# **Demand Payment**

#### Creation Date: November 27, 2006

#### **Creating a New Demand Payment**

Demand payments are payments for services resulting from emergency requests, such as court orders. These requests require the agency to make payments outside the time line of a normal check run and should be done only in atypical situations.



### Pointers to Remember:

- 1. Service **Start Date** and **End Date** reflect the timeframe in which the service has occurred or will occur.
- 2. If the demand payment is court ordered, the notes section should reflect the information contained in a court order. The notes section should also reflect the dates of service.
- 3. Demand payment requires a two-tier approval. Once the social worker has requested a demand payment, the worker's supervisor and the Accounting Administrator must approve it.

#### Steps include:

- **Step 1:** Place a case in focus by clicking on **My Assignments** from the left window pane in FACES.NET. Highlight the case, and then click on **Show**.
- Step 2: Highlight the identified case from the Workload list grid.
- Step 3: Click on the Show button to place the case in focus.



Step 4: Hold mouse over Case, and Client.

Step 5: Click on Client List.



Figure 2

Step 6: Highlight client from Client Selection list.

Step 7: Click Show.



Figure 3

Step 8: Hold mouse over Client, Finances, and then Payment Voucher.

For more information, please call the FACES.NET Helpdesk at 202-434-0009

Step 9: Click on Find Payment.



Figure 4

Step 10: Click on New to begin a new Demand Payment.

CHILD AND FAM	COLUMBIA IILY SERVICES AGENCY	FΑ	CES.N	ΕT
Referral Case C	lient Provider Admin PPW	Case		60
Client 🛛 🖌 Finances 🕞 Paym	ent Voucher D Find Payment   Payment Voucher			
Organizer Focus History In Focus	Find Payment			
User Namei ADMIN TRAINER Entity Type: Case Entity Name: JACKSON39 Entity ID: 192567 Entity Type: Client Entity Name: REYSHAWN JACKSDN39 Entity ID: 845273	Search Results		V	
10: Click New.				
	Search New OK Cancel			
	Figure 5			

Step 11: Click on Payment Voucher

CHILD AND FAMILY SERVICES AGENCY	FACES.NET
Referral     Case     Client     Provider     Admin     PPW       Client     D     Finances     D     Payment     Voctor	Case 💟 🤇
Figure 6	11: Click Payment Voucher.

Step 12: Click on Find Provider to locate a registered provider (contracted services).



## Notes:

- The **Payment Date** field will automatically populate with the current date.
- The **Status** field will automatically populate as Pending Approval until the Demand Payment is requested for approval and a determination is granted (i.e. approved, denied, paid etc).
- For this example, the judge has ordered special clothing for Reyshawn Jackson.
- The worker will request Payment Voucher to be paid to Classy Clothing.

CHILD AND FAM	COLUMBIA Ily services agency	FΑ	CES.N	ΕT
Referral Case C	lient Provider Admin	Case		60
Case 🖸 Client 🛛 Finances	Payment Voucher D Find Payment Payment Voucher I			
Organizer Focus History In Focus User Name:	Payment Voucher  * Denotes Required Fields ** Denotes Half-Mandatory Fields  *Denotes AFCARS Fields  Payment Client P. Mon C Int Payment			
12: Click Find Provider.	Demand Payment     Image: Constraint of the status       Payment ID     Payment Date       Status     Amount       12/21/2006     Pending Approval         Requestor         Payee			
	Registered Provider * Find Provider New Save Approval Find Cancel			

Figure 7

Step 13: Enter the provider Search Criteria.

# Step 14: Click Search.

CHILD AND FAM	OLUMBIA FACES.NET
Case Client Case	lient Provider Admin PPW
13: Enter Search Criteria	Payment Voucher           * Denotes Required Fields         ** Denotes Half-Mandatory Fields           * Payment         Client Payment           Search Criteria         Non Client Payment
International States St	Provider Type Provider Category All O CFSA O Community Services SoundX O Starts With O Contains Last Name Agency Classy Clothing Close Date From To From To From To Close Date From V Contract Number O Availability Contract Number
Search.	Search Select Clear Cancel Edit New Save Approval Find Cancel

Figure 8

Step 15: Select the provider from the Search Results list.

Step 16: Click Select to have provider information populate to the Registered Provider\* field.

Referral Clie	nt Provider Admin PPW			@
Case 🛛 Client 🔍 Finances 🕀	Payment Voucher D Find Payment Payment Voucher			
Organizer Focus History In Focus User Name: ADMIN TRAINER	Payment Voucher * Denotes Required Fields ** Denotes Half-Mandatory Fields *Deno Payment Client Payment Non Client Payment Search Criteria	otes AFCARS Fields		
Entity Type: Case Entity Name: JACKSON39 Entity ID: 192567 Entity Type: Client 15: Select Provider.	Provider Type Provider Category  All OCFSA Ocommunity  Name  SoundX OStarts With OContains Last Name Classy Clothing  Glopen Date From To From From To From From From From From From From Fro	Select	ovider ID	<u>&lt;</u> 2
	Availability O Available O Unavailable O All Contract Number Scarch Results			
16: Click	Povider ID Agency/Provider Name	First Name	Last Name	RANKING
Select.	10007939     CLASSY CLOTHING			1
FACES.NET	Search Select Clear Cancel	7 8 9 10 ▶	H	Results 1 - 1 of 1

Figure 9

Step 17: Click on the Client Payment tab.

CHILD AND FAMI	Introduction     FACES.NET       Introduction     PPW       Introduction     Introduction       Introduction     PPW       Introduction     Introduction       Introl     Introduction       In
Organizer Focus History In Focus User Name: ADMIN TRAINER	Payment Voucher * Denotes Required Fields ** Denotes Un-Mandatory Fields *Denotes AFCARS Fields Payment Client Payment Non Client Payment
Entity Type: Case Entity Name: JACKSON39 Entity T0: 192567 Entity Type: Cleant Entity Name: Entity Name: REYSIAWJACKSON39 Entity ID: 945322	Demand Payment         Payment ID       Payment Date         Status       Amount         11/29/2006       Pending Approval         Requestor
0432/3	Registered Provider * CLASSY CLOTHING Find Provider New Save Approval Find Cancel
	Figure 10

**Step 18:** Click on the **Find Service** button to enter information in the **Service\*** field. This will open the service structure window to indicate what service the client will receive.

Referral Case Cl	lient Provider Admin	PPW		Case	6
e 🛛 Client 🔾 Finances 🕻	Payment Voucher D Find Payme	ent Payment Voucher			
ganizer Focus History n Focus er Name: MIN TRAINER	Payment Voucher * Denotes Required Fields ** Denotes Payment Client Paymen	s Half-Mandatory Fields Non Client Payme	≠Denotes AFCARS Fields		
ity Type:	Client Payment				
se tity Name:	Name	SSN	Reason	Amoun	t
ity ID:	REYSHAWN JACKSON39				
ity Name: YSHAWN JACKSON39 ity ID: 1273					
tity Name: YSHAWN JACKSON39 tity ID: 5273	Client Payment Details	Servi	× *		
itty Name: YSHAWN JACKSON39 itty ID: 5273	Client Payment Details Client * REYSHAWN JACKSON39	Servic	ж *		
itty Name: YSHAWNJACKSON39 itty ID: 5273	Client Payment Details Client * REYSHAWN JACKSON39 Find Client-	Servic	e * d Service		
itty Name: YSHAWN JACKSON39 itty ID: 5273	Client Payment Details Client * REYSHAWN JACKSON39 Find Client SSN Service Start *	Service End * Amou	e * d Service Reason 0.00	·	18: Click
itty Name: YSHAWN JACKSON39 itty ID: 5273	Client Payment Details Client * REYSHAWN JACKSON39 Find Client SSN Service Start *	Service Fin Service End * Amou	d Service		18: Click Find Servi

Figure 11

Step 19: Enter service Level 1, Level 2 and Level 3 (if applicable) from the pick lists.

### Step 20: Click OK.

	Keistign 3 rase 4 client 3 kloainel 3 Hinimi 3 Kkm 3	
	Case O Client O Finances D Payment Youcher O Find Payment Voucher I	
	Organizer     Payment Voucher - JACKSON39       User Name:     Level 1       ADMIN TRAINE     Level 2       Entity Type:     Entity Type:	
<b>20:</b> Click	entry Name: Level 3 unt	
OK.	Entity ID 192507 Entity Type: Entity Type:	
	Reysiaw JACKSON39         Fridty ID:         343273         Client Payment Details         Client *         Service *         REYSHAWN JACKSON39         Find Clent         SN         Service End *         Amount *         0.00         Notes *         Notes *         Notes *         Notes *         Find Clent         Save       Approval         Find Clent         Find Clent         Save       Approval         Find Clent         Find Clent         Save       Approval         Find Clent	

- **Step 21:** Enter the start date of the service request in the **Service Date\*** field.
- **Step 22:** Enter the end date of the service request in the **Service End\*** field.
- **Step 23:** Enter the dollar amount of the voucher request in the **Amount\*** field.
- Step 24: Enter the reason for the payment voucher request in the Reason\* field.
- **Step 25:** Enter narrative in the **Notes\*** section. Keep in mind that vouchers can be denied; therefore, supply adequate reasoning as to why one is needed.
- Step 26: Click Save.

CHILD AND	OF CO Family	LUMBIA Y Services Agency		F	A C E S.N E T
Referral Case	Clier	nt Provider Admin PPW		Case	6
Case D Client D Fina	ances D	Payment Voucher 🛛 🔰 Find Payment 📙	Payment Voucher		
Organizer Focus Histo In Focus User Name: ADMIN TRAINER	ry ₽ *	Payment Voucher * Denotes Required Fields ** Denotes Half- Payment Client Payment	-Mandatory Fields #Deno Non Client Payment	tes AFCARS Fields	<b>22:</b> Enter
Entity Type:		Client Payment			Service
Entity Name:	- 11	Name	SSN	Reason	Amount End* date.
21: Enter	$\mathbf{k}$	REYSHAWN JACKSON39		Special Clothing	150.00
Service					23. Enter
Start* date.					Amount*
				/ /	Amount.
25. Enter		Client Payment Details			
Notes*		REYSHAWN JACKSON39	Clothing/Em	ergency	<b>24:</b> Enter
THORES .		Find Client	Find Serv	ice	Reason*.
		SSN Service Start * Ser	rvice End * Amount *	KReason *	
			/1/2006	150.00 Special Clothing	
		Notes *	11/20/06 Judge Author or	dered CESA purchase pour school ur	piforme for
<b>26:</b> Click		Reyshawn before the start of school on 1	12/4/06.	serea Crow parsonase new school a	
Save.					<u>.</u>
		New Save Approval Find Ca	ancel		

Figure 13

Step 27: Click Approval to request approval from supervisor.

Child and Family	OLUMBIA Ily services agency		F	A C E S.N E T
Referral Case Cli	ient Provider Admin PPW	1	Cas	e 🔽 😡
Client 🛛 Finances 🕞 Payme	ent Voucher 🛛 🛛 Find Payment 📙 Payment Vo	ucher I		
Organizar Focus History In Focus User Name: ADMIN TRAINER	Payment Voucher * Denotes Required Fields ** Denotes Half-1 Payment Client Payment Client Payment	Mandatory Fields * Denote Non Client Payment	s AFCARS Fields	
Case		laav		
JACKSON39	Name	SSN	Reason Special Clothing	Amount 150:00
192567	RETOTION SPECCONOV		opedial clothing	100.00
Entity Type: Client Entity Name: REYSHAWN JACKSON39 Entity ID: 845273	Client Payment Details			
27: Click	Client *	Service *		
Approval.	REYSHAWN JACKSON39	Clothing/Emer	gency	
	Find Client	Find Servic	e	
	SSN Service Start * Serv	ice End * Amount *	Reason *	
	Notes * During Reyshawn Jackson's hearing on 11 efore the start of school on 12/4/06. New Save Approval Find Car	/29/06, Judge Author orde	red CFSA purchase new school +	uniforms for Reyshawn

Figure 14

Step 28: Click the **Request** check box.

**Step 29:** Click **OK**. This action sends an automatic request to the supervisor's **Awaiting Action** screen and automatically shows the request in the worker's **Awaiting Approval** screen. Both the **Awaiting Action** and **Awaiting Approval** are located on the left navigation window under **My Tasks**.



Figure 15



Figure 16

For more information, please call the FACES.NET Helpdesk at 202-434-0009

### Approving a Request

Approving an item is performed through the **Approval** button located at the bottom of the FACES.NET screen.



Note:

- Only workers with supervisory security can approve requests in the system.
- Supervisors will access the payment voucher request through the **My Approval Inbox**, and then **Awaiting Action**.

**Step 1:** Click on the **Approval** button at the bottom of the FACES.NET screen.

CHILD AND FAMILY	L <b>UMBIA</b> Services Agency				FACES	.NET
Referral Case Client	Provider Admin	PPW		Ca	ise 🔽	60
Client D Finances D Payment W	oucher D Find Payment Pa	yment Voucher				
Organizer Focus History Pa In Focus *** User Name: ADMIN TRAINER	Denotes Required Fields ** Denotes Required Fields ** Denotes Required Fields ** Denotes Payment	otes Half-Mandatory Fields ent Non Client Payr	s ‡Denotes AFCARS	Fields		
Entity Type:	Client Payment					
Entity Name:	Name	SSN	Reason	1	Amount	
Entity ID:	REYSHAWN JACKSON39		Special	Clothing		150.00
Entity ID: 845273	Client Payment Details	Car	alias *			
Approval.	REYSHAWN JACKSON39	Clo	othing/Emergency			
	Find Client		Find Service			
	SSN Service Start - 11/29/2006 Notes * During Reyshawn Jackson's hea before the start of school on 12/	* Service End * An 12/1/2006 • ring on 11/29/06, Judge A 4/06.	nount * 150.00 Author ordered CFSA	Reason * Special Clothing purchase new school	uniforms for Reysh	iawn A P

Figure 17

Step 2: Click the Approve check box.

**Step 3:** Click **OK.** This action sends an automatic approval notification to the worker's **Recently Approved** screen, which is located on the left navigation window under **My Tasks**.

CHILD AND FAM	OLUMBIA Ly services agency			FACES.N	I E T
Referral Case Cl	ient Provider Admin F	PW			60
Client 🛛 🖌 Finances 🗗 Payme	ent Voucher D Find Payment Payme	nt Voucher I			
Crganizer Focus History In Focus User Name: ADMIN TRAINER	Payment Voucher * Denotes Required Fields ** Denotes Payment Client Payment Approval	Half-Mandatory Field: Non Client Pay	s ‡Denotes AFCARS Fields ment		
Entity Type: Case	Requesting Worker Request	: Date	Approving/Denying Worke	r Approve/Deny Date	-
2: Click Approve. RevsHawn Jackson39 Entity ID:	ADMIN TRAINER Monday,	December 04, 2006			0
845273	Requesting Worker: ADMIN TRAI	NER	Requesting Date:	Monday, December 04, 2006	
3: Click OK.	Approving Worken TRAINER , A	DMIN - Training ADN	Approving Date:		
	Request Deny Appro	ve Send Back	Reason:		~
	OK Cancel				2
19	New Save Approval Find (	Cancel			

Figure 18



# Notes:

- Click on **New** to receive a new line to enter a new payment voucher for the same client or other clients that are participating members in the case.
- Demand payment requires a two-tier approval. Once the social worker has requested a demand payment, the worker's supervisor and the Accounting Administrator must approve it.