



## **Services Across CBC Stage II Areas/Regions Resource Guide**

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### **Courtesy Supervision, Purchased Client Services and Kinship Home Assessment**

April 2024



# Table of Contents

Table of Contents .....	i
Services Across CBC Stage II Areas/Regions Resource Guide (Courtesy Supervision, Purchased Client Services and Kinship Home Assessment) .....	1
Courtesy Supervision for Children, Youth and Parents .....	2
Purchased Client Services .....	2
Kinship Home Assessments, Services and Support .....	4
Guide for IMPACT Steps on How DFPS Creates Service Authorization (Form 2054) For Kinship Assessment to the SSCC.....	5



# Services Across CBC Stage II Areas/Regions Resource Guide (Courtesy Supervision, Purchased Client Services and Kinship Home Assessment)

In 2017, the 85th Texas Legislature through Senate Bill 11 established the Community-Based Care (CBC) Model for delivery of the state's child welfare services. Under the CBC Model, DFPS is required to purchase case management and substitute care (foster and kinship) services from a Single Source Continuum Contractor (SSCC) for children, youth, and young adults who are in DFPS conservatorship or who are receiving services through the extended foster care program. Implementation of the CBC model transitions the Texas child welfare system from a statewide, "one size fits all" approach, to a community-based model designed to meet the individual and unique needs of children, youth, and families in Texas at the local level. The latest version of the statewide Implementation Plan and additional information about CBC can be found on the [CBC website](#).

Currently, CBC is fully implemented in five designated service areas of the state:

- [Panhandle/Region 1](#)
- [Big Country & Texoma/ Region 2](#)
- [Metroplex West/Region 3W](#)
- [South Central & Hill Country/Region 8b](#)
- [Metroplex East/Region 3E](#)
- [Deep East/Region 5](#)
- [Piney Woods/Region 4](#)

All seven areas are operating in Stage II CBC providing case management and substitute care services to **all** children and youth in DFPS conservatorship from the designated service area and their families.

The purpose of this guide is to be a resource on the process for requesting services to children/youth in DFPS conservatorship, their families, and caregivers across CBC areas and regional lines in Stage II, including:

- Courtesy supervision for children, youth, and parents who reside in and outside a CBC designated service area.
- Kinship services and support for caregivers who reside in and outside a CBC designated service area.
- Payment for Purchased Client Services for:
  - Family members from CBC areas residing outside the CBC area
  - Family members from non-CBC areas residing inside a CBC area; and
  - Kinship Home Assessments.

All information provided in this resource guide and additional CBC processes can be found in

Services Across CBC Stage II Areas/Regions Resource Guide  
each designated service area's respective [Joint CPS/SSCC Operations Manual](#).

Additional questions about CBC can be sent to [CBCARE@dfps.texas.gov](mailto:CBCARE@dfps.texas.gov)

## Courtesy Supervision for Children, Youth, and Parents

DFPS and SSCC staff utilize the same policy and processes when requesting courtesy supervision for children, youth, and parents who reside outside the legal region or CBC area.

DFPS units outside a CBC area may request supervision assistance from the SSCC and likewise, the SSCC may request supervision assistance from DFPS units outside of the CBC area. All requests are made by the assigned primary caseworker completing the [Request for Kinship, Conservatorship, and Adoption Services \(aka Universal Referral Form\) Form 2077](#).

Completed forms should be sent to:

Region #	CBC Area	SSCC	Email Address
2	Big Country and Texoma	2INgage	<a href="mailto:CMD@2ingage.org">CMD@2ingage.org</a>
3W	Metroplex West	OCOK	<a href="mailto:SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org">SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org</a>
1	Panhandle	Saint Francis Community Services	<a href="mailto:txreg1courtesyservices@st-francis.org">txreg1courtesyservices@st-francis.org</a>
8b	South Central & Hill Country	Belong	<a href="mailto:ChildSafetybelong@sjrctexas.org">ChildSafetybelong@sjrctexas.org</a>
3E	Metroplex East	EMPOWER	<a href="mailto:placement@3empower.org">placement@3empower.org</a>
5	Deep East	TFCN	<a href="mailto:txfcncourtesyservices@txfcn.org">txfcncourtesyservices@txfcn.org</a>
4	Piney Woods	4Kids4Families	<a href="mailto:courtesy@4kids4families.org">courtesy@4kids4families.org</a>

- See [6314 Services to Children and Parents across Regional Lines](#) and its subitems.

## Purchased Client Services

Primary and secondary assigned case management staff must work closely together to ensure the coordination and payment of purchased client services to family members and caregivers across CBC area and regional lines. **If the child’s legal county is in a SSCC catchment area, the SSCC providing primary case management is financially responsible for all purchased client services.**

Services Across CBC Stage II Areas/Regions Resource Guide

If...	Then...
<p>SSCC primary case manager requests purchased client services (i.e. counseling) for a child/youth parent or caregiver who resides in a DFPS region.</p> <p>DFPS courtesy, LPS or Kinship worker may assist in providing information as needed about providers in the area that offer the desired service.</p>	<p>SSCC primary case worker will</p> <ul style="list-style-type: none"> <li>• Ensure there is an active 71 series service authorization in IMPACT</li> <li>• Ensure they have an active contract with the desired provider, AND</li> <li>• Follow their internal procedures for authorizing the purchased client services in their system.</li> </ul>
If...	Then...
	<p><b>CPI, CPS courtesy, LPS, and KDW staff will <u>NOT</u> initiate a Service Authorization (form 2054) for any purchased client services for family members served by the SSCC.</b></p>
<p>DFPS region requests purchased client services for a child/youth, parent or caregiver who resides in an SSCC designated service area.</p>	<p>DFPS primary caseworker will</p> <ul style="list-style-type: none"> <li>• Select a DFPS contracted provider to deliver the service</li> <li>• Create a Service Authorization (Form 2054) in IMPACT authorizing the purchased client services</li> </ul>
<p>SSCC primary caseworker requests purchased client services for a child/youth, parent, or caregiver in another SSCC area.</p>	<p>SSCC primary worker will identify:</p> <ul style="list-style-type: none"> <li>• If the SSCC has a contract provider in the other SSCC area that provides the service, they would follow their internal procedures for authorizing the purchased client services in their system.</li> <li>• If the SSCC does not have a contract with a provider in the other SSCC area that provides the service and they are unable to secure a contract, they may coordinate with the SSCC serving that area to see if arrangements can be made between the SSCC's for service provisioning.</li> </ul>



## Kinship Home Assessments, Services and Support

DFPS and SSCC staff utilize the same policy and processes when requesting kinship support for caregivers who reside outside the legal region or CBC area.

DFPS units outside a CBC area may request kinship support from the SSCC and likewise, the SSCC may request kinship support from DFPS units outside of the CBC area. All requests are made by the primary assigned caseworker completing the [Request for Kinship, Conservatorship, and Adoption Services \(aka Universal Referral Form\) Form 2077](#).

Completed forms should be sent to:

Region #	CBC Area	SSCC	Email Address
2	Big Country and Texoma	2INgage	<a href="mailto:CMD@2ingage.org">CMD@2ingage.org</a>
3W	Metroplex West	OCOK	<a href="mailto:SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org">SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org</a>
1	Panhandle	Saint Francis Community Services	<a href="mailto:txreg1courtesyservices@st-francis.org">txreg1courtesyservices@st-francis.org</a>
8b	South Central & Hill Country	Belong	<a href="mailto:ChildSafetybelong@sjrctexas.org">ChildSafetybelong@sjrctexas.org</a>
3E	Metroplex East	EMPOWER	<a href="mailto:placement@3empower.org">placement@3empower.org</a>
5	Deep East	TFCN	<a href="mailto:txfcncourtesyservices@txfcn.org">txfcncourtesyservices@txfcn.org</a>
4	Piney Woods	4Kids4Families	<a href="mailto:courtesy@4kids4families.org">courtesy@4kids4families.org</a>

Services Across CBC Stage II Areas/Regions Resource Guide

- See [6632 Referring Across Regional Lines for Kinship Home Assessments and Services](#).

If...	Then...
<p>SSCC primary case manager requests a kinship home assessment on a caregiver that resides in another DFPS Region</p>	<p>SSCC primary case worker will</p> <ul style="list-style-type: none"> <li>• Ensure there is an active 71P service authorization in IMPACT AND</li> <li>• Follow their internal procedures for authorizing the home assessment services in their system.</li> </ul> <p><b>CPI, CPS courtesy, LPS, and KDW staff will NOT initiate a Service Authorization (form 2054) for any purchased client services for family members served by the SSCC.</b></p>
<p>DFPS region requests a kinship home assessment on a caregiver who resides in an SSCC designated service area. The SSCC in the designated service area will be the DFPS contractor for the kinship assessment service. The SSCC may perform this service or use a sub-contractor.</p>	<p>DFPS primary caseworker will</p> <ul style="list-style-type: none"> <li>• Create a Service Authorization (Form 2054) in IMPACT using service code (68A) and selecting the SSCC as the provider. The SSCC or their sub-contractor will complete the assessment. (See <a href="#">Guide for IMPACT Steps on How DFPS Creates Service Authorization for Kinship Assessment to the SSCC</a> below.)</li> </ul>

Should you have any questions or need assistance when requesting Services from a CBC area please contact the Community-Based Care Administrator for that CBC area. Contact information is located at [Contact CBC](#).

## Guide for IMPACT Steps on How DFPS Creates Service Authorization (Form 2054) For Kinship Assessment to the SSCC

(Note that screen shots are in VISTA but actions to complete should be done in IMPACT 2.0)

In the child's SUB stage, select the Service Authorization tab

1. Select the Add button

The screenshot displays the 'Service Authorization List' interface. On the left, a sidebar menu includes 'Service Authorization' (highlighted with a red box). The main area features a header with 'Service Authorization' and 'Day Care Request' tabs. Below the tabs, there are input fields for 'Stage Name' and 'Case ID'. A table with columns 'Date Entered', 'Status', 'Type', 'Description', 'Stage', 'Stage Name', 'Case ID', 'Person', 'Entered By', and 'Event ID' is shown, with the message 'No records exist.' below it. An 'Add' button is located in the bottom right corner of the table area (highlighted with a red box).

On the Service Authorization Header page in the Resource Search Criteria section:

2. Select the Region where the relative caregiver resides
3. Select the County where the relative caregiver resides
4. Select the Category "Other"
5. Enter the effective date for the home study
6. Select the Service as "68A Relt/Other Caregvr-Hm Assmnt"
7. Select Resource

## Services Across CBC Stage II Areas/Regions Resource Guide

My Tasks | **Case** | Search | Financial | Reports | Resources

Case Summary | **Service Authorization** | Day Care Request

### Service Authorization Header

Stage Name:

Resource Search Criteria

- \* Region:
- \* Category:
- \* Service:
- \* County:
- \* Effective:

\* required field  
‡ conditionally required field  
Expand All Collapse All

8. Select “Select Resource” button and choose the SSCC provider for the area where the caregiver resides and then select “Continue” button.

- Do **not** be alarmed that it says adoption. This is the correct resource.
- If you are not sure which SSCC is the appropriate one to select, you can find a list of counties each of them serves here:
  - 2INgage [Big Country & Texoma](#) (R2)- Resource: Ssc 2ingage R2 (adoption)
  - A Our Community Our Kids (OC-OK) [Metroplex West](#) (R3W), Resource: SSCC OCOK 3W (Adoption)
  - Belong [South Central & Hill Country](#) (R8b), Resource: Ssc Belong (ado)
  - Saint Francis [Texas Panhandle](#) (R1), Resource: Scc Saint Francis (ado)
  - EMPOWER [Metroplex East](#) (R3E), Resource: SSCC EMPOWER 3E ADOPTION
  - Texas Family Care Network (TFCN) [Deep East](#) (R5), Resource: SSCC TFCN R5 Adoption
  - 4Kids4Families [Piney Woods](#) (R4), Resource: SSCC 4KIDS Region 4 Adoption

My Tasks | **Case** | Search | Financial | Reports | Resources

Case Summary | **Service Authorization** | Day Care Request

### Resource Search Results

Show 10 entries

	Resource Name	Resource ID	Status	RTB	C	Resource Type	Investigation Jurisdiction	Facility Type	Address	City	County	Phone
<input type="radio"/>	Mauney & Associates - Region 1	25787964			✓				PO BOX 351	EVANT		(254) 471-5906
<input type="radio"/>	Sacc 2ingage R2 (adoption)	26096704			✓				147 SAYLES BLVD	ABILENE		(800) 504-3735
<input type="radio"/>	Sacc Ach 3b Adoption	25207541			✓				3712 WICHITA ST	FORT WORTH		(817) 886-7117
<input type="radio"/>	Sacc Belong (ado)	26247789			✓				1400 RIDGE CREEK LN	BULVERDE		(210) 876-6763
<input type="radio"/>	Scc Saint Francis (ado)	26145166			✓				3309 67TH ST	LUBBOCK		(806) 746-2085

Showing 1 to 5 of 5 entries

## Services Across CBC Stage II Areas/Regions Resource Guide

In the Information to Provider section:

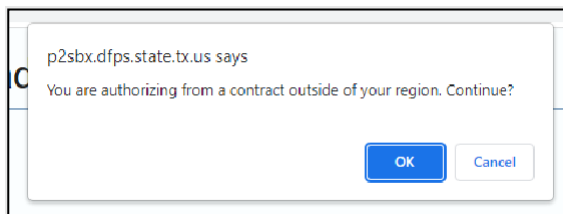
9. Select the child (or oldest child if sibling group)
10. Select "Save"

The screenshot shows a web application interface for 'Service Authorization'. On the left is a navigation menu with items like 'Case Summary', 'Person', 'Contacts/Summaries', 'Service Authorization', 'Legal', 'Child Plans', 'Placement', 'Indian Child Status', 'History', 'Medical', 'Foster Care Eligibility', 'PCA', 'ICPC', and 'Case Management'. The main content area is titled 'Service Authorization Header' and contains several sections:

- Stage Name:** A text input field.
- Resource Search Criteria:** Includes dropdowns for 'Region' (01 Region 1), 'Category' (Other), and 'Service' (Reltr/Othr Caregr-Hm Assmnt). It also has 'County' (LUBBOCK) and 'Effective' (11/01/2022) fields, along with a 'Select Resource' button.
- Resource Information:** Shows 'Resource Name' (Sccc Saint Francis (ado)) and 'Resource ID' (26145166). There is a 'Complete' checkbox.
- Information to the Provider:** Includes a 'Primary Client for Delivery of Services' field (highlighted with a red box), a 'Preferred Subcontractor' field, and a 'Comments' text area.
- Subcontractor List:** A section with a right-pointing arrow.
- Save:** A blue button at the bottom right, highlighted with a red box.

- You will receive the message: "You are authorizing for a contract outside of your region. Continue?"

11. Select OK



## Services Across CBC Stage II Areas/Regions Resource Guide

### 12. Expand the Service Authorization List Section

The screenshot shows a web application interface for Service Authorization. On the left is a navigation menu with options like Case Summary, Person, Contacts/Summaries, Service Authorization (highlighted), Legal, Child Plans, Placement, Indian Child Status, History, Medical, Foster Care Eligibility, PCA, ICPC, and Case Management. The main content area is titled 'Service Authorization Header' and includes fields for Stage Name, Resource Search Criteria (Region, County, Category, Service, Effective), Resource Information (Resource Name, Resource ID), and Information to the Provider (Primary Client, Preferred Subcontractor, Comments). At the bottom of the form, a button labeled 'Service Authorization List' is highlighted with a red box.

13. In the Service Authorization List section click the “Add: button.

The screenshot shows a table titled 'Service Authorization List'. The table has columns for SA Detail ID, Name, Service, Units, Begin, Term, End, Auth Type, and Amount. The table is currently empty, displaying the message 'No records exist'. In the bottom right corner of the table area, there is a blue button labeled 'Add', which is highlighted with a red box.

You will now see the Service Authorization Information Section.

14. Select the Service: 68A Reltv/Other Caregvr-Hm Assment
15. Select the Begin date
16. Select the End date (3 month timeframe)
17. Select the Frequency: 1
18. Select the Authorization Type: Initial
19. Select the Period: Month
20. Select the Requested Units: 1.00

## Services Across CBC Stage II Areas/Regions Resource Guide

From the person list selection section, select Primary Client for Delivery of Services.

21. Select “Save” button.

Person(s)	Rel/Int
<input type="checkbox"/>	PP
<input type="checkbox"/>	AB
<input type="checkbox"/>	PA
<input checked="" type="checkbox"/>	SL

- The information is now included in the Service Authorization Header screen.

22. Select the “Complete” check box

23. Select the “Save and Submit” button

24. Submit to your supervisor for approval

Services Across CBC Stage II Areas/Regions Resource Guide

To edit this master document, update the version on the header and log details of the edit. Then save a new PDF version.

Version	Edit/Notes	Person Editing
2.0	January 2023 <ul style="list-style-type: none"> <li>• Corrected Saint Francis email address</li> <li>• Removed <a href="mailto:familynavigatorbelong@sjrc.org">familynavigatorbelong@sjrc.org</a> email as contact for Belong Courtesy Supervision services and removed <a href="mailto:kinshipbelong@sjrctexas.org">kinshipbelong@sjrctexas.org</a> mailbox as contact for Kinship Home Assessment Services and Support</li> </ul>	Cyndi Reed
3.0	November 2023 <ul style="list-style-type: none"> <li>• Updated Contract Name for Metroplex West</li> <li>• Clarification on length of 68A 2054</li> </ul>	Carressa Cherry
4.0	March 2024 <ul style="list-style-type: none"> <li>• Updated with information for EMPOWER Metroplex East (R3E)</li> </ul>	Shawna Cuevas
5.0	April 2024 <ul style="list-style-type: none"> <li>• Updated with information for TFCN Deep East (R5)</li> </ul>	Shawna Cuevas
6.0	April 2024 <ul style="list-style-type: none"> <li>• Updated with information for 4K4F Piney Woods (R4) and changed 3B to 3W</li> </ul>	Joni Yount