TN Department of Children's Services

Storyboard

TFACTS Resource Home Entry and Approval

This storyboard demonstrates how to record a Resource Home Inquiry and Home Study Approval. In addition it covers: Entering a Reassessment, Entering a Closed/On-Hold/Suspended Status and Entering Resource Home Recordings.

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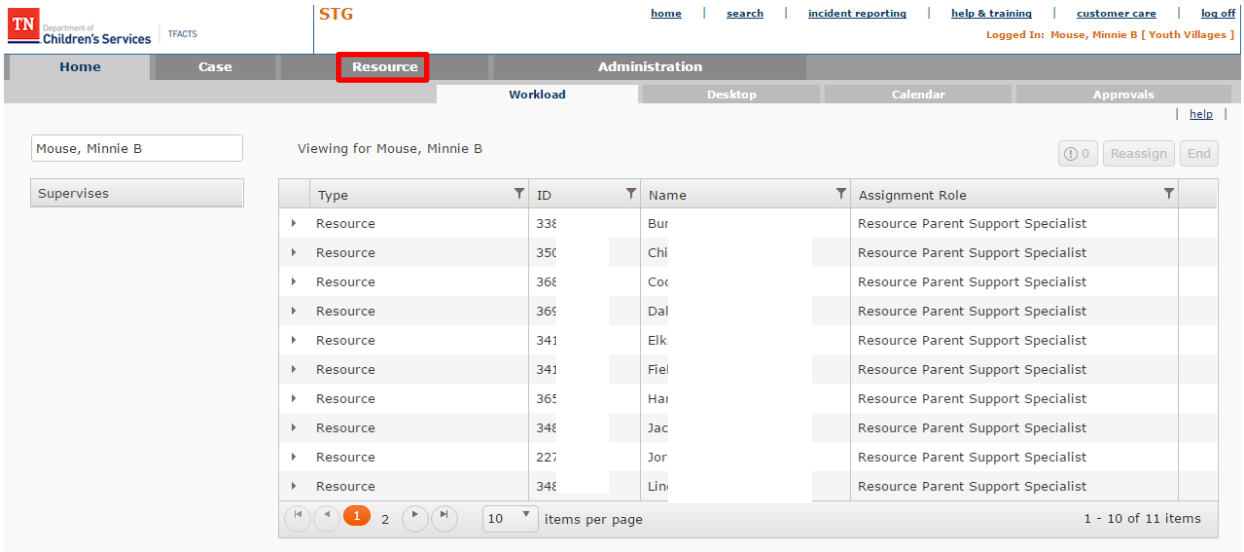
Resource Home Entry and Approval

Adding an Inquiry

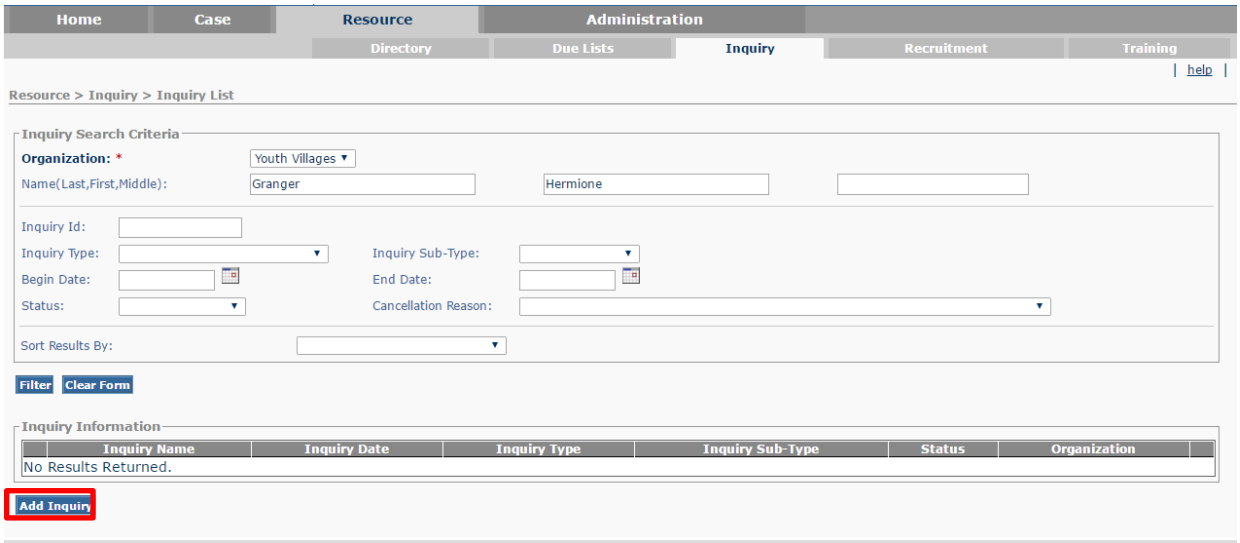
Recording a Resource Home in TFACTS all begins with an inquiry. Once the inquiry is complete, it is linked to a resource home record. Resource Homes must have a home study completed and approved in TFACTS before a placement can be entered.

The **Workload** screen displays.

- Click the **Resource** tab.

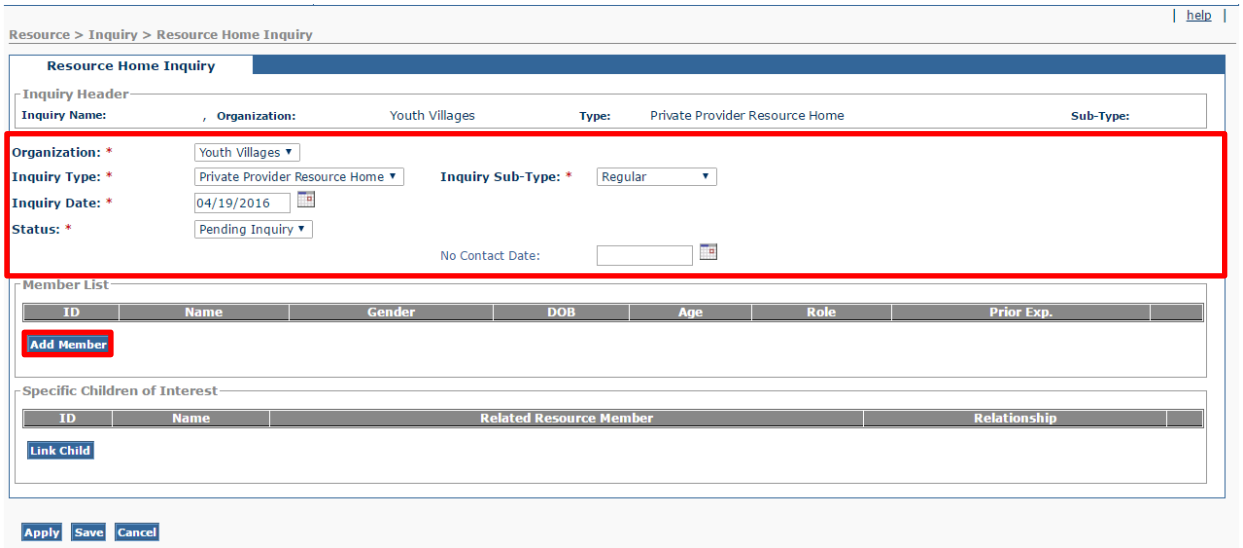


- Click the **Inquiry** tab.
- Before entering an Inquiry, user should first perform a filter to see if the inquiry person already has an active inquiry. Add **Last Name**, **First Name** and click **Filter**.
- Click **Select** if the inquiry is found from the search which implies the inquiry has already been entered but not linked a resource home.
- Click **Add Inquiry** if no active inquiry is returned from the search as in the steps below. For this storyboard adding a new inquiry is demonstrated.



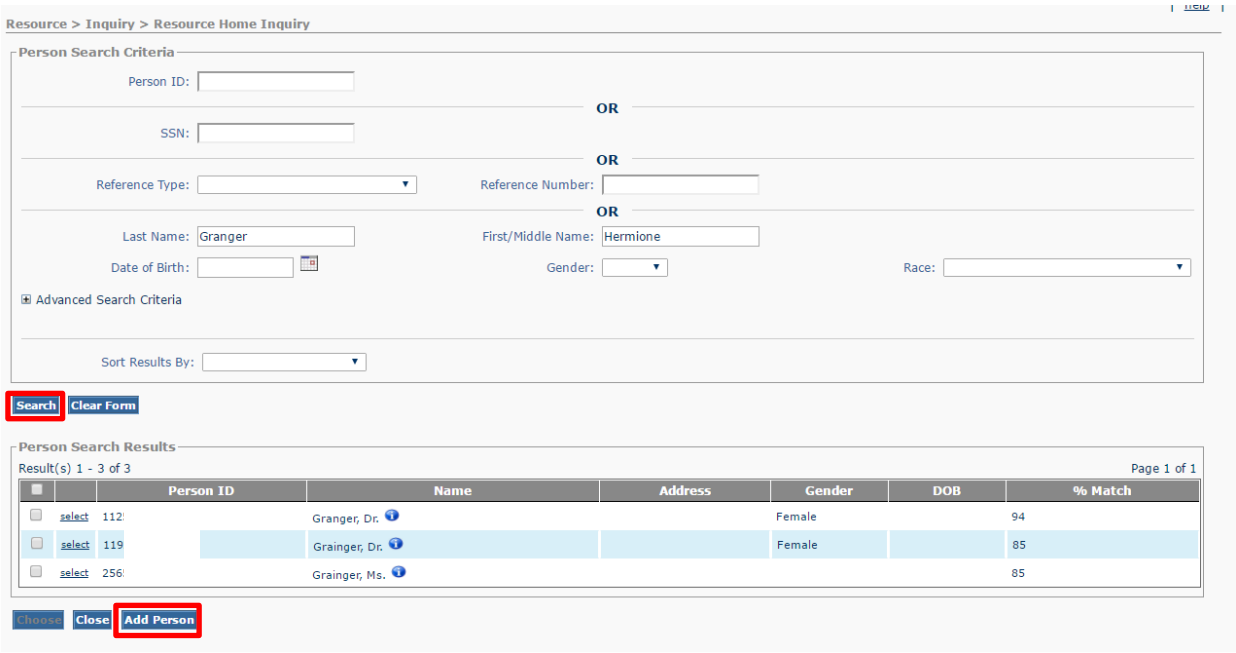
The **Resource Home Inquiry** screen appears.

- **Complete any required fields with an asterisk not pre-populated.** Status will default to and should remain as **Pending Inquiry**
- Click **Add Member.**



The **Person Search Results** screen appears. **(**You may search by Person ID, SSN or Name.)

- Click **Search.**
- If a person for whom the user is searching is returned, check the empty box next to the correct Person ID. After making a selection, the **Choose** button will become enabled. If the person was not found, click **Add Person**. (In this demonstration we will **Add Person**.)

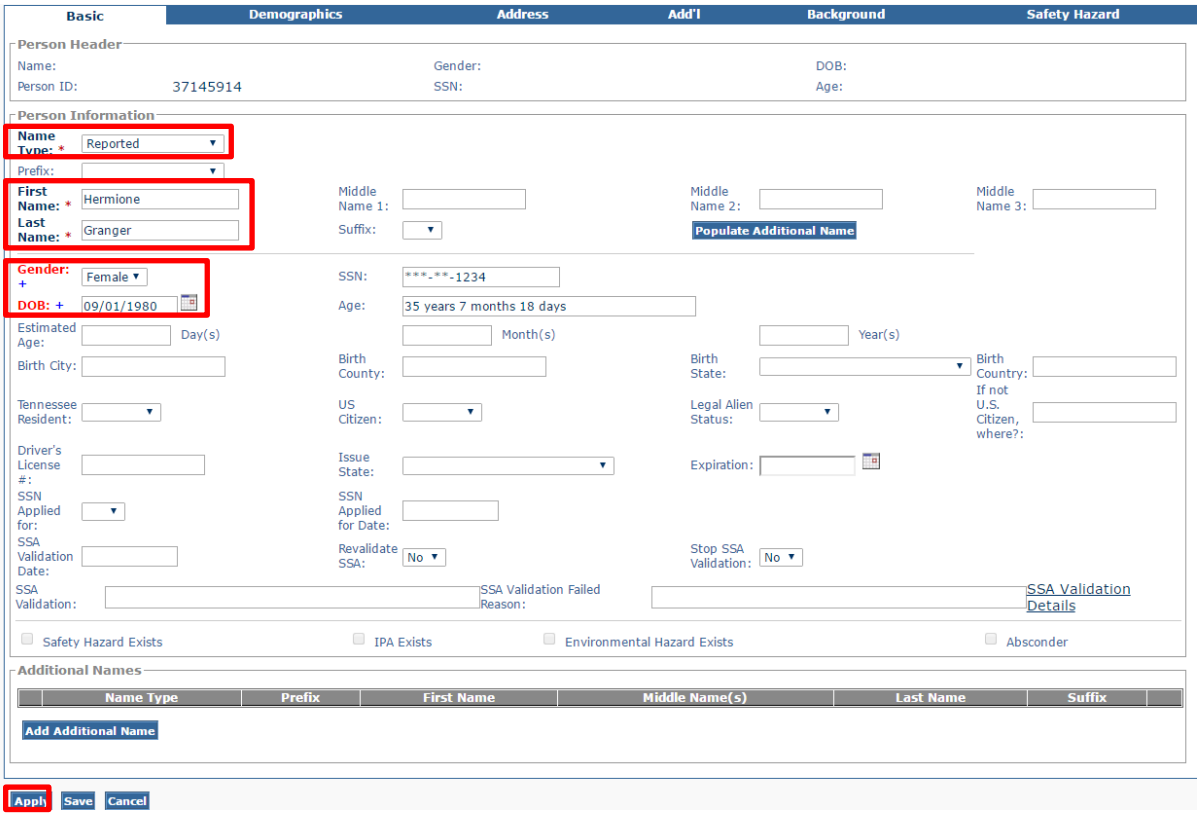


The **Basic** tab screen appears.

- Enter the **Name Type, First Name, Last Name, Gender** and **Date of Birth (DOB)** and any other relevant information.

Note: DOB is an AFCARS Requirement and is recommended to *always* enter at this time.

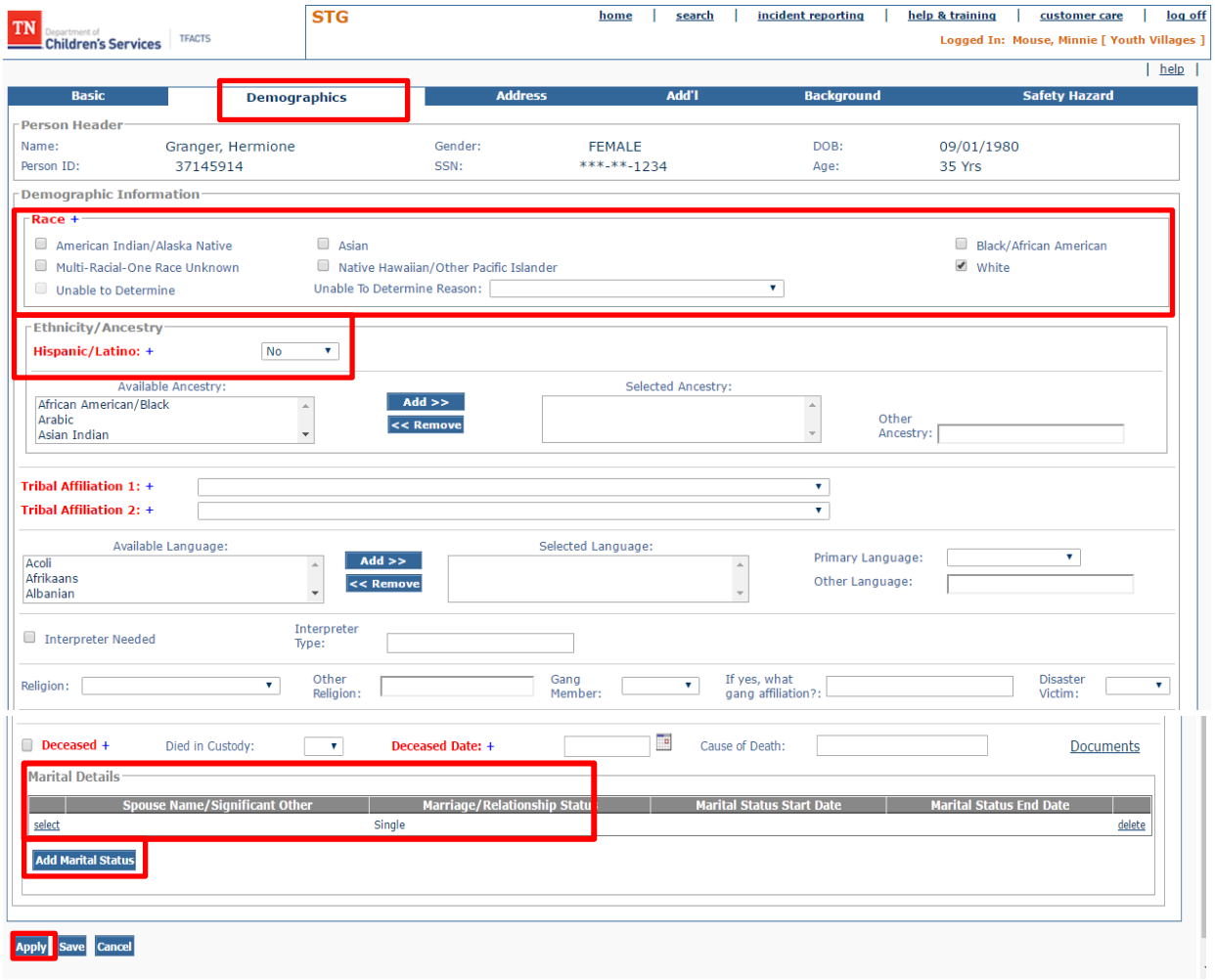
- Click **Apply.**



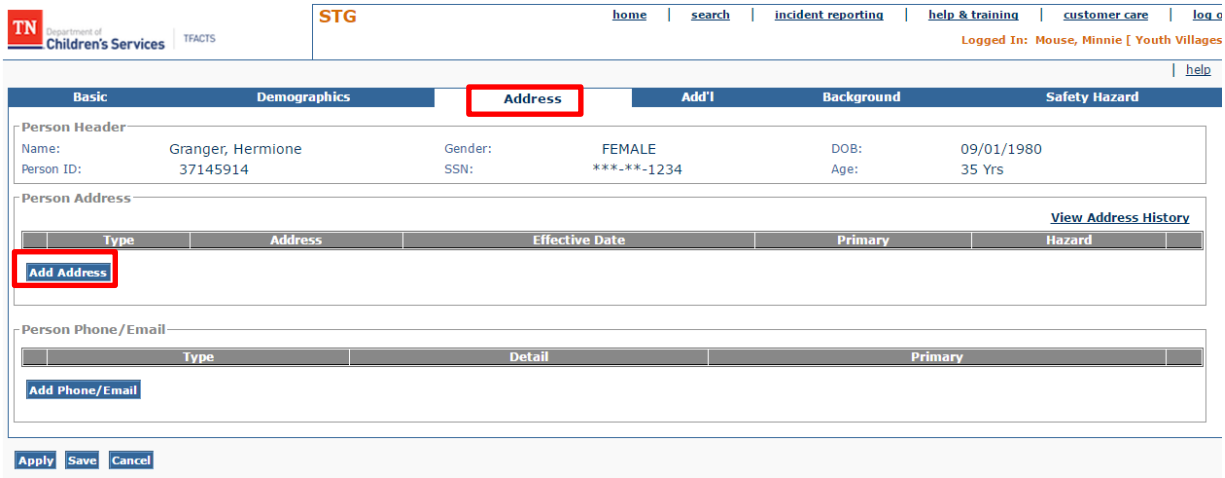
- Click the **Demographics** tab.
- Enter the inquiry's **Race and Hispanic Origin**. If any other information related to his screen has been provided, it should also be **entered**.

Note: Race, Hispanic Origin and Marital Status are also AFCARS Requirements and are recommended to always enter at this time. As relationships are reciprocal in TFACTS, it is important to also indicate the **Spouse or Significant Other** so the information is reflected in **Person Profile** for both person ID's.

- Click **Apply**.

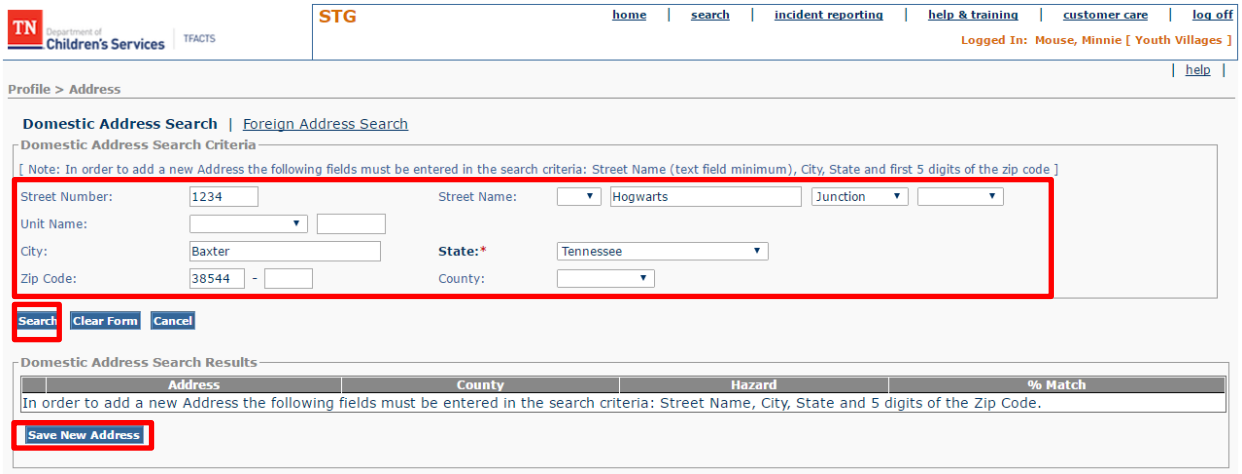


- Click the **Address** tab.
- Click **Add Address**.



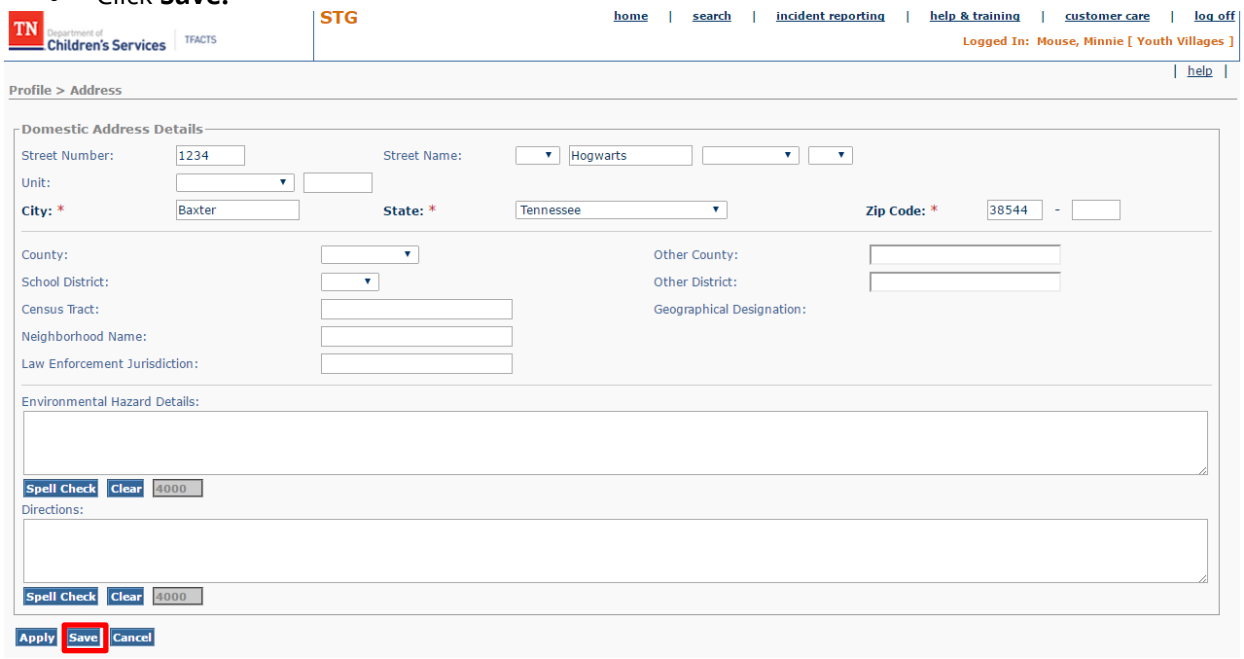
The **Domestic Address Search** screen will appear.

- Add the **Street Number, Street Name, City, State** and **Zip Code**.
- Click **Search.**
- **Domestic Address Search Results** will display any addresses matching the details entered. If no correct results, click **Save New Address**.



The **Domestic Address Details** screen appears. (Address information from the previous address search will automatically populate.)

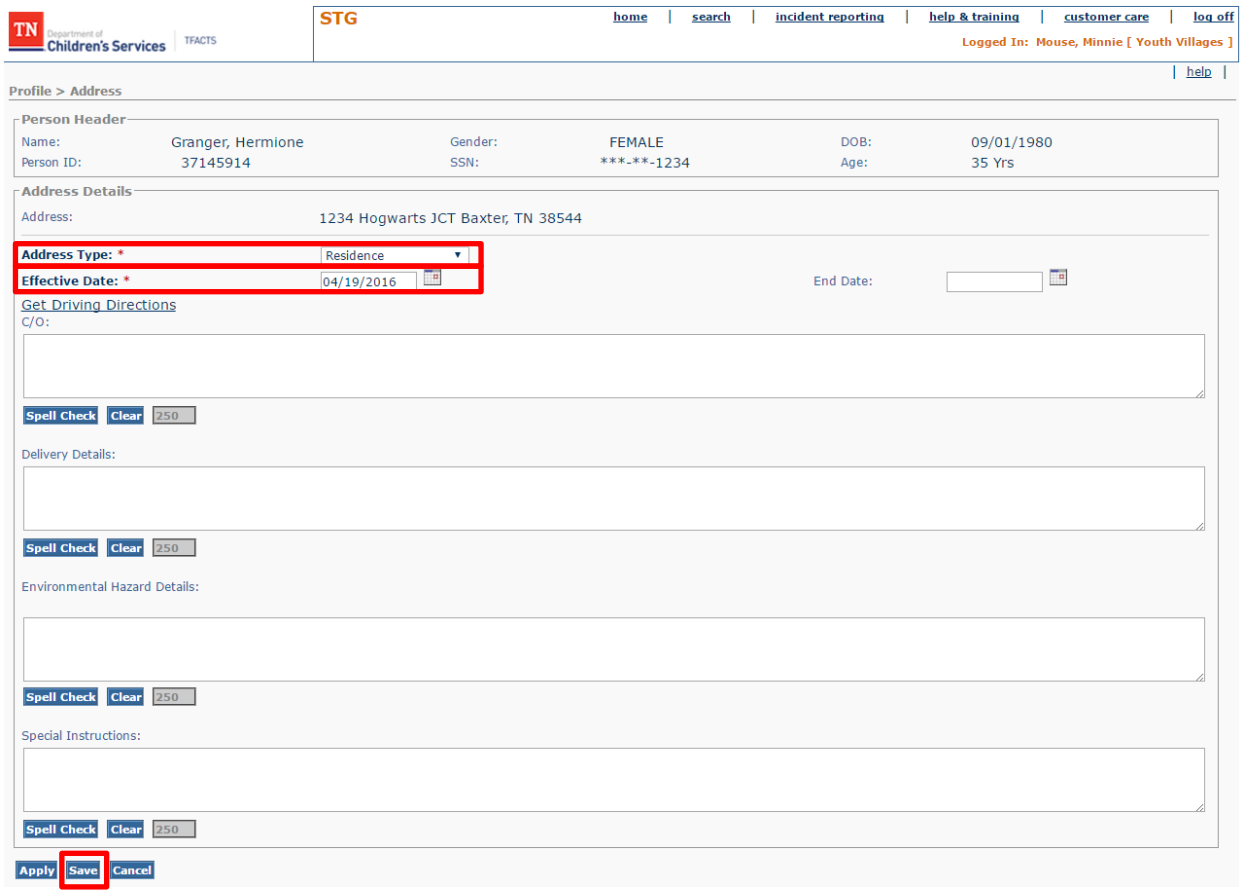
- Enter any other information provided by applicant as applicable.
- Click **Save.**



- The **Address Details** screen appears.
- Add **Address Type** and **Effective Date**.

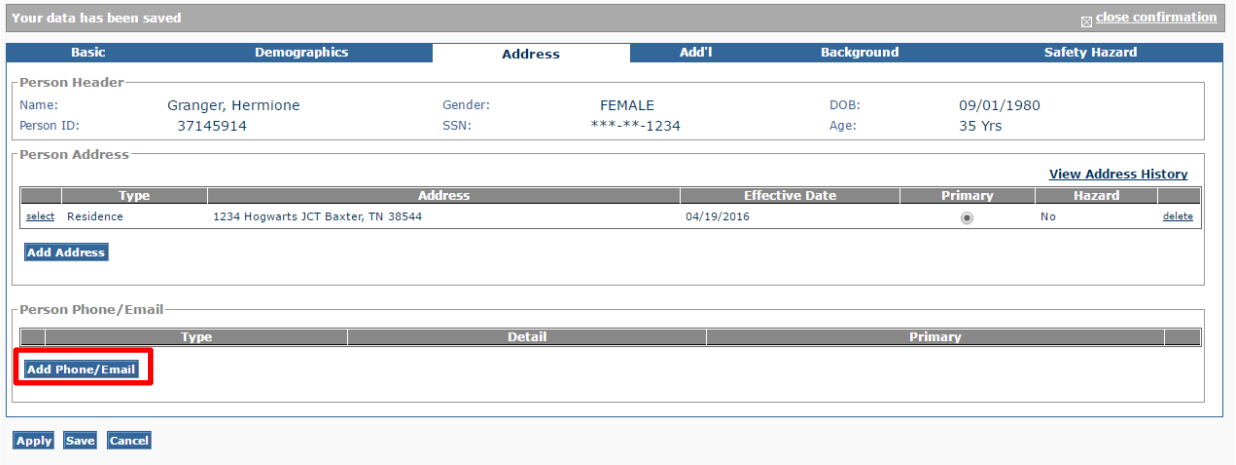
Note: Resource homes ***must*** have a **Residence** type address. Once the home is approved, If a new residence address needs to be added for the Resource home, it will need to be done through the home study.

- Click **Save.**



The **Address Tab** screen appears. (**Note** the address has been entered and reflected as **Primary**).

- Click **Add Phone/Email.**

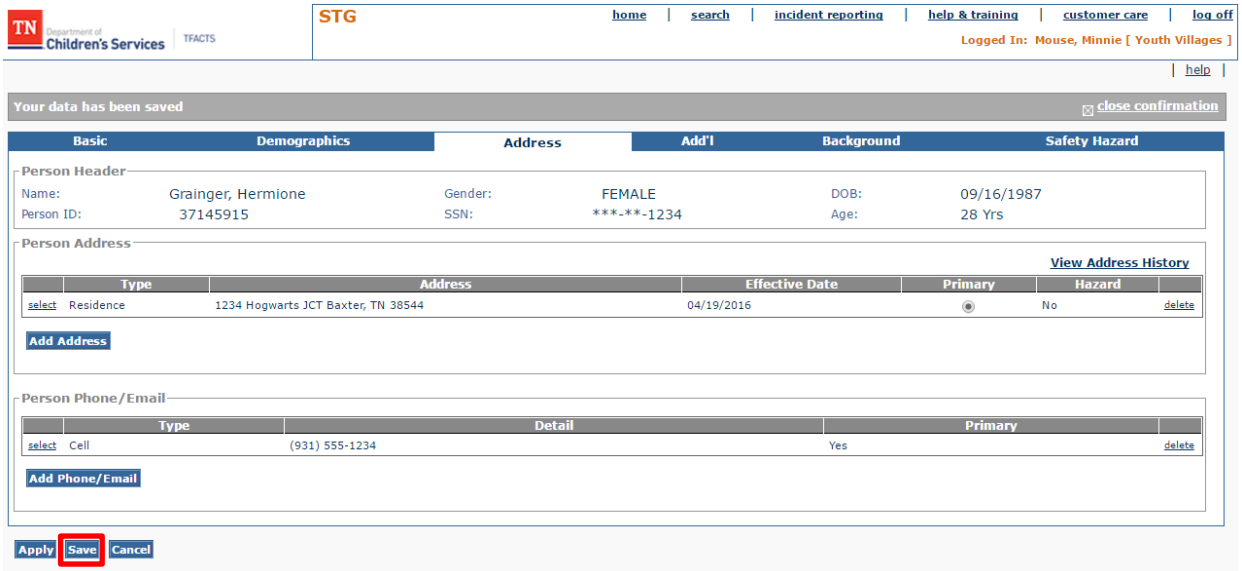


The **Contact Information** Screen appears.

- Add the **Type** of Contact from the drop down menu.
- Click the box marked **Primary** if the information is being entered for the primary person in the record (person with the role of **Resource Parent** as opposed to the Co-Parent),
- Add the **Contact.**
- Click **Save.**

The **Address** screen now displays the address and contact numbers.

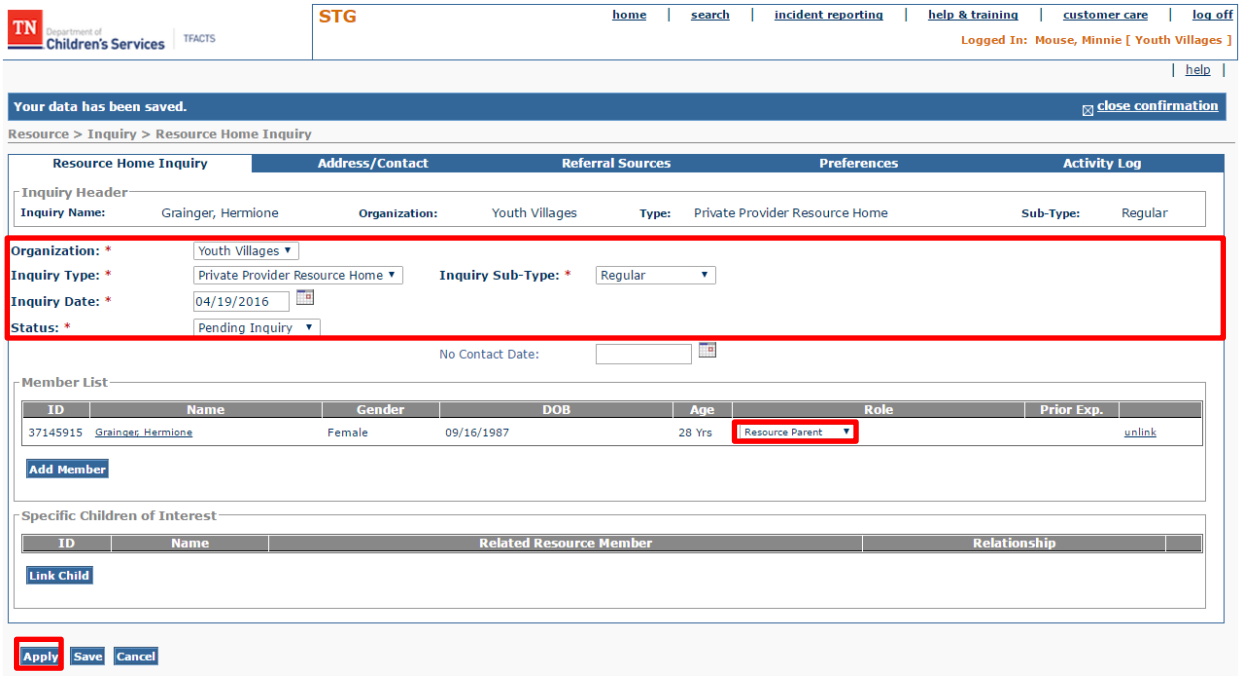
- Click **Save.**



The **Resource Home Inquiry** screen appears.

- Add **Role** of **Resource Parent** from the drop down list.
- To add **Co-Parent** or other person to the home, click **Add Member** and repeat the steps described previously.

  Note: Link Child is regarding a Specific Child. It is only required for Expedited DCS Homes, which is not applicable to private providers.
- Click **Apply.**

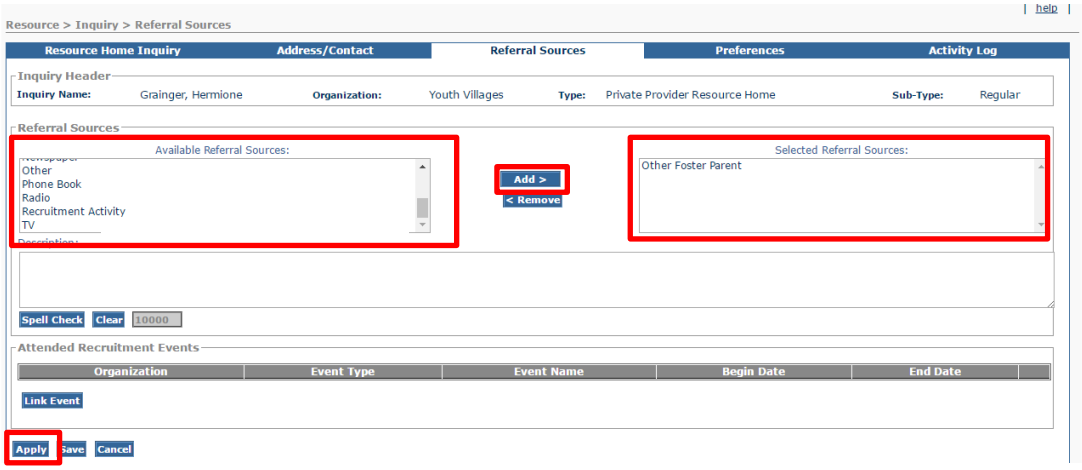


The **Resource Home Inquiry** Screen appears.

- Click the **Referral Sources** tab.
- Select from the **Available Referral Sources** and click **Add** to move it to **Selected Referral Sources.** More than one referral source choices can be added.

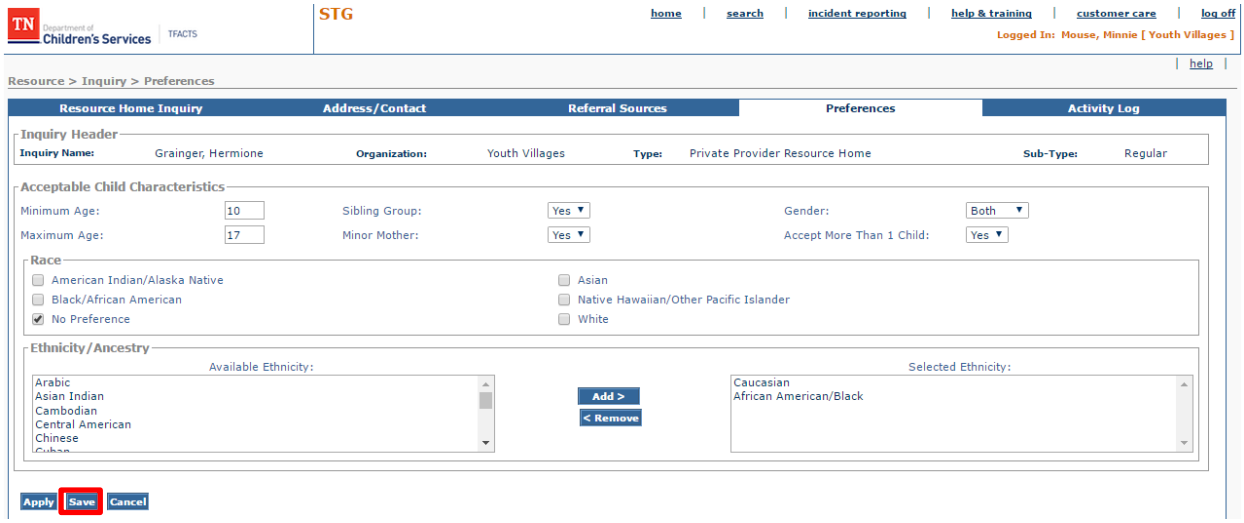
Note: Recruitment Events can be recorded in TFACTS and linked to inquiries. The applicable recruiting event will only be available for selection if the person designated to document recruitment events in TFACTS has entered it. However, this is not required for providers but available if they so choose.

- Click **Apply.**



- Click the **Preferences** Tab.
- **Optional** to enter: **Acceptable Child Characteristics, Race and Ethnicity/Ancestry**
- Click **Apply.**

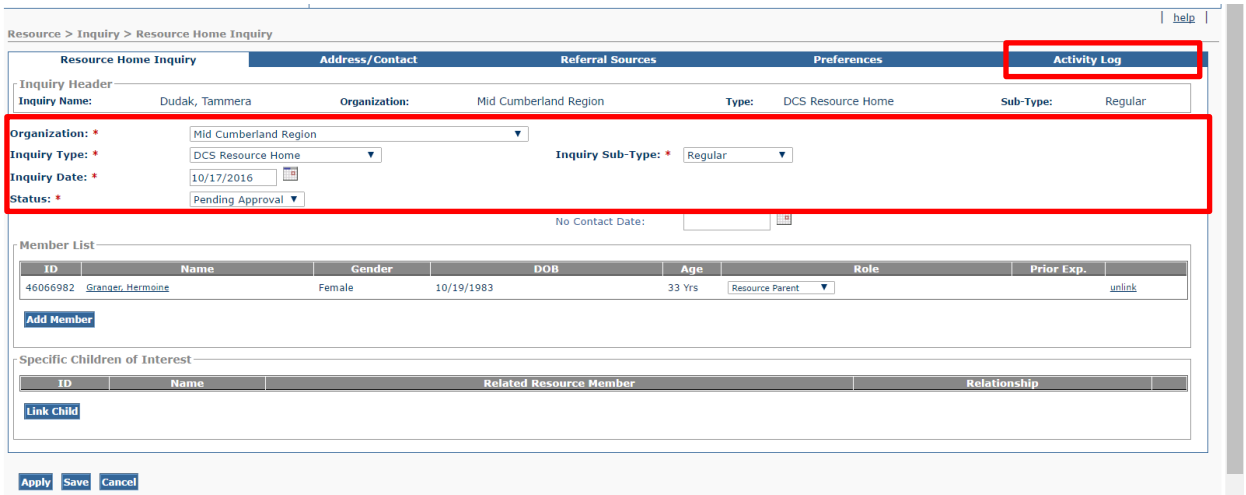
Note: Preference Information is not required for linking inquiry to a resource home.



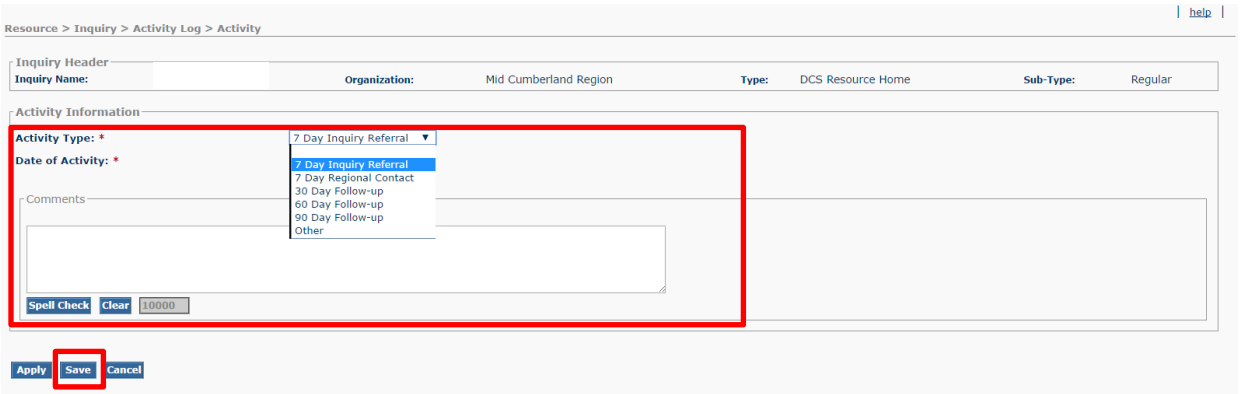
- Click the **Activity Log** Tab.

Note: Activity Log required for DCS Foster Parent Support when linking an inquiry to a resource home. **(Optional for Private Providers)**

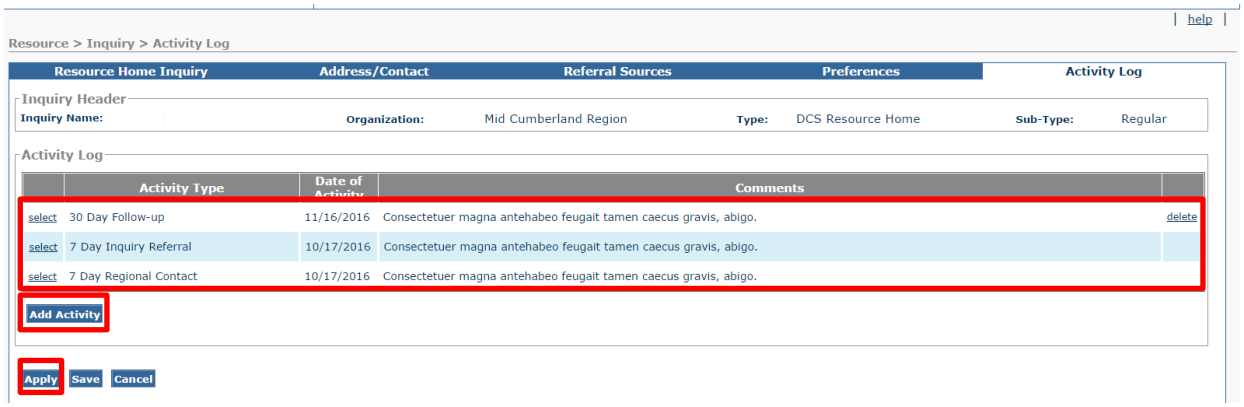
- From **Resource Home Inquiry page**
- **Click Activity Log**



- Click **Add Activity** Button
- **Select Activity Type** from dropdown: **7 Day Inquiry Referral, 7 Day Regional Contact, 30 Day Follow-up, 60 Day Follow-up, 90 Day Follow-up, Other**
- **Add Date of Activity**: Enter Date
- **Comments**: **Enter Comments** per Policy and Protocol.
- Click **Save**



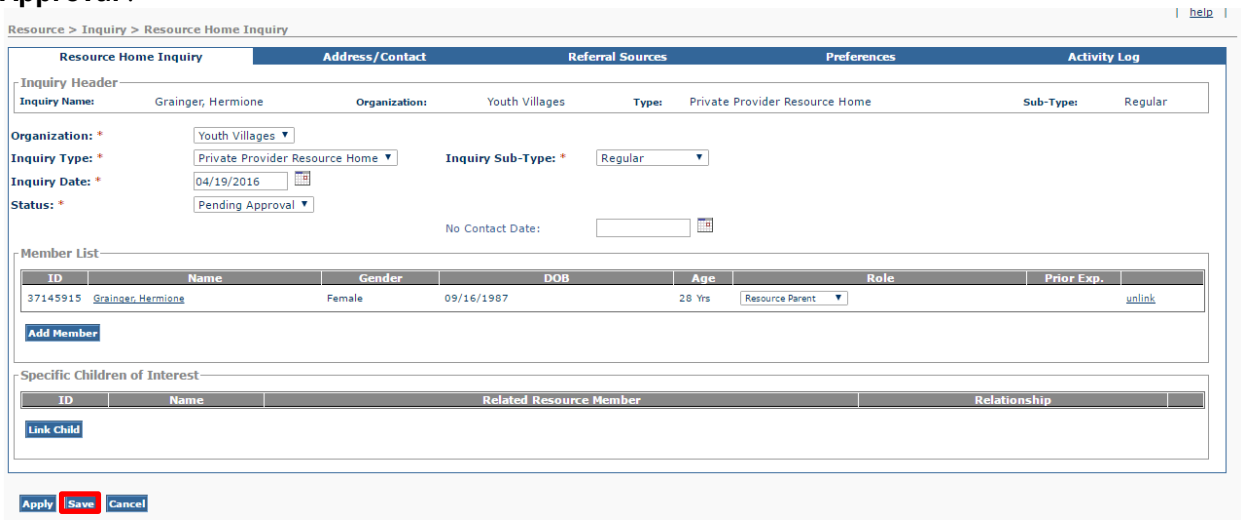
- Repeat this process until all **Activity Logs** have been entered
- Click **Apply. Note:** If the user clicks **Save** they will be returned to the **Inquiry Search Criteria Tab** and must filter to locate the pending inquiry.



Click the **Resource Home Inquiry Tab**.

- If the inquiry is complete, change the **Status** to **Pending Approval**.
- Click **Save.**

Note: At any time after the required information has been documented in the inquiry, the user can go to the **Resource Home Inquiry** screen in the inquiry and change the **Status** to **Pending Approval** .



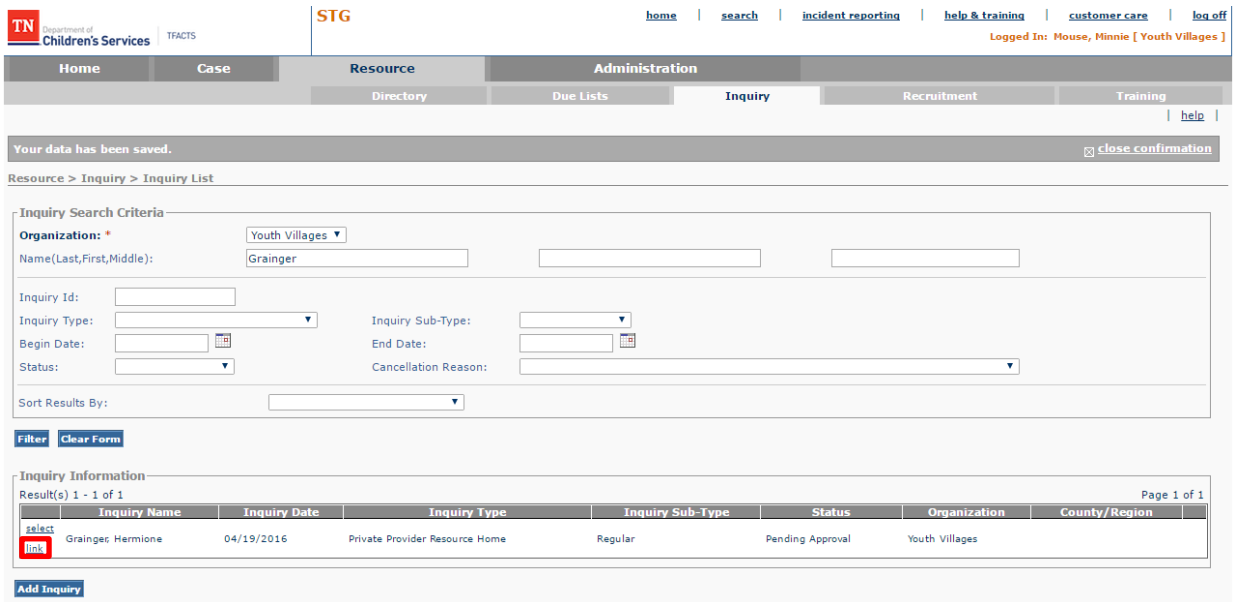
Continue to the next sub topic.

Linking an Inquiry to a Resource Home Record

Now that the resource home inquiry has been completed, you are returned to the **Inquiry Information** page where the new inquiry should now display. The **Inquiry** can now be linked to create a Resource Home record for approval.

- Click **link** (the **link** hyperlink will only be available once the inquiry record has been placed in **Pending Approval** Status)

Note: This screen could have many more inquiry records listed, depending on the amount that the selected **Organization** has assigned to it; user can better define the list by filtering on any of the options in the dropdowns or filtering by name as in the example.



The **Potential Resource Home Matches** screen appears.

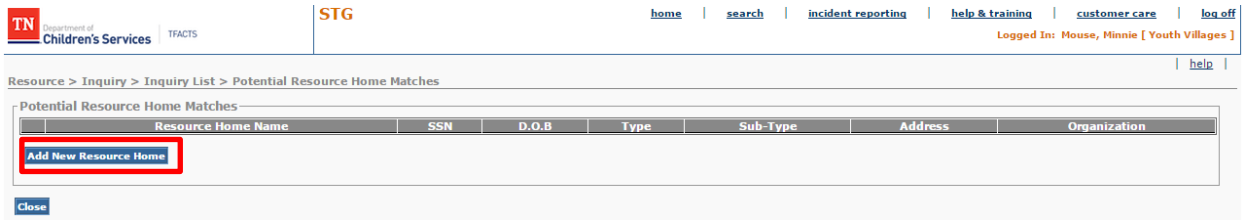
- TFACTS will display any potential matches for the inquiry from existing resource home records. If the system returns a correct match, it will be listed on this screen and the user will click **Link** to re-activate the resource home.

WARNING: Creating a duplicated home will result in the duplicated home being closed in error and a new inquiry created and linked to the appropriate resource home ID number.

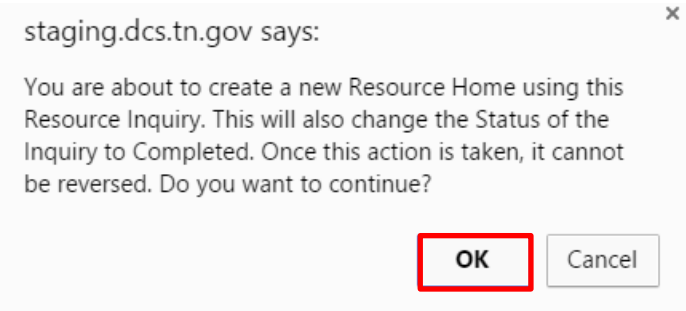
Note: If attempt to link an inquiry to a home that is in current Active status, and it is definitely a correct match, the home will need to be closed by the owning organization before the inquiry can be linked. This could happen in situations where an existing active resource home is seeking to become a resource home for another organization.

Tip: If working with a former resource parent, search the Directory PRIOR to creating a new inquiry to determine the former resource home ID number making it easier at this step to select the correct match.

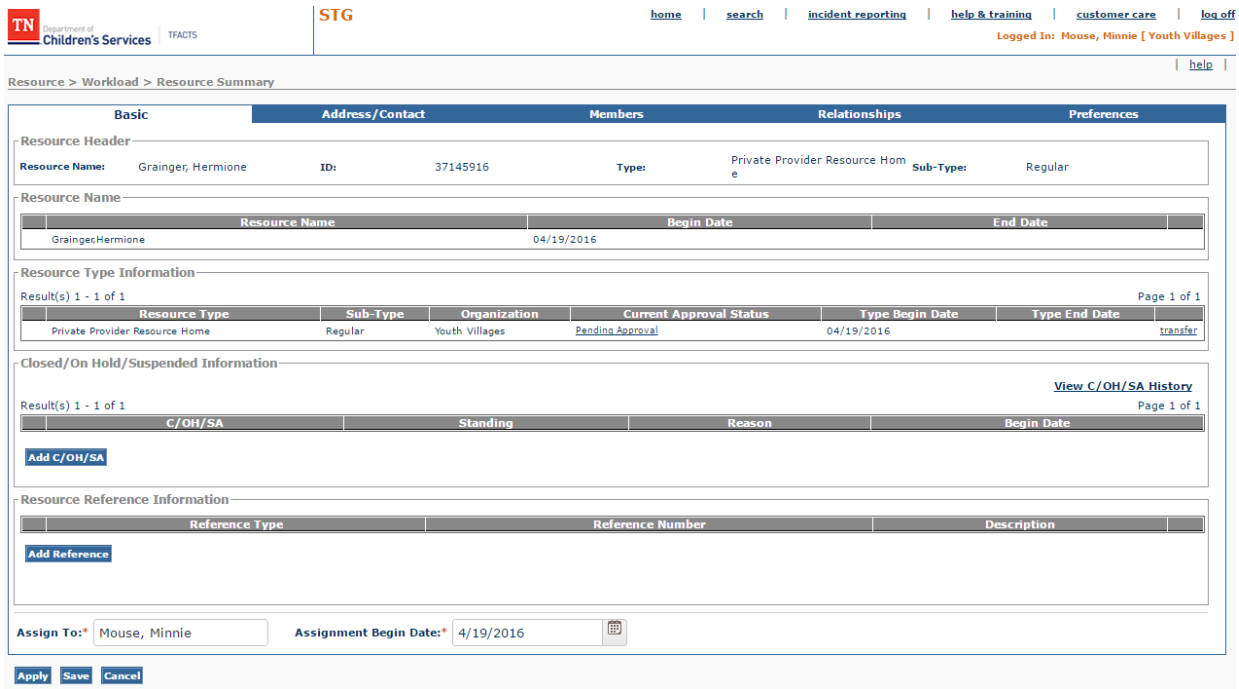
- For new, non-reactivated resource homes click **Add New Resource Home** button.



- A pop–up box will display stating: You are about to create a new Resource Home using the Resource Inquiry and will change the Status to Completed. Once completed it cannot be reversed.
    - Click **OK**



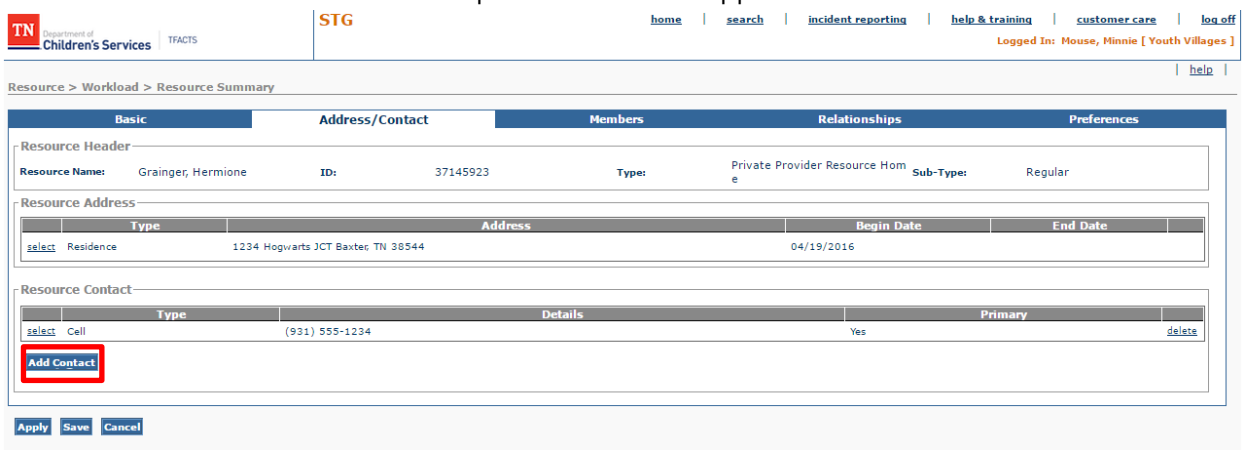
The **Resource Summary** screen appears.



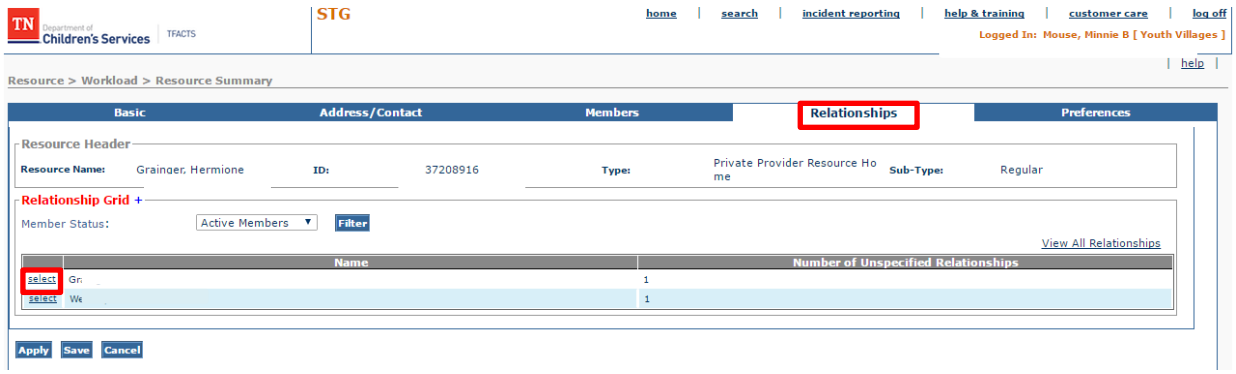
All information entered in the inquiry should be available for review under the **Resource Summary** and viewed by clicking on the appropriate tab.

Note: A new address or new household members are added through a new home study.

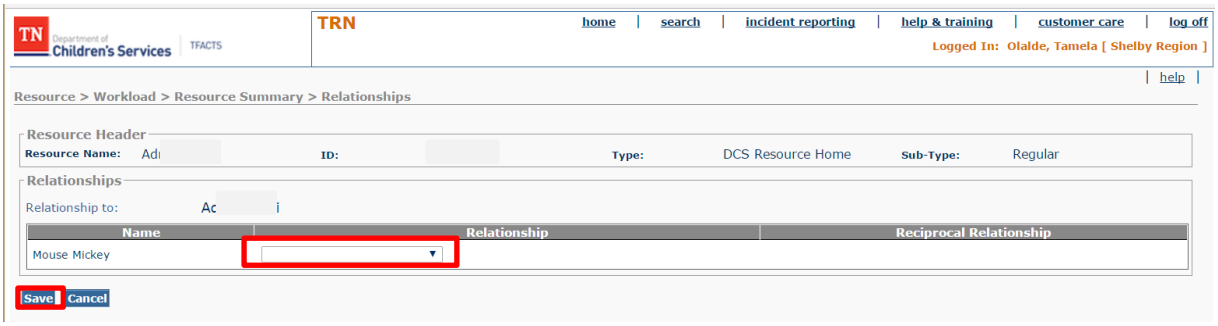
- Click **Add Contact** to add new phone numbers if applicable.



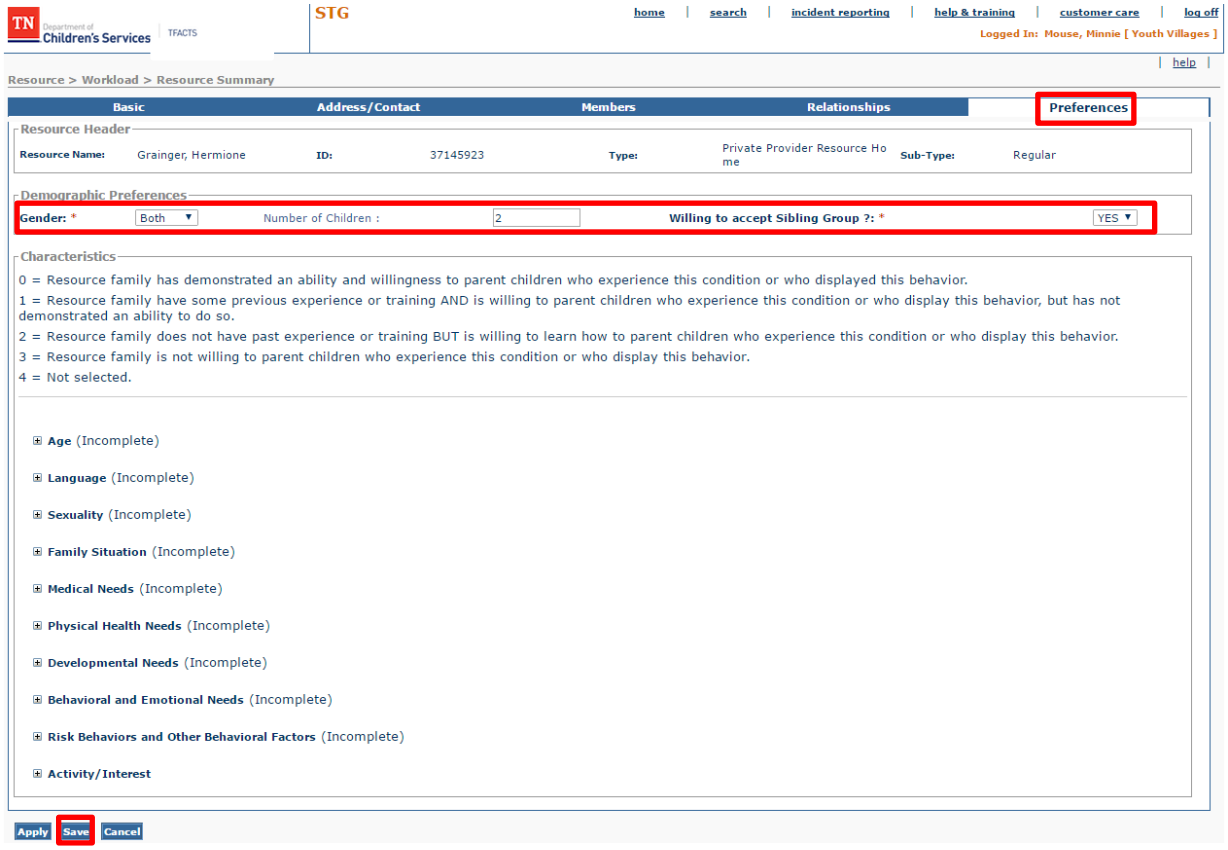
- Click **Relationships** tab.
- From the Relationship Grid click **Select** next to the member's name that has an unspecified relationship.



- Choose from the dropdown box the corresponding relationship that the person has with the individual selected.
- Click **Save**.
- Repeat this process until all relationships are specified and reflect a zero next to their name.



- Click **Preferences**.
- Complete the two required fields if not already completed.
- Click **Save.**

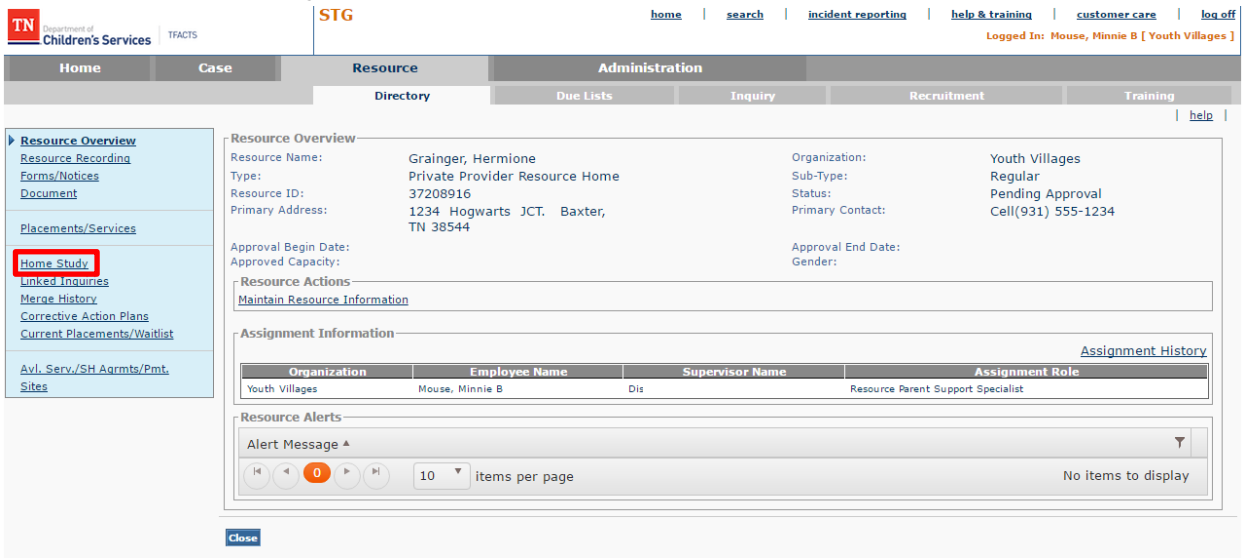


Continue to the next sub topic

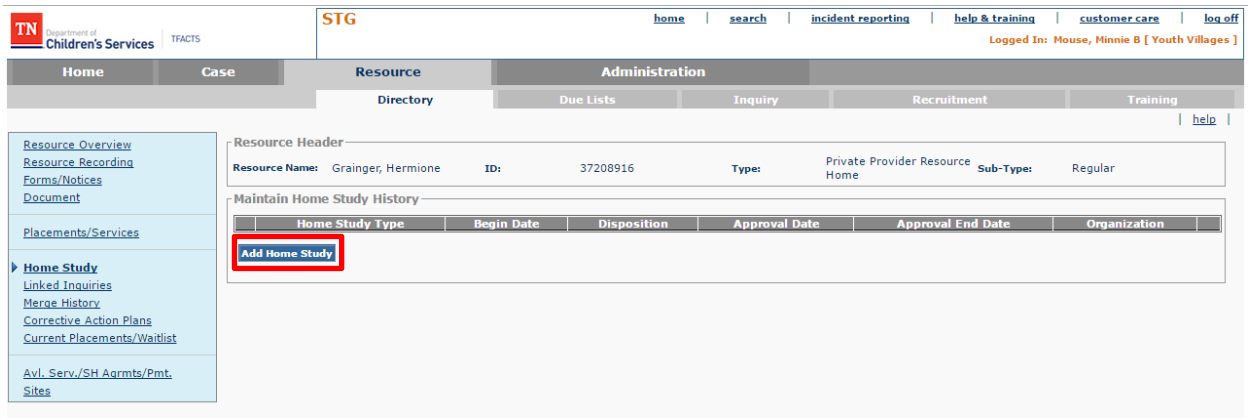
Entering a Home Study

The **Resource Overview** screen appears.

- Click **Home Study.**



- Click **Add Home Study.**

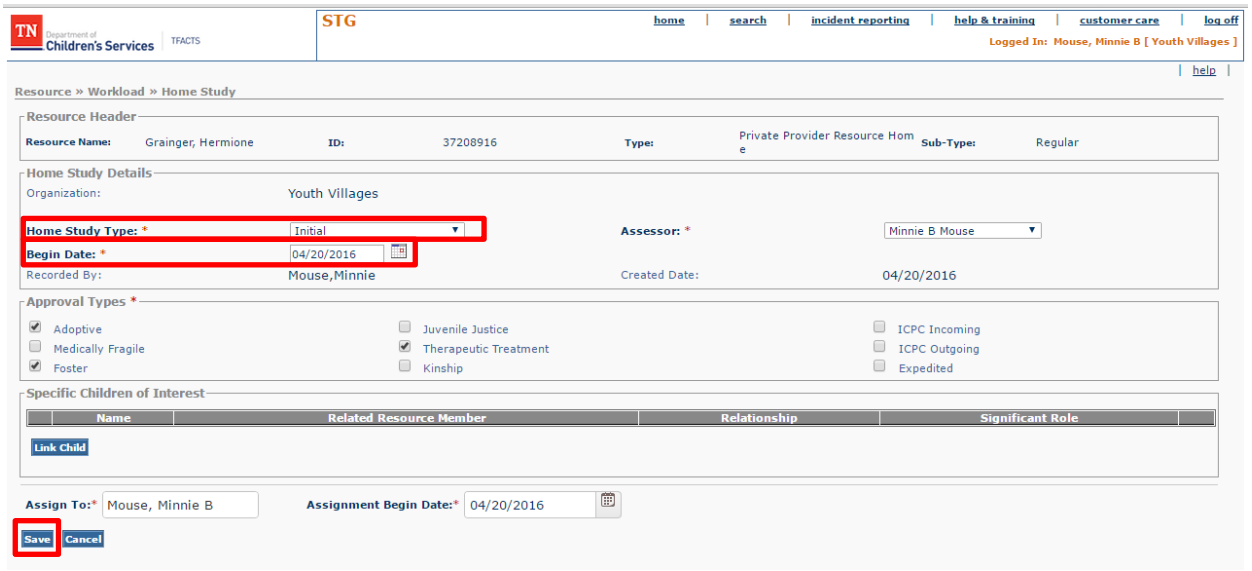


The **Home Study** screen appears.

- **Home Study Type** and **Assessor** should be auto populated but can be changed. All fields with a * Red Asterisk must be completed.
- More than one **Approval Type** can be selected.

Note: This page is no longer accessible once the information is saved. Please ensure the **Begin Date** and **Home Study Type** is correct. Corrections require a help desk ticket.

- Click **Save.**



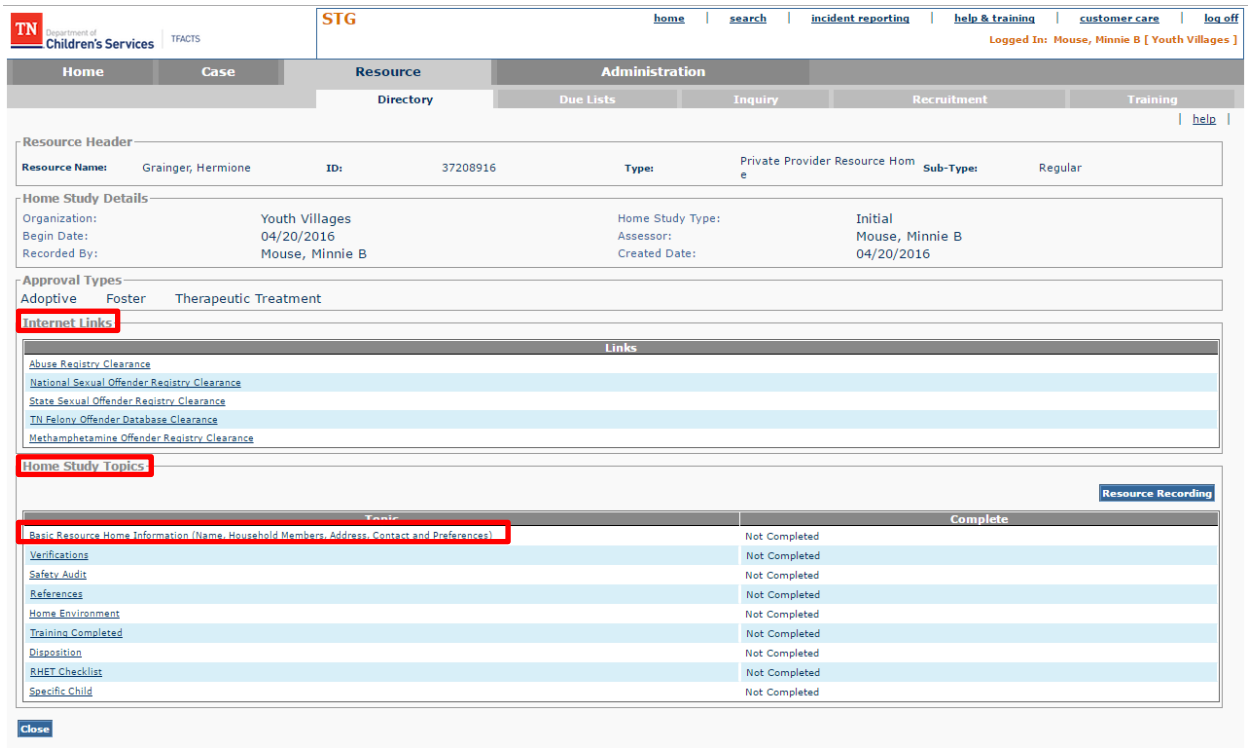
The **Home Study Details** screen appears.

The **Internet Links** are displayed however are not being utilized.

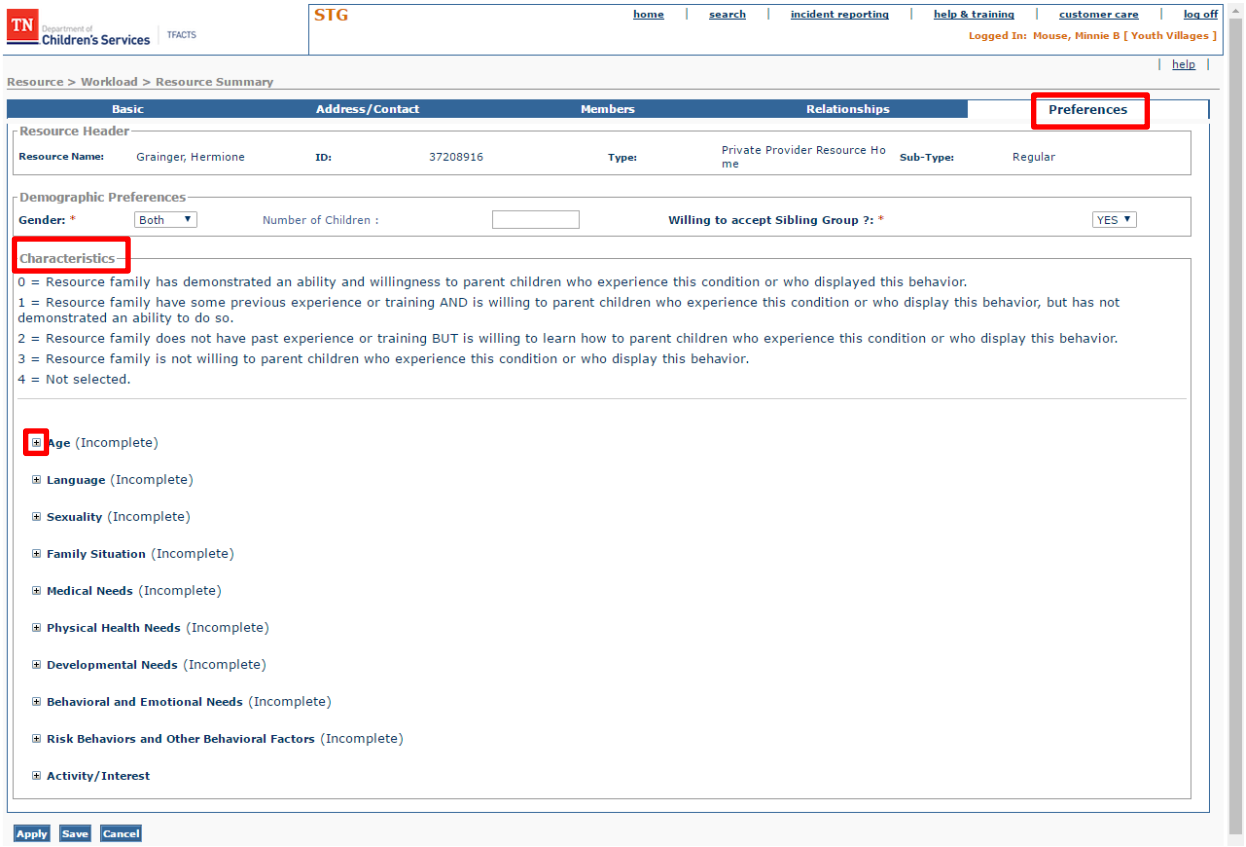
Home Study Topics links must be completed in order to approve the home study.

Note: Training Completed link is not required in order for the Home Study to be approved. The **RET Checklist** link is completed by the RET team and also is not required in order for the Home Study to be approved. **Child Specific** link is only required for Expedited DCS Homes which is not applicable to private provider homes.

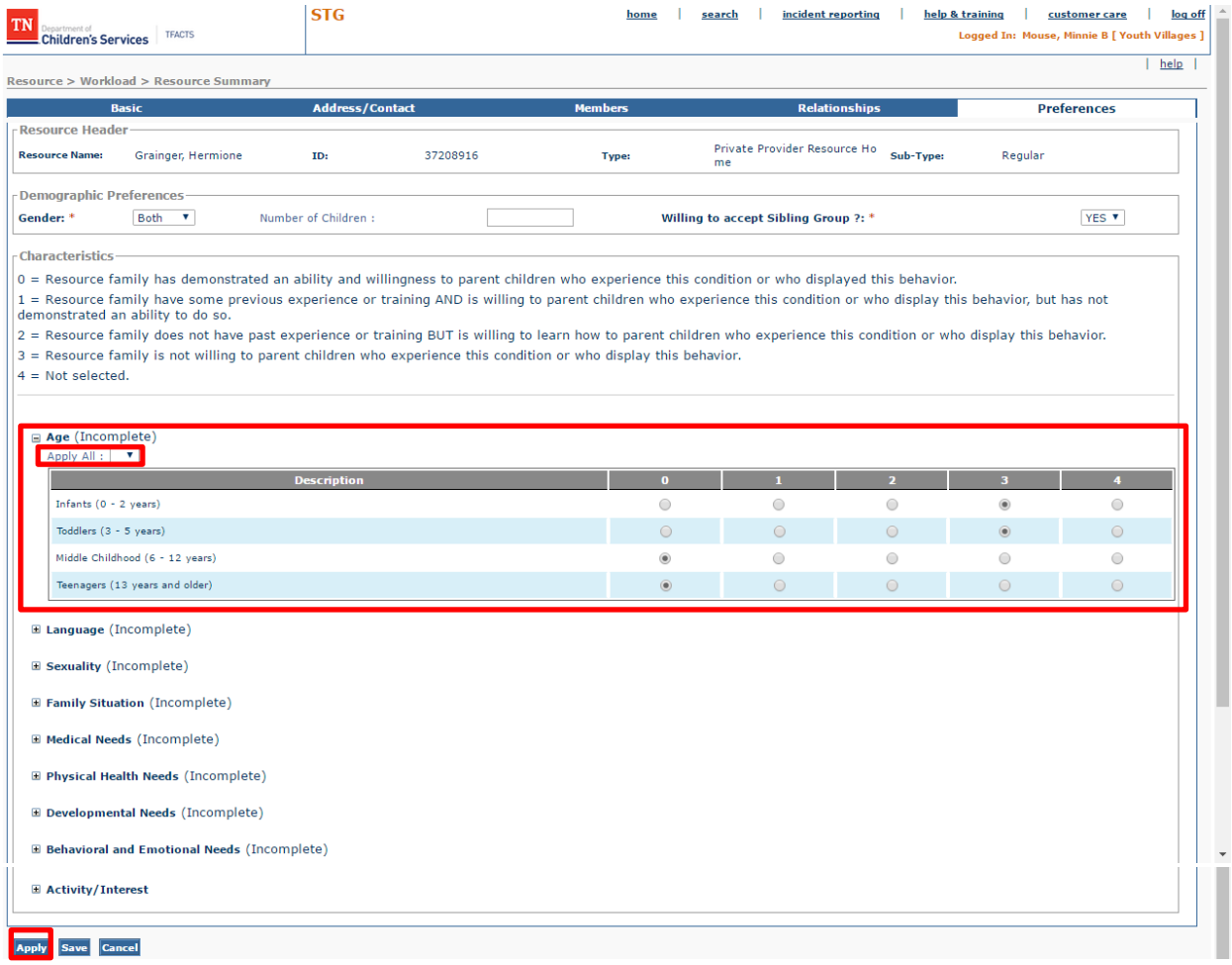
- Click the **Basic Resource Home Information (Name, Household Members, Address, Contact and Preferences)** link to add any additional information regarding these tabs not previously entered during the Inquiry Process.



- Click **Preferences** tab to enter child placement preferences using the Characteristics scale provided.
- **Characteristics** section was not completed during the Inquiry**. Note** the **Characteristic** ratings from 0-4. You will use these to answer the links listed below**.** Click the **+** button beside **Age.**



- Select each description individually and rate. The rating can also be given the same number for all by clicking the **Apply All** dropdown box.
- Click each **Topic's** plus sign **+** (**Language, Sexuality, Family Situation, Physical Heath Needs, Medical Needs, Developmental Needs, Behavioral and Emotional Needs, Risk Behaviors and other Behavior Factor and Activity/Interests**) and select the correct rating.
- Click **Apply** as you complete each topic. Notice that once all preferences are addressed, the (Incomplete) status for each topic is removed.



- Once all topics have been completed click **Save**.

Your data has been saved. close confirmation

Resource > Workload > Resource Summary

Basic | Address/Contact | Members | Relationships | Preferences

Resource Header

Resource Name: Grainger, Hermione ID: 37208916 Type: Private Provider Resource Home Sub-Type: Regular

Demographic Preferences

Gender: * Both Number of Children : Willing to accept Sibling Group ?: * YES

Characteristics

0 = Resource family has demonstrated an ability and willingness to parent children who experience this condition or who displayed this behavior.

1 = Resource family have some previous experience or training AND is willing to parent children who experience this condition or who display this behavior, but has not demonstrated an ability to do so.

2 = Resource family does not have past experience or training BUT is willing to learn how to parent children who experience this condition or who display this behavior.

3 = Resource family is not willing to parent children who experience this condition or who display this behavior.

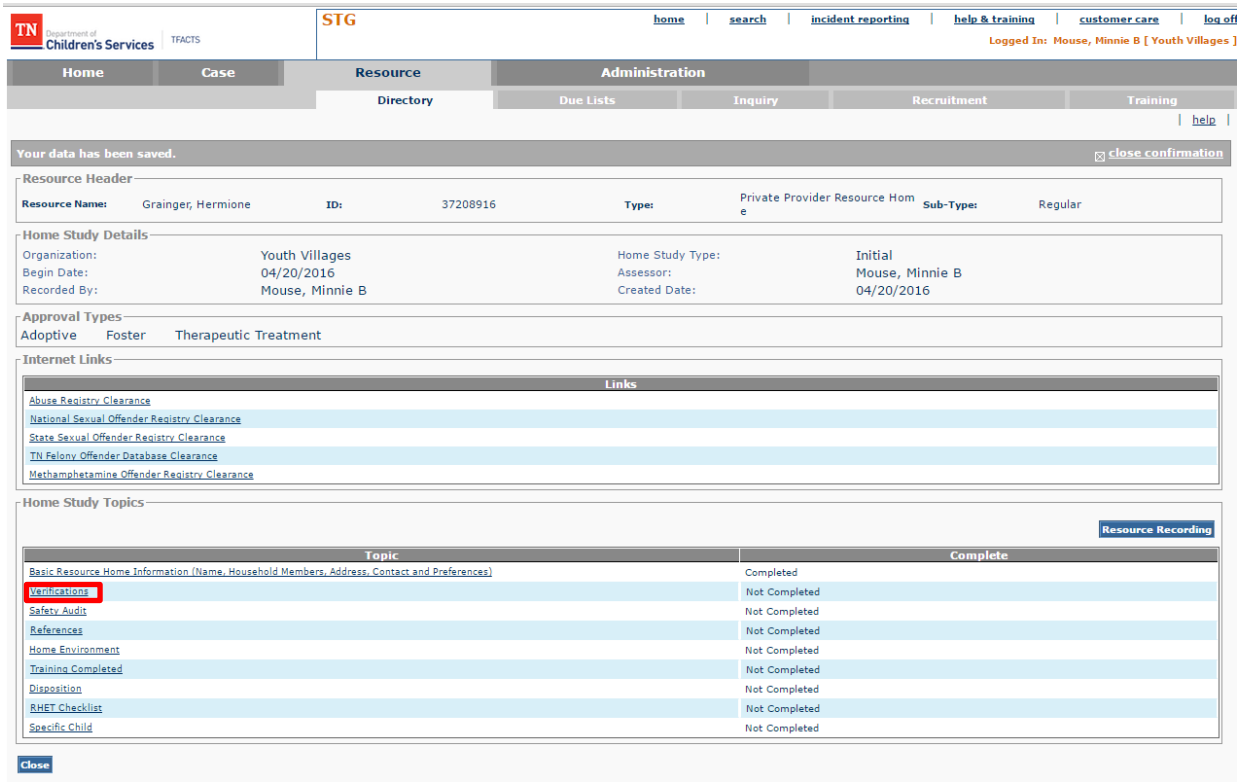
4 = Not selected.

- Age
- Language
- Sexuality
- Family Situation
- Medical Needs
- Physical Health Needs
- Developmental Needs
- Behavioral and Emotional Needs
- Risk Behaviors and Other Behavioral Factors
- Activity/Interest

Apply Save Cancel

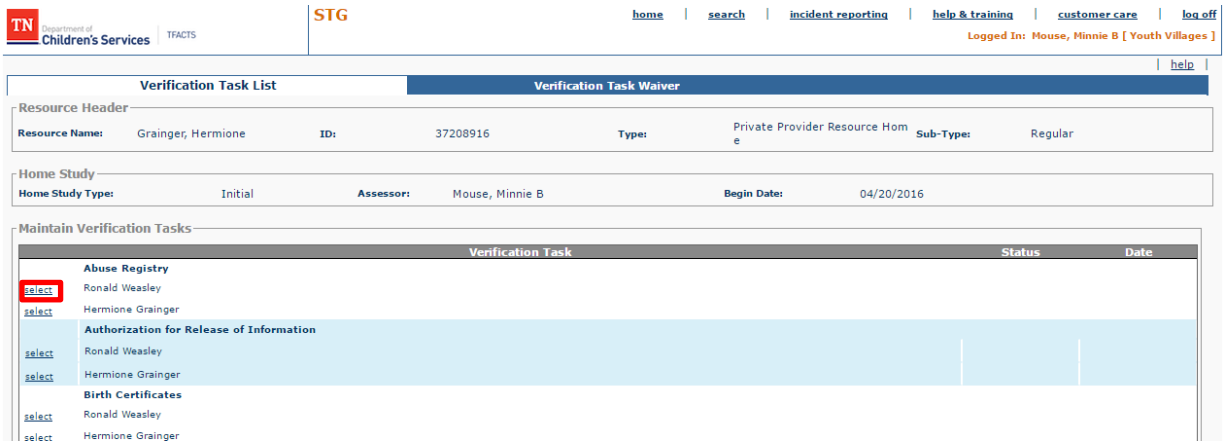
The **Home Study Topics** screen is returned and the **Basic Resource Home Information** now displays a **Completed** status.

- Click **Verifications.**



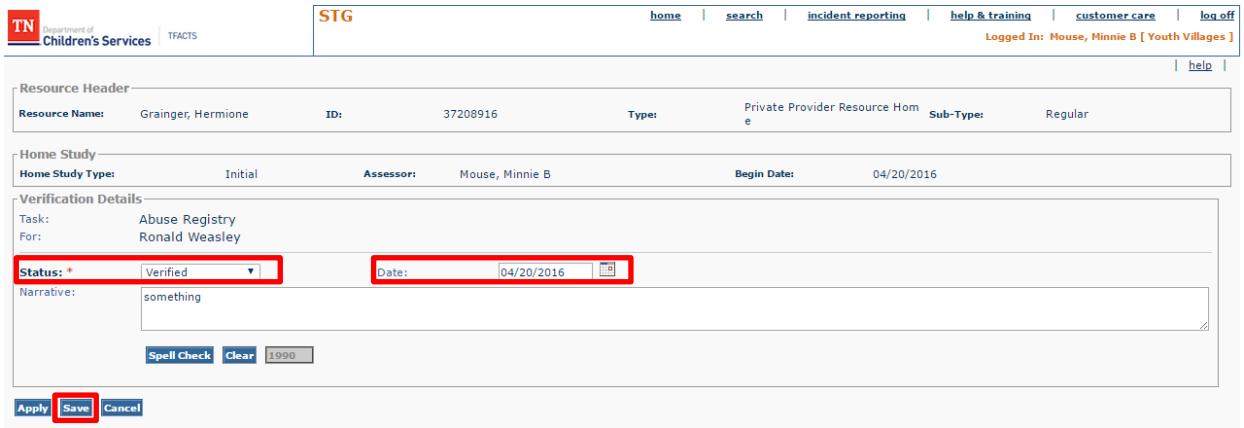
The **Verification Task List** screen appears.

- Click **select** for each member's name for **Abuse Registry**.



Verification Details screen appears.

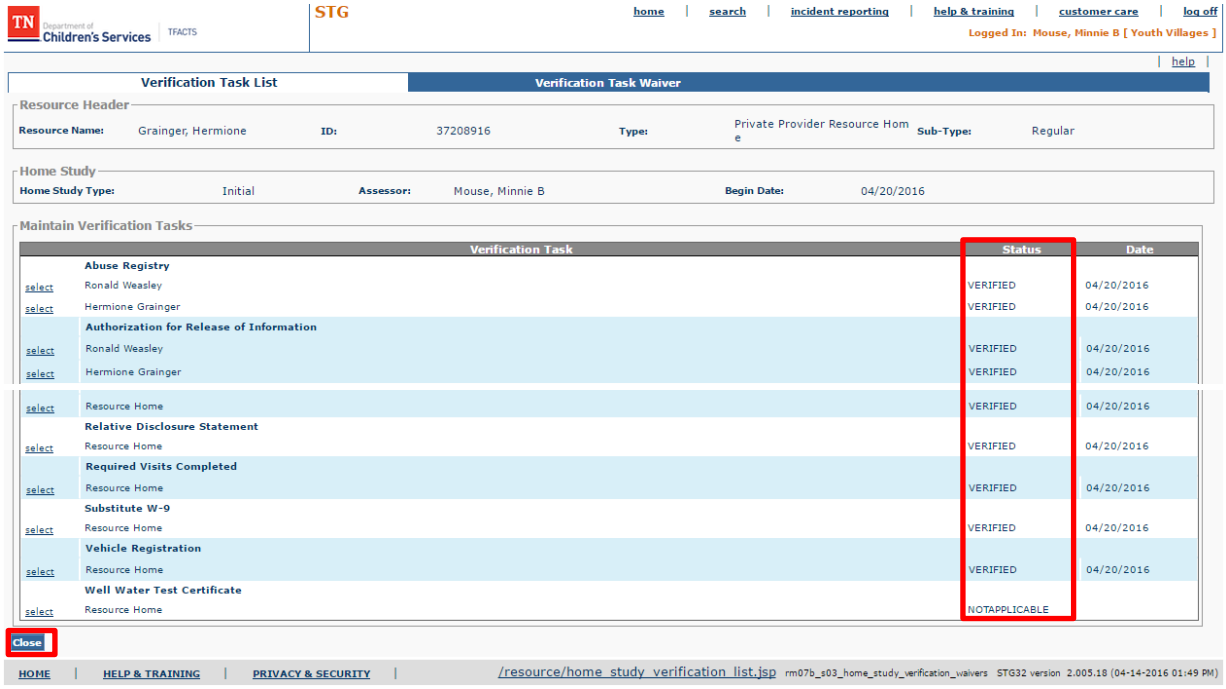
- Fill out the **Status** and **Date.**
- Enter **Narrative** if applicable.
- **C**lick **Save**.



- Continue to verify all remainder tasks on the list for the corresponding members of the home.

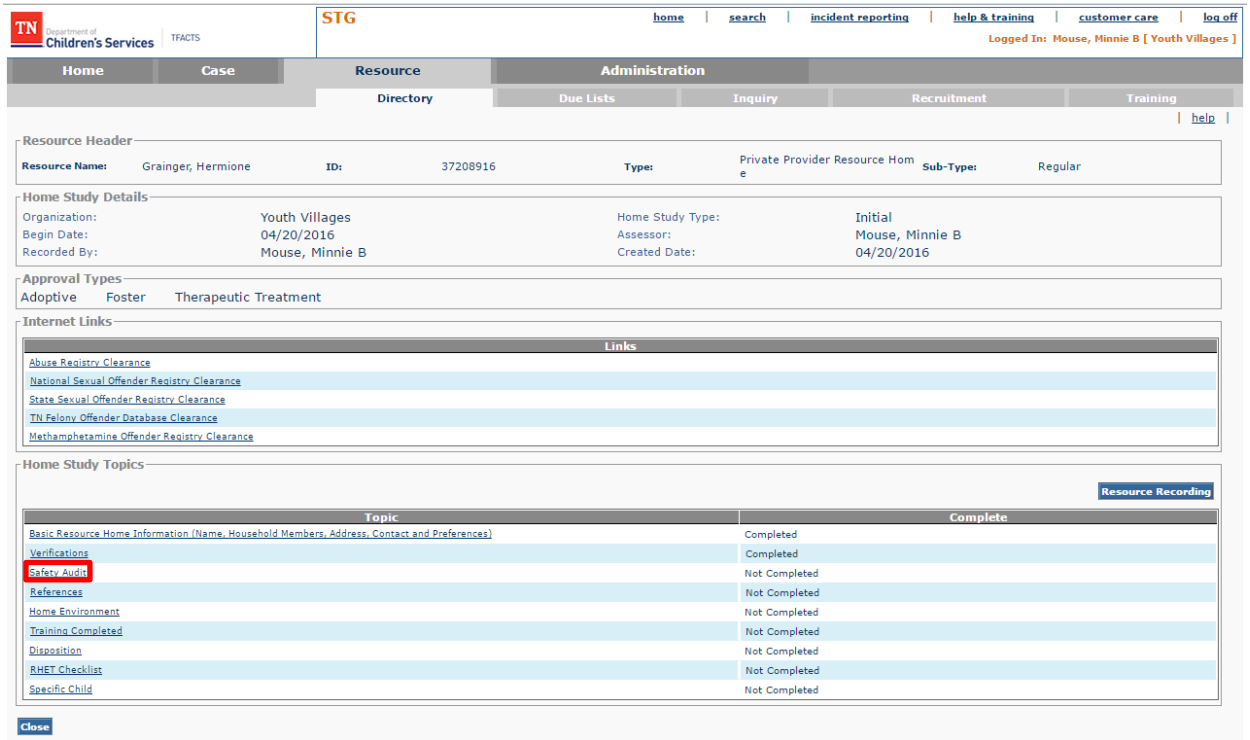
Notice the **Status** column will reflect Verified, Non-applicable, etc. in the Status Column as selected for each

- Click **Close**.



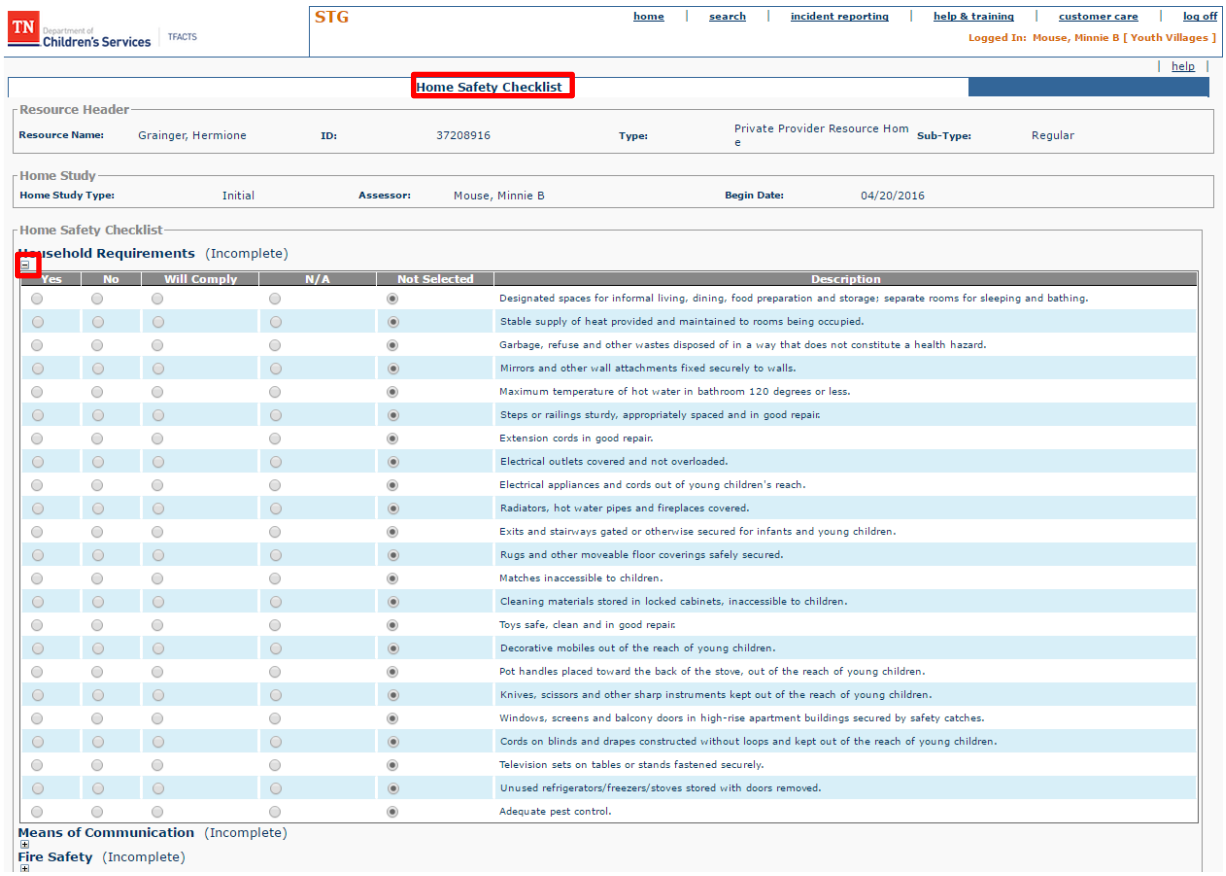
The **Home Study Topics** page is returned. As **Topics** have been entered, they will automatically display as **Completed**.

- Click **Safety Audit** link.

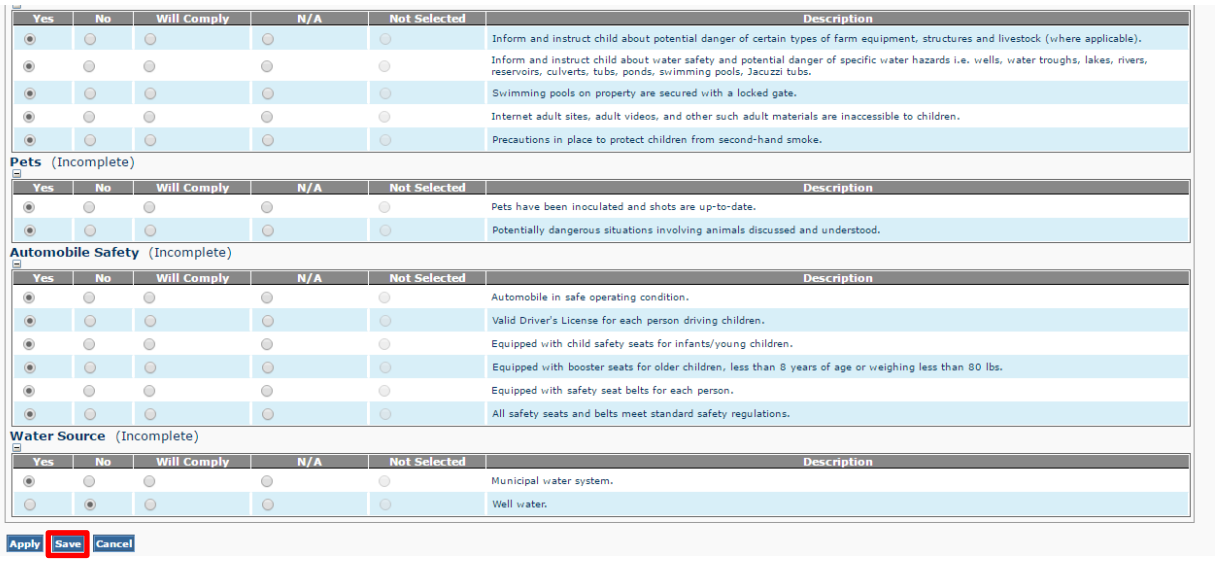


The **Home Safety Checklist** screen appears.

- The **Home Safety Checklist** has topics listed.
- Click the **(+)** to expand each checklist.
- Select the correct radio buttons for each topic as it applies.



- Click **Save.**



- Click **References.**

TN Department of Children's Services | TFACTS

STG

home | search | incident reporting | help & training | customer care | log off

Logged In: Mouse, Minnie B [Youth Villages]

Home | Case | Resource | Administration

Directory | Due Lists | Inquiry | Recruitment | Training

| help |

Resource Header

Resource Name: Grainger, Hermione **ID:** 37208916 **Type:** Private Provider Resource Hom e **Sub-Type:** Regular

Home Study Details

Organization: Youth Villages
Begin Date: 04/20/2016
Recorded By: Mouse, Minnie B
Home Study Type: Initial
Assessor: Mouse, Minnie B
Created Date: 04/20/2016

Approval Types

Adoptive Foster Therapeutic Treatment

Internet Links

Links
Abuse Registry Clearance
National Sexual Offender Registry Clearance
State Sexual Offender Registry Clearance
TN Felony Offender Database Clearance
Methamphetamine Offender Registry Clearance

Home Study Topics

Resource Recording

Topic	Complete
Basic Resource Home Information (Name, Household Members, Address, Contact and Preferences)	Completed
Verifications	Completed
Safety Audit	Completed
References	Not Completed
Home Environment	Not Completed
Training Completed	Not Completed
Disposition	Not Completed
RHET Checklist	Not Completed
Specific Child	Not Completed

Close

The **Add Reference** screen appears.

- Click **Add Reference.**

TN Department of Children's Services | TFACTS

STG

home | search | incident reporting | help & training | customer care | log off

Logged In: Mouse, Minnie B [Youth Villages]

| help |

Resource Header

Resource Name: Grainger, Hermione **ID:** 37208916 **Type:** Private Provider Resource Hom e **Sub-Type:** Regular

Home Study

Home Study Type: Initial **Assessor:** Mouse, Minnie B **Begin Date:** 04/20/2016

Maintain References

	Reference Name	Address	Reference For	Reference Type	Assessment	

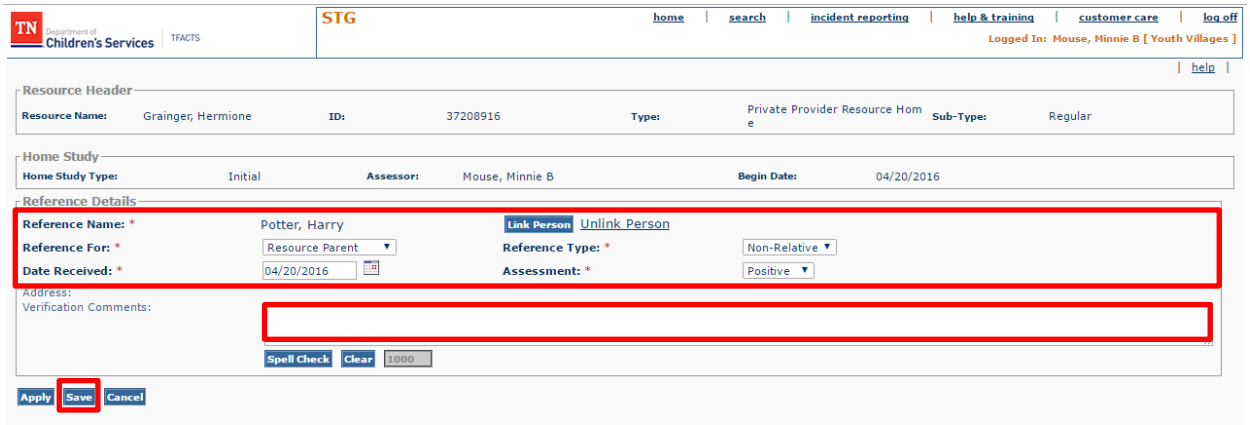
Add Reference

Close

The Reference Details screen will appear.

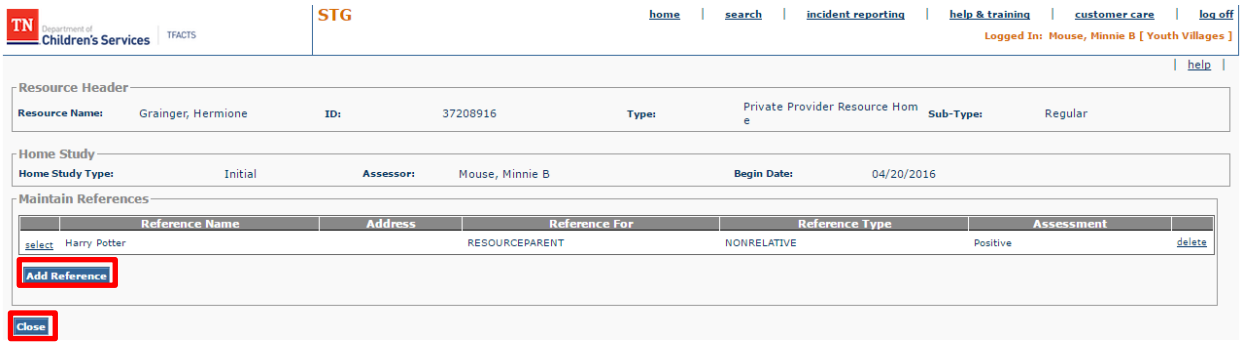
Add **Reference Name** by clicking on ***Link Person*** button. (The user will have to perform a search to locate the reference person and if not found in TFACTS add them as a new person.

- Complete all reference titles and enter the reference's statements/recommendation in the **Verifications Comments** box.
- Click **Save.**



The Maintain References screen is returned.

- To add another reference click **Add Reference** and complete the same process above.
- When all references are entered click **Close**.



The **Home Study Topics** screen is returned.

- Click **Home Environment.**

TN Department of Children's Services | TFACTS

STG

home | search | incident reporting | help & training | customer care | log off

Logged In: Mouse, Minnie B [Youth Villages]

Home | Case | Resource | Administration

Directory | Due Lists | Inquiry | Recruitment | Training

| help |

Resource Header

Resource Name: Grainger, Hermione **ID:** 37208916 **Type:** Private Provider Resource Hom e **Sub-Type:** Regular

Home Study Details

Organization:	Youth Villages	Home Study Type:	Initial
Begin Date:	04/20/2016	Assessor:	Mouse, Minnie B
Recorded By:	Mouse, Minnie B	Created Date:	04/20/2016

Approval Types

Adoptive Foster Therapeutic Treatment

Internet Links

Links
Abuse Registry Clearance
National Sexual Offender Registry Clearance
State Sexual Offender Registry Clearance
TN Felony Offender Database Clearance
Methamphetamine Offender Registry Clearance

Home Study Topics

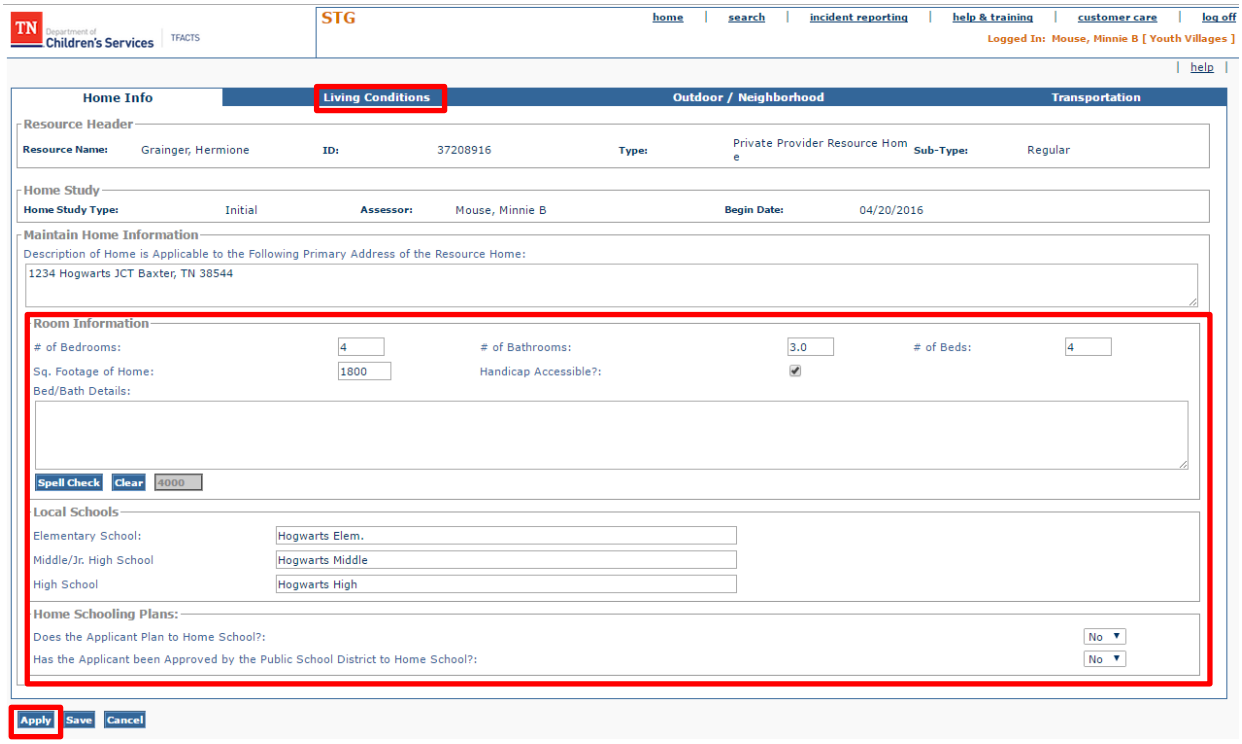
Resource Recording

Topic	Complete
Basic Resource Home Information (Name, Household Members, Address, Contact and Preferences)	Completed
Verifications	Completed
Safety Audit	Completed
References	Completed
Home Environment	Not Completed
Training Completed	Not Completed
Disposition	Not Completed
RHET Checklist	Not Completed
Specific Child	Not Completed

Close

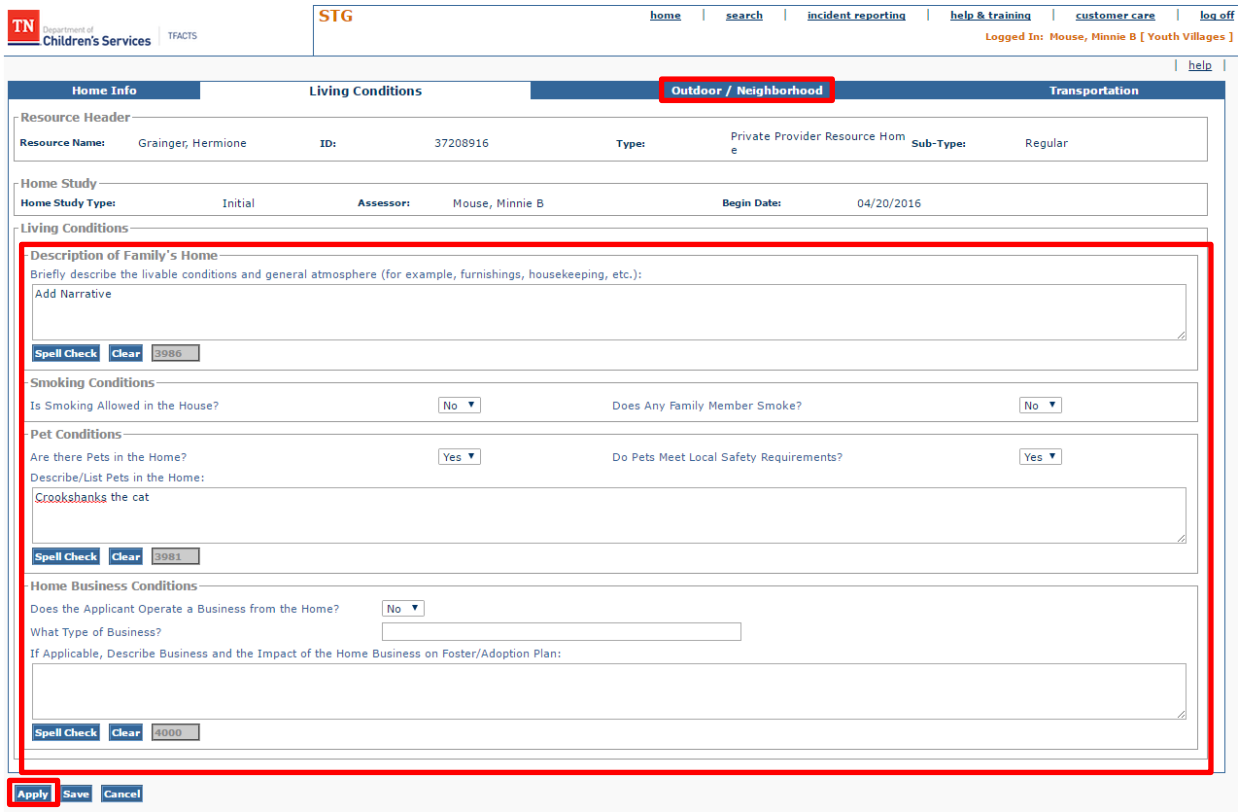
The **Home Information** Screen appears.

- Complete appropriate home information as provided about the home details.
- Click **Apply.**
- Click **Living Conditions** tab.



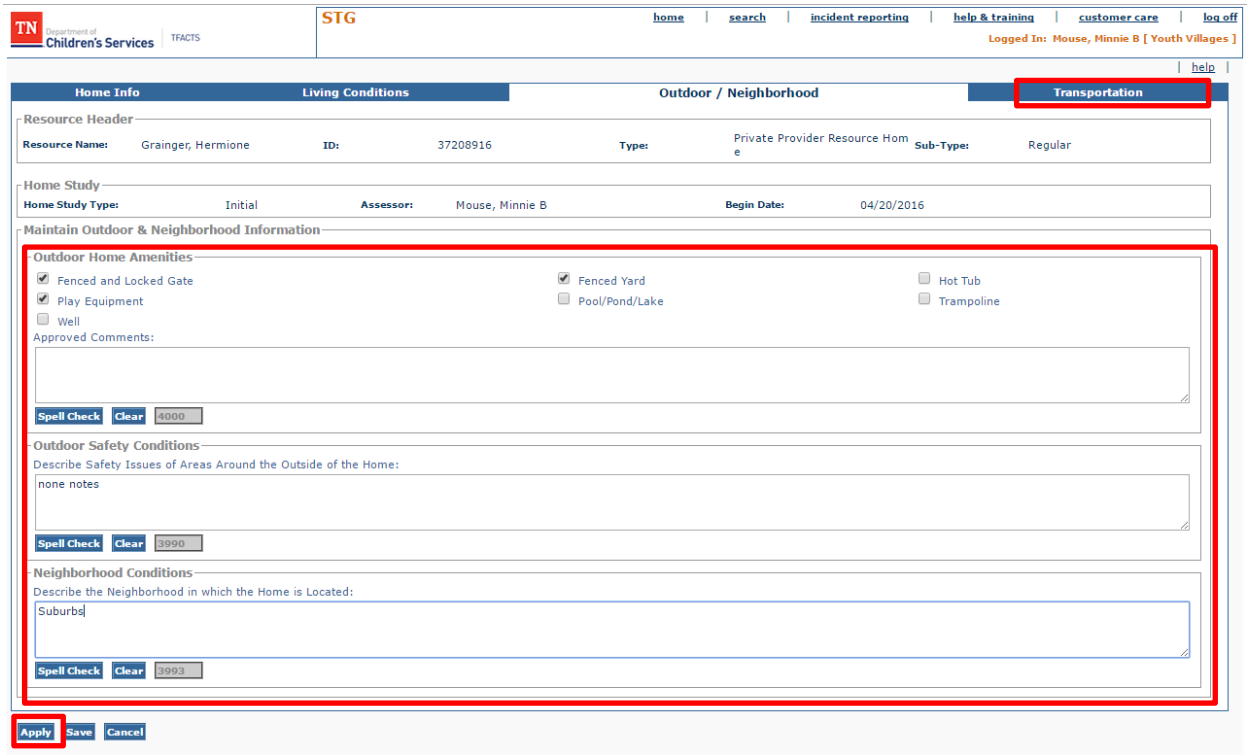
The **Living Conditions** screen appears.

- Add applicable information as provided regarding the home
- Click **Apply.**
- Click **Outdoor/Neighborhood** tab.



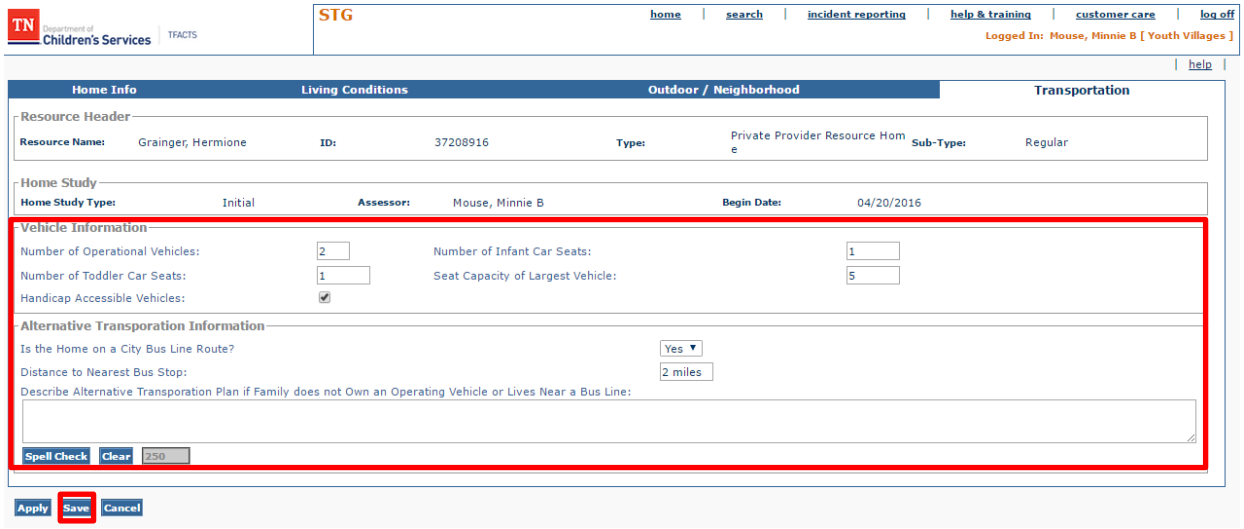
The **Outdoor/Neighborhood** screen appears.

- Add applicable information as provided.
- Click **Apply.**
- Click **Transportation** tab.



The **Transportation Screen** appears.

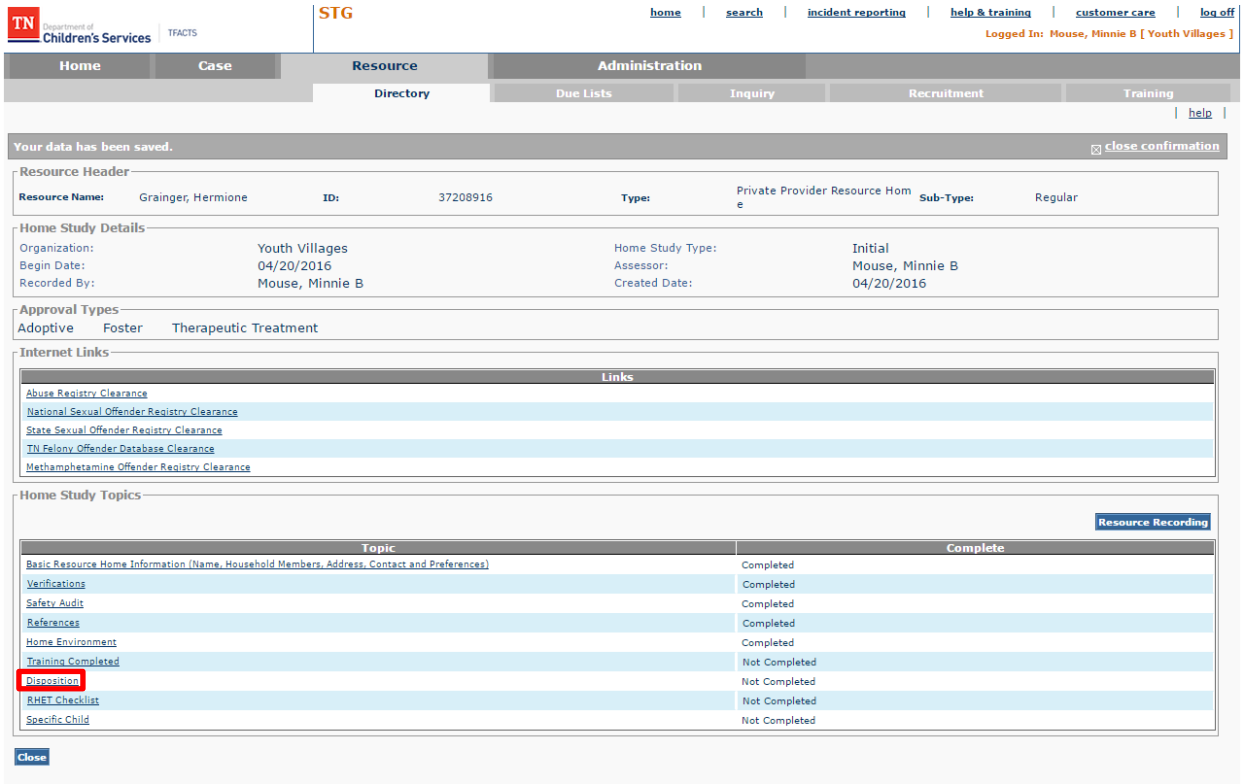
- Add applicable information as provided.
- Click **Save.**



You are returned to the **Home Study Topics** screen.

- Click **Disposition.**

Reminder: Training Completed link is not required in order for the Home Study to be approved. The **RET Checklist** link is completed by the RET team and also is not required in order for the Home Study to be approved. **Child Specific** link is only required for Expedited Homes, which is not applicable to private provider homes.

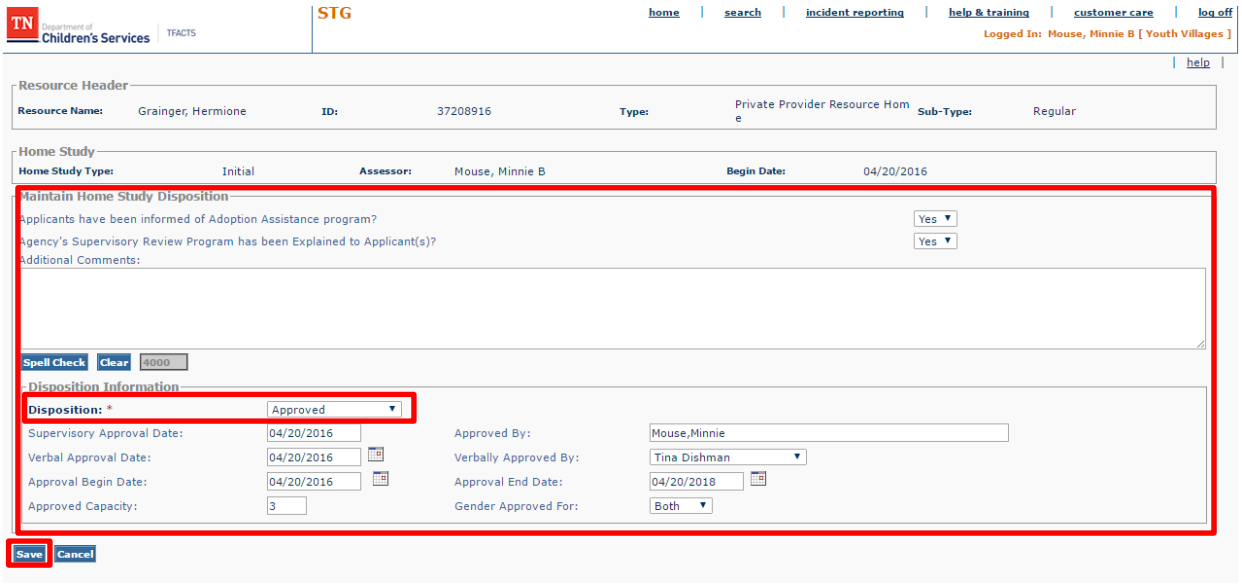


The **Maintain Home Study Disposition** screen appears.

- In **Maintain Home Study Disposition**, address both questions and enter applicable comments if any.
- Select applicable **Disposition**- if a supervisor is entering they may select **Approved**. If not a supervisor **Pending Approval** is selected and routed to the assigned supervisor.

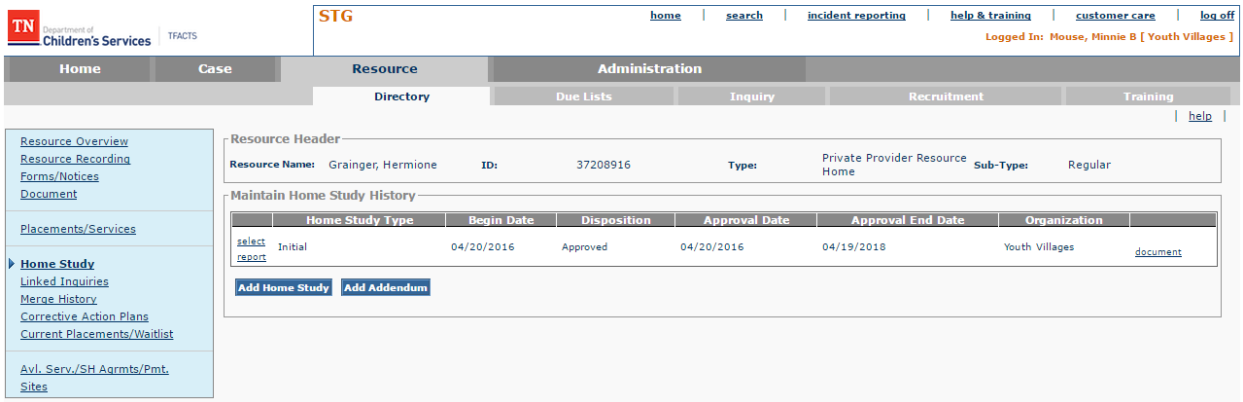
Note: Verbal Approval does not apply in any situation as policy 16.4 accounts for signature dates to be different from approval date.

- Enter **Approval Begin Date, Approval End Date, Approved Capacity** and **Gender Approved For**.
- Click **Save.**



Note: Once a home study is approved, it is locked and cannot be edited. Any correction will have to be entered through a new home study assessment.

This is how the **Home Study** will display on the **Maintain Home Study History** screen.

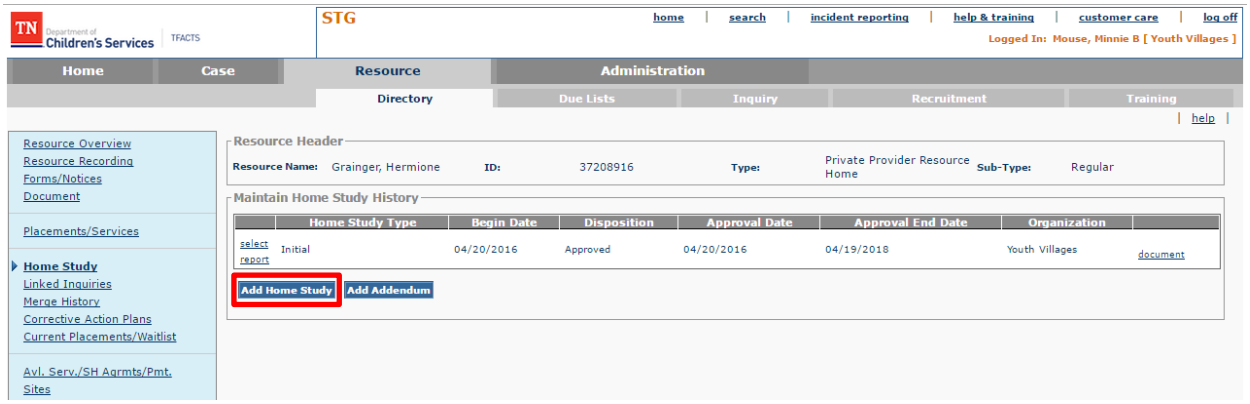


Continue to the next sub topic

Adding a Resource Home Reassessment

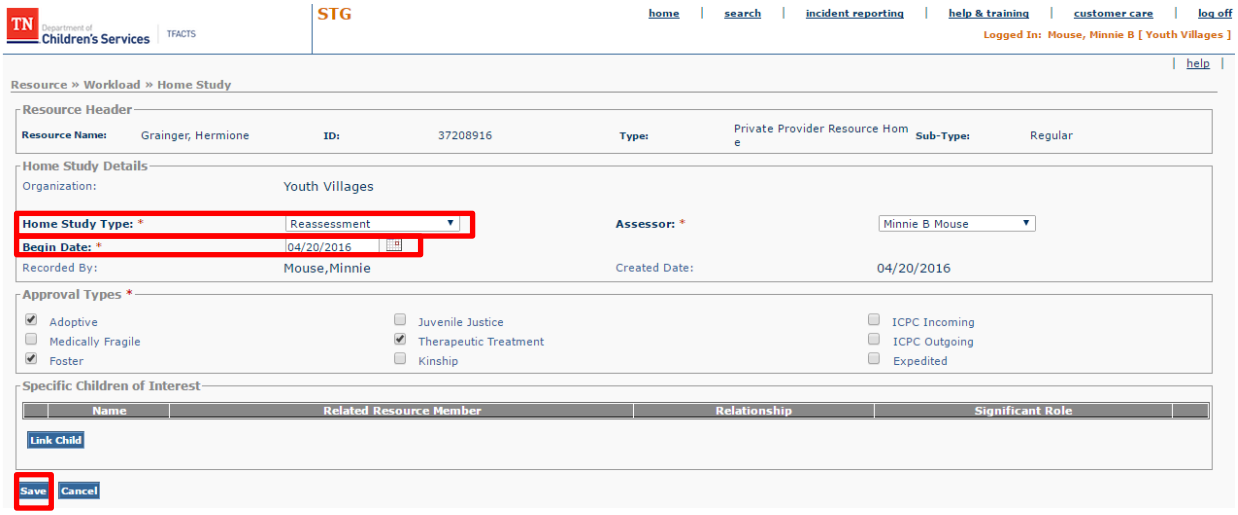
Reassessments are added from the **Maintain Home Study History** screen.

- Click **Add Home Study.**



The **Home Study Details** page appears:

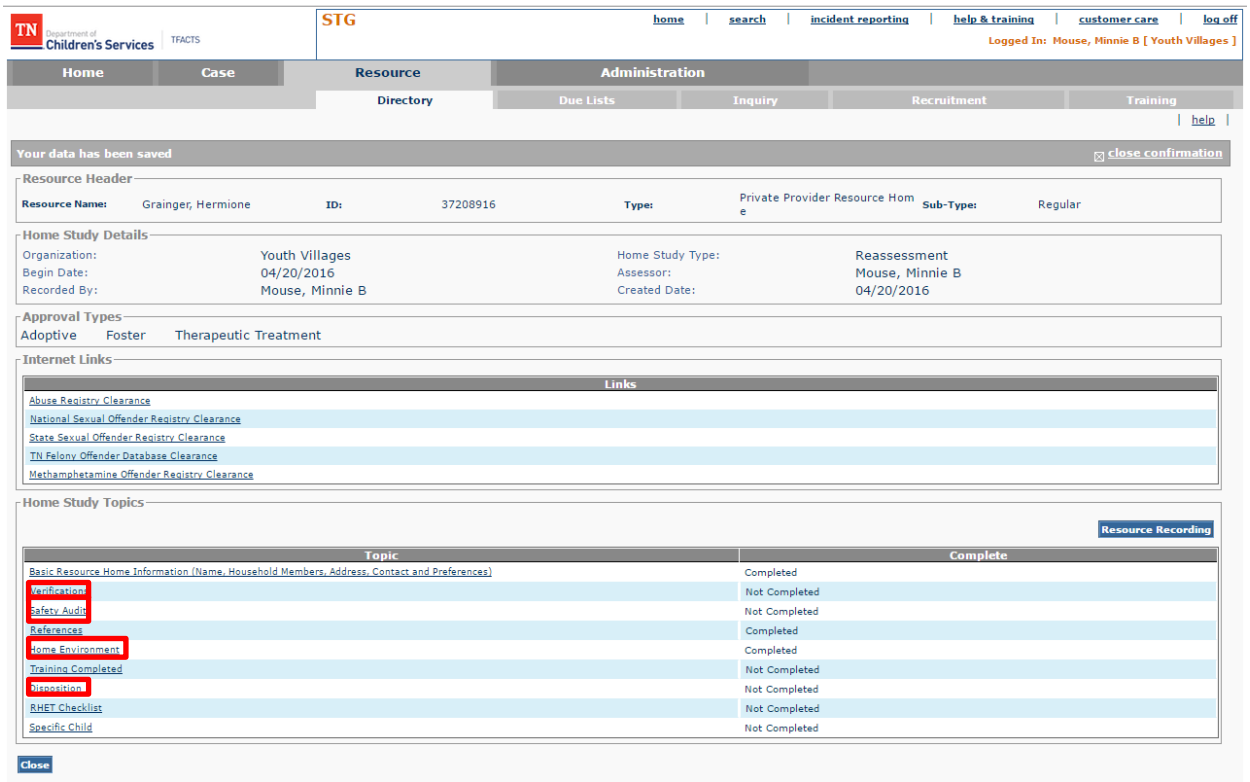
- Select a **Home Study Type** from the drop down box (Reassessment), **Assessor**, **Begin Date** and **Approval Types** (Assessor and Approval Types will pre-populate but can be edited).
- **Note:** This page is no longer accessible once the information is saved. Please ensure the **Begin Date** and **Home Study Type** is correct. Corrections require a help desk ticket.
- Click **Save**.



The **Home Study Topics** screen will appear.

Note that **Basic Resource Home Information, References** and **Home Environment** links have **Completed** status.

- **Verifications, Safety Audit and Home Environment** click each link and enter all applicable information.
- Click **Disposition**.

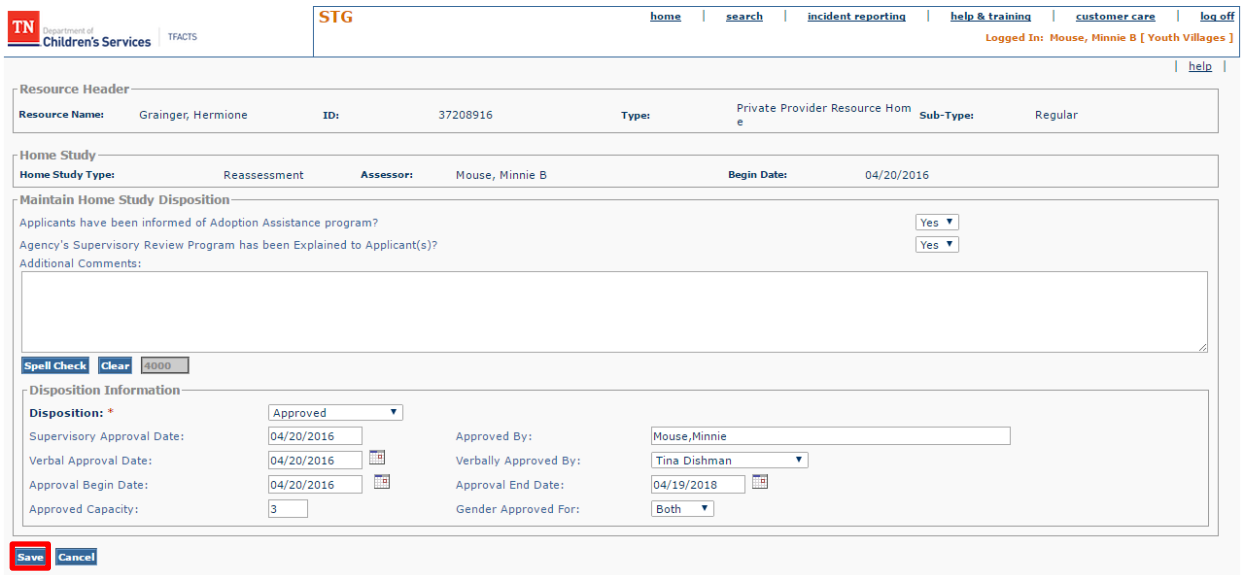


The **Disposition** screen appears.

- Select applicable **Disposition.**
- Enter applicable information in remaining fields as provided.

Note: Ensure the **Approval Date** of the home remains the same month and date but the year is two years later than the initial approval.

- Click **Save.**

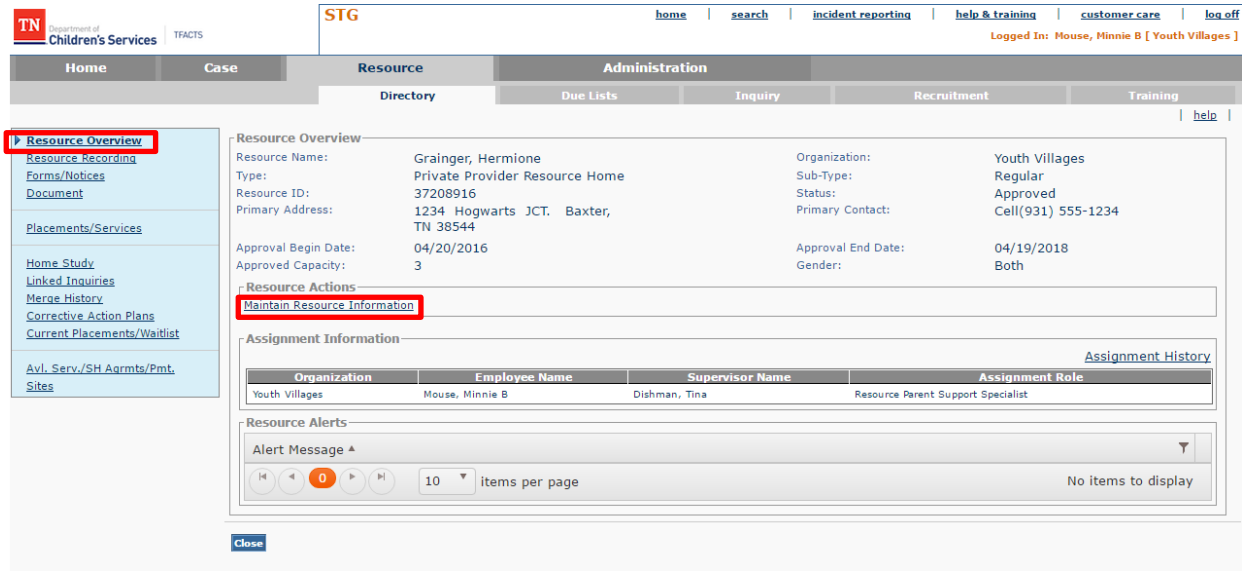


Continue to the next sub topic

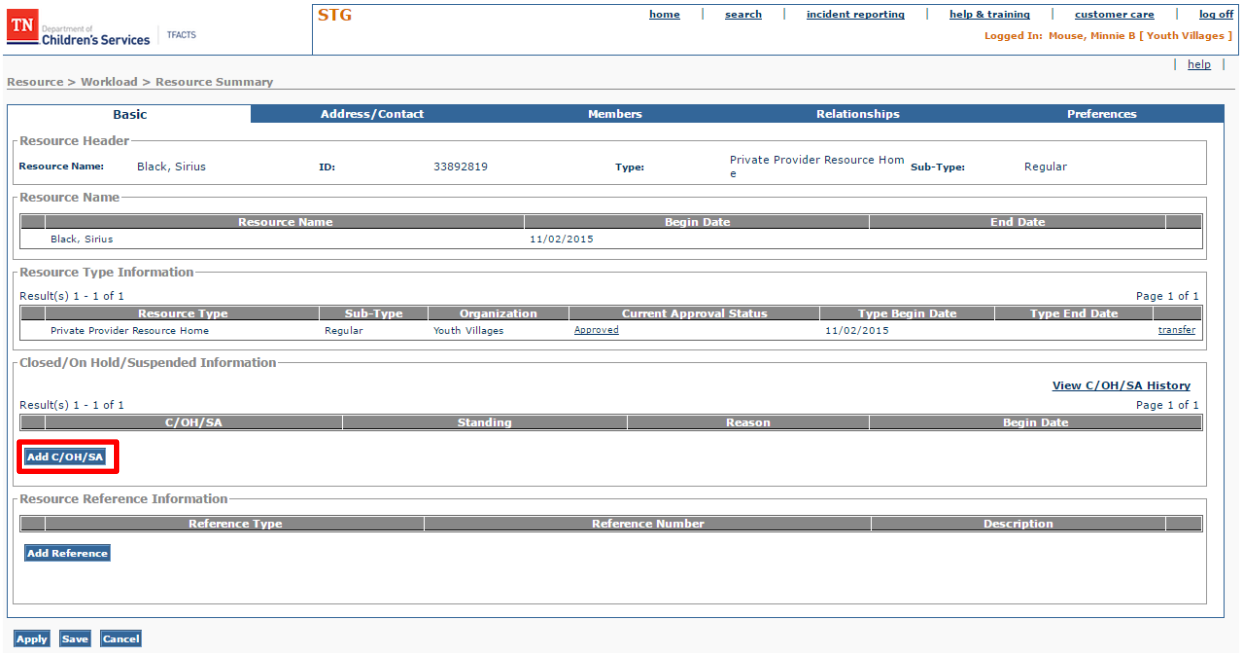
Entering a Closed/On-Hold/Suspended Status

In order to close a resource home, place on hold, or put in suspended status:

- On the **Resource Overview** screen, click **Maintain Resource Information** link.



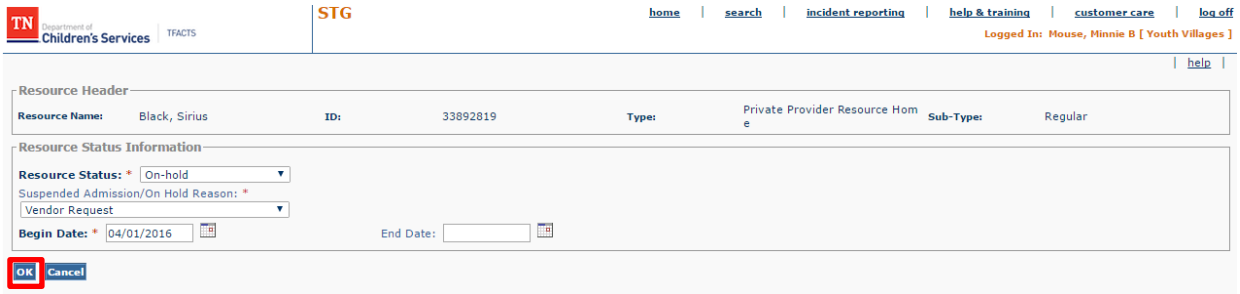
- Click **Add C/OH/SA.**



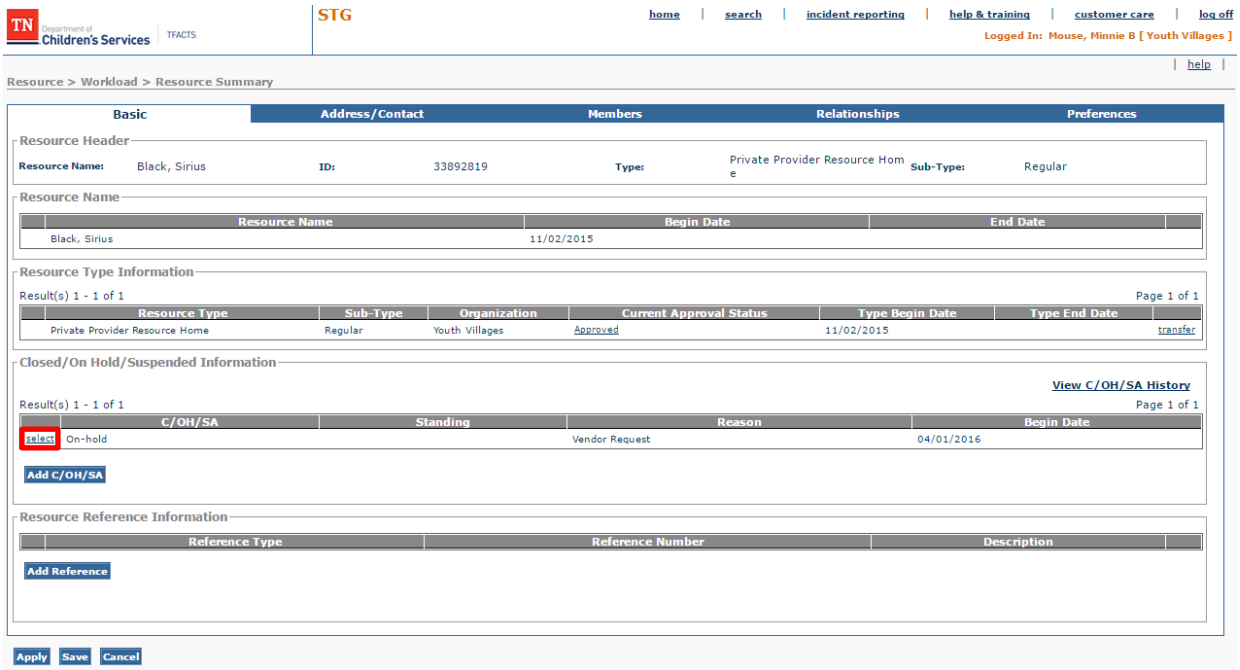
The **Resource Status Information** screen appears

- Complete required fields marked with red * asterisk
- Click **Ok.**

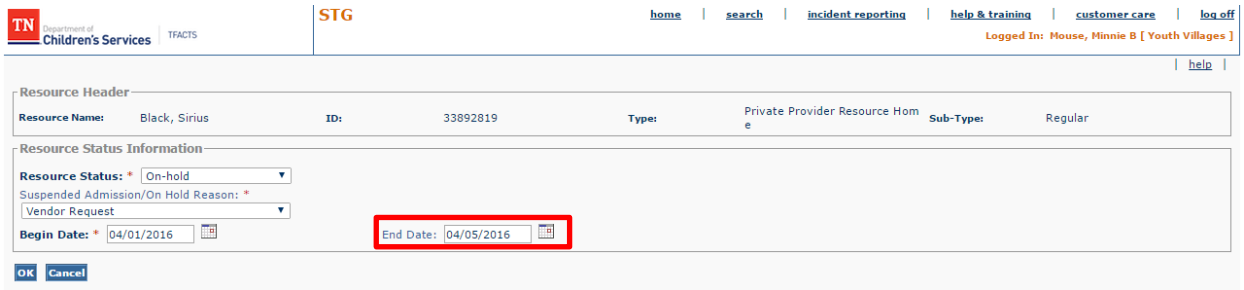
Note: You cannot suspend and un-suspend a resource home on the same day.



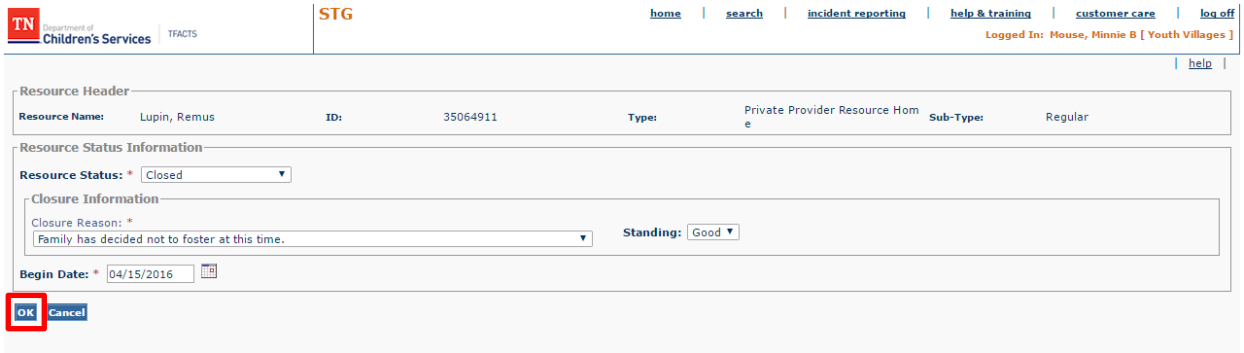
- To take the home off hold, click **Select** for the On-Hold Status.



- Enter **End Date** to end the **On-Hold** Status.



- If a closure is applicable, select **Closed** from drop down box and complete the remaining fields (**Closure Reason, Standing and Begin Date.**).
- Click **Ok.**

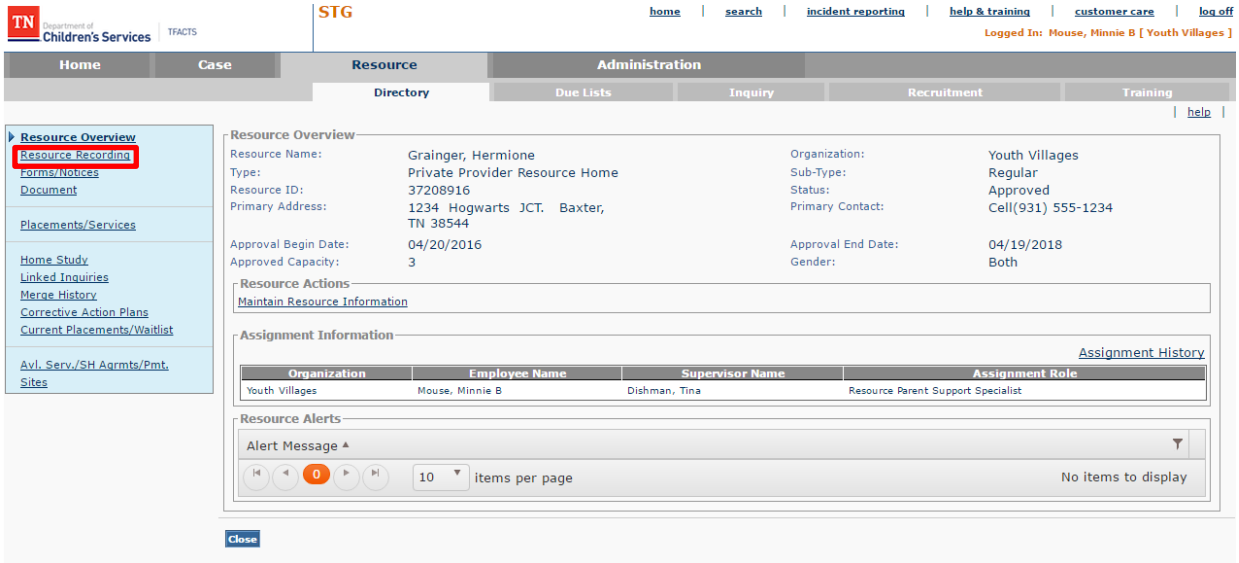


Continue to the next sub topic

Adding Resource Home Recordings

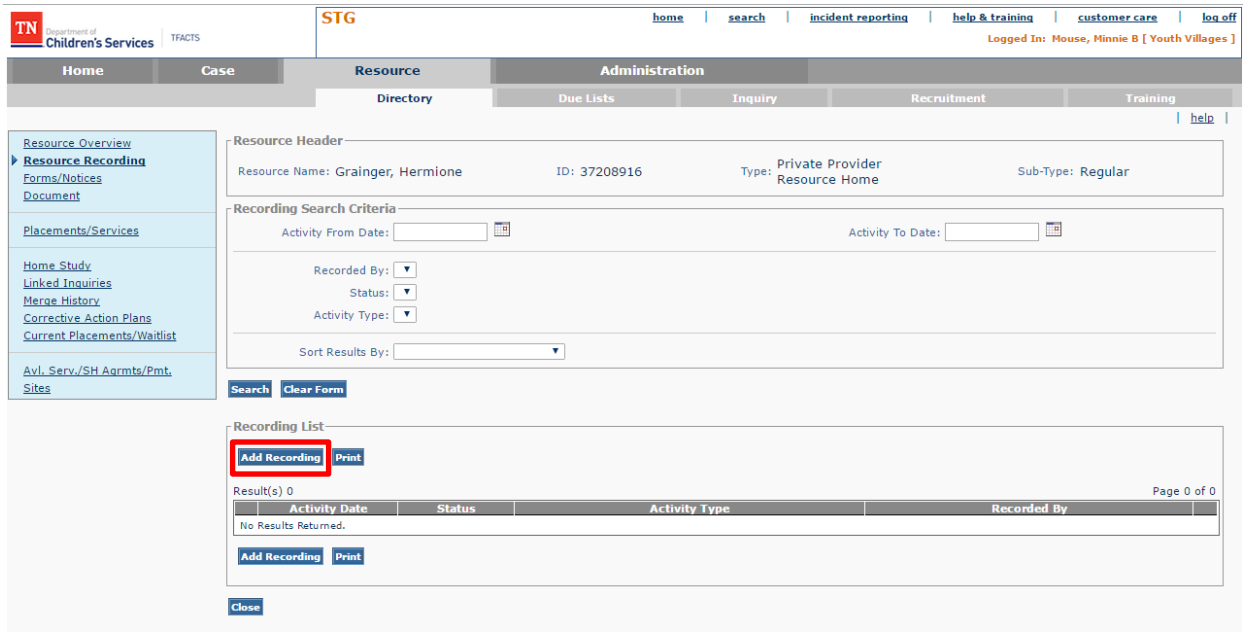
Resource Recordings may be added, generated and printed as follows:

- From the **Resource Overview** page, click **Resource Recording** link.



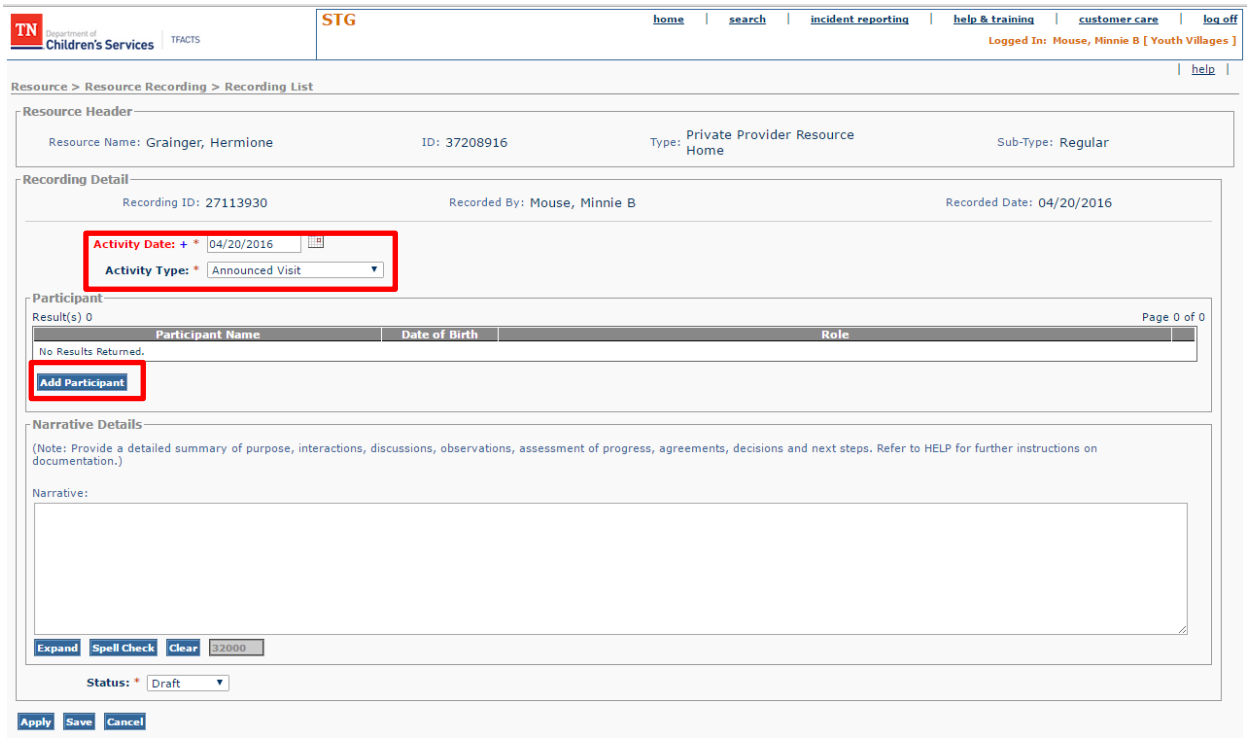
The **Recording List** screen appears. This screen will display any recordings previously entered.

- Click **Add Recording.**



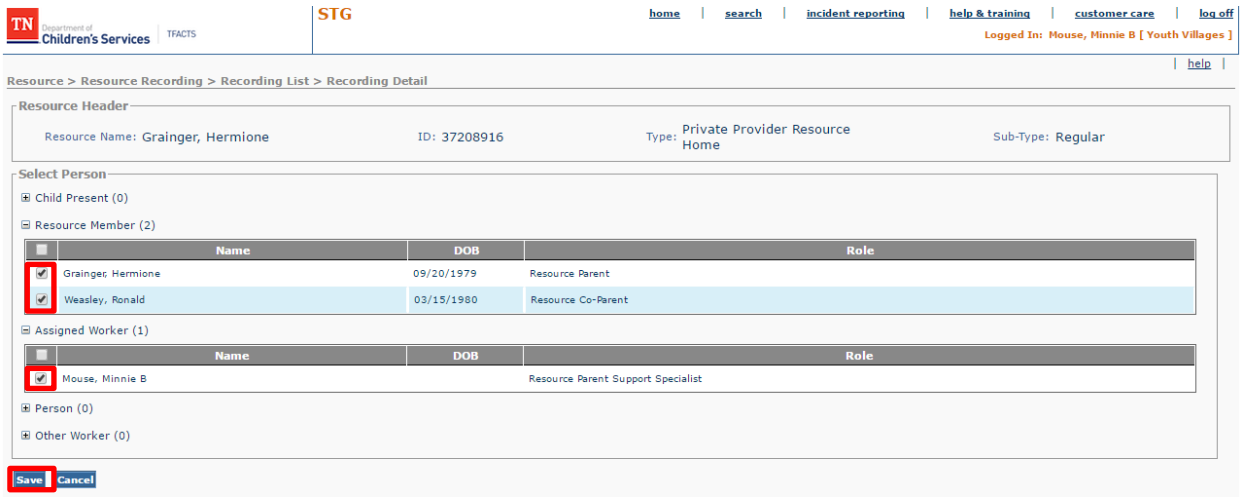
The **Recording Detail** screen appears.

- Add **Activity Date.**
- Add **Activity Type.**
- Click **Add Participant**.

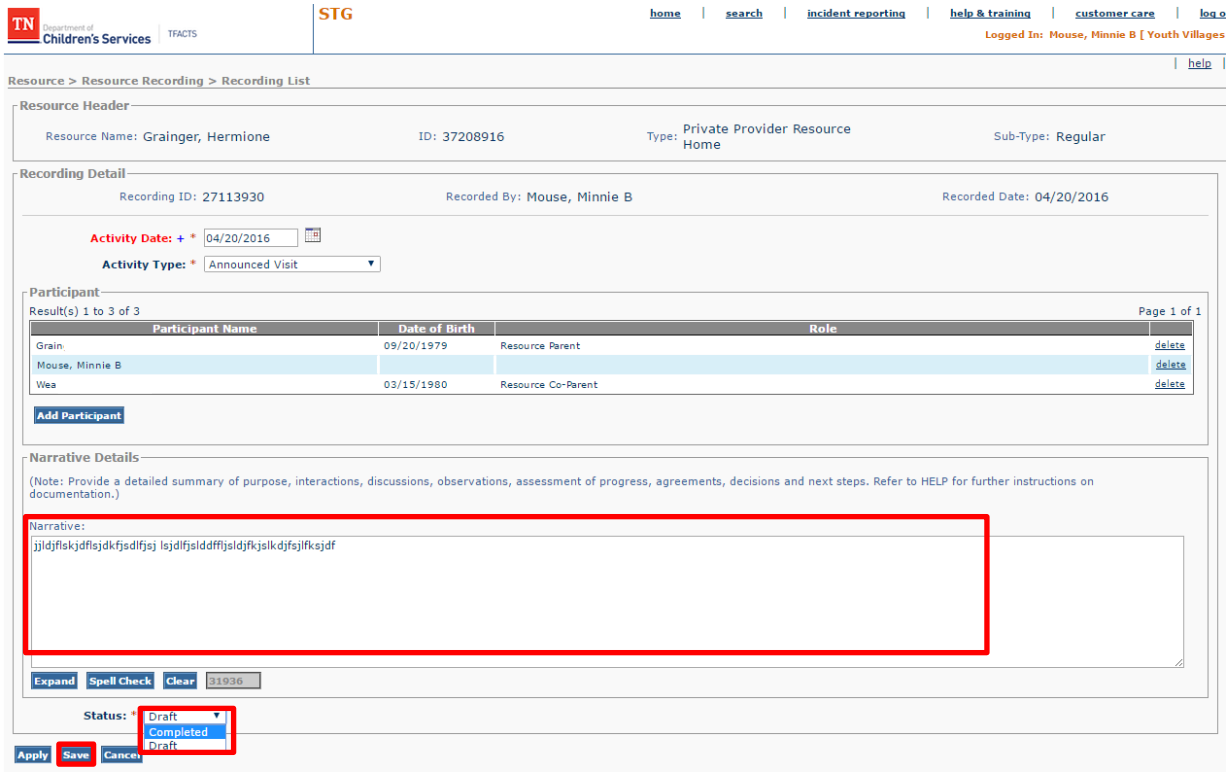


- Click on the **(+)** beside each group to expand and view participants.
- Select all applicable, **Resource Members, Assigned Worker, Persons and Other Worker.**
- Click **Save.**

Note: If a child is placed in the resource home and the worker sees the child, they can be added as participant for the recording. This home does not have a placement documented therefore; no child is listed in **Child Present** section.



- In the **Narrative** field, add details for the resource home recording. The narrative box can accommodate 32,000 characters. You can view the entire narrative by clicking the **Expand** button.
- Once the recording is entered and finished, change **Status** field from **Draft** to **Completed**.
- Click **Save**.



Continue to the next sub topic.

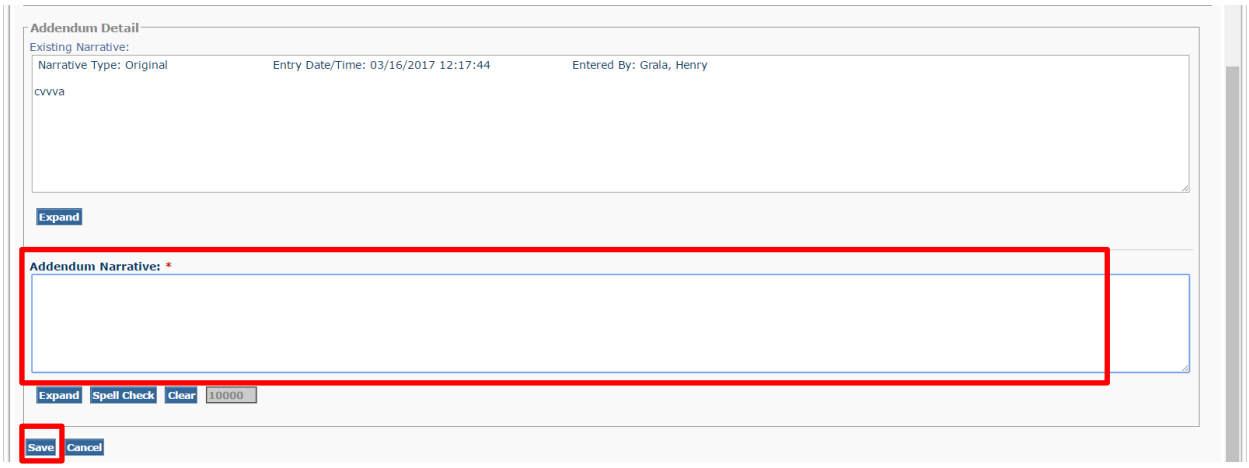
Add Addendum or Mark in Error Resource Home Recordings

Once the recording is **Completed**, the **Add Addendum** and **the Mark in Error** buttons are enabled when the case recording is selected and viewed.

- Click on the **Add Addendum**.

The **Addendum Detail** screen appears.

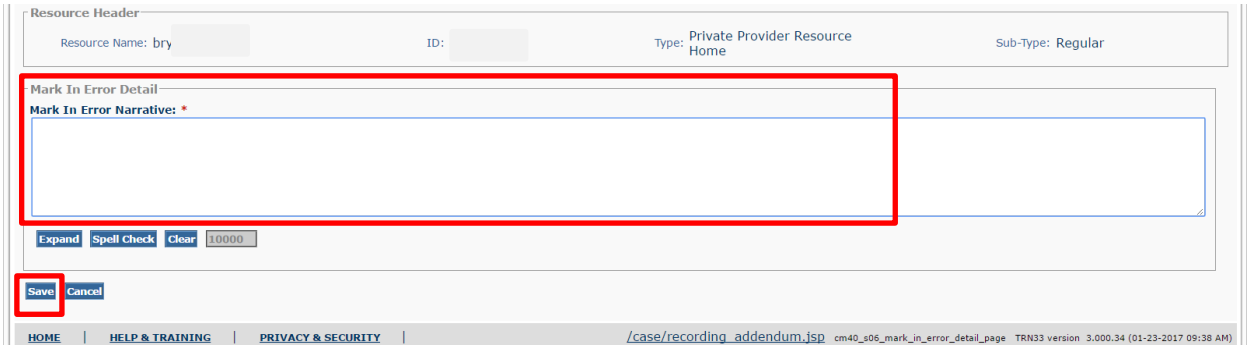
- Enter **Narrative** for the recording addendum**.**
- Click **Save**.



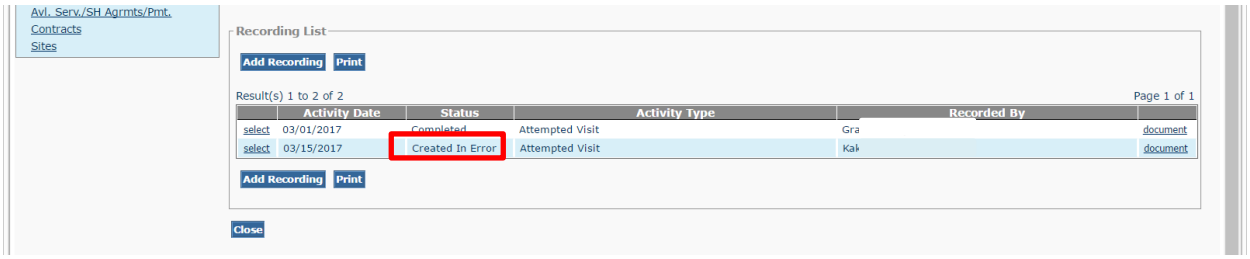
- Click **Mark in Error** if applicable.

The **Mark in Error Detail** screen appears.

- Enter the **Mark in Error Narrative.**
- Click **Save.**



Note: Once a recording is marked in error, the **Status** in the **Recording List** will change to '**Created in Error'.**

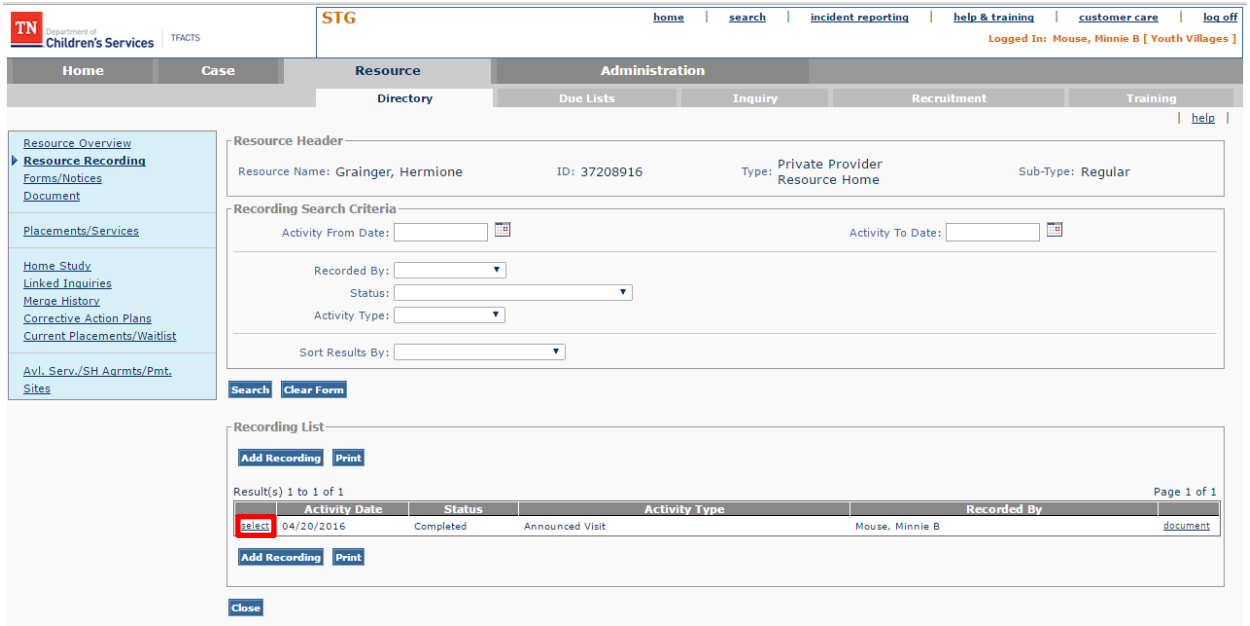


Continue to the next sub topic.

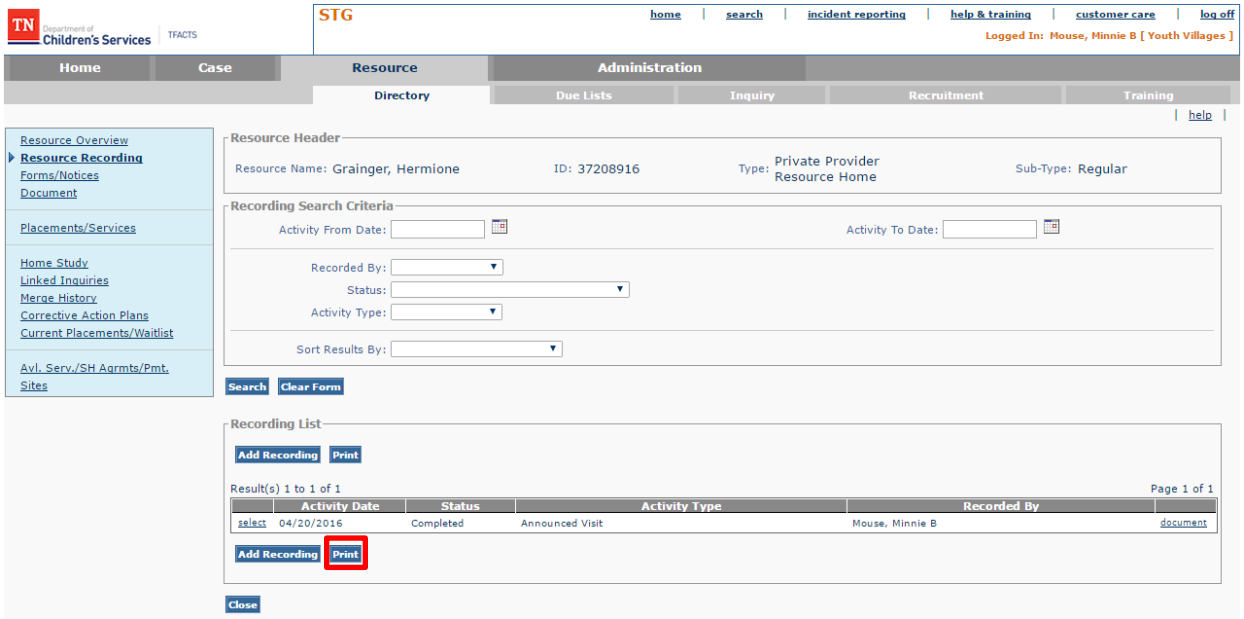
Printing Resource Home Case Recordings

To Print Recordings while on the **Recording List** page:

- Click **select** for the recording to be printed.



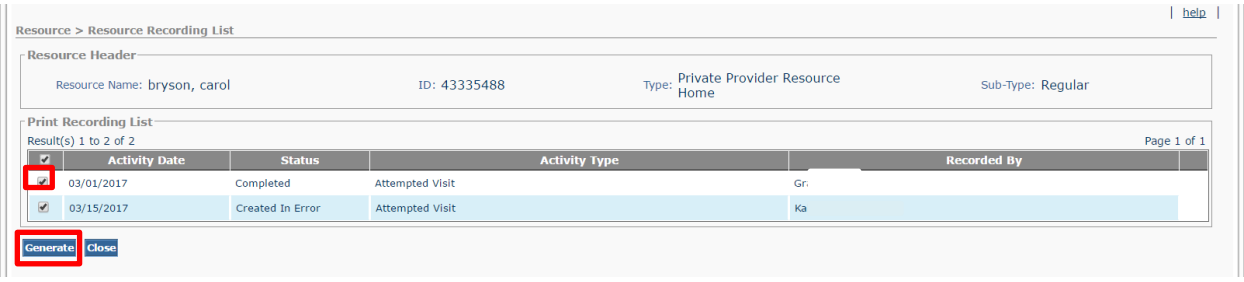
- Click **Print**.



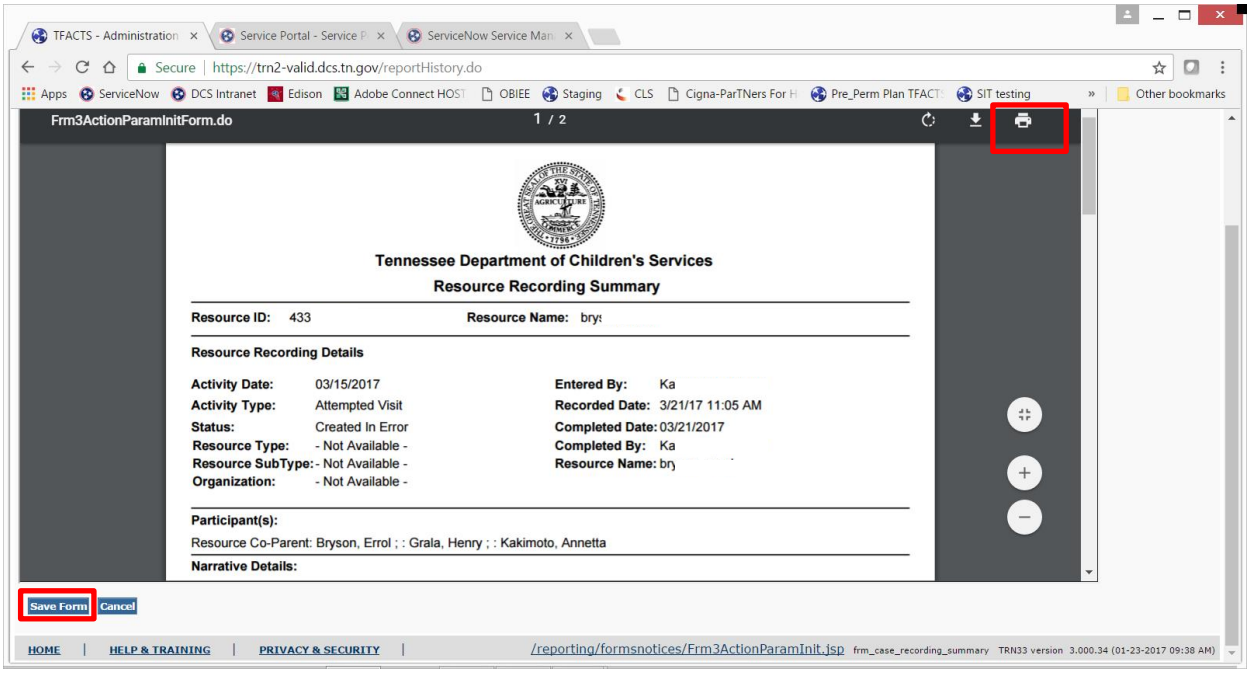
- Click the box or boxes of the recordings you wish to print. If there are multiple recordings to be printed you may click the box at the top which will select all.
- Click **Generate.**

Document History screen will appear.

- Click **Generate Report**.



The **Resource Recording Summary** may be viewed and then saved by clicking **Save Form** if you desire**.** If you do not wish to save the recording, click on the **Print icon** to print the selected Recordings.



You have completed this storyboard