

AFCARS Exception Screen and Tickler Notices: Frequently Asked Questions

- 1) What do I do if I have trouble searching out a child on the AFCARS Exception page?

Refer to the How to correct AFCARS data errors user guide, which includes detailed directions and screen shots.

- 2) Can Supervisors make updates to the case data of workers who are assigned to them?

Yes; as long as the supervisor has an open assignment to the case.

- 3) How quickly do the corrections that are made on the AFCARS Exception page populate the actual page where the data is maintained?

An update made on the AFCARS Exception page immediately updates the corresponding field on the actual page where the data is maintained.

- 4) How do I correct the child's county information?

The federal AFCARS report requires that the child's record be accompanied by a valid county code for the agency responsible for serving the child.

This can be corrected by selecting a county on the Maintain Case page for the case in which the child is an active case participant (Participants tab > County field). A county should be entered even when the State Adoption Program is the responsible agency. In this situation, please enter the county from which the child's case originated.

- 5) Why is one of my Voluntary Kinship Care cases being noted as having an AFCARS error and producing a tickler?

The state is responsible for reporting court-ordered kinship care cases in its AFCARS file. eWiSACWIS determines if an out of home placement is court-ordered kinship, based on the value in the Placement Status field on the Out of Home Placement page.

If you have a Placement Status of "Kinship Care – Court Ordered" for the child's OHC placement, and the child is truly in a voluntary kinship placement, you must end the placement via Placement Made in Error process and start a new placement with a Placement Status of "Kinship Care – Voluntary."

The Placement Made in Error process involves the following steps:

- end the placement: choose an End Reason of Placement made in Error
- approve the placement ending
- notify financial staff of the closed placement (this will allow the financial staff to determine if they will have to address any payment issues)
- create a new placement: select a Placement Status of "Kinship Care – Voluntary"
- approve the new placement
- notify financial staff regarding the new placement (this will allow the financial staff to determine if they will have to address any payment issues)

- 6) How do I correct AFCARS Data Elements #18, 19, 21, 24, and 44-46 made in error as my case is a case converted at WiSACWIS implementation?

Errors to AFCARS Data Elements #18, 19, 21, 24, and 44-46 are likely due to insufficient historical data about the child's placements. The worker cannot correct these errors and an AFCARS tickler will not be generated for them.

Workers can prevent the element #18-24 errors by entering a child's historical placements using the 'Historical Provider'. This can only be done when a child has no Out of Home Placements entered in WiSACWIS. In other words, this must be done prior to entering the child's current placement.

- 7) How do I correct AFCARS errors in closed cases that cannot be corrected on the AFCARS Exception page?

You must reopen the case using the Access Report process, make the appropriate corrections, and then close the case using the normal case closure process. The following steps provide instructions on re-opening a case to correct AFCARS errors:

1. Click on Create> Access Report
2. This opens the Access Report page
3. Select "Services Report" as the Access Report Type in the upper right hand corner of the page
4. Click on the Services tab and select "Re-open Closed Case" from the Services Report Type dropdown
5. On the Participants tab, click on the Add/Edit button which opens the Access Inquiry Search page
6. Enter the First and Last name of a Participant and click Search [Remember you can search using the sounds like feature or complete a wild card search (*) at this time.]
7. If several potential matches are returned you can click on each person icon to receive additional information about the person
8. If you find the correct participant from the potential matches, click "Select" to the left of the correct match and then the "Add Participant(s)" button. All information contained in the Person Management windows about this participant will be transferred to the Access Report automatically and that is why it is very important to make sure you have selected the correct person as the match.
9. If you do not find a match after searching you will receive an informational message indicating "No matching data found for the criteria specified." Click the Close button on the pop-up message and then click on the Create button to create the person.
10. Add any additional participants (steps 6-9)
11. Click on the Continue button and this will return you to the Access Report page
12. Choose Relationships for all participants listed on the Participants tab
13. Click on the Narrative tab and fill in all required fields
14. Click on the Services tab and fill in any additional information available about the Services Report
15. Click on the Decision tab and "Screen In" the Access Report in the Worker Recommendation group box
16. Document the reason for re-opening the case as Closed in Error and Enter "to re-open (case name, case ID) to fix AFCARS data" in the Explain field
17. Click the Save button to send this Access Report to your supervisor. The Create Worker Assignment page will appear; however, the name of the case and the name of your supervisor will have already been pre-filled. To send the access report to your supervisor, simply click on the Assign Button.