TEXAS
Department of Family
and Protective Services

PACES

Performance Assessment Compliance Evaluation System

Residential Child Care Provider User Guide

Role: Contractor

REVISION DATE: 3/26/2021

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 role is referred to as "Contractor" The "Supervisor" role reviews the data input by the Contractor. The Contractor and Supervisor roles are also referred to as Provider or Contract User in the document.

The RCM will evaluate the responses submitted by the Supervisors. The users in Contractor role will only be able to complete the updates to a contract and make it available for their Supervisors for further review.

If a particular training date or medical checkup date was not timely, the RCM will assess a liquidated damage for that name. The Contractor/Supervisor can 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.
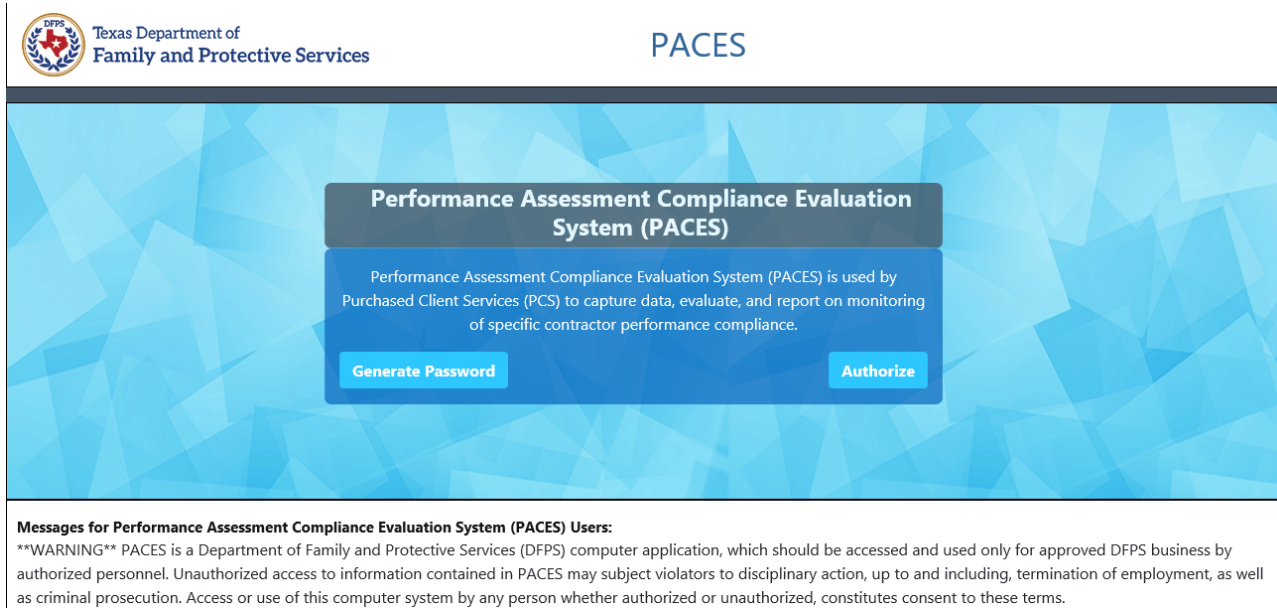
The landing page displays the buttons "Generate Password and "Authorize".

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.
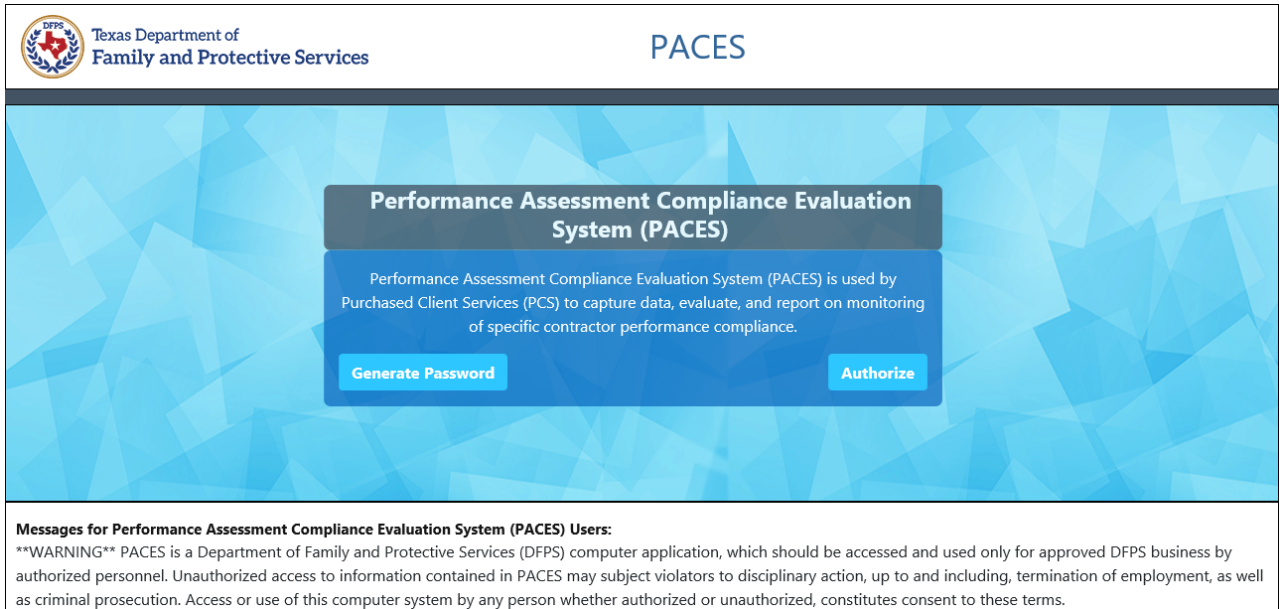
PACES User clicks on "Generate Password "button.
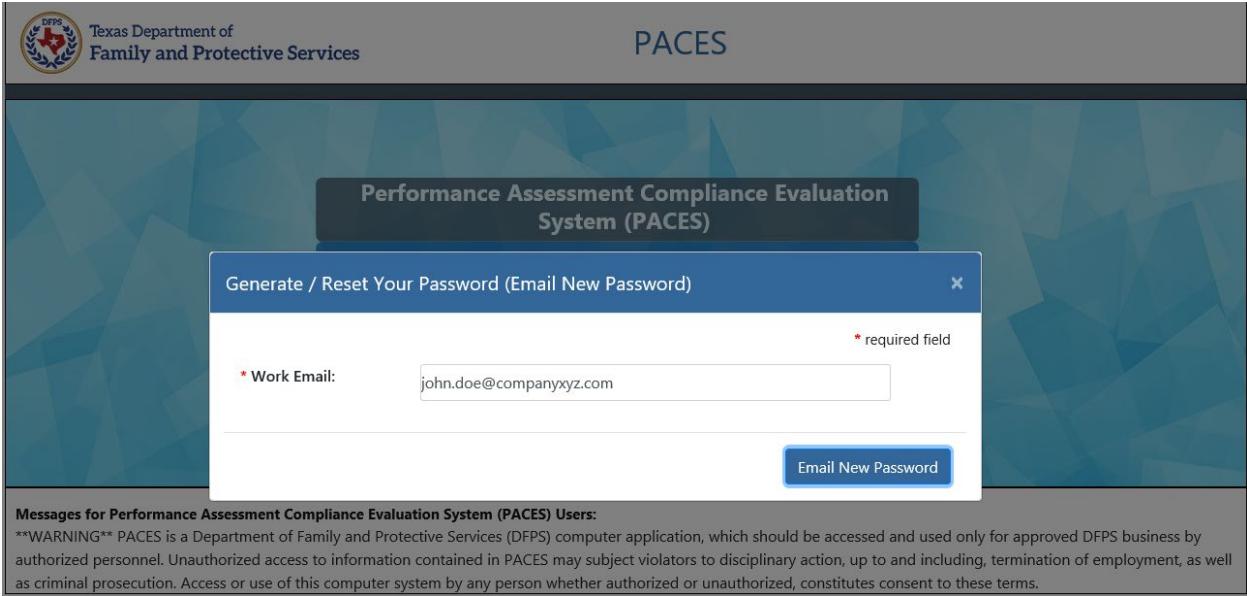
PACES User enter their Work Email and clicks on "Email New Password" button.

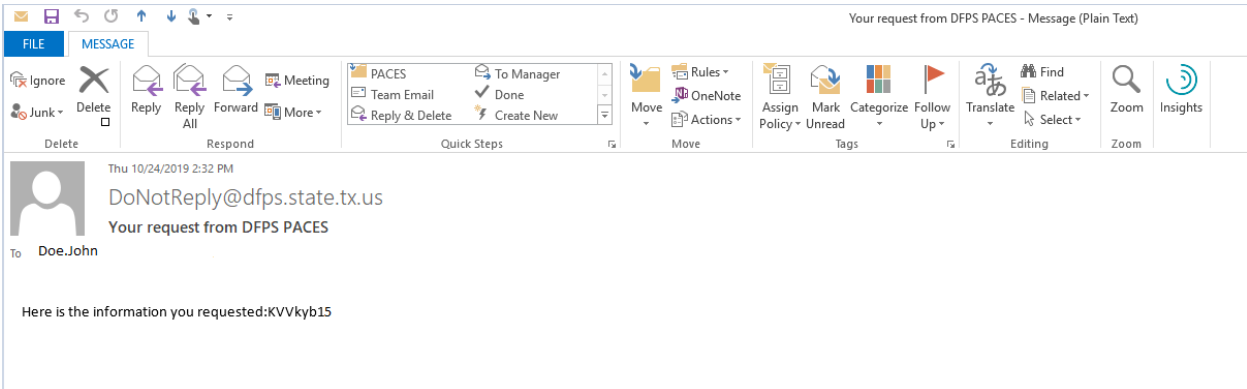After PACES application checks that the entered Work Email is registered, a new PACES password to be used will be sent by to the registered Work Email address.

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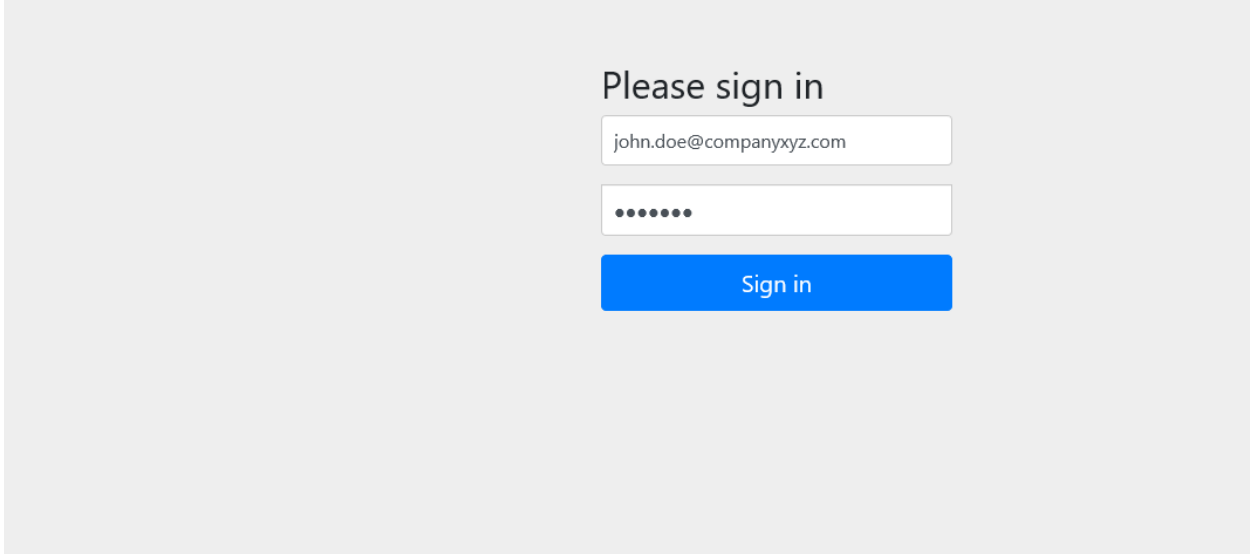
Note: Please ensure to delete the extra space while copying the Password from the outlook email.

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:

Please sign in

john.doe@companyxyz.com

•••••••

Sign in

User will enter their User ID (Work 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 Contractor Role. The list on this page displays all the contracts associated with the Contractor.

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. Users can choose the number of contracts they wish to see from the pagination choices available at the bottom of the 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 top corner of the screen to selectively filter contracts based on the Contract Monitoring Status.
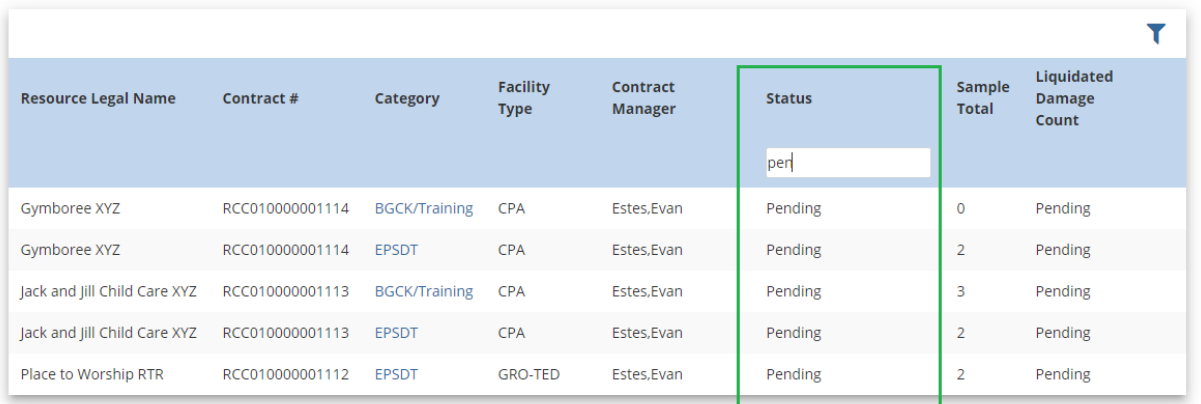
Contract List

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

The filter functionality applies only to the "Status" column. This allows the user to choose contracts in specific contract status. The Contractor 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 to the Contractor when entering "pending' in the filter status window:

Contract List

Resource Legal Name	Contract #	Category	Facility Type	Contract Manager	Status	Sample Total	Liquidated Damage Count
					pen		
Gymboree XYZ	RCC010000001114	BGCK/Training	CPA	Estes,Evan	Pending	0	Pending
Gymboree XYZ	RCC010000001114	EPSDT	CPA	Estes,Evan	Pending	2	Pending
Jack and Jill Child Care XYZ	RCC010000001113	BGCK/Training	CPA	Estes,Evan	Pending	3	Pending
Jack and Jill Child Care XYZ	RCC010000001113	EPSDT	CPA	Estes,Evan	Pending	2	Pending
Place to Worship RTR	RCC010000001112	EPSDT	GRO-TED	Estes,Evan	Pending	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.

- o 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:
    - o CPA – Child Placing Agency
    - o GRO – General Residential Operation
    - o GRO – BCC – General Residential Operation – BCC
    - o GRO – ES – General Residential Operation – ES
    - o GRO – IPTP – General Residential Operation – IPTP
    - o GRO – RTC – General Residential Operation – RTC
    - o GRO – TED – General Residential Operation – TED
    - o TEP (Temporary Emergency Placement)
- Contract Manager – this field will display the Residential Contract Manager's name.
- Status – This display is the Contract Monitoring Status and will be one of the following:
    - o Pending – no work has begun on this contract
    - o In Progress – some work has been done on this contract.
    - o 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.
    - o Evaluating – the RCM has begun work evaluating the responses.
    - o 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. The Supervisor may have sent the contract to the Contractor to assist with the rework. The contract monitoring status will remain as Rework but the Data Entry Status will be displayed as "Reviewed with Issues"
    - o 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.
    - o Evaluating Rework – The RCM is evaluating the Rework Ready contracts that was submitted by the Supervisor after it was returned for rework
    - o Initial Findings – the RCM has completed their evaluations and has assessed at least one liquidated damage.
    - o 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.
    - o All Findings Agreed – The Supervisor has agreed to all the Liquidated Damages assessed by the RCM
    - o 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. The

Supervisor may have sent the contract to the Contractor to assist with the disagree process to update details and documentation. The contract monitoring status will remain as Disagree in Progress but the Data Entry Status will be displayed as "Reviewed with Issues"

- o Disagree Ready – The Supervisor has disagreed to at least one record, provided supporting documentation and comments and has submitted to the RCM for review.
- o Exception – If a Contractor/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.
- o Exception – Rework: If a Contractor/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
- Supervisor point of contact name, phone number and email address
  - The email address is a hyperlink and will launch the appropriate email application

The Contractor 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)
- Role (see list in the appendix) – This field will be blank until the Contractor enters a value on the Caregiver Details Page
- Direct Child Contact (Yes/No) – This field will be blank until the Contractor enters a value on the Caregiver Details Page
- Data Entry Status – This field will reflect activity by the Contractor 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
  - Reviewed With Issues – The system will display "Reviewed with Issues" when the Supervisor has assigned the contract to a Contractor to fix issues or update any information.
  - 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"
  - Rework – The data entry status will be "Rework" for a detailed record that is not in Evaluated Status when the RCM has returned a contract for rework.
  - 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 Contractor/Supervisor until the Contract Monitor Status is changed to "Initial Findings" or "Final Findings".
  - Evaluated – The system will display the data entry status as "Evaluated" when the RCM has completed evaluation of the data for this Caregiver.
  - 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:
  - "Yes" if the RCM determined the background check was not timely
  - "No" if the RCM determined the background check was timely
  - "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 Contractor 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 Contractor 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 Contractor 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) – Contractor 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 "Complete" for the selected Caregiver.
    - o If the Contractor 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 – Contractor 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 "Complete" for the selected Caregiver.
  Note: The calendar icons are not in compliance with DFPS Accessibility standards.
- Date Hired – this date can be entered by Contractor 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 Contractor 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 Contractor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
    - o Note: one or more of the date fields above may be used for the selected Caregiver, as appropriate.
- Background Check Evaluation
    - o 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
    - o The area of the screen for entering the training dates and documentation appears as below before any inputs have been made:

- o 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 Contractor 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)
- o 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 Contractor 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 Contractor 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 Contractor will also need to be accompanied by one or more pieces of supporting documentation. When the "Upload Supp Doc" button is pressed, the Contractor sees:
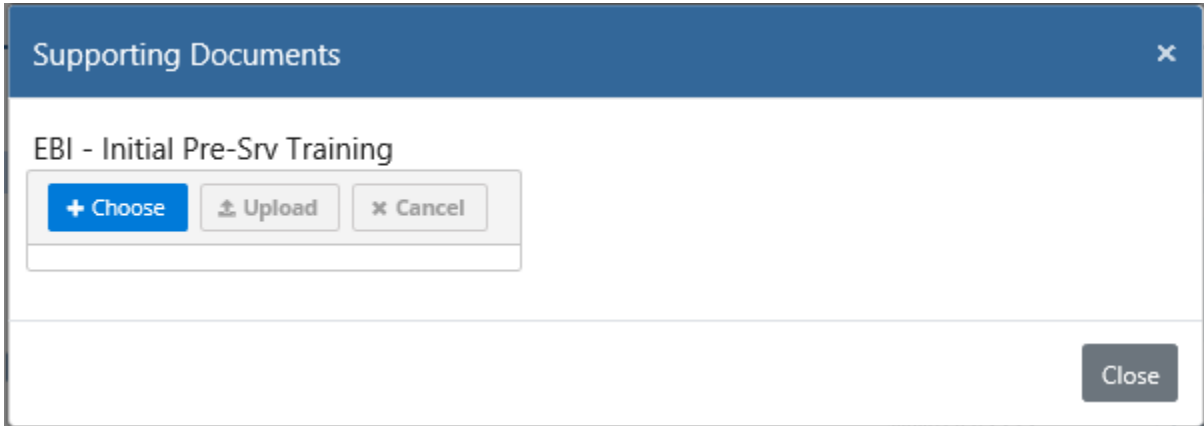
When the "+ Choose" button is selected, the Contractor can browse their system to select one or more document(s) to associate with the date field entry:
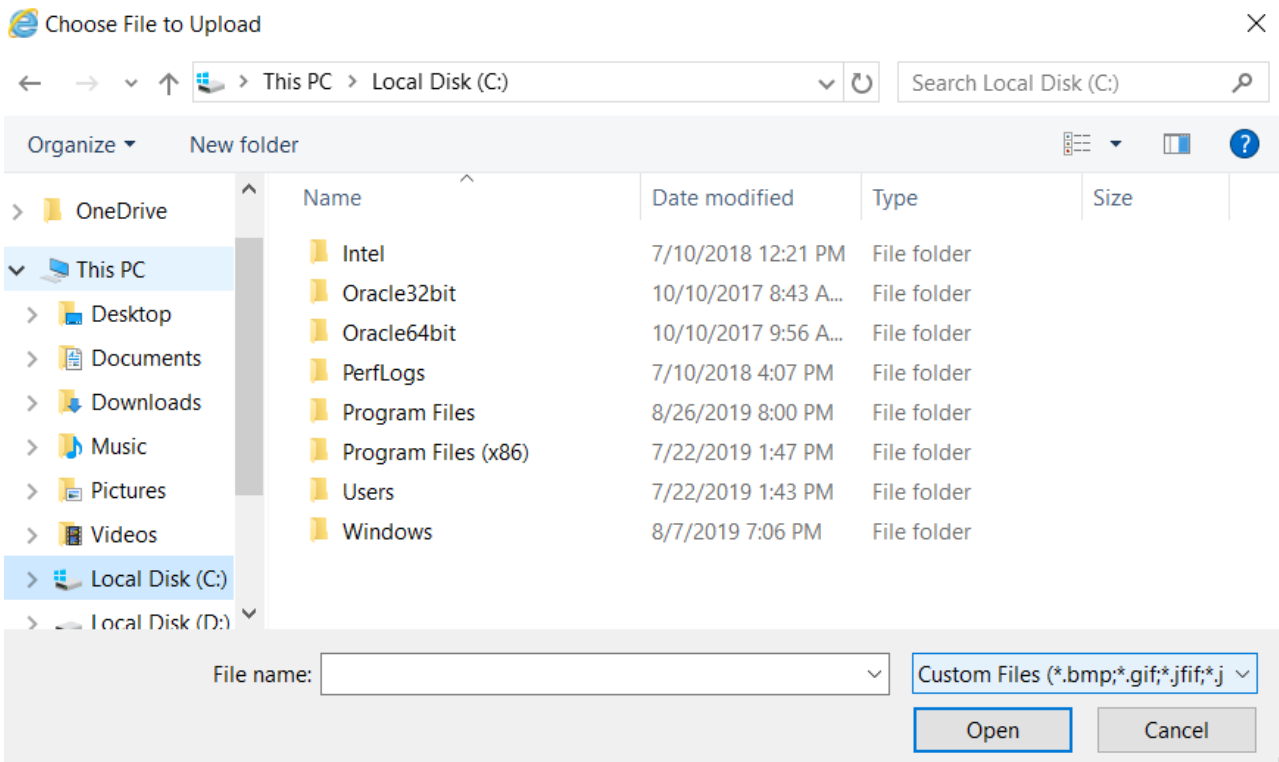
Once the desired files have been chosen, the Contractor can then press the "^ Upload" button to load the files to PACES:
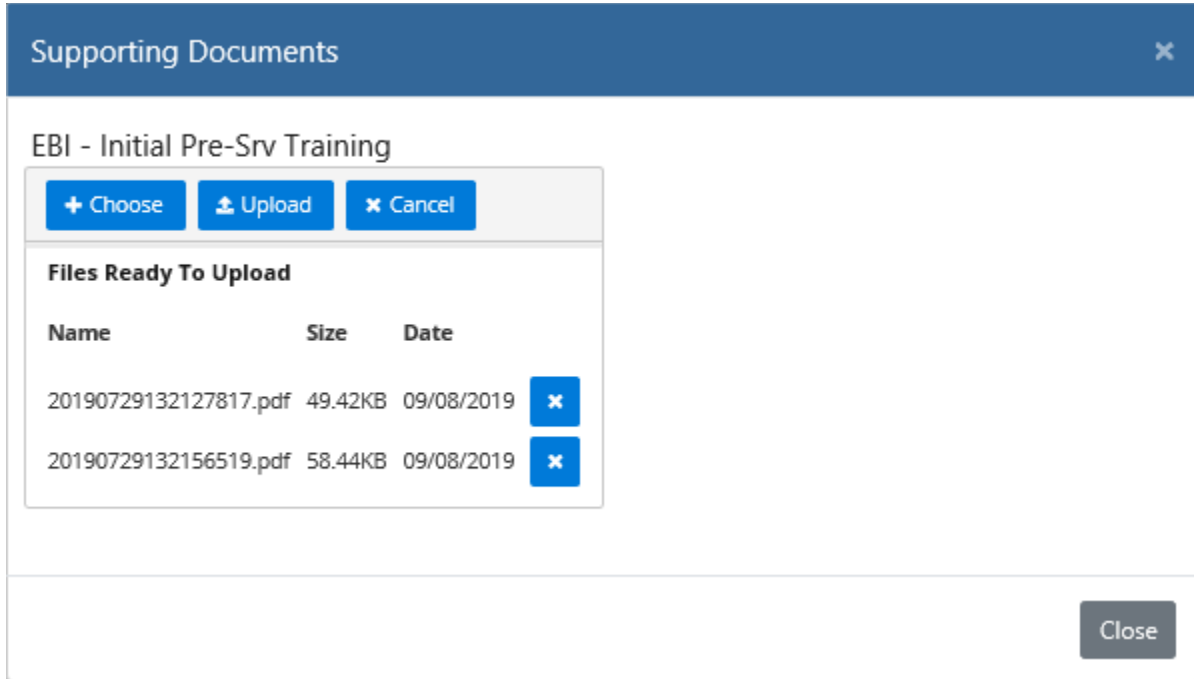
Note:

Accessibility issue: When JAWS Computer reader focus is set to the "Choose" button, the JAWS announces 'file upload edit Browse…' instead of Choose button. Again press Tab key, 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.

Prior to upload, the Contractor 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 Contractor 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 dates.

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

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

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

Once the desired files have been chosen, the User 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 User 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:
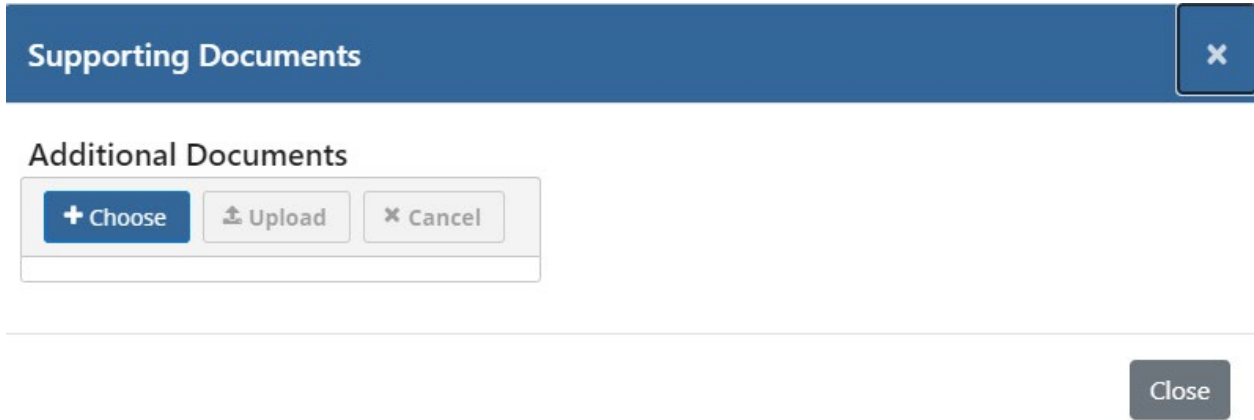
- The system will accept a maximum of ten (10) additional documents. This limit includes files loaded after a Disagreement to Initial Findings.
- The system will accept files of the following types:

- Image (JPEG, JPG PNG, GIF)
- PDF

6   Children List Page

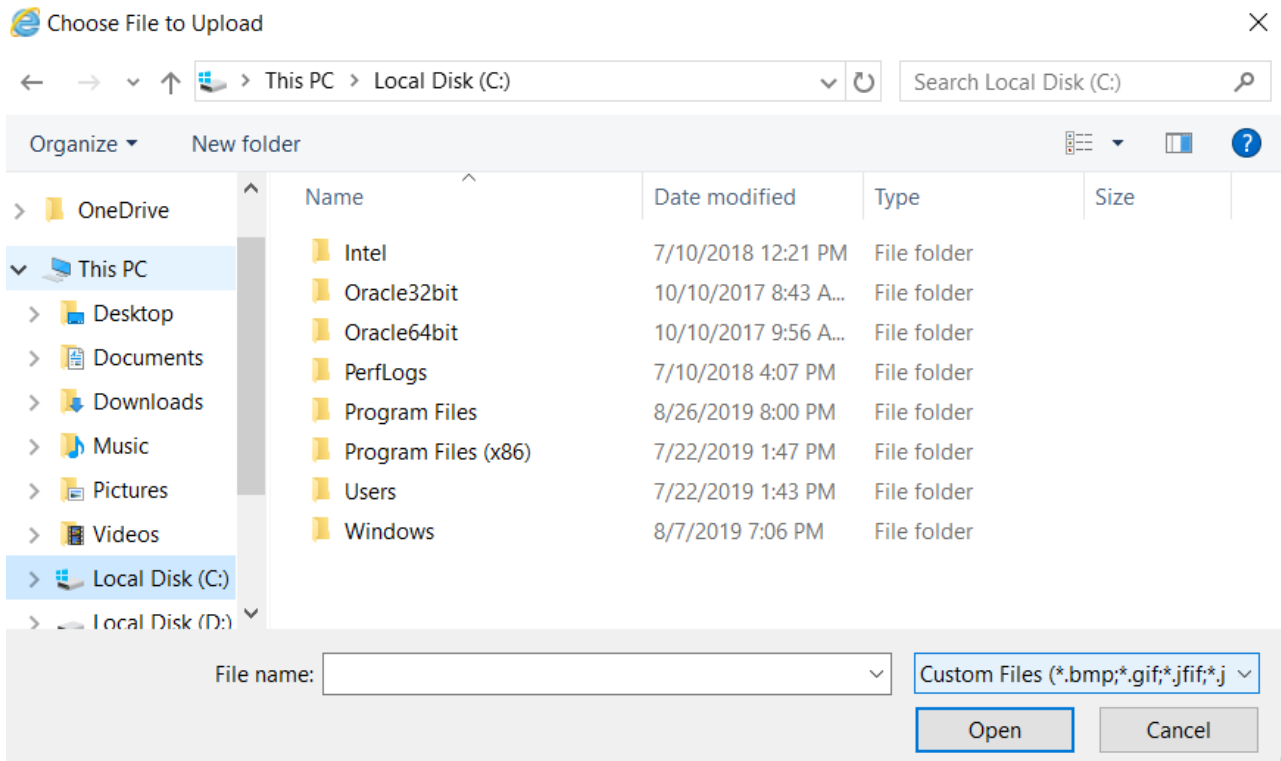From the list of contracts, clicking on any contract in the EPSDT category, the list of Children names under the contract will be displayed as below.

The same basic information about the Contractor / facility is displayed across the top of the page as is seen in 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)
- EPSDT Date
    - o   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 Contractor and RCM to complete the response for this Caregiver:
    - o   Pending – The data entry status will be "Pending" when a Contractor has not saved any data for this Caregiver.
    - o   In Progress – The data entry status will be "In Progress" when the Contractor has saved some data for this Caregiver.
    - o   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.
    - o   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 Contractor 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 Contractor/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 Contractor 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 Contractor 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.
    - 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 Contractor may or may not find EPSDT exam dates pre-populated into the system. The following three scenarios describe the various actions the Contractor 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 Contractor agrees the date is correct, then no supporting documentation is required. The Contractor must only press the "Complete" button to indicate agreement with the data in the system.

Scenario 2: If PACES has an EPSDT exam date pre-populated but the Contractor determines this is not the appropriate date for the monitor period, then the Contractor 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 Contractor 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 Contractor should press the "Complete" button.

Scenario 3: If no EPSDT date has been provided in the system, the Contractor 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.
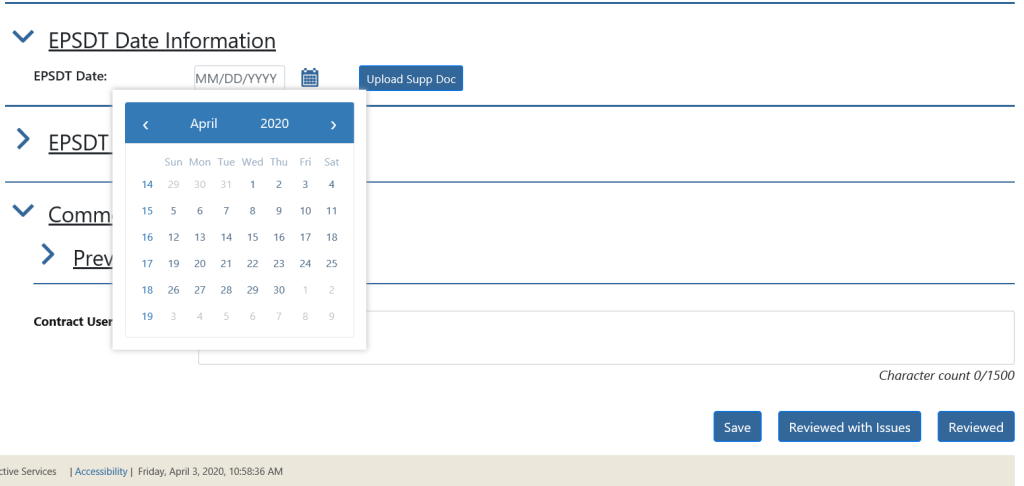
Note: The calendar icons are not in compliance with DFPS Accessibility standards.

Once the Contractor is satisfied with the Child detail updates, the "Complete" button may be pressed.

EPSDT Escalation Activity

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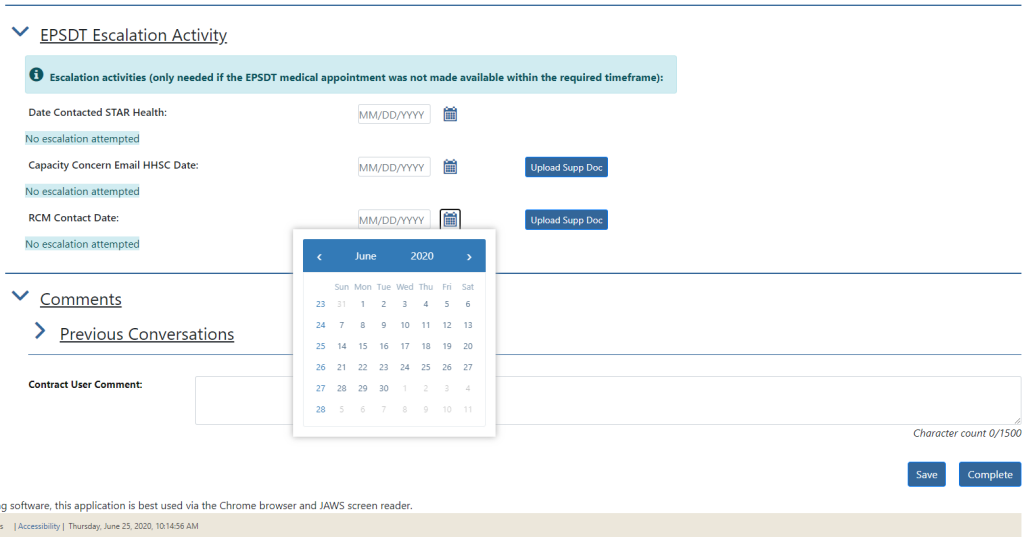
As noted, this information is only required if the EPSDT medical appointment was not made available within the required timeframe.

The input fields in this section of the page:

- Date Contacted STAR Health– this date can be entered by the Contractor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
    - o 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.
    - o 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.
    - o 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
    - o 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 Contractor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.

    - o 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.
    - o 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.
    - o 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.
    - o 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 Contractor either directly in MM/DD/YYYY format, or the calendar icon can be used to select the date.
    - o 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.
    - o 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.

- o 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).
- o Default may be overridden by RCM selection.

The Contractor 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", and "Complete" actions 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 User selects the Upload Additional Doc button, the system will display a new window as below:

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

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

Supporting Documents ✕

Additional Documents_

[**+ Choose**] [**⬆ Upload**] [**✕ Cancel**]

✔ **Success Message** Files Uploaded Successfully ✖

Uploaded Files

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

[Close]

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.
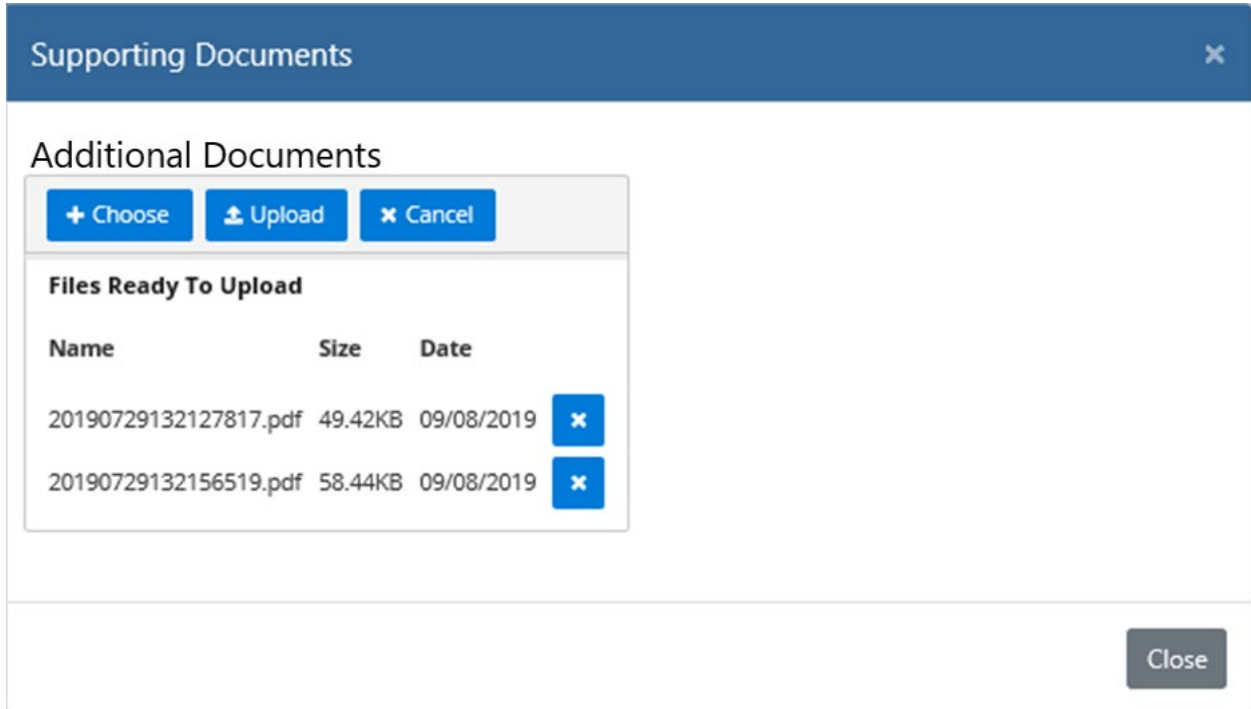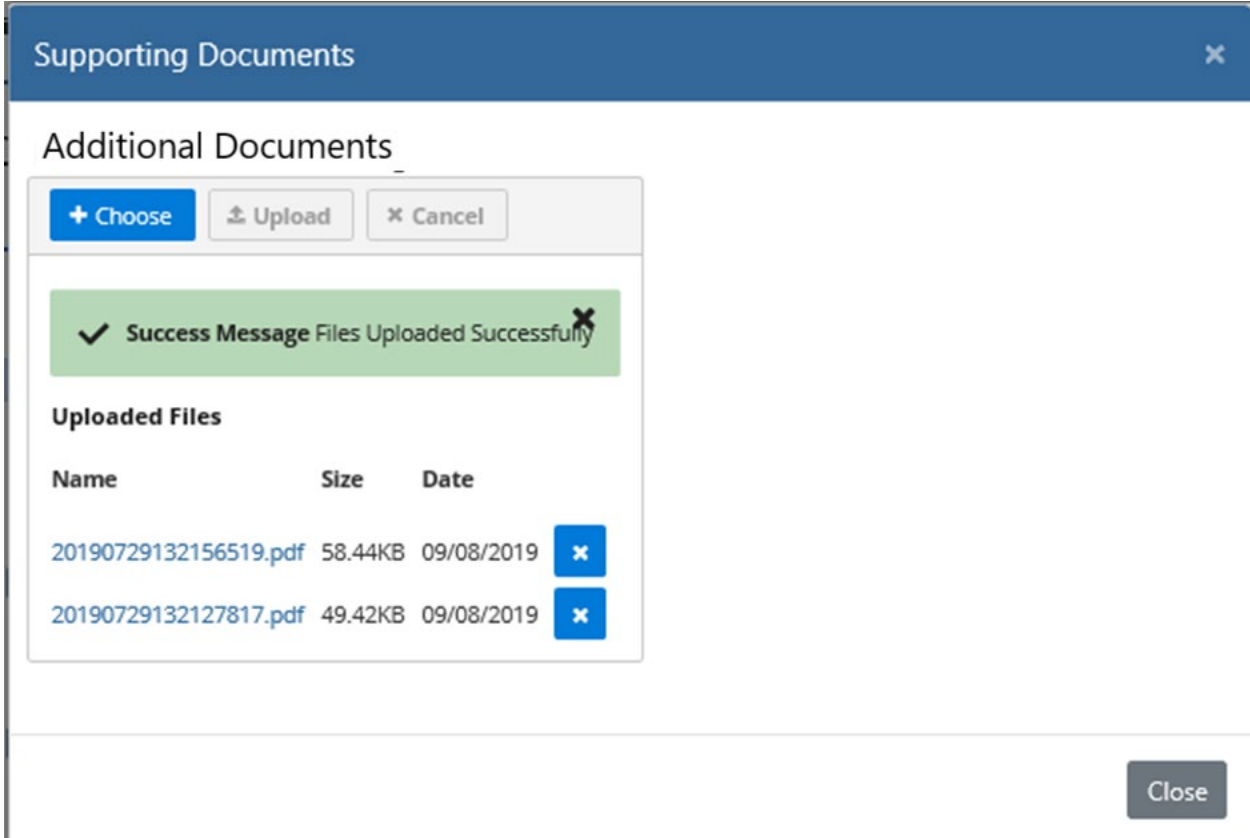- For optimum accessibility using screen reading software, this application is best used via the Chrome browser and JAWS screen reader.

Prior to upload, the User may quit the upload process using the "**✗** Cancel" button. After a file has been uploaded, it can be removed from PACES by pressing the "**✗**" button next to the file name. This file deletion feature will be disabled after the User 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

7 DFPS User Comments and Contract User Comments

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

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

The Contractor enters comments in the Contract User Comments field only when it is available for the Contractor to work on the detail record.

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

For example, the Contractor/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 Contractor/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 Contractor can open the "Previous Conversations" section and see each comment made along with the date and time stamps when they were made.

8 Pagination

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.

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.

1. When the list is long (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. Contract list
   b. Caregiver list
   c. Child list

9 Action buttons on Detail Pages

The action buttons available at the bottom of the Detail Pages are: "Save" and "Complete".

9.1   SAVE button

The system will provide a "Save" button to allow the Contractor to save their work. The first time this button is pressed, the system will show a Data Entry Status of "In Progress" 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 COMPLETE button:

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

The "Complete" button can be used by the Contractor to
- Complete information updates to the detailed record at the start of evaluation
- Complete information updates a record that was returned for rework by the RCM and further sent to the Contractor by the Supervisor to assist with the rework.
- Complete information updates an Initial Finding that was disagreed (The Supervisor would have sent the contract to the Contractor and the Data Entry Status will display as "Reviewed with Issues" before the Contractor has completed the updates)

The Contractor 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 "Complete" upon pressing the "Complete" 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 Contractor from setting the Caregiver or Child record to "Complete".
3. If there are no errors, the system will change the Data Entry Status for this record to "Complete".
4. The Contractor can still revisit this page and update any information until the Supervisor begins reviewing the Contract.
5. If there are no errors, the system will navigate the Contractor back to the Caregiver or the Child List page.
6. If there are any errors, the system will keep the Contractor on this page.

The Contractor can use the "Save" and "Complete action buttons only in the following status of the Contract and the detailed Record (name).

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

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

- 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 "Complete" 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 "Complete" button is pressed.

10 Action Buttons on the List page

There are no action buttons available for the Contractor Role at the List Page of the Caregivers or Children for a given contract.

Child list page with no action buttons.

Caregiver list page with no Action buttons.

11 Contractor Workflow Diagrams

11.1   Contractor inputs; Supervisor Review; RCM issues no Liquidated Damage
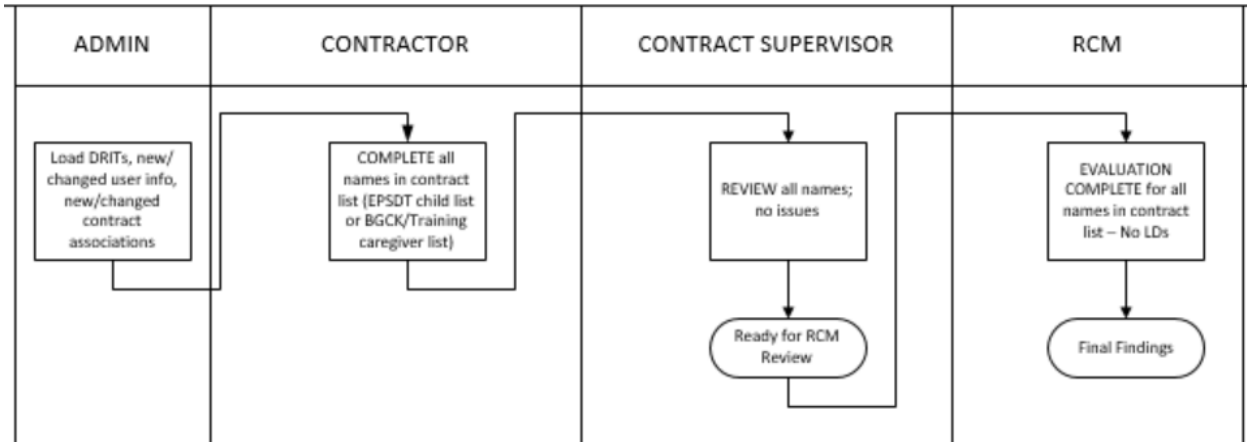
11.2 Contractor inputs; Supervisor Reviews with issues; RCM finds no Liquidated Damages
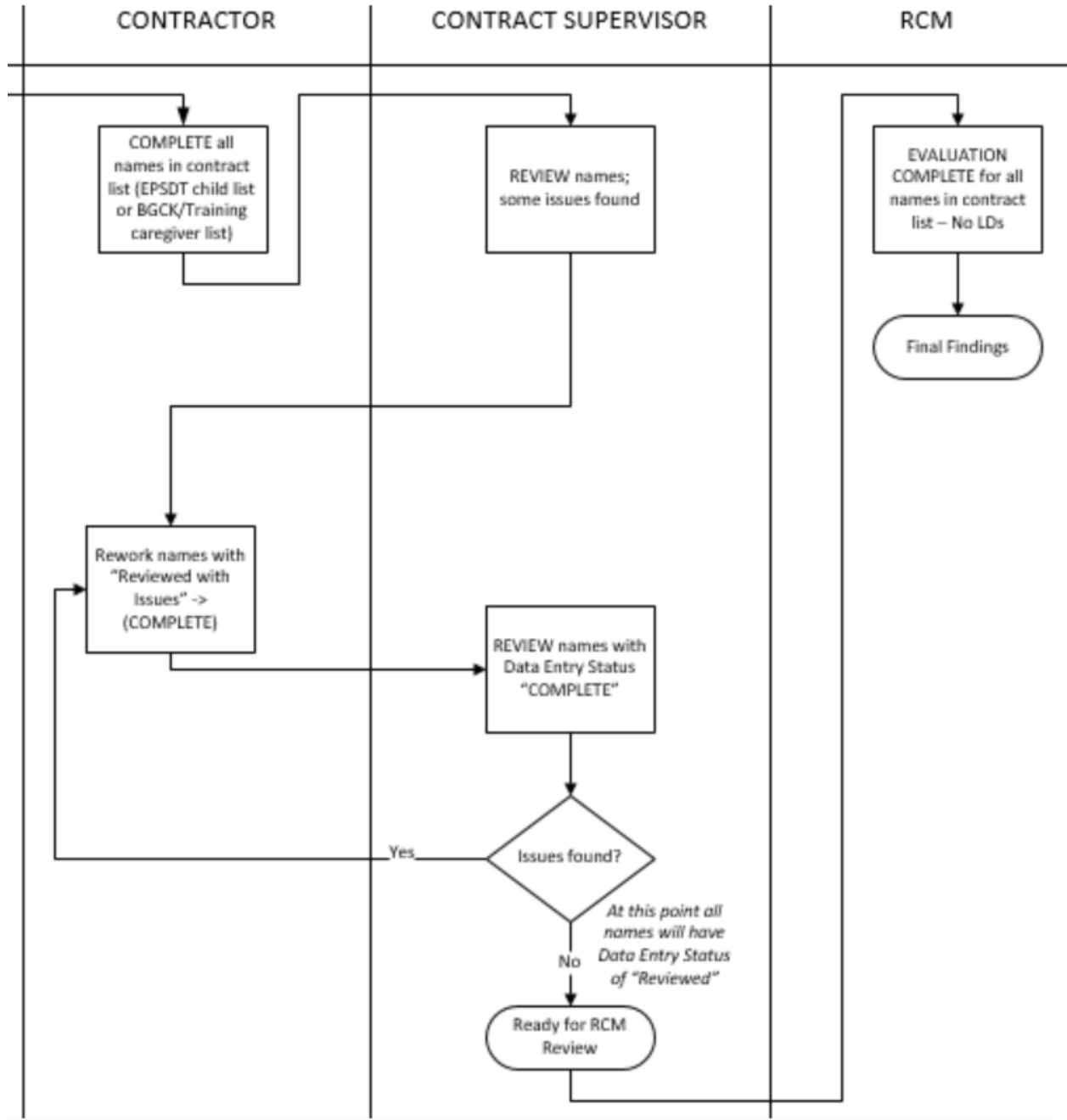
11.3 RCM returns list to Supervisor for Rework (at least one evaluation);
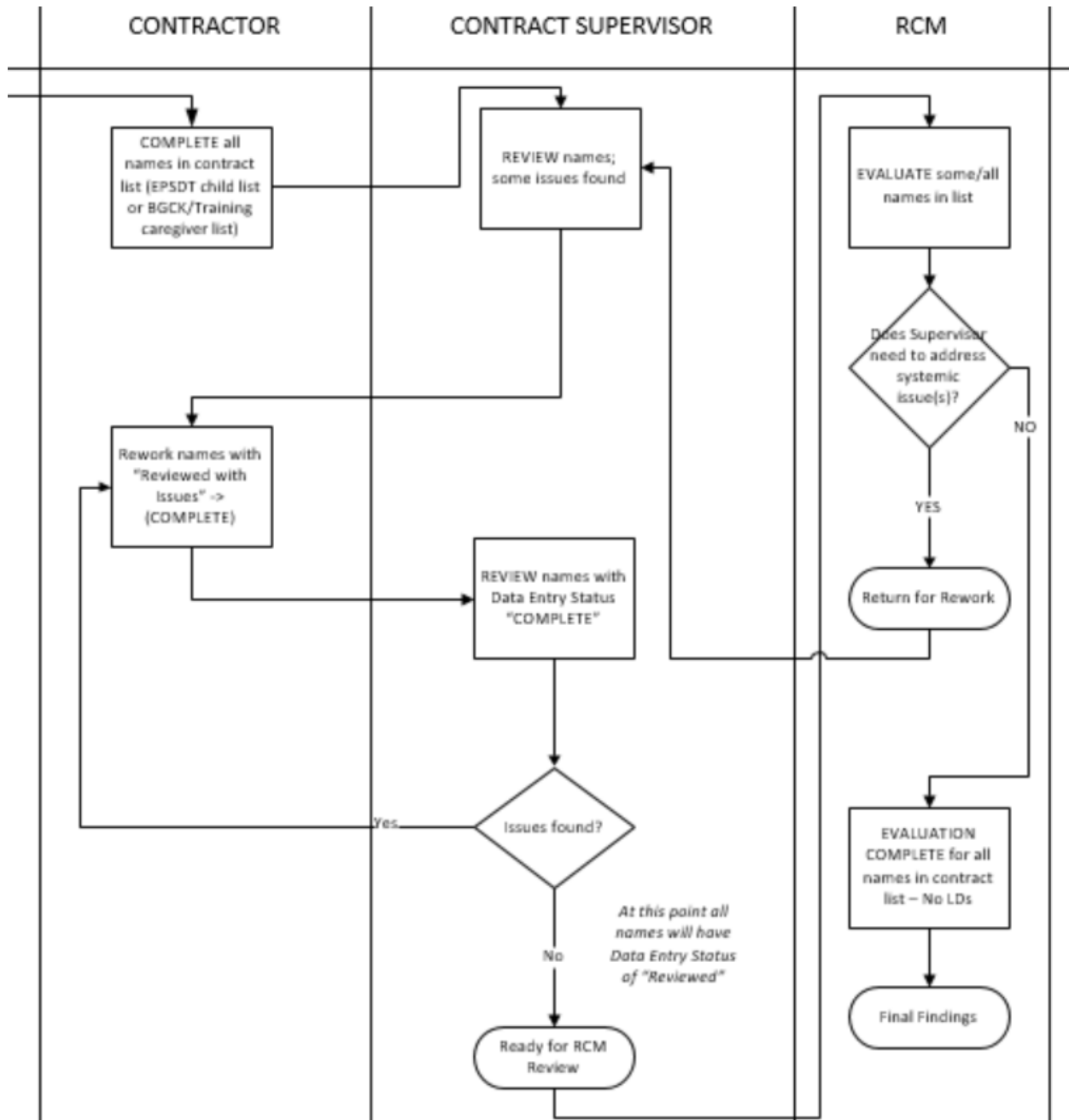
11.4   Initial Findings with at least one Liquidated Damage (LD)
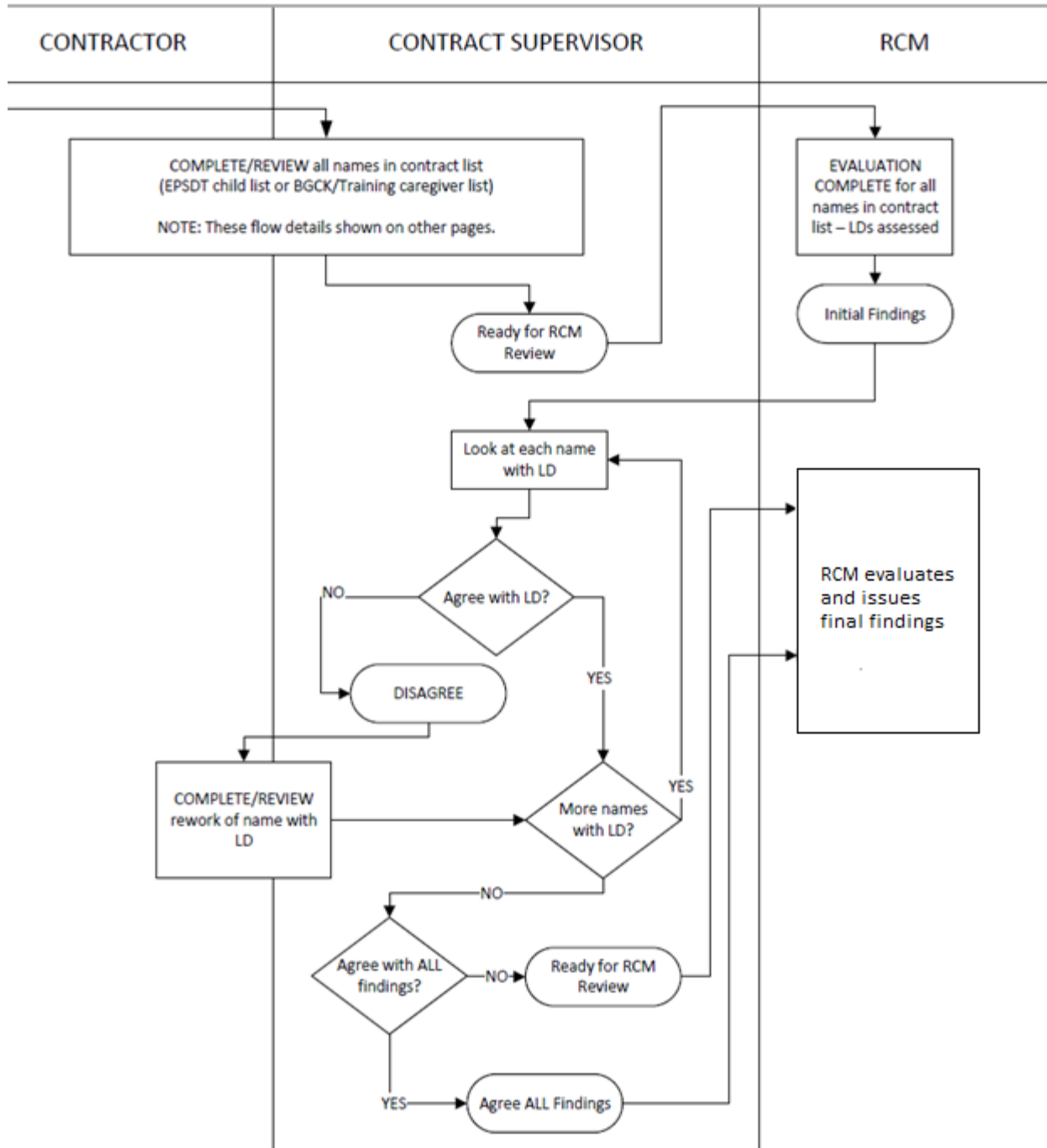
12   Supervisor and Contractor roles

PACES application has provision for two Contract User 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.

Supervisors will reach out to the contractor if they need any help with updating the contract information by pressing the "Reviewed with Issues" button.

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.

12.1   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.

13   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.

13.1   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".

13.2   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"

13.2.1 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".

13.2.2 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".

13.2.3 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".

14   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:

15 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)

16 Document History

Version	Effective date	Change description (additions / modifications)
V1.0	4/3/2020	Reviewed User Guide
V1.1	4/21/2020	Added Accessibility note
V1.2	07/13/2020	Added the updates corresponds to Release 2.0 for the following sections • 3. Contract List Page • Note for accessibility users • Children List Page • 5.1 Children List Table • 5.2 Child Details Page • Pagination • 8.1 Save button • 8.2 Complete button • 9. Action Buttons on the List page
V1.3	12/31/2020	Updated for Release 4.0: • 13 Maintenance Mode
V1.4	1/25/2021	Updated for Release 4.0: • 16.1 List of Caregiver roles
V1.5	3/26/2021	Updated for Release 5.0: • 5.4 Additional Documentation • 6.3 Additional Documentation

17   Appendix

17.1   List of Caregiver roles

<u>**ROLE**</u>

- 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