Role", but then required an answer to the question "Who has allegedly abused, neglected or exploited the individual?", which didn't provide for scenarios where the individual in receipt of services was the alleged perpetrator of abuse, rather than the alleged victim.	The "Abuse or Mistreatment" category detail question is now formulated as: "Who has allegedly abused, neglected or exploited the individual, or who has the individual allegedly abused, neglected or exploited?", in order to capture responses in scenarios where the individual in receipt of services is the alleged abuser.

The SO Status Report has been modified	The SO Status Report which could be generated by external users excluded certain details.	Two new columns are now displayed in the external SO Status Report; "Update due date" and "Revision due date", and the "Status" column is now displayed after the "SOR ID" column. Additionally, the previous "Date and Time of Serious Occurrence" and "Date and Time of Report Submission" columns have each been split into two columns (date and time respectively), and all date and time columns are now displayed in excel-recognized date and time formats.
The Reports module has been added to the Case Manager role	Users with the Case Manager role only had access to the Serious Occurrence Module and did not have access to the Reports module, and therefore could not generate canned reports on SORs they have received, making analysis and risk monitoring more difficult.	The Reports module has been added to the Case Manager role. Case Managers can now generate external SO Category and SO Status reports for the same SORs that appear on their dashboard (SORs where the CAS is indicated as the individual's placing agency). Case Managers can generate reports with the same parameters as for SOR Initiators currently, with the addition of the "Service Provider Name".
A label has been changed within the SO notification section	There was a lack of clarity around the label "Category notified about (select all that apply)" on the "Add service provider notification" page. This resulted in many notifications being completed without the appropriate category checkboxes having been selected.	The "Category notified about (select all that apply)" label has now been changed to "Select the category/ies this notification relates to" with notes below which provide clear direction to SOR Initiators about the purpose of the checkboxes and about the information displayed next to the checkboxes. Additional spacing and shading has also been added to further delineate information from which appears above and below. Additionally, "No category added for the selected individual/service provider" now appears in italics where no category has been added to the SOR for the selected individual or service provider to whom the notification relates, on the "Add service provider" notification page.
The default selection for the placing agency question, when the selected program is "Child protection services", has been removed	When an SOR initiator was adding or editing an individual's profile, the selection for "Does this individual have a placing agency" question defaulted to "yes" if the selection for the individual's "Program at time of occurrence" was "Child protection services".	The default selection to the "Does this individual have a placing agency" question has been removed and selection of any of the three options has ben enabled regardless of program selection.
Improvements have been made to the matching process informing the "Client ID" generated from individual profiles	After initially recording the information pertaining to an individual involved within an SOR, the system would maintain the "Client ID", even if the individual's information was revised. Specifically, even if an individual's details were corrected, the associated "Client ID" was not being corrected, and therefore was maintaining old and/or incorrect information. This resulted in unreliable Client ID data.	A change has been made to the back-end query where, if the field values in the Individuals Involved section which inform the Client ID are changed through a revision, the "Client ID" matching will now be rerun. If the updated "Client ID" now matches an existing ID, the "Client ID" record will be changed. If it does not match, it will remain the same.