Documenting a Service

Introduction

When documenting the use of a service, it is important to make the distinction between documenting it as a placement (Out of Home Placement page) versus documenting it as a service (Service page).

The use of a Service for a placement is not subject to Title IV-E eligibility and practice requirements or AFCARS reporting requirements. For example, a child goes from his home into a secure detention facility as part of a sanction and then returns home, this is considered a service that was provided to the family. This situation <u>would be</u> documented on the Service page.

However, if the child goes to the secure detention facility and then moves directly from that facility to a licensed placement facility, the original placement into the secure detention facility was the first placement setting in the child's placement episode and thus, must be documented as an Out of Home Placement.

Ultimately, one should follow the guidelines that if the facility is being used as a court ordered out of home placement, or if it is one of multiple placements within an episode, then it needs to be documented on the Out of Home Placement page.

If the facility is being used to provide a service to the child or family (i.e. secure detention or shelter care as part of a sanctions or respite care as part of an in-home safety plan), then it should be documented on the Service page.

Starting a Service

1. From the desktop, go to the Cases tab and click the Create Case Work hyperlink ✎ **Create case work** or select Create Case Work from the Actions drop-down next to the specific case to open the Create Case Work page.
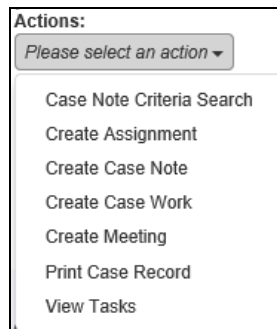
2. On the Create Case Work page, select Service from the Placement/Services drop-down. Select the appropriate Case and the Case Participant. Click Create. This will open the Service page.

3. On the Service tab, enter the appropriate Service Begin Date.

4. Choose the Service Category from the drop-down. You will only see Service categories that carry a "Service" characteristic. In other words, you will not see Service categories that are specific to documentation of an Out of Home Placement.

   Note: The Service Types are filtered based on the Service Category chosen.

   Note: Many counties will see multiple options for Respite Care. A Respite Care service type guide has been attached to the end of this guide.

5. Once you have selected the appropriate Service Category, select the appropriate service that is being provided from the Service Type drop-down.

6. The Service Detail field helps to further categorize and define the service being provided. These values are filtered based on the type of Service Category that is chosen.

7. The screenshot below shows the area where you would see the costs associated with the service being provided. It is important to note that the service may not be documented as a paid service and therefore no costs would display (as is illustrated below).

8. The Child Specific Cost is a read only field for specific service types. The Rate History hyperlink is available next to the Child Specific Costs field when a service type is chosen in the Service Type field that is associated, as the name suggests, with a child specific rate.

Another dynamic change to the page that is specific to a Service Category is the appearance of a Child Support Review for Voluntary Kinship services. Once you choose 'Kinship - Voluntary' the Child Support Review questions will appear and become required as part of the completion of the page.

Note: if the child is enrolled in the Safe at Home program and has an open Safe at Home address entered on the Address tab of the Person Management page, the Safe at Home visual indicator displays next to the Child Name (ID).

9. Click on the Provider tab. In the Provider Information section, click on the Search hyperlink to go to the Search Provider Service page.

10. Search out the Provider. If you know the provider's ID number, enter this number in the Provider ID field. If you do not know the provider's ID then the search will look for providers that carry the Service Category and Service Type that you identified on the Service tab.

Select the radio button next to the provider that you wish to use and click the Continue button. When the provider has been selected, the Provider tab will pre-fill with the provider's name and address information.

11. If the Provider searched and retrieved is not enrolled in the Safe at Home program but the child is enrolled and the child's current Primary Physical address is the Safe at Home address, the user receives the following informational message:

12. If the Provider searched and retrieved is enrolled in the Safe at Home programs and has an open Safe at Home address, but the child's current Primary Physical address is <u>not</u> a Safe at home address, the user receives the following informational message:

Confirmation

Attention - The provider that you have selected is a documented Safe at Home participant. The Wisconsin Safe at Home Address Confidentiality Program (Safe at Home) is a statewide cost-free address confidentiality program for victims of acts or threats of abuse who fear for their safety or the safety of their child or ward. Considerations should be made on whether this is an appropriate placement.

Close

13. In the Payment Information section, select the appropriate Target Pop. The Details flair next to the drop-down will assist you in identifying the appropriate Target Population should you be unsure of which value to select.

Note: The Target Population is also key in identifying the appropriate fiscal stream should this be a paid service, so it is important that the correct Target Population is identified.

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Child

Child: Ableman, Sara (9222046)   Case Name: Abby, Art J. (9221326)   Request Number:

Service	Provider

Provider Information

Current Nar

Target Population
___

Name:

C/O:

CHIPS - abuse and neglect - Includes children who are, or are alleged to be, abused and neglected. Child abuse is the physical injury of a child by other than accidental means under s.939.22(14) or sexual intercourse or contact with a child under s.940.225. Child neglect is when a person having temporary or permanent control over a child has neglected, refused, or been unable, for reasons other than poverty, to provide the necessary care, food, clothing, medical and dental care, or shelter so as to seriously endanger the physical health of the child.

Street:

City: United States

CHIPS - other - Includes children who are alleged to be, or have been found to be in need of protection and services under some s.48.13 sections. Does not include children who are, or are alleged to be, abused and/or neglected as defined in values 61, 62, or 63. Also does not include children under s.48.13 who are in the Status Offender Category defined in code 69.

Phone:

Email:

Delinquent - Includes children alleged to be delinquent and referred to court intake as well as children, ages 10 and over, who have been found to be delinquent by a court.

JIPS - status offender - Includes children who are alleged to be, or have been found to be status offenders.

Payment In

Voluntary Placement - Includes Children in an Out-of-Home Placement (of type Foster Home, Treatment Foster Home, or Group Home) where a formal signed agreement between the county, the parent, and the child (if age 12 or older) exists and no court order has been issued.

Parent
Agency:

o Kinship

A foster home or treatment foster home placement under a voluntary agreement may not exceed 180 days from the date on which the child was removed from the home under the voluntary agreement. A group home placement under a voluntary agreement may not exceed 15 days from the date on which the child was removed from the home under voluntary agreement.

Managemen

Target Pop: ∨ Details

☐ Override Parent Agency rule

If applicable, select the appropriate Relationship of Child to Kinship Provider in the Kinship Care section. This field is used to identify the relationship of the child to the caretaker.

14. The Split Payment Expando is used to redirect monies to another provider. Generally, this function is only used by Adoptions.

15. Once the Provider tab is complete, return to the Service tab and from the Options drop-down approve your newly documented Service. On the Approval History page, select the Approve radio button and click Continue. On the Service page, click Save.

16. The screen shot below illustrates how a Service will display on the outliner.

Ending a Service

1. From your desktop, click the hyperlink for the Open Service.

2. From the Service page, select Service Ending from the Options drop-down and then click Go. This will open the Service Ending page.

3. Enter the date the service ended in the End Date field. Select the appropriate End Reason from the End Reason drop-down. Then select Approval from the Options drop-down and click Go. On the Approval History page, select the Approve radio button and click Continue. To approve the service's ending, click Save.

4. Finally, the screen shot below illustrates the closed service. Note the end date and that the service now displays under the Closed Services heading.

Respite Care Service Type Information

Many counties will see at least three service types available in the Respite Care category. Keep in mind, service types can be customized to a county and your county may have different or additional options.

- Respite Care - Paid - Home Provider: This service type will pay any money from the respite care service to the home provider selected on the service regardless of whether they are licensed under a parent agency or not. The home provider will be paid based on the daily rate designated on their provider record for respite care.

- Respite Care - Paid – CPA: This service type will pay any money from the respite care service to the parent agency of the home provider selected if one exists. If the provider does not have a parent agency money will be paid to the home provider directly. The CPA will be paid based on the daily rate designated on the provider record of the home provider selected on the service.

- Respite Care – Unpaid: This service type is for documentation purposes only. It will not generate any payments for the service.