### **ICPC Referral**

### Introduction

The ICPC Referral represents the intake for the ICPC workflow. The ICPC Referral can be created by either county workers or ICPC staff. The referrals will be forwarded by the county workers to the ICPC staff. ICPC Staff can accept or deny the referral or return it to the sending agency. Once the ICPC Staff either accepts or denies the ICPC Referral, it can be linked to either an existing (open or closed) case or a new case can be created. Upon saving of the changes to Maintain Case (linking to an existing case or creating a new case opens the Maintain Case page), the system creates an ICPC Record for the child who is associated with the role of Identified Child on the ICPC Referral.

Any time after the initial save, the ICPC Referral can be made in error or copied over into a new ICPC Referral for the same child or into a new ICPC referral for one of his/her siblings. County and ICPC staff continue documentation of the work specific to the ICPC workflow on the ICPC Record.

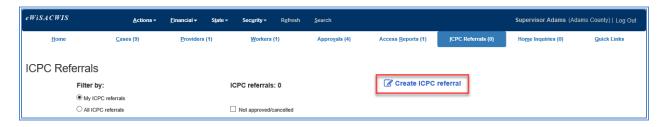
### **Related User Guides:**

ICPC Record Imaging Person

## **Documenting an ICPC Referral**

1. From the desktop, go to the ICPC Referrals tab and click the Create ICPC referral hyperlink

Create ICPC referral or select Create Case Work from the Actions drop-down next to the specific case to open the Create Case Work page.



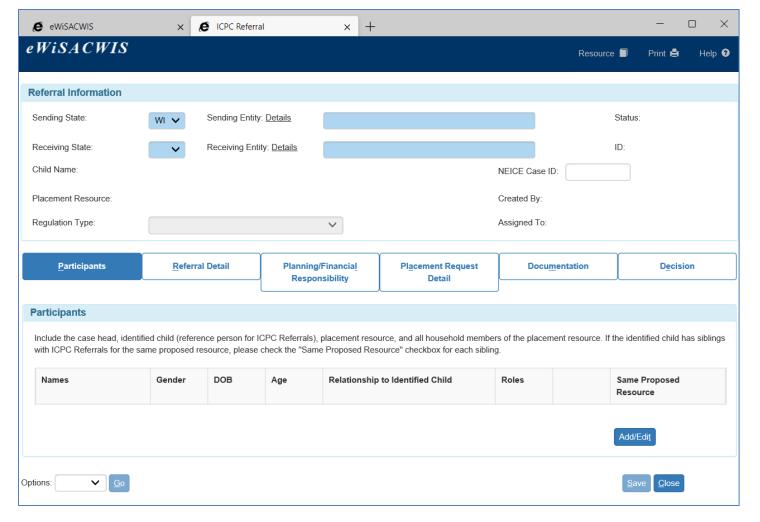
**Note:** The child's name will be blank until a participant on the participant's tab is specified as the 'Identified Child'.

2. On the ICPC Referral page enter the Sending and Receiving States and the 'Sending Entity' and 'Receiving Entity' fields. The Sending State field defaults to 'WI'. The Sending and Receiving States cannot be identified as the same State and one of them <u>must</u> be identified as 'WI'.

**Note:** The 'Sending Entity' and 'Receiving Entity' fields are AJAX-enabled fields. Begin typing any part of the name and eWiSACWIS will attempt to find a match. Selecting a value from the available choices will prefill the address fields. The Details flares identifies what values should be typed into these fields. *To retrieve the values for Milwaukee, use "DMCPS"*.

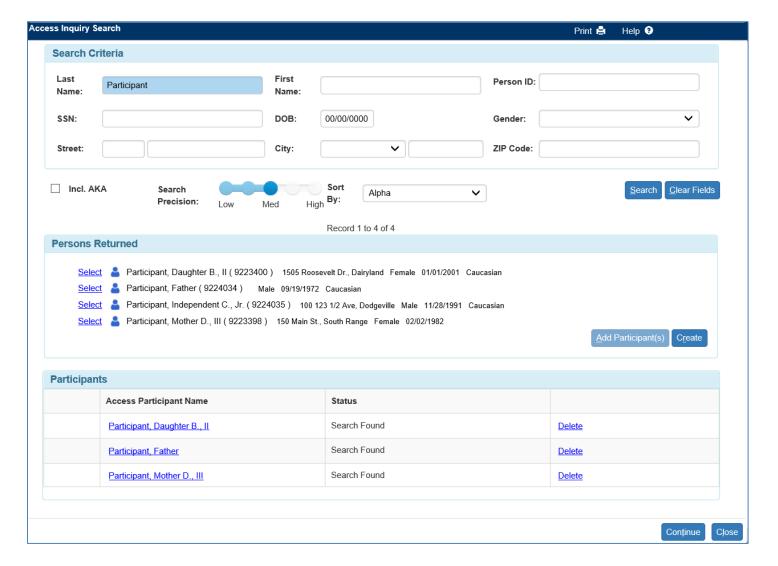
3. The other fields in the header, when WI is a sending state, are derived from other areas within the ICPC Referral. The 'Placement for Adoption' text is dynamically displayed. The 'Placement Resource' field and the 'Type of Care' text are displayed from the Placement Request Detail tab.

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- 4. The Participants tab is to identify participants, document their relationships and designate the roles of individuals associated with the referral. To add participants, click the Add/Edit button and search for the participants using the Access Inquiry Search page. The Last Name is required unless you enter a person ID, SSN, or an address.
- 5. Click the <u>Select</u> hyperlink for the participant(s) that already exist, or click Create if the person you are looking for is not found. Once all participants have been added select 'Add Participant(s)', then click Continue to return to the ICPC Referral. For more information on how to search, please refer to the <u>Search user guide</u>.
- 6. To add or modify a participant's DOB, gender, race, or primary address click the <u>person</u> link under 'Access Participants Name' to launch their Person Management page. To remove a participant from the referral, click the <u>delete</u> link.

**Note:** The 'Identified Child' must have gender, race and ethnicity documented. The 'Placement Resource' needs a primary address documented on person management as well. The 'Placement Resource' is <u>NOT</u> required when a child is placed in a facility. If the DOB is not entered, an '18+' checkbox will be dynamically displayed.



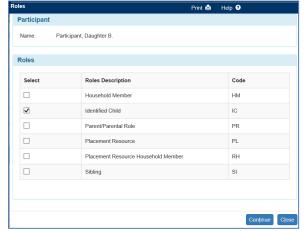
- 7. On Continue from the Access Inquiry Search page, the Participants tab prefills with the information entered on the Access Participant page including name, gender, and date of birth.
- 8. If the participant does not have a DOB entered, a '18+' checkbox will be dynamically displayed in the 'Age' column.
- Identify the relationship of each participant (the reference person should be the child who is the subject of the referral). The ICPC Referral must have at least one participant with the relationship of 'Reference Person'.

10. The worker also assigns ICPC Referral roles to a participant by clicking on the Roles hyperlink, which launches the existing Roles pop-up page. The pop-up page is used to select the appropriate

role or roles for each participant. Click Continue to return to the ICPC Referral page.

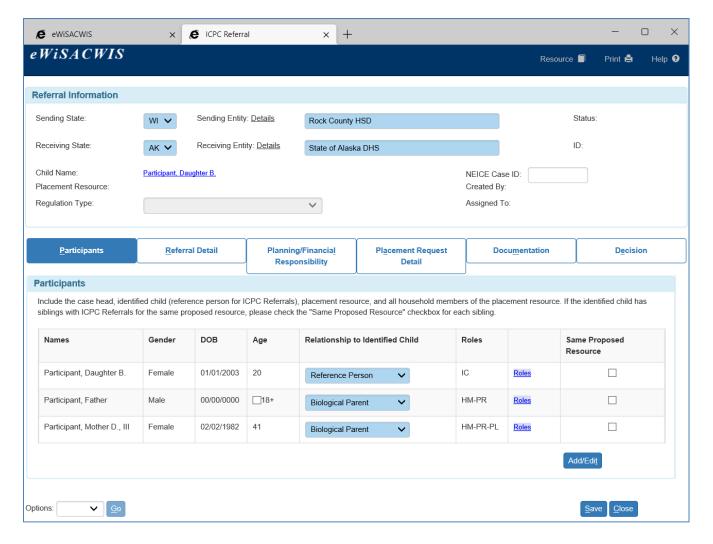
**Note:** The documentation of an identified child is required and all other relationships are based off of the identified child.

11. When an individual is assigned a role of Identified Child on the Roles pop-up page and returns to the Participants tab the page will refresh and prefill with the information for the Identified Child in the header.

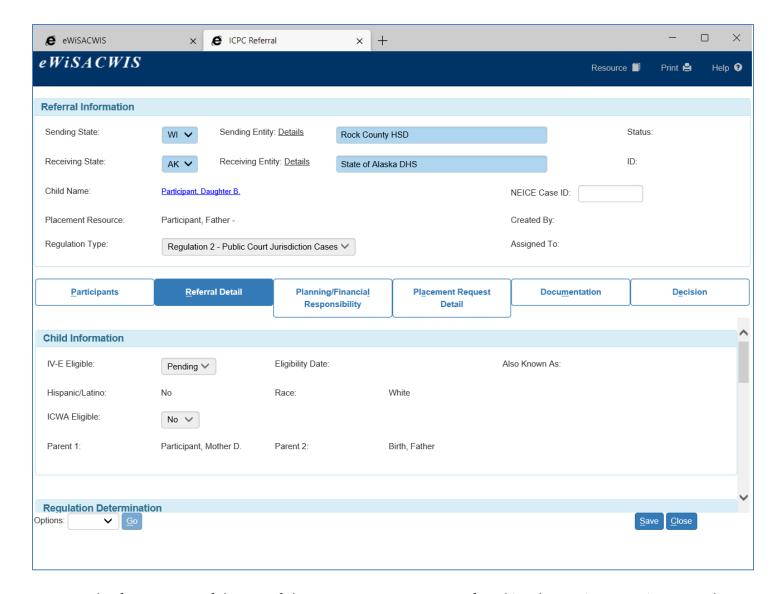


Note: Only one participant can have the role of 'Identified Child.' Only one individual can have the role of 'Placement Resource'. If more than one participant is assigned a role of 'Placement Resource' the ICPC Referral page will generate the following message: "Do you want to replace existing Placement Resource?" Selecting Yes will reassign a role of Placement Resource from Participant A to Participant B. Selecting No will keep Placement Resource role with Participant A and remove it from Participant B. All other roles other than Placement Resource will remain the same for both participants. If there are more individuals in the home of the placement resource, they should be identified as 'Placement Resource Household Member'.

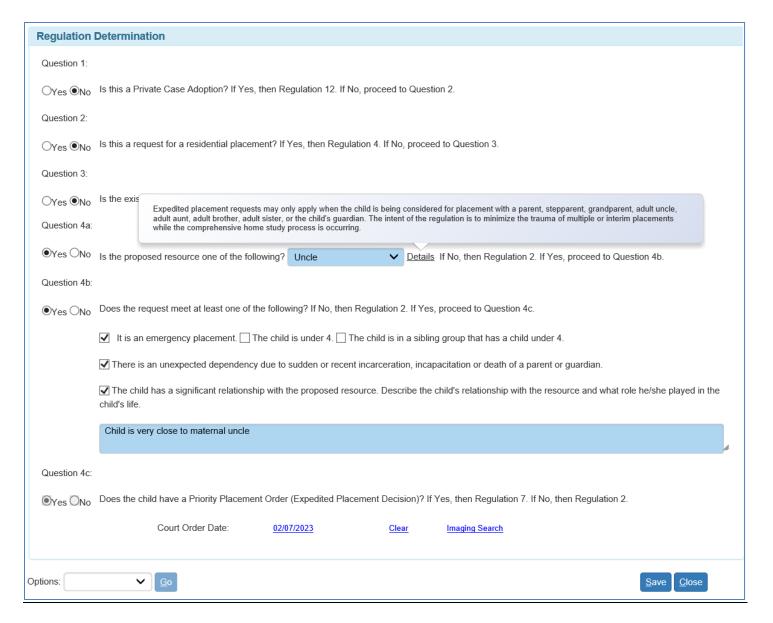
12. The 'Same Proposed Resource' checkbox is to indicate if that individual (i.e. sibling to the identified Child) is placed with the same placement resource. This will assist in the copy over functionality when an ICPC referral needs to be created for that individual as well.



- 13. On the Referral Detail tab, the Child Information group box will be blank until the role of 'Identified Child' is selected on the Participants tab. Once the identified child role is selected, the fields in the Child Information group box are prefilled from the child's person management record.
  - a. When WI is sending, the Eligibility Date field prefills from the IV-E eligibility record and the 'displays as a date hyperlink that will open the eligibility record for that individual.
  - b. The 'Also Known As', 'Hispanic/Latino' and 'Race' fields prefill from the child's person management record.
  - c. When WI is the sending state the 'ICWA Eligible' field will prefill from person management. If the Status field in the Tribal Identification has a value of 'Eligible for membership, not a member' or 'Member', the ICWA Eligible field will be set to Yes. The 'Does the tribe agree with the placement?' text and radio buttons display only when the 'ICWA Eligible' field is answered Yes and it is required to be completed when WI is the sending state.
  - d. The 'Parent 1' and 'Parent 2' fields prefill from the person management record for the Identified Child.

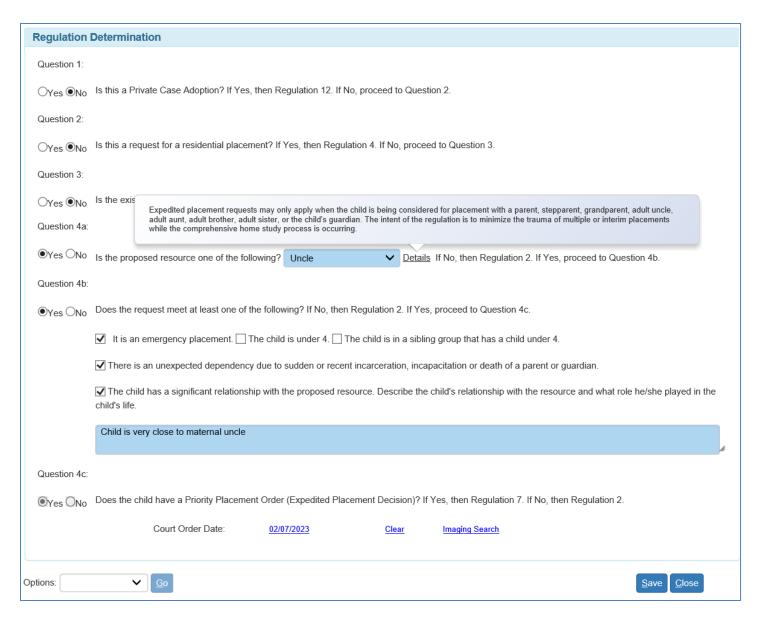


**Note:** Upon the first successful save of the page an open ICPC Referral intake assignment is created for the creator of the page with the following Detail: Type = ICPC Referral, Responsibility = N/A, Role = Supervisor.



- 14. The Regulation Determination group box only displays when the Sending State is identified as Wisconsin (WI). The 'Regulation Type' value in the Referral Information group box is determined for the ICPC Referral based on worker's response to the questions in this group box
- 15. When Wisconsin is the sending state complete the Regulation Determination group box and click the Save button to update the 'Regulation Type' field in the header. When Wisconsin is the receiving state the Regulation Determination group box will not appear.

**Note:** The regulation determination must be completed and one participant must be assigned a role of 'Identified Child' prior to the first successful save.



Question 1: This question is only available to the ICPC staff and it defaults to No when the referral is created by a county worker.

Question 2: This question is enabled when Question 1 is answered No.

Question 3: This question is enabled when the answer to Question 2 is No. Hovering over the Details flare will pop-up a screen which describes when expedited placements apply and what their intent is.

<u>Question 4a</u>: The drop-down menu identifying if the proposed resource is one of the relatives listed should be determined prior to selecting the yes or no radio button.

**Note:** If the Regulation Type is 7the drop down value will prefill into the 'Placement Relationship to Child' on the Placement Request Detail tab, Placement Information group box.

<u>Question 4b</u>: This question is only available when Question 4a is answered Yes. If this question is answered Yes, one of the checkboxes must also be selected. If "The child has a significant

relationship with the proposed resource. Describe the child's relationship with the resource and what role he/she played in the child's life" checkbox is selected, the narrative box is required.

Question 4c: This question is to indicate if there is a Priority Placement Order. If yes, the court order must be associated in order for the 'Yes' radio button to be selected, otherwise it defaults to 'No'. Once an order is associated, it will display as a date hyperlink which will take the user to the Imaging page for the associated image.

16. The <u>Imaging Search</u> hyperlink will allow the user to select the appropriate court order. The <u>Clear</u> hyperlink will clear out the selected court order.

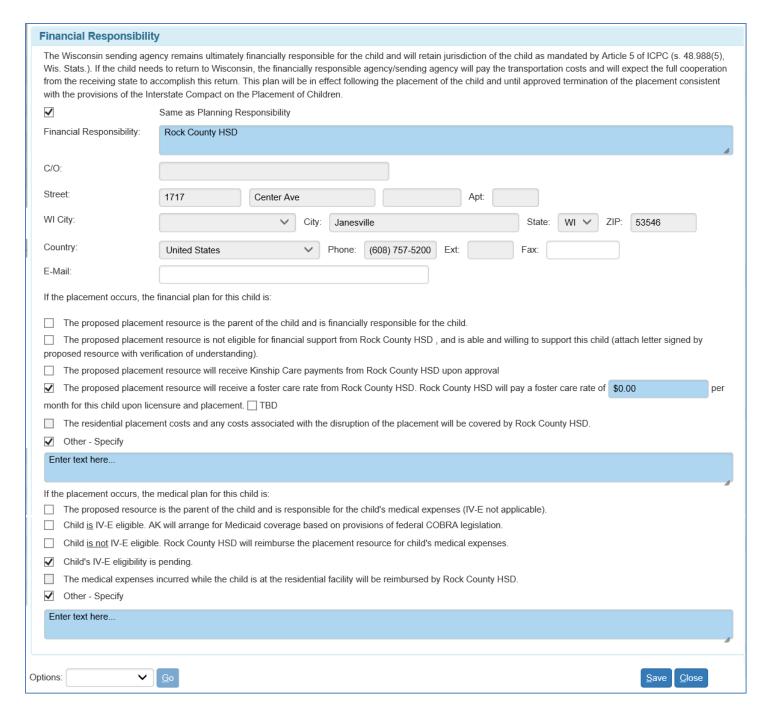


**Note:** After the first successful save, the 'Copy' and 'Made in Error' values will display in the Options dropdown menu. It is recommended to wait until later in the process of completing the referral to copy it so that as much information as possible is copied over.

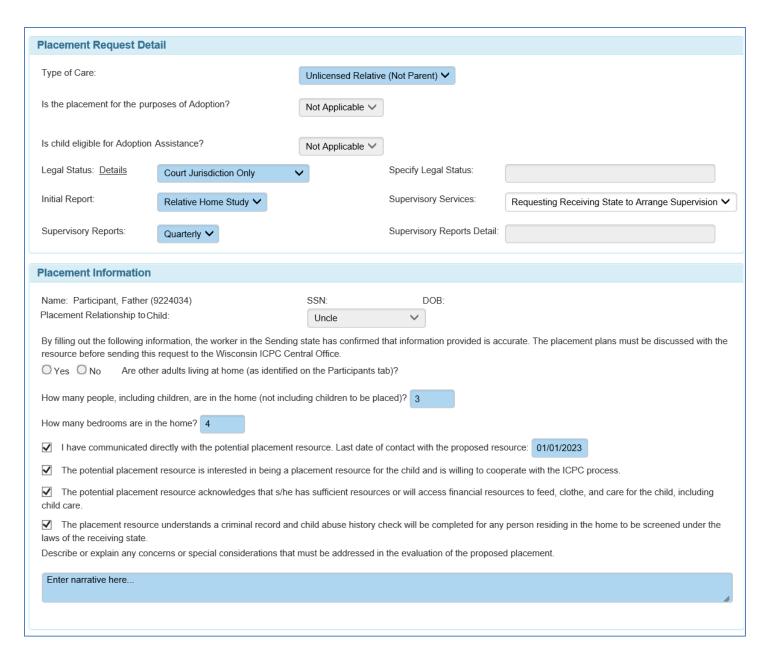


- 16. The Planning/Financial Responsibility tab provides information regarding the designated person/agency/tribe having both Planning and Financial Responsibilities. Each group box displays the designated person/agency/tribe having both planning and Financial Responsibilities. The Financial Responsibility group box has a 'Same as Planning Responsibility' checkbox. When selected, the page will copy the information from the Planning Responsibility group box into Financial Responsibility group box.
- 17. The Planning Responsibility field is AJAX-enabled and does not allow any text that is not on the list. Begin typing any part of the name and eWiSACWIS will attempt to find a match. Selecting a value from the available choices will prefill the address fields.
  - a. If WI is the sending State, the available values are Wisconsin values.
  - b. If WI is the receiving State, the available value is the other State's name or the county names for California, Colorado, or Ohio.
- 18. If the user selects the 'Same as Planning Responsibility' checkbox, then the fields will populate from the Planning Responsibility group box. Otherwise the fields will behave in the same manner as the Planning Responsibility group box as described above.
- 19. In the "If placement occurs, the financial plan for the child is:" section there are six checkboxes.

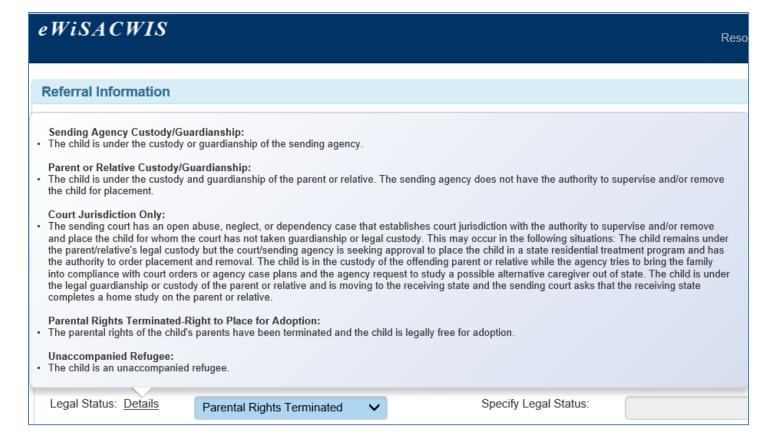
  At least one of the checkboxes must be selected when WI is the sending state. If 'Other Specify' is checked the narrative box is required.
- 20. In the "If placement occurs, the medical plan for the child is:" section there are six checkboxes. At least one of the checkboxes must be selected when WI is the sending state. If 'Other Specify' is checked the narrative box is required.



- 21. The Placement Request Detail tab contains information specific for the requested placement, including Type, placement resource, etc.
- 22. The 'Type of Care' field is a user-selectable dropdown for documenting the type of care; the values available are: Foster Home (non-relative), Parent, Group Home, Residential Care Center, Licensed Relative (not parent), Unlicensed Relative (not parent). The available values are based on the regulation type.
- 23. Complete the rest of the required fields on the page.

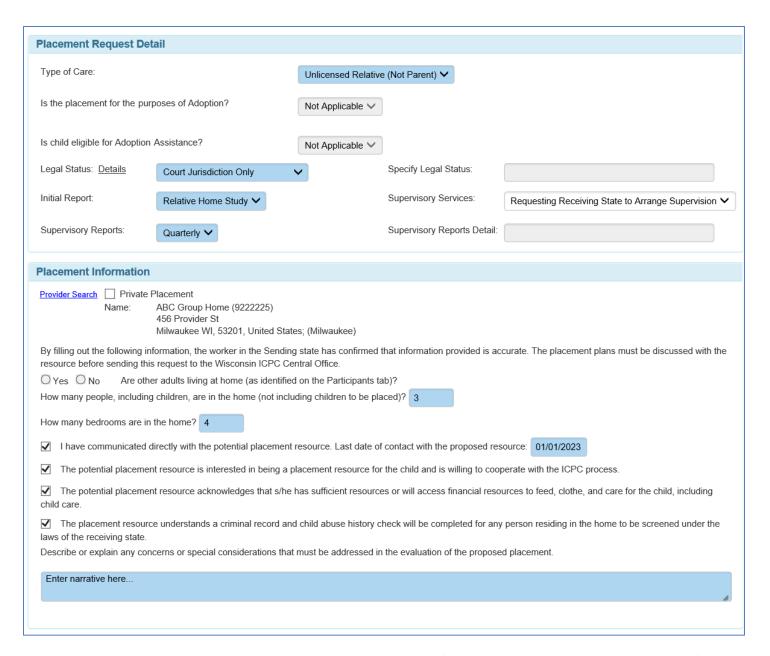


- 24. Some fields are conditionally displayed based on the response to the previous question; i.e. the 'Adoption to be completed in:' field will not display unless "Is the placement for the purposes of Adoption" field is answered Yes.
  - a. Some fields are conditionally enabled once other pieces of work are saved on other tabs. I.e. the 'Legal Status' field once the regulation type is not null.
  - b. The Details flair describes which value should be selected in the 'Legal Status' field.

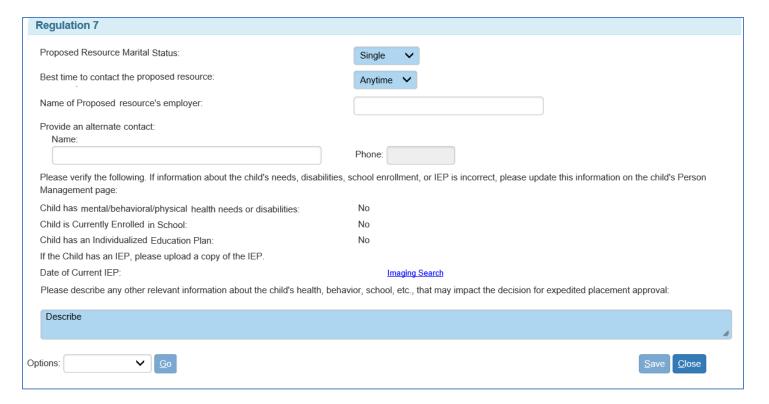


### 25. In the Placement Information group box:

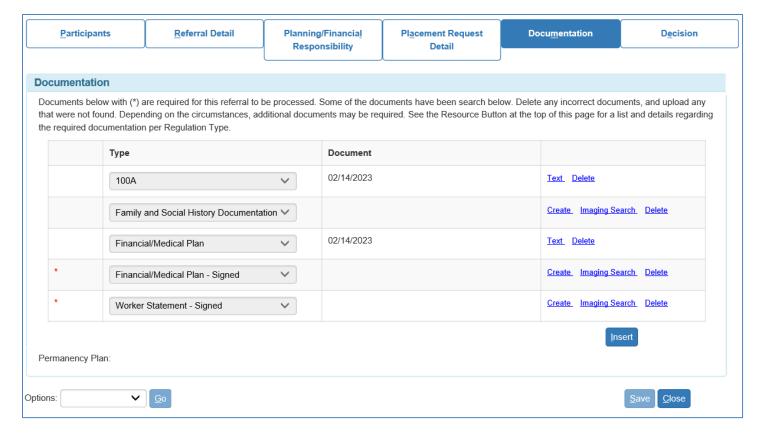
- a. If the Regulation Type=Regulation 4-Residential Placement, the 'Provider Search' hyperlink displays. Selecting this hyperlink launches the Provider Search page.
- b. The name displays the ICPC Referral participant associated with the role of Placement Resource identified on the Participants tab when the Reg Type is not 4 or the name of a provider if the Reg Type is 4. The Placement Resource name displays, along with the SSN and DOB. The 'Placement Relationship to Child' drop-down field also displays and is user editable when the regulation type is not Regulation 7.
- c. The address fields prefill from either the Primary address record for the person or the physical address of the facility.



- 26. If the information in the 'Are other adults living at home (as identified on the Participants tab)?' section is incorrect or participant doesn't display, click the Add/Edit button on the 'Participants' tab to Add new participant(s) or Edit an existing participant..
- 27. Answer the remaining questions on the page. Some of the fields are only required for certain regulation types. The Regulation 7 group box is only displayed when the Regulation type is 7.
- 28. Complete the required fields on the page.
  - a. The mental/behavioral/physical health needs question, the enrolled in school question, and the IEP fields default to answers/selections from the person management page. Information should be updated on the person management page so that the information prefills to other areas accurately.
  - b. The last field is to document any other relevant information. If there is no other relevant information type "Not applicable" in that narrative box.



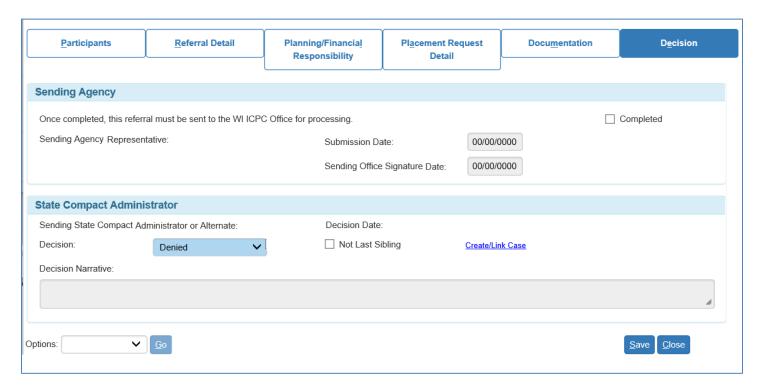
- 29. The Documentation tab allows the worker to search for the existing images in eWiSACWIS and bring them to the ICPC Referral. For situations when Sending State = WI, the users will be able to create templates by selecting the <u>Text</u> hyperlink. If an <u>Imaging Search</u> hyperlink appears, then the document needs to be uploaded.
- 30. Upload the required documentation (indicated by \*) for the Placement Request by selecting the Type and then clicking the <u>Create</u>, <u>Imaging Search</u> or <u>Text</u> hyperlink associated with the row to retrieve the needed image. Click the Insert button if additional documents are needed.



**Note**: The values available in the 'Type' drop-down are filtered based on the Regulation Type and whether WI is a receiving or sending state. In order to accept the ICPC Referral, the ICPC Specialist will verify that all appropriate documentation is uploaded and complete. Please be sure to complete the following if applicable per the regulation type of the referral:

- a. Review the appropriate links in 'Resource' on the top of the page. This will provide a list of other required documents that are not system validated upon sending the request to the ICPC Office.
- b. Launch the 100A and Worker Statement Templates, print and sign them, and upload them as 100A-Signed and Worker Statement images.
- c. Launch the Financial/Medical Plan template and complete the template questions before saving.
- d. Launch the Priority 101 template and complete the template questions before saving, if it is a Regulation 7 request.
- 31. For the date field, when the document is being associated with an image, this field pre-fills from the 'Date of Document' field on the Imaging page. When the document needed is a template, the field automatically pre-fills with the system date when the template was created.
- 32. The 'Document' column will display a date link to the existing document. A 'Text' link indicates an associated template while a date link indicates it's an image. 'Create' will bypass the imaging search and launch the 'Imaging' upload page.
- 33. Documents created within the last 30 days for any ICPC referral type will automatically pre-fill on the 'Imaging Search' page if the Imaging Search link is selected. If a recent document isn't found,

- a pop up box will appear stating "No matching data found for the criteria specified. Click close to exit the search message and click 'Create' to upload a new document.
- 34. The Decision tab allows workers to complete the referral, save, and/or send the ICPC referral to ICPC staff by checking the 'Completed' checkbox. The 'Send to WI ICPC' checkbox allows county users to refer the ICPC Referral to the ICPC Staff. ICPC Staff can either accept, deny, or withdraw the referral or return it to the sending agency.

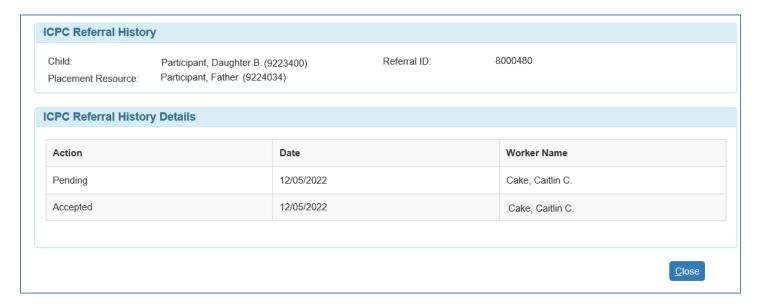


- 35. Once the ICPC Staff accepts, denies, or withdraws the ICPC Referral, it can be linked to either an existing or a new case. When an ICPC Referral is linked to an existing case, the case type does not change. When the ICPC Referral is used to create a new case, the new case is assigned a type of ICPC. Upon saving of the changes to Maintain case (creating/linking to a case opens Maintain Case page), the system creates an ICPC Record for the child who is associated with the role of Identified Child on the ICPC Referral.
- 36. When WI is the sending state, the 'Sending Agency Representative' field in the Sending Agency group box prefills with the name of the worker who has referred the ICPC Referral to the ICPC staff. The submission date is system driven when WI is the sending state.
- 37. The Decision field documents the decision by the Sending Agency, i.e. 'Refer to ICPC' or 'Return to ICPC' once the completed checkbox is selected.
  - The Completed check box must be selected in order to send the referral to the ICPC office for review.
  - b. If there are no participants on the participant tab with the 'Same Proposed Resource' checkbox checked, the following pop up displays: 'Are there other siblings going to the same proposed resource' selecting yes will check the 'Not Last Sibling' checkbox, only viewable by ICPC state staff.

- 38. Once the referral is sent to the ICPC staff you will receive a pop up confirming that your referral has been sent; i.e. This referral has been sent to the WI ICPC Office for review. Referrals are processed based on Regulation priority. You will be notified when the Referral has been Accepted, Denied or Returned for Additional Information.
- 39. The State Compact Administrator group box will be utilized by the ICPC central office staff.
- 40. "Sent to WI ICPC Office" will show as the 'Status' under the list of ICPC referrals on the desktop.
- 41. The Create/Link Case hyperlink is enabled only for ICPC staff once the Referral has a status of either Accepted or Denied.

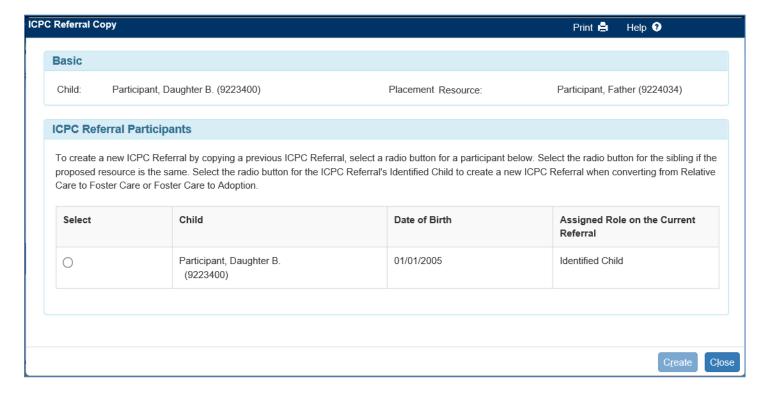
**Note:** When the ICPC Referral is linked to an existing case, the case type does not change. When the ICPC Referral is linked to a new case, the case is assigned a case type of ICPC. If the referral is linked to a closed case, the case type will be updated to ICPC. Upon saving of the changes to Maintain Case (linking to a case opens Maintain Case page), the system creates an ICPC Record for the child who is associated with the role of Identified Child on the ICPC Referral.

42. After the ICPC referral has been referred to the ICPC office, the 'ICPC Referral History' value display in the Options dropdown menu.



### **ICPC Referral Copy**

- 43. The ICPC Referral Copy page is used to select an ICPC Referral participant who needs a new ICPC referral with the information from the current ICPC Referral.
- 44. Select either the Identified Child or the Sibling, as identified on the Participants tab. If a sibling is selected, the sending state is Wisconsin and the regulation is 'Regulation 7 Expedited Placement Decision' a Court Order group box will appear allowing you to select the Priority Placement Order that will prefill into the copied over ICPC Referral.
- 45. You can continue by clicking the 'Create' button to copy-over some user-entered data from the current ICPC Referral into a new one.



46. The New ICPC Referral page will launch in create mode prefilled with some information from the current ICPC Referral Record.

### **ICPC Referral Made In Error**

- 47. After the referral is initially saved the Made in Error value displays in the Options drop down.
- 48. Once 'Go' is selected the following pop-up displays: 'This ICPC Referral will be marked as Made in Error. Do you want to continue?' Selecting Yes freezes the referral and sets the status to 'Made in Error'. Selecting no will return you to the page.
- 49. ICPC Referrals that were Made in Error can be viewed on the desktop ICPC tab by selecting the radio button for 'All ICPC Referrals' along with selecting the check box for 'Not approved/cancelled'.



# **Automated Messages**

## ICPC Referral has been sent to ICPC Office

Title	ICPC Referral has been sent to ICPC Office
Purpose:	To inform the ICPC Staff that an ICPC Referral has been referred.
Subject:	ICPC Referral sent to ICPC
To:	Those defined on the Automated Message Distribution page.
Message:	An ICPC Referral {[ICPC Referral ID] for [child name], DOB [DOB], with Regulation Type [Reg Type] has been sent to the ICPC office for review and decision.
Processing:	This message is created when a user changes the Send to WI ICPC checkbox on the Decision tab of a Pending ICPC Referral page to checked and successfully saves the page.

## ICPC Referral has been returned to Sending Agency

Title	ICPC Referral has been returned to Sending Agency
Purpose:	To inform the ICPC Referral originator that the ICPC Referral has been returned to the Sending Agency.
Subject:	ICPC Referral Returned to Sending Agency
То:	The worker and the worker's supervisor who referred the ICPC Referral.
Message:	The ICPC Referral {[ICPC Referral ID] for [child name], DOB [DOB] has not been sent to the receiving agency and has been returned to your agency with the comments identified below. Please address these comments and resubmit the ICPC Referral to continue processing. Please contact the ICPC office if you have questions. Decision Comments: [Narrative field from the Decision tab].
Processing:	This message is created when ICPC user saves ICPC referral after selecting Return to Sending Agency value from the Decision field on the Decision tab of the ICPC Referral page.

## ICPC Referral has been returned to ICPC Office

Title	ICPC Referral has been resubmitted to the ICPC Office
Purpose:	To inform the ICPC staff that an ICPC Referral has been resubmitted.
Subject:	ICPC Referral Resubmitted to ICPC
То:	The ICPC worker assigned to the ICPC Referral.
Message:	The ICPC Referral {[ICPC Referral ID] for [child name], DOB [DOB], with Regulation Type [Reg Type] has been resubmitted to the ICPC office for re-review and decision.
Processing:	This message is created when a user changes the Send to WI ICPC checkbox on the Decision tab of a non-Pending ICPC Referral page to checked and successfully saves the page.

# ICPC Referral Decision has been Made

Title	A decision has been made on the ICPC Referral
Purpose:	To inform of a decision made on the ICPC Referral.
Subject:	Decision made on ICPC Referral
То:	The worker and the worker's supervisor who referred the ICPC Referral.
Message:	If an Identified Child is specified: The ICPC central office has [Decision] the Referral {[ICPC Referral ID] for Child [child name], DOB [DOB]. Decision comments: [Narrative] If no Identified Child is specified: The ICPC central office has [Decision] the Referral {[ICPC Referral ID]. Decision comments: [Narrative]
Processing:	This message is created when user selects a Decision of either Accepted, Withdrawn or Denied on the ICPC Referral page and then saves the page successfully.

# **Assignment to ICPC Referral**

Title	ICPC Referral has been assigned to you.
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Purpose:	To inform of an assignment has been made to an ICPC Referral.
Subject:	Open Assignment to an ICPC Referral
To:	Assignee
Message:	You have been assigned to an ICPC Referral {[ICPC Referral ID] for Child [child name], DOB [DOB]. Please review your My ICPC Referrals expando.
Processing:	This message is created when an ICPC Referral assignment is created by the user.