

Kinship Care Automated Messages and Ticklers

Automated Messages

Notification of Kinship Care Application Results - Providers	
Purpose:	To notify the primary worker assigned to the Kinship Care provider that a decision has been made on a Court-Ordered Kinship Care application.
Description:	This message is created upon the approval of the Initial Determination for Court-Ordered Kinship Care.
To:	This message is sent to the primary worker assigned to the Kinship Care provider, as well as the additional workers identified on the distribution list for the county that made the eligibility decision.
Email subject:	Court-Ordered Kinship Care was approved or denied
Message text:	<p>The Kinship Care Initial Eligibility Determination has been {decision} for the {Provider name (Provider ID)} provider with {First Name MI. Last Name (Person ID)} placed in their home.</p> <p>*When the decision is denied, the reasons for the denial will also be included in the email.</p>

Notification of Kinship Care Application Results	
Purpose:	To notify the primary worker assigned to the child's case that a decision has been made on a Court-Ordered Kinship Care application.
Description:	This message is created upon the approval of the Initial Determination for Court-Ordered Kinship Care.
To:	This message is sent to the primary worker assigned to case where the child has an open, approved Kinship placement or service with the Kinship Care provider.
Email subject:	Court-Ordered Kinship Care was approved or denied
Message text:	<p>The Kinship Care Initial Eligibility Determination has been {decision} for the {Provider name (Provider ID)} provider with {First Name MI. Last Name (Person ID)} placed in their home.</p> <p>When the decision is denied, the following text will appear: Initial Eligibility Determination has been denied due to the following: {Reasons for denial}</p>

Notification of Court-Ordered Kinship Care Application Made in Error	
Purpose:	To notify the Licenser/Supervisor assigned to the Kinship Care provider that a Kinship Eligibility Determination page for Court-Ordered Kinship Care has been marked 'Made in Error'.
Description:	This message is created upon saving the Kinship Eligibility Determination page for Court-Ordered Kinship Care as 'Made in Error'.
To:	This message is sent to the primary worker assigned to the Kinship Care provider, as well as the additional workers identified on the distribution list for the county that marked the page as 'Made in Error'.
Email subject:	Court-Ordered Kinship Care Application Made in Error
Message text:	The Kinship Care Initial Eligibility Determination page was made in error for the {Provider name (Provider ID)} provider and child {Child Name} (PID). No further licensing actions are required at this time for this provider.

Designated County Does Not Match CO Eligibility County	
Purpose:	To notify the primary worker assigned to the Kinship Care provider from the previous designated county that the designated county has changed.
Description:	This message is created upon save of the Kinship Eligibility Determination page for Court-Ordered Kinship Care if a Licensing Activity page is created and the designated county value changes.
To:	This message is sent to the primary worker assigned to the Kinship Care provider from the previous designated county.
Email subject:	Provider's Designated County Has Changed
Message text:	The {Provider name (Provider ID)} provider has been approved to receive Court-Ordered Kinship Care by {county name}. The designated county has been changed for this provider to {county name}.

Start Application Activity for Foster Care Licensing	
Purpose:	To notify the licensing supervisor to assign a licensing worker to the Kinship Care provider to start application activity for foster care licensing.
Description:	<p>This message is created on the first save of the Kinship Eligibility Determination page when:</p> <ul style="list-style-type: none"> • The Kinship Type is Court-Ordered, and • A date has been entered in the Date Completed Application Received field

To:	This message is sent to the Foster Home licensing supervisor(s) identified on the distribution list for the county of the saved Initial Determination.
Email subject:	Start Application Activity for Foster Care Licensing
Message text:	The Kinship Care Initial Eligibility Determination has been approved for provider {Provider name (Provider ID)}. A foster care licensing worker needs to be assigned to this provider to begin the licensing process.

Licensing activity has been created	
Purpose:	To notify licensing workers and supervisors that the licensing activity has been created.
Description:	This message is created upon save of the Kinship Eligibility Determination page when: <ul style="list-style-type: none"> • The Kinship Type is Court-Ordered, and • A Licensing page with only the Application Activity tab is created for the county of the saved Initial Determination
To:	This message is sent to the primary worker for the Kinship Care provider, as well as the Foster Home licensing supervisor(s) identified on the distribution list for the county of the saved Initial Determination.
Email subject:	Provider's Licensing Activity Has Been Created
Message text:	The Kinship Care Initial Eligibility Determination has been created for the {Provider name (Provider ID)} provider and the Licensing page has been created for this provider. A licensing decision must be documented within 60 calendar days from the receipt of Part B of the JT COKC-FC App (DCF-F-5370-E).

Court-Ordered Kinship Placement Cannot Be Created	
Purpose:	To notify the primary worker assigned to the case of the child's most recent placement that the placement could not be created.
Description:	This message is created upon save of the approval for the Initial Determination when the Kinship Type is Court-Ordered.
To:	This message is sent to the primary worker assigned to the case of the child's most recent placement. The message is sent only if provider of the most recent placement matches the Kinship Care provider.
Email subject:	Court-Ordered Kinship Placement Cannot Be Created
Message text:	A Court Ordered Kinship Care placement cannot be documented for (Child name) (Person ID), because no qualifying placement exists for this child. The unlicensed relative placement should be opened for the beginning of the child's out-of-home care placement and transition to Court Ordered Kinship Care. The child's placement history may need to

	be reviewed to correct the issue. After that, please document the child's Court Ordered Kinship Care placement manually.
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Date Application Provided to Family Has Changed	
Purpose:	To notify licensing worker and supervisors that the date in the Date Application Provided to Family field has been changed.
Description:	This message is created upon save of the Kinship Eligibility Determination page when the Kinship Type is Court-Ordered after the date in the Date Application Provided to Family field has been changed.
To:	This message is sent to the primary worker for the Kinship Care provider, as well as the Foster Home licensing supervisor(s) identified on the distribution list for the county of the saved Initial Determination.
Email subject:	Date Application Provided to Family Has Changed
Message text:	The Date Application Provided to Family has changed. Please review the Licensing Activity under the {Provider name (Provider ID)} provider for accuracy.

Notification of Voluntary Kinship Care Application Results	
Purpose:	To notify the primary worker assigned to the Kinship Care provider that a Voluntary Kinship application has been approved.
Description:	This message is created upon save of approval of the Kinship Eligibility Determination page when the Kinship Type is Voluntary.
To:	This message is sent to the primary worker assigned to the Kinship Care provider, as well as the additional workers identified on the distribution list for the county that made the eligibility decision.
Email subject:	Voluntary Kinship Care was approved for {provider name}.
Message text:	The Kinship Care Initial Eligibility Determination has been approved for the {Provider name (Provider ID)} provider with {First Name MI. Last Name (Person ID)} placed in their home. Provider service type required for documenting the service has been activated. Please create a case and a service for the child.

Notification of Long-Term Kinship Care Application Results	
Purpose:	To notify the primary worker assigned to the Kinship Care provider that a Long Term Kinship application has been approved.
Description:	This message is created upon save of approval of the Kinship Eligibility Determination page when the Kinship Type is Long Term.
To:	This message is sent to the primary worker assigned to the Kinship Care provider, as well as the additional workers identified on the distribution list for the county that made the eligibility decision.

Email subject:	Long-Term Kinship Care was approved for (Provider name)
Message text:	The Kinship Care Initial Eligibility Determination has been approved for the {Provider name (Provider ID)} provider with {First Name MI. Last Name (Person ID)} placed in their home. Provider service type required for documenting the service has been activated. Please create a case and a service for the child.

Notification of Kinship Care Redetermination Results - Providers	
Purpose:	To notify the primary worker assigned to the Kinship Care provider that a decision has been made on the Kinship Care Eligibility Redetermination
Description:	This message is created upon save of approval of the Kinship Care Eligibility Redetermination.
To:	This message is sent to the primary worker assigned to the Kinship Care provider, as well as the additional workers identified on the distribution list for the county that made the redetermination decision.
Email subject:	Kinship Care Redetermination was approved or denied.
Message text:	<p>The Kinship Care Eligibility Redetermination found the provider <Provider Name (Provider ID)> with child<Child Name (Person ID)> to be <eligible/not eligible>.”</p> <p>When the decision is not eligible, the following text will appear: Kinship Eligibility Redetermination has been denied due to the following: {Reasons for denial}</p>

Notification of Kinship Care Eligibility Redetermination Results	
Purpose:	To notify the primary worker assigned to the case of the child’s Kinship placement/service that a decision has been made on the Kinship Care Eligibility Redetermination.
Description:	This message is created upon save of approval of the Kinship Care Eligibility Redetermination.
To:	This message is sent to the primary worker assigned to the case of the child’s Kinship placement/service, as well as the additional workers identified on the distribution list for the county of the placement/service.
Email subject:	Kinship Care Redetermination was approved or denied.
Message text:	The Kinship Care Eligibility Redetermination found the <Provider Name (Provider ID)> provider with <Child Name (Person ID)> eligible/not eligible.”

	When the decision is not eligible, the following text will appear: Kinship Eligibility Redetermination has been denied due to the following: {Reasons for denial}
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The Kinship Care Type Was Changed for Provider	
Purpose:	To notify Kinship Care workers and supervisors that the Kinship Care type has changed for the provider.
Description:	This message is created upon save of the approval for the Kinship Care Eligibility Redetermination if a change in Kinship Care type occurred.
To:	This message is sent to the Kinship Care workers and supervisors for the county of the Kinship Care Eligibility Redetermination
Email subject:	The Kinship Care Type was changed for provider.
Message text:	The Kinship Care Type has changed for provider {Provider name (Provider ID)}. Please update the service type or placement for the child for the corresponding new kinship care type.

Background Checks Needed after Provisional Approval	
Purpose:	To notify Primary Worker assigned to the Eligibility provider that missing Background Checks need to be uploaded for the determination or the Kinship needs to be terminated.
Description:	This message is created 75 days after the approval of the Kinship Determination page when the “Approved for Provisional Payments” checkbox is checked.
To:	The message is sent to the Primary Worker assigned to the provider. Also to workers on the distribution list for the county of determination.
Email subject:	Background Checks Needed after Provisional Approval
Message text:	Provisional approval for {Provider name (Provider ID)}’s Kinship Eligibility expires on (Decision Date + 90 days). Please upload the required Background Check documentation prior to (Decision Date + 90 days) or proceed with the COC process to terminate the Kinship Care service or placement.

Update the Provisional Approval

Purpose:	To notify Primary Worker assigned to the Eligibility provider that missing Background Checks need to be uploaded for the determination or the Kinship needs to be terminated.
Description:	This message is created 90 days after the approval of the Kinship Determination page when the "Approved for Provisional Payments" checkbox is checked.
To:	The message is sent to the Primary Worker assigned to the provider and the Primary Worker's supervisor. Also to workers on the distribution list for the county of the determination.
Email subject:	Update the Provisional Approval
Message Text:	90 days have passed since provisional approval was granted for {Provider name (Provider ID)}. Please upload the required Background Check documentation or terminate the Kinship Care service or placement.

Tasks/Ticklers

Kinship Eligibility Determination Due	
Purpose:	To remind the worker that there is a pending 'Maintain Kinship Eligibility' (Initial Application) requiring approval
To:	This tickler displays for the primary worker assigned to the Kinship Care provider.
Due Date:	The Kinship Eligibility Determination must be fully approved within 45 days from the date entered in the Date Completed Application Received field.
Date Sent:	30 days from the date in the Date Completed Application Received field
First Escalation:	40 days from the date in the Date Completed Application Received field
Creation:	<p>This tickler is created when:</p> <ul style="list-style-type: none"> • there is a Kinship Eligibility Determination that does not have a finalized approval, AND • there is a date saved in the Date Completed Application Received field, AND • the current date is on or after the date in the Date Completed Application Received + 30 days
Deletion:	<p>This tickler is deleted when:</p> <ul style="list-style-type: none"> • the Kinship Eligibility Determination is approved (regardless of the status), OR • the Kinship Eligibility Determination gets marked as Made in Error, OR • the tickler is removed from Tickler Management, OR • the tickler is removed by selecting the trash can icon on the Task List table

Eligibility Review Due	
Purpose:	To remind the worker that a Kinship Eligibility Redetermination with the type of 'Eligibility Review' is due for the provider.
To:	This tickler displays for the primary worker assigned to the Kinship Care provider.
Due Date:	<p>The Eligibility Review is due 365 days from the Decision Date of an approved Kinship Eligibility Determination where the "Approved for Provisional Payments" checkbox is not checked and the Next Eligibility Review Due Date field is blank.</p> <p>Due 365 days from the "Provisional Approval Completed" date of the Initial Determination if Next Eligibility Review Due Date is blank.</p>

	<p>If the Next Eligibility Review Due Date is not null and the “Provisional Approval Completed” date exists, due date is set to the Next Eligibility Review Due Date.</p> <p>For Kinship Eligibility Redetermination where the Next Eligibility Review Due Date is not blank, due date is set to the Next Eligibility Review Due Date from the approved Redetermination.</p>
Date Sent:	Due Date minus 15 days, which can also be calculated as the Decision Date + 350 days
First Escalation:	<p>Due Date minus 15 days, which can also be calculated as the Decision Date + 350 days where “Approved for Provisional Payments” checkbox is not checked)</p> <p>OR</p> <p>“Provisional Approval Completed” date + 350 days in determinations for initial determinations where “Approved for Provisional Payments” checkbox is checked.</p>
Second Escalation:	On the Due Date
Creation:	<p>This tickler is created by batch:</p> <ul style="list-style-type: none"> for the pending Eligibility Review redetermination with the qualified Due Date <p>Note: Only one Eligibility Review task is created for each Eligibility Review Kinship Eligibility Redetermination. The tickler is not recreated after it is deleted by the worker or supervisor.</p>
Deletion:	<p>This tickler is deleted when:</p> <ul style="list-style-type: none"> the Kinship Eligibility Redetermination with the type of ‘Eligibility Review’ is approved (regardless of the status) or not approved, OR the Kinship Eligibility Determination gets marked as Made in Error and the only Redetermination that exists has not been updated, OR when a redetermination for the tickler gets marked as Made in error, OR when the type gets changed (and ticklers exist) from the Eligibility Review, OR License Has Been Issued redetermination has been created, setting the pending Eligibility Review associated with tickler(s) to MIE, OR the tickler is removed from Tickler Management, OR the tickler is removed by selecting the trash can icon on the Task List table.

	Note: when this task is deleted via Tickler Management or by selecting the trash icon, it is not re-generated for the same Kinship Eligibility Redetermination.
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1st KC Request to Determine Eligibility	
Purpose:	To remind the worker to send the 'Kinship Care Eligibility Review Determination' form to the provider.
To:	This tickler displays for the primary worker assigned to the Kinship Care provider.
Due Date:	The 1 st notice must be sent 60 days prior to the Eligibility Review due date.
Date Sent:	Tickler will display as a link to the Kinship Eligibility page on the desktop of the primary assigned case worker 60 days prior to the Eligibility Review due date.
First Escalation:	No escalations
Creation:	<p>This tickler is created by batch when:</p> <ul style="list-style-type: none"> • there is an open Kinship placement or service, AND • there is a pending Eligibility Review redetermination with the qualified Due Date. <p>Note: Only one 1st KC Request to Determine Eligibility task is create for each Eligibility Review Redetermination and is not recreated after by deleted by worker or supervisor.</p>
Deletion:	<p>This tickler is deleted when:</p> <ul style="list-style-type: none"> • the worker launches and saves the "1st Request to Determine Eligibility" from the Eligibility Forms tab on the Kinship Eligibility Redetermination page, OR • the Kinship eligibility is terminated, OR • the tickler is removed from Tickler Management, OR • the tickler is removed by selecting the trash can icon on the Task List table, OR • the Eligibility Review is approved or not approved, OR • the Kinship Redetermination type of Eligibility Review is changed to a different type and change is saved successfully, OR • the Redetermination with the type of "Eligibility Review" associated with the tickler is set to "Made in Error" either directly or when Initial Eligibility Determination gets marked as Made in Error.