Placement Entry Guide & Tip Sheet

Guide for DCS Staff

Overview for Placement Entry

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The timely and accurate entry/update of placement information into the Department's information system is very important to the overall operations of the Department of Children's Services. Placement entry ensures providers and DCS foster homes are paid timely, DCS staff are able to accurately identify potential openings for the placement of youth and that accurate reports are available to DCS staff.

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Guidance

To support the regional case management staff, the Department created a team of invoicing/billing specialists who manage the entry of placements into the information system and any updates that are required. This team also works directly with provider agencies to reconcile their monthly billing and to resolve any discrepancies or payment delays. The invoicing/billing team utilizes information provided to them by Network Development staff, case managers, and provider agencies to maintain each child's placement history in the information system.

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Procedure

DCS staff report all placement updates through the 'Report a Placement Change' link at the Placement Central for DCS Staff web portal located at [Placement Central for Staff (teamtn.gov)](#). Using this link ensures that your updates are routed to the correct individual(s) for entry. Placements that are arranged by the Network Development team do <u>not</u> require reporting as these are reported internally. Regional DCS staff need only report those updates that occur without the support of Network Development (see tip sheet on next page for a full description of these placement types). Some other things to consider:

- The Invoicing/Billing team is expected to enter placements within 24 hours of their occurrence. To meet this expectation, they are dependent upon DCS regional staff and their teammates in Network Development to provide same day updates as changes occur.

- While it is unnecessary to report a placement change when the Network Development team secures a placement for your child, we do ask that you confirm your child's arrival at placement. This is important to ensure the foster home or provider agency is paid correctly. You can do this with a quick email to the Network Development team member who notified you of the placement.

- Do report those placement changes that occur without the support of Network Development (i.e., kin placements, runaways, hospitalizations, detention stays, THV's, exits from custody, etc.).

Special Considerations

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There are some additional circumstances that require specific attention as they directly impact the ability to enter placements into the DCS information system in a timely manner. Special attention to these items will ensure that children's placements are updated in a timely manner.

1. **Custody Episode Intakes-**Placements cannot be added to your child's record in the DCS information system until their custody episode is established. Custody episodes should be entered on the same day a child enters custody to ensure they are accurately included in any reporting and their placement can be entered.

2. **In-home Continuum Services-**If your child is receiving in-home continuum services and will continue to do so after the custody episode ends, you must answer 'Yes' to the prompt 'do you wish to open a FSS or Aftercare episode', as applicable that appears when you enter the order ending the custody episode. Responding 'No' will close the in-home continuum placement <u>and</u> end any associated payments. Decisions to extend the use of in-home continuum services beyond 90 days are the purview of the child and family team and only require the approval of regional leadership. The Network Development team needs only to be notified when these services end.

3. **Temporary Breaks-**Temporary breaks refer to situations where children currently in a placement are temporarily located elsewhere. Most often these take the form of hospitalizations, detention stays and runaway events. These should occur with the Department's knowledge, but we may be advised after the fact. DCS staff should report these changes as well, though the responsibility for requesting approval for payment during a temp break belongs to any provider agency serving your child. For additional information on temporary breaks, refer to the 'Guide to Temporary Breaks' document at the 'Training Materials' link at the Placement Central for DCS Staff web portal located at [Placement Central for Staff (teamtn.gov)](#).

4. **Extension of Foster Care (EFC) Placements-**Placements for your young adults receiving Extension of Foster Care (EFC) Services, even when they are remaining in their current foster home, require a new placement entry and should be reported. A new contract for the EFC placement must be signed and uploaded to the information system as well.

5. **Expedited Placements with Kin/Relatives-**The expedited placement of children with relatives/kin requires the relative/kin foster home to be established and approved in the DCS information system before the placement can be entered. It is important these homes be established and approved no later than the day the placement is made.

Tip Sheet for Placement Entry for DCS Staff

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How to Report: Go to the 'Report a Placement Change' link at the Placement Central for Staff (teamtn.gov) web portal and follow the survey prompts. Once submitted your task is complete.

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What to Report: Regional staff should report any change to a child's physical location that is not arranged by a Network Development team member. A list of these types of placement updates follows:

- Runaway/Return from Runaway
- Detention
- Transitional Placement
- Hospital (medical or psychiatric)
- Ext. of Foster Care Placements

- Relative/Kinship Placement
- Continuum Services End Dates
- Trial Home Visit (THV)
- In Home Placements
- Exit from Custody

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When to Report: Placement changes should be reported on the day they occur, including weekends and holidays. The invoicing/billing team is required to make these updates to ensure they occur within 24 hours of the change.

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What Not to Report: Any placement made by a Network Development team member does not need to be reported. Please do confirm your child arrived at the placement with a quick email to the Network Development team member who notified you of the placement.

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Questions/Need Guidance: If you have questions or need guidance, you can reach any member of the Invoicing/Billing team at this email address: EI_DCS.ProviderInvoicing@tn.gov.

The individual members of the Invoicing/Billing team and their leadership are identified at the 'Network Development Staff' link at the Placement Central for Staff (teamtn.gov) web portal.