PACES

Performance Assessment Compliance Evaluation System

Residential Child Care Provider User Guide

Role: Supervisor

REVISION DATE: 4/5/2021

1 Contents

2   Introduction

The Performance Assessment Compliance Evaluation System (PACES) is an internet-based data collection system used by both Residential Child Care Providers (Contractor and Supervisor roles) and DFPS Users (Residential Contract Managers (RCM) and Approvers).

Performance evaluations of contracts are done on a periodic basis. The evaluation of the BGCK/Training and EPSDT is done quarterly. The PACES application will be updated with an immediately previous quarter's information for evaluation during each quarter. The Contractors and Supervisors with each Residential Child Care Provider will be associated with their respective contracts. As noted above, each contract will have two categories for evaluation, BGCK/training for Caregivers and EPSDT for Children under the RCCP's care.

During evaluation, the providers will answer questions about their staff and the training their staff received. The providers will also answer questions about children who were placed with them and what date the child received their Early and Periodic Screening, Diagnostic and Treatment (EPSDT) medical checkup. Throughout this document the primary provider role referred to as "Supervisor". The "Contractor" role is a Data Entry Role supporting the Supervisor. The term "Contract User" refers to both Supervisor and Contractor roles.

The RCM will evaluate the responses submitted by the Supervisor. If a particular training date or medical checkup date was not timely, the RCM will assess a liquidated damage for that name. The Supervisor must also provide supporting documentation and, if the RCM evaluates the supporting documents and determines they do not support the date provided, a liquidated damage could be assessed for that.

If liquidated damage(s) are indicated, the Supervisor will have an opportunity to review and agree or disagree (if appropriate) with the findings. The Supervisor will be given a five business day period to provide additional supporting documentation to the RCM for consideration of a change to the liquidated damage(s).

Thereafter, the RCM will evaluate the contract and revise the findings as appropriate and issue the final findings and will notify the Supervisor and the Provider's Financial Point of Contact.

3   Accessing PACES

Users can access the PACES application by entering the following website address (URL) in an internet browser, such as Internet Explorer or Google chrome.

https://paces.dfps.state.tx.us

The following page will be displayed upon visiting the URL.
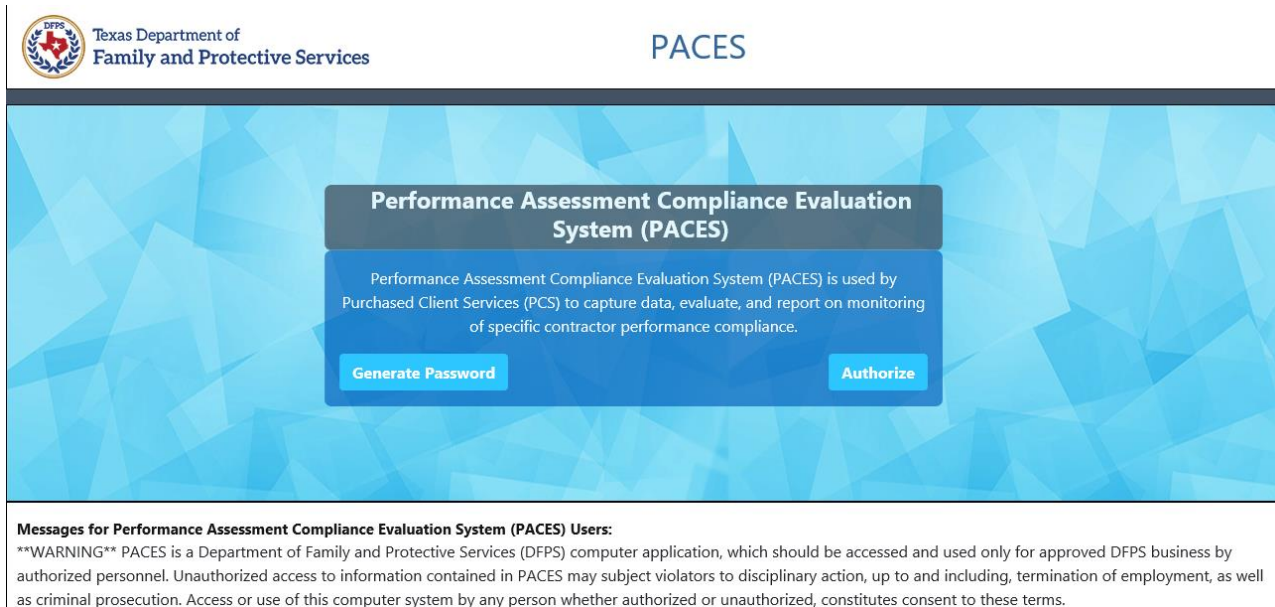
The landing page displays the buttons "Generate Password and "Authorize"

First time users are required to generate the password in order to continue to use the application.

3.1   Requesting Password

The first time a user enters PACES (and any time they may forget their password and need a new one), the "Generate Password" button will be used.

Prior to this,   the user entity will be set up in PACES for an authorized list of users and the roles (Supervisor or Contractor), provided by the Primary Point of Contact from their organization for those who may use the application. The system will keep track of the Work email address for each authorized user.
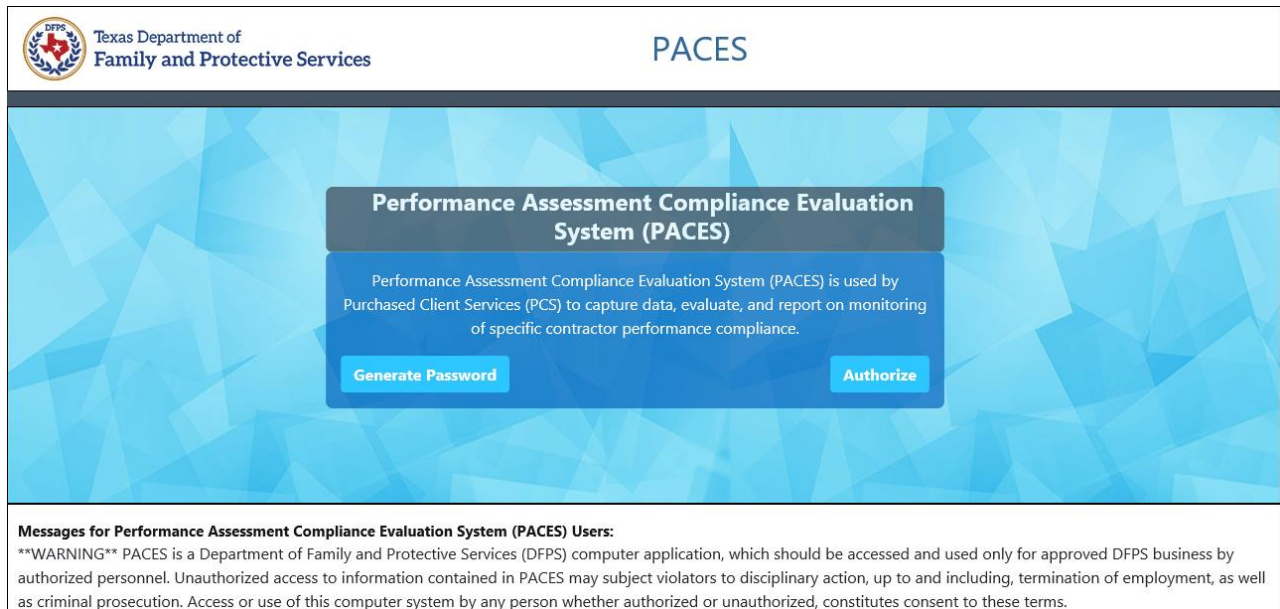
PACES User clicks on "Generate Password "button.
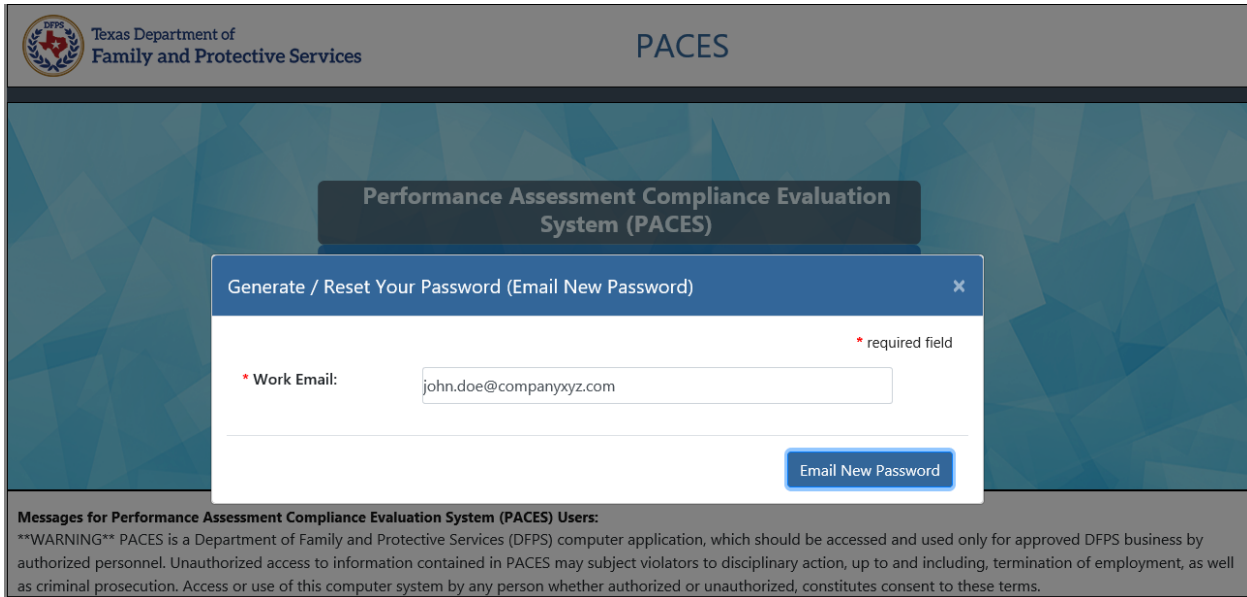
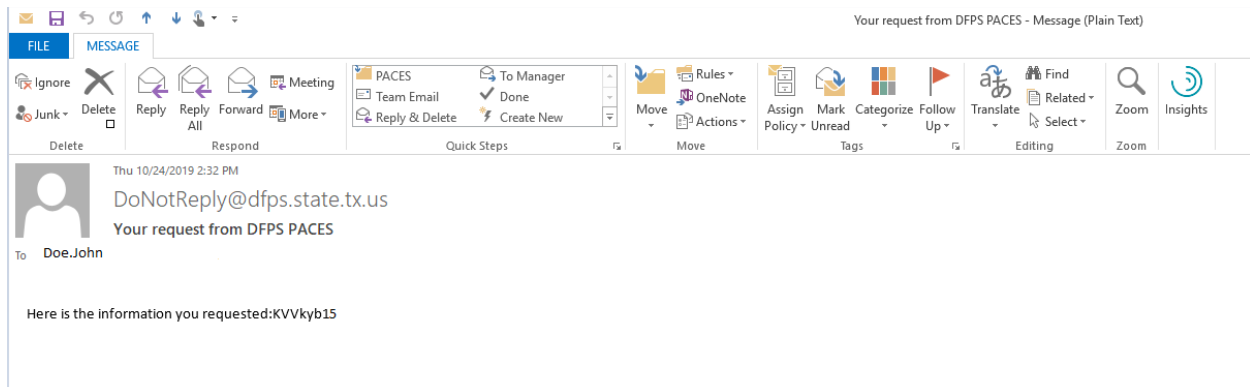PACES User enters their Work email and clicks on "Email New Password" button.

After PACES application checks that the entered Work email is registered, a new PACES password to be used will be sent by to their registered work email address.

Note: The PACES application does not currently have an option to change the password that is sent from the system. The capability to allow a user to change the password to one of their choosing is a planned feature for a future release of PACES.
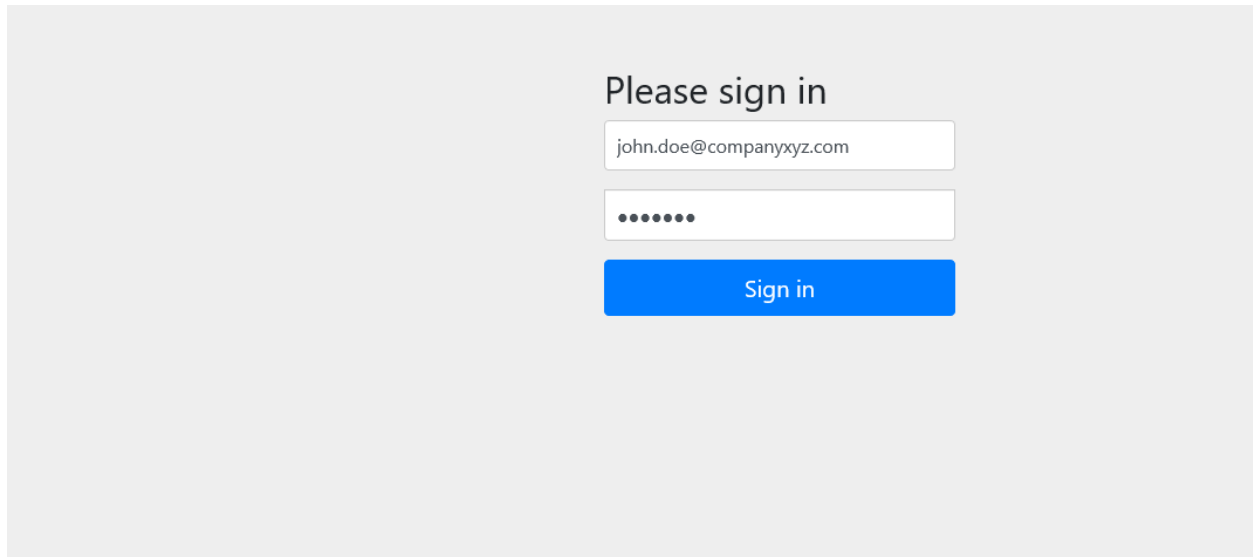
Note: Passwords will be reset every 90 days as per DFPS security policy. To be able to login, after 90 days, please use the "Generate Password" feature.

Note: Please ensure to delete the extra space while copying the Password from the outlook email.

3.2 Logging in to the PACES application

Users who already have a password can proceed to login using the "Authorize" button.

Once the user clicks on the "Authorize" button they will see the sign in page:

User will enter their user ID (Email Address) and password and click the "Sign in" button. Please note that the User ID is the Email Id of the user that was provided for provisioning to PACES application and the password is obtained by the Generate Password functionality that is sent to the email address of the user.

Upon entering the User Id and password, the system will validate if the user is authorized to use the PACES system, and, upon passing authentication, the Contract List page will be displayed.

4   Contract List Page

Upon successful login to the PACES application, the following page will be displayed for the Supervisor Role. The list on this page displays all the contracts associated with the Supervisor.

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
Baby Boom XYZ	RCC020000001113	BGCK/Training	CPA	Olofson, Mark	Pending	2	Pending
Baby Boom XYZ	RCC020000001113	EPSDT	CPA	Olofson, Mark	Pending	2	Pending
Caring Home XYZ	RCC020000001111	BGCK/Training	CPA	Olofson, Mark	Pending	3	Pending
Caring Home XYZ	RCC020000001111	EPSDT	CPA	Olofson, Mark	Pending	2	Pending
Catholic Church ABC	RCC020000001114	BGCK/Training	GRO	Olofson, Mark	Pending	2	Pending
Catholic Church ABC	RCC020000001114	EPSDT	GRO	Olofson, Mark	Pending	2	Pending
Save and Care ABC	RCC020000001112	BGCK/Training	GRO	Olofson, Mark	Pending	2	Pending
Save and Care ABC	RCC020000001112	EPSDT	GRO	Olofson, Mark	Pending	2	Pending

Figure 1

Note: To view the most up-to-date Contract Monitoring Status, please refresh the page or press "Contracts list" tab.

The list is sorted in alphabetical order by the Resource Legal Name.

The list displays the associated Contract number, Category, Facility Type, Status, the sample total and the Liquidated Damage Count.

The page display is limited to 30 contracts per page. Users can choose the number of contracts they wish to see from the pagination choices available at the bottom of the page.

Showing 1 to 30 of 411 entries |◀ ◀ **1** 2 3 4 5 ▶ ▶| 30 ⌄   Entries Per Page

Note for Accessibility users:
- The number of items listed in page can be changed using the pagination control using the drop down in the pagination control. The JAWS 2019 reader announces "30 Entries per Page read only. Even if JAWS announces "read only", the user can choose other list items from pagination control. The selected entries will display while using with Internet Explorer browser.
- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

A filter button is available at the right corner of the screen to selectively filter contracts based on the Contract Monitoring Status. The filter functionality applies only to the "Status" column.

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	Rework	4	Pending
ABC Home for Children	RCC010000001111	EPSDT	GRO	Estes, Evan	Evaluating	2	Pending
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes, Evan	Rework Ready	2	Pending

This allows the user to choose contracts in specific contract status. The Supervisor can filter the "Status" column to reduce the list to those contracts fitting the selection criteria. As an example they might want to see only those contracts that are "Pending", "In Progress", "Evaluating", "Reviewing", "Ready for Review", "Initial Findings", or "Final Findings".

The following screen will be displayed with filtered results as the user types in the filter window.

Contract List

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

The contract list will display a value for each of the following:

- Resource Legal Name
- Contract number
- Category – two sets of evaluation data may be available for each contract:
  - The category "EPSDT" is a set of data for evaluating children receiving their EPSDT medical checkup on time.
  - The category "BGCK/Training" is a set of data for evaluating the caregivers and reviewing their Background Check Information and when the received their required training.
    - The category is highlighted and hyperlinked. Pressing on the hyperlinked Category name will display the list of children or caregivers for that contract.

- Facility type – this will be one of the following:
  - CPA – Child Placing Agency
  - GRO – General Residential Operation
  - GRO – BCC – General Residential Operation – BCC
  - GRO – ES – General Residential Operation – ES
  - GRO – IPTP – General Residential Operation – IPTP
  - GRO – RTC – General Residential Operation – RTC
  - GRO – TED – General Residential Operation – TED
  - TEP (Temporary Emergency Placement)
- Contract Manager – this field will display the Residential Contract Manager's name.
- Status – This displays the Contract Monitoring Status and will be one of the following:
  - Pending – no work has begun on this contract.
  - In Progress – some work has been done on this contract.
  - Ready for Review – the Supervisor has completed all of their data entry, file uploads and is ready for the RCM to perform an evaluation on their responses.
  - Evaluating – the RCM has begun work evaluating the responses.
  - Rework - The RCM has noticed systemic issues across the records in a given contract during evaluation and has returned the contract to the Supervisor to fix issues.
  - Rework Ready - The Supervisor has fixed the issues in the contract that was returned for rework and has submitted the contract to the RCM for review.
  - Evaluating Rework - The RCM is evaluating the Rework Ready contracts that was submitted by the Supervisor after it was returned for rework
  - Initial Findings – the RCM has completed their evaluations and has assessed at least one liquidated damage.
  - Final Findings – this could be one of two scenarios:
    - Contract initial evaluation had no liquidated damages and has been submitted to the Contractor.
    - Contract initial evaluation has at least one liquidated damage, has been reviewed by the Contractor, and final review by the RCM has been performed.
  - All Findings Agreed - The Supervisor has agreed to all the Liquidated Damages assessed by the RCM
  - Disagree In Progress - The Supervisor has disagreed to at least one record in a contract and is in the process of furnishing additional information and/or comments
  - Disagree Ready - The Supervisor has disagreed to at least one record, provided supporting documentation and comments and has submitted to the RCM for review.
  - Exception - If a supervisor has not responded for a while at the start of the evaluation process, the Approver has authorized the RCM to proceed evaluating the contract, in the interest of time without waiting further for the Supervisor.
  - Exception - Rework: If a supervisor has not responded for a while after the contract was returned for rework, the Approver has authorized the RCM to proceed evaluating the contract, in the interest of time without waiting further for the Supervisor.

- o Exception - post-findings: If a supervisor has not responded for a while after the Initial Findings were assessed, the Approver has authorized the RCM to proceed evaluating the contract, in the interest of time without waiting further for the Supervisor.
- Sample Total – this is the number of children or caregivers being evaluated for this contract.
- Liquidated Damage count – this field reflects the number of damages when the RCM has evaluated the responses for this contract. The value can be 0 through N where N is the total number of liquidated damages. The format of the value will be "###". Prior to RCM evaluation, this field will display "Pending".

5   Caregiver List Page

From the list of contracts, clicking on any contract in the BGCK/Training category, the list of Caregivers under the contract will be displayed as below.

Basic information about the facility is displayed across the top of the page.

This basic information will be shown on each page that is associated with a specific contract.

- Resource legal name
- Contract number
- EBI Allowed - as defined for this facility (Yes or No) – this information is shown only on pages associated with BGCK/Training category of monitor inputs
- RCM Point of Contact - Name, phone number and email address
    - The email address is a hyperlink and will launch the appropriate email application

The Supervisor can press the Contract List tab or the Contract List button to navigate back to that Contract list.

They can also press the Caregiver List tab to navigate back to the Caregiver list.

5.1   Caregiver List Table

The system will display a table of caregivers being evaluated for the selected contract for the current evaluation quarter. For each caregiver the following information is displayed:

- Caregiver Name (list is alphabetized by the Last Name)
- Person ID (masked)
- Role (see list in the appendix) – This field will be blank until the Supervisor enters a value on the Caregiver Details Page
- Direct Child Contact (Yes/No) – This field will be blank until the Supervisor enters a value on the Caregiver Details Page
- Data Entry Status – This field will reflect activity by the Supervisor and RCM to complete the response for this caregiver detailed record
  - Pending – The data entry status will be "Pending" when a Contractor has not saved any data for this caregiver.
  - In Progress – The data entry status will be "In Progress" when the Contractor has saved some data for this caregiver.
  - Complete – The data entry status will be "Complete" when the Contractor has saved all of the data for this caregiver and marked their data entry as complete.
  - Reviewing - The data entry status will be "Reviewing" when a Supervisor has saved any data for this caregiver

- o Reviewed With Issues - The system will display "Reviewed with Issues" when the Supervisor has assigned the contract to a Contractor to fix issues.
- o Reviewed - The data entry status of a detail record will be "Reviewed" when the Supervisor has completed reviewing the detailed record and saved it as "reviewed"
- o Rework - The data entry status will be "Rework" for a detailed record(s) that has are not in Evaluated Status when the RCM has returned a contract for rework.
- o Partial Eval – The data entry status of the progress made by the RCM to evaluate the required fields will be "Partial Eval" when the RCM's evaluation work is in progress. This data entry status will remain in place for the Supervisor until the Contract Monitor Status is changed to "Initial Findings" or "Final Findings".
- o Evaluated – The system will display the data entry status as "Evaluated" when the RCM has evaluated the data for this caregiver and has pressed the Initial Findings Available button or the Final Findings Available button.
- o Disagree - The data entry status will be "Disagree" when the Supervisor has disagreed with an initial finding by using the Disagree button in the detail record.
- Background Check Liquidated Damage? – Initially this will display "Pending". When the RCM has completed their evaluation and is ready for the Contractor to review their findings, this field will reflect:
  - o "Yes" if the RCM determined the background check was not timely
  - o "No" if the RCM determined the background check was timely
  - o "Not Required" if the RCM determined that background check evaluation is not needed for this caregiver
- EBI Training Liquidated Damage? – Initially this will display "Pending". When the RCM has completed their evaluation and is ready for the Supervisor to review their findings, this field will reflect:
  - o "Yes" if the RCM determined at least one of the EBI training dates was not timely or the supporting documentation did not line up with the inputs
  - o "No" if the RCM determined all of the appropriate EBI training dates were timely and included the necessary support documentation
  - o "Not Required" if the RCM determined that this caregiver is not evaluated for EBI training
- TIC Training Liquidated Damage? – Initially this will display "Pending". When the RCM has completed their evaluation and is ready for the Supervisor to review their findings, this field will reflect:
  - o "Yes" if the RCM determined at least one of the TIC training dates was not timely or the supporting documentation did not line up with the inputs
  - o "No" if the RCM determined all of the appropriate TIC training dates were timely and included the necessary support documentation
  - o "Not Required" if the RCM determined that this caregiver is not evaluated for TIC training

5.2   Caregiver Details Page

Upon selection of a caregiver name, the Supervisor will see the page below which will be used to perform the data entries:

The system will display the data entry fields for the selected caregiver. For each caregiver the following are displayed:

- Caregiver name
- Role (see list in the appendix) – Supervisor can choose any value from the drop down list. Input in this field is required in order to be able to note the data entry is "Reviewed" for the selected caregiver.
  - o If the Supervisor selects the role "Other", then the system will require some description to be entered in the following field:
    - ▪ If "Other", denote role
- Direct Child Contact – Supervisor can choose either "Yes" or "No" from the drop down list. Input in this field is required in order to be able to note the data entry is "Reviewed" for the selected caregiver.
  Note: The calendar icons are not in compliance with DFPS Accessibility standards.

- Date Hired – this date can be entered by Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
- Date allowed as Sole Caregiver – this date can be entered by Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
- Date Counted in Ratio / FH Verification Date – this date can be entered by Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
  - Note: one or more of the date fields above may be used for the selected caregiver, as appropriate.
- Background Check Evaluation
  - This area of the Caregiver Detail page displays the date of eligibility for the selected caregiver, based on the most recent background check. After the RCM has completed evaluations, this area will also display an indication of whether a liquidated damage was assessed for this caregiver's background check.
- Training
  - The area of the screen for entering the training dates and documentation appears as below before any inputs have been made:

  - EBI (Emergency Behavior Intervention) – each of the date fields in this area can be entered either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date. As appropriate, the Supervisor will enter the date and supporting documentation for:
    - Initial Pre-Service Training
    - 90 Day Pre-Service Training
    - Current Refresher Training (180 day/Annual)
    - Previous Refresher Training (180 day/Annual)
  - TIC (Trauma Informed Care) – each of the date fields can be entered either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date. As appropriate, the Supervisor will enter the date and supporting documentation for:
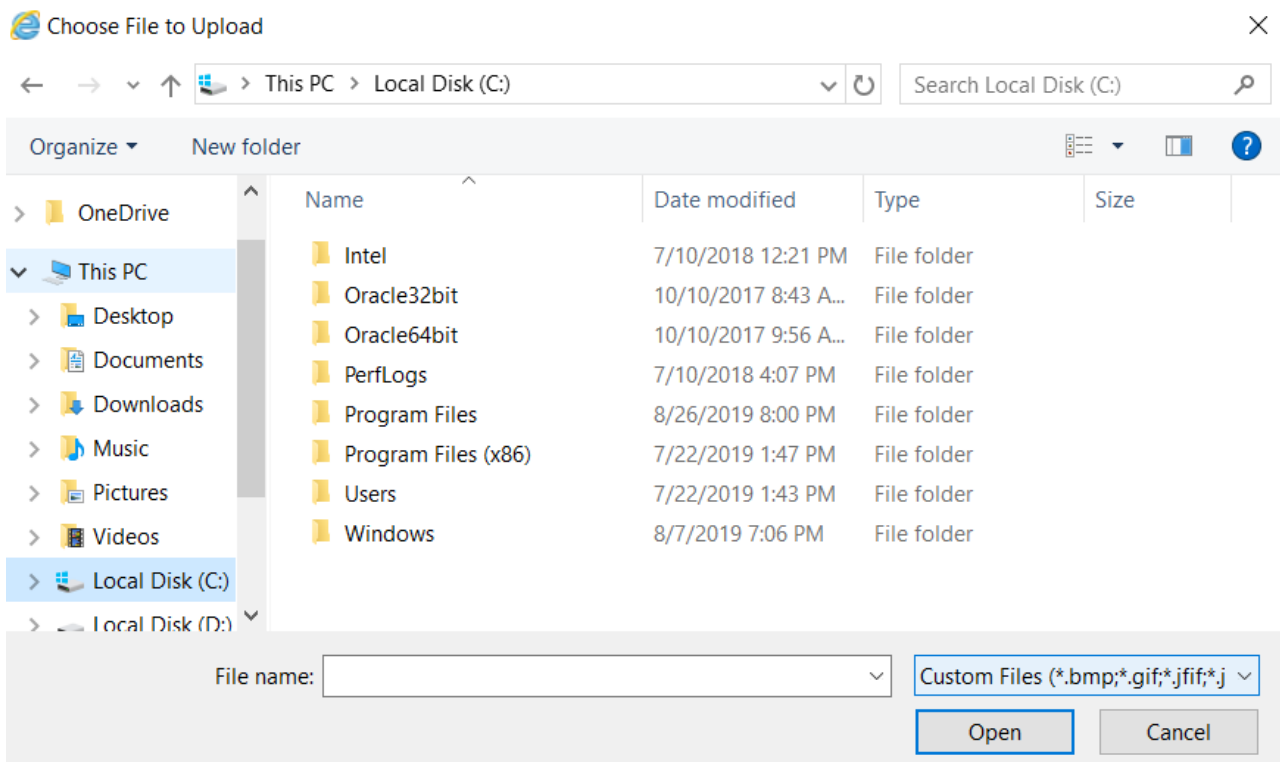
- Initial Pre-Service Training
- 8 HR of Pre-Service Training
- 2 Hour Current Annual Training
- 2 Hour Previous Annual Training

- The Supervisor can press the Contract List tab to navigate back to that list. They can also press the Caregiver List tab to navigate back to that list.

5.3   Supporting Documentation

Each date that is entered by the Supervisor will also need to be accompanied by one or more pieces of supporting documentation. When the "Upload Supp Doc" button is pressed, the Supervisor sees:
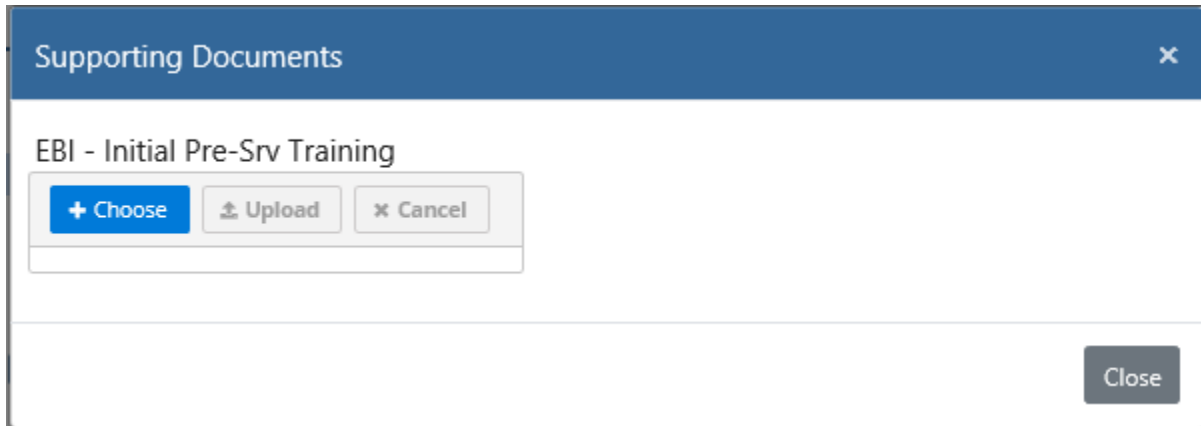
When the "+ Choose" button is selected, the Supervisor can browse their system to select one or more document(s) to associate with the date field entry:

Once the desired files have been chosen, the Supervisor can then press the "^ Upload" button to load the files to PACES:

Note:

Accessibility issue:

- When JAWS Computer reader focus is set to the "Choose" button, the JAWS announces 'file upload edit Browse…' instead of Choose button. When Tab key is pressed, JAWS announces 'Browse…Button. This is a global issue because it is occurring on Supporting Documents Upload window on Caregiver Detail and Child Detail pages.
- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

Prior to upload, the Supervisor may quit the upload process using the "X Cancel" button. After a file has been uploaded, it can be removed from PACES by pressing the "X" button next to the file name. This file deletion feature will be disabled after the Supervisor has indicated the contract is "Ready for RCM Review".

Each supporting documentation container for a date input has some constraints:

- The system will accept a maximum of ten (10) supporting documents for each training date, EPSDT date, or EPSDT escalation activity. This limit includes files loaded both prior to the Ready for RCM Review as well as when any additional documentation is provided with a Disagreement to Initial Findings.
- The system will accept files of the following types:
  - Image (JPEG, PNG, GIF)
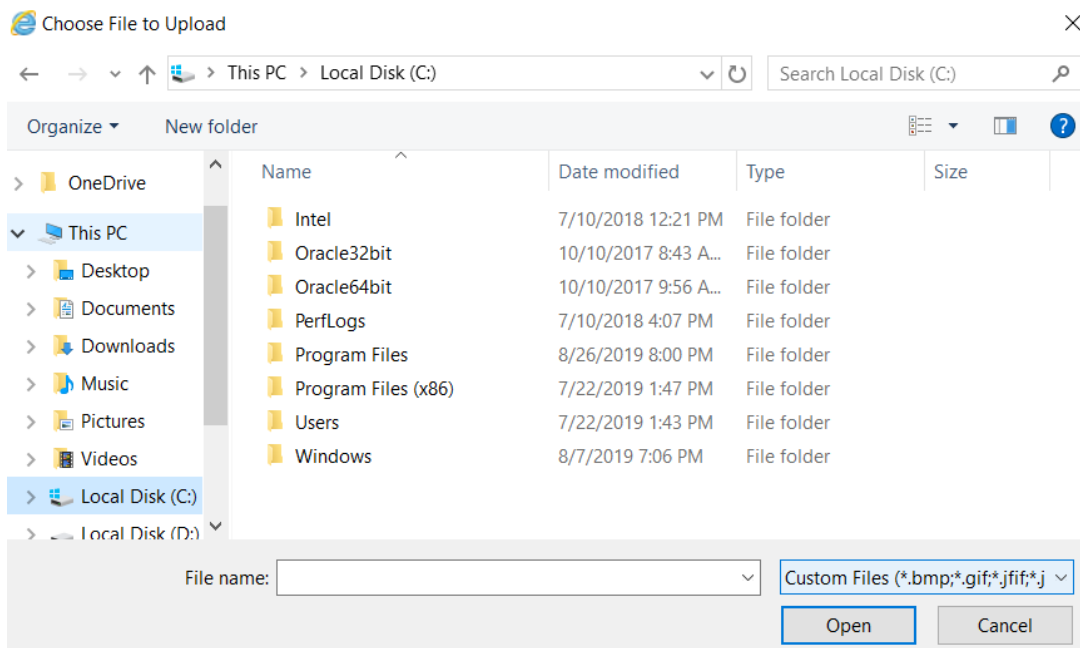 - PDF

5.4   Additional Documentation

Contractor and Supervisor users will add Additional Documents to the Caregiver Details page when Supplemental Documents have already been uploaded for EBI/TIC training date s.

The Upload Additional Doc button is only available when the contract's CMS is either 'Disagree in Progress' or 'Rework'.
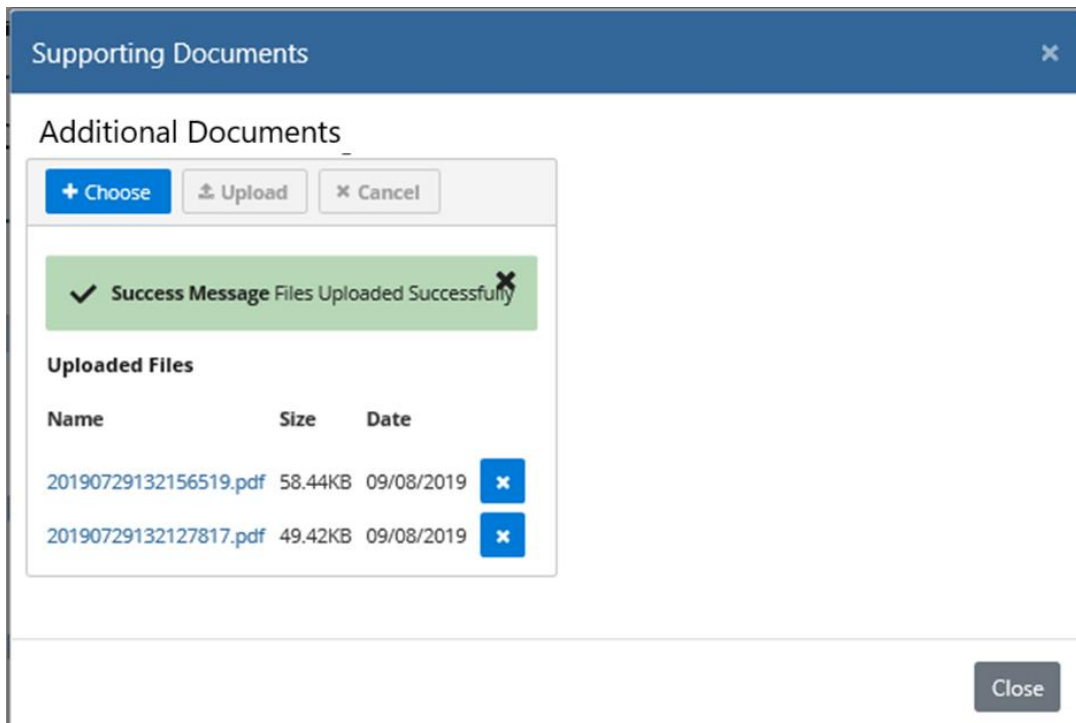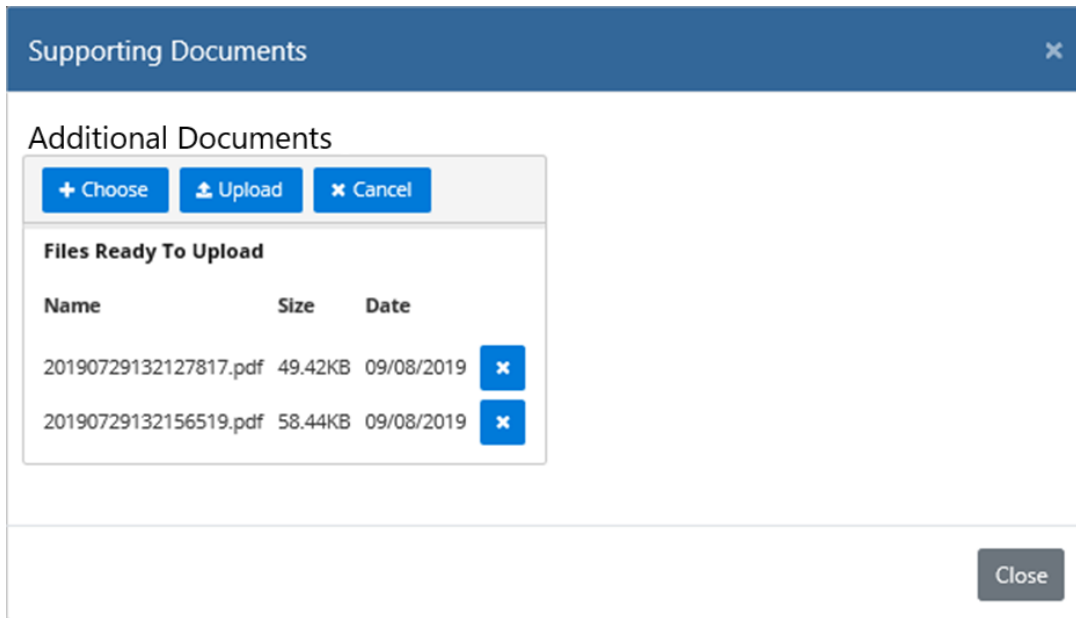
When a Supervisor user selects the Upload Additional Doc button, the system will display a new window as below:

When the "+ Choose" button is selected, the Supervisor can browse their files to select one or more document(s) to associate with the contract:

Once the desired files have been chosen, the Supervisor can then press the "^ Upload" button to load the files to PACES:

Note:

Accessibility issue:

- When JAWS Computer reader focus is set to the "Choose" button, the JAWS announces 'file upload edit Browse…' instead of Choose button. When Tab key is pressed, JAWS announces 'Browse…Button. This is a global issue because it is occurring on Supporting Documents Upload window on Caregiver Detail and Child Detail pages.
- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

Prior to upload, the Supervisor may quit the upload process using the "X Cancel" button. After a file has been uploaded, it can be removed from PACES by pressing the "X" button next to the file name. This file deletion feature will be disabled after the Supervisor has indicated the contract is "Ready for RCM Review".

Each additional documentation container for a date input has some constraints:

- The system will accept a maximum of ten (10) additional documents. This limit includes files loaded after a Disagreement to Initial Findings.
- The system will accept files of the following types:
    - Image (JPEG, JPG PNG, GIF)
    - PDF

5.5 BGCK/Training Appeals Process Page

Once a contract has been placed into **Final Findings** status, the supervisor is able to initiate the appeals process for the imposed liquidated damages using the PACES system. The BGCK/Training Appeals Process page is accessible from the Caregiver List view.

5.5.1 Page Layout

The system will display the following data for the supervisor role.

- **Appeals Status**
  One of the following statuses will be displayed depending on the stage of the appeal process.
    - Pending
    - Ready for Review
    - Request Additional Information
    - Finalize Appeal
- **Liquidated Damage Instances**
  The system will display the liquidated damage data for the contract in three columns.
    - Target/Performance – Indicates the type of LD imposed.
    - Number of Instances – Indicates the number of LDs imposed during the review process.
    - Proposed Instances – Indicates the number of LDs the supervisor believes to be accurate.
        - The supervisor will submit an initial proposed value which the approver may updated or maintain based on their evaluation of the evidence provided.
- **Supporting Documents**
  The **Upload Supp Doc** button will be enabled to allow the supervisor to upload any documentation they have in support of their appeal for review by the approver.
  NOTE: The supporting documentation is a required before the supervisor can submit the appeal for review.
- **Comments**

Comments are required at each step of the appeals process. The system will keep a record of the comments made by both the supervisor and approver.

- **Ready for Approval**
  Once the supervisor has uploaded their supporting documentation documentation and added their comments, they will click the ***Ready for Approval*** button.
    - The appeals status will be updated to ***Ready for Approval.***
    - The system will notify the approver and the RCM by email that an appeal has been submitted.
    - They appeals page will be locked and set to read only status.

5.5.2   Appeals Workflow in PACES

1. The Supervisor will navigate to the appeals process page.
2. The Supervisor will update the value in the ***Proposed Instances*** field to the number of LDs they believe are accurate.
3. The Supervisor will upload any supporting documentation they have using the ***Upload Supp Doc*** button.
4. The Supervisor will add any supporting comments in the ***Comments*** field.
5. **The Supervisor will submit the appeal using the PACES system *Ready for Approval* button.**
6. PACES will notify the Approver and RCM that an appeal has been submitted for the contract.
7. The Approver will navigate to the appeals process page.
8. The Approver will review the supporting documentation and Supervisor comments.
9. If the Approver determines that more information is needed to make a determination, they will return the appeal to the Supervisor using the Request Additional Info functionality.

10. PACES will notify the Supervisor and the RCM that additional information has been requested in support of the appeal.
11. The Supervisor will navigate to the appeals process page and provide any additional documentation and comments before resubmitting for review.
12. The Approver will review the additional supporting information if any was provided and make a final determination.
13. The Approver will finalize the appeal.
14. PACES will notify the Supervisor and RCM that the appeal has been finalized.
15. The Supervisor may review the appeal determination from the appeals process page.

6 Children List Page

From the list of contracts, clicking on any contract in the EPSDT category, the list of Children names under the contract will be displayed as below.

The same basic information about the Facility is displayed across the top of the page as seen on the caregiver pages.

6.1   Children List Table

The system will display a table of child names being evaluated for this contract for this evaluation quarter. For each child the following are displayed:

- Child name (list is alphabetized by the last name)
- Child ID (masked for privacy)
- EPSDT Date - The system will display the EPSDT Date entered by a PACES User or through DRIT upload in the "EPSDT Date" column. The system will default to a blank field until the EPSDT date is available.
- Data Entry Status – This field will reflect activity by the Supervisor and RCM to complete the response for this caregiver:
  - Pending – The data entry status will be "Pending" when a Contractor/Supervisor has not saved any data for this caregiver.
  - In Progress – The data entry status will be "In Progress" when a Contractor has saved some data for this caregiver.
  - Complete – The data entry status will be "Complete" when a contractor has saved all of the data for this caregiver and marked their data entry as complete.
  - Reviewing - The data entry status will be "Reviewing" when a Supervisor has saved any data for this caregiver

- o Reviewed With Issues - The system will display "Reviewed with Issues" when a Supervisor has assigned the contract to a Contractor to fix issues.
- o Reviewed - The data entry status of a detail record will be "Reviewed" when a Supervisor has completed reviewing the detailed record and saved it as "reviewed"
- o Rework - The data entry status will be "Rework" for a detailed record(s) that has are not in Evaluated Status when the RCM has returned a contract for rework.
- o Partial Eval – The data entry status of the progress made by the RCM to evaluate the required fields will be "Partial Eval" when the RCM's evaluation work is in progress. This data entry status will remain in place for the Supervisor until the Contract Monitor Status is changed to "Initial Findings" or "Final Findings".
- o Evaluated – The system will display the data entry status as "Evaluated" when the RCM has evaluated the data for this caregiver and has pressed the Initial Findings Available button or the Final Findings Available button.
- o Disagree - The data entry status will be "Disagree" when the Supervisor has disagreed with an initial finding by using the Disagree button in the detail record.

- EPSDT Exam Timely?:
  - o The system will display "No exam date available" in the "EPSDT Exam Timely?" column when there is no EPSDT exam date available for that child name.
  - o The system will display "No, 30+ Days after Placement Start" in the "EPSDT Exam Timely?" column when the entered EPSDT exam date is more than 30 days after the child's Placement Begin Date.
  - o The system will display "Yes" in the "EPSDT Exam Timely?" column when the entered EPSDT exam date is on or after the child's Removal Date and less than 31 days after the child's Placement Begin Date.
  - o (Note: it is possible for the EPSDT exam date to be prior to the Placement Begin Date.)
  - o The system will display a blank value in the "EPSDT Exam Timely?" column when the entered EPSDT exam date is before the child's Removal Date.

- EPSDT Liquidated Damage? – Initially this will display "Pending". When the RCM has completed their evaluation and is ready for the Supervisor to review their findings, this field will reflect:
  - o "Yes" if the RCM determined the EPSDT examination was not timely or the supporting documentation is not in line with the inputs.
  - o "No" if the RCM determined the ESPDT was timely and all associated supporting documentation is in order. The RCM may also find that no liquidated damage should be assessed if the child did not receive the EPSDT exam but appropriate escalation activities were performed.

6.2 Child Details Page

Upon selection of a child name, the Supervisor will then see the page below which will be used to perform the data entries:

The system will display the data entry fields for the selected child. For each child the following are displayed:

- Child name
- Placement Event ID
- Placement Begin Date
- EPSDT Date – this date can be entered by the Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
  - The system will display an EPSDT date timeliness label "No exam date available" when there is no EPSDT exam date available for that child name.
  - The system will display "EPSDT date is more than 30 days after Placement Begin" when the entered EPSDT exam date is more than 30 days after the child's Placement Begin Date.
  - The system will display "EPSDT date is timely" when the entered EPSDT exam date is on or after the child's Removal Date and less than 31 days after the child's Placement Begin Date.

- o The system will display "Invalid EPSDT exam date – prior to child Removal Date" when the entered EPSDT exam date is before the child's Removal Date.

-

Upon initial entry to the Child List the Supervisor may or may not find EPSDT exam dates pre-populated into the system. The following three scenarios describe the various actions the Supervisor may take based on evaluation of the Child details and possible exam information.

Scenario 1: If PACES has an EPSDT exam date pre-populated and the Supervisor agrees the date is correct, then no supporting documentation is required. The Supervisor must only press the "Reviewed" button to indicate agreement with the data in the system.

Scenario 2: If PACES has an EPSDT exam date pre-populated but the Supervisor determines this is not the appropriate date for the monitor period, then the Supervisor must modify the EPSDT date and provide supporting documentation. The date can be changed by deleting the existing date field contents and then entering the corrected information. The Supervisor must then select the "Upload Supp Doc" button to load all supporting documentation that applies to the revised date information.

Enter any appropriate comments in the "Contract User Comment:" field so that the RCM will understand the reason(s) for modifying the pre-loaded date. Once all information is updated to their satisfaction, the Supervisor should press the "Reviewed" button.

Scenario 3: If no EPSDT date has been provided in the system, the Supervisor will need to enter the date of the child's EPSDT exam. The EPSDT Date field may be updated directly in MM/DD/YYYY format, or the calendar icon can be used to select the date. Refer to the screenshot shown below.

Once the Supervisor is satisfied with the Child Detail updates, the "Reviewed" button may be pressed.

Note: The calendar icons are not in compliance with DFPS Accessibility standards.

EPSDT Escalation Activity

If the Supervisor was unable to get the EPSDT exam completed for the child in a timely manner, they may want to provide the RCM with information regarding the escalations that were performed.

The EPSDT Escalation Activity portion of the Child Details page is shown below:

EPSDT Escalation Activity

ⓘ Escalation activities (only needed if the EPSDT medical appointment was not made available within the required timeframe):

Date Contacted STAR Health: `MM/DD/YYYY` 📅
No escalation attempted

Capacity Concern Email HHSC Date: `MM/DD/YYYY` 📅   [Upload Supp Doc]
No escalation attempted

RCM Contact Date: `MM/DD/YYYY` 📅   [Upload Supp Doc]
No escalation attempted

As noted, this information is only required if the EPSDT medical appointment was not made available within the required timeframe.

The input fields in this section of the page:

- Date Contacted STAR Health– this date can be entered by the Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
    - The system will display an EPSDT Contact STAR Health date timeliness label "No escalation attempted" when there is no EPSDT Escalation Contact STAR Health Date available for that child name.
    - The system will display "Escalation outside five day Placement Begin window" when the entered EPSDT Escalation Contact STAR Health Date is more than five days after the child's Placement Begin Date.
    - The system will display "Escalation is timely – within five days" when the entered EPSDT Escalation Contact STAR Health Date is on or after the child's Placement Begin Date and less than six days after the child's Placement Begin Date
    - The system will display "Invalid escalation date – prior to Placement Begin Date" when the entered EPSDT Escalation Contact STAR Health Date is before the child's Placement Begin Date.
- Capacity Concern Email HHSC Date – this date can be entered by the Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
    - The system will display an EPSDT Email HHSC Health date timeliness label "No escalation attempted" when there is no EPSDT Escalation Email HHSC Health Date available for that child name.
    - The system will display "Escalation outside five day Placement Begin window" when the entered EPSDT Escalation Email HHSC Health Date is more than five days after the child's Placement Begin Date.
    - The system will display "Escalation is timely – within five days" when the entered EPSDT Escalation Email HHSC Health Date is on or after the child's Placement Begin date and less than six days after the child's Placement Begin Date.
    - The system will display "Invalid escalation date – prior to Placement Begin Date" when the entered EPSDT Escalation Email HHSC Date is before the child's Placement Begin Date.

- RCM Contact Date – this date can be entered by the Supervisor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
  - The system will display an EPSDT RCM Contact Health date timeliness label "No escalation attempted" when there is no EPSDT Escalation RCM Contact Health Date available for that child name.
  - The system will display "Escalation outside five day Placement Begin window" when the entered EPSDT Escalation RCM Contact Health Date is more than five days after the child's Placement Begin Date.
  - The system will display "Escalation is timely – within five days" when the entered EPSDT Escalation RCM Contact Health Date is less than six days after the child's Placement Begin Date.
  - The system will display "Invalid escalation date – prior to Placement Begin Date" when the entered EPSDT Escalation RCM Contact Date is before the child's Placement Begin Date.
  - The system will position the EPSDT date timeliness label below the EPSDT Escalation Activity "RCM Contact Date" Date entry field on the EPSDT Details page.
  - The system will add an informational label to indicate the timeliness of the entered EPSDT Escalation RCM Contact Date.
  - The system will set the EPSDT liquidated damage radio button default in the RCM view of the EPSDT Detail page based on date timeliness.
  - When the EPSDT exam date is available and timely the system will default the EPSDT liquidated damage radio button to "No". Default may be overridden by RCM selection.
  - The system will set the EPSDT liquidated damage radio button default in the RCM view of the EPSDT Detail page when no EPSDT exam date is available based on the timeliness of EPSDT Escalation Activities.
  - The system will default the EPSDT liquidated damage radio button to "Yes" when the EPSDT exam date is blank and all three EPSDT escalation dates are blank (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date). Default may be overridden by RCM selection.
  - The system will default the EPSDT liquidated damage radio button to "Yes" when the EPSDT exam date is blank and fewer than three EPSDT escalation dates are timely (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date). Default may be overridden by RCM selection.
  - The system will default the EPSDT liquidated damage radio button to "No" when the EPSDT exam date is blank and all three EPSDT escalation dates are timely (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date). Default may be overridden by RCM selection.
  - The system will set the EPSDT liquidated damage radio button default in the RCM view of the EPSDT Detail page when no EPSDT exam date is available based on the timeliness of EPSDT Escalation Activities.

- The system will default the EPSDT liquidated damage radio button to "Yes" when the EPSDT exam date is late and all three EPSDT escalation dates are blank (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date). Default may be overridden by RCM selection.
- The system will default the EPSDT liquidated damage radio button to "Yes" when the EPSDT exam date is late and fewer than three EPSDT escalation dates are timely (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date). Default may be overridden by RCM selection.
- The system will default the EPSDT liquidated damage radio button to "No" when the EPSDT exam date is late and all three EPSDT escalation dates are timely (Date Contacted STAR Health, Capacity Concern Email HHSC Date, and RCM Contact Date).
- Default may be overridden by RCM selection.
-

The Supervisor is able to enter and view comments on the Child Detail page in the same fashion as used on the Caregiver Detail page; and the

"Save", "Reviewed with Issues" and "Reviewed" action are common as well

6.3   Additional Documentation

Contractor and Supervisor users will add Additional Documents to the Child Details page when Supplemental Documents have already been uploaded for EBI/TIC training dates.

The Upload Additional Doc button is only available when the contract's CMS is either 'Disagree in Progress' or 'Rework'.

When a Supervisor user selects the Upload Additional Doc button, the system will display a new window as below:

When the "+ Choose" button is selected, the Supervisor can browse their files to select one or more document(s) to associate with the contract:

Once the desired files have been chosen, the Supervisor can then press the "^ Upload" button to load the files to PACES:

Note:

- When JAWS Computer reader focus is set to the "Choose" button, the JAWS announces 'file upload edit Browse…' instead of Choose button. When Tab key is pressed, JAWS announces 'Browse…Button. This is a global issue because it is occurring on Supporting Documents Upload window on Caregiver Detail and Child Detail pages.
- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

Prior to upload, the Supervisor may quit the upload process using the "X Cancel" button. After a file has been uploaded, it can be removed from PACES by pressing the "X" button next to the file name. This file deletion feature will be disabled after the Supervisor has indicated the contract is "Ready for RCM Review".

Each additional documentation container for a date input has some constraints:

- The system will accept a maximum of ten (10) additional documents. This limit includes files loaded after a Disagreement to Initial Findings.
- The system will accept files of the following types:
  - Image (JPEG, JPG PNG, GIF)
  - PDF

6.4   EPSDT Appeals Process Page

Once a contract has been placed into *Final Findings* status, the supervisor is able to initiate the appeals process for the imposed liquidated damages using the PACES system. The EPSDT Appeals Process page is accessible from the Children List view.

6.4.1   Page Layout

The system will display the following data for the supervisor role.

- **Appeals Status**
  One of the following statuses will be displayed depending on the stage of the appeal process.
    - Pending
    - Ready for Review
    - Request Additional Information
    - Finalize Appeal
- **Liquidated Damage Instances**
  The system will display the liquidated damage data for the contract in three columns.
    - Target/Performance – Indicates the type of LD imposed.
    - Number of Instances – Indicates the number of LDs imposed during the review process.
    - Proposed Instances – Indicates the number of LDs the supervisor believes to be accurate.
        - The supervisor will submit an initial proposed value which the approver may updated or maintain based on their evaluation of the evidence provided.
- **Supporting Documents**
  The *Upload Supp Doc* button will be enabled to allow the supervisor to upload any documentation they have in support of their appeal for review by the approver.
  NOTE: The supporting documentation is a required before the supervisor can submit the appeal for review.
- **Comments**
  Comments are required at each step of the appeals process. The system will keep a record of the comments made by both the supervisor and approver.

- **Ready for Approval**
  Once the supervisor has uploaded their supporting documentation documentation and added their comments, they will click the **Ready for Approval** button.
    o The appeals status will be updated to **Ready for Approval.**
    o The system will notify the approver and the RCM by email that an appeal has been submitted.
    o They appeals page will be locked and set to read only status.

6.4.2   Appeals Workflow in PACES

16. The Supervisor will navigate to the appeals process page.
17. The Supervisor will update the value in the **Proposed Instances** field to the number of LDs they believe are accurate.
18. The Supervisor will upload any supporting documentation they have using the **Upload Supp Doc** button.
19. The Supervisor will add any supporting comments in the **Comments** field.
20. **The Supervisor will submit the appeal using the PACES system **Ready for Approval** button.**
21. PACES will notify the Approver and RCM that an appeal has been submitted for the contract.
22. The Approver will navigate to the appeals process page.
23. The Approver will review the supporting documentation and Supervisor comments.
24. If the Approver determines that more information is needed to make a determination, they will return the appeal to the Supervisor using the Request Additional Info functionality.
25. PACES will notify the Supervisor and the RCM that additional information has been requested in support of the appeal.
26. The Supervisor will navigate to the appeals process page and provide any additional documentation and comments before resubmitting for review.

27. The Approver will review the additional supporting information if any was provided and make a final determination.
28. The Approver will finalize the appeal.
29. PACES will notify the Supervisor and RCM that the appeal has been finalized.
30. The Supervisor may review the appeal determination from the appeals process page.

7   DFPS User Comments and Contract User Comments

The List and Detail pages have fields for DFPS users and Contract Users to enter comments depending on the status of the contract.

Note: DFPS Users (Approver and RCM), Contract Users (Supervisors and Contractors)

The RCM comments available in the DFPS User Comments field are read-only for the Supervisor.

The Supervisor enters comments in the Contract User Comments field.

Both the RCM and the Supervisor can leave comments on this page and can read each other's comments.

For example, the Supervisor may leave comments in the "Contract User Comments" field to help explain about the lapse in the BGCK/Training or EPSDT activities. The RCM will leave comments for the Supervisor in the "DFPS User Comments" field to explain why a supporting document did not provide the right level of detail to validate that the tests were completed.

There is a limit of 1,500 characters for each comment entered.

For prior conversations, the RCM and the Supervisor can open the "Previous Conversations" section and see each comment made along with the date and time stamps when they were made.

8   Pagination

| Showing 1 to 30 of 126 entries | ⊮ ◂ **1** 2 3 4 5 ▸ ⊯ | 30 ⌄ | Entries Per Page |

Note for Accessibility users:

- The number of items listed in page can be changed using the pagination control using the drop down in the pagination control. The JAWS 2019 reader announces "30 Entries per Page read only. Even if JAWS announces "read only", the user can choose other list items from pagination control. The selected entries will display while using with Internet Explorer browser.
- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

When the list of contracts or the list of caregivers or children is long, the list is paginated. Each page contains a maximum of 30 names.

1. When the list is longer (greater than 30 names), the system will display the results in multiple sections Clicking on a numbered section shows "Showing X to Y of Z items" where Z is the total number of names, X is the item number at the top of the list and Y is the item number at the bottom of the list.
2. The lower right area of the list will display forward and back arrows to facilitate access between sections of the list, or the specific page number may be pressed to take the user to that section of names.
3. Also, the user can filter the list by Status and if the list of the filtered results exceed 30, the results will be paginated.
4. The pagination requirement has been changed as part of Release 2.0 to display 30 items per page. Additional items shall be paginated in multiples of 30 items per page for the following pages.
   a. RCM list
   b. Reassignment contract list
   c. Caregiver list
   d. Child list

9 Action buttons on Detail Pages

The action buttons available at the bottom of the Detail Pages are: Save, Reviewed, Reviewed with Issues and Disagree.
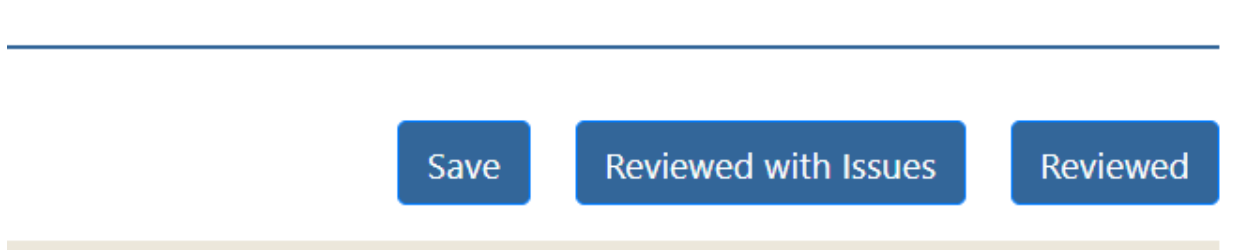
The "Disagree button will be available only if there are any initial findings.
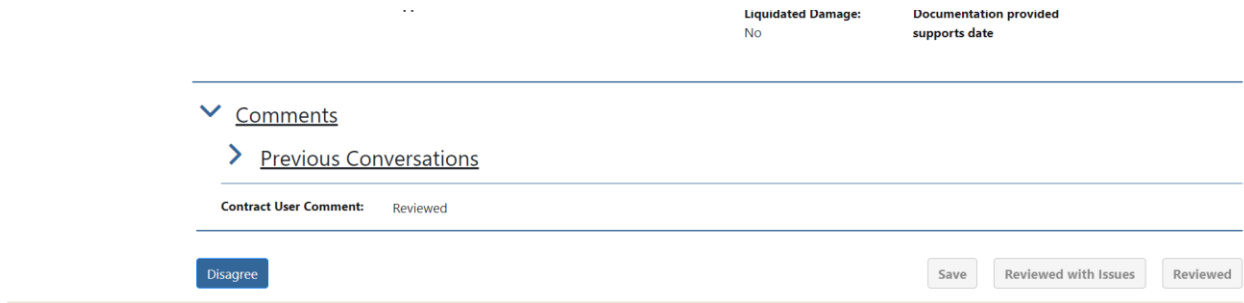
9.1   SAVE button

The system will provide a "Save" button to allow the Supervisor to save their work. The first time this button is pressed, the system will show a Data Entry Status of "Reviewing" for the detailed record BGCK/Training or Child record) and a Contract Monitoring Status as "In Progress". The system does not enforce any required fields when "Save" is selected.

The following validations have been added as part of Release 2.0 Implementation for Save button.

A visual indicator is displayed when there is a change to a pre-filled EPSDT date or removal of the date and "Save" button is pressed.

There will be no visual indicator if an empty date field is left as is or if only supporting documents are uploaded without making any changes to the date field and "Save" button is pressed.

9.2 REVIEWED button:

The system will provide a "Reviewed" button to mark entered information on the detailed record Information page as reviewed.

The "Reviewed" button can be used by the Supervisor
- Review the detailed record at the start of evaluation
- Review a record that was returned for rework by the RCM
- Review an Initial Finding that was disagreed

The SUPERVISOR has reviewed all aspects for the inputs for each caregiver or child name on the contract list and there are no issues. The Data Entry Status of the record changes to "Reviewed" upon pressing the "Reviewed" Button

When pressed:

1. The system will save all entered information.
2. If an entered date does not have at least one supporting document, the system will display an appropriate error message and prevent the Supervisor from setting the Caregiver or Child record to "Reviewed".
3. If there are no errors, the system will change the Data Entry Status for this record to "Reviewed".
   a. Note: The "Reviewed" button can be pressed multiple times if any update is needed prior clicking on the "Ready for RCM Review" button clicked.
4. The Supervisor can still revisit this page and update any information until they mark the contract as "Ready for Review".
5. If there are no errors, the system will navigate the Supervisor back to the Caregiver or the Child List page.
6. If there are any errors, the system will keep the Supervisor on Caregiver details/Child details page.
7. The following validations have been added as part of Release 2.0 Implementation for Reviewed button.

EPSDT Dates	Role	Buttons	Visual indicator	Condition
	Supervisor	Reviewed	Displays	Changes Pre-filled EPSDT date
		Reviewed	Displays	Removes the pre-loaded EPSDT Exam date , leaves it blank.
		Reviewed	Not displays	No changes to preloaded EPSDT Exam date, but adds the supporting documents
		Reviewed	Not displays	No EPSDT Exam date filled

A visual indicator showing that a change was made is displayed when there is a change to a pre-filled EPSDT date or removal of the date and "Reviewed" button is pressed.

There will be no visual indicator if an empty date field is left as is or if only supporting documents are uploaded without making any changes to the date field and "Reviewed" button is pressed.

8. **The following validations have been added as part of the Release 2.0 Implementation for reviewed button.**

When the Contract Monitoring Status is "Pending" "In Progress", "Rework", or "Disagree in Progress", and the supervisor presses the "Reviewed" button, then the validation messages are displayed if conditions are met.

Role	Contract Monitoring Status	Buttons	Validation message
Supervisor	Pending", "In Progress", "Rework", or "Disagree In Progress".	Reviewed	Invalid EPSDT exam date – prior to child Removal Date
		Reviewed	EPSDT date entered is more than 30 days after Placement Start
		Reviewed	Invalid EPSDT Contact STAR Health date – prior to child Placement Begin Date
		Reviewed	Invalid EPSDT Capacity Concern Email to HHSC date – prior to child Placement Begin Date"
		Reviewed	Invalid EPSDT RCM Contact date – prior to child Placement Begin Date

9.3   REVIEWED WITH ISSUES button

The system will provide a "Reviewed with Issues" button for the supervisor to send a detailed record (Caregiver or a Child record) back to a Contractor to fix any issues. Clicking on this button will change the Data Entry Status to "Reviewed with Issues".

The record that is sent to the Contractor may be at the beginning of evaluation or a record that was in rework or a record with an Initial Finding that the Supervisor had chosen to disagree.   By pressing the "Reviewed with Issues" button, the Supervisor releases update responsibility to the Contractor(s).

The record will be in Edit Mode for the supervisor and the "REVIEWED WITH ISSUES" button can be used when the Contract Monitor Status is in "Pending", "In Progress", "Rework", "Initial Findings", and "Disagree In Progress" and corresponding Data Entry Status are as below

Contract Monitor Status	Data Entry Status (one name)
Pending	Pending
In Progress	In Progress
In Progress	Complete
In Progress	Reviewing
In Progress	Reviewed
In Progress	Reviewed With Issues
Rework	Evaluated
Rework	Rework
Rework	Reviewing
Rework	Reviewed
Rework	Reviewed With Issues
Rework	In Progress
Rework	Complete
Initial Findings	Evaluated
Disagree in Progress	Disagree
Disagree in Progress	Reviewing
Disagree in Progress	Reviewed
Disagree in Progress	Reviewed With Issues
Disagree in Progress	In Progress
Disagree in Progress	Complete

EPSDT Dates	Role	Buttons	Visual indicator	Condition
	Supervisor	Reviewed with Issues	Displays	Changes Pre-filled EPSDT date
		Reviewed with Issues	Displays	Removes the pre-loaded EPSDT Exam date , leaves it blank.
		Reviewed with Issues	Not displays	No changes to preloaded EPSDT Exam date, but adds the supporting documents

EPSDT Dates	Role	Buttons	Visual indicator	Condition
		Reviewed with Issues	Not displays	No EPSDT Exam date filled

A visual indicator showing that a change was made is displayed when there is a change to a pre-filled EPSDT date or removal of the date and "Reviewed with Issues" button is pressed.

There will be no visual indicator if an empty date field is left as is or if only supporting documents are uploaded without making any changes to the date field and "Reviewed with Issues" button is pressed.

9.4   DISAGREE Button

The Supervisor wants to disagree an Initial Finding by adding or changing response information. Clicking on Disagree will allow the Supervisor to update details on the record in support of the Disagree process.

The Detail Pages are in editable mode for the Supervisor and the "Save" and "Reviewed" buttons can be used when in the following Contract Monitoring Status and Data Entry Status.

Contract Monitor Status	Data Entry Status (one name)
Pending	Pending
In Progress	In Progress
In Progress	Complete
In Progress	Reviewing
In Progress	Reviewed
In Progress	Reviewed With Issues
Rework	Evaluated
Rework	Rework
Rework	Reviewing
Rework	Reviewed
Rework	Reviewed With Issues
Rework	In Progress
Rework	Complete
Initial Findings	Evaluated
Disagree in Progress	Disagree
Disagree in Progress	Reviewing
Disagree in Progress	Reviewed
Disagree in Progress	Reviewed With Issues
Disagree in Progress	In Progress
Disagree in Progress	Complete

10 Action Buttons on the List page

The List Page of the Caregivers or Children for a given contract has the "Ready for RCM Review" button and "Agree All Findings" at the bottom of the list.

10.1 READY FOR RCM REVIEW Button

The button will be accessible:

1. When all of the records (Caregiver or Children) in the list have had their data "Reviewed" by the Supervisor or
2. Some of the records in the list have had their data "Reviewed" by the Supervisor and the remaining children in the list have had their data "Evaluated" by the RCM.

When the button is pressed:

1. The contract information will be set to Read-only for the Supervisor.
2. The Contract Monitor Status of this Supervisor's Caregiver List will become "Ready for Review".
3. The system will navigate the Supervisor back to their list of contracts page.

The "Ready for RCM Review" button will be available in the following Contract Monitoring and Data Entry statuses.

Contract Monitor Status	Data Entry Status (one name)
In Progress	Reviewed
Rework	Evaluated/Reviewed
Disagree in Progress	Evaluated/Reviewed/Disagree

10.2 AGREE ALL FINDINGS Button

If the Supervisor chooses to agree with all findings by the RCM, this button allows to agree findings for all the records at once. This button will be accessible only if the Supervisor has not disagreed on any records at the detail level.

11 Supervisor Disagree flow

After the RCM has evaluated the inputs for a contract, the Supervisor will be notified by email (Initial Findings Letter) by the RCM when there are Initial Findings of at least one liquidated damage.

The Supervisor will log in and see that the one of their contracts has Initial Findings (in the Status column) initial findings, and they can select that contract to review the RCM evaluations.

The Supervisor will navigate to the list of records (Caregivers or Children) and will find the data entry status is now "Evaluated" and Liquidated damage is indicated as "Yes" on some or all of the records.

The Supervisor will open the record detail page that has Liquidated Damages by pressing on the record (Caregiver name or a Child name) to review the findings.

Training

EBI	TIC

EBI

ⓘ DFPS-Approved TIC Pre-service training plus Additional TIC Pre-service training must total 8 or more hours

Initial Pre-Srv Training:

MM/DD/YYYY   [View Supp Doc]

Initial Pre-Srv Training:

MM/DD/YYYY   [View Supp Doc]

Liquidated Damage: Documentation provided
No   supports date

Liquidated Damage: Documentation provided
Yes   supports date

90 Day Pre-Srv Training:

MM/DD/YYYY   [View Supp Doc]

8 HR Pre-Srv Training:

MM/DD/YYYY   [View Supp Doc]

Liquidated Damage: Documentation provided
No   supports date

Liquidated Damage: Documentation provided
Yes   supports date

Current Refresher Training (180 day/Annual):

MM/DD/YYYY   [View Supp Doc]

2 Hour Current Annual Training:

MM/DD/YYYY   [View Supp Doc]

Liquidated Damage: Documentation provided
No   supports date

Liquidated Damage: Documentation provided
No   supports date

Previous Refresher Training (180 day/Annual):

MM/DD/YYYY   [View Supp Doc]

2 Hour Previous Annual Training:

MM/DD/YYYY   [View Supp Doc]

Liquidated Damage: Documentation provided
No   supports date

Liquidated Damage: Documentation provided

Comments

> Previous Conversations

DFPS Comment: One LD

[Disagree]   [Save] [Reviewed with Issues] [Reviewed]

In the example screen above, note the RCM has marked Liquidated Damages for two items. To correct this date, the Supervisor presses the "Disagree" button, which is now available at the bottom of the Child Detail page.

11.1   Disagree button:

The Disagree button allows the Supervisor to dispute the RCM initial findings for a Caregiver or Child Name. This button will be accessible only after the RCM has completed their evaluation of all of names for this contract and marked the contract as "Initial Findings". When the Disagree button is pressed:

1. The system will unlock all of the fields for this record.
2. The system will change the Data Entry Status for this record to "Disagree" and the Contract Monitoring Status will change to 'Disagree in Progress".
3. The page will be refreshed to allow the Supervisor to make the necessary updates.

NOTE: As noted above, pressing the Disagree button puts the system back into a data entry mode. At this point all of the Initial Findings notes from the RCM are also removed, as the RCM will be performing the evaluation of this record again. The Supervisor should make notes about which fields they want to update prior to pressing "Disagree".

The data entry status for this record returns to "Disagree" from "Evaluated".

The Supervisor can now edit any of the dates and upload any supporting documentation required. They cannot delete any documentation they uploaded before pressing the "Disagree" button.

The Supervisor can update the information on the page and progressively save using the "Save" button. During this time, the Contract Monitoring Status will be set to "Disagree in Progress". This will allow updates to the page until all the required information is updated in the page so that the "Reviewed" button can be pressed.

When the "Reviewed" button is pressed, the Data Entry Status for records in "Disagree" status changes to "Reviewed" and "the "Evaluated" records will remain as is.

The Supervisor can input comments in the "Contract User Comments" field regarding the information updated. This information will be helpful for the RCM to evaluate the disagreed finding.

A comment will be required when using the "Disagree" button to change input information.

Input of comments is required when pressing "Reviewed". If there are no comments entered in the comments field, the system will prompt the Supervisor to enter comments when the "Reviewed" button is pressed.

The Supervisor can return to the records List and complete the "Disagree" process for any or all of the records (Caregivers or Children).

The "Ready for RCM Review" becomes activated for the Supervisor when all records in the List page have a Data Entry Status of either "Reviewed" (those which have been changed using the "Disagree" button at the Caregiver Detail page and then the "Reviewed" button) or "Evaluated" (those which have had no change after the Initial Findings). When the Supervisor is ready for the RCM to evaluate the changes, they press the "Ready for RCM Review" button and the Contract Monitoring Status changes to "Disagree Ready" and the Data Entry Status for the disagreed records remain as "Reviewed".

Please note that any disagreement must be made within five business days of notice of Initial Findings.

Once the RCM has evaluated the changes, the Supervisor will receive notice of Final Findings by email. The Final findings will be made available in Form 8102 along with a Final Findings letter detailing the Liquidated damages and instructions of payment to DFPS. At this point the Supervisor may log back into PACES to review the details and any comments provided by the RCM.

12 Supervisor "Agree All Findings"

If the Supervisor has no disagreement with any Initial Findings by the RCM for any of the Caregiver records, there is an option for the Supervisor to agree to all Initial Findings.

Here is a Contract that has Initial Findings.

Upon opening this contract the List of Names is displayed along with the details of the LD.

At the Contract level, a button "Agree with All Findings" will be active when all of the records' Data Entry Status are in "Evaluated" status as set by the RCM.

If at any point, a record's Data Entry Status changes to "Disagree", the button "Agree with All Findings" will become inaccessible.

System prompts the user with a confirmation message upon clicking the "Agree All Findings" button.
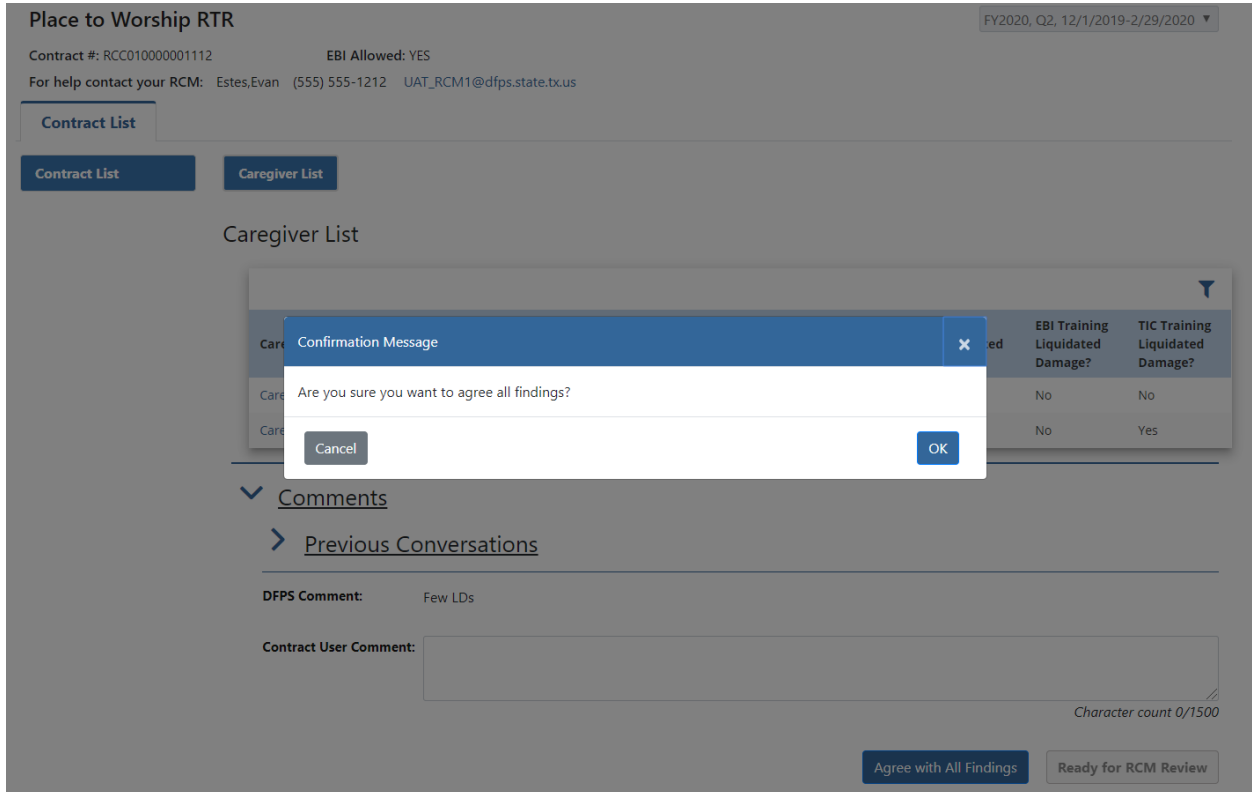
When the "Agree with All Findings" button is pressed, the Contract Monitoring Status will change to "All Findings Agreed".

And the Data Entry Status of all contracts remain as "Evaluated"

Once the Supervisor presses the "Ready for RCM Review" button, the Contract status is set to "Ready for review" and the RCM will see this contract as available for their evaluation.

13 Supervisor Workflow Diagrams

13.1 Contractor inputs; Supervisor Reviews; RCM issues no Liquidated Damage

ADMIN	CONTRACTOR	CONTRACT SUPERVISOR	RCM
Load DRITs, new/ changed user info, new/changed contract associations	COMPLETE all names in contract list (EPSDT child list or BGCK/Training caregiver list)	REVIEW all names; no issues	EVALUATION COMPLETE for all names in contract list – No LDs
		Ready for RCM Review	Final Findings
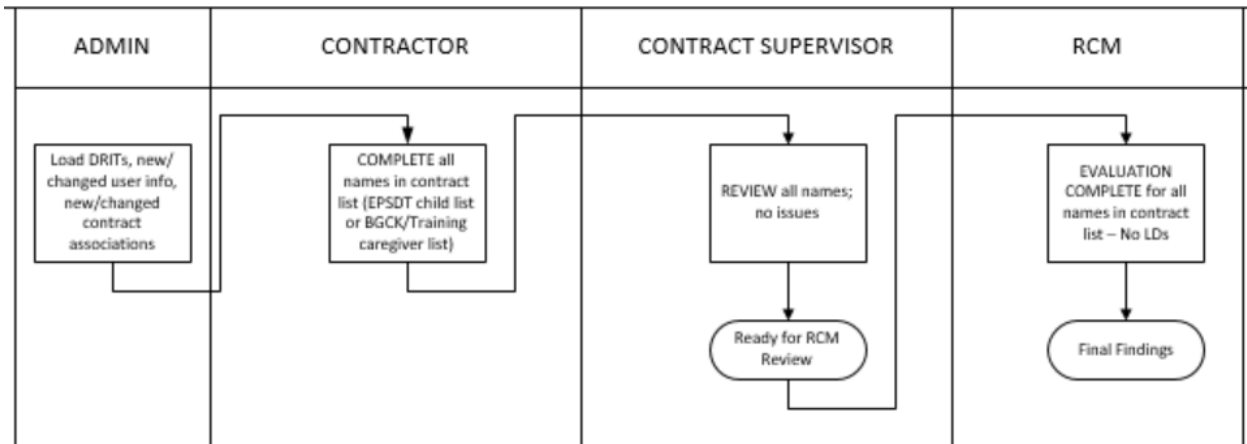
13.2 Contractor inputs; Supervisor Reviews with Issues; RCM finds no Liquidated Damages
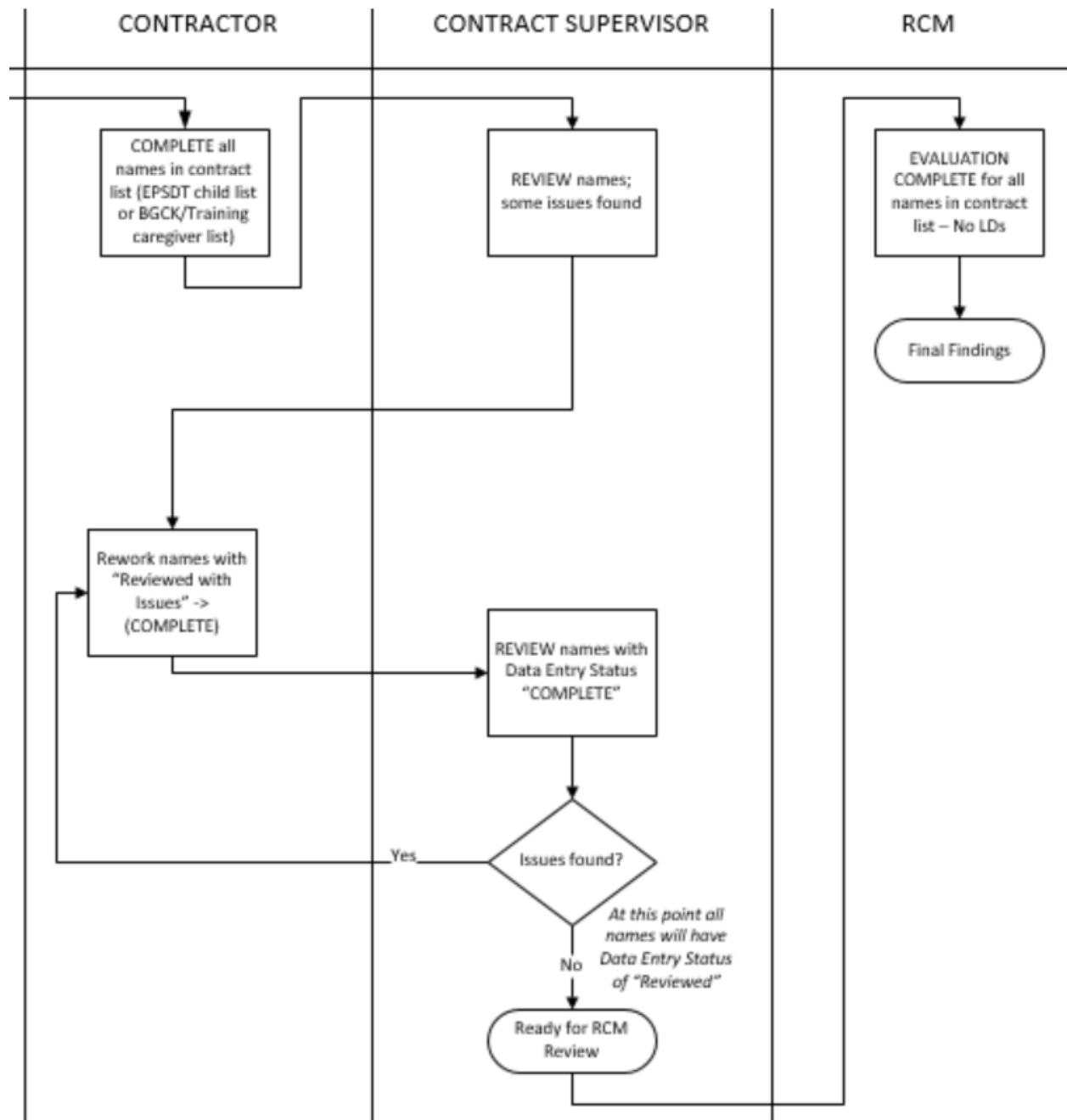
13.3 RCM returns list to Supervisor for Rework (at least one evaluation);

CONTRACTOR

COMPLETE all names in contract list (EPSDT child list or BGCK/Training caregiver list)

Rework names with "Reviewed with Issues" -> (COMPLETE)

CONTRACT SUPERVISOR

REVIEW names; some issues found

REVIEW names with Data Entry Status "COMPLETE"

Issues found?

At this point all names will have Data Entry Status of "Reviewed"

Yes

No

Ready for RCM Review

RCM

EVALUATE some/all names in list

Does Supervisor need to address systemic issue(s)?

NO

YES

Return for Rework

EVALUATION COMPLETE for all names in contract list – No LDs

Final Findings

13.4 Initial Findings with at least one LD;
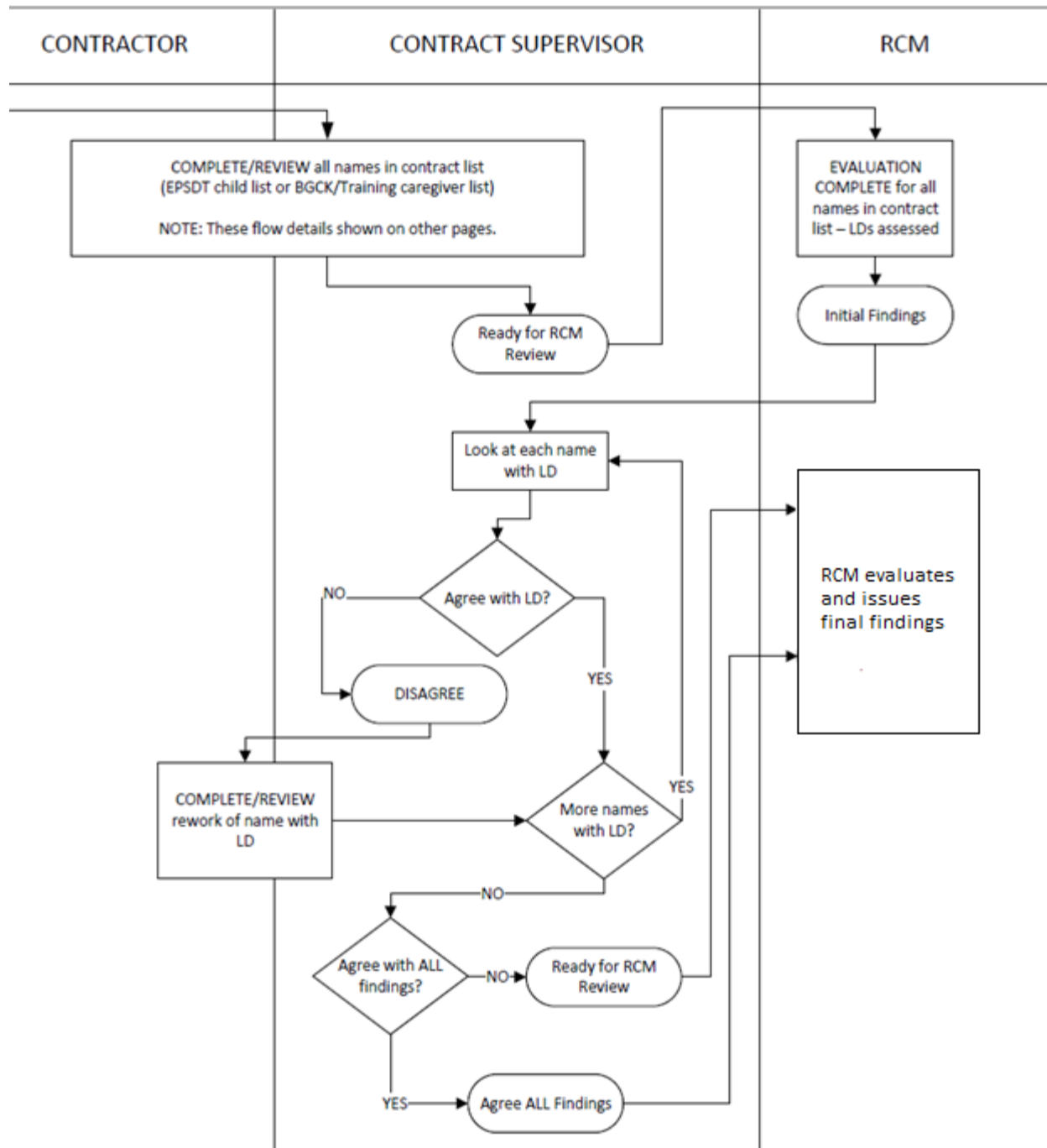
14 Supervisor and Contractor roles

PACES application has provision for two roles, namely Contractor and Supervisor.

The Contractor role is primarily a user who is responsible for entering and updating the data for the quarterly evaluations.

A Supervisor Role is for a user who can oversee the data updates completed by a Contractor. A Supervisor can return a contract to the Contractor if any issues are found while reviewing.

Only a Supervisor can interact directly with the RCM in the PACES applications. All the Contractor's work must be reviewed by the Supervisor before submitting the contracts for RCM's review, or when agreeing or disagreeing with the findings. The RCM will interact only with a Supervisor.

Every contract will have at least one Supervisor and may or may not have Contractors associated with the contract. In the case where there are no contractors associated with a contract, the Supervisor assumes full responsibility of data updates to the Contract.

If a contract is associated with multiple Supervisors and multiple Contractors, it is to facilitate work load sharing. Please note that the PACES application will not make any distinction across the Contractor roles or Supervisor Roles in assigning the workload. Providers should make own arrangements to determine and share the work as to who will be working on which contracts.

14.1 Supervisor working with Contractor on a specific contract

When Supervisors and Contractors are working together, the contracts that have been set to "Complete" status by the Contractor should be reviewed by the Supervisor and set to "Reviewed" status.

If the Supervisor finds an issue with any of the Contractor's updates, the contract can be sent back to the Contractor by pressing the "Reviewed with Issues" button.

The "Ready for RCM Review" button on the Records List page (Caregivers list or Children list) will be enabled only when all child names have the data entry status of "Reviewed" or "Evaluated".

15 Other Contract Monitoring Statuses

The Contract Monitoring Status shows additional statuses such as "Rework", "Exception", "Exception – Rework", "Exception-Post findings" for the contract occasionally as described in this section.

15.1   Rework

During evaluation of the contracts submitted by the Supervisor, if the RCM finds issues in information provided, the RCM may send the contract back to the Supervisor for rework. Such contracts will show 'Rework" in the Contract Monitoring Status and the records (Caregiver or Child records) in the contracts may show the Data Entry Status as "Evaluated" or "Rework".

The Supervisor is required to address the issues in the records that have a Data Entry Status of "Rework" and ensure that all the "Rework" records are in "Reviewed" status before submitting it to the RCM for review again. When all the "records in "Rework" status are in "Reviewed" status, the "Ready for RCM Review" button becomes accessible. The records that are in "Evaluated" status may be reviewed optionally.

The Supervisor can also handover the update responsibility of contracts in "Rework" status to the Contractor by pressing the "Reviewed with Issues" button. When the Contractor has updated and set the Data Entry Status of the Caregiver or Child records to "Complete", the Supervisor is required to review and change the status to 'Reviewed" before submitting it to the RCM.

The Contract Monitoring Status will remain in "Rework" status till it is submitted to the RCM for review. The Contract Monitoring Status will then change to "Rework Ready".

15.2   Exceptions (Contract Monitoring Statuses)

The contract evaluation process is a quarterly exercise and the evaluation steps need to be completed by the Supervisors and RCMs on time. The turnaround time for the Supervisors to respond is typically 5 days or less and will be communicated by the RCMs when the initial communication is sent.

If the responses are not received by the RCMs on time, the RCMs have an option of taking control of contract and processing it further, in the interest of time. In such instances, the Contract Monitoring Status changes to "Exception", "Exception- Rework" or "Exception-Post Findings"

15.3   Exception

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".

15.4   Exception – Rework

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".

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 - Rework".

15.5   Exception – Post Findings

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".

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 – Post Findings".

16 Maintenance Mode

PACES features a Maintenance Mode which allows an Admin user to restrict access to PACES for RCC Supervisors and Contractors. This feature is intended for use during each Quarter change for data processing in preparation for the new Quarter.

Supervisor users can expect a page such as below when PACES is in Maintenance Mode:

17 Email Notifications

- When the Supervisor works on a contract, the system will generate a notification email when the contract monitoring status changes to the following statuses..

  · Ready for Review
  · Rework Ready
  · All Findings Agreed
  · Disagree Ready

- Email is sent to RCM POC and copied to Supervisor

- Sample email notification from RCM to Supervisor:

From: DoNotReply@dfps.state.tx.us <DoNotReply@dfps.state.tx.us>
Sent: Monday, June 15, 2020 4:53 PM
To: John, Doe <John.Doe@pylcare123.com>
Subject: NOTICE OF ACTION FROM DFPS PACES

--This email is auto generated by PACES system--

The following contract status has been changed to Ready for Review.

Resource Legal name: PYL Care 123

Agency Account ID: 51301112

Contract number: RCC130000001112

Category: EPSDT

Please visit the PACES application for details and any required actions.

Likewise the Supervisor will receive email notifications when the Contract monitoring Status changes to "Rework", "Initial Findings" due to action by an RCM or during exception scenarios when the supervisor has not responded in a timely manner.

18 Glossary

TERM / ACRONYM	DEFINITION
BGCK	Background Check
CLASS	Child Care Licensing Automated Support System
CPA	Child Placing Agency
DFPS	Department of Family & Protective Services
EBI	Emergency Behavior Intervention
EPSDT	Early and Periodic Screening, Diagnostic and Treatment
GRO	General Residential Operation
ID	Identification
IMPACT	Information Management Protecting Adults and Children in Texas
LD	Liquidated Damage
PACES	Performance Assessment Compliance Evaluation System
RCM	Residential Contract Managers
SCOR	System of Contract Operations and Reporting
TEP	Temporary
TIC	Trauma-informed Care
URL	Uniform Resource Locator (Website address)

19 Document History

Version	Effective date	Change description (additions / modifications)
V1.0	4/14/2020	Reviewed User Guide
V1.1	06/22/2020	Updated the following sections as part of Release 2.0. • 3 Contract List Page • 4.3 Supporting Documentation • 5 Children List Page • 5.1 Child list Table • 5.2 Child Details Page • 7 Pagination • 8.1 Save button • 8.2 Reviewed button • 8.3 Reviewed with Issues button • 10.1 Disagree button • 15 Email Notifications
V1.2	7/13/2020	Updated Accessibility comments
V1.3	9/23/2020	Updated screenshots as part of Release 3.0
V1.4	12/31/2020	Updated for Release 4.0: • 16 Maintenance Mode
V1.5	1/25/2021	Updated for Release 4.0: • 20.1 List of Caregiver Roles
V1.6	3/25/2021	Updated for Release 5.0: • 5.4 Additional Documentation • 6.3 Additional Documentation • Updated screenshots of Caregiver List, Children List, Caregiver Detail, and Child Detail pages
V1.7	4/5/2021	Updated to add alt text in images within document for accessibility compliance

20 Appendix

20.1 List of caregiver roles

ROLE

- Administrator/LCCA
- Adoptive/Foster parent (no treatment services)
- Adoptive/Foster parent (with treatment services)
- Babysitter
- Biological or Adopted Child > 14 living in home
- Board President/Member
- Case Manager
- Child Placement Staff
- Cottage Home parent (no treatment services)
- CPA employee (no treatment services)
- CPA employee (with treatment services)
- Executive Director
- Frequent Visitor
- GRO employee (no treatment services)
- GRO employee (with treatment services)
- Household member/non-caregiver
- Human resources - No direct care
- Inactive home/Closed home
- Inquired but did not move forward
- Kinship Foster parent (no treatment services)
- Kinship Foster parent (with treatment services)
- Maintenance or janitorial services
- Never Employed/Not Verified
- Not under RCC contract
- Owner/Permit Holder
- Pending employment
- Professional Level Service Provider
- Respite - non-verified home
- Respite - verified home
- Star Health credentialed
- Terminated employment
- Treatment Director
- Volunteer
- Other