

**informationinc.**

**Foster Care - Supervisor Guide**

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# Foster Care - Supervisor Guide

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## Overview

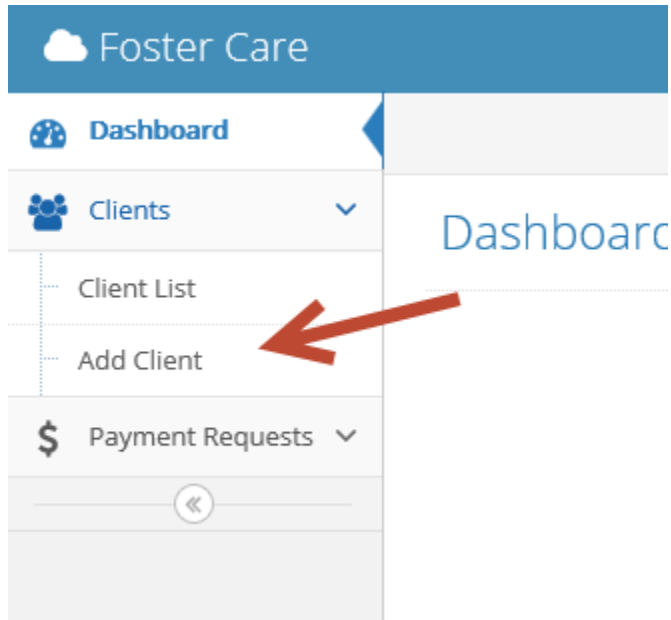
Information, Inc. Foster Care is a web-based system to manage and track foster care payment requests. The application allows users to manage foster children and their resource family/facility stays and will automatically calculate boarding payment requests based on the facility stays entered for each child.

Admins generate boarding payment requests for an entire month with the click of a button. Boarding payment requests are calculated based on the child's age, facility type and length of stay, factoring in any child income to be applied towards boarding payments. Users can add manual payment requests for additional fees such as clothing. After boarding payment requests are generated, admins review, edit if necessary, and approve all payment requests prior to submitting them to finance.

Once payment requests are submitted, finance will receive an email notification that the payment request report is ready for review. The system supports multiple finance user roles and provides admins with the ability to specify separate payment accounts for line item groups.

## Add Clients

1. Click on the 'Clients' menu item in the left navigation and select 'Add Client'.



2. Enter the child's details, including SIS number, first name, last name, and date of birth. Select an eligibility code from the drop down and specify the child's gender. The child's eligibility code and date of birth will be used to determine the facility rate.

[Add Client](#) » Add a new client


<b>Child Details</b> Enter the child's SIS number, first name, last name and date of birth. Select an eligibility code from the drop down and specify the child's gender. Optionally, assign a worker to this child. <b>Note</b> A child's eligibility may only be changed if payments for the previous month have already been submitted.	<b>SIS Number</b> <input type="text"/> <b>First Name</b> <input type="text"/> <b>Middle Initial</b> <input type="text"/> <b>Last Name</b> <input type="text"/> <b>Date of Birth</b> <input type="text"/> <b>Eligibility Code</b> <input type="text"/> <b>Assigned Worker</b> <input type="text"/> <b>Sex</b> <input type="radio"/> Female <input type="radio"/> Male
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3. Select an Assigned Worker for this child. The assigned worker will be able to update the child's record. The assigned worker's supervisor will be responsible for approving client changes.
4. Enter the date the child entered custody.

Custody Information

Enter the date the child entered custody. If a child is terminated from the system, please specify a termination reason. When terminating a child, the child will automatically be marked as inactive. You may mark a child as 'inactive' without terminating the child's record.

**Note** When a child is marked as 'inactive', you will be required to enter a date exited for the child's current facility stay.

Date Entering Custody 

Date Exiting Custody

Termination Reason

Runaway


Inactive


5. Select the facility or resource family that the child is staying with and enter a date entered. Please use the actual date that the child entered/exited the facility. The system will automatically calculate the number of nights spent at the facility based on the dates entered.

After a facility is selected from the drop down, the facility rate will automatically be calculated using the child's date of birth and eligibility. The facility rate will be displayed to the right of the facility drop down.


If the child has a negotiated rate for the selected facility or resource family, click the 'Use negotiated rate' check box and enter the monthly negotiated rate amount.

Current Facility

Facility 

Date Entered 

Date Exited

Use negotiated rate 

Negotiated Rate

- Enter the child's monthly income amounts using the categories provided. Any income entered will be applied towards the child's boarding fees.

Child's Income

Enter monthly income amounts using the categories provided.

**Note** Any income entered will be applied towards the child's monthly expenses.

SSA

SSI

Child Support

Other Income

- When finished, click 'Submit' to create the client.

## Edit Clients

- Click on the 'Clients' menu item in the left navigation and select 'Client List'.
- To filter the client list, please type the client first name, last name or SIS number into the search box. To include inactive clients in the results, please check the 'Include Inactive Clients' check box in the top left. Click the green pencil icon to edit the client. Clients may be deleted using the blue trash can icon.

[Clients](#) > listing all the clients

Include Inactive Clients

Search:


First Name	Last Name	SIS Number	Age	
Bob	Barker	20031323421	5	
Brett	Barker	20033333333	5	
Brian	Broadwell	20022222222	11	
Stewart	Brown	20077777777	3	
Cathy	Carter	20011111113	8	
Chris	Cox	20033333333	1	
Kim	Green	20044444444	9	
James	Green	20055555555	12	
Max	Miller	20066666666	11	
Margaret	Moon	20011111112	2	
Walter	Snow	20088888888	12	
Winnie	Snow	20099999999	10	
Gary	Vine	20014123212	7	


Showing 1 to 13 of 13 entries

- Update the client record. When updating custody information, please select a termination reason. When terminating a child, the child will automatically be marked as inactive. When a child is marked as inactive, you will be required to enter a date exited for the child's current facility stay. You may


mark a child as inactive without terminating the child's record.

Date Entering Custody



Date Exiting Custody 


Termination Reason  
 

Runaway

Inactive 

4. To view or edit previous facility stays, please click on the corresponding facility stay tab. Please note that facility stays can only be edited when payment requests have not yet been generated for the selected facility stay dates.

 Current Facility **Youth Haven Services, Inc.(12/1/2013 - 12/14/2013)** 

Facility  
  \$475.00/Month

Date Entered

Date Exited

Use negotiated rate

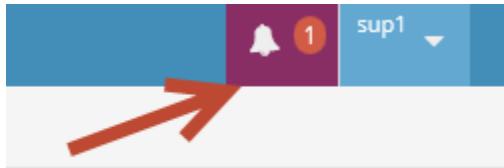
Negotiated Rate

5. When finished, click 'Submit' to update the client.

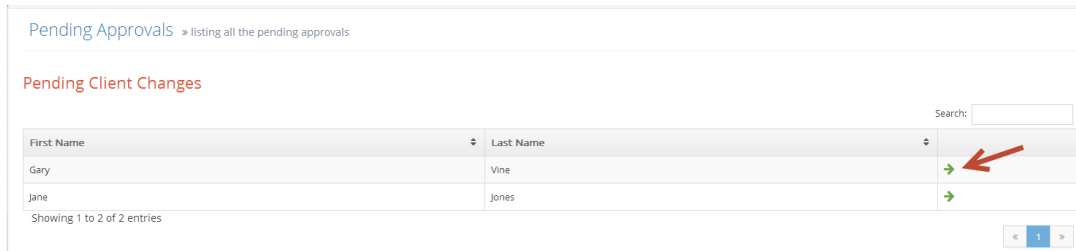
## Review Pending Client Additions and Changes

New clients and client changes entered by workers must be approved by a supervisor and/or admin. The system can optionally be configured to require both supervisor and admin approval for all client additions and changes. Supervisors and admins are alerted to changes pending approval with the little bell icon in the top right corner.

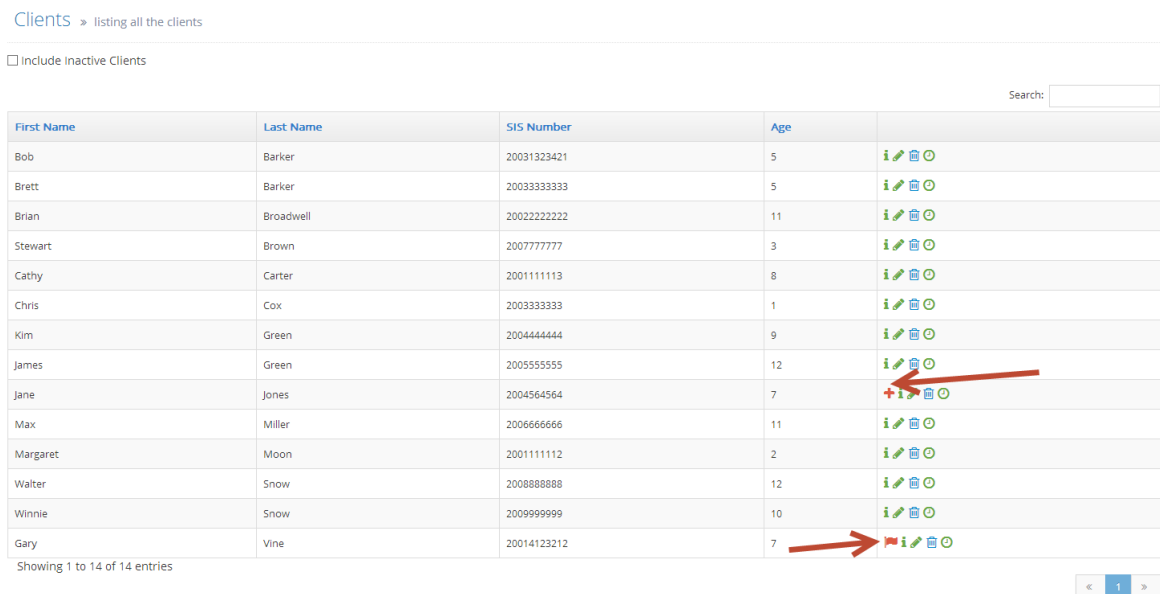
1. Click on the little bell icon in the top right corner to see a list of changes pending approval.



2. Click on the green arrow next to the client record to review the changes.



3. Alternatively, client additions or changes may be reviewed from the client list. Newly created clients pending approval are marked with a red '+'. Client records with changes pending approval are marked with a red flag. To review the changes, click the green pencil icon.



4. For newly created records, a note stating 'This client has not yet been approved' will be displayed across the top of the record. Please review the child's information, make any necessary edits and select 'Submit' to approve the new client. You may reject the new client by clicking the 'Reject'

button. **Please note that when newly created client records are rejected, the client will be deleted.**

[Edit Client](#) » update existing client

This client has not yet been approved

Child Details

Enter the child's SIS number, first name, last name and date of birth. Select an eligibility code from the drop down and specify the child's gender. Optionally, assign a worker to this child.

**Note** A child's eligibility may only be changed if payments for the previous month have already been submitted.

SIS Number

2004564564

First Name

Jane

Middle Initial

J

5. For edited client records, a note stating 'There are pending changes for this client. Please review the pending changes prior to saving' will be displayed across the top of the record.

[Edit Client](#) » update existing client

This client has not yet been approved

Child Details

Enter the child's SIS number, first name, last name and date of birth. Select an eligibility code from the drop down and specify the child's gender. Optionally, assign a worker to this child.

**Note** A child's eligibility may only be changed if payments for the previous month have already been submitted.

SIS Number

2004564564

First Name

Jane

Middle Initial

J

6. Changed values will be displayed in red. The original value may be viewed by hovering over the changed field.

SSA

250.00

Original Value: 225.00

SSI

Child Support

Other Income

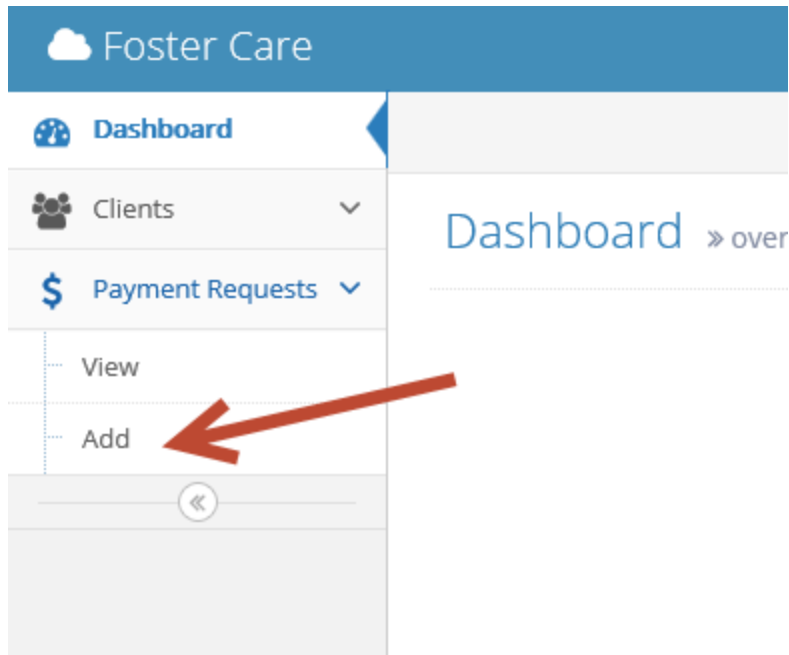


7. Please review the child's information, make any necessary edits and select 'Submit' to approve the changes. You may reject the changes by clicking the 'Reject' button. **Please note that when changes are rejected, the client record will be reverted to its original state.**

## Add Payment Request

Manual payment requests for additional fees may be entered by all user types. Payment requests entered by workers or supervisors must be reviewed and approved by an admin.

1. Click on the 'Payment Requests' menu item in the left navigation and select 'Add'.



2. Select the payment request month and year.

[Add Payment Request](#) » add new payment request

Payment Request Month and Year	Month
Select a month and year for the payment request.	December
	Year
	2013

3. Choose the child's name from the drop down menu. You may begin typing the child's name in the search box provided within the drop down to see a filtered list of children. The child's SIS ID and

eligibility will automatically be displayed after the child is selected.


<p><b>Child Information</b></p> <div style="border: 1px solid #ccc; padding: 5px;"><p>Choose the child's name from the drop down menu. You may begin typing the child's name in the search box provided within the drop down to see a filtered list.</p><p>The child's SIS ID and eligibility will automatically be displayed after the child is selected.</p></div>	<p><b>Child's Name</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text" value="Bob Barker"/></div> <p><b>Child's SIS Id</b></p> <p>20031323421</p> <p><b>Eligibility</b></p> <p>IV-E</p>
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4. Select the facility to receive the payment.

<p><b>Facility Information</b></p> <div style="border: 1px solid #ccc; padding: 5px;"><p>Choose the facility to receive payment from the drop down menu.</p><p><b>Note</b> Only facilities that provided boarding for the child during the specified month will be available for selection.</p></div>	<p><b>Facility</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><p>Select an Option</p><div style="background-color: #0056b3; color: white; padding: 2px;">Faith in Families (12/15/2013 - 12/18/2013)</div><p>Quality Care Solutions (12/18/2013 - )</p></div>
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5. Select a fee type from the drop down menu and enter an amount to be paid. To add additional payments for this child, please click the 'add another' link.

<p><b>Additional Fees</b></p> <div style="border: 1px solid #ccc; padding: 5px;"><p>Select a fee type from the drop down menu and enter an amount to be paid. To add additional payments for this child, please click the 'add another' link.</p></div>	<p><b>Fee Type</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div> <p><b>Amount</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div> <p><a href="#">Remove</a></p> <p><a href="#">Add another</a></p>
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6. Specify any child income amounts that should be applied to this request and enter a comment to describe the request.

<p><b>Child's Income Applied</b></p> <div style="border: 1px solid #ccc; padding: 5px;"><p>Please specify any child income amounts that should be applied to this request.</p></div>	<p><b>SSI</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div> <p><b>SSA</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div> <p><b>Child Support</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div> <p><b>Other Income</b></p> <div style="border: 1px solid #ccc; padding: 2px;"><input type="text"/></div>
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7. When finished, click 'Submit' to create the payment request.



## Edit Payment Requests

1. Click on the 'Payment Requests' menu item in the left navigation and select 'View'.
2. Select the month containing the request you would like to edit and click 'Apply'. Please note that requests within submitted months may not be edited unless payments are unsubmitted by an admin first.

Submitted Payment Requests » listing the submitted payment requests

Month:  Year:

Search:

Paid By	Child's SIS Id	Child's Name	Eligibility	Facility	Beginning Date	Exit Date	Amount	Status	
Finance	20031323421	Bob Barker	IV-E	Quality Care Solutions	12/31/2013	1/31/2014	\$50.00	Unapproved	 

Showing 1 to 1 of 1 entries

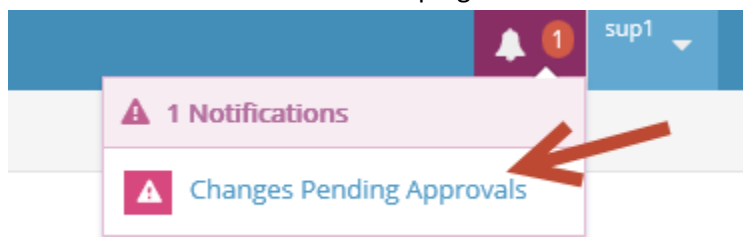
« 1 »

3. To filter the payment requests list, please type the client SIS number, client name or facility name into the search box. Click the green pencil icon to edit the payment request.
4. Please enter a comment describing the payment request changes you made.
5. When finished, click 'Submit' to update the request.

## Review Payment Requests

Payment requests entered by a worker will need to be reviewed and approved by a supervisor. Supervisors and admins are alerted to changes pending approval with the little bell icon in the top right corner. Newly created payment requests pending approval are marked with a red '+' in the payment requests list.

1. Click on the little bell icon in the top right corner and click on 'Changes Pending Approval'.



2. To review a payment request, click the green arrow. After review, enter a comment stating that you have reviewed the request.
3. Click 'Submit' to approve the request.