



Texas Department of  
**Family and Protective Services**

Provide Day Care Services

Job Aid

## Contents

Person List Page .....	3
Overview .....	3
Person List Page – How to Get There .....	3
SSCC Worker – Adding a New Day Care Request .....	6
Caseworker – Adding a New Day Care Request for a Minor Parent.....	7
Type of Service and Day Care Information – Day Care Request (SIL) .....	8
Overview .....	8
Day Care Request (SIL) – Add a new Day Care Service .....	8
Day Care Search (CLASS) Results – Day Care Request .....	11
Overview .....	11
Day Care Search (CLASS) – Search for a Resource and Review the Day Care Search (CLASS)	11
Approval Status – Day Care Request Approved or Rejected by Supervisor or RDCC .....	14
Overview .....	14
Supervisor – Approving a Day Care Request.....	14
RDCC – Approving a Day Care Request.....	16
Supervisor or RDCC – Rejecting a Day Care Request.....	18
RDCC – Service Authorization Header – Resource Selection and Send Email .....	20
Overview .....	20
Service Authorization – Resource Selection .....	20
Service Authorization – Save and Email .....	22

# Person List Page

## Overview

When the children's placement address is within a designated Single Source Continuum Contract (SSCC) catchment area, you can now select multiple children on the **Person List** page (which they access via the Day Care Request tab on the **Service Authorization** tab) for a Day Care.

Previously, staff with "Single Source Continuum" selected from the dropdown for the External Staff Type field on their **Staff Detail** page would be prevented from selecting multiple children, and would see the error message that states, "The only child who may be selected is the Primary Child for this stage (Role PC)." This error message will no longer display.

In addition, you can now select a Minor Birth Parent who is under age 18 and is identified with Rel/Int of Parent (Birth) as a caregiver, along with their child from the Person List who needs day care.

**Stages Impacted:** SUB



**Note:** These changes do not apply to the **INV**, **AR**, or **FBSS** stages, however, any caseworker that moves forward with a removal will have access to a **SUB** stage and can utilize the enhancements that have been created for a workflow to help with the day care process.

## Person List Page – How to Get There



The following instructions apply to Single Source Continuum Contract (SSCC) workers and DFPS Caseworkers.

1. From your **Assigned Workload** page on the **My Tasks** tab, select a Stage Name hyperlink.

SS	!	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>		⚠		P			DALLAS	ADO	REG	04/27/2018	01/14/2019	03	E0			CPS
<input type="checkbox"/>				P			DALLAS	FRE	INT	07/19/2018	07/20/2018	03	E0			CPS
<input type="checkbox"/>				P			DALLAS	FRE	REG	08/03/2018	08/03/2018	03	E0			CPS
<input type="checkbox"/>				P			DALLAS	FSU	REG	06/27/2017	02/23/2018	03	E0			CPS
<input type="checkbox"/>				P			DALLAS	FSU	REG	08/21/2018	09/06/2018	03	E0			CPS

- The **Case Summary** page displays.
- Select the **Service Authorization** tab in the secondary menu.

Case Summary

Case Name: [redacted] \* required field  
‡ conditionally required field

Attention:

- You are currently in the [redacted] FSU stage
- CHILD FATALITY HISTORY

Case Information

Case ID: [redacted]      Region: 03  
Status: Open      Start Date of Case: 06/25/2017

Show 10 entries

Mrg	M-Ref	Stage Name	Stg	Type	Opened	Time	Closed	Primary	Reg	Stage ID	Ov Dsp	Phone
		[redacted]	FSU	REG	06/27/2017							
		[redacted]	SUB	REG	06/27/2017		09/28/2018					
		[redacted]	INV	NSUP2	06/26/2017	04:41 PM	07/18/2017					

- The **Service Authorization List** page displays.
- Select the **Day Care Request** tab.

Service Authorization List

Stage Name: [redacted] # Submitted Events

Case ID: [redacted]

Show 10 entries

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
11/07/2018	COMP	Authorization	SA for [redacted]; Resource: Rg 01 /west Texas Opportunities	FSU	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
09/06/2018	APRV	Authorization	SA for [redacted] Resource: Tadt3 R3 Hair	FSU	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
09/06/2018	APRV	Authorization	SA for [redacted] Resource: Tadt3 R3 U A	FSU	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/15/2018	APRV	Authorization	SA for [redacted] Resource: Tadt3 R3 Hair	FSU	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/15/2018	APRV	Authorization	SA for [redacted] Resource: Tadt3 R3 U A	FSU	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

6. Select the **Add** button.
7. The **Day Care Request Detail** page displays.
8. Select the **Save** button to save the page.
9. Select the **Add** button in the **Caregiver/Child(ren) Information** section.

**Day Care Request Detail**

Stage Name: [redacted] conditionally required field

Case ID: [redacted]

**Staff Information**

Primary Case Worker: [redacted] Supervisor Name: [redacted]

Caseworker Phone Number: [redacted] Supervisor Phone Number: [redacted]

Unit Number: [redacted]

+ Caregiver

**Caregiver/Child(ren) Information**

Name	Service	DOB	Age	PID	City	County	Street
No records exist.							

Invalid

Comments: [redacted]

10. The **Person List** page displays.

**Person List**

Case Name: [redacted] # Reporter: [redacted]

Stage Name: [redacted] ( ) dod entered

Name	M	Age	Gender	Type	Role	Rel/Int	Person ID	Citizenship
<input type="checkbox"/> [redacted]	N	2	M	PRN	PC	Self	[redacted]	US Citizen
<input type="checkbox"/> [redacted]	N	1	F	PRN	NO	Sibling	[redacted]	US Citizen
<input type="checkbox"/> [redacted]	Y	26	M	PRN	NO	Parent (Birth)	[redacted]	US Citizen
<input type="checkbox"/> [redacted]	N	28	F	PRN	NO	Aunt/Uncle	[redacted]	US Citizen
<input type="checkbox"/> [redacted]	N	33	U	PRN	NO	Parent	[redacted]	US Citizen

**Reports**

Reports: [dropdown]

# SSCC Worker – Adding a New Day Care Request



You are now able to select multiple children on a Day Care Request as long as their placement address is within a SSCC Catchment area.

1. At the **Person List** page, select the Primary Child, one or more siblings, and the caregiver requesting day care services from the Person List.

A screenshot of the SSCC Worker interface showing the "Person List" page. The page has a navigation bar at the top with "My Tasks", "Case", "Search", "Reports", and "Resources". On the left is a sidebar menu with options like "Case Summary", "Person", "Contacts/Summaries", "Service Authorization", "Legal", "Child Plans", "Placement", "History", "Medical", "Foster Care Eligibility", "PCA", "ICPC", and "Case Management". The main content area shows "Service Authorization" and "Day Care Request" tabs. The "Person List" title is highlighted with a red box. Below it, there are fields for "Case Name" and "Stage Name". A table lists several people with columns for Name, M, Age, Gender, Type, Role, Rel/Int, Person ID, and Citizenship. The "Rel/Int" column has "Self", "Sibling", "Parent (Birth)", "Aunt/Uncle", and "Parent" entries, with "Self", "Sibling", and "Parent (Birth)" highlighted by red boxes. There are checkboxes in the first column, with the first three checked. A "Continue" button is at the bottom right. Below the table is a "Reports" section with a "Reports:" dropdown and a "Launch" button.

2. Select the **Continue** button to close the **Person List** page and return to the **Day Care Request Detail** page.
3. Complete the Day Care Service Requests, then select the **Ready for Review** checkbox and select the **Validate and Notify** button.

# Caseworker – Adding a New Day Care Request for a Minor Parent

1. At the **Person List** page, select the Primary Child and the child’s Minor Birth Parent as caregiver from the Person List.

	Name	M	Age	Gender	Type	Role	Rel/Int	Person ID	Citizenship
<input checked="" type="checkbox"/>	[Redacted]	N	2	M	PRN	PC	Self	[Redacted]	US Citizen
<input type="checkbox"/>	[Redacted]	N	1	F	PRN	NO	Sibling	[Redacted]	US Citizen
<input checked="" type="checkbox"/>	[Redacted]	Y	15	M	PRN	NO	Parent (Birth)	[Redacted]	
<input type="checkbox"/>	[Redacted]	N	28	F	PRN	NO	Aunt/Uncle	[Redacted]	US Citizen
<input type="checkbox"/>	[Redacted]	N	33	U	PRN	NO	Parent	[Redacted]	

2. Select the **Continue** button to close the **Person List** page and return to the **Day Care Request Detail** page.
3. Complete the Day Care Service Requests and select the **Save and Submit** button.



**Note:** An error message is no longer generated when you Save and Submit a Day Care Request that specifies a Minor Birth Parent (under the age of 18) as the child’s caregiver.

# Type of Service and Day Care Information – Day Care Request (SIL)

## Overview

Staff submitting a day care request can now process day care requests for the children of youth in Supervised Independent Living (SIL) placements. Consequently, an error message no longer appears when you attempt to submit a day care request under these circumstances.

## Day Care Request (SIL) – Add a new Day Care Service

1. From the **Service Authorization List** page, select the **Day Care Request** tab.
2. The **Day Care Request List** page displays.

My Tasks Case Search Reports Resources

Case Summary Person Contacts/Summaries Service Authorization Legal SDM Assessments Family Plans Medical Conservatorship Removal Case Management

Service Authorization Day Care Request

**Day Care Request List**

Stage Name: # Submitted Events

Case ID:

Show 10 entries

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
01/31/2019	PROC	Day Care Request	Daycare Request Argumaniz,Kathryn	FSU					
11/07/2018	APRV	Day Care Request	Daycare Request Argumaniz,Kathryn	FSU					

Showing 1 to 2 of 2 entries

Reports

Reports: [dropdown] [Launch]

Add

3. Select the hyperlink for the day care request in the **Type** column.
4. The **Day Care Request Detail** page displays.
5. Select the hyperlink under the **Service** column from **Caregiver/Child(ren) Information** section.

My Tasks Case Search Reports Resources

Case Summary Person Contacts/Summaries Service Authorization Legal SDM Assessments Family Plans Medical Conservatorship Removal Case Management

Service Authorization Day Care Request

**Day Care Request Detail**

Stage Name: conditionally required field

Case ID:

Approval Status

Staff Information

Primary Case Worker: Supervisor Name:

Caseworker Phone Number: Supervisor Phone Number:

Unit Number: E0

Caregiver

Caregiver/Child(ren) Information

Name	Service	DOB	Age	PID	City	County	Street
	40M	10/31/2013	5				
		01/16/1962	57				

Invalid

Comments:



6. The **Type of Service and Day Care Information** page displays.
7. Answer each of the “Yes” and “No” user-editable questions on the page so as to trigger the display of question 11. Question 11 is conditionally displayed depending on your answers to the preceding questions.
8. If the following conditions are met, day care services for the child are allowed:
  - The system has selected “No” for question 11, “Is there an INV, FSU, FPR, or FRE stage currently open for the child?”
  - The stage is **SUB** and the type C-PB.
  - The value selected for the living arrangement is “SIL Youth” on the **Placement Information** page.

The screenshot shows a web application interface for 'Type of service and Day Care Information'. On the left is a navigation menu with options like Case Summary, Person, Contacts/Summaries, Service Authorization (selected), Legal, Child Plans, Placement, History, Medical, Foster Care Eligibility, PCA, ICPC, and Case Management. The main content area has tabs for 'Service Authorization' and 'Day Care Request'. Below the tabs, there are fields for Stage Name, Case ID, Name, and Person ID. The 'Questionnaire on Type of Service' section contains 13 numbered questions, each with radio buttons for 'Yes' and 'No'. Question 11, 'Is there an INV, FSU, FPR or FRE stage currently open for the child?', is highlighted with a red box and has the 'No' option selected. Other questions include: 1. Is the child in DFPS conservatorship? 2. Is this a baby of a youth parent in DFPS conservatorship? 3. Is general protective day care already in place? 4. Does day care provide for immediate or short-term safety from abuse/neglect? 5. Does day care prevent the child from being removed from the home? 6. Does day care allow the child to be reunited with family? 7. Does day care address the developmental needs of a child whose physical, social, emotional, cognitive, or language developmental delay is a significant factor in the risk of abuse of neglect in the home? 8. Does day care assist with family stabilization? 9. Is the child in a Parental Child Safety Placement? 10. Is the child under 13 years old? 12. Is the Stage SUB and Stage Type C-PB? 13. Is the Living Arrangement of the child SIL?

9. IMPACT indicates that day care services are allowed by displaying one of the following messages on the page depending on the child’s citizenship status:

- **For a US Citizen:** “This child qualifies for (40W) Day Care Service.”
- **For a Permanent Resident, Undetermined Status, or Other Qualified Alien:** “This child qualifies for (40Y) Day Care Service.”



**Note:** These messages replace the error message “This child does not qualify for Day Care” in Legacy IMPACT.

My Tasks
Case
Search
Reports
Resources

Case Summary

Person

Contacts/Summaries

Service Authorization

Legal

Child Plans

Placement

History

Medical

Foster Care Eligibility

PCA

ICPC

Case Management

Service Authorization
Day Care Request

### Type of service and Day Care Information

Stage Name: \_\_\_\_\_

Case ID: \_\_\_\_\_

Name: \_\_\_\_\_

Person ID: \_\_\_\_\_

#### Questionnaire on Type of Service

1	Is the child in DFPS conservatorship?	<input type="radio"/> Yes <input checked="" type="radio"/> No
2	Is this a baby of a youth parent in DFPS conservatorship?	<input type="radio"/> Yes <input checked="" type="radio"/> No
3	Is general protective day care already in place?	<input type="radio"/> Yes <input checked="" type="radio"/> No
4	Does day care provide for immediate or short-term safety from abuse/neglect?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5	Does day care prevent the child from being removed from the home?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6	Does day care allow the child to be reunited with family?	<input type="radio"/> Yes <input checked="" type="radio"/> No
7	Does day care address the developmental needs of a child whose physical, social, emotional, cognitive, or language developmental delay is a significant factor in the risk of abuse or neglect in the home?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8	Does day care assist with family stabilization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9	Is the child in a Parental Child Safety Placement?	<input type="radio"/> Yes <input checked="" type="radio"/> No
10	Is the child under 13 years old?	<input checked="" type="radio"/> Yes <input type="radio"/> No
11	Is there an INV, FSU, FPR or FRE stage currently open for the child?	<input type="radio"/> Yes <input checked="" type="radio"/> No
12	Is the Stage SUB and Stage Type C-PB?	<input checked="" type="radio"/> Yes <input type="radio"/> No
13	Is the Living Arrangement of the child SIL?	<input checked="" type="radio"/> Yes <input type="radio"/> No
14	Is the Citizenship status of the child U.S. Citizen?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Form is complete.

This child qualifies for (40W) Day Care Service

# Day Care Search (CLASS) Results – Day Care Request

## Overview

A day care provider's corrective or adverse status is displayed on the **Day Care Search (CLASS) Results** page in IMPACT when a day care request is processed.

## Day Care Search (CLASS) – Search for a Resource and Review the Day Care Search (CLASS)

1. Logon to IMPACT and navigate to the **Day Care Request Detail** page.
2. From the **Day Care Request** Detail page, select the **Service** hyperlink.

The screenshot displays the 'Day Care Request Detail' page. On the left is a sidebar with navigation links: Case Summary, Person, Contacts/Summaries, Service Authorization (highlighted), Legal, Child Plans, Placement, History, Medical, Foster Care Eligibility, PCA, HCPC, and Case Management. The main content area has tabs for 'Service Authorization' and 'Day Care Request'. The title 'Day Care Request Detail' is highlighted with a red box. Below the title are fields for 'Stage Name' (with a 'conditionally required field' icon) and 'Case ID'. The 'Staff Information' section includes 'Primary Case Worker', 'Caseworker Phone Number', 'Unit Number' (value: E0), 'Supervisor Name', and 'Supervisor Phone Number'. The 'Caregiver/Child(ren) Information' section contains a table with columns: Name, Service, DOB, Age, PID, City, County, and Street. The table has two rows. The second row has a red box around the 'Service' cell. Below the table is a 'Delete' button. At the bottom, there is an 'Invalid' checkbox, a 'Comments' field, and 'Delete', 'Save', and 'Save and Submit' buttons.

Name	Service	DOB	Age	PID	City	County	Street
[Redacted]	[Redacted]	03/02/1989	29	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	05/14/2012	6	[Redacted]	[Redacted]	[Redacted]	[Redacted]

3. The **Type of Service and Day Care Information** page displays.
4. Complete the information for the required fields and select the **Select Resource** button.
5. Enter the appropriate information and select the **Search** button.

Service Authorization
Day Care Request

- Case Summary
- Person
- Contacts/Summaries
- Service Authorization
- Legal
- Child Plans
- Placement
- History
- Medical
- Foster Care Eligibility
- PCA
- ICPC
- Case Management

Type of service and Day Care Information

Stage Name:  
Case ID:  
Name  
Person ID:

**Questionnaire on Type of Service**

- 1 Is the child in DFPS conservatorship?  Yes  No
- 2 What is the child's living arrangement in IMPACT?  Foster  Kinship  Parent/Ind Liv  N/A
- 3 Is there a court order for day care?  Yes  No
- 4 Are all Foster Parents working 40 hrs/wk earning wage/salary?  Yes  No
- 5 What is the child's actual foster care eligibility?  IV-E  Not IV-E
- 6 Is the child a US Citizen, Perm Resident or Qualified Alien?  Yes  No
- 7 Did the caregivers provide signed documentation of their attempts to find appropriate day care services through community services?  
Form is complete.  Yes  No

---

This child qualifies for (40B) Day Care Service

**Day Care Information**

\* **Type of Request:**

\* **Referral Type:**

‡ **Summer Type of Day Care:**

\* **Days Needed:**  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

‡ **Weekend Type of Day Care:**    Variable Schedule: ‡ **Max Number of Days:**

\* **Hours Needed:**

**Comments:**

---

Name	Facility ID	Address	City	County	Phone
No records exist.					

Select Resource

- Review the results of the day care facilities showing prefilled **Corrective or Adverse Action** indicators in the column of the same name under the **Day Care Search (CLASS) Results** page. Based on the data stored, the column will display one of the following:
  - Corrective Action
  - Adverse Action
  - Corrective Action, Adverse Action

Service Authorization
Day Care Request

### Day Care Search (CLASS) Results

- Case Summary
- Person
- Contacts/Summaries
- Service Authorization
- Legal
- Child Plans
- Placement
- History
- Medical
- Foster Care Eligibility
- PCA
- ICPC
- Case Management

Show  entries

Facility Name	Corrective or Adverse Action Indicator	Facility ID	Type	Region	Address Type	Address	City	County	State
<input type="radio"/> Austin Achieve Elementary Extend-A-Care			Licensed Center	7	Location	7424 E. HWY 290	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Achieve Extend A Care			Licensed Center	7	Location	5908 MANOR RD	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Avenue Preschool			Licensed Center	7	Location	1300 AUSTIN AVE	WACO	MCCLENNAN	Texas
<input type="radio"/> Austin Children's Academy			Licensed Center	7	Location	12310 RANCH ROAD 620 N	AUSTIN	WILLIAMSON	Texas
<input type="radio"/> Austin Children's Garden			Licensed Child-Care Home	7	Location	2208 S 3RD ST	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Childrens Montessori			Licensed Center	7	Location	8807 MANCHACA RD	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Community College Child			Licensed Center	7	Location	3401 WEBBERVILLE RD # 5000	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Eco Bilingual School	Corrective Action		Licensed Center	7	Location	2700 W ANDERSON LN STE 601	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Eco Bilingual School	Corrective Action		Licensed Center	7	Location	8707 MOUNTAIN CREST DR	AUSTIN	TRAVIS	Texas
<input type="radio"/> Austin Elementary at YMCA			Licensed Center	3	Location	161 S MOORE RD	COPPELL	DALLAS	Texas

Showing 1 to 10 of 20 entries

Page 1 of 2
Search
Continue

- Select the **Resource** radio button and select the **Continue** button.



**Note:** The information under the **Day Care Search (CLASS) Results** comes from the **Indicators** section on "DAY CARE MAIN OPERATION" in CLASS.

# Approval Status – Day Care Request Approved or Rejected by Supervisor or RDCC

## Overview

From the **Approval Status – Approve Day Care Request** page, the supervisor has two options:

- Approve the request for day care and select the **Save** button. The system will prompt them to initiate a secondary approval from the Regional Day Care Coordinator (RDCC) for the Day Care Service request.

or

- Reject the Day Care Service Request on the **Approval Status – Approve Day Care Request** page, which triggers a Day Care Denied email notification sent to the caseworker who submitted the Request (and copied to the supervisor rejecting the Request).

The RDCC may also choose to approve or reject the Day Care Request on the **Approval Status – Approve Day Care Request** page. Rejecting the Day Care Request will generate an email to the worker who submitted the Request for approval.

## Supervisor – Approving a Day Care Request

1. Logon as the Primary Approver/Supervisor.

The screenshot displays the 'Assigned Workload' section of a software interface. At the top, there are navigation tabs: 'My Tasks', 'Case', 'Search', 'Reports', and 'Resources'. Below these, there are two 'Workload' buttons and a 'Staff To-Do List' link. The main content area is titled 'Assigned Workload' and includes fields for 'User Name' and 'User ID'. A 'Show 10 entries' dropdown is visible above a table of assigned cases. The table has the following columns: SS, WS, Hr, P/S, M-Ref, Stage Name, County, Stage, Type, Rcvn, Alt, SU, Opened, Assigned, Region, Unit, Stage ID, Case ID, and PGM. The table contains four rows of data, each with a checkbox in the first column. The first row shows a case assigned on 09/06/2018 in Travis County, Stage INV, Type NEGL3. The second row shows a case assigned on 04/12/2018 in Williamson County, Stage INV, Type NEGL3. The third row shows a case assigned on 06/25/2018 in Williamson County, Stage INV, Type NEGL2. The fourth row shows a case assigned on 07/21/2018 in Travis County, Stage INV, Type NEGL2. All 'Alt' and 'SU' columns have checkmarks. The 'PGM' column for all rows is 'AFC'. There are also icons for '# new stage', 'Worker Safety', 'Eligible For Screening', and 'Screened' in the top right corner.

SS	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Rcvn	Alt	SU	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>			P			TRAVIS	INV	NEGL3		✓		09/06/2018	09/06/2018	51	08			AFC
<input type="checkbox"/>			P			WILLIAMSON	INV	NEGL3		✓		04/12/2018	09/20/2018	99	09			AFC
<input type="checkbox"/>			P			WILLIAMSON	INV	NEGL2		✓		06/25/2018	06/27/2018	99	27			AFC
<input type="checkbox"/>			P			TRAVIS	INV	NEGL2		✓		07/21/2018	07/23/2018	99	08			AFC

2. Select the **Staff To-Do List** tab.

My Tasks Case Search Reports Resources

Workload **Staff To-Do List**

Search Criteria

From: [ ] To: 02/07/2019

Show 10 entries

Type	Date	Stage Name	Created By	Description
<input checked="" type="checkbox"/> Task	01/31/2019		SYSTEM	LW - Approve Day Care Request for [ ]
<input type="checkbox"/> Task	01/18/2019		SYSTEM	ASH - Approve Contacts/Summaries
<input type="checkbox"/> Alert	01/11/2019		SYSTEM	Approval Complete: Contacts/Summaries ([ ])
<input type="checkbox"/> Alert	01/11/2019		SYSTEM	Approval Complete: Contacts/Summaries ([ ])
<input type="checkbox"/> Alert	10/19/2018		JC	New Primary Assignment

3. Select the task to approve the day care request.

My Tasks Case Search Reports Resources

Case Summary Person Contacts/Summaries **Service Authorization** Legal Child Plans Placement History Medical Foster Care Eligibility PCA ICPC Case Management

Service Authorization **Day Care Request**

**Day Care Request Detail**

Stage Name: [ ] conditionally required field  
 Case ID: [ ]

**Approval Status**

**Staff Information**

Primary Case Worker: [ ] Supervisor Name: [ ]  
 Caseworker Phone Number: [ ] Supervisor Phone Number: [ ]  
 Unit Number: [ ] EO

◆ Caregiver

**Caregiver/Child(ren) Information**

Name	Service	DOB	Age	PID	City	County	Street
<input type="radio"/> [ ]	40B	05/14/2012	6	[ ]	[ ]	[ ]	[ ]
<input type="radio"/> [ ]		03/02/1989	29	[ ]	[ ]	[ ]	[ ]

Invalid

**Comments:** [ ]

4. Select the **Approval Status** button.

Service Authorization Day Care Request

**Approval Status - Approve Day Care Request**

Case Name:  \* required field  
Case ID:

Current Status

Status	Date	Time	Approver
Pending			

Approval Information

Approver:  Date:  Time:

Comments:

Password:

Forms

Forms:

5. Approve and save the Day Care Request.

6. Select the **Select Staff** button to send to an RDCC for secondary approval.

7. Select the **Save** button.

## RDCC – Approving a Day Care Request

1. Logon as the **RDCC**.

My Tasks Case Search Reports Resources

Workload

**Assigned Workload**

User Name:   
User ID:

Show 10 entries

SS	WS	Hr	P/S	M-Ref	Stage Name	County	Stage	Type	Opened	Assigned	Region	Unit	Stage ID	Case ID	PGM
<input type="checkbox"/>			P				INT								
<input type="checkbox"/>			P				INT								
<input type="checkbox"/>			P	#			INT	C-AS	11/01/2015	11/30/2015	01	K1			CPS
<input type="checkbox"/>			P	#		RANDALL	INT	C-AS	05/01/2018	05/03/2018	01	K1			CPS

# new stage  
 ⚠ Worker Safety  
 ● Eligible For Screening  
 Ⓞ Screened



2. Select the **Staff To-Do List** tab.

My Tasks | Case | Search | Reports | Resources

Workload

**Staff To-Do List**

Unit Summary

Unit Maintenance

Search Criteria

From: [ ] To: 02/07/2019

Show 10 entries

Type	Date	Stage Name	Created By	Description
<input type="checkbox"/> Task			SYSTEM	Adoption Assistance Recertification is due for [redacted]
<input type="checkbox"/> Task			JLS	JLS - Person Detail
<input type="checkbox"/> Task			JLS	JLS - Person Detail
<input type="checkbox"/> Task			JLS	JLS - Person Detail
<input type="checkbox"/> Task			JLS	JLS - Person Detail
<input type="checkbox"/> <b>Task</b>			SYSTEM	ASH - LW - Approve Day Care Request for [redacted]
<input type="checkbox"/> Alert			PW	A new adoption subsidy period for [redacted] needs to be created.
<input type="checkbox"/> Task			SYSTEM	The adoption subsidy for [redacted] must be closed.

3. Select the task to approve the day care request.

Case Summary

Person

Contacts/Summaries

**Service Authorization**

Legal

Child Plans

Placement

History

Medical

Foster Care Eligibility

PCA

ICPC

Case Management

Service Authorization | Day Care Request

**Day Care Request Detail**

Stage Name: [redacted] conditionally required field

Case ID: [redacted]

Approval Status

Staff Information

Primary Case Worker: [redacted] Supervisor Name: [redacted]

Caseworker Phone Number: [redacted] Supervisor Phone Number: [redacted]

Unit Number: E0

Caregiver

Caregiver/Child(ren) Information

Name	Service	DOB	Age	PID	City	County	Street
<input type="radio"/> [redacted]	40B	05/14/2012	6	[redacted]	DALLAS	DALLAS	9236 CHURCH RD APT 1099
<input type="radio"/> [redacted]		03/02/1989	29	[redacted]	DALLAS	DALLAS	9236 CHURCH RD APT 1099

Invalid

Comments: [ ]

Delete | Save | Save and Submit

#### 4. Select the **Approval Status** button.

Service Authorization Day Care Request

### Approval Status - Approve Day Care Request

Case Name: [REDACTED] \* required field  
Case ID: [REDACTED]

Current Status

Status	Date	Time	Approver
Approved	01/31/2019	06:51 PM	[REDACTED]
Pending			[REDACTED]

Approval Information

Approver: [REDACTED] Date: 01/31/2019 Time: 07:03 PM

Comments: [REDACTED]

Password: [REDACTED] Approve Reject

Forms: [REDACTED] Launch

5. Approve and save the Day Care Request. This will automatically generate the day care Service Authorization.

## Supervisor or RDCC – Rejecting a Day Care Request

1. Navigate to the **Approval Status – Approve Day Care Request** page.
2. Reject the **Day Care Request**, enter a comment, and select the **Save** button.  
When the Supervisor or RDCC rejects a Day Care Request, the authorization is not created and an email is sent to the caseworker with the subject heading “Day Care Denied” along an explanation in the body of the message why the day care was not approved. The supervisor or RDCC is copied on the email.

Service Authorization Day Care Request

### Approval Status - Approve Day Care Request

Case Name: [REDACTED] \* required field  
Case ID: [REDACTED]

Current Status

Status	Date	Time	Approver
Approved	01/31/2019	06:51 PM	[REDACTED]
Pending			[REDACTED]

Approval Information

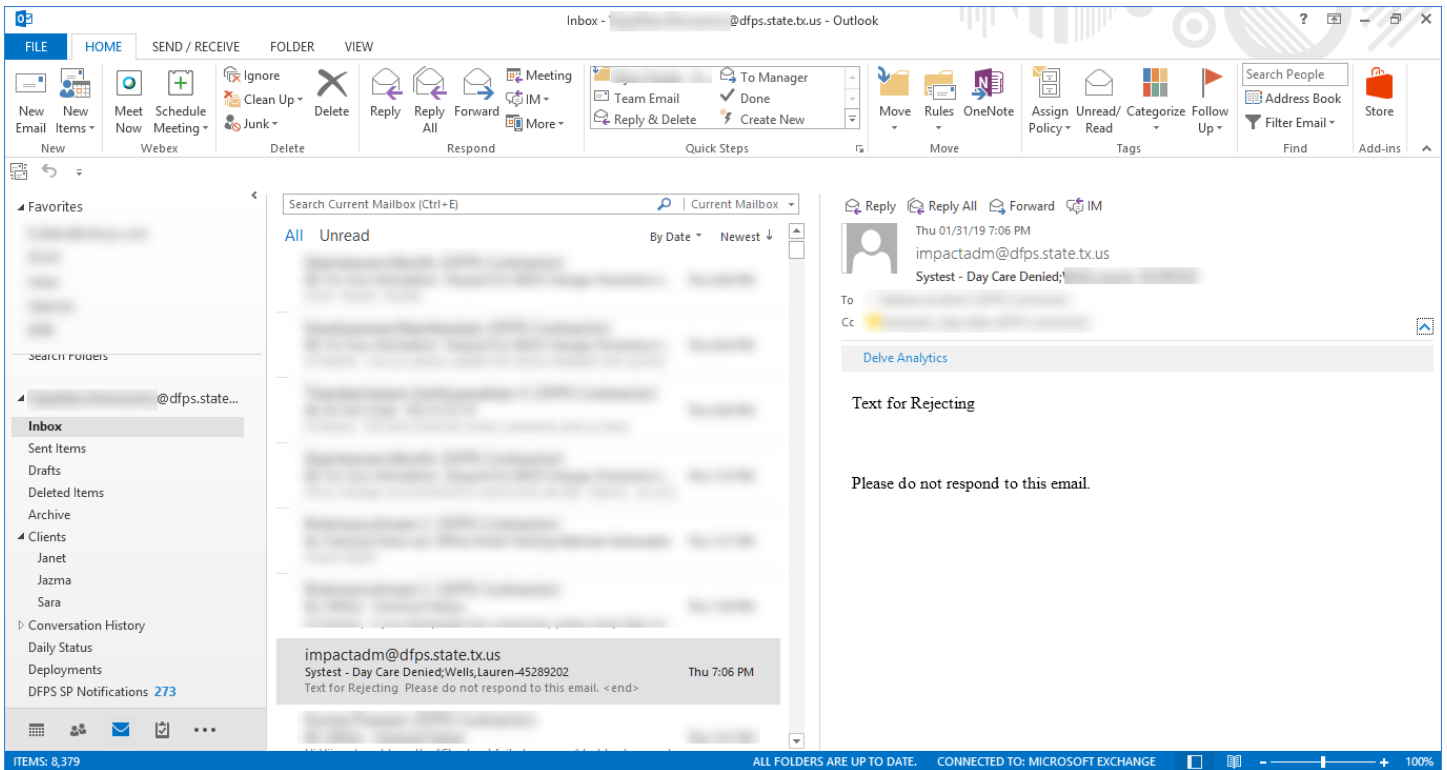
Approver: [REDACTED] Date: 01/31/2019 Time: 07:03 PM

Comments: Text for Rejecting

Password: [REDACTED] Approve **Reject**

Forms: [REDACTED] Launch

3. Verify you are copied on the rejection email via Outlook.



# RDCC – Service Authorization Header – Resource Selection and Send Email

## Overview

When the RDCC selects the County on the Day Care Service Authorization, the system automatically searches the **Resource Information** section. A single result will prefill the **Resource Information** section. If there are multiple resources, the **Resource Search Results** page displays. The **Select Resource** button on the **Service Authorization Header** page has been removed and the **Save and Submit** button has been changed to **Save and Email**. The Day Care Service Authorization no longer needs approval, since the system automatically generates the Service Authorization when the RDCC approves the Day Care Service Request.

The RDCC uses the **Save and Send Email** button to send an email with "Form 2054 Service Authorization" from the **Service Authorization Header** page attached to the worker requesting day care, the designated Child Care Services Board, and the RDCC.

## Service Authorization – Resource Selection

1. From the **Service Authorization List** page select the hyperlink under the **Type** column for the service needed.
2. The **Service Authorization Header** page displays.

The screenshot displays the 'Service Authorization List' page. The title 'Service Authorization List' is highlighted with a red box. The table below shows the following data:

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
01/31/2019	PROC	Authorization	SA for [redacted] Resource: [redacted]	SUB	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
10/16/2018	APRV	Authorization	SA for [redacted] Resource: [redacted]	SUB	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
08/21/2018	APRV	Authorization	SA for [redacted] Resource: [redacted]	SUB	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Showing 1 to 3 of 3 entries

Reports: [dropdown] [Launch]

- Select the County from the **County** dropdown in the **Resource Search Criteria** section. If only one resource is available for the county, then it prefills into the **Resource Information** section.

The screenshot shows the 'Service Authorization' form. The 'Service Authorization Header' is highlighted with a red box. Below it, the 'Resource Search Criteria' section includes dropdowns for Region (01 Region 1), Category (APS Medical), Service (Dental Care - APS), and County (highlighted with a red box). An 'Effective' date of 01/29/2019 is also present. The 'Resource Information' section below shows 'Resource Name: Reg 01 Citibank Procard' and a 'Complete' checkbox. The 'Information to the Provider' section includes fields for 'Primary Client for Delivery of Services', 'Preferred Subcontractor', and 'Comments'. A 'Subcontractor List' link is at the bottom left, and a 'Save' button is at the bottom right.

- If multiple Resources are available, then the **Resource Search Results** page displays.

The screenshot shows the 'Resource Search Results' page. A table lists two resources. The table is highlighted with a red box. Below the table, it says 'Showing 1 to 2 of 2 entries'. A 'Continue' button is at the bottom right.

Resource Name	Resource ID	Status	C	Resource Type	Investigation Jurisdiction	Facility Type	Address	City	County	Phone	Ext.
<input type="radio"/> Reg 01 Citibank Procard		✓		Provider	Non-DFPS		5121 69TH ST	LUBBOCK	LUBBOCK		
<input type="radio"/> Rg 01/west Texas Opportunities		✓		Provider	Non-DFPS		PO BOX 1308	LAMESA	DAWSON		

5. Select the radio button for the Resource and select **Continue**. The Resource displays in the **Resource Information** section.

The screenshot shows a web application interface for Service Authorization. On the left is a navigation menu with items like Case Summary, Person, Contacts/Summaries, Service Authorization (highlighted), Legal, Child Plans, Placement, History, Medical, Foster Care Eligibility, PCA, ICPC, and Case Management. The main content area has tabs for Service Authorization and Day Care Request. A red box highlights the 'Service Authorization Header' section. Below it is the 'Resource Search Criteria' section with dropdowns for Region (01 Region 1), Category (APS Medical), Service (Dental Care - APS), County, and Effective date (01/29/2019). A 'Select Resource' button is present. The 'Resource Information' section, also highlighted with a red box, shows 'Resource Name: Reg 01 Citibank Procard' and a 'Complete' checkbox. Below this is the 'Information to the Provider' section with a dropdown for 'Primary Client for Delivery of Services', a text field for 'Preferred Subcontractor', and a large text area for 'Comments'. At the bottom right, there is a 'Save' button.

## Service Authorization – Save and Email

Select the **Save and Email** button to send an email with the attached prefilled Service Authorization (Form 2054) to the caseworker who submitted the Day Care Service Request, as well as to the associated Child Care Services Board and RDCC worker.

This screenshot is similar to the previous one but shows a different configuration. The 'Resource Search Criteria' section has 'Region' set to '07 Region 7', 'Category' set to 'Day Care', and 'Service' set to '40R Day Care-Retry/Othr Careqvr'. The 'Effective' date is '02/03/2019'. The 'Resource Information' section shows a 'Complete' checkbox that is checked. At the bottom right, there are two buttons: 'Save and Email' (highlighted with a red box) and 'Save'. The 'Information to the Provider' section is also visible.