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**

Demand Payment Voucher

Steps include:

First Place the Referral and Client in focus.

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

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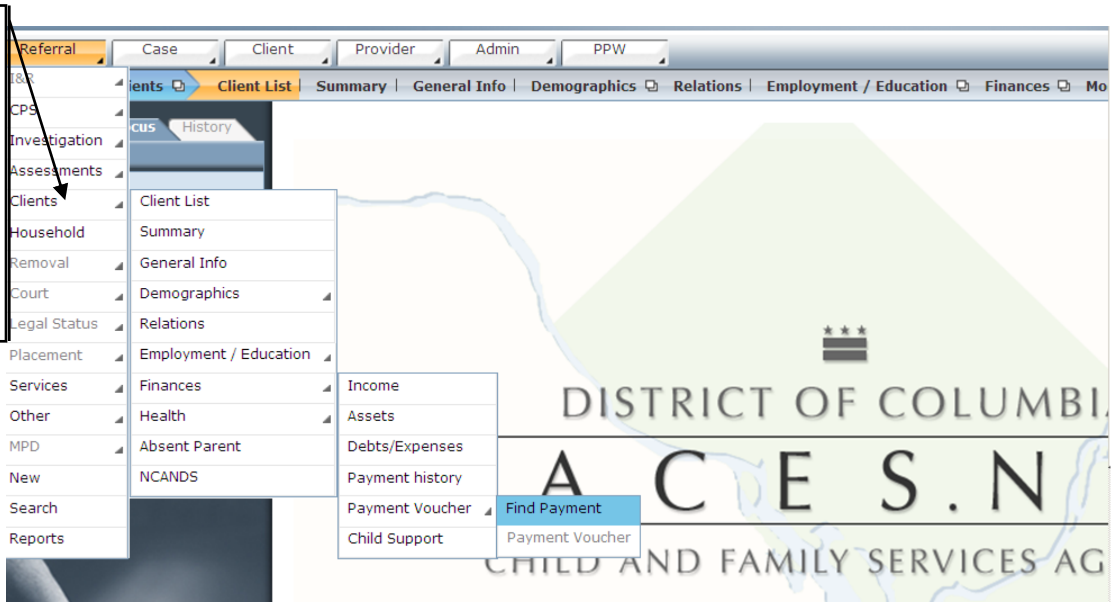
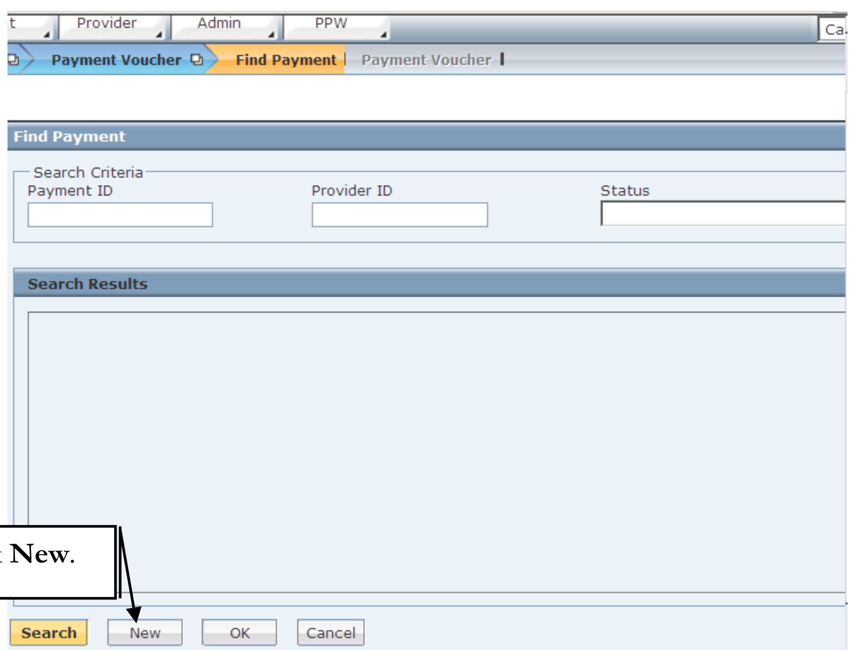


Figure 1

Step 2: Click **New**.



2: Click **New**.

Figure 2

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

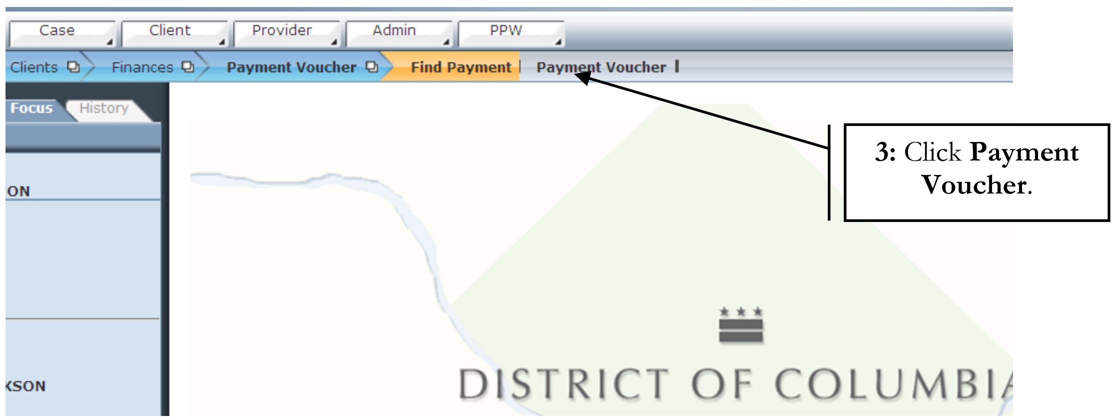


Figure 3

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

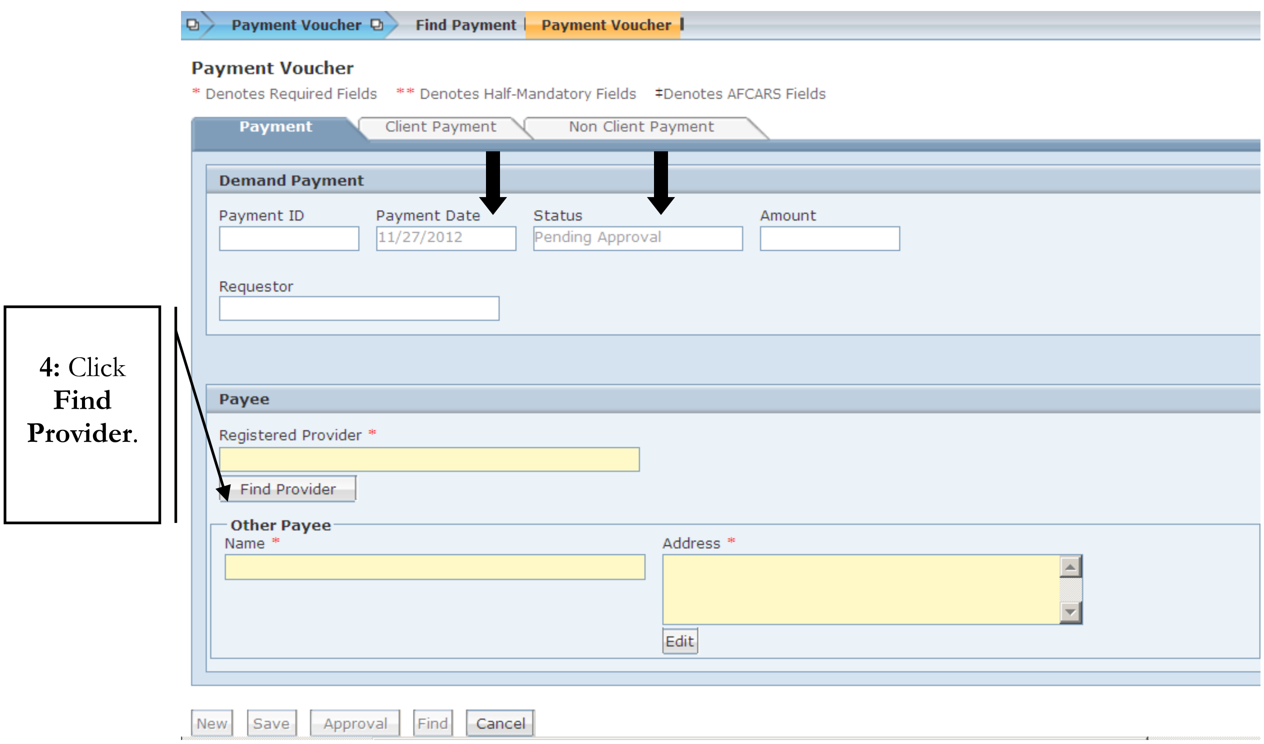


Figure 4

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

Step 6: Click **Search**.

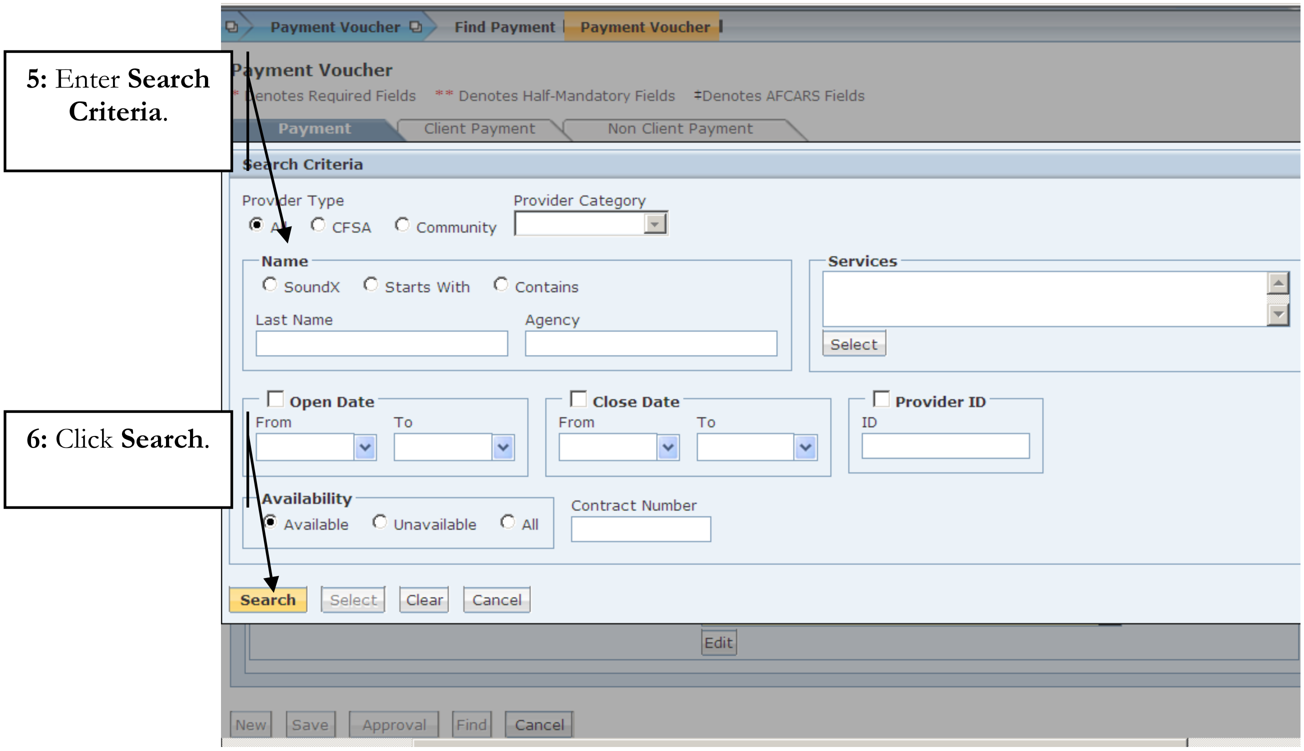


Figure 5

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

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

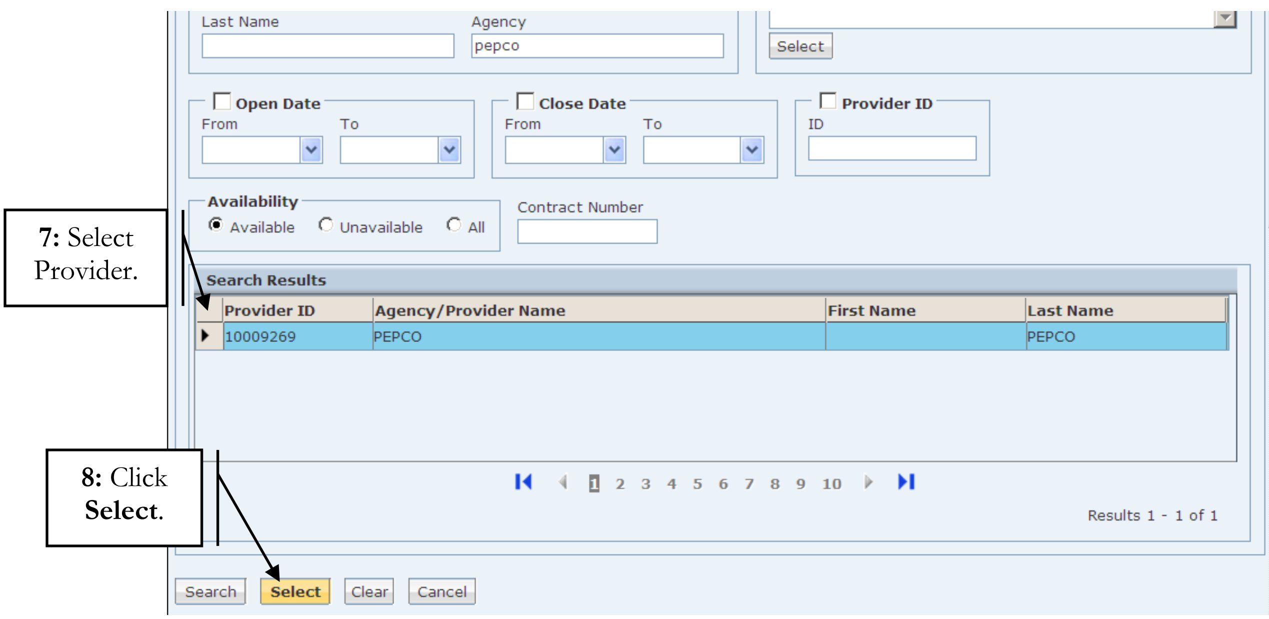


Figure 6

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

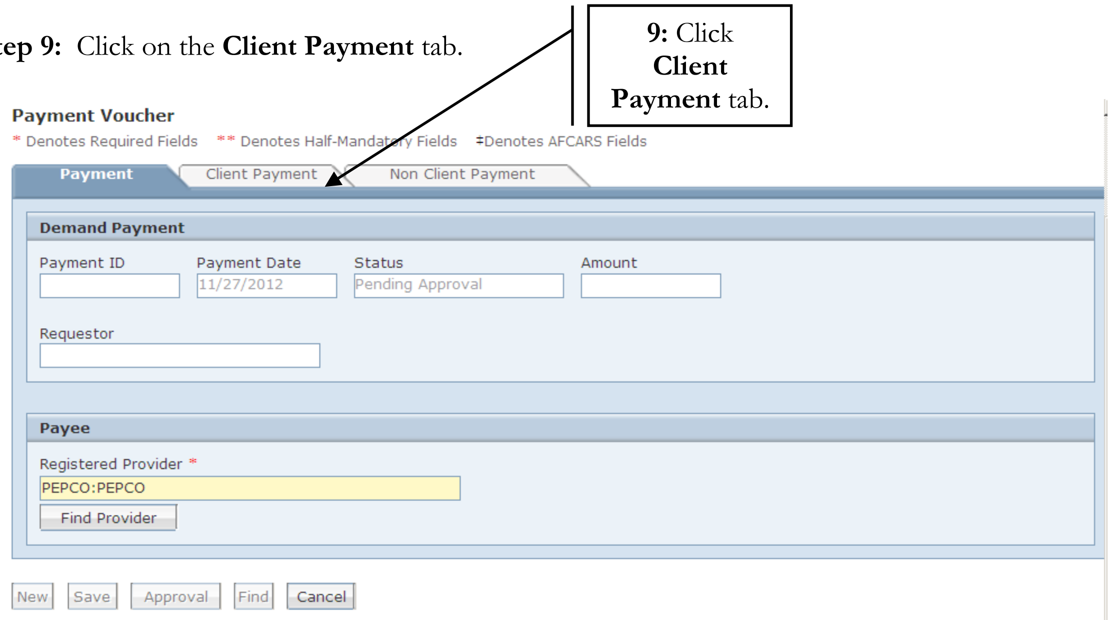


Figure 7

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

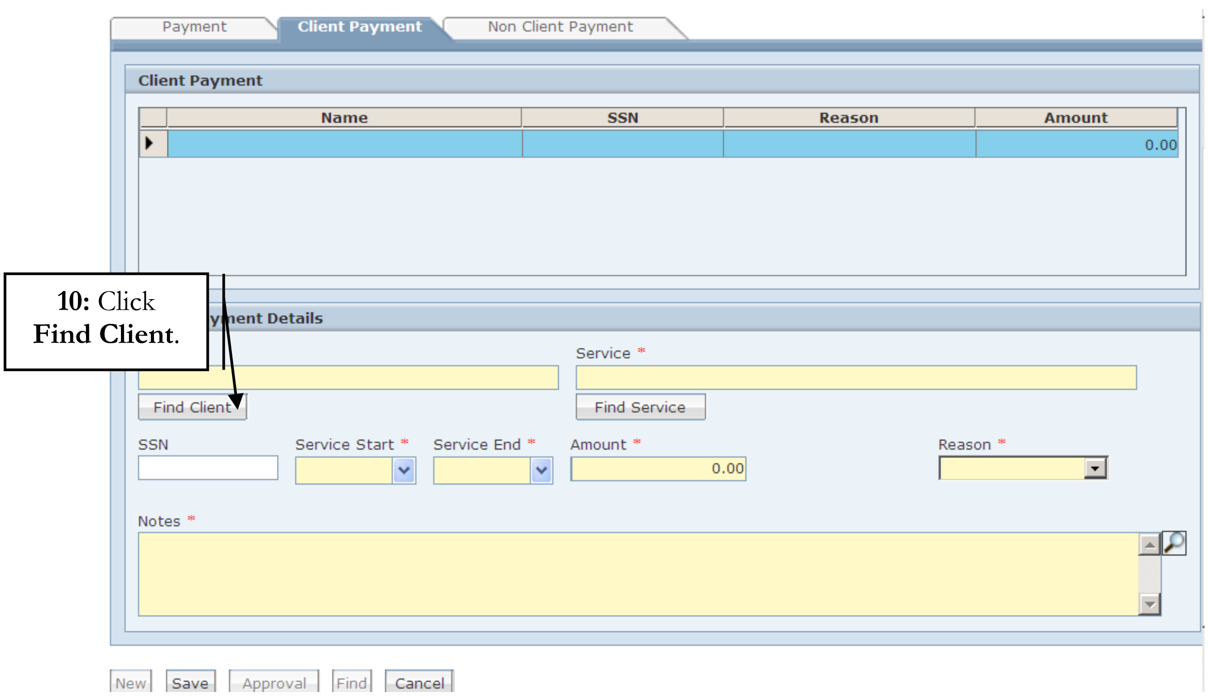


Figure 8

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

Step 12: Click **Search.**

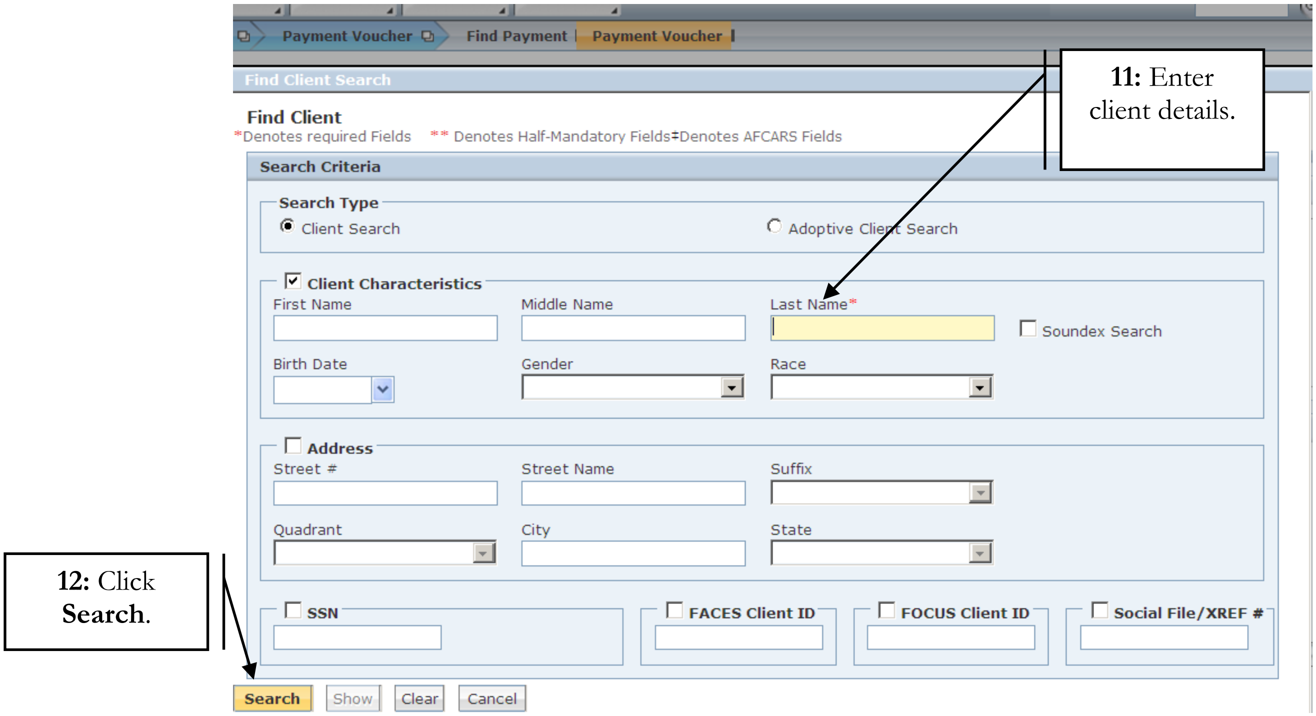


Figure 9

Step 13: Select **Client** from **Search Results.**

Step 14: Click **Show**.

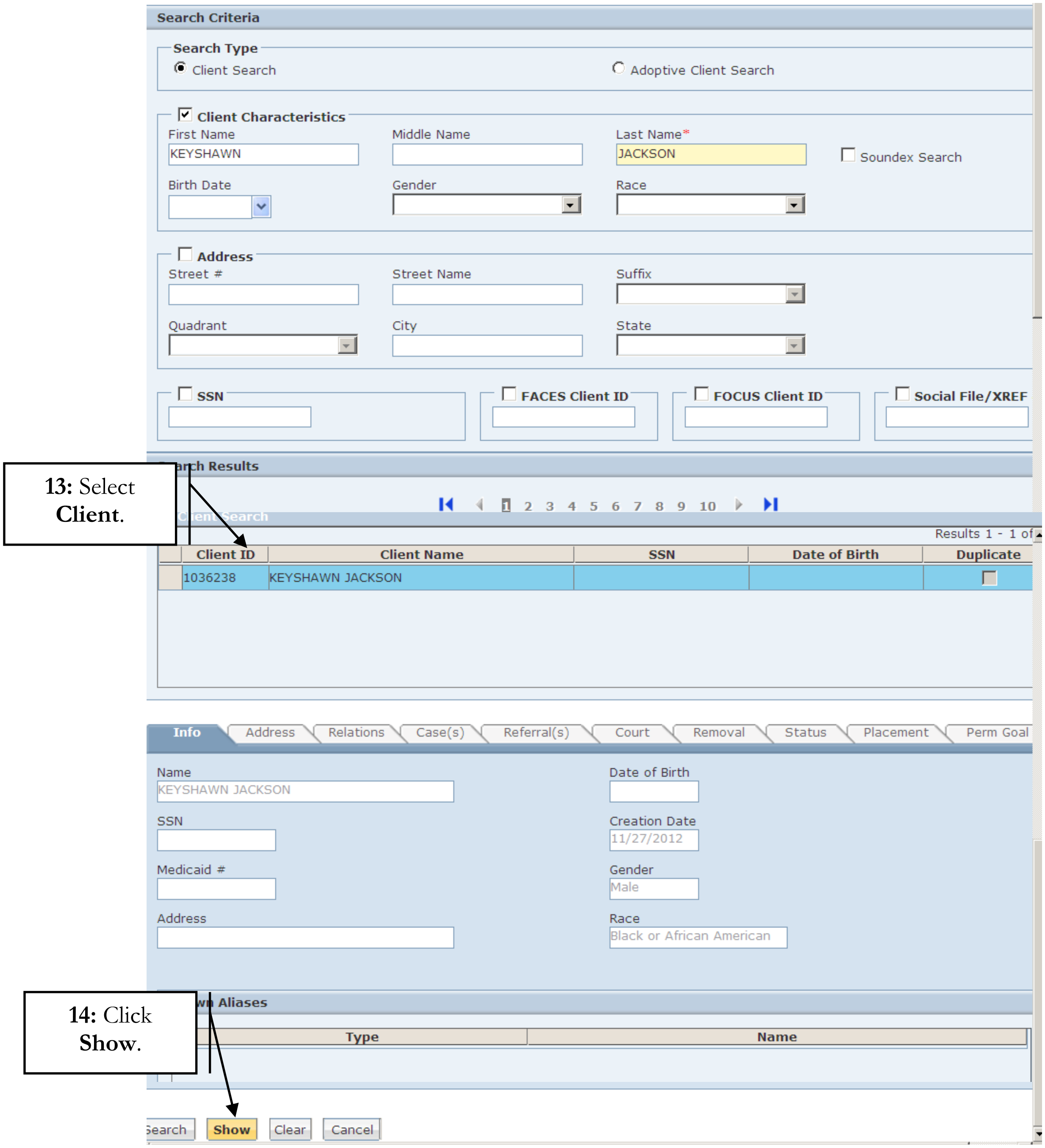


Figure 10

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.

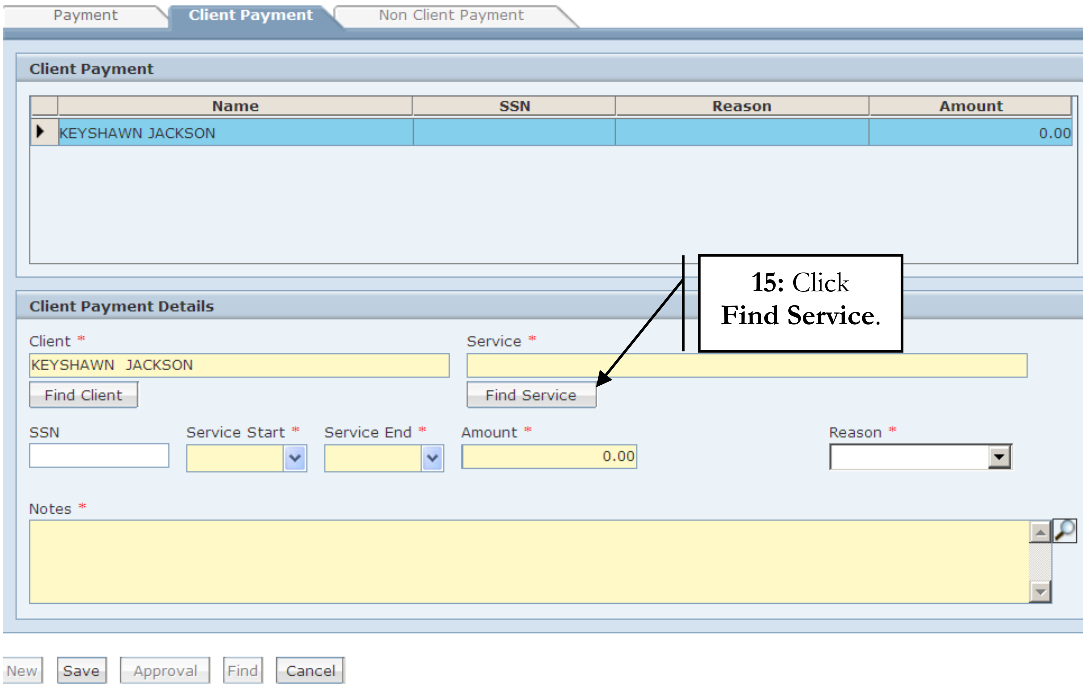


Figure 11

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**.

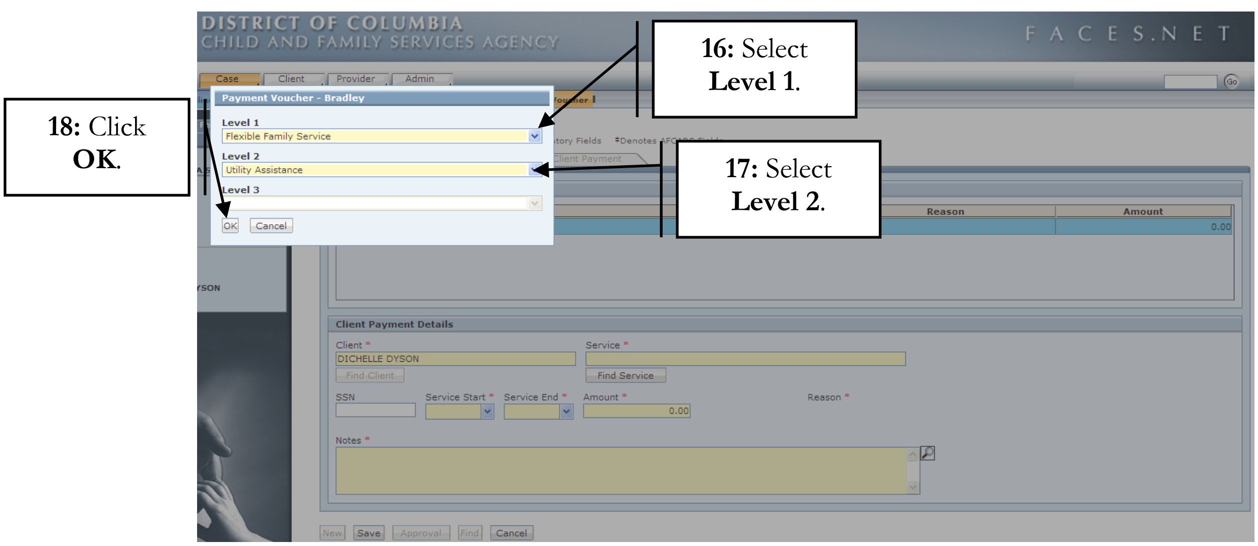


Figure 12

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**.

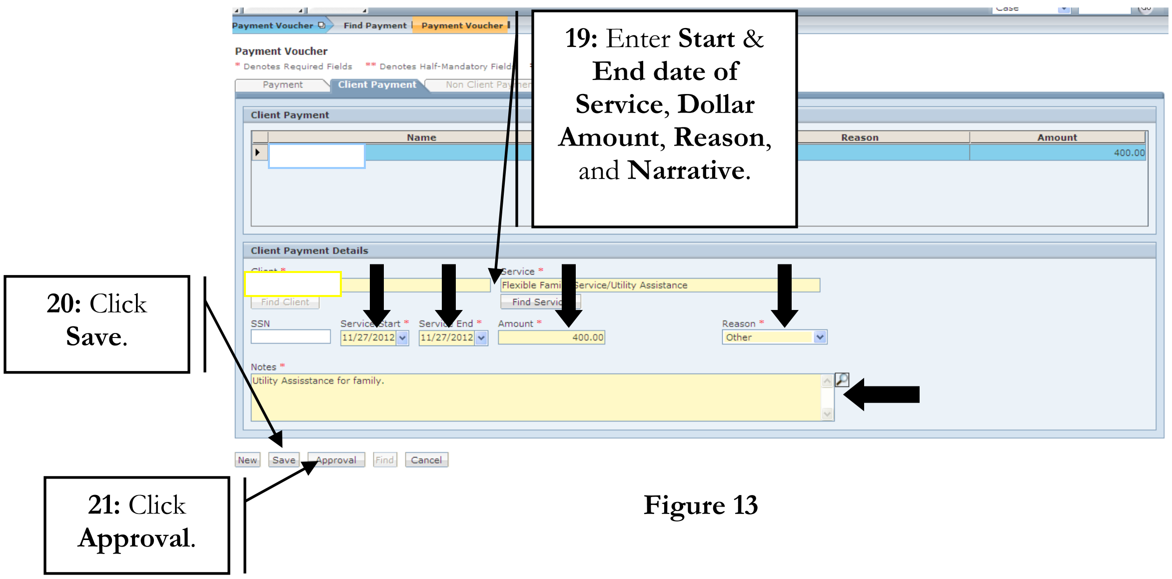


Figure 13

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.

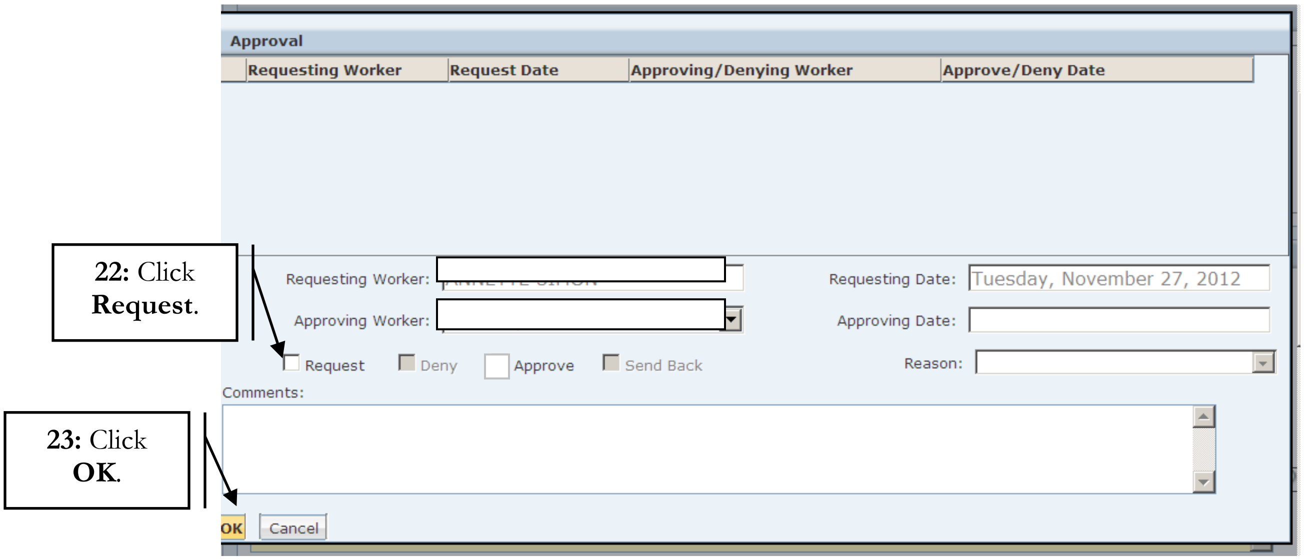


Figure 14

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

Step 25: Click **OK**.

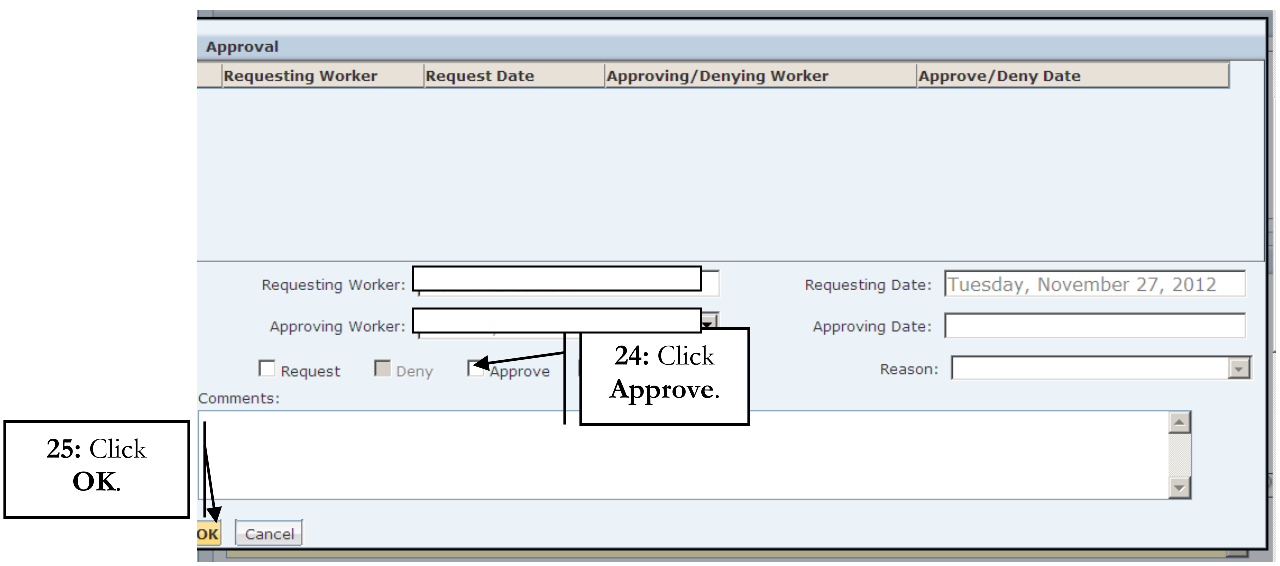


Figure 15

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.