

PACES “Contract User Training”

Training presentation made to RCC Providers

April, 2020

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Training objectives

- Introduce RCC providers to PACES application functionality.
- Prepare RCC providers to use PACES upon launch of the application for the start of the Q2 FY2020 monitor period – April 15, 2020
- Provide additional reference material to be used with the User Guides and video training for PACES

Timeline to Q2 FY2020 monitor in PACES

Activity in preparation for Q2	Dates	Comment
RCMs to train the Contract Users (Supervisors/Contractors)	4/6/2020 – 4/10/2020	Contractors will have received training schedule from RCMs
PACES system “goes live” for Q2 monitor	4/15/2020	Users will not be able to go into the system until this date

PACES Background

- The PACES (Performance Assessment Compliance Evaluation System) application was introduced in October 2019
- Quarterly monitor activities (Q4 FY2019 and Q1 FY2020) were performed in PACES by a pilot group of users
- Pilot participants offered recommendations for some new functionality to improve the RCC contract users' ability to provide high quality input to the RCMs as well as to offer increased flexibility when the contract user needs to make some adjustments to their inputs
- PACES application will replace the manual process of exchanging excel files over email for quarterly evaluations.

PACES roles for RCC providers – Contract Users

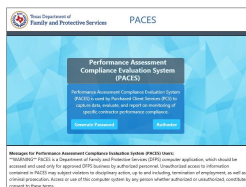
- Contract Users – general term for both Supervisor and Contractor user roles
- Contractor Role
 - This role is allowed to perform data entry only for contract inputs (enter dates and other required input fields, upload supporting documents, enter comments at the detail level regarding a given caregiver or child)
- Supervisor Role
 - This role serves as the authority representative for a given contract's inputs
 - Requested by PACES pilot users who wanted to have work performed by a team but with the opportunity for a higher level review before submissions
 - A contract must have at least one Supervisor user; if more than one Supervisor, they all have the same system level access in PACES
 - Supervisor user must review any input work performed by a Contractor user before submitting for review by RCM
 - Supervisor users may perform the same data entry inputs as a Contractor
 - Only Supervisor users may submit for review by RCM, take initial action on requests for rework or respond to any Initial Findings

PACES roles – DFPS Users

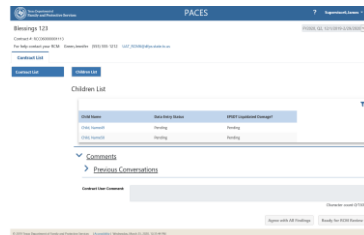
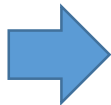
- DFPS Users – general term for both RCM and Approver user roles
- RCM Role
 - This role performs evaluations of the Contract User inputs and provides feedback and findings (including any necessary liquidated damage assessments)
- Approver Role
 - This role provides a second-level review of findings if an RCM has initially assessed one or more liquidated damage for a given contract
 - Approver review is performed after the Supervisor(s) are given the opportunity to update contract inputs through the Disagree actions

General PACES workflow

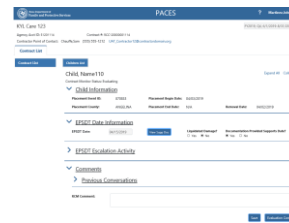
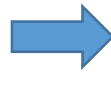
- The most simple workflow through the quarterly monitor period is:
 - Contract User provides inputs regarding given caregiver(s) or child EPSDT exams (only EPSDT will be evaluated for Q2 FY2020)
 - Supervisor identifies contract as Ready for Review
 - RCM evaluates the inputs, determines if any liquidated damage is indicated, and provides findings to the Supervisor(s)
 - RCM sends formal letter describing findings and next steps (if indicated)
 - Final Findings are shown in PACES



PACES ready for Contract User inputs at start of monitor period



Contract User responses entered in PACES



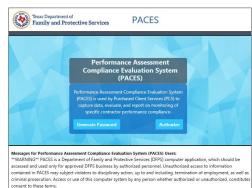
RCM evaluates and determines any LD



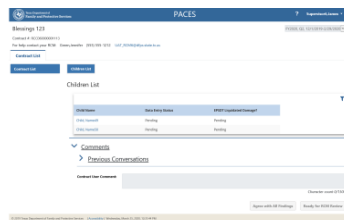
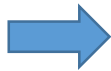
Initial/Final Findings letter; no LD

Manual activities in the PACES workflow

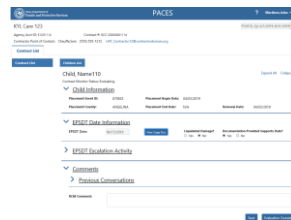
- PACES is a new application, and its functionality will be increased incrementally over the next several months.
- We will align the release of new functions with quarterly monitor periods so changes are minimized during a monitor cycle.
- Corrections to major defects (if discovered) may require an emergency release during the monitor cycle.
- There is currently no alert process; when the workflow transitions between DFPS users and Contract Users, the system will not send any messaging.
 - This training session will call out recommended manual steps.



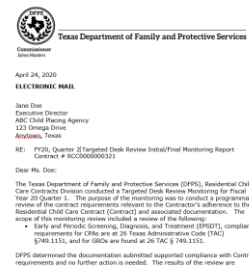
PACES ready for Contract User inputs at start of monitor period



Contract User responses entered in PACES

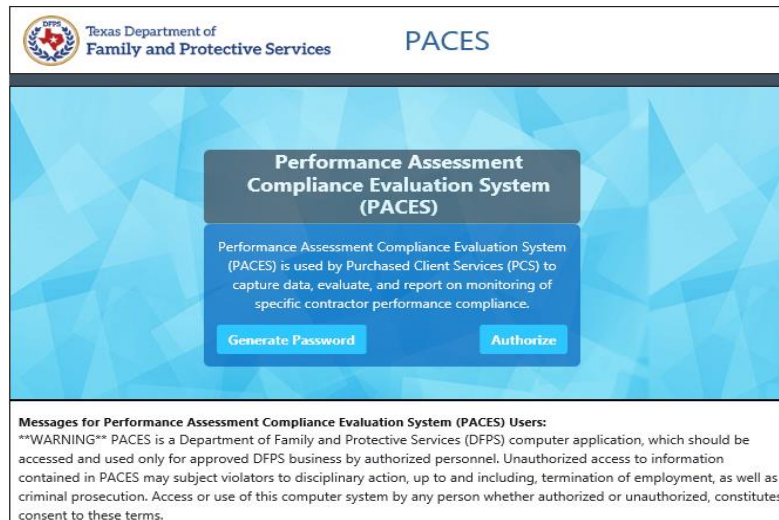


RCM evaluates and determines any LD



Initial/Final Findings letter; no LD

PACES ready for Contract User inputs



PACES ready for Contract User inputs at start of monitor period

Please sign in

- Logging in
 - Must use official work email that has been previously set up to be recognized by PACES
 - Generate/reset your password
 - Users will not be given access until a “Quarter Start” notification is provided
 - PACES will reset user passwords before each quarter; generate will be needed for the first use each quarter
 - Landing page after password submitted
 - Bookmark:
<https://paces.dfps.state.tx.us/paces/login>

Generate password pop-up box



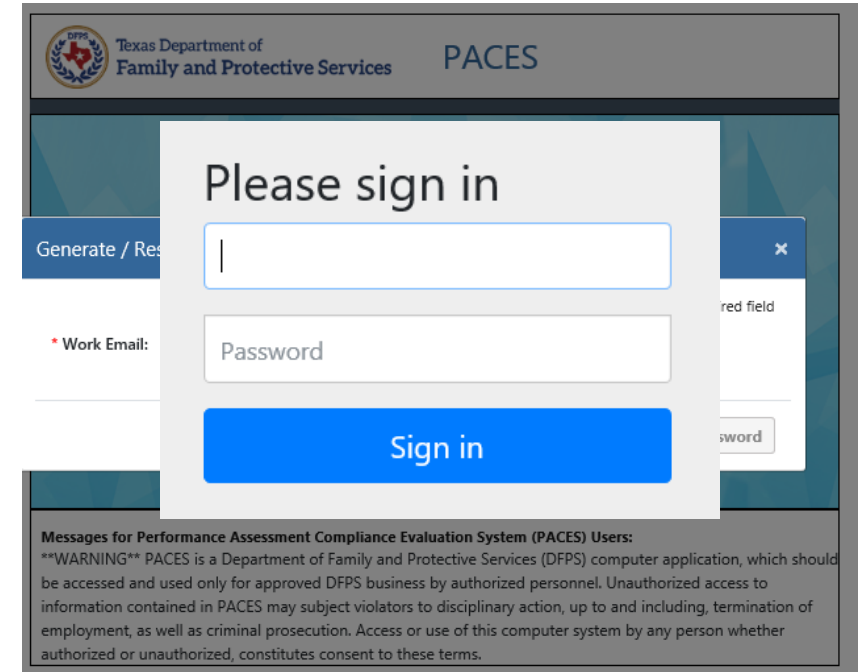
The screenshot shows the PACES homepage. At the top left is the Texas Department of Family and Protective Services logo. The title 'PACES' is centered at the top. The main content area has a blue geometric background. A central dark blue box contains the text: 'Performance Assessment Compliance Evaluation System (PACES)' followed by a paragraph: 'Performance Assessment Compliance Evaluation System (PACES) is used by Purchased Client Services (PCS) to capture data, evaluate, and report on monitoring of specific contractor performance compliance.' Below this text are two buttons: 'Generate Password' and 'Authorize'.

Performance Assessment Compliance Evaluation System (PACES)

Performance Assessment Compliance Evaluation System (PACES) is used by Purchased Client Services (PCS) to capture data, evaluate, and report on monitoring of specific contractor performance compliance.

[Generate Password](#) [Authorize](#)

Messages for Performance Assessment Compliance Evaluation System (PACES) Users:
WARNING PACES is a Department of Family and Protective Services (DFPS) computer application, which should be accessed and used only for approved DFPS business by authorized personnel. Unauthorized access to information contained in PACES may subject violators to disciplinary action, up to and including, termination of employment, as well as criminal prosecution. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.



The screenshot shows a login pop-up box over the PACES homepage. The pop-up has a white background and a blue border. It contains the text 'Please sign in' at the top. Below this are two input fields: the first is empty, and the second is labeled 'Password'. A blue 'Sign in' button is at the bottom. The background shows the PACES homepage with a 'Generate / Reset' button and a 'Work Email:' label.

Please sign in

Generate / Reset

Work Email:

Password

Sign in

Messages for Performance Assessment Compliance Evaluation System (PACES) Users:
WARNING PACES is a Department of Family and Protective Services (DFPS) computer application, which should be accessed and used only for approved DFPS business by authorized personnel. Unauthorized access to information contained in PACES may subject violators to disciplinary action, up to and including, termination of employment, as well as criminal prosecution. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.

View Contract List

The screenshot shows the PACES interface with a contract list table. The table has columns for Resource Legal Name, Contract #, Category, Facility Type, Contract Manager, Status, Sample Total, and Liquidated Damage Count. The data is sorted alphabetically by Resource Legal Name.

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	GRO	Estes, Evan	Pending	4	Pending
ABC Home for Children	RCC010000001111	EPSDT	GRO	Estes, Evan	Pending	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes, Evan	Pending	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes, Evan	Pending	2	Pending
Place to Worship RTR	RCC010000001112	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	CPA	Estes, Evan	Pending	2	Pending

- Contracts sorted alphabetically by Resource Legal Name
- Contract #
- Category field is link to caregiver or child list
- Facility Type
- Contract Manager – DFPS point of contact for the Contract Users
- Status
- Sample Total
- Liquidated Damage Count
- Filter
- Pagination

Status

(Contract Monitor Status in preparation for RCM evaluation)

The screenshot shows the PACES Contract Monitor interface. At the top, there is a header with the Texas Department of Family and Protective Services logo, the text 'PACES', a help icon, and a user dropdown menu for 'Supervisor1, Bill'. Below the header, there is a filter dropdown set to 'FY2020, Q2, 12/1/2019-2/29/2020'. A 'Contract List' button is visible. The main content area displays a table with the following data:

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	GRO	Estes, Evan	Pending	4	Pending
ABC Home for Children	RCC010000001111	EPSDT	GRO	Estes, Evan	Pending	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes, Evan	In Progress	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes, Evan	Ready for Review	2	Pending
Place to Worship RTR	RCC010000001112	BGCK/Training	CPA	Estes, Evan	Pending	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	CPA	Estes, Evan	Pending	2	Pending

At the bottom of the screenshot, there is a footer: '© 2019 Texas Department of Family and Protective Services | Accessibility | Friday, March 20, 2020, 9:33:37 AM'.

- **PENDING:** No data entry by Contract User(s)
- **IN PROGRESS:** Data entry is underway by Contract User(s)
- **READY FOR REVIEW:** Contract User(s) have completed all inputs and RCM may begin evaluation

Choose Contract

(Contract Monitor Status in preparation for RCM evaluation)

Texas Department of Family and Protective Services PACES Supervisor1,Bill

FY2020, Q2, 12/1/2019-2/29/2020

Contract List

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	GRO	Estes, Evan	Pending	4	Pending
ABC Home for Children	RCC010000001111	EPSDT	GRO	Estes, Evan	Pending	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA		Pending	2	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA				
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA				
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA				
Place to Worship RTR	RCC010000001112	BGCK/Training	CPA	Estes, Evan	Pending		
Place to Worship RTR	RCC010000001112	EPSDT	CPA	Estes, Evan	Pending	2	Pending

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Texas Department of Family and Protective Services PACES Supervisor1,Bill

Jack and Jill Child Care XYZ FY2020, Q2, 12/1/2019-2/29/2020

Contract #: RCC010000001113

For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List

Contract List Children List

Children List

Contract Monitor Status: Ready for Review

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name5	Reviewed	Pending
Child, Name6	Reviewed	Pending

Comments

Previous Conversations

Agree with All Findings Ready for RCM Review

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Children List Page

Place to Worship RTR

Contract #: RCCD10000001112

FY2020, Q2, 12/1/2019-2/29/2020

For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List

Contract List Children List

Children List

Contract Monitor Status: Pending

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name3	Pending	Pending
Child, Name4	Pending	Pending

Comments

Previous Conversations

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review

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- Page heading
 - Contract info
 - RCM contact info
 - Same on each page
- Navigation buttons
 - Back to Contract List
 - Back to Children List (current page)
- Child Name – sorted alphabetically
- EPSDT Date information will be filled on detail page
- Data Entry Status – shows level of input/evaluation completeness
- Liquidated damages column – will remain “Pending” until RCM evaluation
- Ready for RCM Review button is disabled until all names have the detail entry/review
- Filter
- Comments

Select Child to work on: Contract User at start of workflow process

The screenshot shows the PACES system interface for a contract user. The header includes the Texas Department of Family and Protective Services logo, the text 'PACES', and a user profile for 'Supervisor1, Bill'. Below the header, there is a breadcrumb trail 'ABC Home for Children' and a date range 'FY2020, Q2, 12/1/2019-2/29/2020'. A 'Contract List' tab is active, and a 'Children List' sub-tab is selected. The 'Children List' section shows a table with the following data:

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Pending	Pending
Child, Name 2	Reviewed with Issues	Pending
Child, Name 3	Reviewed	Pending
Child, Name 4	Complete	Pending
Child, Name 5	Reviewed	Pending
Child, Name 6	Reviewing	Pending
Child, Name 7	In Progress	Pending

At the bottom of the table, there are two buttons: 'Agree with All Findings' and 'Ready for RCM Review'. The footer of the page contains the text: '© 2019 Texas Department of Family and Protective Services | Accessibility | Thursday, March 19, 2020, 5:32:11 PM'.

- Once a Supervisor has started data entry and/or review of Contractor work (Data Entry Status = Reviewing or Reviewed) the Contractor will have Read-Only view of the details for that name.
- Contractor will regain Write access to the details of a given name if Supervisor presses "Reviewed with Issues" button on details page.

Data Entry Status

- **PENDING:** No data entry by Contract User(s)
- **IN PROGRESS:** Data entry started by Contractor
- **COMPLETE:** Contractor has inputs ready for Supervisor review
- **REVIEWING:** Data entry started by Supervisor
- **REVIEWED:** Supervisor has inputs ready for RCM review (individual details)
- **REVIEWED WITH ISSUES:** Supervisor needs Contractor to revise something in their inputs for that name

Contract User responses entered in PACES

The screenshot displays the PACES web application interface. At the top, the header includes the Texas Department of Family and Protective Services logo, the word 'PACES', and a user dropdown menu for 'Contractor1_Jason'. Below the header, the contract details for 'ABC Home for Children' are shown, including the contract number 'RCC01000001111' and contact information for Evan Estes. The main content area is divided into two tabs: 'Contract List' and 'Children List'. The 'Children List' tab is active, showing a child named 'Child, Name1' with a 'Contract Monitor Status: Pending'. Underneath, there are expandable sections for 'Child Information' (showing Placement Event ID: 422390133 and Placement Begin Date: 11/08/2019), 'EPSDT Date Information' (showing EPSDT Date: 11/29/2019), 'EPSDT Escalation Activity', and 'Comments' (with a sub-section for 'Previous Conversations'). At the bottom of the form, there is a 'Contract User Comment' text area and 'Save' and 'Complete' buttons. A footer at the very bottom of the page reads '© 2019 Texas Department of Family and Protective Services | Accessibility | Thursday, March 19, 2020, 5:44:35 PM'.

Contract User responses entered
in PACES

- Single user inputs or shared work
 - Shared work
 - Contractor does data entry which is reviewed by Supervisor
 - Multiple Supervisor users divide up entry/review activities
 - Single user – Supervisor only
- View Contract List
- Select Contract to work on
- Provide detailed information on each child in list
- Ready for RCM Review

Single user inputs or shared work

Shared work:

Contractor(s) and Supervisor(s)

- Contractor role – data entry only role; differing Contractor from Supervisor was requested by PACES pilot users who wanted to have work performed by a team but with the opportunity for a higher level review before submissions
- Supervisor reviews each input by Contractor(s)
 - Contractor may not edit details once the Supervisor has started reviewing
- Users with the same role both have the same read/write access
 - Must coordinate within organization so that two users do not overwrite work of one another
 - When a Contractor and Supervisor are working simultaneously on the same record, and if the Supervisor completes “Reviewed” action first, the system will not allow the Contractor to modify using the "Complete" action. The system will display a message that the record is not available as it has been modified by another user.

Single user:

Supervisor only

- When a contracting organization has only one PACES user (or when all users have authority to provide inputs without review by others) the user(s) will be set up with Supervisor role
- As details for each name in list are finished, the Supervisor will indicate “doneness” by pressing REVIEWED button
 - In essence, the Supervisor does their own “review”

Single user inputs or shared work (1)

The screenshot displays the PACES (Program for Accountability and Case Evaluation System) interface. At the top, the Texas Department of Family and Protective Services logo is on the left, the word 'PACES' is in the center, and a user dropdown menu shows 'Contractor1, Jason'. Below the header, the organization 'ABC Home for Children' is listed, along with a contract number 'RCC01000001111' and a fiscal year dropdown set to 'FY2020, Q2, 12/1/2019-2/29/2020'. A help contact line for 'Estes, Evan' is provided. The main content area has tabs for 'Contract List' and 'Children List'. The 'Children List' tab is active, showing a child named 'Child, Name1' with a 'Contract Monitor Status: Pending'. The child's information is expanded, showing 'Placement Event ID: 422390133' and 'Placement Begin Date: 11/08/2019'. Below this, the 'EPSDT Date Information' section shows the date '11/29/2019' and an 'Upload Supp Doc' button. There are also links for 'EPSDT Escalation Activity', 'Comments', and 'Previous Conversations'. At the bottom of the child's profile, there is a 'Contract User Comment' text area with a 'Character count 0/1500' indicator and 'Save' and 'Complete' buttons. The footer contains copyright information for the Texas Department of Family and Protective Services, dated Thursday, March 19, 2020, at 5:44:35 PM.

Shared work: Contractor

- Contractor role – data entry only role; differing Contractor from Supervisor was requested by PACES pilot users who wanted to have work performed by a team but with the opportunity for a higher level review before submissions
- Contractor role – can only “SAVE” and “COMPLETE” in the Child detail page/EPSDT.
- Contractor may not edit details once the Supervisor has started reviewing
- Must coordinate within organization so that two users do not overwrite work of one another

Single user inputs or shared work(2)

The screenshot displays the PACES system interface for a contract titled "ABC Home for Children". The header includes the Texas Department of Family and Protective Services logo, the acronym "PACES", and a user dropdown menu for "Supervisor1,Bill". The contract details section shows the contract number "RCC01000001111" and contact information for Evan Estes. Below this, there are tabs for "Contract List" and "Children List". The "Children List" tab is active, showing details for "Child, Name1". The contract monitor status is "Pending". The "Child Information" section includes the placement event ID "422390133" and the placement begin date "11/08/2019". The "EPSDT Date Information" section shows the date "11/29/2019" and an "Upload Supp Doc" button. There are also sections for "EPSDT Escalation Activity", "Comments", and "Previous Conversations". At the bottom, there is a "Contract User Comment" text area with a character count of 0/1500 and three buttons: "Save", "Reviewed with Issues", and "Reviewed".

Shared work or Single Supervisor

- Single Supervisor Role –
 - Data entry only, similar to Contractor role.
 - Only “SAVE” and “REVIEWED” buttons are applicable in the single user role.
- Supervisor – Shared work
 - Requested by PACES pilot users who wanted to have work performed by a team but with the opportunity for a higher level review before submissions
 - Reviews each input by Contractor(s)
 - Supervisors can SAVE and review by using the REVIEWED button
 - Supervisors can use the REVIEWED WITH ISSUES button to allow Contractors to make updates

Select Child to work on: Contract User (Contractor) at start of workflow process

ABC Home for Children
Contract #: RCC01000001111
For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List Children List

Children List
Contract Monitor Status: In Progress

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	In Progress	Pending
Child, Name2	Reviewed	Pending

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- Action buttons at the bottom of the Child details page (shown right) will differ for Contractor and Supervisor roles:
 - There are no buttons for Contractor at list level (Above)
 - Contractor will have SAVE and COMPLETE buttons in Child details page shown on the right.

ABC Home for Children
Contract #: RCC01000001111
For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List Children List

Child, Name1
Contract Monitor Status: In Progress

Child Information
Placement Event ID: 422390133 Placement Begin Date: 11/08/2019

EPSDT Date Information
EPSDT Date: 11/29/2019 Upload Supp Doc

EPSDT Escalation Activity

Comments
Previous Conversations

Contract User Comment:

Character count 0/1500

Save Complete

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Select Child to work on: Contract User (Supervisor) at start of workflow process

ABC Home for Children
Contract #: RCC01000001111
For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List

Children List

Children List
Contract Monitor Status: In Progress

Child Name	Data Entry Status	Pending
Child_Name1	In Progress	Pending
Child_Name2	Reviewed	Pending

Press Name Link

Comments
Previous Conversations

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review

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ABC Home for Children
Contract #: RCC01000001111
For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List

Children List

Child, Name1
Contract Monitor Status: In Progress

Child Information
Placement Event ID: 422390133 Placement Begin Date: 11/08/2019

EPSDT Date Information
EPSDT Date: 11/29/2019 Upload Supp Doc

EPSDT Escalation Activity

Comments
Previous Conversations

Contract User Comment:

Character count 0/1500

Save Reviewed with Issues Reviewed

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- Action buttons at the bottom of the Child details page (shown right) will differ for Contractor and Supervisor roles:
 - In the list page above, the buttons shown are AGREE WITH ALL FINDINGS and READY FOR RCM REVIEW.
 - In the detail page, on the right, Supervisor will have SAVE, REVIEWED, and REVIEWED WITH ISSUES buttons

Child details/EPSDT page (Contractor)

The screenshot shows the PACES Contractor interface. At the top, there is a blue header with the Texas Department of Family and Protective Services logo, the text 'PACES', and a user dropdown menu for 'Contractor1_Jason'. Below the header, the page title is 'ABC Home for Children' and the contract number is 'RCC01000001111'. A dropdown menu shows 'FY2020, Q2, 12/1/2019-2/29/2020'. Contact information for Evan Estes is provided. The interface has two tabs: 'Contract List' and 'Children List'. The 'Children List' tab is active, showing 'Child, Name1' with 'Contract Monitor Status: In Progress'. There are expand/collapse buttons. The 'Child Information' section is expanded, showing 'Placement Event ID: 422390133' and 'Placement Begin Date: 11/08/2019'. The 'EPSDT Date Information' section is also expanded, showing 'EPSDT Date: 11/29/2019' and an 'Upload Supp Doc' button. Other sections include 'EPSDT Escalation Activity', 'Comments', and 'Previous Conversations'. A 'Contract User Comment' field is present with a character count of 0/1500. 'Save' and 'Complete' buttons are at the bottom right.

- Page heading
- Navigation buttons
 - Back to “Contract List”
 - Back to “Child List”
- Complete EPSDT date as appropriate
 - System may fill these dates (this can be changed by Contract User)
 - Upload supporting documents when required
 - Contract User comments
 - If there are multiple Contract Users completing the inputs for a given contract, all who have write access to the Child detail record can add to/change/delete the comment
- Action buttons
 - SAVE
 - COMPLETE – Contractor only

Child details/EPSDT page (Supervisor)

The screenshot displays the PACES system interface for a supervisor. The header includes the Texas Department of Family and Protective Services logo, the text "PACES", and a user dropdown menu for "Supervisor1, Bill". Below the header, the page title is "ABC Home for Children" with a date range of "FY2020, Q2, 12/1/2019-2/29/2020". A contract number "RCC01000001111" and contact information for "Estes, Evan" are provided. The main content area has two tabs: "Contract List" and "Children List". The "Children List" tab is active, showing details for "Child, Name1" with a status of "In Progress". The "Child Information" section includes "Placement Event ID: 422390133" and "Placement Begin Date: 11/08/2019". The "EPSDT Date Information" section shows "EPSDT Date: 11/29/2019" and an "Upload Supp Doc" button. Other sections include "EPSDT Escalation Activity", "Comments", and "Previous Conversations". A "Contract User Comment" field is present with a "Character count 0/1500" indicator. At the bottom, there are "Save", "Reviewed with Issues", and "Reviewed" buttons. The footer contains copyright information for 2019 and accessibility details.

- Page heading
- Navigation buttons
 - Back to “Contract List”
 - Back to “Child List”
- Evaluate EPSDT date as appropriate
 - System may fill these dates (this can be changed by Contract User)
 - Verify supporting documents if those are required
 - Contract User comments
 - If there are multiple Contract Users completing the inputs for a given contract, all who have write access to the Child detail record can add to/change/delete the comment
- Action buttons
 - SAVE
 - REVIEWED – Supervisor only
 - REVIEWED WITH ISSUES – Supervisor only

Child Details Page Date Entry

The screenshot displays the PACES (Texas Department of Family and Protective Services) interface for a child's details page. The page is titled "ABC Home for Children" and shows contract information for "Contract #: RCC010000001111". The page is divided into several sections, each with a dropdown arrow:

- Child Information:** Shows "Placement Event ID: 422390133" and "Placement Begin Date: 11/08/2019".
- EPSDT Date Information:** Shows "EPSDT Date: 11/29/2019" with a calendar icon and an "Upload Supp Doc" button.
- EPSDT Escalation Activity:** Contains a warning message: "Escalation activities (only needed if the EPSDT medical appointment was not made available within the required timeframe)". It includes fields for "Date Contacted STAR Health:", "Capacity Concern Email HHSC Date:", and "RCM Contact Date:", each with a date picker icon and an "Upload Supp Doc" button.
- Comments:** Includes a "Previous Conversations" link and a "Contract User Comment" text area.

A date picker calendar is open, showing the month of March 2020. The calendar has a header with navigation arrows and the text "March 2020". The days of the week are listed as Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates 1 through 31 are displayed in a grid. At the bottom of the calendar, there are buttons for "Save", "Reviewed with issues", and "Reviewed".

At the bottom of the page, there is a footer: "© 2019 Texas Department of Family and Protective Services | Accessibility | Friday, March 20, 2020, 12:19:44 PM".

- Date entry
 - Keypad entry
 - Enter digits: MMDDYYYY
 - Calendar icon picker
 - Pop up window to select date from calendar view
 - Press on month or year in heading to change those to previous time period
 - Note: The calendar icons are not in compliance with DFPS Accessibility standards

Child Details Page Supporting documentation (1)

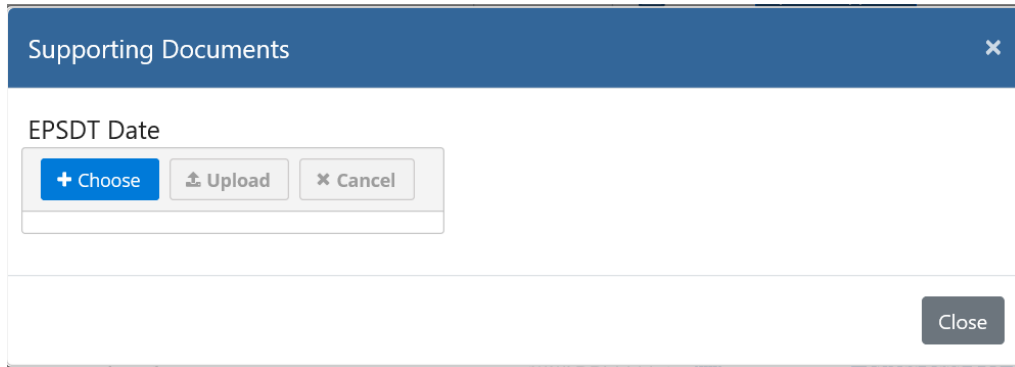
The screenshot shows the PACES interface for a child named 'Child, Name1'. The page is divided into several sections: 'Child Information', 'EPSDT Date Information', 'EPSDT Escalation Activity', and 'Comments'. In the 'Child Information' section, the 'Placement Event ID' is 422390133 and the 'Placement Begin Date' is 11/08/2019. In the 'EPSDT Date Information' section, the 'EPSDT Date' is 11/29/2019, and there is an 'Upload Supp Doc' button highlighted with a red box. In the 'EPSDT Escalation Activity' section, there is a note: 'Escalation activities (only needed if the EPSDT medical appointment was not made available within the required timeframe)'. Below this, there are three rows of data: 'Date Contacted STAR Health', 'Capacity Concern Email HHSC Date', and 'RCM Contact Date'. Each row has a date input field and an 'Upload Supp Doc' button, with the latter being highlighted with a red box. The 'Comments' section is also visible at the bottom.

• Upload Supporting Documents

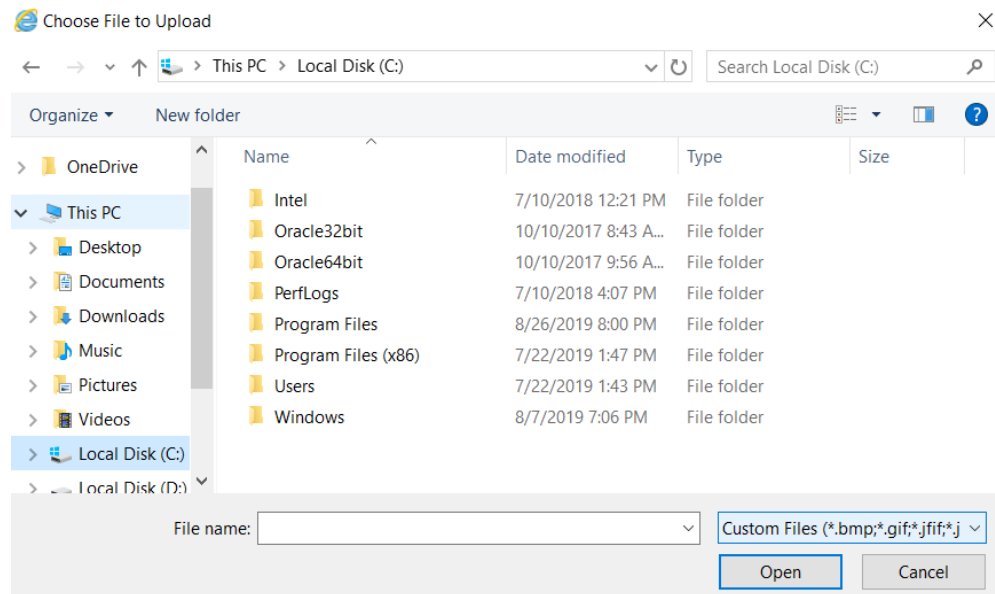
- Each date that is entered by the Contract User needs one or more pieces of supporting documentation
 - One exception: the date STAR Health was called (escalation when no appointment was made available) will not have any supporting documentation

- To upload document press “UPLOAD SUPP DOC” button.
- NOTE: when a date is pre-populated in PACES that you agree is correct, then no supporting documentation is required. You must only indicate agreement with a comment and by pressing the “Reviewed” button.

Child Details Page Supporting documentation (2)



- **Choose** - When the “+ Choose” button is selected, the Supervisor can browse their system to select one or more document(s) to associate with the date field entry
- PACES will only upload image documents (PDF, GIF, JPEG, BMP, etc.)
- In Windows Explorer, multiple files can be selected by using CTRL+ Mouse Left button click or SHIFT +Mouse Left button click and then pressing “Open” button
- Once the desired files have been chosen, the Supervisor can then press the “^ Upload” button to load the files to PACES



Child Details Supporting Documentation (3)

Supporting Documents

EBI - Initial Pre-Srv Training

+ Choose Upload Cancel

Files Ready To Upload

Name	Size	Date	
20190729132127817.pdf	49.42KB	09/08/2019	X
20190729132156519.pdf	58.44KB	09/08/2019	X

Close

Upload

- The Files that are selected and ready to be uploaded will be displayed in the "Files ready to upload" section
- Once the desired files have been chosen, the Supervisor can then press the "Upload" button to load the files to PACES using the "Upload" Button

Delete

- Pressing "Delete" [X] shown alongside the file will remove the file from the upload list

Cancel

- Pressing the Cancel button will abort the upload process
 - For any dates that are pre-populated and are not modified, the supporting documents are not required
 - If User enters any date (or changes the pre-populated date), then the supporting documents are required
 - The system will prompt if the User fails to upload the documents

Texas Department of Family and Protective Services

PACES Contractor1, Jason

Gymboree XYZ

Contract #: RCC01000001114

FY2020, Q2, 12/1/2019-2/29/2020

For help contact your RCM: Estes, Evan (555) 555-1212 UAT_RCM1@dfps.state.tx.us

Contract List

Contract List Children List

Your information contains 1 error(s)

- EPSDT Date does not have any supporting document(s) available

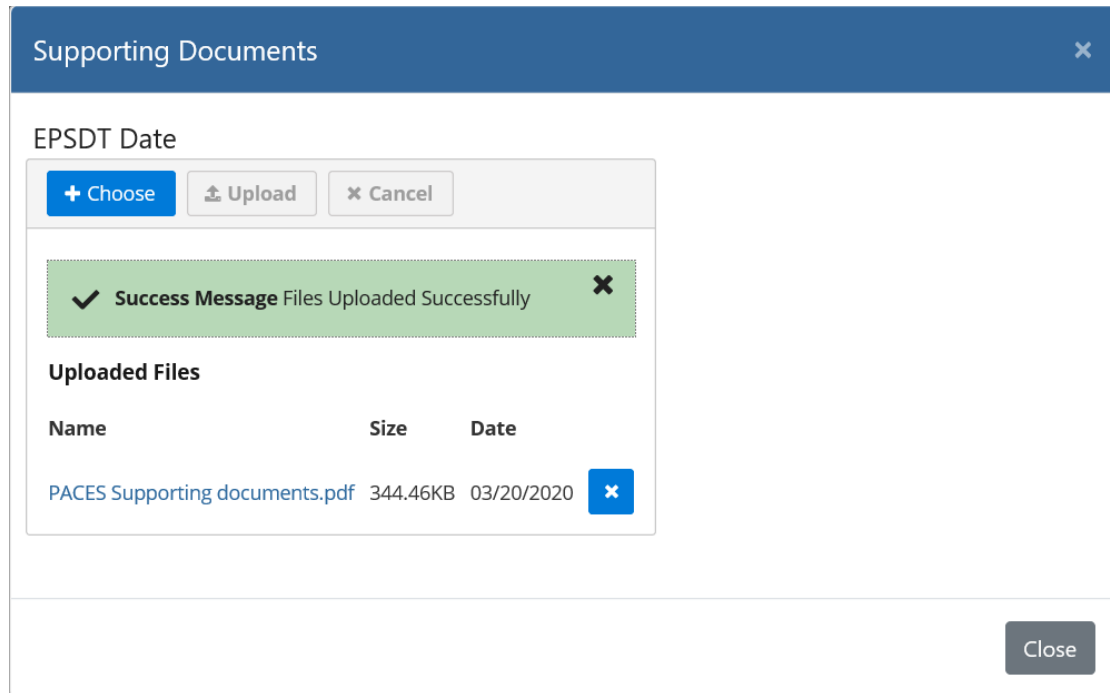
Child, Name8

Contract Monitor Status: In Progress

Child Information

Placement Event ID: 420458638 Placement Begin Date: 12/12/2019

Child Details Pages Supporting Documentation (4)




Uploaded file Success Message

- When the files are uploaded successfully, the “Success Message” will be displayed.
- The User can click on “Close” button to close the Supporting documents window

Child Details Page Supporting Documentation (5)

The screenshot shows the PACES (Texas Department of Family and Protective Services) interface. At the top, there is a header with the Texas Department of Family and Protective Services logo, the text "PACES", and a user dropdown menu for "Contractor1_Jason". Below the header, the user "Gymboree XYZ" is logged in, with a fiscal year dropdown set to "FY2020, Q2, 12/1/2019-2/29/2020". The main content area has a "Contract List" tab selected, and a "Children List" sub-tab. The child's name is "Child, Name8". The contract monitor status is "In Progress". Under "Child Information", the placement event ID is "420458638" and the placement begin date is "12/12/2019". Under "EPSDT Date Information", the date is "03/10/2020" and there is a green "Upload/View Supp Doc" button with a checkmark and the text "Documents Present". Below this are sections for "EPSDT Escalation Activity", "Comments", and "Previous Conversations". At the bottom, there is a "Contract User Comment" text area with a "Character count 0/1500" indicator and "Save" and "Complete" buttons.

Upload Supporting Documents

- Once the upload is successful, the “Upload” button will change to “Upload/View”
- Contractor/Supervisor can view the uploaded documents by clicking on “Upload/View Supp Doc” button
- The Document Present  message will display
- Uploaded files can be removed only until the Contract Monitoring status changes to “Ready for Review” and cannot be removed thereafter.

Supervisor(s) satisfied with entries – Ready for RCM Review

The screenshot shows the PACES interface for a contract titled 'ABC Home for Children'. The 'Children List' tab is active, displaying a table with columns for 'Child Name', 'Data Entry Status', and 'EPISDT Liquidated Damage?'. Two children are listed, both with a 'Reviewed' status. Below the table, there is a 'Comments' section with a 'Previous Conversations' link and a 'Contract User Comment' text area. A 'Ready for RCM Review' button is highlighted with a red box, and an 'Agree with All Findings' button is also visible.

Child Name	Data Entry Status	EPISDT Liquidated Damage?
Child, Name1	Reviewed	Pending
Child, Name2	Reviewed	Pending

- When all names in list have Data Entry Status = REVIEWED, then “Ready for RCM Review” button becomes active
- A pop-up window will ask “Are you sure...?”, as the system will then prevent you from making any further changes until you have feedback from RCM

Note:

- Initial inputs should be complete and “Ready for RCM Review” button pressed within seven (7) days of “Quarter Start” notification.
- MANUAL STEP (optional): PACES does not currently alert the RCM when the contract is ready for review. The RCM will know by looking at their Contract List for contracts with Status = READY FOR REVIEW. The Supervisor may want to send an email to the RCM to indicate completion as well.

This screenshot shows the same PACES interface as the previous one, but with a confirmation message pop-up displayed. The pop-up asks, 'Are you sure you want to submit for Review?' and has 'Cancel' and 'OK' buttons. The 'Ready for RCM Review' button is still visible in the background.

Contract user view when RCM is evaluating

The screenshot displays the PACES system interface for a contract user. At the top, the header includes the Texas Department of Family and Protective Services logo, the text 'PACES', and a user profile for 'Supervisor13, Sam'. Below the header, the contract title 'Howard Home Services 123' is shown, along with a date range dropdown set to 'FY2020, Q2, 12/1/2019-2/29/2020'. Contract details include the number 'RCC130000001114' and contact information for RCM: 'Smith, Page (555) 555-1212 UAT_RCM13@dfps.state.tx.us'. Navigation tabs for 'Contract List' and 'Children List' are present, with 'Children List' currently selected. The 'Children List' section contains a table with the following data:

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name118	Partial Eval	Pending
Child, Name119	Partial Eval	Pending

Below the table, there are links for 'Comments' and 'Previous Conversations'. At the bottom right, there are two buttons: 'Agree with All Findings' and 'Ready for RCM Review'.

Request Rework of inputs before Findings (1)

Contract List

Contract List Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Evaluated	Yes
Child, Name2	Rework	Pending

Comments

Previous Conversations

DFPS Comment: Rework please

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review

- RCM has the discretion to send a contract back to the Supervisor for rework
 - This may be appropriate when RCM observes a recurring type of error in the inputs
- Such contracts will show the Status as “Rework” and the Supervisor can work on making the necessary correction.

List View of Rework

Contract List

Contract List Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child_Name1	Evaluated	Yes
Child_Name2	Rework	Pending

Comments

Previous Conversations

DFPS Comment: Rework please

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review

- At least one name in the list will have Data Entry Status = “Evaluated”
- Any name that has not been “Evaluated” will change Data Entry Status from “Reviewed” (Contractor/Supervisor input) to “Rework”
- RCM will have included a comment at the Children List level when a contract is returned for rework.

Rework a record

The screenshot shows the PACES system interface for a record in 'Rework' status. The header includes 'ABC Home for Children' and 'PACES'. The record details include 'Contract #', 'Contract Monitor Status: Rework', 'Placement Event ID: 401286148', and 'Placement Begin Date: 01/29/2020'. The 'EPSDT Date Information' section shows 'EPSDT Date: 03/18/2020' and a button to 'Upload/View Supp Doc'. The 'Comments' section is expanded to show 'Previous Conversations'. At the bottom, there is a 'Contract User Comment' field and buttons for 'Save', 'Reviewed with Issues', and 'Reviewed'.

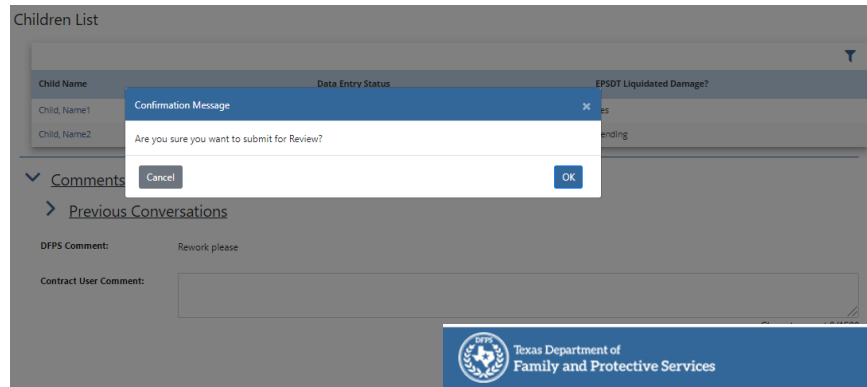
- The Supervisor can open a Record that is listed in “Rework” Data Entry Status and make the required updates.
- Once updates are completed, the Supervisor can press the “Reviewed” button
- The Supervisor may choose to engage a Contractor to assist with updating the record by pressing the “Reviewed with Issues” button and then complete the Review Process.
- Pressing the “Reviewed” button will change the Data Entry Status from “Rework” to “Reviewed” and the “Ready for RCM Review” button becomes active at the list level.
- .

The screenshot shows the 'Children List' section of the PACES system. It features a table with the following data:

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Evaluated	Yes
Child, Name2	Reviewed	Pending

Below the table, the 'Comments' section is expanded to show 'Previous Conversations'. The 'DFPS Comment' field contains the text 'Rework please'. The 'Contract User Comment' field is empty. At the bottom right, there are two buttons: 'Agree with All Findings' and 'Ready for RCM Review'.

Resubmitting after Rework



- Once the contract is submitted for RCM review, the Contract Monitoring Status changes to “Rework Ready”


PACES
? Supervisor1,Bill

FY2020, Q2, 12/1/2019-2/29/2020

Contract List

Contract List

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Rework Ready	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Exception	3	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes,Evan	Pending	2	Pending
Place to Worship RTR	RCC010000001112	BGCK/Training	GRO-TED	Estes,Evan	Evaluating Post-Findings	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	GRO-TED	Estes,Evan	In Progress	2	Pending

Views when RCM has completed evaluations

This page will be removed/replaced in training package for Contract Users

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
Blessed Child Care ABC	RCC030000001114	BGCK/Training	CPA	Doughty,Beth	Pending	0	Pending
Blessed Child Care ABC	RCC030000001114	EPSDT	CPA	Doughty,Beth	Initial Findings	2	2
DEF Children's Services	RCC030000001111	BGCK/Training	CPA	Doughty,Beth	Pending	2	Pending
DEF Children's Services	RCC030000001111	EPSDT	CPA	Doughty,Beth	Pending	2	Pending
Xplore BCD	RCC030000001112	BGCK/Training	GRO-ES	Doughty,Beth	Pending	2	Pending
Xplore BCD	RCC030000001112	EPSDT	GRO-ES	Doughty,Beth	Pending	2	Pending
YMCA ABC	RCC030000001113	BGCK/Training	CPA	Doughty,Beth	Pending	0	Pending
YMCA ABC	RCC030000001113	EPSDT	CPA	Doughty,Beth	In Progress	2	Pending

- All names in list will have Data Entry Status = “Evaluated”:
- If no LDs, “Final Findings” will be made available.
- If there are LDs present, then the contract status will display “Initial Findings”.
- The Supervisor may initiate the “Disagree” process.

Blessed Child Care ABC
 Contract #: RCC030000001114
 For help contact your RCM: Doughty,Beth (555) 555-1212 UAT_RCM3@dfps.state.tx.us

Child, Name23
 Contract Monitor Status: Initial Findings

Child Information
 Placement Event ID: 409583842 Placement Begin Date: 11/07/2019

EPSDT Date Information
 EPSDT Date: MM/DD/YYYY View Supp Doc Liquidated Damage: Yes Documentation provided supports date

Comments
 Previous Conversations

DFPS Comment: Added one LD

Disagree Save Reviewed with Issues Reviewed

Supervisor user review of Initial Findings

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
Almond Child Services	RCC150000001113	BGCK/Training	CPA	Samson,Steve	Pending	0	Pending
Almond Child Services	RCC150000001113	EPSDT	CPA	Samson,Steve	Final Findings	2	0
Be a Child WFR	RCC150000001111	BGCK/Training	CPA	Samson,Steve	Pending	0	Pending
Be a Child WFR	RCC150000001111	EPSDT	CPA	Samson,Steve	Initial Findings	3	3
Save a Child XYZ	RCC150000001114	BGCK/Training	CPA	Samson,Steve	Pending	0	Pending
Save a Child XYZ	RCC150000001114	EPSDT	CPA	Samson,Steve	Pending	2	Pending
South Padera Child Care XYZ	RCC150000001112	BGCK/Training	CPA	Samson,Steve	Pending	0	Pending
South Padera Child Care XYZ	RCC150000001112	EPSDT	CPA	Samson,Steve	Pending	2	Pending

Contract Monitor Status after Initial Findings and before final RCM/Approver work

- **INITIAL FINDINGS:** Supervisor has visibility into assessed LDs
- **FINAL FINDINGS:** No LDs were assessed; Contract is Read-Only for all users
- **AGREE ALL FINDINGS:** Supervisor will not exercise “Disagree” process
- **DISAGREE IN PROGRESS:** Supervisor is modifying the details of at least one name
- **DISAGREE READY:** Supervisor has finished all disagree inputs and is ready for RCM to review
- **Note:** Contract List may be filtered by the Status field

When findings are available, RCM will email to Supervisor user

- Once the RCM has completed evaluations the Supervisor point of contact will receive an email
 - If there are no LDs (Initial/Final letter), then Supervisor can log into PACES to review the findings. No further action is required.
 - If LD(s) have been assessed, the Supervisor will log in to review and decide if any “Disagree” should be used to modify inputs.

Contract Monitor Status after Initial Findings

- INITIAL FINDINGS: Supervisor has visibility into assessed LDs
- FINAL FINDINGS: No LDs were assessed; Contract is Read-Only for all users
- AGREE ALL FINDINGS: Supervisor will not exercise “Disagree” process
- DISAGREE IN PROGRESS: Supervisor is modifying the details of at least one name
- DISAGREE READY: Supervisor has finished all disagree inputs and is ready for RCM to review
- Note: Contract List may be filtered by the Status field

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
Almond Child Services	RCC150000001113	BGCK/training	CPA	Samson,Steve	Pending	0	Pending
Almond Child Services	RCC150000001113	EPSDT	CPA	Samson,Steve	Final Findings	2	0
Be a Child WFR	RCC150000001111	BGCK/training	CPA	Samson,Steve	Pending	0	Pending
Be a Child WFR	RCC150000001111	EPSDT	CPA	Samson,Steve	Initial Findings	3	3
Save a Child XYZ	RCC150000001114	BGCK/training	CPA	Samson,Steve	Pending	0	Pending
Save a Child XYZ	RCC150000001114	EPSDT	CPA	Samson,Steve	Pending	2	Pending
South Padera Child Care XYZ	RCC150000001112	BGCK/training	CPA	Samson,Steve	Pending	0	Pending
South Padera Child Care XYZ	RCC150000001112	EPSDT	CPA	Samson,Steve	Pending	2	Pending

Contractor and Supervisor have different access at Initial Findings (Children List)

Contractor View

Texas Department of Family and Protective Services | PACES | Contractor15,Bill
 Be a Child WFR | FY2020, Q2, 12/1/2019-2/29/2020
 Contract #: RCC15000001111
 For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

[Contract List](#) | [Children List](#)

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name130	Evaluated	Yes
Child, Name131	Evaluated	Yes
Child, Name132	Evaluated	Yes

Supervisor View

Texas Department of Family and Protective Services | PACES | Supervisor15,Susan
 Be a Child WFR | FY2020, Q2, 12/1/2019-2/29/2020
 Contract #: RCC15000001111
 For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

[Contract List](#) | [Children List](#)

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name130	Evaluated	Yes
Child, Name131	Evaluated	Yes
Child, Name132	Evaluated	Yes

Comments
 > Previous Conversations

DFPS Comment: Initial Findings letter and 8102 Form sent by email on 3/23/2020

Contract User Comment:

Character count 0/1500

[Agree with All Findings](#) | [Ready for RCM Review](#)

Contractor may look at findings (left screen), however only Supervisor may make decision to “Agree with all Findings” or to “Disagree” one or more item with LD.

Contractor and Supervisor have different access at Initial Findings (Child EPSDT Detail Page)

Contractor View

The Contractor View shows a detailed page for Child Name131. The header includes the Texas Department of Family and Protective Services logo, the word 'PACES', a help icon, and a dropdown menu for 'Contractor15,Bill'. Below the header, it says 'Be a Child WFR' with a date range of 'FY2020, Q2, 12/1/2019-2/29/2020'. The contract number is 'RCC15000001111'. Contact information for RCM Samson, Steve is provided. The page has two tabs: 'Contract List' (selected) and 'Children List'. Under 'Contract List', there are sub-tabs for 'Contract List' and 'Children List'. The main content area shows 'Child, Name131' with 'Expand All' and 'Collapse All' links. The 'Contract Monitor Status' is 'Initial Findings'. There are four expandable sections: 'Child Information' (showing Placement Event ID: 380815051 and Placement Begin Date: 11/01/2019), 'EPSDT Date Information' (showing EPSDT Date, Liquidated Damage: Yes, and a note that documentation provided does not support the date, with a 'View Supp. Doc.' button), 'EPSDT Escalation Activity', and 'Comments' (with a link to 'Previous Conversations'). A 'DFPS Comment' states: 'No date included, even though supporting document shows timely exam.' At the bottom are 'Save' and 'Complete' buttons.

Supervisor View

The Supervisor View shows a similar page for Child Name131. The header includes the Texas Department of Family and Protective Services logo, the word 'PACES', a help icon, and a dropdown menu for 'Supervisor15,Susan'. Below the header, it says 'Be a Child WFR' with the same date range and contract number. Contact information for RCM Samson, Steve is provided. The page has two tabs: 'Contract List' and 'Children List' (selected). Under 'Children List', there are sub-tabs for 'Contract List' and 'Children List'. The main content area shows 'Child, Name131' with 'Expand All' and 'Collapse All' links. The 'Contract Monitor Status' is 'Initial Findings'. There are four expandable sections: 'Child Information' (showing Placement Event ID: 380815051 and Placement Begin Date: 11/01/2019), 'EPSDT Date Information' (showing EPSDT Date, Liquidated Damage: Yes, and a note that documentation provided does not support the date, with a 'View Supp. Doc.' button), 'EPSDT Escalation Activity', and 'Comments' (with a link to 'Previous Conversations'). A 'DFPS Comment' states: 'No date included, even though supporting document shows timely exam.' At the bottom are 'Disagree', 'Save', 'Reviewed with Issues', and 'Reviewed' buttons.

Likewise the Contractor may see the details for each child in the list, however only the Supervisor has a “Disagree” button to initiate changes.

Findings Read-Only for both Contract User roles until “Disagree”

Supervisor View

The screenshot displays the PACES (Texas Department of Family and Protective Services) interface. The user is logged in as 'Supervisor15, Susan'. The main view is for 'Be a Child WFR' with contract # RCC15000001111. A confirmation dialog box is open, asking 'Are you sure you want to disagree the Liquidated Damages?'. The dialog has 'Cancel' and 'OK' buttons. Below the dialog, the 'Child Information' section is visible, showing 'Child, Name131' and 'Placement Begin Date: 11/01/2019'. At the bottom, there are buttons for 'Disagree', 'Save', 'Reviewed with Issues', and 'Reviewed'. A 'DFPS Comment' is visible: 'No date included, even though supporting document shows timely exam.'

- Once Supervisor presses “Disagree” then they can edit the information
 - Dates may be changed
 - New documents may be loaded
 - No previous document may be deleted or modified, so the Contract User must load file(s) with different names from previous
- For Contractors, it remains in Read-Only mode unless Supervisor presses “Reviewed with Issues”

Reviewed with Issues allows Supervisor to have Contractor make updates

Supervisor View

Texas Department of Family and Protective Services

PACES ? Supervisor15,Susan ▾

Be a Child WFR FY2020, Q2, 12/1/2019-2/29/2020 ▾

Contract #: RCC150000001111

For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

[Contract List](#)

[Contract List](#) [Children List](#)

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name130	Evaluated	Yes
Child, Name131	Disagree	Pending
Child, Name132	Evaluated	Yes

✓ [Comments](#)

> [Previous Conversations](#)

DFPS Comment: Initial Findings letter and 8102 Form sent by email on 3/23/2020

Contract User Comment:

Character count 0/1500

[Agree with All Findings](#) [Ready for RCM Review](#)

- “Agree with All Findings” button is only active when ALL Data Entry Status = “Evaluated”
- “Ready for RCM Review” becomes active when all “Disagree” items change to “Reviewed”

Reviewed with Issues allows Supervisor to have Contractor make updates (1)

Contractor View

The screenshot shows the PACES Contractor View for contract 'Be a Child WFR'. The header includes the Texas Department of Family and Protective Services logo, the PACES title, and a dropdown menu for 'Contractor15, Bill'. The contract details include the contract number 'RCC15000001111' and contact information for Samson, Steve. The main content area has tabs for 'Contract List' and 'Children List'. Under 'Children List', the child 'Child, Name131' is shown with a 'Contract Monitor Status: Disagree in Progress'. The 'Child Information' section displays 'Placement Event ID: 380815051' and 'Placement Begin Date: 11/01/2019'. The 'EPSDT Date Information' section has an 'EPSDT Date' field and a 'View Supp Doc' button. The 'Comments' section shows a 'DFPS Comment' and a 'Contract User Comment' field with a character count of 0/1500. 'Save' and 'Complete' buttons are at the bottom.

View after “Disagree”

- Contractor (left) still has Read-Only access
- Supervisor (right) can add dates and upload new documents
- PACES will require a comment when the “Disagree” process is exercised
- “Reviewed with Issues” will allow updates by Contractor
 - These inputs will still need Supervisor Review

Supervisor View

The screenshot shows the PACES Supervisor View for the same contract 'Be a Child WFR'. The header includes the Texas Department of Family and Protective Services logo, the PACES title, and a dropdown menu for 'Supervisor15, Susan'. The contract details are the same as in the Contractor View. The main content area has tabs for 'Contract List' and 'Children List'. Under 'Children List', the child 'Child, Name131' is shown with a 'Contract Monitor Status: Disagree in Progress'. The 'Child Information' section displays 'Placement Event ID: 380815051' and 'Placement Begin Date: 11/01/2019'. The 'EPSDT Date Information' section has an 'EPSDT Date' field with the value '11/15/2019', an 'Upload/View Supp Doc' button, and a 'Documents Present' indicator. The 'Comments' section shows a 'DFPS Comment' and a 'Contract User Comment' field with a character count of 0/1500. 'Save', 'Reviewed with Issues', and 'Reviewed' buttons are at the bottom.

Reviewed with Issues allows Supervisor to have Contractor make updates (2)

Updated Children List

Texas Department of Family and Protective Services PACES Supervisor15,Susan

Be a Child WFR FY2020, Q2, 12/1/2019-2/29/2020

Contract #: RCC15000001111

For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

Contract List Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name130	Evaluated	Yes
Child, Name131	Reviewed with Issues	Pending
Child, Name132	Evaluated	Yes

Comments

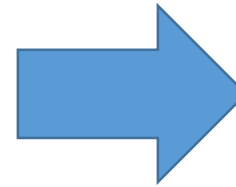
Previous Conversations

DFPS Comment: Initial Findings letter and 8102 Form sent by email on 3/23/2020

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review



Contractor View – Child EPSDT Detail Page

Texas Department of Family and Protective Services PACES Contractor15,Bill

Be a Child WFR FY2020, Q2, 12/1/2019-2/29/2020

Contract #: RCC15000001111

For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

Contract List Children List

Child, Name131 Expand All Collapse All

Contract Monitor Status: Disagree in Progress

Child Information

Placement Event ID: 380815051 Placement Begin Date: 11/01/2019

EPSDT Date Information

EPSDT Date: 11/15/2019 Upload/View Supp Doc Documents Present:

EPSDT Escalation Activity

Comments

Previous Conversations

DFPS Comment: No date included, even though supporting document shows timely exam.

Contract User Comment:

Character count 0/1500

Save Complete

Supervisor Disagree

The screenshot shows the PACES system interface for a supervisor. The header includes the Texas Department of Family and Protective Services logo, the word 'PACES', and a user dropdown menu for 'Supervisor3, Christina'. The main content area is titled 'Blessed Child Care ABC' and shows contract details. The 'Children List' tab is active, displaying details for 'Child, Name23'. The 'Child Information' section shows 'Placement Event ID: 409583842' and 'Placement Begin Date: 11/07/2019'. The 'EPSDT Date Information' section shows 'EPSDT Date: MM/DD/YYYY', 'View Supp. Doc', 'Liquidated Damage: Yes', and 'Documentation provided supports date'. The 'Comments' section shows a 'DFPS Comment: Added one LD'. At the bottom, there are buttons for 'Disagree', 'Save', 'Reviewed with Issues', and 'Reviewed'. A footer at the bottom left reads '© 2019 Texas Department of Family and Protective Services | Accessibility | Tuesday, March 31, 2020, 4:20:48 PM'.

In the example alongside, the RCM has marked a Liquidated Damage as Yes. To correct this date, the Supervisor can press the “Disagree” button, at the bottom of the Child Detail page.

Supervisor Disagree (2)

Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Disagree	Pending
Child, Name2	Evaluated	No

Comments

Previous Conversations

DFPS Comment: Initial Findings available

Contract User Comment:

Character count 0/1500

Agree with All Findings

Ready for RCM Review

Upon clicking the Disagree button, the Data Entry Status of the record changes to “Disagree” and the Contract Monitoring Status changes to “Disagree in Progress”

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Disagree in Progress	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending

Supervisor Disagree (3)

Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Reviewed	Pending
Child, Name2	Evaluated	No

▼ Comments

➤ Previous Conversations

DFPS Comment: Initial Findings available

Contract User Comment:

Character count 0/1500

This makes the page editable and the details can be updated and supporting documents can be included.

Comments can be added as applicable.

Supervisor can then press “Reviewed” button which will set the detailed record to “Reviewed” Status. Supervisor can proceed to disagree and review all remaining records or leave them in Evaluated Status. The Contract can be submitted to RCM review when all Disagree Records are in “Reviewed” or in “Evaluated” Status, using the “Ready for RCM Review” button.

All Disagreed items change to “Reviewed” -> Ready for Review

Texas Department of Family and Protective Services PACES Supervisor15,Susan

Be a Child WFR FY2020, Q2, 12/1/2019-2/29/2020

Contract #: RCC15000001111

For help contact your RCM: Samson,Steve (555) 555-1212 UAT_RCM15@dfps.state.tx.us

Contract List Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name130	Evaluated	Yes
Child, Name131	Reviewed	Pending
Child, Name132	Evaluated	Yes

Comments

Previous Conversations

DFPS Comment: Initial Findings letter and 8102 Form sent by email on 3/23/2020

Contract User Comment:

Character count 0/1500

Agree with All Findings Ready for RCM Review

Texas Department of Family and Protective Services PACES Supervisor15,Susan

FY2020, Q2, 12/1/2019-2/29/2020

Contract List

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
Almond Child Services	RCC150000001113	BGDX/Training	CPA	Samson,Steve	Pending	0	Pending
Almond Child Services	RCC150000001113	EPSDT	CPA	Samson,Steve	Final Findings	2	0
Be a Child WFR	RCC150000001111	BGDX/Training	CPA	Samson,Steve	Pending	0	Pending
Be a Child WFR	RCC150000001111	EPSDT	CPA	Samson,Steve	Disagree Ready	3	Pending
Save a Child XYZ	RCC150000001114	BGDX/Training	CPA	Samson,Steve	Pending	0	Pending
Save a Child XYZ	RCC150000001114	EPSDT	CPA	Samson,Steve	Pending	2	Pending
South Padera Child Care XYZ	RCC150000001112	BGDX/Training	CPA	Samson,Steve	Pending	0	Pending
South Padera Child Care XYZ	RCC150000001112	EPSDT	CPA	Samson,Steve	Pending	2	Pending

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MANUAL STEP: RCM may request that Supervisor sends email notification when Ready (otherwise RCM will monitor Contract List)

Supervisor Agree all findings

Children List

Children List

Child Name	Data Entry Status	EPSDT Liquidated Damage?
Child, Name1	Evaluated	Yes
Child, Name2	Evaluated	No

▼ Comments

> Previous Conversations

DFPS Comment: Initial Findings available

Contract User Comment:

Character count 0/1500

Agree with All Findings **Ready for RCM Review**

If the Supervisor had chosen to Agree, then none of the Detailed Records would be disagreed upon and all would remain in Evaluated Status.

If any of the Detail record was Disagreed, then the Agree All Findings button becomes inaccessible.

Contract Status after “Agree” or “Disagree”

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Exception	3	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes,Evan	All Findings Agreed	2	1
Place to Worship RTR	RCC010000001112	BGCK/Training	GRO-TED	Estes,Evan	Evaluating Post-Findings	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	GRO-TED	Estes,Evan	In Progress	2	Pending

If the Supervisor had chosen to Agree, then the Contract Status changes to “All Findings Agreed”

If the Supervisor submits the contract after disagreeing and reviewing the records, the Contract Status changes to “Disagree Ready”.

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	LI	Cr
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Disagree Ready	2	Pe	
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Rework	2	Pe	
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pe	
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Pending	2	Pe	
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Pending	3	Pe	

Progress towards Final Findings

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Final Findings	2	1
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Exception	3	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes,Evan	All Findings Agreed	2	1
Place to Worship RTR	RCC010000001112	BGCK/Training	GRO-TED	Estes,Evan	Evaluating Post-Findings	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	GRO-TED	Estes,Evan	In Progress	2	Pending

Once Supervisor Agrees or Disagrees the Initial findings, the RCM will proceed to issue Final Findings.

While the Agreed/Disagreed findings are being evaluated by the RCM to issue the final evaluation, the Contract monitoring status will be “Evaluating Post Findings”

Once the final findings are sent by email, the RCM updates the status of the contract to “Final Findings and is displayed to the Supervisor in the Contract Status

Letters and Form 8102

- (Optional step) RCMs may request Contract User(s) to rework some inputs before presenting findings
- Findings will be sent by emailed to the Supervisor.
 - Initial/Final letter if no Liquidated Damages
 - Final Findings letter if there are one or more LD
 - 8102 Form with details of LD in PDF Format will be included

Other Exception Statuses (1)

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
ABC Home for Children	RCC010000001111	BGCK/Training	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
ABC Home for Children	RCC010000001111	EPSDT	CPA	Estes,Evan	Evaluating Post-Findings	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Final Findings	2	1
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Exception	3	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes,Evan	All Findings Agreed	2	1
Place to Worship RTR	RCC010000001112	BGCK/Training	GRO-TED	Estes,Evan	Evaluating Post-Findings	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	GRO-TED	Estes,Evan	In Progress	2	Pending

- If the Supervisor has not responded within the requested time frame during the start of the evaluation process, the RCM will move forward to issue Initial Findings with LDs for each name in list by setting Contract Monitor Status to "Exception".
- The Supervisor will not be able to work on any of the Caregiver or Child Records in the contract when the Contract Monitoring Status is "Exception".

Other Exception Statuses (2)

- If the Supervisor has been unresponsive after the RCM has sent a contract back to the Supervisor for rework, the RCM will move forward to issue Initial Findings with LDs for each name in list by setting Contract Monitor Status to "**Exception - Rework**".
- If the Supervisor has been unresponsive and not agreed or disagreed to the Initial Findings, the RCM will perform a final evaluation of any updates and then move forward to share proposed Final Findings by setting Contract Monitor Status to "**Exception – Post Findings**".

Video training presentation

- You may view a video that presents the material in this package at the following web link:
 - <https://youtu.be/alwk4bXNaeo>
- The time notations in the table of contents (page 2 of this package) align with that video