DISTRICT OF COLUMBIA FACES.NET CHILD AND FAMILY SERVICES AGENCY

PLACEMENT MATCHING PROCESS GUIDE

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PREFACE

Course Objectives

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Course Objectives

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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 intial 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



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





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**.

CHILD AND	OF COLUMBIA Family Services Agency			FACES.NE	Т
Referral Case Client Provide Referral O Placement O Client List Place O	er Admin			Case 🔽 🕼 🔒	Logout
Organizar Focus History In Focus User Name: HERBERT L. CARR	Select Client • Denotes Required Fields • Denotes Half-Mandatory Fields • Denotes AFCAR Denotes Cliente	S Fields			
Entby Typei Referral-D95 Entby Linnas: JACCSION 795011	Client ID Name Litesis Litesis Keyshawn Jackson	Birth Date	Need Placement N	Capied from Referral ID	
FACES.NET	Current Address				

Figure 2.2

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





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.

	CHILD AND FAMILY SERV	ICES AGENCY			I	FACES.	ΝΕΤ
notes Require	d Fields 😁 Denotes Half-Mandatory Fields 👎 Denotes AFCAF	RS Fields					
8	Client Name: KEYSHAWN JACKSON Client ID: 1166155 Referral ID: 795011 Date of Birth:	Case ID: N/A Sex: Male				New Placen	nent Request
No placemer	t episode history found		To add new placement request, please sele Placement Request Info	ct 'New Placement Request' but	ton above		
			Placement Request Date		Date Placement Need	led *	
			Placement Type *	Request Type	•	Request Reason *	
			Worker	Supervisor		RDS Worker	
			Provider Name	Provider ID		Service	
			Request Reason Category		Disruption Reason		
			# of Placements in last 12 months	Disruption Staffing			Ť
			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 ID: 1166155 Date of Birth:	Referral ID: 795011	Case ID: N/ Sex: Male	A				Placement Summary
New Placement Rec	uest						
Placement Request Info				1	outh Questionnaire •		
Placement Request Date		Date Placement N	eeded *	1	. Does Youth/Teen have sexual acting o	ut behaviors?	Never
Discourse to Trunce a	Downed Truck	11/26/2018	Demuse Demus	2	Does the Youth/Teen have gang ties o	r affiliations?	No
Placement Type -	Request Type -		Initial	3	Does the youth require transportation	?	Daily
Worker	Supervisor		RDS Worker	4	. Does the youth require a LGBTQ place	ment?	No
				5	Does the youth use drugs?		Never
Provider Name	Provider ID		Service	6	. Does the youth participate in extracur	icular or community activities?	Yes 💌
				7	. Is youth required to visit with bio-pare	nts?	Yes 💌
Request Reason Category		Disruption Reason		8	. Is youth required to visit with pre-ado	ot/guardianship prospects?	No
	· · · · · · · · · · · · · · · · · · ·			• g	. Does youth have allergies (pets)?		Yes
# of Placements in last 12 months	Disruption Staffing			1	0. Does youth have any food allergies/di	et restrictions?	No
•				1	 Does youth have physical limitations o 	r special medical needs?	No
Placement Request Notes:				1	Does the youth have a child or is expension	cting?	No
Add any additional placement note	s here			1	3 Does youth have medical limitations th	nat require assistance?	Ne
				1	 Does the youth require religious according to the point of the point o	nmodations?	No .
				1	 Does use you'r require religious accor Does use the base any pending legal is: 		Unknown
				1	5. Does youth have any pending legal iss	ues:	No
					 Is the youth verbally aggressive (cursing) 	ig, snouting, yeiling)?	No
				1	Is youth physically aggressive (tantrum	, throw objects, hits)?	No
				1	Does youth have developmental delay	s?	No
				1	Does youth practice daily living skills (i	e. 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.

-								
Θ	Client Name: KEYSH Client ID: 1166155 Date of Birth:	AWN JACKSON Referral ID: 795011	Case ID: N/A Sex: Male					New Placement Request
Include Vo	oided/Denied Placement Re	equests						
Case ID:		Incomplete 🧉		Placement Request Info				
Request Date	e:	Requestor: HERE	IERT CARR	Disconnent Perment Date			Date Blacement Need	
Request Type	e: Planned	RDS Assigned:		Placement Request Date			11/26/2018	eg -
Placement St	tart:	Placement End:		Placement Type -		Request Type		Request Reason -
Placement St	tatus:			Paid	*	Planned		Initial
				Worker		Supervisor		RDS Worker
				HERBERT CARR		KRISTIN GLAZIER		
				Provider Name		Provider ID		Service
				Request Reason Category			Disruption Reason	
						*		
				# of Placements in last 12 months		Disruption Staffing		
				0				
				Placement Request Notes:				
				Add any additional placement notes	here			
				Youth Questionnaire •				

Figure 2.6

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

* Denotes Require	ed Fields ** Denotes Half-Mandate	ory Fields * Denotes AFCARS	Fields						
Θ	Client Name: KEYSHAV Client ID: 1166155 Date of Birth: 10/18/2006	VN JACKSON Referral ID: 795011	Case ID: N/A Sex: Male					New Placement R	lequest
Include Vo	oided/Denied Placement Requ	uests							
Case ID:				To add new placement red	quest, please select 'Nev	w Placement Request' buttor	n above		
Request Date	e: 12/3/2018	Requestor: HER	BERT CARR	Placement Request In	fo				
Request Type	e: Planned	RDS Assigned:		Placement Request Date			Date Placement Needed		
Placement St	tart:	Placement End:		12/3/2018			11/26/2018		Ċ.
Placement St	tatus: RDS Worker Unassigned			Placement Type =		Request Type *	Re	quest Reason =	
				Paid	*	Planned	• II	nitial	٣
				Worker		Supervisor	RD	OS Worker	
				HERBERT CARR		KRISTIN GLAZIER			
				Provider Name		Provider ID	Se	rvice	
				Request Reason Categor	v				
							. v		
				Disruption Reason					
							v		
				# of Placements in last 1	2 months	Disruption Staffing Part	ticipants		
				0					
				Placement Request Note	is:				
				Add any additional place	ement notes here				
				Disruption Reason # of Placements in last 1 0 Placement Request Note Add any additional place	2 months	Disruption Staffing Part	v		

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**.

CHILD AND F	COLUMBI	I A Ces agency					FAC	ES.N	ЕТ
Denotes Required Fields Denotes Half-Mandato	ory Fields * Denotes AFCARS F	Fields							
Client Name: KEYSHAV Client ID: 1166155 Date of Birth: 10/18/2006	VN JACKSON Referral ID: 795011	Case ID: N/A Sex: Male						New Placement	Request
Include Voided/Denied Placement Requ	Jests								
Case ID: Request Date: 12/3/2018	Requestor: HERE	BERT CARR	To add new placement request, p Placement Request Info	ilease select 'Ne	w Placement Request' buttor	n above			
Request Type: Planned	RDS Assigned: 8	ELINDA BARTON	Placement Request Date			Date Placement Nee	ded •		
Placement Start:	Placement End:		12/3/2018			11/26/2018			8
Placement Status: Need Matching			Placement Type *		Request Type -		Request Rea	ason *	
			Paid	*	Planned	•	Initial		*
			Worker		Supervisor		RDS Worker	r	
			HERBERT CARR		KRISTIN GLAZIER		BELINDA B	ARTON	
			Provider Name		Provider ID		Service		
			Request Reason Category						
							*		
			Disruption Reason						
			# of Placements in last 12 mon	ths	Disruption Staffing Part	ticipants			
			Placement Request Notes:						
			Add any additional placement	otes 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





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.



- 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.

CHILD	DISTRICT OF COLUMBIA FACES.NET Child and family services agency FACES.NET											
Denotes Required Fields ** D	enotes Half-Manda	tory Fields	RS Fields									
6 RDS Work	er Unassigne	d	49 Need Matchi	ing	1 Penc	ling Approv	al	23 Ap	pproved/Denied	516	Place	ed/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			KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR			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	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
1											Pag	e 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.

6 RDS Work	ter Unassigne	ed	49 Need Mat	ching	1 Pend	ling Approv	ral	23 Ap	pproved/Denied	516	Plac	ed/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			KEYSHAWN JACKSON	795011	REFERRAL	HERBERT CARR			BELINDA BARTON	•	RDS Worker Unassigne
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 Unassigne
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 Unassigne
11/29/2018 4:27:44 PM	Planned	Initial	1166166	JENNY LATSON	209916	CASE	JULIA SYLVAIN		N/A	Select RDS Worker	•	RDS Worker Unassigne
11/29/2018 4:04:25 PM	Emergency	Initial	1166165	RUTH WILLIAMS	210053	CASE	JULIA SYLVAIN		N/A	Select RDS Worker	•	RDS Worker Unassigne
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 Unassigne
1											Pag	e 1 of 1, items 1 to 6 of

Figure 3.3

Notes:

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

CHIL	TRICT OF CO	Y SERVIC	A Les Agency					ACES.	NET
Denotes Required Fields	** Denotes Half-Mandatory Fields	Denotes AFCARS Fit	elds						
B Client Client Date	nt Name: KEYSHAWN JACK t ID: 1166155 Referral I of Birth: 10/18/2006	SON ID: 795011	Case ID: N/A Sex: Male					New Placeme	ent Request
Include Voided/De	nied Placement Requests								
Case ID:				To add new placement request, p	lease select 'Ne	ew Placement Request' button a	bove		
Request Date: 12/3/2	018	Requestor: HERBE	ERT CARR	Placement Request Info					
Request Type: Planne	d I	RDS Assigned: BE	LINDA BARTON	Placement Resuret Date			ate Discoment Need	and a	
Placement Start:		Placement End:		12/3/2018			11/26/2018	eu -	6
Placement Status Na	ed Matching			Placement Type *		Request Type		Request Reason *	
- meening and an inc	and matching			Paid	•	Planned	+	Initial	•
				Worker		Supervisor		RDS Worker	
				HERBERT CARR		KRISTIN GLAZIER		BELINDA BARTON	
				Provider Name		Provider ID		Service	
				Request Reason Category					
				Disruption Reason					
				# of Planaments in last 42	h-1	Discustion Staffing David		*	
				0	ns	Disruption Starting Partici	pants		
				Placement Request Notes:					
				Youth Questionnaire -					
				1. Does Youth/Teen have set	ual acting out	behaviors?		Never	×
				2. Does the Youth/Teen have	gang ties or a	ffiliations?		No	
				3. Does the youth require tra	nsportation?			Daily	
				4. Does the youth require a	GBTQ placeme	ent?		No	
				5. Does the youth use drugs	1			Never	
				 Does the youth participate 	in extracurricu	alar or community activities?		Ves	
				7. Is youth required to visit v	ith bio-parents	\$?		Ves	
				 Is youth required to visit y 	ith pre-adopt/	quardianship prospects?		No	
				9. Does youth have allergies	(pets)?			Ves	
				10. Does youth have any food	allergies/diet	restrictions?		No	
				11. Does youth have physical	limitations or s	pecial medical needs?		No	10
				12. Does the youth have a chi	ld or is expection	ng?		No	
				13. Does youth have medical	imitations that	require assistance?		No	
				14. Does the youth require re	igious accomm	nodations?		Unknown	100
				15. Does youth have any nem	fing legal issue	</td <td></td> <td>No</td> <td></td>		No	
				16 Is the youth verbally apon	esive (nursing	shouting velling)?		No	10
				17. Is unoth physically approx	live (tantour +	brow objects, bits12		No	
				18 Does youth have developed	nental delaw?	and and eres in the		No	123
				10. Does youth have develop	living skills (in	Cleaning spoking washing clot	has ate 17	NO	101
					iving skills (le.	creating, cooking, washing clot	nea, etc.J:	Yes	
	Cancel	Place	ement Matching	Placement Efforts History		Save		Submit	

Figure 3.4

Step 2: Review all placement efforts details.

Client ID:12345 Date of Birth: 0	6 Referral ID: NA 9/11/ 2010	Case ID:016341 Sex: Male		Placement Sum
Placement Efforts Provider ID	History 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

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



Aractice 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
- o Age
- o Gender
- o Vacancy
- o Provider Availability
- o Approved licensed homes
- o School
- 0 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.



- 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.

CHILD	AND F	F COLUM	I <mark>BIA</mark> Vices agi	ENCY						FAC	E	S.NET
Denotes Required Fields ** D	enotes Half-Mand	latory Fields # Denotes AF	CARS Fields									
6 RDS Work	er Unassigne	ed	49 Need Mat	ching	1 Penc	ling Approv	al	23 Ap	pproved/Denied	516	Plac	ed/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	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
1											Pa	ge 1 of 1, items 1 to 6 of (
									Car	Show]	Save



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*.

CHILD AND FAI	MILY SERVICES AGENCY						
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Client Name: KEYSHAWN Client ID: 1166155	A JACKSON Referral ID: 795011 Case ID: N/A					New Placeme	ent Request
Include Voided/Denied Placement Reque	Sex Male						
se ID:		To add new placement request.	please select 'Ne	w Placement Request' but	ton above		
quest Date: 12/3/2018	Requestor HERBERT CARR	Placement Request Info	picase seneer rie	in nacement nequest but			
quest Type: Disposed	PDS Arrighted PELINIDA BARTON						
quest Type. Finited	Discovent End	Placement Request Date			11/26/2018	ded *	
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ement status: Need Matching		Paid		Planned	*	Initial	
		Worker		Supervisor		RDS Worker	
		HERBERT CARR		KRISTIN GLAZIER		BELINDA BARTON	
		Provider Name		Provider ID		Service	
		Request Reason Category					
		Discussion Person				*	
		Disruption Reason					
		# of Placements in last 12 mo	nths	Disruption Staffing P	articipants		
		Placement Request Notes:					
		Youth Questionnaire *					
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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.*

D C	ISTRICT OF	COLUM MILY SERV	BIA Vices Age	NCY						FAC	ES.NET
notes Required F	ields •• Denotes Half-Mandatory	/ Fields + Denotes AFC	ARS Fields								
Client Nar JACKSON	ne: KEYSHAWN	Placement Sur	nmary 8/2006	Placement Type:	Paid	٣	Request Reason:	Initial	٣	Date Placement Needed:	11/26/2018
Age: 12 School: Br	ent Elementary School	Sex: Male Home Ward:		Provider ID:			٩	Service:	Room & Board/Safe Haven		٩
Attending: Grade: Gra	Yes ade 6 Annie Peanutz Pineannie	Health Details:		☑ Available ☑ Vacancy		Age Gender	Lead Inspection	SOY Group Hor	Siblings in Care Ward of Residence	School Interval	Search
Anergies:	Apple, realious, rineapple										
SELECT	PROVIDER INFO							HOLD	1		
	Agency: Provider Type: CFSA Foster H License Capacity: 1 Sibling in Care: N	Homes	Provider Name: ZOF Hold: 0 License Exp Date: 29 Lead Inspection: N	RITA CARRINGTON		%Match: 86.79 Occupied: 0/1 School: 1.3 miles Map It		\checkmark	Provider Details	Placemen	t Efforts
	Provider Category: Non-Cont	tracted									
	Agency: NCCF Provider Type: CFSA Foster H License Capacity: 1 Sibling in Care: N Provider Category: Contracter	Homes	Provider Name: MA ARCHER Hold: 0 License Exp Date: 3 Lead Inspection: N	LCOLM AND KESIAH L-DEC-18		%Match: 86.79 Occupied: 0/1 School: 11.4 miles <u>Map It</u>			Provider Details	Placemen	t Efforts
	Agency: Provider Type: CFSA Foster H License Capacity: 2 Sibling in Care: N Provider Category: Non-Com	Homes tracted	Provider Name: WIL Hold: 0 License Exp Date: 00 Lead Inspection: N	LIS MITCHELL 5-JUN-20		%Match: 84.91 Occupied: 1/2 School: 1.5 miles <u>Map It</u>			Provider Details	Placemen	t Efforts
	Agency:		Provider Name: CLA	RENCE AND ADRIEN	INE	%Match: 83.02					

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.

I strict of Hild and Fa	COL	L umbia Services agei	NCY			FACES.NET
elds 🚥 Denotes Half-Mandato	ry Fields					
e: KEYSHAWN	Р	Placement Efforts				Date Placement 11/26/2018
	Date	Agency Name	Туре	Last Name Stat	tus 🔨	
	Sex:				~	
nt Elementary School	Home					
Yes	Healt	Provider ID	Provider Name	Provider Type		
de 6		10033290	ZORITA CARRINGTON	CFSA/Non-Contracted		School Search
pple,Peanuts,Pineapple		Provider Address		Ward #		:e 🗆 Interval
	_	639 I. Washington District of G	Columbia 20003	6		
		Agency	License Type	Outreach Date *		
PROVIDER INFO			Regular	12/5/2018		
Agency:		C • •				
Provider Type: CFSA Foster	Homes	Accepted	v Deni	al Reason(s)	-	
Cit line in Court N		Accelea				Placement Efforts
Sibling in Care: N		Justification	Refe	rral Reason		
Provider Category: Non-Co	nuactec					
Agency: NCCF						
Provider Type: CESA Foster	Homes					
License Capacity: 1				Close	Save	Placement Efforts
Sibling in Care: N					Sure	
Provider Category: Contrac	ted					
Agency:						
Provider Type: CFSA Foster	Homes					
License Capacity: 2						Placement Efforts
Sibling in Care: N						
Provider Category: Non-Co	ntracted					
Agency:		Provider Name: CLAR	ENCE AND ADRIENNE %Match: 83.02			

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.

**	DISTRICT OF	COLUM	IBIA Vices Age	NCY					FΑC	ES.N	ΕT
notes Requi	red Fields 🚥 Denotes Half-Mandato	ory Fields + Denotes Af	CARS Fields								
Client	Name: KEYSHAWN 50N	Placement S	Immary	Placement Type:	Paid	Request Reason:	Initial	٣	Date Placement Needed:	11/26/2018	
Age: Schoo	12 I: Brent Elementary School	Sex: Male Home Ward:	10/2000	Provider ID:		٩	Service:	Room & Board/Safe Haven			٩
Grade	: Grade 6 ies: Apple,Peanuts,Pineapple	Health Details:		✓ Available✓ Vacancy	☑ Age ☑ Gender	Lead Inspection	□ SOY □ Group Hon	Siblings in Care Nes Ward of Residence	School Interval	Search	
SELE	CT PROVIDER INFO						HOLD				
	Agency: Provider Type: CFSA Foster License Capacity: 1 Sibling in Care: N Provider Category: Non-Cc	r Homes ontracted	Provider Name: ZO Hold: 0 License Exp Date: 2 Lead Inspection: N	RITA CARRINGTON 9-AUG-19	%Match: 86.79 Occupied: 0/1 School: 1.3 miles <u>Map.It</u>			Provider Details	Placeme	ent Efforts	
	Agency: NCCF Provider Type: CFSA Foster License Capacity: 1 Sibling in Care: N Provider Category: Contrac	r Homes	Provider Name: MA ARCHER Hold: 0 License Exp Date: 3 Lead Inspection: N	LCOLM AND KESIAI 1-DEC-18	H %Match: 86.79 Occupied: 0/1 School: 11.4 miles <u>Map It</u>			Provider Details	Placeme	ent Efforts	
	Agency: Provider Type: CFSA Foster License Capacity: 2 Sibling in Care: N Provider Category: Non-Cc	r Homes ontracted	Provider Name: WII Hold: 0 License Exp Date: 0 Lead Inspection: N	LIS MITCHELL 5-JUN-20	%Match: 84.91 Occupied: 1/2 School: 1.5 miles <u>Map.It</u>			Provider Details	Placeme	ent Efforts	
	Agency: Provider Type: CFSA Foster H License Capacity: 2 Sibling in Care: N Provider Category: Non-Con	Homes	Provider Name: JEFFF Hold: 0 License Exp Date: 26- Lead Inspection: N	IEY BLACK FEB-20	%Match: 75.47 Occupied: 0/2 School: 2.5 miles <u>Map.It</u>			Provider Details	Placemen	it Efforts	
4	1 2 3 4 5 • • Pa	age size: 10 🔻								49 items in 5	i pages
								Canc	el Placement App	oroval Confirm I	Holds
											>

Figure 4.6

- Step 9: Select **Request** to request approval.
- Step 10: Click **OK**.
- Step 11: Click **Close**.

* DI	Approval			
СН	Requesting Worker	Request Date	Approve/Deny/Send Back Worker	Approve/Deny/Send Back Date
s Required Field	BELINDA BARTON			
lient Name:				
KSON				
e: 12				
ool: Brent				
Attending: Ye	Requesting Worker		Requesting Date	
ade: Grade	BELINDA BARTON		Wednesday, December 05, 20	18
Allergies: App	Approving Worker:		Approving Date:	
_	BARTON , BELINDA - Child In	nformatior 🔻		
CELECT D			Reason	
SELECT P	Request Deny Approv	/e 🗆 Send Back		v
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Si				
Pi				
A				Close Ok
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L Li	<			

Figure 4.7

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





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.



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

CHILD	ICT OF C and fami	OLUMBIA Ly service	S AGEN	εv					FACES	.NET
Denotes Required Fields ** Den	notes Half-Mandatory Field	s + Denotes AFCARS Fields								
1 Need Matching 1 Pending Approval						0 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				KEYSHAWN JACKSON			HERBERT CARR			Pending Approval
1									Page 1	of 1, items 1 to 1 of 1.
									Cancel	Show

Figure 5.2

Step 4: Highlight placement request that requires approval.

- Step 5: Select Show.
- Step 6: Review Placement Request details

Step 7: Click **Placement Matching**.



Figure 5.3

Step 8: Select Placement Approval.

lient Nan ACKSON	ne: KEYSHAWN Placer	nent Summary	Placement Type:	id	• Request Reason:	Initial	٣	Date Placement Needed:	11/26/2018
ge: 12 :hool: Bri	Date of Bir Sex: Male ent Elementary School Home War	th: 10/18/2006	Provider ID:			Service: Roo	om & Board/Safe Haven		
ttending: rade: Gra llergies: /	Yes Health Det ade 6 Apple,Peanuts,Pineapple	ails:	✓ Available✓ Vacancy	☑ Age ☑ Gender	Lead Inspection	Group Homes	 Siblings in Care Ward of Residence 	School Interval	Search
	PROVIDER INFO					HOLD			
ELECT									
ELECT	Agency:	Provider Name:	ZORITA CARRINGTON	%Match: 86.79)				
ELECT	Agency: Provider Type: CFSA Foster Homes	Provider Name: Hold: 0	ZORITA CARRINGTON	%Match: 86.7 Occupied: 0/1)				
ELECT	Agency: Provider Type: CFSA Foster Homes License Capacity: 1	Provider Name: Hold: 0 License Exp Date	ZORITA CARRINGTON 1: 29-AUG-19	%Match: 86.7! Occupied: 0/1 School: 1.3 mi	les		Provider Details	Placem	ent Efforts
SELECT	Agency: Provider Type: CFSA Foster Homes License Capacity: 1 Sibling in Care: N	Provider Name: Hold: 0 License Exp Date Lead Inspection:	ZORITA CARRINGTON e: 29-AUG-19 N	%Match: 86.7! Occupied: 0/1 School: 1.3 mi <u>Map It</u>) les		Provider Details	Placem	ent Efforts

Figure 5.4

Step 9: Select **Approve.**

Step 10: Click **Ok**.

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es Required F	ields 🔹 Denotes Half-Mandatory	Fields	* Denotes AFCARS Fields					
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JACKSON		Date	Requesting Worker	Request Date	Approve/Deny/Send Back Worker	Approve/Deny/Send Back Date	Needed:	
Age: 12 School: Br	ent Elementary School	Sex: Home	BARTON BELINDA	12/5/2018 4:00:44 PM	BARTON , BELINDA - Child Informa	Wednesday, December 05, 2018		
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							Cancel Placement	Approval Confirm Holds
						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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1									Page 1 of 1, it	ems 1 to 1 of 1
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Figure 5.6

SECTION 6: Placement Entry

Performance Objectives

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



Enter Child in Placement







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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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**.

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Referral-CPS Entity Name:	Client ID	Name	Birth Date	Need Placement	Copied from Referral ID						
JACKSON Entity ID:	▶ 1166155	KEYSHAWN JACKSON	10/18/2006	N							
	Current Address	ancel									
FACES.NET											



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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Placement Entry Placement Exit Add Ons Provider Eval Void	Cancel	Placement Matching	Placement Efforts History	Save	Submit
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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 Haif-Mandatory Fields *Denotes AFCARS Fields											
Creation Date: Create 11/26/2018	Created By: Client Name: KEYSHAWN JACKSON		Client ID: 1166155	Case ID: 211340	Provider ID: 10033290	Provider Name: ZORITA LASHAUN	CARRINGTON	Pl	acement Sumr	nary	
Entry Details Provider Details Services											
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12/5/2018		10:00 AM	O								
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No	•	Traditional Foster Home	•			a					
Supporting Info											
ICPC Approved		Date		Placement N Close Proxir	landates * nity, Most Family-L	ike				v	
						Cancel	s	ave	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: