



C-FIRST! Training

Bright Futures Course

Learner Guide

Tennessee Department of Children's Services



Bright Futures Course Learner Agenda

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Introduction

Welcome to the State of Tennessee Department of Children's Services (DCS) C-FIRST! **Bright Futures Course**. We are excited to have you here with us! As you may have learned through receiving Change Champion materials, monthly communications, and completing the C-FIRST! for All web-based training, we are moving to an integrated and modernized Salesforce-based case management platform. C-FIRST! provides comprehensive and streamlined ways to manage intakes, investigations, safety decisions, case and person information, placement, provider, and eligibility information. C-FIRST! also provides you with the ability to process Bright Future Cases for young adults.

This course provides practical end-to-end learning of fundamental Bright Futures processes in C-FIRST! including how to access Bright Futures tasks and understanding how to navigate to appropriate List Views and case information. We also discuss Treatment cases, Bright Futures Case creation, independent living, program eligibility, case agreements, reviewing eligibility information, and reviewing court information. This course follows a Bright Futures Case as it goes through the "independent living" route versus the "placement" route. Let's discuss what topics are covered in this course.

Let's Dive In

Throughout the course, you will be guided through topics related to Bright Futures processes. You will be tasked with:

1. Reviewing C-FIRST! case types, and understanding the Bright Futures Case type
2. Reviewing Bright Futures navigation including identifying the Homepage, Bright Futures List Views, and case information
3. Reviewing a child's Treatment Case and a Bright Futures Case
4. Processing case agreements and program eligibility records
5. Reviewing eligibility, case, and legal information and records
6. Updating independent living information for a young adult
7. Processing Bright Futures Case closure
8. Understanding the Youth and Provider Portal features

Your Role

This course asks you to take on the roles of **Bright Futures Case Workers** (these are workers that now process what was previously known as Extension of Foster Care) and **Independent Living Staff** (these are workers that work directly with youth that are in Foster Care and support their transition to adulthood) to process Bright Futures Cases. These processes include navigation, understanding list views, accessing tasks, creating Bright Futures program eligibility records, creating Bright Futures Cases, creating case agreements, referrals, and others.

In this course, we introduce you to one Bright Futures Case scenario which helps you understand how to complete processes related to Bright Futures in C-FIRST!.

Course Objectives

By the end of this training, you will have hands-on experience navigating C-FIRST!, applying policy guidance, and processing Bright Futures program eligibility records, creating **Bright Futures Cases**, creating case agreements, referrals, and other activities related to Bright Futures case management.

Icons Used Throughout the Course

The following icons are used throughout this guide. Refer to the table below to understand what they mean.

Icon	Description
	System Tip! This icon highlights technical guidance for navigating and using specific features within C-FIRST!.
	Process Tip! This icon provides workflow guidance and important operational notes that help workers apply DCS policies and procedures to C-FIRST!.
	Win! This icon identifies new system capabilities that automate manual tasks or reduce the number of steps required to complete your work.

Bright Futures Course Case Scenario

Before we dive into more details about processing Bright Futures in C-FIRST!, let's first take a moment to discuss the scenario that helps you get a better understanding of these processes in the system. This lesson provides you with a brief overview of the case scenario that you process in the system during the duration of this course to introduce you to Bright Futures concepts.

Learning Objectives

- Understand the Maya Maverick scenario for processing Bright Futures

Scenario 1: Meet Maya Maverick

Overview

Maya Maverick is a 17-year-old senior in high school who plans to enroll in community college after graduation. She remains in a stable foster home and wants to continue receiving support as she transitions into adulthood. Maya is interested in education planning, transportation support, and life skills coaching so she can successfully move from foster care into Bright Futures services. The case manager reviews Maya's foster care history, confirms her anticipated eligibility pathway for Bright Futures, and verifies that she is voluntarily accepting services as a young adult. Because Maya is approaching a key transition point, the worker also reviews her existing transition planning information and begins organizing case information needed for education, housing, healthcare, and supportive services. Maya, in our scenario, enters Bright Futures directly from custody without a break.

We will follow Maya's case through **Module 1: General Navigation** as learners practice identifying case types, reviewing core Bright Futures concepts, and navigating case information in C-FIRST!.

Case Information:

- **Case Type:** Bright Futures Case
- **Eligibility Type:** Youth aging out of foster care
- **Case Member:** Maya Maverick (Young Adult, 17F),
- **Other Members:** Denise Jones (Foster Parent, 52F), Lucy Smith (Biological Mother, limited involvement, 39F), James Smith (Biological Father, limited involvement, 41M)
- **Youth Citizenship:** U.S. Citizen
- **Current Status:** In foster care, preparing to transition into Bright Futures services
- **VPA:** No VPA; Maya enters Bright Futures from foster care and reasonable efforts are documented
- **Referral Source:** Internal transition from foster care services as Maya approaches adulthood and requests continued support

Module 1: General Navigation

In this module, you will learn how Bright Futures work is organized in C-FIRST!, what case types and program connections matter, and how to navigate the system to find the information you need.

You will also review key concepts of Bright Futures, including voluntary participation, eligibility basics, transition planning, and supportive services such as education, housing, and transportation. Bright Futures operates within Tennessee's Independent Living framework, and transition planning begins before youth exit care.

After completing this module, you will be able to:

- Describe the purpose of Bright Futures
- Recognize how other case types may connect to Bright Futures
- Explain core Bright Futures concepts and best practices
- Identify key C-FIRST! homepage components
- Recognize the list views most relevant to Bright Futures
- Navigate and search for case information in C-FIRST!

Lesson 1: Case Management in C-FIRST!

This lesson provides you with an overview of the case structure in C-FIRST!

Learning Objectives

- Describe the case types in C-FIRST!
- Understand the Bright Futures Case type

Task 1: Case Types Overview

C-FIRST! provides a comprehensive way to manage child welfare cases. Let's take a moment to review some of the case types in the system and how they compare to the case types you were previously used to.



TFACTS CASE TYPES	C-FIRST! CASE TYPES
Family Case	<i>Treatment Case</i>
Relative Caregiver	<i>Treatment Case:</i> Relative Caregiver is captured as a Program Type on the Treatment Case.
Adoption Case	<i>Permanency Case:</i> The Permanency Case only captures activities of the Permanency Specialists for both Adoption and SPG. The Treatment Case will remain open.
Subsidy Case-Adoption	<i>Adoption Case:</i> When the Adoption case opens, the Permanency Case will be closed. A task is generated for staff to review the Treatment case.
Subsidy Case- SPG	<i>Subsidized Permanent Guardianship Case:</i> When the SPG case opens, the Permanency Case will be closed. A task is generated for staff to review the Treatment case.
Extension of Foster Care	<i>Bright Futures</i>

Image 1: Case Types

Task 2: Bright Futures Cases Overview

In C-FIRST!, all Bright Futures for Young Adults (previously known as Extension of Foster Care) cases will have a **Case Type** of Bright Futures.

As you know, Bright Futures is a voluntary program for eligible young adults ages 18 to 23, and it is intended to help them build stability and independence in areas such as education, housing, employment, health services, and supportive relationships.

Please continue to review your policy guidelines and reach out to your supervisors for additional guidelines on program services and information.

Lesson 2: C-FIRST! Bright Futures Fundamentals

This lesson provides you with a brief overview of Bright Futures concepts in C-FIRST!. These concepts are what drive Bright Futures determinations and outcomes in C-FIRST!. Let's get started.

Learning Objectives

- Describe Bright Futures best practices

Task 1: Bright Futures Best Practices

Let's go over some areas that must be entered in C-FIRST! for a Bright Futures case.

- **Voluntary Participation:** Bright Futures is not automatic; the young adult agrees to participate and work toward transition goals, so consent and engagement matter.
- **Eligibility Criteria:** You need to confirm the young adult meets program conditions and eligibility requirements per policy guidelines.
- **Transition Planning:** A Bright Futures Case is built around a transition plan with goals for housing, education, employment, health, and long-term independence.
- **Child and Family Team Process:** Understand that the planning and decision-making are meant to involve the young adult, supports, service providers, and DCS staff in a coordinated way.
- **Ongoing Case Management:** Bright Futures Cases require regular contact, monthly work with the Family Service Worker, and periodic court or administrative review, so documentation and status tracking are central.

Lesson 3: C-FIRST! Bright Futures Foster Care Navigation

This lesson provides you with a brief overview of the Homepage, and how to access, navigate, and search for case information in C-FIRST!

Learning Objectives

- Identify the Homepage and describe its components
- Navigate and search for case information including person, case, court orders, placement, and provider information

Task 1: Identify the Homepage and Components

The Homepage for the **IL Specialist**, **IL Supervisor**, and the **Bright Futures Worker** role displays the following widgets:

- **Today's Tasks:** This widget displays a list of tasks that are assigned to the worker and due today. The **View All** link allows users to view all the tasks.
- **Items to Approve:** This widget displays a list of the items assigned to the logged-in user. It includes information on what the item is and who submitted it for approval.
Note: This widget displays for all Supervisor and above levels.



Process Tip!

Check your Homepage at the start of each workday to identify tasks and cases requiring immediate attention.

Task 2: Bright Futures List View

C-FIRST! provides you different **List Views** within the **Cases** tab. One of these list views that you can access is the Bright Futures List View. This list view provides you a comprehensive list of all Bright Futures cases in the system including the **Case ID**, the **Case Name**, the **Case Type**, **Case Status**, **Case Open Date** and other information.

To access the **Bright Futures List View**, use the below steps:

1. On the **C-FIRST! Login** screen, click the **Username** field and enter *IL Specialist*.
2. Click the **Password** field and enter your provided password.
3. Click **Log In**. The disclaimer screen displays.
4. Select the **Accept** checkbox and click **Login**. The **Homepage** screen displays.
5. Select the **Home** drop-down menu. The Home Menu displays.
6. Select the **Cases** tab. The **Recently Viewed List View** displays.
7. Select the **Push pin** icon next to List View and select the **Bright Futures Cases** list view you wish to view. The **List View** displays.
8. Select the appropriate **Case ID** hyperlink for the case you wish to view. The **Case Details screen** displays.

Note: You also can use the **Global Search Bar** at the top of the screen, or the **Search** box to the right of the screen.

Task 3: Navigate and Search for Case Information

Understanding where to access information you need in C-FIRST! is a critical part of processing Bright Future Cases. Let's take a moment to learn how to access information in the system that you need to review as a part of your day-to-day job. This task provides you with instructions on how to navigate to places in the system where you may need to review and access certain records as a part of your case review, or other tasks that you need to perform. There are multiple ways to access person, case, eligibility and other information in the system. The main thing that we want you to remember is that there is no one correct way, once you become familiar with the system's navigation functionality, you are on your way to becoming a navigation pro!

Please use the below instructions to navigate to the desired Treatment or Bright Futures Case.

Navigate to Person Information

To access person records and information, use the below steps:

1. Navigate to the Homepage and select the **Home** drop-down menu. The **Home Menu** displays.
2. Select the **Persons** tab. The **Persons List View** displays.
3. Select the **Push pin** icon next to List View and select the person list view you wish to view. The **List View** displays.
4. Select the appropriate **Name** hyperlink for the person you wish to view. The **Person Details screen** displays.

Note: You also can use the **Global Search Bar** at the top of the screen, or the **Search** box to the right of the screen.

The **Person Details** screen provides you with the **Person Header** which shows you the Date of Birth, Gender at Birth, and the Ethnicity of the individual.

The **Related List Quick Links** gives you access to records related to Eligibility, Assessments, Alias / Other Name, Cases, Contact History, Person Address, Person Type, Provider Person Association, Records Requests, Relationships, Moving Violations.

Note: The content on the Homepage is based on your user role.

Navigate to Case Information

To access case details and information, use the following steps:

1. Navigate to the Homepage and select the **Home** drop-down menu. The **Home Menu** displays.
2. Select the **Cases** tab. The **Cases List View** displays.
3. Select the **Push pin** icon next to List View and select the case type you wish to view. The **List View** displays.
4. Select the appropriate **Case ID** hyperlink for the case you would like to view. The **Case Details screen** displays.

Note: You also can use the **Global Search Bar** at the top of the screen, or the **Search** box to the right of the screen.

The **Case** screen provides you with the **Case Header** which shows you the **Case Status**, **Case Type**, and the **Assigned Worker**.

The **Related List Quick Links** gives you access to records related to Case Agreements, Persons, Associated Cases, Eligibility (Client Case), Assessments, Case Related Activities, Child and Family Team Meetings, Assigned Users, Case Documentations, Service Requests, Case History, Case Print, Court Orders and Hearings, Petitions and Motions, Plans, Placements, Notes & Attachments, Case Process Reviews, Placement Actions.

The sub-tab provides you access to **Case Information**, **Case Summary**, **Timeline**, **Attachments** and **Case Person Timeline** tabs.

Navigate to Judicial Information

Judicial and court information is tracked against case records. To access court order and hearing information, use the below steps:

1. Navigate to the Homepage and select the **Home** drop-down menu. The **Home Menu** displays.
2. Select the **Cases** tab. The **Cases List View** displays.
3. Select the **Push pin** icon next to List View and select the case type you wish to view. The **List View** displays.
4. Select the appropriate **Case ID** hyperlink for the case you would like to view. The **Case Details screen** displays.
5. Select the **Court Orders** and **Hearings** hyperlink from the **Related List Quick Links**. The **Court Orders and Hearings** List displays.
6. Select the **Court Order/Hearing ID** hyperlink for the record you wish to view. The **Court Order/Hearing** screen displays.

The **Court Order/Hearing** screen provides you with the **Court Order/Hearing Header** which shows you the Record Type, Date of Hearing, Court/Hearing Status, Court Order Type, and the Hearing Type.

The **Related List Quick Links** are accessible to you based on record type.

The sub-tab provides you access to the **Details** and **Attachment** tabs.

Note: Certain court information is tracked in the Treatment Case, please continue to access case records based on where records are stored. Many of the Orders and Hearings are tracked in Treatment Cases. Annual Reasonable Efforts information will be found on either the Treatment Case or Bright Futures Case.

Navigate to Placement and Provider Information

To access placement records, use the below steps:

1. Navigate to the Homepage and select the **Home** drop-down menu. The **Home Menu** displays.
2. Select the **Cases** tab. The **Cases List View** displays.
3. Select the **Push pin** icon next to List View and select the case type you wish to view. The **List View** displays.
4. Select the appropriate **Case ID** hyperlink for the case you would like to view. The **Case Details** screen displays.
5. Select the **Placements** hyperlink from the **Related List Quick Links**. The **Placements** List displays.
6. Select the **Placement ID** hyperlink for the record you wish to view. The **Placement Details screen** displays.

The **Placement Details screen** provides you with the **Placement Header** which shows you the End Reason, Transfer to Another Agency, Placement End Date, Case ID, and the Placement Status.

The **Related List Quick Links** gives you access to records related to Placement Versions, Placement History, Approval History, and Secondary Placement.

The sub-tab provides you access to the **Details** tab. This provides you with Child Information, Provider Information, Placement Information, Provider Service Information, Payment Information, Approval Details, Placement End information, and Navigation Links.

Note: There are two types of Custodial placement record types: *Primary Placement* and *Trial Home Visit* (these placements are not relevant to Bright Futures cases). Secondary placements are included as a Related Link on the Primary Placement record. Secondary Placement refers to a child's primary placement has already been identified or is in effect. This would include a backup or an interim placement option when the primary placement is not available.

Updating a Non-Paid Placement Record on a Case

1. Navigate to the **Case Details** screen.
2. Access the **Related List Quick Links**.
3. Select the **Placements** hyperlink.
4. Click **New**. The **New Placement** screen displays.
5. Select the **Non-Custodial** radio button.
6. Click **Next**. The **New Placement: Non-Custodial Placement** screen displays.
7. Access the **Information** section of the page.
8. In the **Placement Reason** field, select *Place with Relative* (or an option that best suits the youth).
9. In the **Placement Start Date** field, enter the *date*.
10. In the **Proposed Caregiver Name** field, enter the *caregiver*.
11. Click **Save**. A green success message appears and the **Placement** screen displays.
12. Access the **Details** tab and click **Edit** to update any information.
13. Access the *Attachments* tab and upload any documentation.

Knowledge Check!

Question 1: Which statement best reflects the core concept of Bright Futures?

- A. Participation is automatic once a youth turns 18
- B. Participation is voluntary and requires youth agreement
- C. Participation requires court approval
- D. Participation is limited to those requiring housing services only

Question 2: Which of the following can be accessed from the Case Related List Quick Links?

- A. Service Requests
- B. Case Agreements
- C. Child and Family Team Meetings
- D. All of the above

Question 3: True or False: The Placement Details screen includes Provider Information and Payment Information in the Details tab.

- A. True
- B. False

Question 4: A worker wants to review Maya's eligibility-related information starting from her individual record. Where should they go first?

- A. The Cases tab
- B. The Placements tab
- C. The Court Orders and Hearings tab
- D. The Persons tab

Question 5: True or False: Secondary Placement is included as a Related Link on the Primary Placement record.

- A. True
- B. False

Module 2: Person Management

This module covers the end-to-end process of managing Person Records in C-FIRST!. It begins with searching for existing Person Records before creating new ones, a critical step that prevents duplicate records in the system. Users will practice searching for persons and when a search confirms no existing record.

After completion of the module, you will be able to:

- Search for existing Person Records and interpret search results to prevent duplicates

Lesson 1: Navigating Case Persons

Before we dive into person management, we wanted to do a quick recap on understanding the terms you will see throughout this module and where to locate them within C-FIRST!.

Learning Objectives

- Navigate to the Person Search functionality in C-FIRST!
- Execute searches using multiple search criteria including name, date of birth, and SSN

Task 1: Case Persons

Established Persons can be added to a case. A Case Person ID is assigned per case in C-FIRST!. This same person receives a different case person ID in each case.

1. Log into C-FIRST! using your **Bright Futures Contract Worker** credentials. C-FIRST! displays the Homepage.
2. Select *Person* from the **Home** dropdown. The **Recently Viewed Person** screen displays.
3. Click **New** to search for, and possibly add, a new person.
4. Enter any known details on the **Search for a Person** screen. The search results display and show a list of potential matches, if any. **Note:** The more information you add, the more the system has to compare against other individuals in the system.
5. Click **New Person** to create a new Person Record if no individuals were found to match your search, you had a score less than 85%, or you received supervisor approval.

6. Complete the required fields on the **New Person** screen for *Date Of Birth Unknown?, Last Name, Gender at Birth, Ethnicity, and Race*.
7. Click **Save**.

**System Tip!**

Person Search accepts multiple identifiers in one place. Those identifies include Person Details, Address Details, and Case Details. The more information you add, the more C-FIRST! has to compare against other individuals in the system. C-FIRST! also searches for spelling variations and similar sounding words to the names you enter, so if a name is misspelled or mistyped, the search results will still display similar names.

Task 2: Person Record

A Person record is a persistent record, a unique identifier, that does not change regardless of how many intakes, or cases, or provider records.

1. Navigate back to your **Homepage**.
2. Click the **Case ID** hyperlink in the **Navigation Links** section of the notification. C-FIRST! redirects you to the **Case Details** screen for the Case.
3. Click **Persons** from the **Related List Quick Links** and click the **Case Person ID** hyperlink to view the Case Person record.
4. Click the Person hyperlink in the **Details** section to view the Person details specific to that individual.

**Process Tip!**

- In C-FIRST!, you must establish a person and create a person record before you can link that person to a case to become a case member. Person records are linked to different cases when they are added as a case member to a specific case.

Note: Please see the Person Record Types graphic below for more information.

INTAKE PERSON Intake Person A new intake person ID is assigned per intake. The same person can appear across multiple intakes with different IDs. <i>Sally: Intake A → ID 32456 Intake B → ID 856325 → PID 875235</i> • Name of Intake Person • Role as Related to Intake • Relationship to Victim • Gender at Birth • Date of Birth • Estimated Age ID TYPE: Intake Case Person ID — unique per intake	CASE PERSON Case Person A new case person ID is assigned per case. The same person receives a different case person ID in each case. <i>Jane Doe: Case 2020 → ID 56789 Case 2026 → ID 345678 → PID 12345</i> • Name of Case Person • Roles as Related to Case • Safe at Home Person • Relation • Active Domestic Violence Concern • Visitation Waiver • County of Venue • LifeSkills Assessment Exempt • Receive Hearing and Meeting Alerts • Seal Case Person (Adoption) • Criminal History & Background Checks • Custody • Legal Statuses ID TYPE: Case Person ID — unique per case		
PROVIDER PERSON Provider Person A different provider person ID is assigned for each provider record. The same person can have multiple provider associations. <i>Sue Smith: DCS Foster Home → ID 56789 Youth Villages → ID 23785 → PID 123456</i> <table border="0"> <tr> <td> • Name of Provider Person • Role as Related to the Provider Record • Occupation • SSN • Drivers License Number • Drivers License State • ICPC Home • Provider Portal Account Notification • Date of Birth • Age </td> <td> • Consent for Mailing Lists • Home Phone • Mobile Phone • Emergency Phone • Email • Address • Criminal History Background Checks • Training Activities • Waivers </td> </tr> </table>		• Name of Provider Person • Role as Related to the Provider Record • Occupation • SSN • Drivers License Number • Drivers License State • ICPC Home • Provider Portal Account Notification • Date of Birth • Age	• Consent for Mailing Lists • Home Phone • Mobile Phone • Emergency Phone • Email • Address • Criminal History Background Checks • Training Activities • Waivers
• Name of Provider Person • Role as Related to the Provider Record • Occupation • SSN • Drivers License Number • Drivers License State • ICPC Home • Provider Portal Account Notification • Date of Birth • Age	• Consent for Mailing Lists • Home Phone • Mobile Phone • Emergency Phone • Email • Address • Criminal History Background Checks • Training Activities • Waivers		

Intake Person, Case Person, & Provider Person

PERSON RECORD (PID)				
Person Record (PID)				
Single persistent record — the PID never changes no matter how many intakes, cases, or provider records.				
Jane Doe's PID 12345 stays 12345 across all records, forever.				
Core Identity		Education	Medical / Healthcare	Associated Records
- Name / Alias / Personal Photo - Sexual Orientation - Other Sexual Orientation - Safe Haven Child - Intellectual/Developmental Disability? - Safe at Home Person? - Birth Country - Birth State - Birth City - Birth County - Safe at Home Person? - Active Domestic Violence Concern? - Living Arrangement - Human Trafficking Survivor? - Marital Status - Other Marital Status - Military Status - Military Branch - Dependent on US Armed Forces Individual? - Actively Parenting? - Pregnant Status - Start Date of Pregnancy	- Estimated Due Date of Pregnancy - Has the child ever fathered/bore children? - Has the child ever been adopted? - Legalization Date of Last Adoption - Was the prior adoption type intercountry? - Was there a prior legal guardianship? - Prior Guardianship Date - TCSSES Referral Status - Tribal Affiliation? - Tribe Name - Other Tribe Name - Federally Recognized Tribe? - CASA/Child Attorney Name - CASA/Child Attorney Contact - Religious/Spiritual Affiliation - Other Religious/Spiritual Affiliation - Occupation - Other Occupation - Employed Status - Employer Name - Employer Address	- School - Other School Type - Education Type - Program Type - Primary Disability - Current Grade - Last Grade Completed - Attendance Start Date - Attendance End Date - Education Status - Enrollment? - Enrollment Status - Other Enrollment Status - Diploma - Diploma Date - Certificate Status - Active IEPs? 504 Plans? - Education - Surrogate Parent - Surrogate Parent Phone Number	- Medicaid MCO - Name of PCP - MCO Start Date - MCO End Date - Phone Number of PCP - PCP Address	- Alias - Attachments - Contact History - Moving Violations - Addresses - Allergies - Assessments - Care Coordination Notes - Consents - Credit Checks - Criminal History and Background Checks - Custody Records - Education - Eligibility - Gang Intelligence Reports - ICWA - Income - Injuries - Level of Care - Medical - Appointment - Medical - Assessment - Medical Insurance - Medical Providers - Medications - NYTD Surveys - Person Alerts - Physical Attributes - Placements - Referrals for Services - Runaway Summary - Substance Use - Cases - Provider Person Association - Records Request - Relationships - Personal Photo

Person Record

Lesson 2: Searching for Existing Person Records

Before adding any individual to the Maverick case, you must first search C-FIRST! to determine if a Person Record already exists. This prevents duplicate records and ensures you can access any prior Case History. Maya may have existing records from previous DCS involvement, so thorough searching is essential before creating new entries.

Learning Objectives

- Navigate to the Person Search functionality in C-FIRST!
 - Execute searches using multiple search criteria including name, date of birth, and SSN
- Note:** To add a New Person users will need to fill out the minimum fields including **Race Primary, Date Of Birth Unknown?, Last Name, Gender at Birth, Ethnicity, Race.**
- Interpret search results and identify potential matches
 - Recognize when an exhaustive search yields no results

Task 1: Search for an Existing Person Using Name and Date of Birth

You need to search for Maya Maverick (DOB: 07/19/2007). You will use multiple search criteria to verify an accurate search.

1. Click the **Last Name** field and enter *last name####*.
2. Click the **First Name** field and enter *first name*.
3. Click the **Date of Birth** field and enter *date of birth*.
4. Click the **Search** button. C-FIRST! executes the search and displays results in the **Search Results** list.
5. Review the search results to identify any potential matches. Note the **Person ID, Name, Date of Birth, and SSN** columns for each result.
6. If a matching record displays, click the **Person Name** hyperlink to open the Person Record and verify the identity.

Note: The **Match Score** is a percentage displayed on the **Person Search** results indicating closeness of match to existing records and determines whether leadership approval is needed to create a new Person Record. If the match score of a **Person Search** result is above

85%, the user must seek leadership approval before creating a new Person Record.

Staff may need to contact the Max Specialist staff for any updates or changes that are needed to person records once the SSN verification is locked. These are instances where workers select that the SSN needs to be verified by the Social Security Administration (SSA). Once SSA verifies the SSN record and this record is locked, all future changes must be sent to the Max Specialist for updates.



Process Tip!

When searching for a person, start with the most unique identifiers such as SSN or exact date of birth. If no results are found, try variations of the name spelling or partial SSN searches.

If your search returns potential matches, C-FIRST! displays a Duplicate Person Warning. This warning alerts you that a person with similar information already exists in the system. Before creating a new Person Record, you must review each potential match carefully:

- Compare the name, date of birth, and other identifying information with what you know about the individual.
- If you confirm a match, click **Select** next to the matching record to associate the existing person with your case.
- If no results match, you may proceed with creating a new record.



System Tip!

- The **Person Search** screen allows you to search across all Person Records in C-FIRST!, not just those associated with your current Case. We found over 200,000 duplicate persons in TFACTS that we have tried to remediate. We do not want to create the same situation in C-FIRST! This is why the system will force you to search for a name/person before you can create a new person record. Always perform a thorough search before creating a new Person Record.
- Creating duplicate person records causes data integrity issues and may result in incomplete case histories. Always exhaust your search before creating a new record.

Task 2: Perform a Search That Returns No Results

You have recently learned that Maya has a sister Michelle. Michelle has no prior DCS history in Tennessee. You will search for Michelle to confirm no existing record exists before creating a new one.

1. Click the **Clear** button to reset all search fields. C-FIRST! clears the previous search criteria.
2. Click the **Last Name** field and enter *last name####*.
3. Click the **First Name** field and enter *first name*.
4. Click the **Date of Birth** field and enter *date of birth*.
5. Click the **Search** button. C-FIRST! displays the message, "Exhaustive search has found no evidence of any matches in the database."

Note: When no matches are found, you must create a new Person Record to add this individual to the case. Any record that has a duplicate record that still needs to be approved must be submitted to a supervisor for approval.

Module 3: Overview of Maya's Treatment Case Journey

The Bright Futures Case starts with a case creation. In our first scenario, Maya Maverick is a 17-year-old high school senior in a stable foster home. She wants to continue to receive support as she transitions to adulthood, especially for education planning, transportation, and life skills. She will move from foster care to Bright Futures at age 18. Participation is voluntary, and she is saying yes to services as a young adult. The worker prepares her intake by confirming the pathway, documenting voluntary acceptance, and organizing case info for education, housing, healthcare, and support.

After completing this module, you will be able to:

- Understand the Maya Maverick scenario which discusses a young adults transition from a Treatment Case to a Bright Futures case

Case Scenario: Maya Maverick

Let's take a moment to introduce you to **Maya Maverick**. This is a young adult who transitions from a Treatment case to a Bright Futures case. Maya, in our scenario, enters Bright Futures directly from custody without a break.

Lesson 1: Overview of Maya's Treatment Case Journey

Let's see what steps have already been taken for Maya before she moves towards Bright Futures.

Maya came to the attention of DCS after an intake worker received a report of neglect. An investigation followed, and a **Treatment Case was opened for Maya**. By the time Maya turned 14, she had been living in the same foster home for more than a year. She was attending public school regularly and had started to feel more stable. Because her Treatment Case was still open when she turned 14, the Independent Living process formally began.

Maya's Permanency Plan was updated to reflect the progression towards Independent Living. The Independent Living related

indicators were added to the plan and Independent Living services began. By 17, Maya's planning became more focused on transition. An Independent Living (IL) worker was added as a secondary assignee to the case, and transition-related indicators were added to her Permanency Plan.

Six months prior to Maya's 18th birthday, it becomes clear that Maya will need to transition to Bright Futures. Her foster parents remain an important part of her support system, even though she would not continue living in their home full-time. Based on this, the case manager identified Maya as a youth who should be considered for Bright Futures. Once the agreement was reviewed, it was signed and uploaded to the record.

After meetings and discussions, the IL Specialist created the Bright Futures Program Eligibility Record. Once Maya was found eligible, a Bright Futures case would be opened and would continue to support her through age 23.

Module 4: Maya's Journey into Bright Futures & Independent Living

In this module, we will walk through the journey of Maya as her eligibility for the Bright Futures Program is determined.

After completing this module, you will be able to:

- Determine if a youth is eligible for the Bright Futures Program
- Create a Bright Futures case for the eligible youth

Case Scenario: Maya Maverick (Continued)

You are already familiar with Maya Maverick and her path toward adulthood. Now, the process moves to a critical point in Maya's story: the IL Specialist creates the Bright Futures Program Eligibility record.

At this stage, the question is whether she formally meets the requirements to enter Bright Futures and continue receiving support after age 18. Now, let's take a moment to understand how Maya meets the requirements for eligibility:

- Aging out of foster care and needs continued support as she transitions into adulthood
- Graduating from high school and planning to enroll in community college (fall of later this year)

With eligibility confirmed, a Bright Futures case is created for Maya. After the Bright Futures Case is created, ownership of the new case is assigned, so services can continue. A Bright Futures worker is assigned to begin managing Maya's case and supporting her next steps.

Lesson 1: Run Eligibility and Create the Bright Futures Case

Once it is determined that a Bright Futures Program is needed, the next step is to determine eligibility. Once eligibility is confirmed, the IL Specialist Supervisor creates a Bright Futures Case for Maya.

After the Bright Futures Case is created, the IL Supervisor assigns the primary case worker to the case and also assigns the IL Specialist has a secondary worker on the case.

Learning Objectives

- Explain how to create a Bright Futures Program Eligibility record
- Explain the steps to approve an Eligibility record
- Explain how to create a Bright Futures Case

Task 1: Run Bright Futures Program Eligibility

1. Log in as the **IL Specialist** and navigate to Maya's Person record. The **Person** screen displays.
2. Click on the **Eligibility** hyperlink from the **Related List Quick Links** section. The **Eligibility** screen displays.
3. Click **New**. The **New Eligibility** screen displays.
4. Select the **Bright Futures Program Eligibility** radio button. The options include:
 - Bright Futures Eligibility (this refers to IV-E eligibility)
 - Bright Futures Program Eligibility (this refers to program eligibility based on policy)
5. Click **Next**. The **New Eligibility: Bright Futures Program Eligibility** screen displays.
6. Click the **Employed at Least 80 Hours Per Month?** drop-down and select *Yes*.
7. Click the **In a Program for Promoting Employment?** drop-down and select *Yes*.
8. Click on the **Meets Special Needs Requirements?** drop-down and select *Yes*.
9. Click on the **\$10K or Less in Available Resources?** drop-down and select *Yes*.
10. Click **Save**. The record is saved and displays.
11. Click the **Pencil** icon to update the record. The fields become editable.
12. Click the **Enrolled in High School or Equivalent?** drop-down and select *Yes*.
13. Click the **Resided in TN During Eligibility?** drop-down and select *Yes*.

14. Click the **U.S. Citizen or Qualified Alien?** drop-down and select *Yes*.
15. Click the **Enrolled in Post-Secondary School?** drop-down and select *Yes*.

Note:

- Maya has plans to enroll in post-secondary school and will enroll later in the fall. Her eligibility for Bright Futures for this scenario is *"Aging out of foster care and needs continued support as she transitions into adulthood"*
- The **TN Residence Override Approver** is a mandatory field which will be populated after selecting an option in the **Resided in TN During Eligibility?** field.

16. Review the **Qualified Placement Service at 18?** and **Custodial Legal Status Ended After 18?** fields.

Note: The values in the **Qualified Placement Service at 18?** and **Custodial Legal Status Ended After 18?** fields default to *Yes* if the person meets the requirements.

17. Click the **Approver** field and enter *IL Specialist Supervisor*.
18. Click the **TN Residence Override Approver** field and enter *IL Specialist Supervisor*.
19. Click **Save**. The record is saved.
20. Scroll up and click **Calculate Eligibility**. A success message displays.

Note: In case additional fields need to be populated, an error message displays.

21. Review the **Eligibility Outcome** field to verify if the outcome is *Eligible for Bright Futures*.

Note: In case the youth is not eligible, a *Not Eligible for Bright Futures* outcome displays.

22. Scroll up and click **Submit for Approval** to route the record to the approver. The **Submit for Approval** pop-up displays.
23. Click the **Comments** field and enter the required comments.
24. Click **Submit**. The Eligibility record is submitted for approval to the **IL Specialist Supervisor**.

Note: After submitting the record to the IL Supervisor, the **Approval Status** field is auto populated with *Submitted for Approval*.

Task 2: Approve the Eligibility Record

Once the Bright Futures Program Eligibility record is routed to you for approval, you, as the IL Specialist Supervisor, must perform the following steps:

1. Log in as the **IL Specialist Supervisor**.
2. From the **Homepage**, click the **Notifications** icon. A list of notifications displays.
3. Click the **IL Specialist is requesting approval for eligibility** notification. The **Approval Request** screen displays.
4. Click **Approve**. The **Approve Eligibility** pop-up displays.
5. Click the **Comments** field and enter the required comments.
6. Click **Approve**. The approval request is approved.

Task 3: Create a Bright Futures Case

Once the Bright Futures Program Eligibility record is approved, you, as the **IL Specialist Supervisor**, must create a Bright Futures case.

1. Click the **Eligibility ID** from the **Approval Details** section. The **Eligibility** screen displays.
2. Scroll down to the **Navigation Links** section and click the **Maya's Person** record. The **Person** screen displays.
3. Click the **Cases** hyperlink from the **Related List Quick Links** section. The **Cases** screen displays.
4. Click **New Case**. The **Case Edit** screen displays.
5. Click the **Case Type** drop-down and select *Bright Futures*.
6. Click the **Assigned To** field and enter *Bright Futures Contract Worker*.
7. Click the **Region** drop-down and select *Mid State Region*.
8. Click the **County** drop-down and select *Davidson*.
9. Click **Save**. The case is created.

Knowledge Check!

Question 1: What screen does the IL Specialist need to access to begin creating a Bright Futures eligibility record?

- Case Record
- A. Person Record
 - B. Provider Portal
 - C. Youth Portal

Question 2: What should the worker verify in C-FIRST! after eligibility is calculated?

- A. The Case Status field says Open
- B. The Region is Mid State
- C. The youth has a provider assigned
- D. The Eligibility Outcome says Eligible for Bright Futures

Question 3: When creating a new Bright Futures eligibility record, which radio button should an IL Specialist select?

- A. Bright Futures Eligibility
- B. Bright Futures Program Eligibility
- C. Independent Living Eligibility
- D. Youth Transition Eligibility

Module 5: Determine Need and Establish Bright Futures Direct Entry

In this module, we will see how a Bright Futures Case proceeds. Each case takes either the Placement or the Allowance pathway, and the youth is provided services accordingly.

After completing this module, you will be able to:

- Explain how to create a Case Agreement for Independent Living Allowance
- Describe how to manage the Bright Futures Case
- Explain how to create a Non-Custodial Plan
- Explain the steps to create referral for services
- Describe how to conduct CFTMs
- Explain how to record legal events and court orders in a Bright Futures Case

Case Scenario: Maya Maverick (Continued)

You are already familiar with Maya Maverick and the progress she has made so far. Maya has been found eligible for Bright Futures, a Bright Futures Case has been created, and a Bright Futures Worker has now been assigned. At this point, the focus shifts from eligibility to a very practical question: What type of support arrangement will best help Maya succeed?

Now, the team must make the next important decision - should Maya receive an Independent Living Allowance, or does she need a Placement Request to Network Development for Bright Futures?

Now, let's take a moment to understand what the team considers at this stage:

- Allowance may be selected if the youth can live more independently with the right financial support.
- Placement may be selected if the youth still needs a more structured living arrangement for safety, stability, or daily support.

Lesson 1: Independent Living Allowance

Learning Objectives

- Create a Bright Futures Case Agreement
- Approve Bright Futures Case Agreement

Task 1: Maya's Independent Living

For Maya, the Bright Futures Worker looks closely at where she is in life right now. She is finishing high school, planning for community college, and showing strong daily living skills. She has goals, motivation, and a growing ability to manage responsibilities. She also wants to begin living more independently while staying connected to supportive adults. Due to this, Maya decides to live in a supervised independent living arrangement. For Maya, this includes living in an apartment and receiving Bright Futures case management. DCS qualifies her to receive an Independent Living Allowance (ILA).

Please note that the IL Allowance dates and placement dates should not overlap. All placements are routed to the Network Development Team once a placement record is added to a case.

Task 2: Create a Case Agreement for Allowance

Once a decision is made, the next step is to put the support in place. As a Bright Futures Worker, you must create a Case Agreement record so that Maya starts receiving financial support. **Note:** Creating a Case Agreement is essentially the same as creating an actual Independent Living Allowance record.

1. Log in as the **Bright Futures Worker** and navigate to the assigned Bright Futures Case. The **Case** screen displays.
2. Click the **Case Agreements** hyperlink from the **Related List Quick Links** section. The **Case Agreements** screen displays.
3. Click **New**. The **New Case Agreement** pop-up displays.
4. Select the **Services Case Agreement** radio button and click **Next**. The **New Case Agreement: Services Case Agreement** pop-up displays.
5. Click the **Agreement Type** drop-down and select *Independent Living Allowance*.

6. Click the **Service Taxonomy ID** field and enter the name of the service. **Note:** This field does not require a number, you can begin typing the name of the service and it populates below the field, and workers can make the selection.
7. Click the **Case Person ID** field and enter *Maya Maverick*.
8. Click the **Agreement Status** field and enter *Pending*.
9. Click the **Agreement Start Date** field and enter today's date.
10. Click the **Agreement End Date** field and enter *5/8/2029*.
11. Click the **Payment Effective Date** field and enter today's date.
12. Scroll down to the **Approval Information** section.
13. Click the **Approver** field and enter *IL Specialist Supervisor*.
14. Click **Save**. The record is saved and displays.
15. Click **Submit for Approval**. The **Submit for Approval** pop-up displays.
16. Click the **Comments** field and enter any comments, if needed.
17. Click **Submit**. The Case Agreement record is routed to the IL Specialist Supervisor for approval.

Task 3: Approve the Case Agreement

1. Log in as the **IL Specialist Supervisor**.
2. From the **Homepage**, click the **Notifications** icon. A list of notifications displays.
3. Click the **Bright Futures Case Manager is requesting approval for case agreement** notification. The **Approval Request** screen displays.
4. Click **Approve**. The **Approve Case Agreement** pop-up displays.
5. Click the **Comments** field and enter the required comments.
6. Click **Approve**. The approval request is approved.
Note: Once approved, the **Approval Action Status** is updated to *Approved* and the **Agreement Status** is updated to *Finalized*.

**Process Tip!**

In some cases, an allowance alone is not enough for the youth. The youth may still need stability and continued support of foster care as they transition into adulthood. When that happens, the case moves down the Placement path instead of the Allowance path. At this point, the Network Development Team steps in and creates a placement record for the youth so the necessary placement support can begin.

Before we continue, let's take a brief moment to understand how staff can create a placement request for youth who are not planning to live independently. These requests are assigned to staff by the **Placement Intake Supervisor**.

Completing a Placement Request

1. Access the **Homepage**.
2. Click the **Case ID** hyperlink from the **Navigation Links** section. The **Case** screen displays.
3. Click the **Placement Actions** hyperlink from the **Related List Quick Links** section. The **Placement Actions** list displays.
4. Click **New** to create a new **Placement Request**. The **Placement Request** detail screen displays.
5. Complete the **Placement Request** detail screen filling out any required fields.
 - Click the **Requested Placement Type** dropdown and select *Family Based (Foster Care)*.
6. Complete all other required fields on the **Placement Request** detail screen.
7. Update the required record information and click **Save**. The updates are saved successfully.

Now, let's move to Lesson 2.

Lesson 2: Manage the Initial Bright Futures Case

Once the Allowance path is opted, the work moves into ongoing case activity. A Non-Custodial Permanency Plan is created to guide the case going forward. Bright Futures services are then put into motion, including referrals, support planning, and regular case management.

In most case scenarios you experience, you will complete the initial Children and Family Team Meetings (CFTM) and plan development prior to the Independent Living Allowance case agreement; please continue to follow your current business process and workflow.

Learning Objectives

- Create a Non-Custodial Permanency Plan
- Create a referral for services
- Record case documentation

Task 1: Create the Non-Custodial Permanency Plan

1. Log in as the **Bright Futures Worker** and navigate to the assigned Bright Futures Case.
2. Click the **Plans** hyperlink from the **Related List Quick Links** section. The **Plans** screen displays.
3. Click **New**. The **New Plan** pop-up displays.
4. Select the **Non-Custodial Permanency Plan** radio button and then click **Next**. The **New Plan: Non-Custodial Permanency Plan** pop-up displays.
5. Click the **Plan Start Date** field and enter today's date.
6. Click the **Present Parties Agree to Goals?** drop-down and select *Yes*.
7. Click the **Plan End Date** field and enter *5/8/2027*.
Note: The **Plan Status** defaults to *Pending*.
8. Click the **Reason for Involvement** field and enter the required reason.
9. Scroll down to the **Approval Details** section.
10. Click the **Approver** field and enter *Bright Futures Contract Supervisor*.
11. Click **Save**. The record is saved and displays.
12. Click the **Plan Participant** hyperlink from the **Related Quick Links** section. The **Add Plan Participants** pop-up displays.

13. Select the *Maya Maverick* checkbox under **Select Plan Participants**.
14. Click the **Participant Type** drop-down and select *Children/Youth in Focus*.
15. Click **Next**. A success message displays.
16. Click the **Responsibilities** hyperlink from the **Related List Quick Links** section. The **Responsibilities** screen displays.
17. Click **New**. The **New Responsibility** pop-up displays.
18. Click the **Start Date** field and enter today's date.
19. Click the **Expected Completion Date** and enter the required date.
Note: The **Completed?** field defaults to *No*. It must be updated to *Yes* when the responsibility is completed.
20. Click the **IL Indicators** drop-down and select *IL Finances*. The options in the drop-down are:
 - IL Credit Check
 - IL Education
 - IL Employment
 - IL Essential Documents
 - IL Finances
 - IL Health/Advance Health Care
 - IL Housing
 - IL Life Skills
 - IL Mentoring
 - IL Social Skills
 - IL Transportation
21. Click the **Which Youth is the IL Indicator for?** field and enter *Maya Maverick*.
22. Click the **Responsibility Details** field and enter the required details.
23. Select the *Maya Maverick* checkbox under the **Select Responsible Persons** section.
24. Select the *Supportive Adult* checkbox under the **Select Generic Responsible Persons** section.
25. Click **Save** to save the record.

Task 2: Create Referrals for Services

1. Navigate to the assigned Bright Futures case.
2. Click the **Service Requests** hyperlink from the **Related List Quick Links** section. The **Service Requests** screen displays.
3. Click **New**. The **New Service Request** pop-up displays.
4. Select the **Service Request** radio button and then click **Next**. The **New Service Request: Service Request** pop-up displays.
5. Click the **Service Taxonomy ID** field and enter the name of the service. **Note:** This field does not require a number, you can begin typing the name of the service and it populates below the field, and workers can make the selection.
6. Click **Save**. The Service Request record is saved successfully. **Note:** The **Request Type** will be auto-populated to *Service Referral* by C-FIRST!.
7. Click the **Pencil** icon. The fields become editable.
8. Click the **Program** drop-down and select *Bright Futures/Independent Living*.
9. Click the **Permanency Plan** field and enter the required Plan ID.
10. Click the **Is CARA/Plan of Safe Care Service?** drop-down and select *No*. **Note:** The **Referral Date** field defaults to today's date.
11. Click the **Primary Child/Youth** field and enter *Maya Maverick*.
12. Scroll down to the **Service Details** section.
13. Click the **Requested Start Date** and enter today's date.
14. Click the **Anticipated End Date** and enter *5/8/2029*.
15. Click the **Unit Type** drop-down and select *Hours*.
16. Click the **Requested Units/Hours** field and select *100*.
17. Click the **Service County** field and select *Davidson*.
18. Click the **Continued Service?** drop-down and select *No*.
19. Click the **Community Resource?** drop-down and select *No*.
20. Scroll down to the **Provider Information** section.
21. Click the **Direct Provider Selection Required?** drop-down and select *No*. **Note:** Users can document the description of service needed and special conditions instructions in the **Problems and Special Conditions** section.
22. Scroll down to the **Approval Information** section.

23. Click the **Approver** field and enter *IL Specialist Supervisor*.
24. Click **Save** to save the record.
25. Click the **Persons Involved** hyperlink from the **Related List Quick Links** section. The **Persons Involved** screen displays.
26. Click **New Person Involved**. The **Add Person Involved** pop-up displays.
27. Select the *Maya Maverick* checkbox and click **Next**. A success message displays.

Task 3: Record Case Documentation

1. Navigate to the assigned Bright Futures case.
2. Click the **Case Documentations** hyperlink from the **Related List Quick Links** section. The **Case Documentations** screen displays.
3. Click **New**. The **New Case Documentation** pop-up displays.
4. In **Documentation Type**, select *Opening Case Summary* from **Available** multi-select box and click the **right arrow** icon. The other options in **Available** multi-select box are:
 - Absconder Unit Investigation
 - Caregiver Contact
 - Child Contact
 - Child Visit with Other Family Member/Kin
 - Closing Summary
 - Electronic Monitoring Unit Summary
 - Foster Parent Contact
 - FSW Electronic Monitoring Alert Response
 - Law Enforcement Contact
 - Monthly Case Summary
 - Notation
 - Opening Case Summary
 - Other Family Member/Kin Contact
 - Parent-Child Contact
 - Parent-Child Visit
 - Parent Contact
 - Private Provider/DCS Contact
 - School Contact
 - Sibling Visit
 - Supporting Contact
 - Transport

5. Click the **Location** drop-down and select *Community Setting*.
The options in the drop-down are:
 - Community Setting
 - Court
 - DCS Office
 - Family Home
 - Other Location
 - Placement
 - Place of Employment
 - School
6. Click the **Method** drop-down and select *Video Conference*. The options in the drop-down are:
 - Attempted Face to Face
 - Attempted Phone
 - Attempted to Locate Missing Youth
 - Attempted Video Conference
 - Correspondence
 - Email
 - Face to Face
 - Located Missing Youth
 - Phone
 - Social Media
 - Video Conference
7. Click the **Date of Occurrence** field and enter today's date.
8. Click the **Duration of Contact** field and select *30 minutes*.
9. Click the **Documentation Notes** field and enter the required notes.
10. Click **Save**. The record is saved and displays.
11. Click **Add Persons/Collaterals**. The **Add Persons/Collaterals** pop-up displays.
12. Click the *Maya Maverick* checkbox.
13. Click **Save**. The person is added to the record.

Lesson 3: Conduct Bright Futures CFTMs

In this lesson, we begin to complete and document CFTMs to review Maya's progress, discuss any changes in her situation, and make sure the case continues moving in the right direction.

Learning Objectives

- Conduct Progress Review CFTMs
- Conduct Permanency Plan Review CFTMs

Task 1: Conduct the Bright Futures Initial CFTM

1. Navigate to the assigned Bright Futures case.
2. Click the **Child and Family Team Meetings** hyperlink from the **Related List Quick Links** section. The **Child and Family Team Meetings** screen displays.
3. Click **New**. The **New Child and Family Team Meeting** pop-up displays.
4. In **Child and Family Team Meeting Type**, select *EFCS - Progress Review* from **Available** multi-select box and click the **right arrow** icon. The other options in **Available** multi-select box are:
 - CPS Initial Non - Custody
 - CPS Pre Custodial
 - CPS Progress Review of Family Permanency Plan
 - CPS Revision of Family Permanency Plan
 - CPS Transition Non Custody
 - Custodial Permanency Plan Revision
 - Discharge/Exit Bright Futures
 - Discharge/Exit Custody
 - Discharge into Young Adulthood
 - EFCS - Initial Bright Futures
 - EFCS - Permanency Plan Revision
 - EFCS - Progress Review
 - FSS/FCIP Pre Custodial
 - Individual Recruitment Planning Quarterly Review CFTM
 - Initial Custody (JJ)
 - Initial Custody (SS)
 - Initial Full Guardianship CFTM
 - JJ- Discharge from Probation/Aftercare
 - JJ Initial Non Custody Permanency Plan
 - JJ- Initial Permanency Plan (Custody)
 - JJ Permanency Plan Revision (Custody)
 - JJ- Progress Review of Non-Custody/ Quarterly Review
 - JJ- Release to Aftercare
 - Non-Custodial Initial Family Permanency Plan CFTM

- Non-Custodial Permanency Plan Revision
- Planned Placement Stability
- Progress Review Custody
- Special Called CFTM
- SS Initial Permanency Plan (Custody)
- SS Permanency Plan Revision
- Supported Decision Making
- Transition Plan
- Transition to Adulthood
- Unplanned Placement Stability
- YDC- Individual Program Plan/ Permanency Plan (Custody)
- YDC- Plan Revision (IPP)
- YDC Program Transfer
- YDC- Quarterly IPP Review

Note: The above EFCS picklist options refer to Bright Futures.

5. Click the **Is This a Q RTP Meeting?** drop-down and select *No*.
Note: The default option selected in the **Child and Family Team Meeting Status** field is *Pending*. Users need to update the status to *Completed* once the meeting is completed. At least one child must be added to the **Children Related List** to update the status to *Completed*.
6. Click the **Completed Date** field and enter the completion date.
7. Click the **Scheduled Date** field and enter today's date.
8. Click the **Skilled Facilitator** field and enter the skilled facilitator.
9. Click the **Plan ID** field and enter the Non-Custodial Plan ID.
10. Scroll down to the **Meeting Details** section.
11. Click the **Purpose of the Meeting** field and enter the purpose of the meeting with Maya.
12. Click the **Youth/Family Story** field and enter Maya's story.
13. Click the **Next Steps** field and enter the steps to be taken next in Maya's case.
14. Click the **Other Notes and Considerations** field and enter additional notes.
15. Scroll down to the **Agreements and Rights Explanation** section.

16. Click the **Reviewed Confidentiality Agreement** drop-down and select *Yes*.
17. Click the **Team Members Agree to Share CFTM Notes?** drop-down and select *Yes*.
18. Click the **TennCare Appeal Rights Explained** drop-down and select *N/A*.
19. Click the **Present Parties Agree to CFTM Decisions** drop-down and select *Yes*.
20. Click **Save** to save the record.

Lesson 4: Maintain Plans, Services, and Case Records

In this lesson, we update the Non-Custodial Permanency Plan, update services, and review funding. We access Maya's plan to update responsibilities and goals, and mark that they have been completed to keep track of our youth's progress.

Learning Objectives

- Update the Non-Custodial Permanency Plan records
- Update the Bright Futures services
- Review funding

Task 1: Update the Non-Custodial Permanency Plan

1. Navigate to the assigned Bright Futures Case.
2. Click the **Plans** hyperlink from the **Related List Quick Links** section. The **Plans** screen displays.
3. Click the Non-Custodial Plan with **Plan Status** as *Pending*. The **Plan** screen displays.
4. Review the **Plan Start Date** field.
5. Review the **Present Parties Agree to Goals?** drop-down and select *Yes*.
6. Click the **Responsibilities** hyperlink from the **Related List Quick Links** section. The **Responsibilities** screen displays.
7. Click the required **Responsibility** record. The **Responsibility** screen displays.
8. Click the **Pencil** icon beside the **Completed?** field. The fields become editable.
9. Click the **Completed?** drop-down and select *Yes*. Click **Save**.
10. Select *Completed* from the **Plan Status** dropdown.

11. Enter the name of your supervisor in the **Approver** field and select the matching user from the lookup results.
12. Click **Save** to save the record. C-FIRST! validates the required fields and displays the **Plans** List View.
13. Verify the updated Plan record displays a **Plan Status** of *Completed* in the **Plans** List View.

Note: At this point in time, please continue to follow your current business process for when you are logging CFTM for on-going CFTMs and discharge CFTM records.

Lesson 5: Process Legal and Court-Related Activities

As Maya's Bright Futures case continues, legal events may also take place as needed. These can include motions, court orders, hearings, and other legal actions connected to the case.

Learning Objectives

- Document legal events
- Update petitions and motions
- Record court orders and hearings

Task 1: Record Legal Events

1. Navigate to the assigned Bright Futures Case.
2. Click the **Petitions and Motions** hyperlink from the **Related List Quick Links** section. The **Petitions and Motions** screen displays.
3. Click **New**. The **New Petition/Motion** pop-up displays.
4. Select the **D/N, Unruly, and Other Petition/Motion** checkbox to capture D/N, Unruly, and Other Petition and Motion details. The **New Petition/Motion: D/N, Unruly, and Other Petition/Motion** pop-up displays.
5. Click the **Petition or Motion?** drop-down and select *Petition*.
6. Click the **Petition/Motion Type** drop-down and select *Other Petition*. The other options are:
 - Appeal for Fair Hearing (AA)
 - Appeal for Fair Hearing (RC)
 - Appeal for Fair Hearing (Removal from Foster Home)
 - Appeal for Fair Hearing (SPG)
 - Appeal for Fair Hearing (Sub Perp)
 - Application for Order Allowing DCS Investigation
 - Confirmation of Voluntary Placement Agreement
 - Court-Ordered Services
 - Delinquency
 - Ex Parte Removal Petition
 - Order Controlling Conduct and Protective Supervision
 - Other Petition
 - Petition for Judicial Review
 - Petition for Removal
 - Petition Temporary Restraining Order
 - Request for Attachment
 - Response to Bench Order
 - Temporary Legal Custody
 - Unruly
 - Violation of Aftercare
 - Violation of Probation
7. Click the **Petition/Motion Date** field and enter today's date.
Note: The **Petition/Motion Status** defaults to *Pending*.
8. Click the **Court County** drop-down and select *Davidson*.

Note: Court State and Court Type fields will be auto-populated by C-FIRST!

9. Click the **Judge** drop-down and select *Alan Calhoun*.
10. Click **Save**. The record is saved and displayed.
11. Click the **Children** hyperlink from the **Related List Quick Links** section. The **Children** screen displays.
12. Click **New Child**. The **New Person Involved: Petition Children** pop-up displays.
13. Click the **Case Person ID** field and enter *Maya Maverick*.
14. Click **Save** to save the record.

Task 2: Update Petition/Motion

1. Navigate to the assigned Bright Futures case.
 2. Click the **Petitions and Motions** hyperlink from the **Related List Quick Links** section. The **Petitions and Motions** screen displays.
 3. Click the D/N, Unruly, and Other Petition/Motion record with **Petition/Motion Status** as *Pending*. The **Petition/Motion** screen displays.
 4. Click the **Pencil** icon beside the **Petition/Motion** field. The fields become editable.
 5. Click the **Petition/Motion Status** drop-down and select *Completed*.
- Note:** The **Allegations** field is mandatory to fill in.
6. Click **Save**. The record is updated.



Process Tip!

Once the status is updated to *Completed*, a D/N, Unruly, and Other Court Order and Hearing record is *Worklisted*.

Task 3: Record D/N, Unruly, and Other Court Actions

1. Navigate to the assigned Bright Futures Case.
2. Click the **Court Orders and Hearings** hyperlink from the **Related List Quick Links** section. The **Court Orders and Hearings** screen displays.
3. Click the D/N, Unruly, and Other Court Order and Hearing record with **Court Order/Hearing Status** as *Worklisted*. Review the following record fields.

4. In **Court Order Type**, note the selection of *Bright Futures Judicial Review Order* from the **Available** multi-select box and click the **right arrow** icon. The other options in **Available** multi-select box are:

- Adjudicatory Hearing Order
- APD Final Order
- APD Initial Order
- Attachment
- Bright Futures Judicial Review Order
- Bright Futures Permanency Hearing Order
- Detention Hearing Order
- Dispositional Hearing Order
- Ex Parte Protective Custody Order
- ICPC Regulation 7 Expedited Placement Decision Order
- Judicial Review Hearing Order
- Order Authorizing Disclosure of Patient Records
- Order Authorizing Medical Care
- Order Authorizing Treatment
- Order Confirming UCCJEA Jurisdiction
- Order Confirming Voluntary Placement Agreement
- Order for Participation by Video Conference
- Order for Service by Publication
- Order for Trial Home Placement
- Order of Commissioner's Designee-Admin
- Order of Continuance
- Order of Divestment Pursuant to ICPC
- Order of Reference
- Order of Voluntary Dismissal
- Order to Place Pursuant to ICPC
- Order to Show Cause
- Order Transferring Jurisdiction
- Order Vacating Custody
- Other Order
- Permanency Hearing Order
- Permanency Plan Ratification Order
- Predisposition Order
- Preliminary Hearing Order
- Protective Custody Order
- Protective Order (Records)

- Qualified Residential Treatment Facility Review Order
 - Removal Order
 - Safe Baby Court Order
 - Temporary Restraining Order
 - TPR Appeal
 - Unsubsidized Permanent Guardianship Order
5. In **Hearing Type**, note the selection of *Best Interest Determination* from **Available** multi-select box and click the **right arrow** icon. The other options in **Available** multi-select box are:
- Adjudicatory Hearing
 - Appeal for Fair Hearing (Removal from Foster Home)
 - Appeal for Fair Hearing (Subsidy - AA)
 - Appeal for Fair Hearing (Subsidy - RC)
 - Appeal for Fair Hearing (Subsidy - SPG)
 - Appeal for Fair Hearing (Substantiated Perpetrator)
 - Appeal to Commissioner's Designee
 - Best Interest Determination
 - Bright Futures Foster Care Review Board Hearing
 - Bright Futures Judicial Review Hearing
 - Bright Futures Permanency Hearing
 - Discharge Hearing
 - Dispositional
 - Ex Parte Hearing
 - Foster Care Review Board
 - Hearing (Other)
 - ICPC Regulation 7 Hearing
 - Judicial Review
 - Permanency Hearing
 - Permanency Plan Ratification
 - Preliminary
 - QRTP Hearing
 - Release Hearing
 - Review of Transitional Living Plan
 - Show Cause Hearing
 - Trial Home Visit Hearing
 - UCCJEA Hearing
 - Unsubsidized Permanent Guardianship Hearing
 - Violation of Probation/Aftercare Hearing

6. Note the **Was QRTP Reviewed by Court/Judge?** drop-down is *No*.
7. Note the **Court/Judge Approved QRTP Setting?** drop-down is *No*.
8. Note the **Court County** drop-down is *Davidson*.
9. Note the **Docket Number** field is *123456789*.
10. Note the **Judge** drop-down is *Alan Calhoun*.
11. Note the **Court Order Started DCS Custody** drop-down is *No*.
12. Note the **Order Addresses Reasonable Efforts** drop-down is *Ongoing Reasonable Efforts*.
13. Note the **Date of Hearing** field is today's date.
14. Note the **Order Date** field is today's date.
15. Note the **Findings Summary** field with the findings summary.
16. Note the **Notes** field with any required notes.
17. Note the **Reasonable Efforts Granted?** drop-down is *Yes*.
18. Click **Save** to save the record.

Lesson 6: Re-Entry Overview

At this point, we have seen Maya enter Bright Futures from Foster Care. Now, let's briefly discuss the process for re-entry into Bright Futures in C-FIRST! by reviewing a new scenario.

A few weeks ago, an IL Specialist reported to DCS that Leah Moore, a former youth in DCS custody, wanted to re-enter Bright Futures. Leah had exited custody after turning 18 because she believed she was ready to live on her own. However, managing everything alone soon became more difficult than expected. Like many young adults in this situation, Leah did not come back as a stranger to the system. She was already in touch with her IL Specialist from her time in custody, and that connection helped her return for support.

Leah had been out of custody for about 10 months. Leah was found program eligible and the Bright Futures case is created and the Bright Futures Worker/Case Manager and IL Specialist assigned. A prior DCS review showed that Leah is not IV-E eligible and reimbursable for at least one day while in custody. Since that requirement was not met, the Bright Futures eligibility was calculated and the process moved ahead.

At this point in time, since an eligibility record was created and Leah had been out of custody for more than 10 months, C-FIRST! created a task for DCS to obtain a Voluntary Placement Agreement (VPA) from the young adult. Once the VPA was completed, the final VPA signature date was entered and IV-E eligibility was calculated again. The team determined that Leah needed allowance support. From there, the case moved into ongoing Bright Futures work, including the non-custodial permanency plan, referrals and services, CFTMs, case documentation, and legal activity as needed.

Calculating Eligibility

1. Navigate to Leah's Person record.
2. Select the **Eligibility Related List Quick Link** hyperlink. The **Eligibility List View** displays.
3. Click **New** and select the **Adoption Eligibility** radio button. The **New Eligibility: Adoption Eligibility** screen displays.
4. In the **General Information** section of the screen, validate and/or update the fields.
5. In the **Child Information** section of the screen, review the field. These fields are updated and calculated once the record is saved.
6. In the **Citizenship Information** section of the screen, review the fields. These fields are not editable. Some fields are updated and calculated once the record is saved.
7. In the **Adoptive Parent Information** section of the screen, review the fields. These fields are not editable. Some fields are updated and calculated once the record is saved.
8. In the **Special Needs** section of the screen, review the fields. These fields are not editable. Some fields are updated and calculated once the record is saved.
9. In the **Reasonable Efforts** section of the screen, review the fields. These fields are not editable. Some fields are updated and calculated once the record is saved.
10. In the **Medical/Rehabilitated Care Needs** section of the screen, review the fields. These fields are not editable. Some fields are updated and calculated once the record is saved.
11. Next, update the **Eligibility** tab if any apply to Leah.
12. Review all of the information on the eligibility record.

13. Scroll to the top of the screen and click the **Calculate Eligibility** button to calculate eligibility. A green success message displays.
14. Scroll to the **Determination** section of the page and review the Standard Eligibility Determination field. This field displays as "IV-E Eligible".
15. Select the **Eligibility Status** field and select *Completed*.

Knowledge Check!

Question 1: To begin creating Maya's allowance support, the worker navigates to which Related List Quick Link from the Bright Futures case?

- A. Plans
- B. Case Agreements
- C. Service Requests
- D. Case Documentations

Question 2: What plan must be selected from the New Plan pop-up if the allowance path is chosen for Bright Futures?

- A. Custodial Permanency Plan
- B. Court Review Plan
- C. Transition Housing Plan
- D. Non-Custodial Permanency Plan

Question 3: When updating the Non-Custodial Plan responsibility, what field is changed to reflect completion?

- A. Responsibility Details
- B. Start Date
- C. Completed?
- D. IL Indicators

Question 4: If a Bright Futures Eligibility record is created for a youth upon re-entry and they have been out of custody for more than 6 months, which of the following does C-FIRST trigger?

- A. A task to obtain VPA
- B. A discharge CFTM
- C. Immediate Case Closure
- D. A placement disruption review

Question 5: *True or False:* Once the petition/motion status is updated to Completed, a court order/hearing record is Worklisted.

- A. True
- B. False

Module 6: Maya's Journey To Independence

In this module, we take a look at what happens when a Bright Futures Program nears completion. Once the youth is no longer eligible for the Bright Futures program ends. The expectations are that by the time the Bright Futures Program ends, the youth will have acquired the necessary skills to find employment and provide for themselves.

After completing this module, you will be able to:

- Explain how to conduct Bright Futures Discharge CFTM
- Describe how to close the Bright Futures Case

Case Scenario: Maya Maverick (Continued)

As you are already aware, the Bright Futures case for Maya continues till she reaches the age of 23. At this age, when Maya is ready to exit Bright Futures, the case moves into the discharge process. A final Bright Futures discharge CFTM is held to confirm that services have been completed and that her plan reflected her next steps. Once that is done, the Bright Futures Worker updates the status of the Bright Futures Case as closed.

Lesson 1: Close Bright Futures Case

In this lesson, we will learn about how to close a Bright Futures Case.

Learning Objectives

- Conduct Bright Futures Discharge CFTM
- Close the Bright Futures Case

Task 1: Conduct the Bright Futures Discharge CFTM

1. Navigate to the assigned Bright Futures Case.
2. Click the **Child and Family Team Meetings** hyperlink from the **Related List Quick Links** section. The **Child and Family Team Meetings** screen displays.
3. Click **New**. The **New Child and Family Team Meeting** pop-up displays.
4. In **Child and Family Team Meeting Type**, select *Discharge/Exit Bright Futures* from **Available** multi-select box and click the **right arrow** icon.
5. Click the **Is This a QRTP Meeting?** drop-down and select *No*.

Note: The default option selected in the **Child and Family Team Meeting Status** field is *Pending*. Users need to update the status to *Completed* once the meeting is completed.

6. Click the **Completed Date** field and enter the completion date.
7. Click the **Scheduled Date** field and enter today's date.
8. Click the **Skilled Facilitator** field and enter the *skilled facilitator*.
9. Click the **Plan ID** field and enter the Non-Custodial Plan ID.
10. Scroll down to the **Meeting Details** section.
11. Click the **Purpose of the Meeting** field ID and enter the purpose of the meeting with Maya.
12. Click the **Youth/Family Story** field and enter Maya's story.
13. Click the **Next Steps** field and enter the steps to be taken next in Maya's case.
14. Click the **Other Notes and Considerations** field and enter additional notes.
15. Scroll down to the **Agreements and Rights Explanation** section.
16. Click the **Reviewed Confidentiality Agreement** drop-down and select *Yes*.
17. Click the **Team Members Agree to Share CFTM Notes?** drop-down and select *Yes*.
18. Click the **TennCare Appeal Rights Explained** drop-down and select *N/A*.
19. Click the **Present Parties Agree to CFTM Decisions** drop-down and select *Yes*.
20. Click **Save**. The record is saved and displays.
21. Click the **Children** hyperlink from the **Related List Quick Links** section. The **Children** screen displays.
22. Click **New**. The **New Person Involved: Children** pop-up displays.
23. Click the **Case Person ID** field and enter *Maya Maverick*.
24. Click the **Will CFTM Result in a Level Change?** drop-down and select *No*.
25. Click the **Who Made the Decision** field and enter *Bright Futures Worker*.
26. Click the **Is Child a IV-E Candidate?** drop-down and select *No*.
27. Scroll down to the **Notice of Action Information** section.
28. Click the **Other Decision Details** field and enter the required details.

29. Click the **Other Reason Details** field and enter the required details.
30. Click the **Other Person Details** field and enter the required details.
31. Click the **Other Document Details** field and enter the required details.
32. Click the **What Context was this Decision Made?** field and enter the required details.
33. Click **Save** to save the record.

Task 2: Close Bright Futures Case

1. Navigate to the assigned Bright Futures Case. The **Case** screen displays.
 2. Scroll down to the **Case Closure Information** section.
 3. Click the **Pencil** icon beside the **Case Closure/Termination Date** field. The field becomes editable.
 4. Review the **Case Closure/Termination Date** field.
 5. Review the **Closure Reason** drop-down. The options in the drop-down are:
 - Academic Ineligibility
 - Could Not Be Located
 - Created in Error
 - Criminal Charges/Incarcerated
 - Entered Military Service Full Time
 - Moved Out of State
 - Noncompliant With Program Requirements
 - Not Employed
 - Not Engaged in an Employment Program
 - Risk to Self/Others
 - Self
 - Social Security Benefit (No ILA)
 - Successful Completion of Program Requirements
 - Transitioned to Adult Services
 - Turned Age 21
- Note:** A Bright Futures case can be closed pre-maturely for any of the above reasons.
6. Review the **Case Closure Notes** field.

7. Scroll up to the **Information** section.
8. Review the **Bright Futures Start Date** field.
9. Click the **Case Status** drop-down and select *Closed*. The options in the drop-down are:
 - Abridged
 - Closed
 - Completed
 - Open
10. Click **Save**. The Bright Futures case is closed.

Knowledge Check!

Question 1: Before the Bright Futures case is closed, what CFTM type must be selected to confirm services have been completed?

- A. Permanency Review CFTM
- B. Initial Placement CFTM
- C. Discharge/Exit Bright Futures CFTM
- D. Discharge/Exit Custody

Question 2: After saving the discharge CFTM, the worker needs to associate youth with the meeting. What should they select next?

- A. Add Persons/Collaterals
- B. Children
- C. Case Participants
- D. Assigned User

Module 7: Youth Portal

In this module, we will see the different portals that are used by the youth and providers to communicate with DCS. We will also see how these portals interact with C-FIRST! and how the Bright Futures Case is managed by the youth and providers via the portals.

After completing this module, you will be able to:

- Explain how the Youth Portal interacts with C-FIRST!

Lesson 1: Youth Portal

The Youth Portal is best understood as an extension of the work already happening in C-FIRST!. It is a window where youth can view important information from their case, access key services, and, in some situations, complete a survey or upload documents. When a youth comes into contact with DCS and a case is created, information is entered into the youth's Person Record and related case records. This information is also made available in the Youth Portal based on the youth's role and eligibility.

A Youth Portal account can be set up for any youth served by DCS. However, the Youth Portal mainly serves three primary groups.

- Custodial or non-custodial youth age 16 and older can view personal information from their time with DCS.
- Youth age 17 and older with a NYTD survey can view that same information and also access the NYTD survey experience.
- Adopted youth can view personal information as well as their pre-placement summary.

For Maya, at 16 years old, she could log into the Youth Portal and see important details connected to her time with DCS. She was able to view information such as her placements, services, addresses, and other case-related details. The portal gave her a clearer view of what was happening in her case, but it did not make her responsible for maintaining the official record. If something looked wrong or needed to be updated, Maya still had to contact her case worker, who would make the correction in C-FIRST!. Once the update was made there, it would sync back to the portal.

As Maya got older and began receiving more Independent Living support, the portal became even more useful. Information from her Independent Living Allowance Case Agreement was system-populated into the portal, so Maya could see helpful information including payment records for the IL allowance.

When Maya turned 17, another part of the portal became important. A NYTD survey was created for her, and because its status was not yet *Completed*, the system sent her an email and generated a notification in the Youth Portal. Maya logged in, navigated to the **NYTD Survey** tab, and completed the survey. It bypassed the need for a manual follow-up from the DCS worker every time.

The portal also helped Maya share documents more easily. If she uploaded a document through the Youth Portal, that document became available in the **Attachments** tab of her Person record in C-FIRST!. In the same way, documents collected by DCS workers on her behalf could also be made visible to her on the portal. This created a practical two-way bridge.

Over time, Maya came to understand the portal as a place where she could see and track but not directly edit the underlying case information. The Youth Portal improved transparency and access for Maya, while DCS workers continued managing the official case details, eligibility records, services, and documentation in C-FIRST!.

Let's discuss some of the specific details that a youth can access from the Youth Portal.

Overview of the Youth Portal

Once a youth logs in to the Youth Portal, they are navigated to the **Homepage**. The Homepage provides the youth with a welcome message, Placement, Services, Youth Details, and Helpful Links.

The **Associated Items** tab allows the youth to view the following: Allergies, Medications, Medical Insurance, Placements, Provided Documents, Uploaded Documents, and Services.

Note: After 18, when a youth reaches out to DCS to get a Youth Portal account created for them, a Case Manager can also navigate to the youth's person record and create the profile for them.

Please see below for a screenshot of the **Homepage**.

Department of Children's Services | Youth Portal

Search Your Profile

Home | Associated Items

Welcome Kate Jonson!

Placements
The list below shows your active placements. To review all your placements (active and inactive), click on the Associated Items tab and then click on Placements.

Last Name/ Organization Name	Status	Placement Start Date	Placement End Date
Lorem Ipsum	Active	01/24/2025	10/23/2027

Services
The list below shows your active services. To review all your services (active and inactive), click on the Associated Items tab and then click on Services.

Service Type	Service Provider	Service Date	Service Status
Counselling	TN Counselling Provider	01/24/2025	10/23/2027

Youth Details

Name	Kate Jonson
Date of Birth	01/23/2009
Place of Birth	Nashville, TN
Case Worker	Smith, Daniel
Case Worker Email	danielsmith@gmail.com
Case Worker Phone	(501)221-2334

Helpful Links

- DCS-Independent Living Website
- DHS
- FAFSA
- TennCare
- Tennessee Board of Regents
- College for TN

Youth Portal Homepage

Knowledge Check!

Question 1: Which statement best describes the Youth Portal's relationship to C-FIRST!?

- A. It replaces C-FIRST! for youth case management
- B. It is an extension of information maintained in C-FIRST!
- C. It is used only for NYTD survey completion
- D. It allows youth to directly update all case records

Question 2: If you upload a document through the Youth Portal, where does it become available in C-FIRST!?

- A. In the Placement record only
- B. In the Support Requests tab
- C. In the Attachments tab of the Person record
- D. In the NYTD batch queue

Glossary

This glossary defines key terms and acronyms used throughout this training module.

Term	Definition
C-FIRST!	This refers to Tennessee's new Child Welfare platform built on Salesforce. C-FIRST! stands for Child and Family Information Records System Tracking.
CCWIS	This refers to the project, Comprehensive Child Welfare Information System, which is working towards delivering a modernized child welfare system.
Field	A part of an object that holds a specific piece of information, such as text or a number.
List View	A list display of items (for example accounts or contacts) based on a specific criterion.
Navigation Links	This is a section on all related lists and other main screens (Provider, Case, Intake). The links allow you to navigate to associated records such as the parent record.
Related List	A section of a record or other detail page that lists items related to that record.
Related List Quick Links	This is a section on top of any record that displays a list of links that leads to List Views of records related to the original record.
Widget	A small part of an app, like a button, search box that you can see or get information.
Independent Living Allowance (ILA)	A financial support provided to an eligible youth in the Bright Futures/Independent Living program to help meet approved living-related needs while transitioning to adulthood.
Voluntary Placement	It is a signed agreement that allows an eligible youth, often a youth age 18 or older, to

Term	Definition
Agreement (VPA)	voluntarily enter or re-enter care/services and receive continued support.
IV-E Eligibility	Title IV-E eligibility determines which children in foster care, adoption, or guardianship qualify for federal funding based on financial, judicial, and placement criteria.
Secondary Placement	Secondary Placement refers to a child's primary placement has already been identified or is in effect. This would include a backup or an interim placement option when the primary placement is not available.