
FACES.NET FLEXIBLE FAMILY SERVICES

DEMAND PAYMENT VOUCHER

CREATION DATE: October 14, 2014

The scope of the Flexible Family Services Funds is to assist in Family Stabilization. The funds will be accessible to CFSA families through incoming referrals from three sources: **Virginia Williams Family Resource Center/Department of Human Services Strong Families, Department of Human Services Service Centers or School** due to educational neglect. The funds will be accessible for both traditional CPS investigations.

This tip sheet should be used as a guide to document FACES.NET Demand Payments related to tracking distributed Flexible Family Services funds.

For the purpose of this tip sheet, only screens/pick lists applicable for documenting families participating in Flexible Family Services will be displayed.

Pointers to Remember:



1. The Flexible Family Services funds should be requested and tracked in FACES.NET on the Demand Payment screen and/or through Voucher Payments that will be tracked outside of FACES.NET.
2. Demand Payments require a two-tier approval process. Once the social worker has requested a Demand Payment, the worker's supervisor and the Accounting Administrator must approve it.
3. Service **Start Date** and **End Date** reflect the timeframe in which the service has occurred or will occur.
4. Flexible Family Services selections have been added to the Service Type Tier pick list values:

Tier I

- Flexible Family Services

Tier II

- Housing Support
- Utility Assistance
- Home repair Maintenance
- Environmental Issues
- Security Deposit
- Furniture
- Clothing
- Homemaker Services
- Other

If you have any additional questions, please call the HelpDesk at (202) 434-0009

Updated 10/19/2019

Demand Payment Voucher

Steps include:

First Place the Referral and Client in focus.

Step 1: Navigate from **Referral, Clients, Finances, Payment Voucher, Find Payment.**

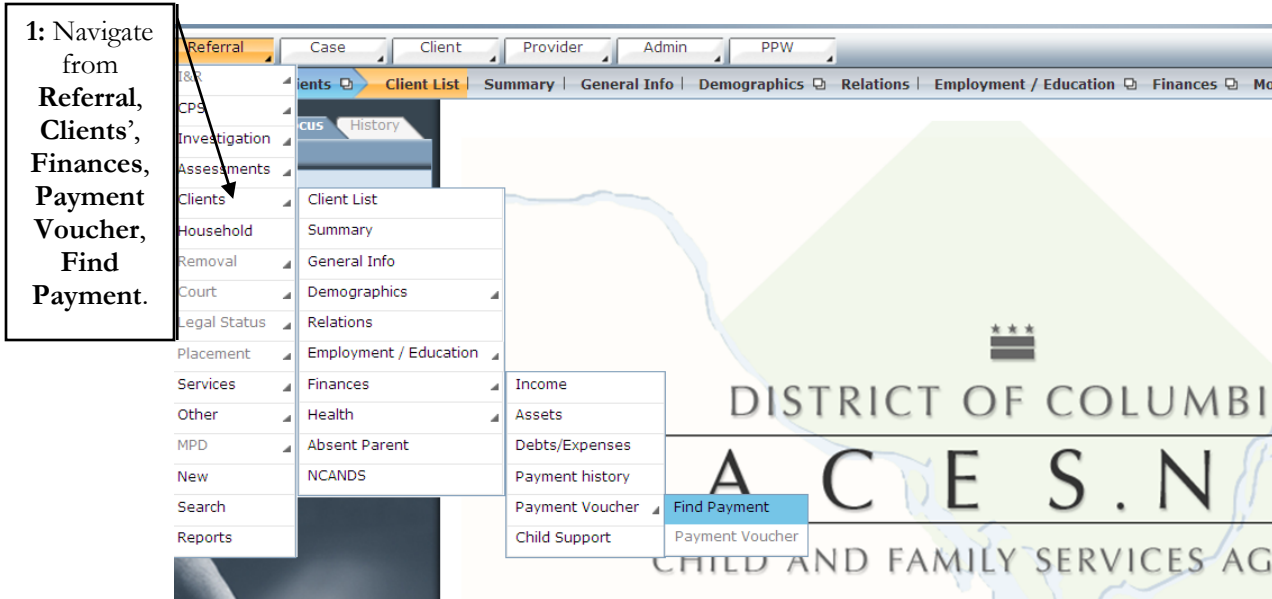


Figure 1

Step 2: Click **New.**

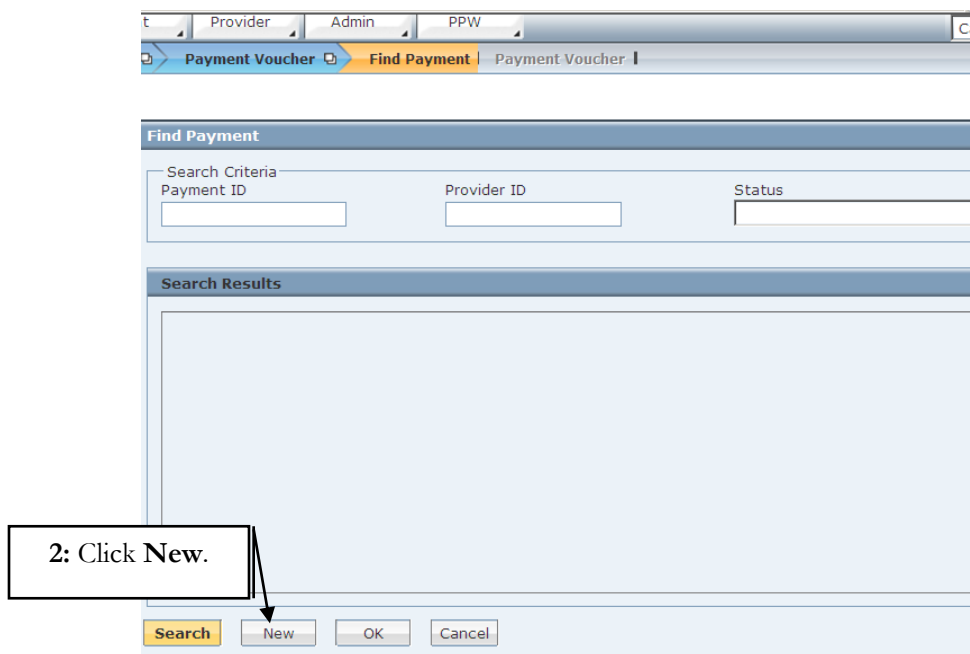


Figure 2

Step 3: Click on **Payment Voucher**.

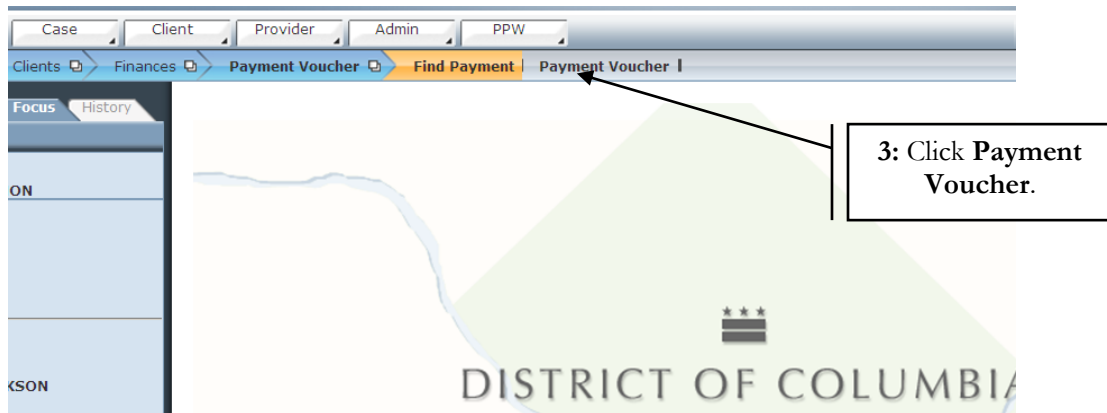


Figure 3

Step 4: Click on **Find Provider** to locate a registered provider (contracted services).

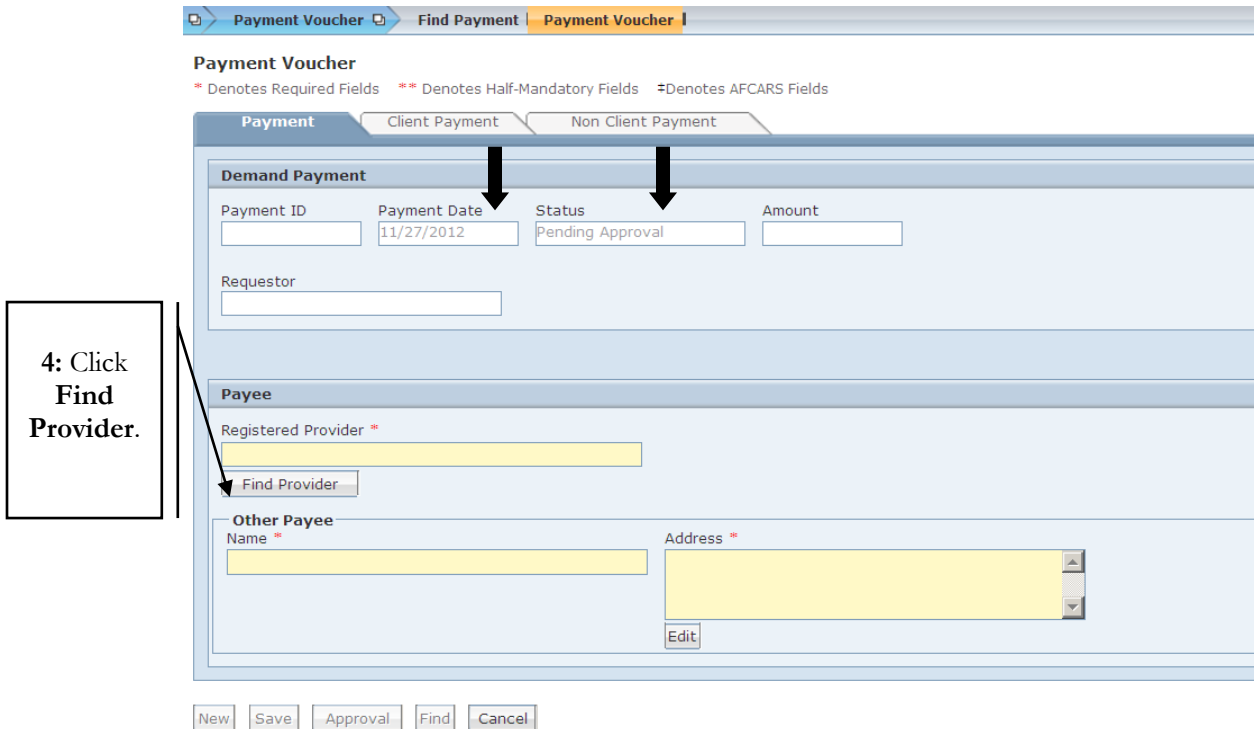


Figure 4

Step 5: Enter the provider **Search Criteria**.

Step 6: Click Search.

Payment Voucher

Payment Client Payment Non Client Payment

Search Criteria

Provider Type: All CFSA Community

Provider Category: [Dropdown]

Name: SoundX Starts With Contains

Last Name: [Text] Agency: [Text]

Services: [Dropdown] [Select]

Open Date: From [Dropdown] To [Dropdown]

Close Date: From [Dropdown] To [Dropdown]

Provider ID: ID [Text]

Availability: Available Unavailable All

Contract Number: [Text]

[Search] [Select] [Clear] [Cancel]

[Edit]

[New] [Save] [Approval] [Find] [Cancel]

Figure 5

Step 7: Select the **Provider** from the **Search Results** list.

Step 8: Click **Select** to have provider information populate to the **Registered Provider** field.

Last Name: [Text] Agency: [Text] [Select]

Open Date: From [Dropdown] To [Dropdown]

Close Date: From [Dropdown] To [Dropdown]

Provider ID: ID [Text]

Availability: Available Unavailable All

Contract Number: [Text]

Search Results

Provider ID	Agency/Provider Name	First Name	Last Name
▶ 10009269	PEPCO		PEPCO

[Search] [Select] [Clear] [Cancel]

Results 1 - 1 of 1

Figure 6

Step 9: Click on the **Client Payment** tab.

9: Click **Client Payment** tab.

Payment Voucher
* Denotes Required Fields ** Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Payment Client Payment Non Client Payment

Demand Payment

Payment ID	Payment Date	Status	Amount
<input type="text"/>	11/27/2012	Pending Approval	<input type="text"/>

Requestor

Payee

Registered Provider *
PEPCO:PEPCO

Figure 7

Step 10: Click on the **Find Client** button to search for client.

10: Click **Find Client**.

Payment Client Payment Non Client Payment

Client Payment

Name	SSN	Reason	Amount
			0.00

Payment Details

Service *

SSN Service Start * Service End * Amount * 0.00 Reason *

Notes *

Figure 8

Step 11: Enter client details to complete the **Client Search**.

Step 12: Click Search.

The screenshot shows a web browser window with the title bar containing 'Payment Voucher', 'Find Payment', and 'Payment Voucher'. The main content area is titled 'Find Client Search'. Below the title, there is a 'Find Client' section with a legend: '* Denotes required Fields' and '** Denotes Half-Mandatory Fields=Denotes AFCARS Fields'. The 'Search Criteria' section contains several fields and options:

- Search Type:** Radio buttons for 'Client Search' (selected) and 'Adoptive Client Search'.
- Client Characteristics:** A checked checkbox. Fields include 'First Name', 'Middle Name', and 'Last Name*' (highlighted in yellow). A 'Soundex Search' checkbox is also present.
- Birth Date:** A dropdown menu.
- Gender:** A dropdown menu.
- Race:** A dropdown menu.
- Address:** An unchecked checkbox. Fields include 'Street #', 'Street Name', 'Suffix', 'Quadrant', 'City', and 'State'.
- SSN:** An unchecked checkbox and a text input field.
- FACES Client ID:** An unchecked checkbox and a text input field.
- FOCUS Client ID:** An unchecked checkbox and a text input field.
- Social File/XREF #:** An unchecked checkbox and a text input field.

At the bottom of the form are four buttons: 'Search' (highlighted in yellow), 'Show', 'Clear', and 'Cancel'. Two callout boxes are present: one on the right pointing to the 'Last Name*' field with the text '11: Enter client details.', and one on the left pointing to the 'Search' button with the text '12: Click Search.'

Figure 9

Step 13: Select Client from Search Results.

Step 14: Click Show.

The screenshot shows a web-based search interface. At the top is the 'Search Criteria' section with options for 'Client Search' (selected) and 'Adoptive Client Search'. Below this are sections for 'Client Characteristics' (with fields for First Name: KEYSHAWN, Last Name: JACKSON), 'Address', and various ID types (SSN, FACES Client ID, FOCUS Client ID, Social File/XREF). A 'Search Results' section shows a table with one entry: Client ID 1036238, Client Name KEYSHAWN JACKSON. Below the table is an 'Info' tab with fields for Name, Date of Birth, SSN, Creation Date, Medicaid #, Gender (Male), and Race (Black or African American). At the bottom, there is an 'Aliases' section and a 'Show' button highlighted in yellow. Two callout boxes are present: one pointing to the client name in the results table with the text '13: Select Client.', and another pointing to the 'Show' button with the text '14: Click Show.'

Figure 10

Step 15: Click on the **Find Service** button to enter information in the **Service*** field. This will open the service structure window to indicate what service the client will receive.

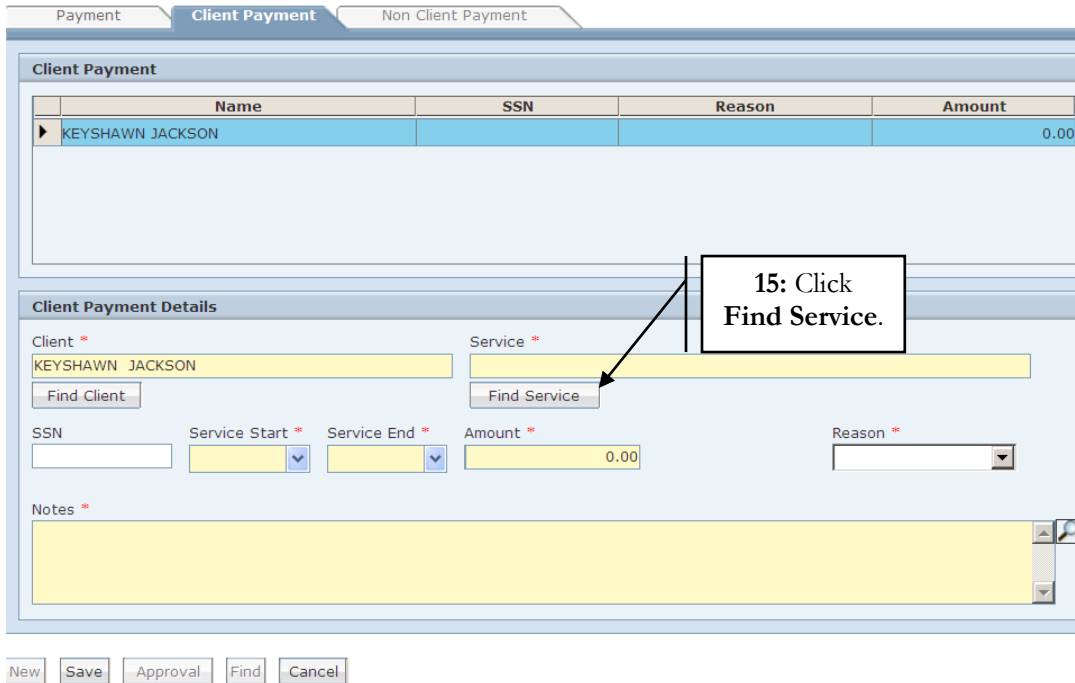


Figure 11

Step 16: Enter service **Level 1 (Flexible Family Services)**, and **Level 2** from the pick lists.

Step 17: Enter service **Level 2** from the pick lists.

Step 18: Click **OK**.

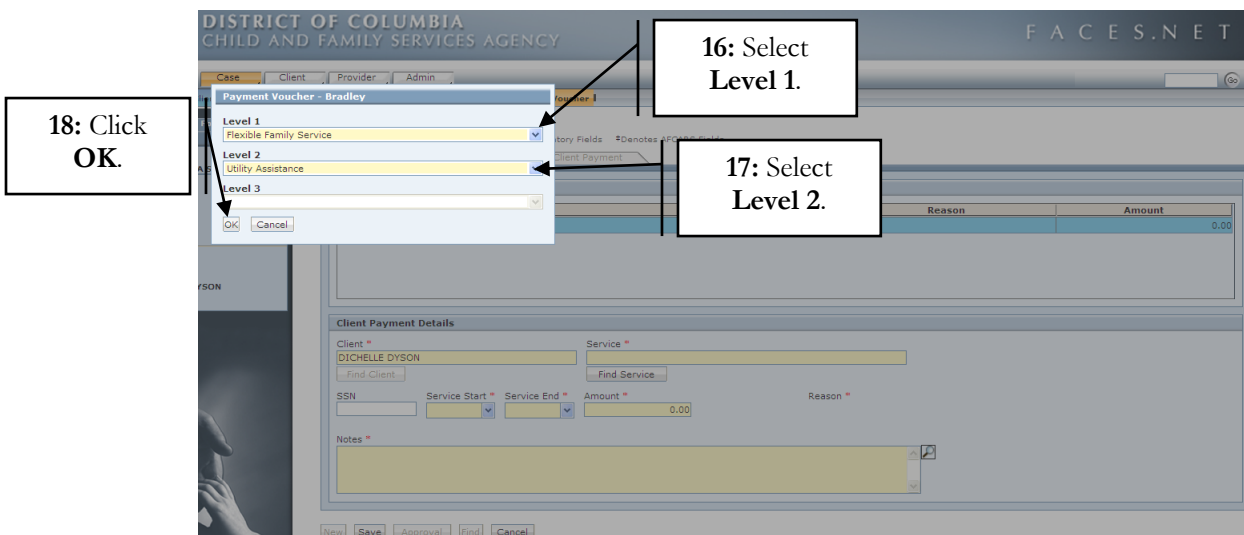


Figure 12



Note:

- New Service Type selections have been added to the Tier pick list values:
 - Level 1- Flexible Family Services
 - Level 2 - Housing Support, Utility Assistance, Home repair Maintenance, Environmental Issues, Security Deposit, Furniture, clothing, Homemaker Services, and Other.

Step 19: Enter the **start date, end date of the service request, dollar amount of voucher, reason for request, and narrative information.**

Step 20: Click **Save.**

Step 21: Click **Approval.**

The screenshot shows the 'Payment Voucher' application window. At the top, there are tabs for 'Payment Voucher', 'Find Payment', and 'Payment Voucher'. Below this is a 'Client Payment' table with columns for Name, Reason, and Amount. The Amount column shows '400.00'. Below the table is the 'Client Payment Details' section, which includes fields for Service, Service Start, Service End, Amount, and Reason. The Service field is set to 'Flexible Family Service/Utility Assistance'. The Service Start and End dates are both '11/27/2012'. The Amount is '400.00' and the Reason is 'Other'. A 'Notes' field contains the text 'Utility Assistance for family.'. At the bottom of the window are buttons for 'New', 'Save', 'Approval', 'Find', and 'Cancel'. Three callout boxes with arrows point to specific elements: '19: Enter Start & End date of Service, Dollar Amount, Reason, and Narrative.' points to the Service, Service Start, Service End, Amount, and Reason fields; '20: Click Save.' points to the 'Save' button; and '21: Click Approval.' points to the 'Approval' button.

Figure 13

Step 22: Click the **Request** check box.

Step 23: Click **OK**. This action sends an automatic request to the supervisor’s **Awaiting Action** screen and automatically shows the request in the worker’s **Awaiting Approval** screen.

The screenshot shows the 'Approval' form with a table header containing 'Requesting Worker', 'Request Date', 'Approving/Denying Worker', and 'Approve/Deny Date'. Below the table are input fields for 'Requesting Worker', 'Requesting Date' (populated with 'Tuesday, November 27, 2012'), 'Approving Worker', and 'Approving Date'. There are four radio buttons: 'Request' (selected), 'Deny', 'Approve', and 'Send Back'. A 'Reason' dropdown menu is also present. A 'Comments' text area is at the bottom, with 'OK' and 'Cancel' buttons below it. Callout boxes point to the 'Request' radio button and the 'OK' button.

Figure 14

Step 24: Supervisor will click the **Approve** check box.

Step 25: Click **OK**.

This screenshot is identical to Figure 14, but the 'Approve' radio button is now selected. Callout boxes point to the 'Approve' radio button and the 'OK' button.

Figure 15



Notes:

- Demand payment requires a two-tier approval. Once the social worker has made the request for approval the worker’s supervisor as well as the Accounting Administrator must approve it. The Status field will read “Pending Approval” until the final approval is completed by the Accounting Administrator.
- The **Payment Date** field will automatically populate with the current date.