



Texas Department of Family and Protective Services

Texas Department of Family and Protective Services

Awake Check Community Portal Training Materials

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Online Portal Overview

Thank you for using the Texas Department of Family and Protective Services **Continuous Awake Supervision** (CAS) Online Portal. This guide will walk you through the basic layout and functionality of the portal. The CAS Online Portal allows authenticated users and the public to search facility status information and self-reported 24-Hour Awake Night Supervision incident violations online.

Welcome Email

DFPS sent out welcome emails to all the authenticated users. Click on the link provided in the email to get access to the CAS Online Portal. Check your spam folder before contacting your contract manager.

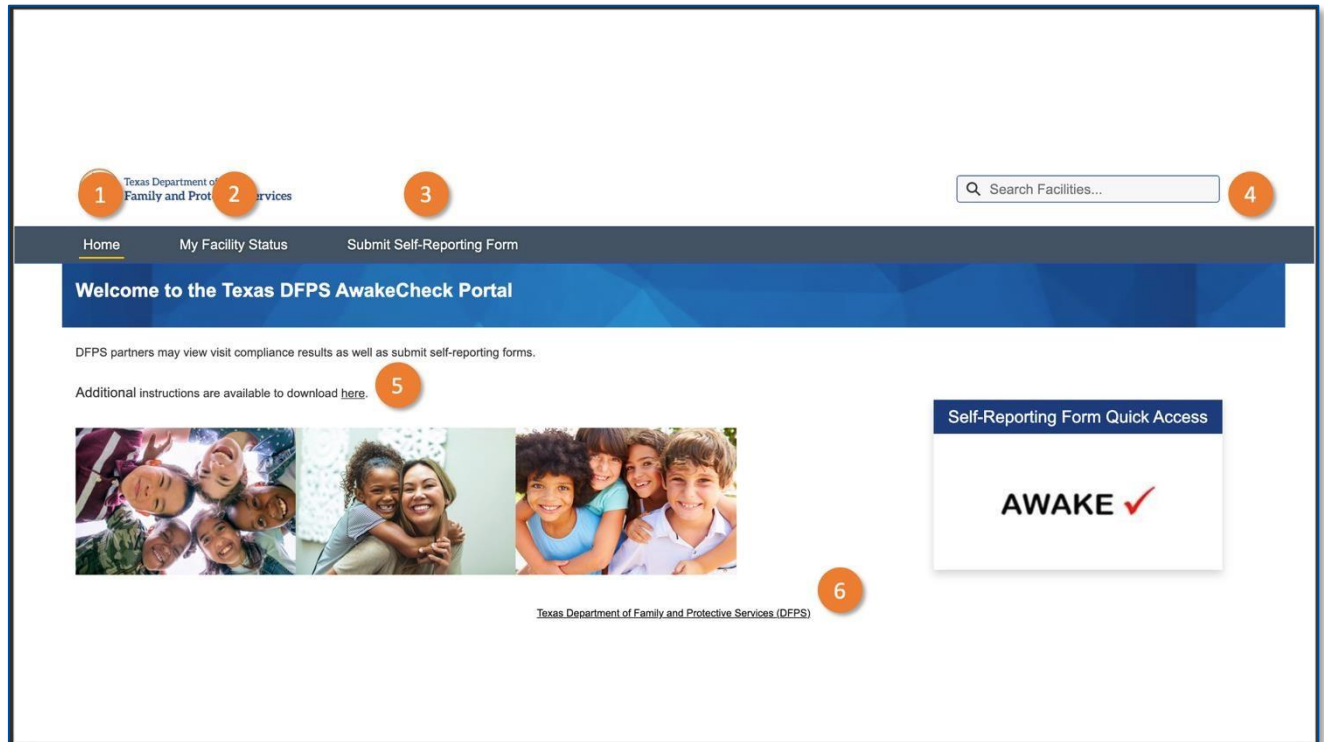
Note: The link in the welcome email expires after 48 hours.

Contact your contact manager in DFPS Purchased Client Services (PCS) for assistance with portal access.

Welcome Screen

When you first navigate to the CAS Online Portal, you arrive at the Welcome Screen. Welcome Screen components are described below.

Note: Some fields in this guide have been obscured to protect personally identifiable Information. Any screenshots you see will not include hyperlinked facility/agency names, nor will they include phone numbers, addresses, etc.



1. The **Home** tab introduces the Online Portal's purpose and functionality. Users can return to the Welcome Screen from inside the portal by selecting **Home** in the navigation bar.
2. The **My Facility Status** tab allows users to access detailed views of their facility, including Account Name, Legal Name, Phone Number, etc. You will only be able to search and access the details of the agencies and facilities that you are approved to access as an authenticated user. Authenticated users will be designated employees, caretakers, and guardians as determined by DFPS. For more information, contact your residential contract manager.
3. The Submit **Self Reporting Forms** tab allows authorized users to directly submit a self-reported incident to DFPS. The **Self Reporting Form Quick Access** also allows authorized users to directly submit a self-reported incident to DFPS.
4. The **Search Facilities** input box will initiate your search for a specific facility by taking the user to the facility list page. Again, you can only search and access the details of the agencies and facilities that you are authorized to see.
5. The **Download here** link navigates to instructional guides.
6. The footer at the bottom of the page navigates to the homepage of the DFPS website.

My Facility Status

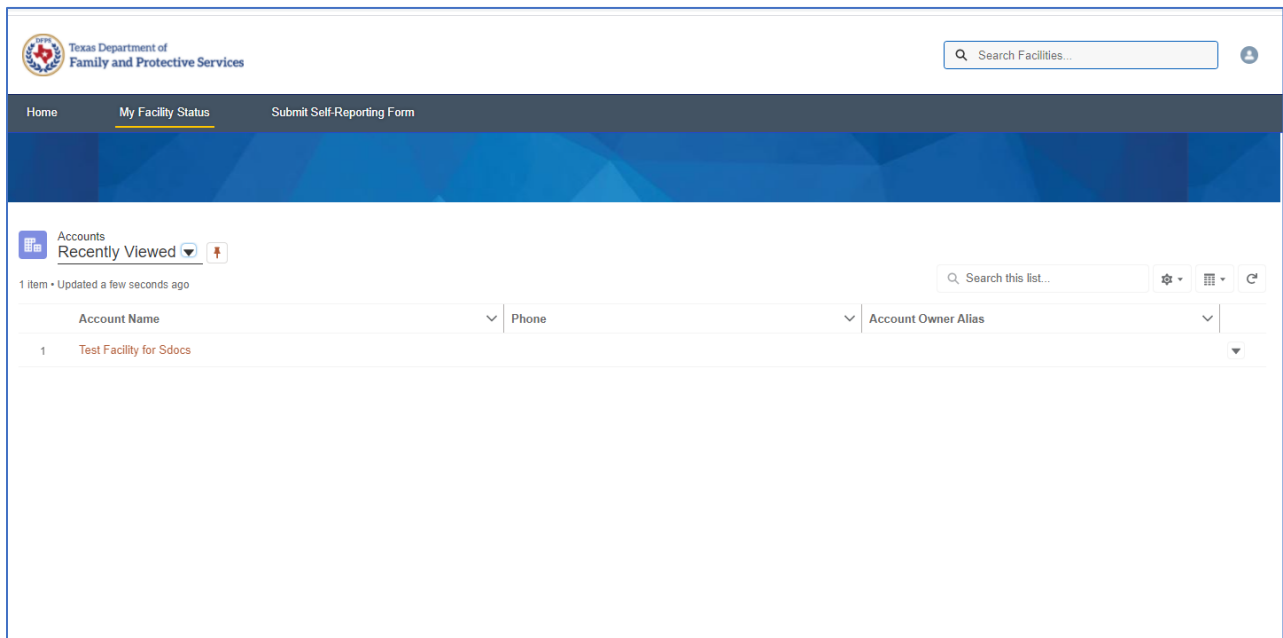
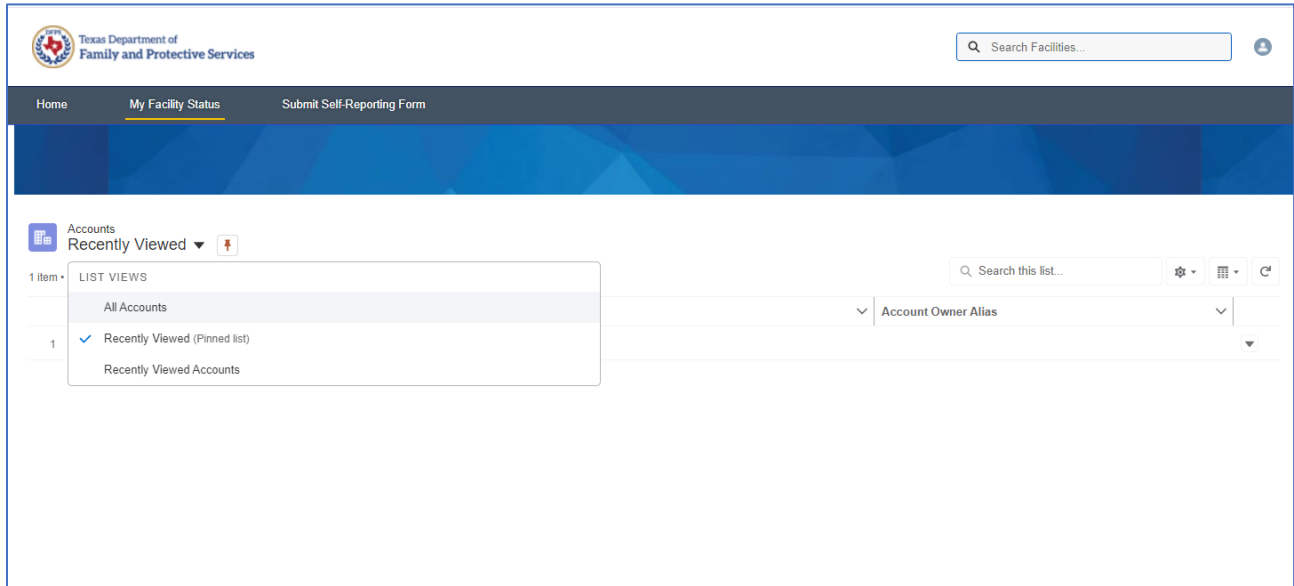
The **My Facility Status** tab lets you explore more about your facilities.

1. Facility details can be explored using List Views.
2. Facilities details include **Account Name, Legal Name, Account Record Type, Phone, Parent Account, etc.**, as well as **Recently Viewed Accounts**.

List Views

With **List Views**, you can quickly see different segments of your data. Click on the **List Views** dropdown menu to access your list views.

Click on the **List View Pin** icon to pin a list view. A pinned list is the default list view for that object. A pinned icon indicates a pinned list. To pin a different list, select a different list view and pin it instead.

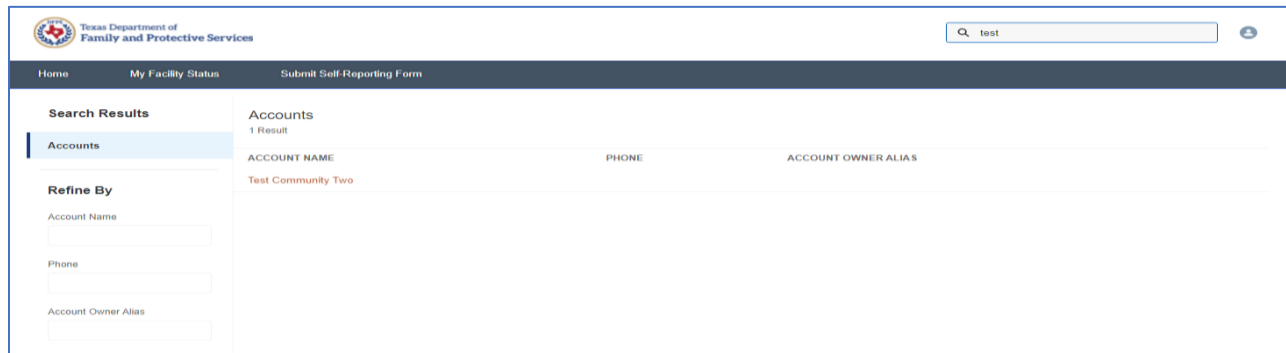


The entered values will not only be checked against information contained in case records, but also checked against information associated with details accessible through the system.

Search Results

After entering search terms (facility name) in the Search bar, the user will be directed to the **Search Results** page. Results will be displayed in a global search results page, which includes additional search refinement tools to use on the returned search results. To view the full list of returned results, enter a search term into the Search bar, and either press the **Enter** key or click the icon immediately under the Search bar.

Note: Account Record Type and Account Parent Type are **not** searchable.



The screenshot displays the search results interface. At the top left is the Texas Department of Family and Protective Services logo. A search bar at the top right contains the text 'test'. Below the search bar is a navigation bar with links for 'Home', 'My Facility Status', and 'Submit Self-Reporting Form'. The main content area is divided into a left sidebar and a main results area. The sidebar has a 'Search Results' section with a sub-section for 'Accounts' and a 'Refine By' section with input fields for 'Account Name', 'Phone', and 'Account Owner Alias'. The main results area shows 'Accounts' with '1 Result'. Below this is a table with columns for 'ACCOUNT NAME', 'PHONE', and 'ACCOUNT OWNER ALIAS'. A single result is listed: 'Test Community Two'.

Access Facility Details

To view the details of a facility, select it in the Results list. The account details will provide a read-only view of that specific information such as:

- Account Name, Legal Name, Parent Account, Phone, Email, and Facility Performance details
- Visits this month
- Visits this month in compliance
- Visits this month out of compliance
- Visits this month not completed
- Visits last month
- Address information
- Physical address and map
- Region code
- Children in care
- Number of active children
- Contract action
- Liquidated damages
- Mailing address

Note: Additionally, you can “follow” a record by clicking the + **Follow** button.

Note: To return to the **Home** screen, select **Home** in the navigation bar.

Account
Test Community Two

Account Record Type
Facility

Physical Address
1102 King St
Elgin, TX 77777

Children In Care

Number of Active PMC Children
0

TMC Children

Children In Care

Number of Active PMC Children
0

TMC Children

Resource Facility Type

Contract Action

Liquidated Damages

Mailing Address

Account Record Type
Facility

Account Name
Test Community Two

Legal Name

Parent Account

Phone

Email

Facility Performance

Visits this Month
0

Visits this month in compliance
0

Visits this month out of compliance
0

Visits this month not completed
0


Visits last month
0

Visits last month in compliance
0

Address Information

Physical Address
1102 King St
Elgin, TX 77777

Mailing Address



+ Follow **Printable View**

Submit Self-Reporting Form

Clicking the **Submit Self-Reporting Form** tab will take you to the form. Here you can submit an incident to DFPS.

The screenshot shows a web form titled "24-Hour Awake Supervision Compliance" with a navigation bar at the top containing "Home", "My Facility Status", and "Submit Self-Reporting Form". The form is divided into several sections, each highlighted with a red box and a numbered callout:

- 1:** Compliance Reporting section with instructions: "Please record any 24-Hour Awake Supervision violations in the fields below. If violations occurred on multiple nights, please complete a separate survey for each night a violation occurred. Night is defined as the Contractor's designated sleeping hours. The date entered should be the date of the onset of the occurrence."
- 2:** Name of Reporter section with input fields for "First Name" and "Last Name".
- 3:** Facility Name section with a search bar labeled "Search Accounts..." and a magnifying glass icon.
- 4:** Recent Accounts section showing a list of accounts with icons and redacted names.
- 5:** Contract type selection section with the instruction "Please select all contract types for the children placed on the night of the infraction:" and three checked options: "Legacy Children (non-CBC)", "Community Based Care Children (CBC)", and "Child Specific Contract (CSC)".
- 6:** Description section with a text area labeled "Brief description of incident and resolution." and "Description text goes here".
- 7:** A blue "Next" button at the bottom right of the form.

1. The Compliance Reporting section introduces you to the form and its requirements.
2. Enter the first and last name of the reporter.
3. Search for Facility name account.
4. If an existing match is found, it will appear here.
5. Choose the appropriate contract type(s) by enabling the check box(es).
6. Enter a required **description** of the incident and resolution into the text box.

Note: Entering contract numbers is *optional*, but selecting the **Date** (from the Calendar) is required.

7. Click the **Next** button to proceed with the submission.

Self-Reporting Submission Complete

Facility Name

Contract number(s): Please enter all contract numbers associated with the facility at which this violation occurred.

123,456,789

* Date of awake-night supervision infraction: Note: The date entered should be the date of the onset of the occurrence.

Dec 1, 2020 2:04 PM

Once the **Next** button is selected on the **Submit Self-Reporting Form**, you will be taken to the **Thank You** page. The submission to DFPS is now complete.

Home My Facility Status **Submit Self-Reporting Form** 1

24-Hour Awake Supervision Compliance

Thank you Login Community User. Your report has been submitted.

If you wish to submit another self-report form, please click the navigation tab "Submit Self-Reporting Form" to start a new form.

To submit another report, click the **Submit Self Reporting Form** tab.

Password Reset

Periodically, you may receive emails asking you to change your password. Click on **Settings** to go to the **Change Password** screen.

Home My Facility Status Submit Self-Reporting Form

Welcome to the Texas DFPS AwakeCheck Portal

DFPS partners may view visit compliance results as well as submit self-reporting forms.

Additional instructions are available to download here.

Settings
Log Out

Self-Reporting Form Quick Access

AWAKE ✓

Texas Department of Family and Protective Services (DFPS)

From **My Settings**, click on **Change Password** to change your password.

The screenshot displays the 'My Settings' page of the Texas Department of Family and Protective Services (DFPS) Community Portal. The page is divided into two main sections: 'Account' and 'Location'.
Account Section:
- Username: communitytrain1@gmail.com
- Email Address: communitytrain1@gmail.com
- Password: A link labeled 'Change Password' is provided to update the password.
Location Section:
- Language: English (dropdown menu)
- Locale: English (United States) (dropdown menu)
- Time Zone: (GMT-05:00) Central Daylight Time (America/Chicago) (dropdown menu)
At the top of the page, there is a search bar labeled 'Search Facilities...' and a navigation menu with links for 'Home', 'My Facility Status', and 'Submit Self-Reporting Form'. The page footer includes the text 'Texas Department of Family and Protective Services (DFPS)'.