



# C-FIRST! Training

## Private Placement Providers Learner Guide

Tennessee Department of Children's Services



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## Introduction to Private Placement Providers

Welcome to State of Tennessee Department of Children's Services (DCS) C-FIRST! **Private Placement Providers Course**. We are excited to have you here with us! C-FIRST! provides comprehensive and streamlined ways to manage Intake, Investigations, Safety Decisions, Case and Person Data, Placement, Provider, and Eligibility Information.

This course provides practical end-to-end learnings related to Private Placement Providers including Provider Portal Request, navigating the Portal Main Menu and Key Sections, Document Management, Placement Referral and Incident Reporting.

## Let's Dive In

This guide helps Private Placement Providers understand how to use the Provider Portal to complete key daily tasks that support children and families.

You will learn how to request access and navigate the portal, manage documents, update service requests and service details, review placement referrals and child information, and complete incident reporting in both the Provider Portal and C-FIRST!.

## What to Expect

Throughout this guide, you will learn the Provider Portal to build confidence with the tasks Private Placement Providers complete most often. You will be tasked with:

1. Accessing the Provider Portal, requesting an account, and navigating key pages and menu options.
2. Using portal features such as My Applications, Home, Associated Items, My Tasks, and Support.
3. Uploading, downloading, and managing documents.
4. Reviewing placement referral tasks, confirming referrals, checking placement details, and accessing child information.
5. Creating and submitting incident reports in the Provider Portal.

**Note:** At go-live, all Youth Villages users will have the same level of access across the Youth Villages Provider Portal, meaning Placement users and billing users will initially see the same areas. This is a temporary setup while post-go-live security roles are being defined. Once those role-based changes are implemented, users will only see the areas tied to their specific role.

By the end of this course, you should feel prepared to navigate the Portal and complete key tasks accurately and efficiently.

## Your Role

You are responsible for completing key activities in the Provider Portal that support service delivery, placement coordination, and timely

documentation. In this course, you will learn how to navigate the portal, manage documents, review placement referrals, access child information, and submit incident reports. You will also learn how to submit information for invoicing. These tasks help ensure accurate records, support efficient follow-up, and keep important provider and placement information up to date.

## Course Objectives

After completing this course, users will be able to:

- Navigate key sections of the Provider Portal
- Manage documents in the Portal
- Review placement referrals, document acceptances and reasons for denial
- Review child information
- Submit incident reports in the Provider Portal

## Module 1: Portal Navigation and System Overview

The Provider Portal is a centralized digital platform that supports the external providers by providing access to key resources, tools and services, and information needed to support children and families within the child welfare system. In this module, you will get an overview of the Provider Portal and its main features, including how a potential provider requests an account and how users navigate the system effectively. A potential provider requests an account with the Provider Portal.

### After completing this module, you will be able to:

- Log in to the Provider Portal by requesting a Portal Account
- Navigate the Portal Homepage and access the different tabs

## Lesson 1: Logging into the Portal

This lesson introduces you to the first steps for accessing the Provider Portal. You will review how to request a portal account, complete account setup, and become familiar with key landing areas such as the **My Applications** tab and the **Home** tab.

### Learning Objectives

- Request a Portal Account
- Access My Applications and the Home tab

## Task 1: Request a Portal Account

1. Open the Tennessee Department of Children's Services Provider Portal.
2. Click the **Register** button, on the main page of the portal. The registration screen displays.
3. Click **Requested Profile Type** drop-down, select **Organization**. The options in the drop-down are:
  - Individual
  - Organization

**Note:** The **Requested Profile Type** field determines how your profile will be set up for the Portal Account. If you are a person registering as

themselves, choose *Individual*. If you represent a business, agency or provider organization, select *Organization*.

4. Click **Phone** field, enter the *number*.
5. Click **Mailing Address** field, enter the *site address*.
6. Click **Email Address** field, enter the *email address*.
7. Click **Provider Organization Name** field, enter the *Organization name*.
8. Click **Register**. The **Verify that you are human** screen displays. **Note:** The Register button will be disabled until all the mandatory fields are completed.
9. Click the **checkbox** for "I am not a robot" verification.
10. Select the appropriate images for verification and click **Verify**.
11. The registration request will be submitted successfully, and you will be navigated to the confirmation page.

## Task 2: Portal Account Setup

1. Log in to the email account you provided during the registration process.
2. Search for the email with the subject as *Your TN DCS Provider Portal Registration Request is Approved* in your registered email inbox.
3. Click on the **email**. The email screen displays.  
**Note:** This happens only after the inquiry on C-FIRST! side is completed and they are authorized.
4. Review the details on the email and click the **account creation page** hyperlink. The **Set-up Security Question** screen displays.
5. Click the **Question** drop-down, select the appropriate question. The options in the drop-down are:
  - What is your mother's maiden name?
  - What was the name of your first pet?
  - What was the name of your elementary school?
  - In what city were you born?
  - What is your father's middle name?
  - What is the name of your favorite childhood friend?
  - What was your childhood nickname?
  - What street did you grow up on?
  - What is the name of your favorite teacher?
  - What was the name of your first employer?

- What was your favorite place to visit as a child?
  - What is the name of your first school?
6. Click the **Answer** field, enter the *answer*.
  7. Click **Continue** and **Set up Your Account Password** screen displays.
  8. Click **Create Password** field, enter a new *password*.
  9. Click **Confirm Password** field, enter the *password* again.
  10. Click **Create Account**. The account has been created successfully.
  11. The **Welcome to Tennessee's Department of Children's Services Provider Portal** screen displays.
  12. Click the **Username** field, enter the registered *email address*.
  13. Click the **Password** field, enter the *password* and click **Login**.
  14. The **Welcome** screen displays, welcoming you to the portal.

## Lesson 2: Provider Portal Homepage

This lesson focuses on using the portal's navigation features to find tools, tasks, and support resources. You will explore the main menu options and practice accessing important areas such as Associated Items, My Tasks, and Support.

### Task 4: Access the Home Tab

1. Log in using the **Provider Portal** credentials. The Homepage displays.  
**Note:** Once you log in to the Provider Portal, the landing page will show your organization name.
2. The **Home** tab has the following sections:
  - **Placements:** This widget displays the recently created placements. Click the **View All Placements** hyperlink, to view all the placements.
  - **Upcoming Tasks:** This widget displays all the tasks that are due within the next five business days. Click the **View All Tasks** hyperlink to view all the tasks that are due.
  - **Invoices:** This widget displays the recently created invoices. Click the **View All Invoices** hyperlink, to view all the invoices.

- **Requests:** This widget displays the recently created support requests. Click the **View All Requests** hyperlink, to view all the requests.

### Task 1: Navigate the Associated Items tab

1. Click the **Associated Items** tab. The **Associated Items** tab displays.
2. Review the following fields in the **Placements** section: **Placement ID, Child, Placement Type, Services, Placement Status, Start, and End Date.**
3. Review the following fields in the **Placement Referrals** section: **Provider Contact ID, Requested Placement Type, Needed Start Date, Needed End Date, Status, Referral Response Due Date.**
4. Review the following fields in **Case Summaries** section: **File ID, File Name, Date Submitted, Status, Error File Name**
5. Click the **Licenses** tab. The **Licenses** tab displays. Review the following fields: **License Number, License Category, Date Effective, Expiration Date, License Type, Provider, State, Licensing Agency, and Status.**
6. Click the **Invoices** tab. The **Invoices** tab displays the following fields: **Invoice ID, Invoice Status, Invoice Type, Invoice Date, Period Start Date, Period End Date, Provider Agreement, Invoice Amount, Payment Date.**

### Task 2: Access My Tasks tab and Support tab

1. Click **My Tasks** tab. The **My Tasks** screen displays all the tasks that are assigned to the Provider.
2. Review the following fields in the **My Tasks** screen: **Task ID, Task Title, Task Description, Due Date/ Completion Date, Related Item, Task Status.**
3. Click **Support** tab on the Homepage. The **Support Requests** screen displays.
4. Click **New Request**. The **New Support Request** screen displays.
5. Click the **Request Type** drop-down, select the relevant request type. The options in the drop-down are:
  - Add New Person to Home/Organization
  - Address Change

- Capacity (Congregate Care Facility)
  - Changes Impacting Eligibility Status
  - Clearance Request
  - Contact By Subsidy Specialist
  - Contact Information Change
  - Other
  - Placement Change
  - Placement Hold
  - Rate Decrease Due to Change in Child's Level of Care
  - Rate Increase Due to Age
  - Rate Increase Due to Increase in Child's Level of Care
  - Respite
  - Termination of Subsidy
  - Update Environment
  - Update Persons in Household
  - Update Pets
  - Update to Direct Deposit Information
  - Update Vehicle Information
  - Verification of Subsidy Payment
6. Click the **Subject** field, enter the *subject*.  
**Note:** The **Request Date** field is auto populated.
  7. Click **Select your file to upload**. The **Upload File** pop-up displays.
  8. Click the **Document Date** field, enter the *date*.
  9. Click the **Document Name** field, enter the *document name*.
  10. Click **Upload Files**, upload the appropriate document.
  11. Click the **Comments** field, enter the appropriate comments and click **Save**.
  12. Navigate to the **New Support Request** screen.
  13. Click the **Comments** field, enter the appropriate comments.
  14. Click **Submit**. The new change request is submitted successfully.

### Task 1: Access My Applications tab

1. Navigate to **My Applications** tab on the Homepage. The **My Applications** screen displays.

2. Click the desired **Application Number** hyperlink of a draft or submitted application to review the details.
3. The **My Applications** tab displays the following fields:  
**Application Number, Application Type, Provider Type, Submission Date, Application Status.** **Note:** The **Application Number** is a unique system generated application ID.

**Note:** Existing providers will not need to submit a new application at go-live. If a provider would like to offer a new or different service or placement, they may use this feature for that purpose. To add new or different services, you must consult with the DCS Network Development team regarding service expansion, as outlined in the contract provider manual.

### Knowledge Check!

**Question 1:** What are the sections that are displayed on the Home tab?

- A. Placements, Upcoming Tasks, Invoices, Requests
- B. Associated Items, Service Referrals, Placements, Upcoming Tasks
- C. Licenses, Service, Invoices, Incident Reporting
- D. Placements, My Tasks, Agreements, Provider Person

**Question 2:** Which field on the New Support Request screen is auto populated?

- A. Subject
- B. Document Name
- C. Request Date
- D. Comments

## Module 2: Document Management

In this module, you will learn how to access and manage documents within the secure Document upload functionality in the Provider Portal. The module focuses on using the **Upload** feature in the Provider Portal review existing files and complete common document tasks such as uploading and downloading documents. These functions help DCS staff and external providers maintain organized, accessible records and ensure important provider documentation is available when needed.

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

- Review the Upload feature
- Upload and download documents

### Lesson 1: Access and Manage Documents

In this lesson, you will learn about the robust and secure Document Management functionality in the Provider Portal. It supports the uploading, management, and downloading of documents so that we have the information necessary to support our staff and children in our care.

**Note:** The documents can be Provider Application, Health Information Packets, Vaccinations, Photographs, Child Record Checklist, Child Record Child Placing, Resident Youth Interview Questions etc.

#### Learning Objectives

- Navigate to the document upload feature in the provider portal
- Upload or download documents

#### Task 1: Access the Upload feature

Refer to the Placement Provider Interface Template Instructions.

#### Purpose

Use these instructions to complete the Placement Provider interface CSV template before uploading it in the CCWIS Provider Portal. Enter one record per row. Do not rename, remove, or reorder the column headings in the template.

#### Before You Upload

Save the completed file as a CSV file.

Use the file name format ProviderName\_YYYYMMDD.csv. Example:  
ABCProvider\_20251205.csv.

Check that every required cell is filled in before upload.

Use the approved values shown in this guide exactly as written.

If CCWIS finds invalid data, the file or record may be rejected, and an error will be created.

To upload and access the documents/files attached using the **document upload feature** follow the steps below:

1. Log in to the Provider Portal
2. Navigate to the **Associated Items** tab from the **Home** screen.
3. Click the **Placements** tab and scroll down.
4. Click the **Select your file to upload** link
5. Enter the date submitted and document name.
6. Click on the Upload Files or alternatively you can drag and drop the file to be uploaded
7. Select the file you wish to upload and hit open.
8. Click **Save**.

## Module 3: Placement Referral Management

In this module, you will be introduced to the placement referral process in the Provider Portal. You will learn how Placement Providers review and respond to placement referrals sent by DCS, confirm referral decisions, and access placement and child information needed to support next steps. By the end of the module, you will understand how to navigate referral-related screens in the Portal and manage placement referrals effectively.

### After completing this module, you will be able to:

- Review and confirm Placement Referral Task in Portal
- Review Placement Details and Child Information in Portal

## Lesson 1: Referral Management

In C-FIRST!, a Placement Specialist searches for providers that may be available to accept a child and sends placement requests to selected providers. Placement Providers log into the Provider Portal to review and complete tasks related to each placement referral. The **Placements** tab in the Provider Portal serves as a landing page, giving providers visibility into current and past placement referrals and placements, and allowing navigation to more detailed referral and placement screens. The **Placement Referral** screen enables providers to review and respond to individual placement requests submitted by DCS. For parent provider organizations, the Provider Portal also provides visibility across all placement resources they manage. From a private placement provider perspective, this means the portal account can display placement-related information for all foster homes or foster parents they manage and residential programs under that organization.

### Learning Objectives:

- Review and Respond to Placement Referrals in the Provider Portal
- Confirm Placement Referrals in the Provider Portal
- Review Placement details and Child Information in the Provider Portal

## Task 1: Review Placement Referral Task in Portal

1. Log in to the **Provider Portal** with your username and password. The Homepage displays.
2. Navigate to **My Tasks** tab to view the Placement Referral.
3. Click the Task with the Subject as **New Placement Referral**, Comments as **You have received a new Placement Referral**. The **Task** screen displays.
4. Review the **Task** details.
5. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
6. Scroll down to the **Placement Referrals** section.
7. Click the hyperlink of the **Placement Referral** record with the **Placement Status** as **Requires Provider Review**. The **Placement Referral** screen displays.
8. Review the following fields for the **Overview** section in the **Placement Referral: Referral ID, Referral Date, Child Name, Requested Placement Type, Needed Start Date, Placement Status, Referral Response Due Date, Number of Children Being Placed, Placement Needed For, Needed End Date**.
9. Review the documents attached in the **Attachments** section.
10. Click **Respond**. The **Provider Decision** pop-up displays.
11. Click the **Provider Response** drop-down, select *Accepted - Child Meets Contract Scope - Can be Placed Immediately*. **Note:** Set the **Placement Status** as *Provider Accepted – DCS Review Pending on the Provider Portal*.

**Note:** After reviewing the placement referral received from DCS, if the decision has been made to deny then click **Respond** and select *Provider response as Denied – Child Outside of Contract Scope*. And fill out the required additional fields **Outside of Scope Reason, Behavioral Contract Scope Reason** and **Further Contract Explanation**.

12. Click **Submit**. The Provider Decision is submitted successfully. **Note:** The **Response Date** field gets auto populated after the submission.

## Task 2: Confirm the Placement Referral in Portal

After the provider is selected in C-FIRST! by the Placement Specialist, the provider logs in to the Provider Portal to access and confirm the Placement Referral.

1. Navigate to the **My Tasks** tab on Provider Portal. The **My Tasks** tab displays.
2. Click the Task with the Subject as **Placement Referral Confirmation Required** and Comments as **DCS has reviewed your acceptance of Placement Referral and determined that you are the best resource to care for the child(ren). Please provide final confirmation that you are willing and able to care for the identified child(ren).** The **Task** screen displays.
3. Review the **Task** details.
4. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
5. Scroll down to the **Placement Referrals** section.
6. Click the hyperlink of the **Placement Referral** record. The **Placement Referral** screen displays.
7. Scroll down to the **Referral Confirmation** section.
8. Click the **Signature** field, enter the *signature*.
9. Click the **Date** field, enter the *date of signature*.
10. Click **Confirm Placement**. The Placement Referral is now confirmed in the Portal. Note: The **Placement Status** is now updated to **Placed with Provider**.

## Task 3: Review Placement Details tab in Portal

When a Placement record is created in C-FIRST!, the relevant details will be brought over to the provider portal, and a new placement record will appear.

1. Click the **Notifications** icon in the Provider Portal. The **Notifications** pop up displays.
2. Click the notification with the Subject: **New Placement – Confirm Placement Start Dates**, Comments as **You have a New Placement. Please confirm the Start Date of this Placement as soon as possible to avoid delays in payment processing.** The **Task** screen displays. **Note:** When you are

confirming, you are also confirming the date of admission, and the contract the child is being placed on.

3. Review the **Task** details.
4. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
5. Scroll to the **Placements** tab.
6. Click the hyperlink of the **Placement** record with the **Placement Status** as **Admitted**. The **Placement** record screen displays.
7. Review the following fields for **Overview** section in the **Placement: Placement ID, Placement Status, Case Person ID, DCS – Provided Start Date, Placement Type, DCS – Provided End Date, Placement End Reason, Referral ID, Provider/Organization Name, Name, Provider- Confirmed Start Date, Service, Provider – Confirmed End Date**.

#### Task 4: Review Child Information in Portal

The **Child Information** section **Health** tab provides details about the child's current and previous health history. **Note:** The placement has to be accepted before the child health information becomes visible.

1. Log in to the **Provider Portal** with your username and password. The Homepage displays.
2. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
3. Click the desired **Placement ID** hyperlink from the Placements list view. The **Placements** screen displays.
4. Scroll down to the **Child Information** section. The **Health** tab displays.
5. Review the following in the **Health** list view: **Medication Name, Status, Prescriber/Provider Name, Strength of Dosage, Medication Frequency, Start Date, End Date**.
6. Review the following fields in the **Allergies** list view: **Allergy Type, Allergy, Allergic Reaction(s), Date Entered, End Date**.
7. Review the following fields for the **Diagnoses** list view: **Diagnosis, Diagnosis Status, Health Care Provider, Diagnosis Date, End Date**.

**Note:** The other tabs in the **Child Information** section are Insurance, Education and Upcoming Appointments.

**Knowledge Check!**

**Question 1:** Which placement status should the Provider select to review an individual placement referral record?

- A. Requires Provider Review
- B. Provider Accepted – DCS Review Pending
- C. Admitted
- D. Placed with Provider

**Question 2:** What Provider response should be selected in the Provider Decision pop-up when accepting the placement referral?

- A. Declined – No Available Bed
- B. Accepted – Review Pending
- C. Accepted - Child Meets Contract Scope - Can be Placed Immediately
- D. Placed with Provider

## Module 4: Incident Reporting

The Incident Reporting module enables users to document and review incidents involving youth in care. Incident Reports are created by Placement Providers through the Provider Portal Incident Reporting screen or by DCS users directly in C-FIRST!. In both cases, users can view previously reported incidents and create new Incident Reports as needed. This module focuses on how incidents are entered and completed in the Portal.

### After completing this module, you will be able to:

- Describe the purpose of the Incident Reporting
- Create Incident Reports in the Provider Portal

## Lesson 1: Reporting Incidents from the Portal

In this lesson, users will learn how to create and complete Incident Report through the Portal. You will learn how to start a new report and enter incident details.

### Lesson Objectives:

- Create an Incident Report in the Provider Portal
- Update Incident Report details
- Complete and Resubmit an Incident Report

### Task 1: Create Incident Report from Provider Portal

1. Log in as the **Provider Portal User** in the Provider Portal. The Homepage displays.
2. Navigate to the **Associated Items** tab. The **Associated Items** screen displays.
3. Click the **Incident Reporting** tab. The **Incident Reporting** List View displays.
4. Click the **New Incident** button. The **New Incident Report** screen displays.
5. Navigate to the **Incident Report Information** section.
6. Click the **Reporter Name** field, enter the *name*.
7. Click the **Brief Summary of Events** field, enter the *summary of events*.
8. Click the **Callback Number** field, enter the *number*.
9. Scroll down to the **Incident Information** section.

10. Click the **Date/Time Event Occurred** field, enter the *Date and Time*.
11. Click the **Time Zone Event Occurred** drop-down, select from the options.
12. Click the **Event Location** drop-down, select from the options.
13. Click the **Reported to DCS within 24 Hours?** drop-down, select from the options.
14. Click the **Region** drop-down, select from the options.
15. Scroll down to the **Event Details** section.
16. Click the **Youth Involved in Incident** field, search for the youth. **Note:** If multiple youth are involved, select multiple youth.
17. Click the **Other Persons Involved** field, search for the other persons involved.
18. Click the **Reported to Parent/Guardian** field and select from the options.
19. Click the **Description of Events** field and enter details of the events.
20. Click the **Actions Taken by Staff** field and enter any details available.

## Task 2: Add Details to the Incident Report

1. Scroll down to the **Incident Report Types** section and click the **Incident Report Type**, select the right arrow icon to select the *Arrest/Police Involvement* from the **Available Options** section.  
The options available are:
  - Arrest/Police Involvement
  - Assault
  - Contraband
  - Emergency Use of Psychotropic Medication(s)
  - Major Event at Agency
  - Mechanical Restraint
  - Medication Error
  - Mental Health Crisis
  - Physical Restraint
  - Property
  - Runaway/Escape
  - Seclusion
  - Security Breach

- Unclothed Search
  - Unplanned Medical Treatment - Illness
  - Unplanned Medical Treatment - Injury
2. Click the **Incident Report Sub-Type** and select the right arrow icon to select the *incident report type* from the **Available Options** section.
  3. Click the **Other Sub-Type** field and enter the information.
  4. Click the **Was a Referral Made to the Hotline?** drop-down and select the option.
  5. Navigate to **Attachments** section and click on **Select your file to upload** button to upload an attachment. **Note:** Select the file from your desktop.
  6. Click **Submit**. The Incident Report is submitted successfully. **Note:** The user will not be able to manually update the status after the Incident report is resubmitted.

### Knowledge Check!

**Question 1:** In the Portal, how do you create an Incident Report?

- A. Open Notifications and Select New Report
- B. Navigate to Associated Items and click the Incident Reports tab
- C. Navigate to the Youth related list
- D. Click the Draft Reports from the homepage

**Question 2:** When an Incident Report is returned to the portal user for updates, what status does it have before it is resubmitted?

- A. Completed
- B. Draft
- C. Closed
- D. Pending Review

## Glossary

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

| Term                            | Definition                                                                                                                                                                           |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CCWIS</b>                    | This refers to Comprehensive Child Welfare Information System.                                                                                                                       |
| <b>C-FIRST!</b>                 | C-FIRST! is the name of our new modernized child welfare system; this system is on a Salesforce platform. C-FIRST! stands for Child and Family Information, Records System Tracking. |
| <b>DCS</b>                      | This refers to the Department of Children's Services (Tennessee).                                                                                                                    |
| <b>Field</b>                    | A part of an object that holds a specific piece of information, such as text or a number.                                                                                            |
| <b>List View</b>                | A list display of items (for example accounts or contacts) based on a specific criterion.                                                                                            |
| <b>Navigation Links</b>         | 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.             |
| <b>NPI</b>                      | This refers to National Provider Identification, which is unique 10-digit identification number assigned to Provider Organizations.                                                  |
| <b>PREA</b>                     | This refers to Prison Rape Elimination Act (Risk Assessment).                                                                                                                        |
| <b>QRTP</b>                     | This refers to Qualified Residential Treatment Program.                                                                                                                              |
| <b>RET</b>                      | This refers to the Resource Eligibility Team.                                                                                                                                        |
| <b>Related List</b>             | A section of a record or other detail page that lists items related to that record.                                                                                                  |
| <b>Related List Quick Links</b> | 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.                                             |

| Term          | Definition                                                                             |
|---------------|----------------------------------------------------------------------------------------|
| <b>Widget</b> | A small part of an app, like a button, search box that you can see or get information. |