Storyboard

Adding and Ending Relative Caregiver Program (RCP) Episodes (Paid or Non-Paid)

This storyboard demonstrates how to enter and end Relative Caregiver Program (RCP) Episodes (Paid or Non-Paid). It also demonstrates how to enter a Consultation, Need and Action Step for the services.

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About Relative Caregiver Program (RCP)

The **Relative Caregiver Program (RCP)** is an option available for relatives to care for non-custodial youth who require out-of-home care. This allows for the relatives to receive supportive services to prevent youth age 18 and under from entering and/or reentering state custody. This extends to age 19 if the youth will complete high school or any equivalent vocation/technical training before age 20.
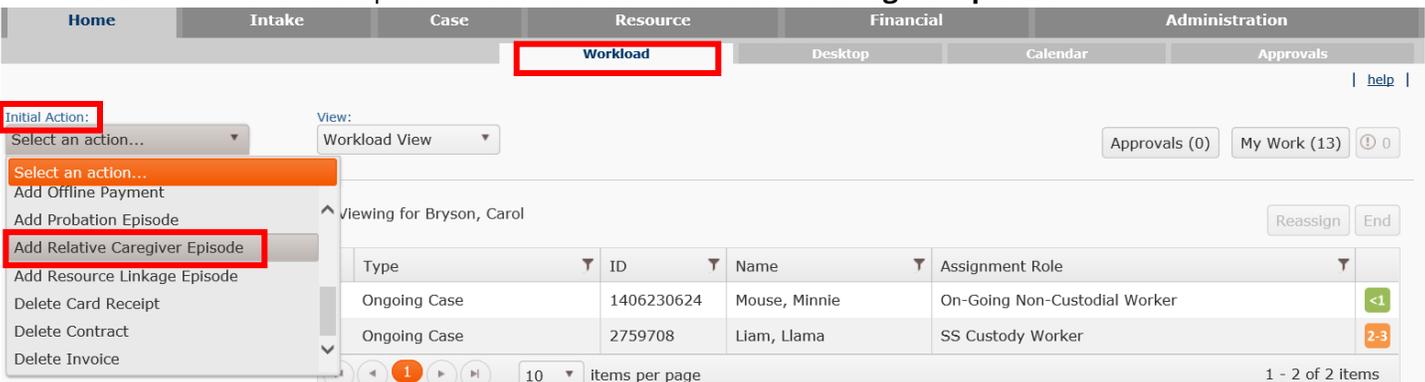
Step 1:   Entering Relative Caregiver Episode for Paid or Non-Paid Services

The **Add Relative Caregiver Episode** may be created from *two* locations in TFACTS, depending if the youth already exists or not in TFACTS. There are also *three* different instances noted below which will determine the location where the episodes will be created.

1. If the youth is member of an open ongoing/family case, from the **Workload** tab, click to expand the **Ongoing Case,** then click **Person Overview** icon
   a. From the **Person Home Page**, click **Quick Actions** drop-down list
   b. Select **Add Relative Caregiver Episode**
   c. Skip to number 4 below

2. If youth is a member of an open or closed ongoing/family case, from the **Workload** screen, click the **Initial Actions** drop-down list and select **Add Relative Caregiver Episode**

       a. On the **Person Search Criteria** screen, search for youth using the criteria, such as Name and SSN, or Name and DOB, etc…

       b. Click **Search**

       c. Click <u>**choose**</u> if youth is found in search results; then skip to number 4 below

       d. If youth **is not** found, click **Add Person –** the **Person Information** screen displays

            i. **Name Type –** select **Reported** from drop-down list

            ii. Enter **Name, Gender, DOB, SSN** & **Address** and any other identifying information provided

            iii. Click **Save –** the **Add Relative Caregiver Episode** screen displays; note the new **Person ID** created for the youth and displays in the **Person Header**

            iv. Skip to number 4 below

3. If the youth is a member of a closed ongoing/family case, the episode may be created from either location, **Workload** tab or **Person Home Page** as instructed in the numbers 1 and 2 above

4. To create the episode, from the **Add Relative Caregiver Episode screen,** enter the following required fields:

       a. **Begin Date** – enter date (may not be a future date)

       b. **Assign To -** enter worker assigned (Last Name, First Name)

       c. **Assignment Role –** select **Relative Caregiver Worker** from drop-down list

5. Click **Save**

Note: If the youth was not already a member of an open or closed ongoing/family case, the **Relative Caregiver Episode** will link to and create a new case, which may be seen in the **TFACTS History** – **Case History** link. If the youth was already a member of an ongoing/family case, the **Relative Caregiver Episode** will link and open (if not currently open) to the existing case in TFACTS of which the youth is a member.

Note: The **Relative Caregiver Episode** may now be selected and viewed from three locations in TFACTS as follows:

1. From the **Electronic Case File** on the **Person Home Page –** click <u>**select**</u> to view

2. From the **Workload** screen, the **Relative Caregiver Episode**/assignment will display – click to view

3. From within the ongoing family case, the **Relative Caregiver** episode will display from the **Non-Custody** link

Step 2: Entering Relative Caregiver Episodes for Sibling Groups

Note: To eliminate creating duplicate cases, it is very important when entering **Relative Caregiver Episodes** for sibling groups, to *first ensure all* sibling(s) are added to the **Members** tab of the existing **Ongoing/Family Case** as follows:

1. From the **Person Home Page** for the first sibling, click **TFACTS History** link – the **Person Overview** screen displays

2. Click the plus sign to expand the list and click the case for the existing **Ongoing Case** – the **Case Overview** screen displays for the existing **Ongoing Case**

Person Overview

Person Header

| Name: | Mouse, Minnie | Gender: | FEMALE | DOB: | 04/21/2006 |
| Person ID: | 8169424 | SSN: | ***-**-1432 | Age: | 14 Yrs |

TFACTS History

Case History (3)

Case ID	Case Name	Case Type	Case Status	Case Status Date	Organization
1406230624	Mouse, Minnie	Ongoing	Open	12/08/2020	Mid Cumberland Region
2708395	Tidwe	Ongoing	Open	04/29/2020	Mid Cumberland Region
2838850	Tidwel	Ongoing	Closed	02/22/2018	Mid Cumberland Region

3. Click **View Case Information** – the **Case Detail** tab displays

| help |

▶ Case Overview

Case Recording

ASFA Review

Forms/Notices

Checklist

Assessments

Investigations Linked

Immediate Protection Agreement

Child Care Assistance Program Referral

Case Services

Court

Removal Records

Case Header

Case ID: 1406230624   **Case Name:** Mouse, Minnie   **Case Status:** Open   **Organization:** Mid Cumberland Region

Case Overview

Case Actions

View Case Information

View Case Status History

Linked/Associated Cases

Case Summary

Case Address

1335 BRADYVILLE PIKE, APT D202
MURFREESBORO, TN 37130

Hazards

Hazard Type	Person/Address
No current Hazards have been identified	

Assignment Information

Assignment History

Organization	Employee Name / Supervisor Name	Assignment Role	Child/Youth Name
DCS Central Office	Bryson, Carol / Goff, Brenda	On-Going Non-Custodial Worker	Mouse, Minnie
Mid Cumberland Region	Parker, Marta M / Caseworker, Nancy	CPS Investigation Worker	Mouse, Minnie

4. Click **Members** tab – the **Case Member List** screen displays
5. Click **Add Member -** the **Person Search Criteria** screen displays

| Case Detail | Members | Relationships | Associated Persons |

Case Header

Case ID: 1406230624   **Case Name:** Mouse, Minnie   **Case Status:** Open   **Organization:** Mid Cumberland Region

Case Member List

Warning: Changing the Case Reference Person (CRP) will change the Case Name and Case Address

View Member History

	CRP	Person ID	Name	DOB	Gender	Begin Date	
select	●	8169424	Mouse, Minnie	04/21/2006	Female	07/01/2020	delete
select	○	118108991	Ave	11/17/1993	Female	07/01/2020	delete
select	○	116515988	Tid	01/06/2018	Male	07/01/2020	delete
select	○	119472925	Tid		Female	12/08/2020	delete

Add Member   **Copy Address**

6. Search for youth using the criteria, such as name and SSN, name, and DOB, etc.
7. Click **Search**
8. Click **choose** if youth is found in search results; if youth is not found, click **Add Person** at the bottom of the screen – the **Person Information** screen displays

9. **Name Type** – select **Reported** from drop-down list
10. Enter **Name, Gender, DOB, SSN** & **Address,** and any other identifying information provided
11. Click **Apply – Person ID** displays in the **Person Header**

12. Click **Address tab –** add address and contact info, if known

13. Click **Save –** the **Members** tab is returned and displays the new sibling

Note: Even though the added sibling displays on this tab, it is *very important* to also click **Apply** to begin adding the next sibling or click Save

14. Click **Add Member** to add additional siblings, - repeat numbers 5-13 above for each additional sibling
15. If no other siblings to add, click the name link for the sibling just added – the **Person Home Page** for the new sibling displays

Note: Refer to number 1 above to create **Relative Caregiver Episode** from the **Person Home Page** for each sibling.

Step 3:   Add Consultation

The following describes how to add needed case service requests related to the **Relative Caregiver Episodes.**

1. From the **Person Home Page** for the youth, click **Quick Actions** drop-down list
2. Select **Add Consultation** – the **Consultation** screen displays

3. **Consultation Date** – enter date – may not be a future date
4. **Consultation Type** – select type from drop-down list
5. **Consultation Time –** select or enter time
6. **Participants –**
   a. Select role of **Child Concerning** for the Role drop-down list
   b. Click **Add** to add any siblings who will also be receiving the RCP services
   c. Click **Add** to add worker and supervisor – this confirms the communication and approval between worker and supervisor – the **Add Participants** screen displays

7. From the **Previously Involved Persons** list, click to highlight any sibling(s) if applicable, worker and supervisor from list
8. Click **Choose OR**
9. If sibling(s), worker or supervisor not found in list, click **Search -** the **Person Search Criteria** screen displays which allows for a person search
10. From the **Person Search Results**, check the box for the appropriate person and click **Choose**
11. The selected person now displays in the **Previously Involved Person** list; click to highlight
12. Click **Choose –** the **Consultation** screen displays the selected participants in the **Participants** section
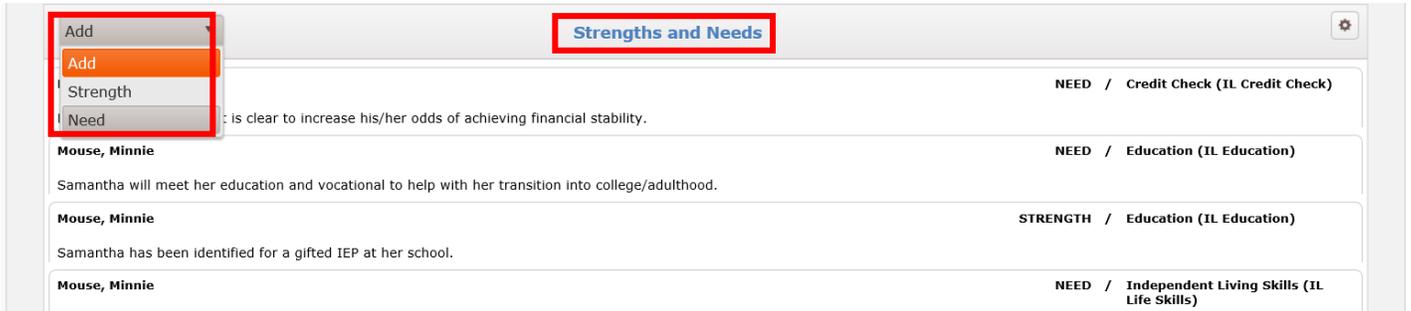
Step 4:   Add Need

1. From the **Strength and Needs** section, click **Add** drop-down list.

Note: If an applicable need currently exists/displays from previous source activities, a new need record is not required, but only a new action step associated to the existing need. This helps to maintain the history of the existing need.

2. Select **Need** – the **Add Need** screen displays

3. **Concerned Person** – select youth from drop-down list; multiple siblings may be selected, if applicable
4. **Begin Date –** enter date; may not be a future date
5. **Category** – select **Permanency** or another appropriate category from drop-down list
6. **Social, Medical & Educational Needs Addressed** – select **Yes**
7. **Initial Description** – enter appropriate narrative
8. Click **Save** or click **Save & Add Another** to add **Need** for additional siblings if applicable
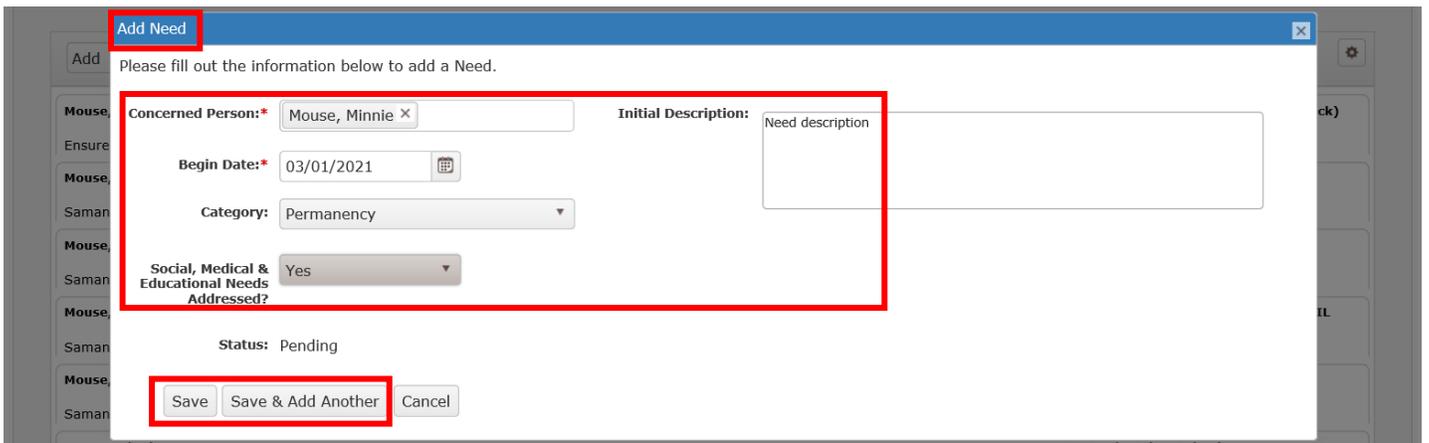
Note: The **Strengths & Needs** section now displays the new **Need**
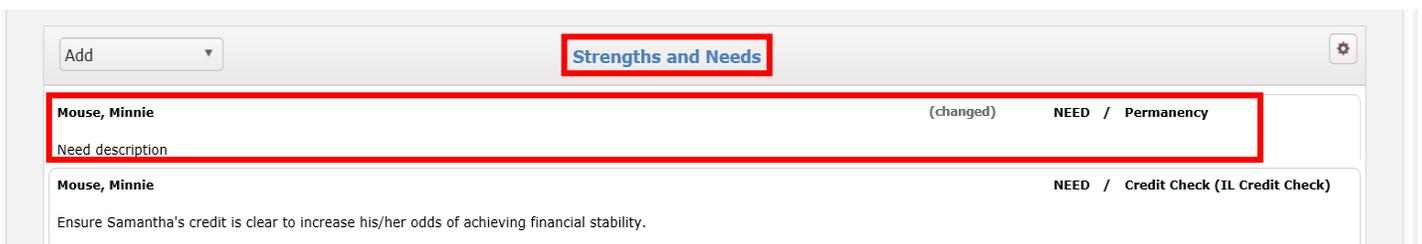
Step 5:   Add Action Step

1. Click the new or existing **Need** row to expand; click **Action Step** icon (blue stairsteps)
2. Click **Add Action Step** - select **Service** from drop-down list **-** the **Add Service Action Step** screen displays

3. **Start Date** – enter date – may not be a future date
4. **Expected Completion Date** – typically same date as **Start Date**
5. **Service Description** – select one of the appropriate services from drop-down list for non-paid services **OR** skip to #6 below to enter paid service
    a. **Caregiver Respite**
    b. **Caregiver Support Groups**
    c. **Information and Referrals**
    d. **Legal Services Cost**
    e. **Material Assistance**
    f. **Mentoring**
    g. **Short-term Case Management**
    h. **Teen Enrichment**
    i. **Utilities Financial Aid**
    j. **Whole Family Enrichment**
    k. **Youth Enrichment**
6. **Service Description –** select **Family First Kinship** from drop-down list for paid services
7. **Responsible County** – system generated when **Service Begin Date** and **Service End Date** are entered

Note: If the **Responsible County** does not display, the primary address for the youth is missing.

8. **Is DCS Expected to Pay?** – field system generated only if **Family First Kinship** is selected in number 6 – select **Yes**
9. **Resource –** optional
10. **Service Begin Date** & **Service End Date –** enter date range of service
11. **Instructions to Provider** – enter narrative; will display on service authorization for the provider
12. **Responsible Persons –** click **Add;** the **Add Responsible Persons** screen displays
13. **Generic Person(s)** – select Service Provider**DCS Worker** from drop-down list
14. Click **Choose –** the **Add Service Action Step** screen returns, and the **Responsible Person** displays

15**. Initial Action Step Description** – enter description of service
16**. In Progress** – select **Yes**
17. Click **Save –** the **Consultation** screen is returned

Note: The **Action Step** may be copied to another youth's Need by clicking the **Copy Action Step** icon, select from **Available Needs** list and click **Copy to Selected Need.** This eliminates entering the same action step for multiple youth.

19. Scroll to the bottom of the **Consultation;** enter **Narrative** if applicable – not required
20. Change **Status** from **In Progress** to **Complete**
21. Click **Apply** or **Save**

Narrative:

narrative not required

Status: Completed ▼

Print

Apply Save Cancel

Note: Once the Consultation is in a **Completed** status, the service request will display in Fiscal's queue (assumption is user chose Family First Kinship) which would be a paid service.

Step 6: End Relative Caregiver Episode

1. From **Person Home Page** for youth, click **Quick Actions** drop-down list
2. Select **End Relative Caregiver Episode** from drop-down list – the **End Relative Caregiver Episode** screen displays

Person Home Page

Person: Mouse, Minnie (8169424)
DOB/Age: 04/21/2006 (14 Yrs)
Address:

Select an action…
Add Emergency
Add External Assessment   Rd MOUNT JULIET, TN
Add FCIP Episode   mni Visions Inc) (Level
End FSS Episode   eds))
Add Health Service Confirmation
Add IPA
Add Judicial Diversion Episode   y Summary   Documents
Change Permanency Plan   ment History   Packets
Add Probation Episode
End Relative Caregiver Episode
Add Resource Linkage Episode

Quick Actions: Select an action… ▼

3. **End Date** – enter end date of episode – may not be a future date
4. Click **Save –** the **Person Home Page** is returned

Note: Once the **Relative Caregiver Episode** is end-dated, it will no longer display on the **Workload** screen for the assigned worker. If the youth will not be receiving any further services, it is important that the ongoing/family case be closed also. In addition, if the ongoing/family case is closed *before* the **Relative Caregiver Episode** is end-dated, it will *not* end the **Relative Caregiver Episode**. The episode must *also* be end-dated otherwise, the case will be closed with an active episode in the **Non-Custody** link.

Non-Custody Episode Header	
Type: Relative Caregiver	Begin Date: 03/01/2021

End Relative Caregiver Episode
End Date: * 03/18/2021 📅

Save Cancel

Note: To view the episode once end-dated, click **+more** to locate in **Electronic Case File** as shown below.

5**.** Click **select** to view episode **Begin Date** and **End Date**
6**.** Click **Close** to exit and return to **Person Home Page**

Electronic Case File Search Criteria				
From Date: [ ] 📅		Event Type(s):	Relative Caregiver Episode ✕	
To Date: [ ] 📅		Include 'Created In Error' events: ☐		

Search Clear Form

Electronic Case File Search Results					View Full Narrative
Event Date ▼	Event Summary	▼	Status ▼	End Date ▼
select	03/01/2021	Relative Caregiver Episode		Closed	03/18/2021
⏮ ◀ **1** ▶ ⏭	10 ▼	items per page			1 - 1 of 1 items

Close Print

You have completed this storyboard.