informationinc.

Foster Care - Worker Guide

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Contents

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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

New clients 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. Newly created clients pending approval are marked with a red '+'.

1. Click on the 'Clients' menu item in the left navigation and select 'Add Client'.
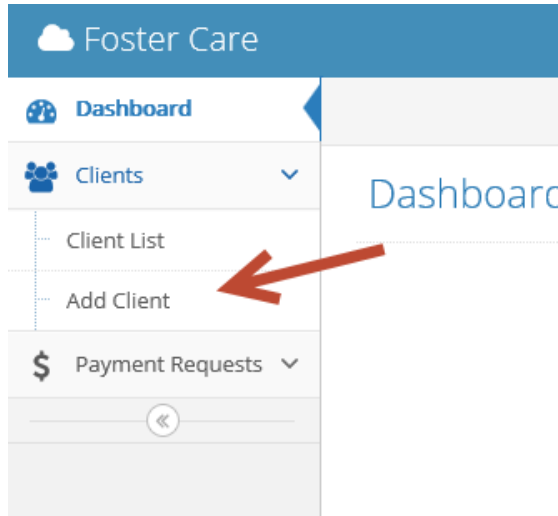
2. Enter the child's details, including SIS number, first name, last name, and date of birth. Select an eligibility code from the drop down and specify the child's gender. The child's eligibility code and date of birth will be used to determine the facility rate.

3. 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
☐

4. 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

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

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

Edit Clients

Client changes entered by workers must be approved by a supervisor and/or admin. Supervisors and admins are alerted to changes pending approval. Client records with changes pending approval are marked with a red flag.

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

2. 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.

3. 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

11/01/2013

Date Exiting Custody

01/01/2014

Termination Reason

Adoption

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

The Smith Family $475.00/Month

Date Entered

12/14/2013

Date Exited

☐ Use negotiated rate

Negotiated Rate

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

Add Payment Request

Manual payment requests for additional fees may be entered by all user types. Payment requests entered by workers must be reviewed and approved by a supervisor and admin. Newly created payment requests pending approval are marked with a red '+'.

1. Click on the 'Payment Requests' menu item in the left navigation and select 'Add'.
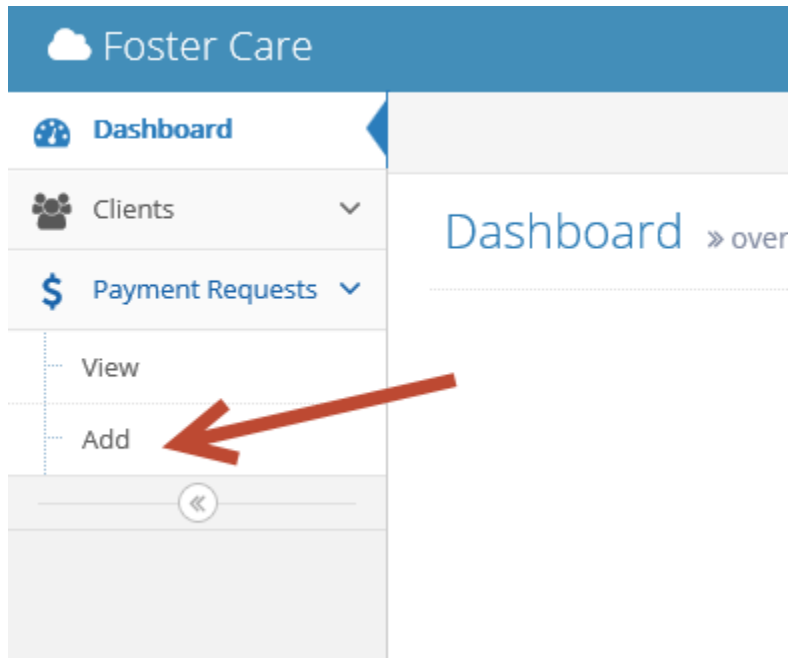
2. Select the payment request month and year.

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.

4. Select the facility to receive the payment.

Facility Information

Choose the facility to receive payment from the drop down menu.

Note Only facilities that provided boarding for the child during the specified month will be available for selection.

Facility

Select an Option

Faith in Families (12/15/2013 - 12/18/2013)

Quality Care Solutions (12/18/2013 -)

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.

Additional Fees

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.

Fee Type

Amount

Remove

Add another

6. Specify any child income amounts that should be applied to this request and enter a comment to describe the request.

Child's Income Applied

Please specify any child income amounts that should be applied to this request.

SSI

SSA

Child Support

Other Income

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	January	Year	2014	→ Apply

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.