



# **PLACEMENT MATCHING PROCESS GUIDE**

**December 2018**

*Version 1.1*

*updated 09/11/2020*

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# PREFACE

## Course Objectives

- Course Overview
- Course Objectives
- Course Curricula Tools and Symbols



## Course Overview

Welcome to the FACES.NET Placement Matching training. This course is designed to give staff members an understanding of the functions in FACES.NET pertaining to placing a child in care. The course is divided into sections, each having its own set of objectives and corresponding to a particular area of functionality in the FACES.NET system. A FACES.NET Scenario has been constructed to link the sections together and mimic the way FACES.NET will be used for Agency placement business process. This includes processes and functions related to safely placing a child with the best placement match which will meet and address the child's needs beginning with the request from the social worker, to the placement unit, resource development specialists locating a provider home, and the reconciliation unit's finalizing the official placement. In the classroom, staff will participate in a guided walkthrough of the FACES.NET Scenario in order to practice activities.

## Course Objectives

Upon completion of this course, the student will have an understanding of how CFSA placement business process correlates with FACES.NET data entry. By giving students practice time in the classroom, they will build confidence in their ability to properly enter and access data in the FACES.NET system.

Remember that a system is only as good as the information it receives. "If it's Not entered in FACES.NET, it DID'T happen."

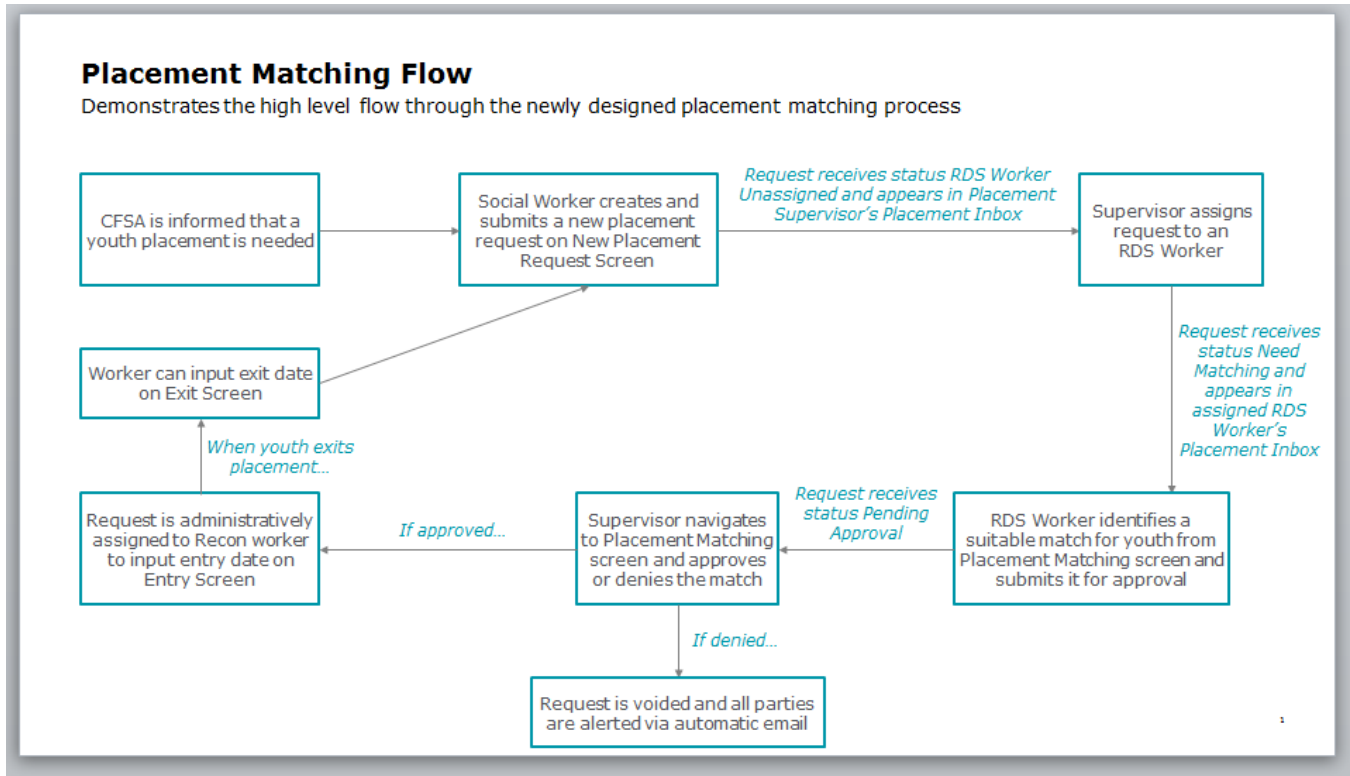
## Course Curricula Tools

Curricula Features:

- Performance Objectives
- FACES.NET Guide
- FACES.NET Scenarios

# Placement Flow Chart

The flow chart below provides a high level overview of the flow from Entry Services Investigation and Placement information within the Agency. From this depiction you can visualize from the point of the initial hotline call to the many avenues taken to provide the best scenario for children and families that come into our care.



# SECTION 1: INTRODUCTION

- Practice Overview
- What is PLACEMENT MATCHING?
- Placement Types
- Placement Service Types
- Placement Reasons
- How to get help



# Introduction



## Practice Overview

Once it appears that out-of-home placement will be needed, the referring social worker must work to involve the parent and child in the placement determination and selection, whenever possible and appropriate. If the family cannot identify an acceptable kinship placement, or some other form of third-party placement, the child is to be referred to the CFSA Placement Unit for the location of an appropriate CFSA placement.

Planned placements allow the social worker to assure the best possible placement match for the child and allows for the efficient delivery of pre-placement services to ease the child's adjustment.

Social workers are involved in planning for various out-of-home placements during the casework process. For example, a child who is in a residential treatment center, may be ready for discharge into a community based setting, or a teenager, who becomes pregnant, may require referral to a teen mother facility. These types of situations are likely to be anticipated. Planning allows the social worker to assure the child the best possible transition from one setting to another. He/she is able to anticipate placement changes and to offer a planned, orderly delivery of pre-placement services, including preliminary interviews and visits, to ease the adjustment. Planning also affords CFSA's Placement workers a longer period of time to identify an appropriate match between the child and caregiver, thereby reducing the necessity for subsequent placement due to placement disruptions.

The social worker shall consult with his or her supervisor on all placement requests. Assessment of the child's needs and identifiable information is used to match children with providers, and shall be included in the Social Worker Request Form screen in FACES.NET.

Social worker shall forward to the Placement Unit information that will assist in making a placement decision that is in the child's best interest and in the least restrictive and most family-like setting.

## What is Placement Matching?

The Placement Matching initiative at CFSA has been charged with placing foster children with the best-fit resource home available. It is the practice of CFSA to keep youth with kin whenever possible; therefore if preventative services are not suitable and removal is necessary, workers try to safely and logically place children in environments to which they are most familiar. This could include but not be limited to: a relative placement; a placement close to the biological home or current school district; a placement which meets the child's service needs; or even one in which the child is placed with siblings.

FACES.NET supports the goal of placing children in appropriate homes by providing a more complex search from which to find resource providers. FACES.NET will allow a successful automated process for Placement Matching.

# What are Types of Placements?

## Placement Type Options

CFSA offers the following foster care placement type options:

1. Emergency Placements -
2. Planned Placements

# What are Types of Placement Services?

## Placement Service Options

CFSA offers the following foster care placement options:

1. **Licensed Foster Home** - is placement in a foster home that is licensed by CFSA or the jurisdiction in which the home is physically located. This home provides ongoing foster care for all children placed away from their parents or guardians and for whom the agency has legal custody and physical care responsibility.
2. **Kinship Care Licensed Foster Home** - is a placement in a relative foster home which has been licensed by CFSA or the jurisdiction in which the home is physically located. This home provides ongoing foster care for all children placed away from their parents or guardians and for whom the agency has legal custody and physical care responsibility.
3. **Teen Parent Group Home** - is a placement in a licensed group home designed to meet the needs of teens and their young children.
4. **Group Home** - is a placement in a licensed group home for youth twelve (12) years old and through eighteen (18) years old. Group homes are designed for both emergency and long-term placement. No more than eight youth should reside in a group home.
5. **Independent Living Residential Units** - Units for supervised Apartment living for youth moving toward independence.
6. **Residential Treatment Care Placement** – is a placement that provides intensive treatment services to address mental and emotional problems for youth in foster care. These placements usually last from one to two years but occasionally have been longer.



# What are Placement Reasons?

## Reasons for Placement Request Need Options

CFSA offers the following justifications to place or replace a child:

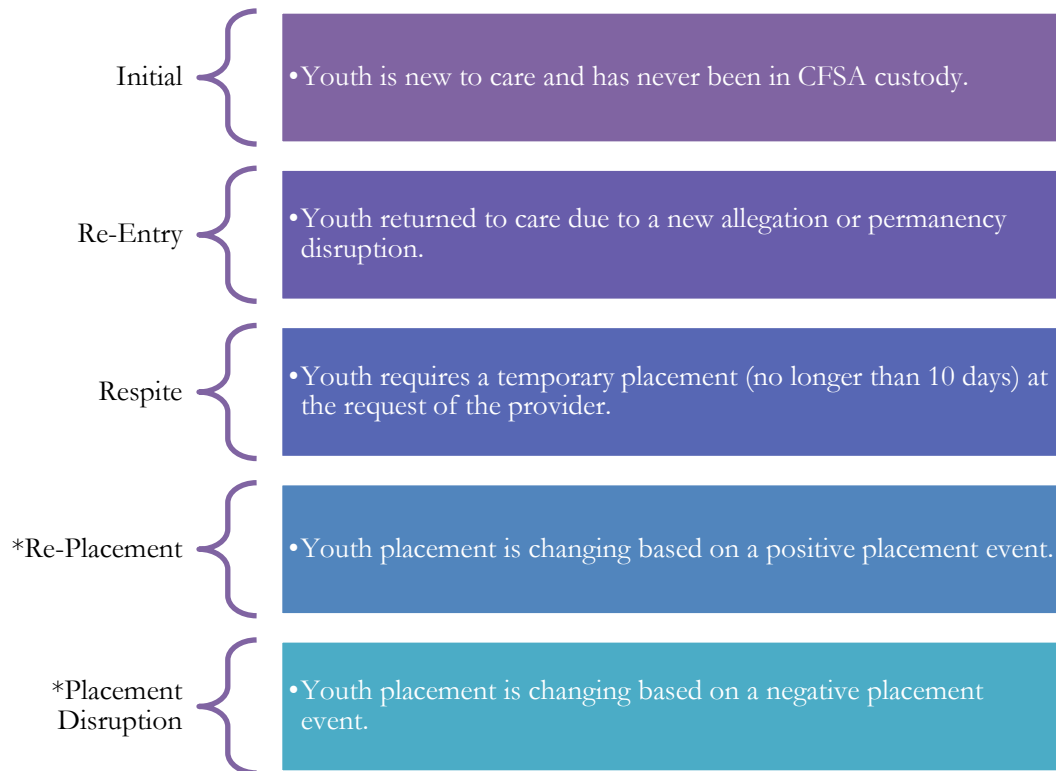


Figure 1.1

### \*Re-Placement Definitions

Re-placements are considered a positive placement change. Examples are:

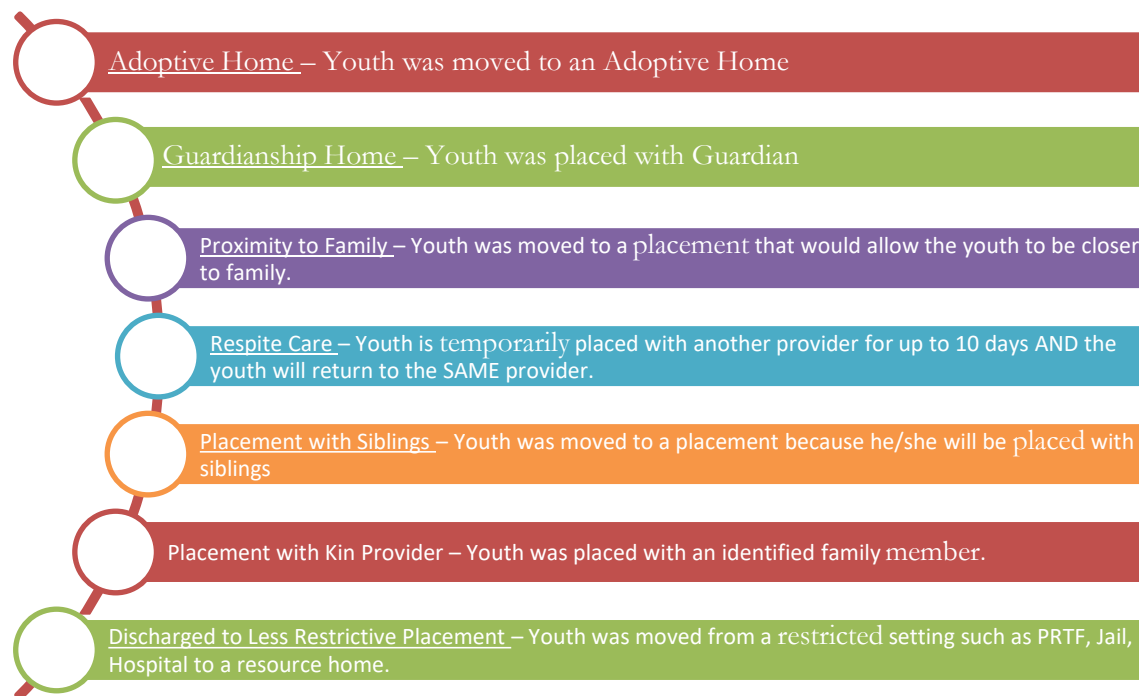


Figure 1.2

### \*Placement Disruption Definitions

Placement Disruptions are considered a negative placement change. Examples are:

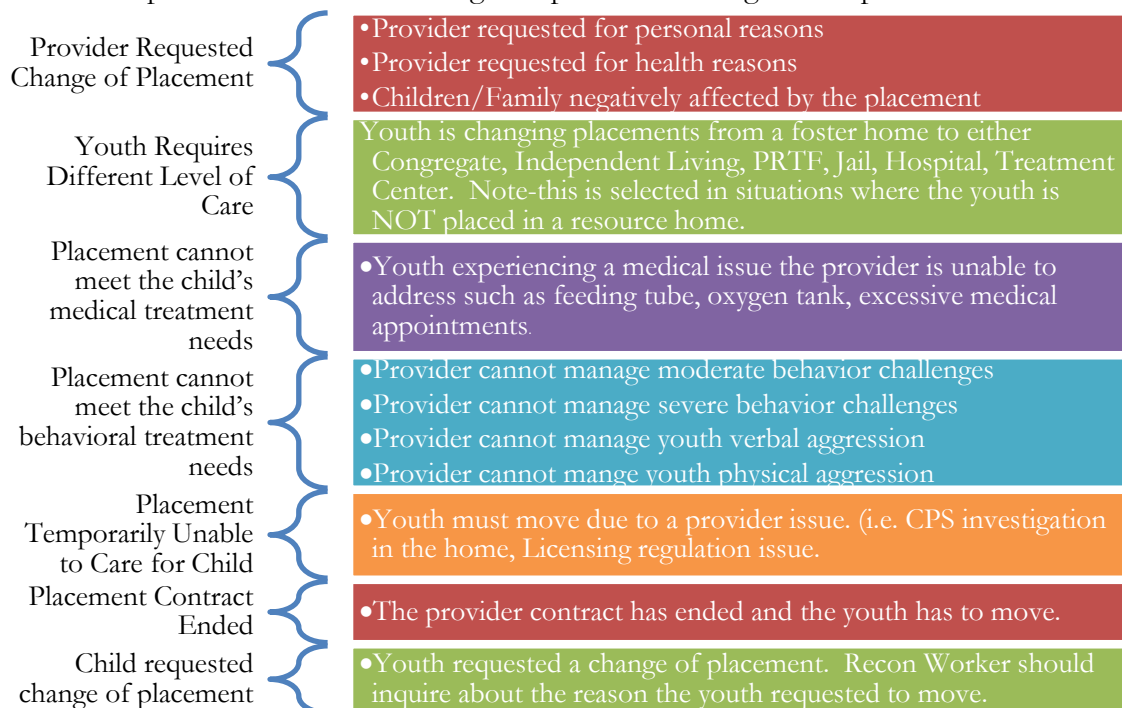


Figure 1.3

**Notes:**

The following rules apply for placement eligibility:

- A child must have an open home removal documented in FACES.NET;
- A child must have a CFSA legal status documented in FACES before a placement entry date is entered in the social worker entry date field;
- If Re-Placement or Placement Disruption is selected, additional explanation is required.
- If the child is being placed out-of-the District of Columbia with relatives, or a treatment facility, an ICPC must be completed. *DC and Maryland currently have a Boarder agreement in placement regarding ICPC completion timeframe.*

## How to Get Help

If you still have question after consulting this resource, you are of course welcome to contact the FACES.NET Helpdesk. Helpdesk staff is available from 8:00 AM - 5:00 PM every weekday to assist with FACES.NET and technical questions. The FACES.NET helpdesk can be reached at 202- 434-0009.

# SECTION 2: Social Worker Request Form

## Performance Objectives

In this Section, the **Social Worker** will gain confidence in the ability to:

- Navigate to Client Record via Referral or Case
- Accessing the Social Worker Request Form
- Submit the Social Worker Request Form for Placement Matching





## Practice Overview

During this exercise example, a client will be recommended for placement by the assigned social worker.

For this example, we will be using the Referral record.

## Record a Placement

*After placing the Referral record in Focus, follow the next set of steps.*

Steps Include:

Step 1: Place the cursor over the **Referral** menu, then **Placement** and then click **List of Clients**.

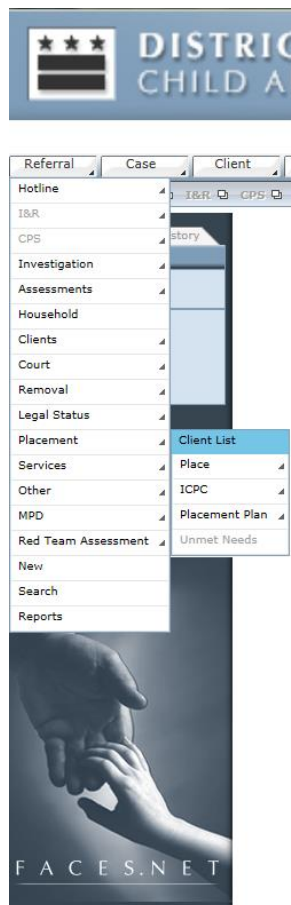


Figure 2.1

Step 2: Select Keyshawn Jackson and click **Show**.

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Referral Case Client Provider Admin

Referral Placement Client List Place ICPC Placement Plan Unmet Needs

Organizer Focus History

In Focus

User Name: HERBERT L. CARR  
Entity Type: Referral-CPS  
Entity Name: JACKSON  
Entity ID: 729013

Select Client

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

Client ID	Name	Birth Date	Need Placement	Copied from Referral ID
1166155	KEYSHAWN JACKSON		N	

Current Address

Show Help Cancel

Figure 2.2

Step 3: Place the cursor over the **Referral** menu, then **Place** and click **Placement Summary**.

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Referral Case Client Provider Admin

Referral Placement Client List Place ICPC Placement Plan Unmet Needs

Hotline  
ISR  
CPS  
Investigation  
Assessments  
Household  
Clients  
Court  
Removal  
Legal Status  
Placement  
Services  
Other  
MPO  
Red Team Assessment  
New  
Search  
Reports

Client List  
Placement Summary  
Add-ons  
Provider Evaluation

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Figure 2.3

Step 4: The Social Worker **Placement Request Form** will display.

Step 5: Select **New Placement Request** to begin a new placement request to the Placement Unit.

notes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

Client Name: **KEYSHAWN JACKSON**  
Client ID: 1166155 Referral ID: 795011 Case ID: N/A  
Date of Birth: Sex: Male

[New Placement Request](#)

No placement episode history found

To add new placement request, please select 'New Placement Request' button above

**Placement Request Info**

Placement Request Date	Date Placement Needed *
Placement Type *	Request Type
Worker	Supervisor
Provider Name	Provider ID
Request Reason Category	Request Reason *
# of Placements in last 12 months	Disruption Reason
Disruption Staffing	

**Placement Request Notes:**  
Enter Notes

**Youth Questionnaire \***

1. Does Youth/Teen have sexual acting out behaviors?

**Figure 2.4**

Step 6: Complete all mandatory fields on the Social Worker **Placement Request Form** including the **Youth Questionnaire** section. This will initiate the request for child placement need. Based on all data entered on the Request Form, the Placement Unit will use this information as the criteria considerations for placement matching.

Step 7: Click **Save** to save the form.

Step 8: Click **Submit** to submit.



## Notes:

- Placement Unit Supervisor will automatically receive an email notification of this placement request.
- The Placement Unit Supervisor will assign a Resource Development Specialist (RDS) for placement matching.
- Placement Requests can be Voided by Social Worker after submitting.

**Client Name: KLYSHAWN JACKSON**  
 Client ID: 1166155    Referral ID: 795011    Case ID: N/A  
 Date of Birth:    Sex: Male

Placement Summary

### New Placement Request

Placement Request Info

Placement Request Date  
 Date Placement Needed  
 11/26/2018

Placement Type  
 Paid

Request Type  
 Planned

Request Reason  
 Initial

Worker  
 Supervisor  
 RDS Worker

Provider Name  
 Provider ID  
 Service

Request Reason Category  
 Disruption Reason

# of Placements in last 12 months  
 0

Disruption Staffing

Placement Request Notes:  
 Add any additional placement notes here...

### Youth Questionnaire

- Does Youth/Teen have sexual acting out behaviors? Never
- Does the Youth/Teen have gang ties or affiliations? No
- Does the youth require transportation? Daily
- Does the youth require a LGBTQ placement? No
- Does the youth use drugs? Never
- Does the youth participate in extracurricular or community activities? Yes
- Is youth required to visit with bio-parents? Yes
- Is youth required to visit with pre-adopt/guardianship prospects? No
- Does youth have allergies (pets)? Yes
- Does youth have any food allergies/diet restrictions? No
- Does youth have physical limitations or special medical needs? No
- Does the youth have a child or is expecting? No
- Does youth have medical limitations that require assistance? No
- Does the youth require religious accommodations? Unknown
- Does youth have any pending legal issues? No
- Is the youth verbally aggressive (cursing, shouting, yelling)? No
- Is youth physically aggressive (tantrum, throw objects, hits)? No
- Does youth have developmental delays? No
- Does youth practice daily living skills (ie. Cleaning, cooking, washing clothes, etc.)? Yes

Cancel

Save

Submit

Figure 2.5



Step 9: The Placement Request Form status will display as **Incomplete** until the request is **Submitted** to the Placement Unit Supervisor.

The screenshot shows a web application interface for a client named KEYSHAWN JACKSON. The client's information is displayed at the top: Client ID: 1166155, Referral ID: 795011, Case ID: N/A, Date of Birth: 10/18/2006, Sex: Male. A 'New Placement Request' button is in the top right. Below the client info, there is a section for 'Include Voided/Denied Placement Requests' with a checkbox. The main form area is titled 'Placement Request Info'. On the left, a sidebar shows the 'Case ID:' as 'Incomplete' with a red exclamation mark icon. Below this, it lists 'Request Date:', 'Request Type: Planned', 'Placement Start:', and 'Placement Status:'. The main form area contains fields for 'Placement Request Date', 'Date Placement Needed' (11/26/2018), 'Placement Type' (Paid), 'Request Type' (Planned), 'Request Reason' (Initial), 'Worker' (HERBERT CARR), 'Supervisor' (KRISTIN GLAZIER), 'Provider Name', 'Provider ID', 'RDS Worker', and 'Service'. There are also fields for 'Request Reason Category', 'Disruption Reason', '# of Placements in last 12 months' (0), and 'Disruption Staffing'. A 'Placement Request Notes' section is at the bottom with a text area for notes. A 'Youth Questionnaire' link is at the bottom right.


Figure 2.6

Step 9: Once submitted, the Incomplete status will be removed and the Placement Request Form Status will display, **RDS Worker Unassigned**.

The screenshot shows the same web application interface, but the status has changed. The client information remains the same. The 'Include Voided/Denied Placement Requests' checkbox is still present. The main form area is titled 'Placement Request Info'. On the left, the sidebar now shows the 'Case ID:' as 'RDS Worker Unassigned'. The main form area contains fields for 'Placement Request Date' (12/3/2018), 'Date Placement Needed' (11/26/2018), 'Placement Type' (Paid), 'Request Type' (Planned), 'Request Reason' (Initial), 'Worker' (HERBERT CARR), 'Supervisor' (KRISTIN GLAZIER), 'Provider Name', 'Provider ID', 'RDS Worker', and 'Service'. There are also fields for 'Request Reason Category', 'Disruption Reason', '# of Placements in last 12 months' (0), and 'Disruption Staffing Participants'. A 'Placement Request Notes' section is at the bottom with a text area for notes. A 'Youth Questionnaire' link is at the bottom right.

Figure 2.7


Step 10: Once the Placement Request Form is received by the Placement Unit Supervisor and RDS Worker is assigned; the Social Worker will be able to see details regarding the assigned RDS Worker's name. The Placement Status will display as **Need Matching**.



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\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    † Denotes AFCARS Fields



**Client Name: KEYSHAWN JACKSON**  
Client ID: 1166155      Referral ID: 795011      Case ID: N/A  
Date of Birth: 10/18/2006      Sex: Male

New Placement Request

☐ Include Voided/Denied Placement Requests

**Case ID:**  
Request Date: 12/3/2018      Requestor: HERBERT CARR  
Request Type: Planned      RDS Assigned: BELINDA BARTON  
Placement Start:      Placement End:  
Placement Status: Need Matching

To add new placement request, please select 'New Placement Request' button above

**Placement Request Info**

**Placement Request Date**  
12/3/2018

**Date Placement Needed \***  
11/26/2018

**Placement Type \***  
Paid

**Request Type \***  
Planned

**Request Reason \***  
Initial

**Worker**  
HERBERT CARR

**Supervisor**  
KRISTIN GLAZIER

**RDS Worker**  
BELINDA BARTON

**Provider Name**

**Provider ID**

**Service**

**Request Reason Category**

**Disruption Reason**

**# of Placements in last 12 months**  
0

**Disruption Staffing Participants**

**Placement Request Notes:**  
Add any additional placement notes here...

Figure 2.8

# SECTION 3: Placement Summary

## Performance Objectives

In this Section, the **Placement Unit Supervisor** will gain confidence in the ability to:

- Navigate to Placement Summary screen
- Access Placement Request Email Notification
- Assign RDS Worker to Social Worker Placement Request Form to begin the Placement Matching
- Placement Matching
- Placement Efforts





## Practice Overview

During this exercise example, the Placement Unit Supervisor will access and assign an RDS Worker to the Social Worker Request for placement.

For this example, we will be using the Referral record.

### My Placement Inbox

*After logging in to FACES, the Placement Unit Supervisor will access the Placement Inbox.*

Steps Include:

- Step 1: Place the cursor over the **Organizer** tab, then **Click My Tasks**.
- Step 2: Select **My Placement Inbox** to access all **Social Worker Request Forms** for RDS assignment.

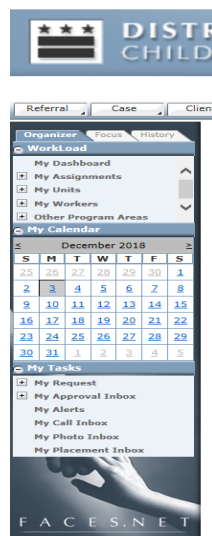


Figure 3.1

- Step 3: Select **My Placement Inbox** to access all **Social Worker Request Forms** to complete the RDS assignment.
- Step 4: Highlight client placement request record from inset grid.

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Denotes Required Fields Denotes Half-Mandatory Fields Denotes AFCARS Fields

6 RDS Worker Unassigned 49 Need Matching 1 Pending Approval 23 Approved/Denied 516 Placed/Exited

Request Date/Time	Request Type	Request Reason	Client ID	Client Name	Entity ID	Entity Type	Social Worker	Removal Date	Placement Start Date	RDS Worker	Status
12/3/2018 1:25:35 PM	Planned	Initial	1166155	KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR	N/A	N/A	Select RDS Worker	RDS Worker Unassigned
12/3/2018 1:13:46 PM	Planned	Disruption	1042972	ELIJAH HOWARD	209237	CASE	DARYL TURNER	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned
11/30/2018 11:57:18 AM	Planned	Initial	1091954	KARMONY WASHINGTON	209275	CASE	TAWANA BELL	04/24/2018	N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:27:44 PM	Planned	Initial	1166166	JENNY LATSON	209916	CASE	JULIA SYLVAIN	N/A	N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:04:25 PM	Emergency	Initial	1166165	RUTH WILLIAMS	210053	CASE	JULIA SYLVAIN	N/A	N/A	Select RDS Worker	RDS Worker Unassigned
11/27/2018 3:14:41 PM	Emergency	Disruption	1042972	ELIJAH HOWARD	209237	CASE	AISHA KING	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned

Page 1 of 1, Items 1 to 6 of 6.

Cancel Show Save

Figure 3.2

Step 5: **Select RDS Worker** to be assigned.

Step 6: Click **Save**. *Upon Save, the Social Workers Request Form will populate assigned RDS Worker's name.*

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Denotes Required Fields Denotes Half-Mandatory Fields Denotes AFCARS Fields

6 RDS Worker Unassigned 49 Need Matching 1 Pending Approval 23 Approved/Denied 516 Placed/Exited

Request Date/Time	Request Type	Request Reason	Client ID	Client Name	Entity ID	Entity Type	Social Worker	Removal Date	Placement Start Date	RDS Worker	Status
12/3/2018 1:25:35 PM	Planned	Initial	1166155	KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR	N/A	N/A	BELINDA BARTON	RDS Worker Unassigned
12/3/2018 1:13:46 PM	Planned	Disruption	1042972	ELIJAH HOWARD	209237	CASE	DARYL TURNER	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned
11/30/2018 11:57:18 AM	Planned	Initial	1091954	KARMONY WASHINGTON	209275	CASE	TAWANA BELL	04/24/2018	N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:27:44 PM	Planned	Initial	1166166	JENNY LATSON	209916	CASE	JULIA SYLVAIN	N/A	N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:04:25 PM	Emergency	Initial	1166165	RUTH WILLIAMS	210053	CASE	JULIA SYLVAIN	N/A	N/A	Select RDS Worker	RDS Worker Unassigned
11/27/2018 3:14:41 PM	Emergency	Disruption	1042972	ELIJAH HOWARD	209237	CASE	AISHA KING	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned

Page 1 of 1, Items 1 to 6 of 6.

Cancel Show Save

Figure 3.3



### Notes:

- Placement Unit Supervisor will be able to click on boxes to display detailed statuses of all placement requests. This includes:
  - Number of **RDS Worker Unassigned** to placement requests.
  - Number of child placements **Need Matching**
  - Number of placements **Pending Approval**
  - Number of placement **Approved/Denied**
  - Number of children **Placed/Exited**

## **Placement Matching**

The Placement Matching process is typically completed by the RDS Worker. However, the Placement Unit Supervisor has access and security to complete the necessary steps for locating potential placement providers through the Placement Matching screens in FACES.NET.

For detailed Placement Matching steps, refer to the **Resource Development Specialist** section of guide.

## **Placement Efforts History**

The Placement Efforts History will show a listing of all efforts made to place a child with a provider. This section will include the Provider details, Placement Status, Outreach Date, and Denial Reason. RDS Workers will be able to view the Placement Efforts History

This section will review how to access a child's Placement Efforts History.

Steps include:

*After accessing the Social Worker Request Form*

Step 1: Click on **Placement Efforts History**.

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Denotes Required Fields Denotes Half-Mandatory Fields Denotes AFCARS Fields

**Client Name:** KEYSHAWN JACKSON  
Client ID: 1166155 Referral ID: 795011 Case ID: N/A  
Date of Birth: 10/18/2006 Sex: Male

**New Placement Request**

☐ Include Voiced/Denied Placement Requests

**Case ID:**  
Request Date: 12/3/2018 Requestor: HERBERT CARR  
Request Type: Planned RDS Assigned: BELINDA BARTON  
Placement Start: Placement End:  
Placement Status: Need Matching

To add new placement request, please select 'New Placement Request' button above

**Placement Request Info**

**Placement Request Date:** 12/3/2018 **Date Placement Needed:** 11/26/2018

**Placement Type:** Paid **Request Type:** Planned **Request Reason:** Initial

**Worker:** HERBERT CARR **Supervisor:** KRISTIN GLAZIER **RDS Worker:** BELINDA BARTON

**Provider Name:** **Provider ID:** **Service:**

**Request Reason Category:**  
**Disruption Reason:**  
**# of Placements in last 12 months:** 0 **Disruption Staffing Participants:**

**Placement Request Notes:**  
Add any additional placement notes here...


**Youth Questionnaire**

- Does Youth/Teen have sexual acting out behaviors? Never
- Does the Youth/Teen have gang ties or affiliations? No
- Does the youth require transportation? Daily
- Does the youth require a LGBTQ placement? No
- Does the youth use drugs? Never
- Does the youth participate in extracurricular or community activities? Yes
- Is youth required to visit with bio-parents? Yes
- Is youth required to visit with pre-adopt/guardianship prospects? No
- Does youth have allergies (pets)? Yes
- Does youth have any food allergies/diet restrictions? No
- Does youth have physical limitations or special medical needs? No
- Does the youth have a child or is expecting? No
- Does youth have medical limitations that require assistance? No
- Does the youth require religious accommodations? Unknown
- Does youth have any pending legal issues? No
- Is the youth verbally aggressive (cursing, shouting, yelling)? No
- Is youth physically aggressive (tantrum, throw objects, hits)? No
- Does youth have developmental delays? No
- Does youth practice daily living skills (ie. Cleaning, cooking, washing clothes, etc.)? Yes

**Buttons:** Cancel, Placement Matching, Placement Efforts History, Save, Submit, Placement Entry, Placement Exit, Add Ons, Provider Eval, Void


Figure 3.4

Step 2: Review all placement efforts details.



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**Client Name: Barry Olsen**  
Client ID: 123456      Referral ID: NA      Case ID: 016341  
Date of Birth: 09/11/2010      Sex: Male

Placement Summary

**Placement Efforts History**

Provider ID	Provider Name	Status	Outreach Date	Denial Reason
163413	Sammy Ramirez	Denied	08/28/2018	Gender
710412	Angel Pratt	Denied	08/28/2018	Age
140012	Penny Samson	Denied	08/28/2018	Gender

Cancel

Figure 3.5



# SECTION 4: Placement Matching

## Performance Objectives

In this Section, the **Resource Development Specialist (RDS Worker)** will gain confidence in the ability to:

- Navigate to Placement Summary screen
- Access placement request assignments
- View Social Worker Placement Request Form to begin the Placement Matching
- Placement Matching
- Placement Efforts
- Request Placement Approval





## Practice Overview

During this exercise example, the RDS Worker will access placement assignments made by the Placement Unit Supervisor. The RDS Worker will review the Social Worker Request Form to begin the Placement Matching process. The placement matching process includes placing the child in the least restrictive foster home which best meets the child needs.

The automated matching process in FACES.NET will identify multiple potential placement providers using an algorithm which includes matching on the following areas at 50% rate:

- Child's Questionnaire responses against the Provider Questionnaire (*via Provider record*) responses
- Age
- Gender
- Vacancy
- Provider Availability
- Approved licensed homes
- School
- Ward

Providers can also be sorted based on Service level, Siblings to be placed together, etc. Please be aware that by checking or unchecking sorting options will determine/impact provider match search results return.

Up to three potentially matched provider homes can be temporarily flagged and placed on Hold status for 24 hours while business/practice details are being discussed and worked through. If a provider home is placed on Hold status, the vacancy rate for that particular home will decrease by one during the hold period. After 24 hours, the Hold flag will automatically discontinue, and the vacancy rate for that particular provider will increase by one.

RDS Workers can directly enter a request for placement. The Placement Unit Supervisory approval will be bypassed, and the administrative assignment will go directly to their workload.

For this example, we will be using the Referral record.

## My Placement Inbox

*After logging in to FACES, the RDS Worker will access their Placement Inbox.*

Steps Include:

Step 1: Place the cursor over the **Organizer tab**, then **Click My Tasks**.

Step 2: Select **My Placement Inbox** to access RDS Worker's placement assignments.

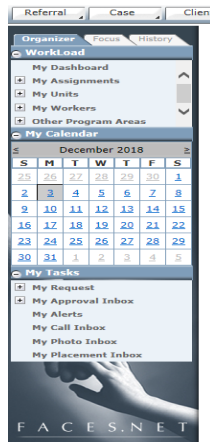


Figure 4.1

- Step 3: Select **My Placement Inbox** to access all **Social Worker Request Forms** assigned to RDS Worker.
- Step 4: Highlight client placement request record from inset grid.
- Step 5: Click **Show**. *The Social Worker Request Form will display.*

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FACES.NET											
<small>* Denotes Required Fields ** Denotes Half-Mandatory Fields * Denotes AFCARS Fields</small>											
<div>6 RDS Worker Unassigned</div> <div>49 Need Matching</div> <div>1 Pending Approval</div> <div>23 Approved/Denied</div> <div>516 Placed/Exited</div>											
Request Date/Time	Request Type	Request Reason	Client ID	Client Name	Entity ID	Entity Type	Social Worker	Removal Date	Placement Start Date	RDS Worker	Status
12/3/2018 1:25:35 PM	Planned	Initial	1166155	KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR		N/A	BELINDA BARTON	RDS Worker Unassigned
12/3/2018 1:13:46 PM	Planned	Disruption	1042972	ELIJAH HOWARD	209237	CASE	DARYL TURNER	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned
11/30/2018 11:57:18 AM	Planned	Initial	1091954	KARMONY WASHINGTON	209275	CASE	TAWANA BELL	04/24/2018	N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:27:44 PM	Planned	Initial	1166166	JENNY LATSON	209916	CASE	JULIA SYLVAIN		N/A	Select RDS Worker	RDS Worker Unassigned
11/29/2018 4:04:25 PM	Emergency	Initial	1166165	RUTH WILLIAMS	210053	CASE	JULIA SYLVAIN		N/A	Select RDS Worker	RDS Worker Unassigned
11/27/2018 3:14:41 PM	Emergency	Disruption	1042972	ELIJAH HOWARD	209237	CASE	AISHA KING	09/07/2016	N/A	Select RDS Worker	RDS Worker Unassigned

Figure 4.2

## Placement Matching

This section will review the steps for completing the placement matching process.

Steps include:

*After accessing the Social Worker Request Form*

- Step 1: The RDS Worker will review the Social Worker Request Form, and then click **Placement Matching**. *A listing of potential providers will display.*

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Denotes Required Fields
Denotes Half-Mandatory Fields
Denotes AFCARS Fields

**Client Name:** KEYSHAWN JACKSON  
Client ID: 1166155    Referral ID: 795011    Case ID: N/A  
Date of Birth: 10/18/2006    Sex: Male

New Placement Request

☐ Include Voided/Denied Placement Requests

**Case ID:**  
Request Date: 12/3/2018    Requestor: HERBERT CARR  
Request Type: Planned    RDS Assigned: BELINDA BARTON  
Placement Start:    Placement End:  
Placement Status: Need Matching

To add new placement request, please select 'New Placement Request' button above  
**Placement Request Info**  

Placement Request Date: 12/3/2018    Date Placement Needed: 11/26/2018

Placement Type: Paid  
Request Type: Planned  
Request Reason: Initial

Worker: HERBERT CARR  
Supervisor: KRISTIN GLAZIER  
RDS Worker: BELINDA BARTON

Provider Name:    Provider ID:    Service:

Request Reason Category:    Disruption Reason:

# of Placements in last 12 months: 0    Disruption Staffing Participants:

**Placement Request Notes:**  
Add any additional placement notes here...

**Youth Questionnaire**

- Does Youth/Teen have sexual acting out behaviors? Never
- Does the Youth/Teen have gang ties or affiliations? No
- Does the youth require transportation? Daily
- Does the youth require a LGBTQ placement? No
- Does the youth use drugs? Never
- Does the youth participate in extracurricular or community activities? Yes
- Is youth required to visit with bio-parents? Yes
- Is youth required to visit with pre-adopt/guardianship prospects? No
- Does youth have allergies (pets)? Yes
- Does youth have any food allergies/diet restrictions? No
- Does youth have physical limitations or special medical needs? No
- Does the youth have a child or is expecting? No
- Does youth have medical limitations that require assistance? No
- Does the youth require religious accommodations? Unknown
- Does youth have any pending legal issues? No
- Is the youth verbally aggressive (cursing, shouting, yelling)? No
- Is youth physically aggressive (tantrum, throw objects, hits)? No
- Does youth have developmental delays? No
- Does youth practice daily living skills (ie. Cleaning, cooking, washing clothes, etc.)? Yes

Cancel    Placement Matching    Placement Efforts History    Save    Submit

Placement Entry    Placement Exit    Add Ons    Provider Eval    Void

Figure 4.3

Step 2: *Optional:* The RDS Worker will have the option of placing up to three provider homes on hold status by checking the **Hold** checkbox by the Provider's Info, and click **Confirm Holds** to save. *Providers can only remain on hold status for 24 hours. After 24 hours, the hold status will automatically delete.*

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Notes Required Fields
Denotes Half-Mandatory Fields
Denotes AFCARS Fields

Client Name: KEYSHAWN JACKSON

Placement Summary

Date of Birth: 10/18/2006

Sex: Male

School: Brent Elementary School

Attending: Yes

Grade: Grade 6

Allergies: Apple,Peanuts,Pineapple

Placement Type: Paid

Request Reason: Initial

Date Placement Needed: 11/26/2018

Provider ID:

Service: Room & Board/Safe Haven

☒ Available
☒ Age
☐ Lead Inspection
☐ SOY
☐ Siblings in Care
☐ School

☒ Vacancy
☒ Gender
☐ Group Homes
☐ Ward of Residence
☐ Interval

Search

Figure 4.4

Step 3: Select **Placement Efforts** to document details concerning outreach efforts or attempts toward placing a child with a placement provider home.



#### Notes:

- Click on Map It to view a location map of the provider's home.
- Additional details pertaining to the provider is also available
- Click on provider's name for additional provider information and information on children currently placed in the home.
- Known Providers who may not show in placement Matching return, can be accessed by entering the provider's ID number in the **Provider ID** field, then click **Search**.

Step 4: Enter details on the **Placement Efforts** screen.

Step 5: Click **Save** to save data.

Step 6: Click **Close** to close the screen.

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ids \*\* Denotes Half-Mandatory Fields

re: KEYSHAWN

Date  
Sex:  
Home  
Health

nt Elementary School  
Yes  
de 6  
pple, Peanuts, Pineapple

PROVIDER INFO

Agency:  
Provider Type: CFSA Foster Homes  
License Capacity: 1  
Sibling in Care: N  
Provider Category: Non-Contracted  
Agency: NCCF  
Provider Type: CFSA Foster Homes  
License Capacity: 1  
Sibling in Care: N  
Provider Category: Contracted  
Agency:  
Provider Type: CFSA Foster Homes  
License Capacity: 2  
Sibling in Care: N  
Provider Category: Non-Contracted  
Agency:  
Provider Name: CLARENCE AND ADRIENNE  
%Match: 83.02

**Placement Efforts**

Agency Name	Type	Last Name	Status
10033290	ZORITA CARRINGTON	CFSA/Non-Contracted	Accepted

Provider ID: 10033290  
Provider Name: ZORITA CARRINGTON  
Provider Type: CFSA/Non-Contracted  
Provider Address: 639 I. Washington District of Columbia 20003  
Ward #: 6  
Agency: Regular  
License Type: Regular  
Outreach Date: 12/5/2018  
Status: Accepted  
Denial Reason(s):  
Justification:  
Referral Reason:

Close New Save

Date Placement Needed: 11/26/2018  
School  
Interval  
Search  
Placement Efforts  
Placement Efforts  
Placement Efforts

Figure 4.5

- Step 7: Click **Select** by placing a check in the box to select the provider home for placement.
- Step 8: Click **Placement Approval**. *The placement request will be automatically sent to Placement Unit Supervisors Inbox for approval.*

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notes Required Fields
Denotes Half-Mandatory Fields
Denotes APCARS Fields

Client Name: KEYSHAWN JACKSON

Placement Summary

Age: 12  
School: Brent Elementary School  
Attending: Yes  
Grade: Grade 6  
Allergies: Apple, Peanuts, Pineapple

Date of Birth: 10/18/2006  
Sex: Male  
Home Ward:  
Health Details:

Placement Type: Paid
Request Reason: Initial
Date Placement Needed: 11/26/2018

Provider ID:

Service: Room & Board/Safe Haven

☒ Available
☒ Age
☐ Lead Inspection
☐ SOY
☐ Siblings in Care
☐ School

☒ Vacancy
☒ Gender
☐ Group Homes
☐ Ward of Residence
☐ Interval

Search

SELECT	PROVIDER INFO	HOLD
<input checked="" type="checkbox"/>	Agency: CFSA Foster Homes Provider Type: CFSA Foster Homes License Capacity: 1 Sibling in Care: N Provider Category: Non-Contracted	<div> Provider Name: ZORITA CARRINGTON  Hold: 0  License Exp Date: 29-AUG-19  Lead Inspection: N </div> <div> %Match: 86.79  Occupied: 0/1  School: 1.3 miles  <a href="#">Map It</a> </div> <div> <input type="checkbox"/> <div>Provider Details</div> <div>Placement Efforts</div> </div>
<input type="checkbox"/>	Agency: NCCF Provider Type: CFSA Foster Homes License Capacity: 1 Sibling in Care: N Provider Category: Contracted	<div> Provider Name: MALCOLM AND KESIAH ARCHER  Hold: 0  License Exp Date: 31-DEC-18  Lead Inspection: N </div> <div> %Match: 86.79  Occupied: 0/1  School: 11.4 miles  <a href="#">Map It</a> </div> <div> <input type="checkbox"/> <div>Provider Details</div> <div>Placement Efforts</div> </div>
<input type="checkbox"/>	Agency: CFSA Foster Homes Provider Type: CFSA Foster Homes License Capacity: 2 Sibling in Care: N Provider Category: Non-Contracted	<div> Provider Name: WILLIS MITCHELL  Hold: 0  License Exp Date: 06-JUN-20  Lead Inspection: N </div> <div> %Match: 84.91  Occupied: 1/2  School: 1.5 miles  <a href="#">Map It</a> </div> <div> <input type="checkbox"/> <div>Provider Details</div> <div>Placement Efforts</div> </div>
<input type="checkbox"/>	Agency: CFSA Foster Homes Provider Type: CFSA Foster Homes License Capacity: 2 Sibling in Care: N Provider Category: Non-Contracted	<div> Provider Name: JEFFREY BLACK  Hold: 0  License Exp Date: 26-FEB-20  Lead Inspection: N </div> <div> %Match: 75.47  Occupied: 0/2  School: 2.5 miles  <a href="#">Map It</a> </div> <div> <input type="checkbox"/> <div>Provider Details</div> <div>Placement Efforts</div> </div>

1 2 3 4 5

Page size: 10

49 items in 5 pages

Cancel
Placement Approval
Confirm Holds

Figure 4.6

Step 9: Select **Request** to request approval.

Step 10: Click **OK**.

Step 11: Click **Close**.





# SECTION 5: Placement Approval

## Performance Objectives

In this Section, the **Placement Unit Supervisor** will gain confidence in the ability to:

- Access Placements Pending Approval
- Approve/Deny Placement Requests





## Practice Overview

During this exercise example, the Placement Unit Supervisor will approve or deny placement request sent by the RDS Worker.

### My Placement Inbox

*After logging in to FACES, the Placement Unit Supervisor will access the Placement Inbox.*

Steps Include:

- Step 1: Place the cursor over the **Organizer** tab, then **Click My Tasks**.
- Step 2: Select **My Placement Inbox** to access the placement request for approval from RDS Worker.

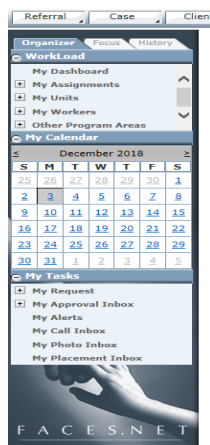


Figure 5.1

- Step 3: Click on the **Pending Approval** box.

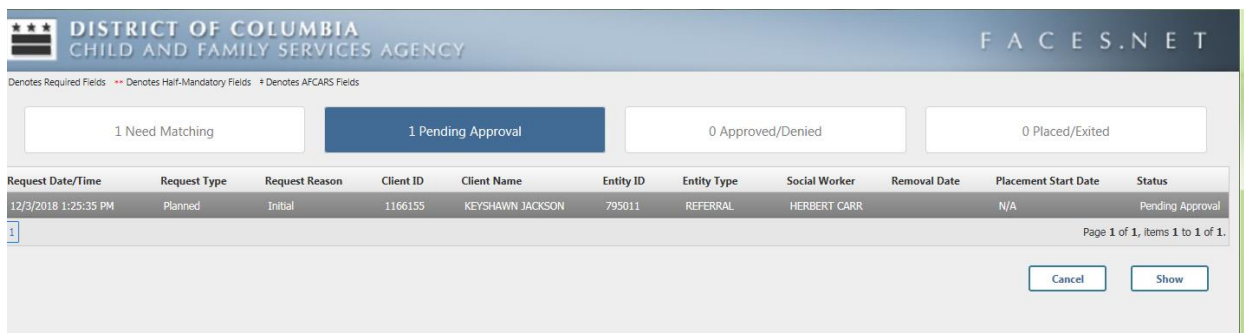


Figure 5.2

- Step 4: Highlight placement request that requires approval.

Step 7: Click **Placement Matching**.

Figure 5.3

Step 8: Select **Placement Approval**.

Client Name: KEYSHAWN JACKSON  
 Date of Birth: 10/18/2006  
 Sex: Male  
 School: Brent Elementary School  
 Home Ward:  
 Health Details:  
 Attending: Yes  
 Grade: Grade 6  
 Allergies: Apple, Peanuts, Pineapple

Placement Type: Paid  
 Request Reason: Initial  
 Date Placement Needed: 11/26/2018

Provider ID:  
 Service: Room & Board/Safe Haven

Available ☒ Age ☒ Lead Inspection ☐ SOY ☐ Siblings in Care ☐ School ☐  
 Vacancy ☒ Gender ☒ Group Homes ☐ Ward of Residence ☐ Interval ☐

SELECT	PROVIDER INFO	HOLD
<input checked="" type="checkbox"/>	Agency: ZORITA CARRINGTON Provider Type: CFSA Foster Homes License Capacity: 1 Sibling in Care: N Provider Category: Non-Contracted	%Match: 86.79 Occupied: 0/1 License Exp Date: 29-AUG-19 School: 1.3 miles Lead Inspection: N <a href="#">Map It</a>

Buttons: Cancel, Placement Approval, Confirm Holds

Figure 5.4

Step 9: Select **Approve**.

Step 10: Click **Ok**.

Client Name: KEYSHAWN JACKSON  
 Date: 11/26/2018  
 Sex: Male  
 School: Brent Elementary School  
 Home Ward:  
 Health Details:  
 Attending: Yes  
 Grade: Grade 6  
 Allergies: Apple, Peanuts, Pineapple

Approval

Requesting Worker	Request Date	Approve/Deny/Send Back Worker	Approve/Deny/Send Back Date
BARTON BELINDA	12/5/2018 4:00:44 PM	BARTON, BELINDA - Child Informa	Wednesday, December 05, 2018

Requesting Worker: BARTON BELINDA  
 Approving Worker: BARTON, BELINDA - Child Information  
 Approving Date: Wednesday, December 05, 2018  
 Reason:   
 Comments:   
 Request ☒ Deny ☐ Approve ☒ Send Back ☐

Buttons: Close, Ok

Figure 5.5

Placement Unit Supervisor will be able access all Approved/Denied placement requests

***Navigate back to My Placement Inbox***

Step 1: Click **Approved/Denied** box.

Step 2: Highlight placement recently approved.

Step 3: Click **Show**.

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\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

1 Need Matching 0 Pending Approval 1 Approved/Denied 0 Placed/Exited

Request Date/Time	Request Type	Request Reason	Client ID	Client Name	Entity ID	Entity Type	Social Worker	Removal Date	Placement Start Date	Status
12/3/2018 1:25:35 PM	Planned	Initial	1166155	KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR		N/A	Approved

Page 1 of 1, Items 1 to 1 of 1

Cancel Show

**Figure 5.6**

# SECTION 6: Placement Entry

## Performance Objectives

In this Section, the **Reconciliation Unit** worker will gain confidence in the ability to:

- Access Workload for Approved Placement Requests
- Enter Child in Placement
- Non Paid Placement Entry





## Practice Overview

During this exercise example, the Reconciliation Unit worker will place a child with a provider.

### Email Notification

After logging in to FACES, the Reconciliation Unit worker will receive an email notification once a placement request has been approved by the Placement Unit Supervisor.

The Reconciliation Unit worker will access the placement assignment via their Workload. An Administrative Assignment with Case and Client information will show in workload.

Steps Include:

Step 4: Place the cursor over the **Organizer tab**, then Click **My Assignments**.

Step 5: Highlight client record for placement entry.

Step 6: Click **Show**.

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Referral Case Client Provider Admin PPW

Admin System Administration Data Exchange Workload Transfer Staff Training Fin Admin Alerts File Cabinet More

Organizer Focus History

In Focus

User Name: BELINDA D. BARTON

Entity Type: Referral-CPS

Entity Name: JACKSON

Entity ID: 795011

Entity Type: Client

Entity Name: KEYSHAWN JACKSON

Entity ID: 1166155

**WorkLoad List**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Case / Intake / Other Listing

Program Area\* Placement Services Adm - SSD I

Unit WYLIE, D'ERRICO - Supportive Svcs Div 1 - Res Dev Unit 3 204

Workers KING, AISHA L.

ID	Restricted	Type	Responsibility	Referral Type	Name	Client	Date Assigned	Open Date	Resp. Time
10037441		Provider	Primary		FSK UNIVERSITY	BLUE PLAID	08/16/2018	08/16/2018	
795013		Investigation - CPS	Administrative	Abuse	Plaid	BLUE PLAID	12/05/2018	12/05/2018	
795011		Investigation - CPS	Administrative	Neglect	Jackson	KEYSHAWN JACKSON	12/05/2018	11/26/2018	
794511		Investigation - CPS	Administrative	Abuse	Jackson	MARY JACKSON	11/19/2018	11/07/2018	
793649		Investigation - CPS	Administrative	Abuse	Sule	ANAYA SULE	11/30/2018	10/22/2018	
793578		Investigation - CPS	Administrative	Sexual Abuse	DE ESCOBOR	CHRISTOPHER LOZAN	12/05/2018	10/19/2018	
573944		Investigation - CPS	Administrative	Abuse	COLE	SONJA COLE	11/26/2018	05/22/2000	Immediately Upon R
211337		Case	Administrative		keuat1	BELOWSEVENMALE	11/26/2018	11/26/2018	
211337		Case	Administrative		keuat1	BELOWSEVENMALE	11/26/2018	11/26/2018	
211337		Case	Administrative		keuat1	BELOWSEVENMALE	11/26/2018	11/26/2018	

\*\*\* Indicates Restricted or "A" Indicates Restricted && Adoption Security or 'A' Indicates Adoption Security

Show Caseload Transfer Summary Edit Name Print Worker Call Inbox

Restrict Contacts Assign/Transfer Close Case Cancel Alerts Worker Dashboard

Figure 6.1

Step 7: Hold cursor over **Referral**, **Placement**, and then **Place**.

Step 8: Click **Placement Summary**.



Figure 6.2

Step 9: Select client's name.

Step 10: Click **Show**.

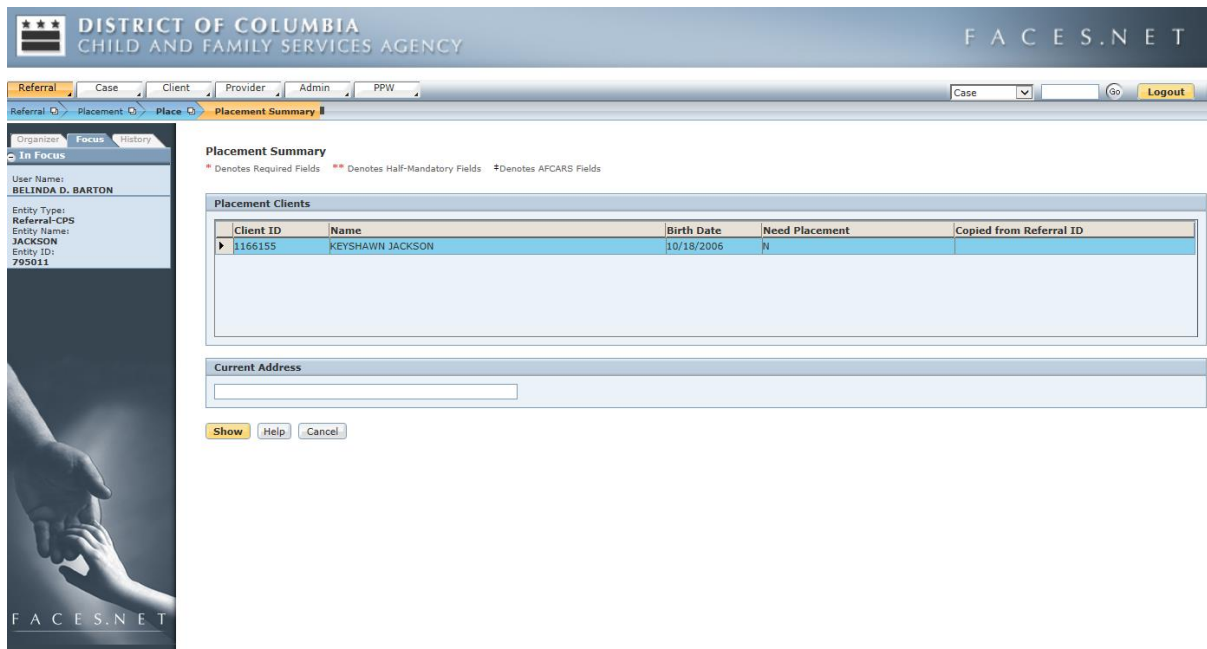


Figure 6.3



Step 11: Select **Placement Summary**.

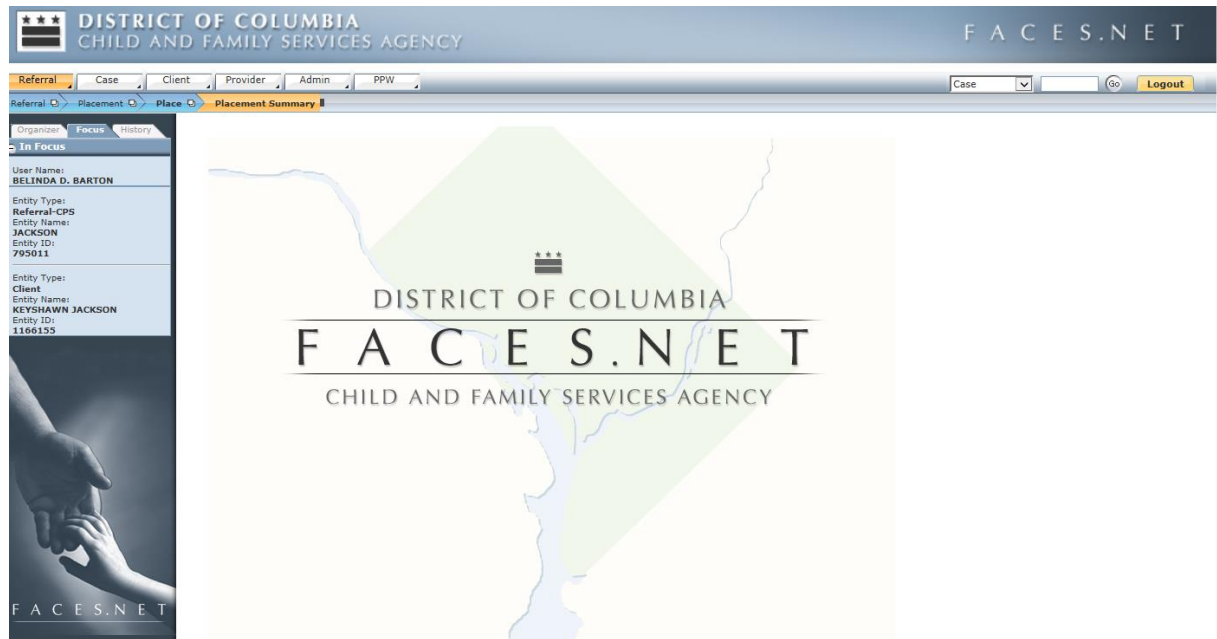


Figure 6.4

Step 12: Review **Placement Summary**.

Step 13: Click **Placement Entry**.



**Notes:**

- For CPS placements, a Case must be created using Case Connect screen prior to entering in placement.

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\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    # Denotes AF-CARS Fields

**Client Name: KEYSHAWN JACKSON**  
Client ID: 1166155    Referral ID: 795011    Case ID: N/A  
Date of Birth: 10/18/2006    Sex: Male

New Placement Request

☐ Include Voiced/Denied Placement Requests

**Case ID:**  
Request Date: 12/3/2018    Requestor: HERBERT CARR  
Request Type: Planned    RDS Assigned: BELINDA BARTON  
Placement Start:    Placement End:  
Placement Status: Approved

To add new placement request, please select 'New Placement Request' button above  
**Placement Request Info**  

Placement Request Date  
12/3/2018

Date Placement Needed  
11/26/2018

Placement Type  
Paid

Request Type  
Planned

Request Reason  
Initial

Worker  
HERBERT CARR

Supervisor  
KRISTIN GLAZIER

RDS Worker  
BELINDA BARTON

Provider Name  
ZORITA LASHAUN CARRINGTON

Provider ID  
10033290

Service  
Room & Board/Safe Haven

Request Reason Category

Disruption Reason

# of Placements in last 12 months  
0

Disruption Staffing Participants: (Max Characters: 4000)  
Number of characters entered: 0

Placement Request Notes: (Max Characters: 1500)  
Add any additional placement notes here...

Number of characters entered: 42

**Youth Questionnaire**

- Does Youth/Teen have sexual acting out behaviors? Never
- Does the Youth/Teen have gang ties or affiliations? No
- Does the youth require transportation? Daily
- Does the youth require a LGBTQ placement? No
- Does the youth use drugs? Never
- Does the youth participate in extracurricular or community activities? Yes
- Is youth required to visit with bio-parents? Yes
- Is youth required to visit with pre-adopt/guardianship prospects? No
- Does youth have allergies (pets)? Yes
- Does youth have any food allergies/diet restrictions? No
- Does youth have physical limitations or special medical needs? No
- Does the youth have a child or is expecting? No
- Does youth have medical limitations that require assistance? No
- Does the youth require religious accommodations? Unknown
- Does youth have any pending legal issues? No
- Is the youth verbally aggressive (cursing, shouting, yelling)? No
- Is youth physically aggressive (tantrum, throw objects, hits)? No
- Does youth have developmental delays? No
- Does youth practice daily living skills (ie. Cleaning, cooking, washing clothes, etc.)? Yes

Cancel    Placement Matching    Placement Efforts History    Save    Submit


Placement Entry    Placement Exit    Add Ons    Provider Eval    Void

Figure 6.5

Step 14: Enter **Social Worker Entry Date** and **Time**.

Step 15: Enter all mandatory and applicable fields.

Step 16: Click **Save**.



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\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    \* Denotes AFCARS Fields

Creation Date:  
11/26/2018

Created By:  
KEYSHAWN JACKSON

Client Name:  
KEYSHAWN JACKSON

Client ID:  
1166155

Case ID:  
211340

Provider ID:  
10033290

Provider Name:  
ZORITA LASHAUN CARRINGTON

Placement Summary

Entry Details    Provider Details    Services

Social Worker Entry Date -  
12/5/2018

Entry Time -  
10:00 AM

Last Updated By

Last Updated Date

Provider Entry Date

Entry Time

Last Updated By

Last Updated Date

Placement Unit Entry Date

Entry Time

Last Updated By

Last Updated Date

Medicaid Paid Placement  
No

Type of Care  
Traditional Foster Home

Foster Parent Signed Letter of Intent to Adopt

Petition for Adoption

Supporting Info

☐ ICPC Approved

Date

Placement Mandates -  
Close Proximity, Most Family-Like

Cancel

Save

Find Provider

Figure 6.6

***Child's Placement Entry is Complete!***

## Non-Paid Placement

The Placement Unit Supervisor and Reconciliation Unit worker will have the ability to enter non-paid placements.

To complete a non-paid placement, the Request Form must be completed by the Social Worker or the RDS worker.

The Client Questionnaire is not mandatory for non-paid placements.

**Notes:**