




**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

DATE: April 24, 2015

TO: Regional Managing Directors
Community Based Care CEOs

FROM:  Janice Thomas, Assistant Secretary for Child Welfare
Wicki Abrams, Assistant Secretary for Operations

SUBJECT: 'GO' for the Eligibility Enhancements Coming on April 25th



PURPOSE: To inform all stakeholders Eligibility Enhancements are going live on April 25th so final preparations can be made locally to prepare for changes. The FSFN Production environment will be unavailable on Friday, 4/24/2015 at 10:00 PM until 2:30 AM to implement the Eligibility Enhancements production build. The FSFN Reporting environment will be unavailable on Friday, 4/24/2015 at 10:00 PM until 4:30 AM to implement reporting changes. The FSFN Release notes that describe all the functionality that will be implemented are posted on the FSFN website located at: <http://fsfn.dcf.state.fl.us/buildnotes.shtml>.

BACKGROUND: In preparation for go-live on April 25th; there has been a continuous effort to achieve people readiness, system readiness and the implementation of a support plan. The following is a status on our readiness assessment:

PEOPLE READINESS: **Ready!** All Regions reported that staff are ready or plans are underway to finalize readiness activities prior to go-live.

SYSTEM READINESS: **Ready!** FSFN User Acceptance Testing has completed on schedule.

POST-DEPLOYMENT SUPPORT READINESS: **Ready!** All staff are encouraged to reach out to their local Eligibility Enhancement Champions, Regional Points of Contact, CBC Points of Contact, and the FSFN CBC Fiscal and Eligibility Group to discuss workflow and FSFN questions. If questions are not resolved locally, then the following statewide support processes have been setup. FSFN post deployment support will include daily triage calls at 3PM EST for the two weeks following deployment to support incoming FSFN issues related to Eligibility Enhancements. The FSFN post

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implementation support team will include members from Office of Child Welfare policy and practice team, Office of Information Technology Services team, IBM team, Regional Points of Contact, and CBC Points of Contact. For Office of Child Welfare policy and practice related questions, please continue to send questions to the Eligibility.Redesign@myflfamilies.com mailbox that has been setup to support this project. Please see attachment to this memo for more information.

ADDITIONAL INSTRUCTIONS and TIPS: In addition to all the Trainings and Supporting Information developed to support Eligibility Enhancements, the project team has developed additional instructions and tips:

- Child Protective Investigators are reminded to complete all pending TANF's prior to release.
- In order for all case information to carry over for our Independent Living Youth, all staff are reminded to 'split' the FSFN case properly. The recommended split case workflow has been attached to this memo.
- As with any large FSFN release, careful consideration is applied to what can be included in the software build at go live. As such, there are some identified defects that will be considered for a hotfix within two weeks of go live and there are also some longer term manual workarounds that have been identified. Please refer to the attached 'FSFN Workarounds and Known Issues' document and the Regional Child In Care Contact list attached for more information.
- A Quick at a Glance – 'Eligibility Enhancements – What do I need to complete in FSFN?' has been developed to support go live.

ACTION REQUIRED: Please communicate to all impacted users.

CONTACT INFORMATION: Should you have any policy questions, please contact Eligibility.Redesign@myflfamilies.com. For questions related to the upcoming changes in FSFN, please contact Alicia Dyer via email at Alicia.Dyer@myflfamilies.com.

TRAINING INFORMATION:

Recorded policy/practice webinars are posted on the Center for Child Welfare under 'Online Training and Videos.'

<http://centerforchildwelfare.fmhi.usf.edu/HorizontalTab/CenterVideo.shtml>

FSFN demonstrations are posted to the Center for Child Welfare under training and 'New Releases.' <http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNTraining.shtml>

SUPPORTING INFORMATION:

- Traci Leavine and Kellie Sweat Darnell communicated a memo on August 19, 2014 titled, "Title IV-E Eligibility." The memo can be found on the Center's website. <http://centerforchildwelfare.fmhi.usf.edu/kb/policymemos/TitleIV-E-Eligibility081914.pdf>

- To support the questions from the field, OCW has set up an eligibility mailbox. Eligibility.Redesign@myflfamilies.com and will be posting questions and answers. A frequently asked questions document will be compiled and posted for reference.
- Joint Child in Care and Child Welfare Eligibility Webinar (June 2014) <http://centerforchildwelfare.fmhi.usf.edu/Funding/RevenueMaximization.shtml>
- Capacity Building Session Materials can be found here: http://fsfn.dcf.state.fl.us/systemdocs.asp?path=Change_Requests/05-In_Development/FY14_15_Winter_Build_December_2014/Community_Eligibility_Champions
- The following link will take you to the Eligibility Tip Sheets & Tools: <http://fsfn.dcf.state.fl.us/eligibility.shtml>
- This link will take you to the slide deck for the Florida Screens Training provided last year: <http://fsfn.dcf.state.fl.us/docs/FLORIDA%20SCREENS%20TRAINING.pdf>
- The Following link will take you to the protected FSFN test environment: <http://fsfn-pilot.dcf.state.fl.us/flsacwis/Sacwis.jsp>
- The following link will take you to the Draft System Documentation (in draft form) related to this build. Please note the finalized topic papers (which will be same) will not be released until after go-live. [Click here](#)
- **Eligibility Enhancements – Frequently Asked Questions** have been added to the Center for Child Welfare’s website. On Monday, April 6th the Office of Child Welfare hosted a Question and Answer session that allowed stakeholders to ask questions related to the Practice webinars and FSFN demonstrations; these questions and answers, along with the questions that have been sent to the Eligibility.Redesign@myflfamilies.com inbox can be found on the Center’s website at <http://fsfn.dcf.state.fl.us/docs/WebinarQuestionsMarchApril2015final.pdf>

Attachments:

Eligibility Enhancements- What do I need to complete in FSFN?
 Independent Living Split Case Workflow
 Child In Care Regional Contact List
 Post Implementation Support Plan
 FSFN Known Workaround and Issues

CCs:

David L. Fairbanks, Deputy Secretary
 JoShonda Guerrier, Child Welfare Director of Strategic Projects
 Traci Leavine, Child Welfare Director of Practice
 Jennifer Lange, Assistant Secretary for Economic Self-Sufficiency
 FSFN System Adoption Regional Point of Contacts
 FSFN Consultant Network
 Children’s Legal Services Leadership
 Eligibility Enhancement Project Champions

Eligibility Enhancements – What do I need to complete in FSFN?

V4-23-15

Person Management Demographics		Assets & Employment	General TANF	LEGAL	Medical Mental Health	Title IV-E Eligibility	Adoption Information Page	Adoption Assistance Agreement	Adoption IV-E	Adoption TANF	Finalization/ Case Split	Medicaid
Child Protective Investigator	<p>NEW!</p> <ul style="list-style-type: none"> US Citizenship Non-Citizenship <p>Don't forget SSN and Ethnicity is also required</p>	<p>NEW!</p> <ul style="list-style-type: none"> Employer Name Employer Address Gross Income SSI and other benefits Vehicle Information Unemployment Savings Cash on hand 	<ul style="list-style-type: none"> Prefills from Assets and Employment plus Person Management Must be completed on all Investigations 		<ul style="list-style-type: none"> Enter All Medical History All Mental Health History 							
Children's Legal Services				<ul style="list-style-type: none"> Shelter Date TPR Date <p>Documentation entered promptly to ensure timely completion of IV-Eligibility</p>								
Case Manager	Update as Needed	Update as Needed	<p>Update as Needed</p> <ul style="list-style-type: none"> 1 year renewal Any changes in Assets/Empl, placement 		Update as Needed		Update as Needed				<p>Reminder: After Adoption, Finalization case must be spilt for new child to receive their subsidy payment</p>	
RevMax	Update as Needed	Update as Needed	<p>Update as Needed</p> <ul style="list-style-type: none"> 1 year renewal Any changes in Assets/Empl, placement 			<ul style="list-style-type: none"> Prefills from Assets and Employment, Person Management, plus Legal Must be completed on all Out-of-Home children in Licensed Foster Care 			<p>IV-E Foster Care Eligibility or private adoption page must be completed prior to initiation</p> <p>Prefills from IV-Eligibility, Adoption Information Page, and Adoption Assistance Agreement</p>	Same As Current Functionality	<ul style="list-style-type: none"> NEW! No Touch FL/FSFN Interface Automated Changes will be sent to FL when demographics are updated, address, assets and employment 	
Adoptions CM / Adoptions RevMax	Update as Needed	Update as Needed			Update as Needed		<p>Special Needs Criteria Factors Selected</p> <p>First Six factors prefills from Person Management and Medical Mental Health</p>	<p>Date AAA was signed by adoptive parents</p> <p>Must be completed prior to completion of Adoption IV-E Eligibility</p>	<p>IV-E Foster Care Eligibility or private adoption page must be completed prior to initiation</p> <p>Prefills from IV-Eligibility, Adoption Information Page, and Adoption Assistance Agreement</p>	Same As Current Functionality	<p>Reminder: After Adoption, Finalization case must be spilt for new child to receive their subsidy payment</p>	<ul style="list-style-type: none"> NEW! No Touch FL/FSFN Interface Automated Changes will be sent to FL when demographics are updated, address, assets and employment

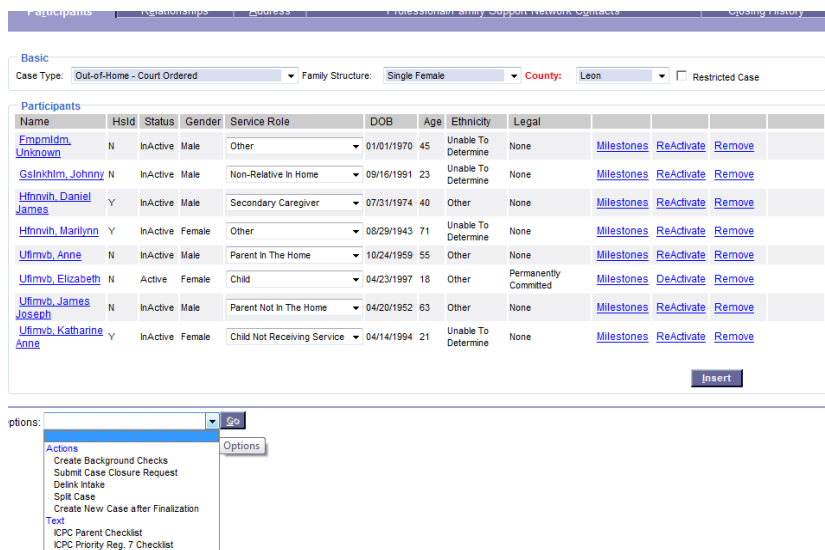
INDEPENDENT LIVING CASE SPLIT WORKFLOW

April 24, 2015

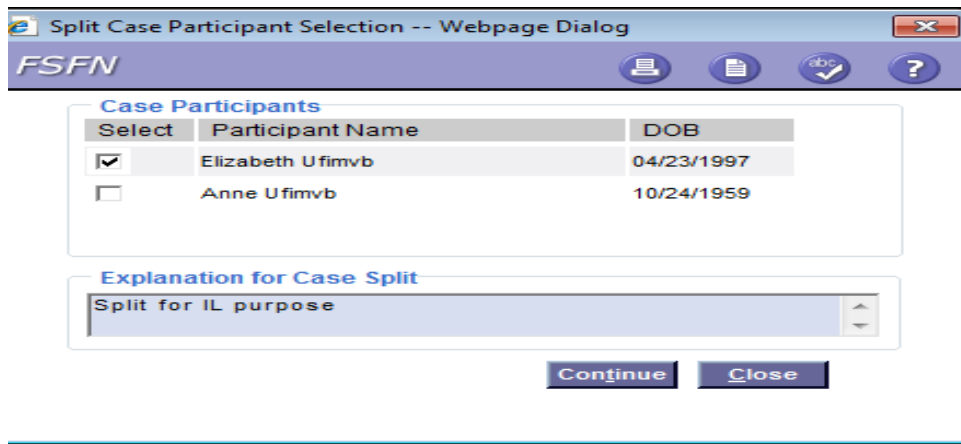
Extended Foster Care (EFC) and Post-Secondary Educational Services (PESS) are drivers for determining if a young adult qualifies for additional programs/services; the following split case workflow is being recommended to the FSFN User Community to assist in ensuring that qualified youth are not omitted due to a case split error. Additionally, using this workflow will support having historical data available for young adults when needed. Lastly, if an error is made in splitting a case, there may be a fiscal impact, using this recommended procedure will decrease the likelihood of that happening.



On the Maintain Case Page, select Split Case from the options drop down. Then, select Go.

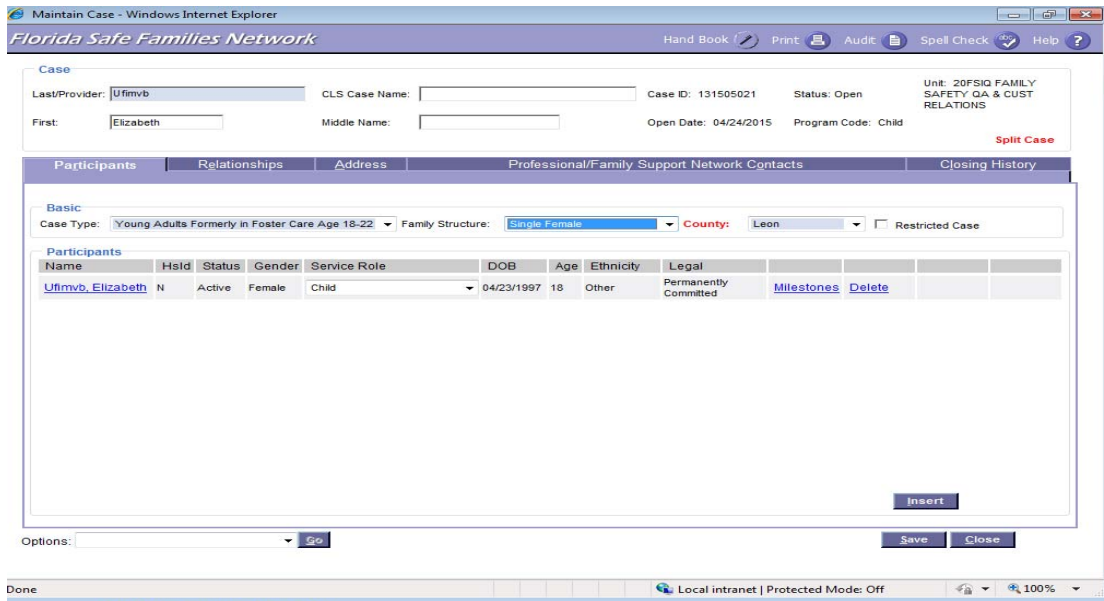


Uncheck all Case Participants except the young adult. Select Continue.



After creation of "NEW" case.

1. Change the Name of the case to the name of the young adult.
2. Change the Case Type – "Young Adults Formerly in Foster Care 18-22"
3. Change the Family Structure – Single Female\Single Male.
4. Please ensure you save the case after the changes.





Now you can end the placement. On the "NEW" case.


Continue your process workflow as usual. Ensure you create the young adult's new placement.


 [Ufimvb, Elizabeth \(131505021 \) \(Split case from 100741852\)](#) [Actions](#) [Case Book](#)


Young Adults Formerly in Foster Care Age 18-22 04/24/2015 XLOVNZM, PATRICKA
CLAUDETTE Leon 2986 Whirl A Way TRL , Tallahassee, FL 32309-1612


 Related People


 Adoption


 Assignment

 Education


 Eligibility


 File Cabinet


 Income/Eligibility


 Independent Living


 Legal

 Medical/Mental Health

 Narrative

 Non-Placement Services

 Payment System-Disbursed

 Placements

 [Foster Home, Fost Hm Traditional 13-17](#)


10/01/2013 BIG BEND CBC FA Mitchell, Lisa 100091977 Ufimvb, Elizabeth 102576905 Approved

 [Foster Home, Fost Hm Traditional 13-17](#)

08/15/2013 10/01/2013 BIG BEND CBC EASTFA Do Not Use Mitchell, Lisa 100091977 Ufimvb,
Elizabeth 102576905 Closed Move Made in Accordance with Case Plan Goal (Includes APPLA)

 [Residential, Shelter Fac Fixed Price](#)

07/31/2013 08/15/2013 BIG BEND CBC EASTFA Do Not Use Capital City Youth Services 99236 Ufimvb,
Elizabeth 102576905 Closed Move Made in Accordance with Case Plan Goal (Includes APPLA) Removal

 Split Cases

**Economic Self Sufficiency
Child In Care Regional Contacts**

**Northwest Region: all CIC correspondences are sent to NWR Regional CIC Unit inbox:
NWR_CIC@dcf.state.fl.us**

Circuit	County	Contact Person	Phone/ Email	Fax
1	Escambia	Natarsha Peacock ESSS Supervisor	(850) 329-9929 Natarsha.Peacock@myflfamilies.com	850-922-4413
	Okaloosa			
	Santa Rosa			
	Walton			
2	Franklin	Darlene King OMC	(850)778-4032 Darlene.King@myflfamilies.com	
	Gadsden	Robyn Gordon PA	(850) 329-9927 Robyn.Gordon@mflfamilies.com	
	Jefferson			
	Leon			
	Liberty			
Wakulla				
14	Bay			
	Calhoun			
	Gulf			
	Holmes			
	Jackson			
	Washington			

Northeast Region

Circuit	County	Name	Phone/Email	Fax
3	Columbia	Dawn H Green ESSS Supervisor	(386)481-9251 Dawn.Green@myflfamilies.com	
	Dixie			
	Hamilton	Dawn Harper OMC		
	Lafayette			
	Madison			
	Suwannee	Steve White PA	352-415-6197 Steve.White@myflfamilies.com	352-334-0792
	Taylor			
4	Clay	Kay DeVaughn SHSPS	904-485-9721 Kay.DeVaughn@myflfamilies.com	904-723-5352
	Duval			
	Nassau			
7	Flagler			
	St. Johns			
	Volusia			
	Putnam			
8	Alachua			
	Baker			
	Bradford			
	Gilchrist			
	Levy			
	Union			

Central Region				
Circuit	County	Name	Phone/Email	Fax
5	Citrus	Lodia Rojas	407-317-7993 Lodia.Rojas@myflfamilies.com	407-245-0581
	Hernando			
	Lake			
	Marion			
	Sumter	Shawna Mackin	772-595-1371 Shawna.Mackin@myflfamilies.com	772-460-3665
9	Orange			
	Osceola			
10	Hardee	Shelia Ann Kelly	407-800-2797 SheliaAnn.Kelly@myflfamilies.com	407-245-0581
	Highlands			
	Polk			
18	Brevard	Ellen Schultz	Ellen.Schultz@myflfamilies.com 352-330-2161 x.7048; Tues: 863-678-6570	863-678-4133
	Seminole			
Suncoast Region				
Circuit	County	Name	Phone/Email	Fax
6	Pasco	<i>Adolph Howard</i> ESSS Supervisor	239-895-0338 Adolph.Howard@myflfamilies.com	941-342-0480
	Pinellas			
12	DeSoto	Kathy Spiak	239-895-0319 Kathy.Spiak@myflfamilies.com	239-344-0801
	Manatee			
	Sarasota			
13	Hillsborough	Elizabeth Thomas	727-484-3537 Elizabeth.Thomas@myflfamilies.com	727-419-4039
20	Charlotte			
	Collier			
	Glades			
	Hendry			
	Lee	Nicole L Williams	813-868-8374 Nicole.williams@myflfamilies.com	
Southeast Region				
Circuit	County	Name	Phone/Email	Fax
15	Palm Beach	Susan Lee	772-409-2804 Susan.Lee@myflfamilies.com	954-267-4038
17	Broward	ESSS Supervisor		
19	Indian River	Deveroux McDonald	954-375-5860 Deveroux.McDonald@myflfamilies.com	
	Martin	PA		
	Okeechobee			
	St. Lucie	Carol Minikwu SHSPS	(954)375-5916 Carol.Minikwu@myflfamilies.com	
Southern Region				
Circuit	County	Name	Phone/Email	Fax
11	Miami-Dade	Alex Milla	786-257-5231 Alex.Milla@myflfamilies.com	305-349-1395
16	Monroe	Fay Hepburn	(786) 257-5196 Fay.Hepburn@myflfamilies.com	



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**Eligibility Enhancements - Post Implementation Support Plan
April 24, 2015**

Daily Florida Safe Families Network (FSFN) ticket triage support calls are scheduled to take place at 3PM EST for two weeks post “Go Live” of the Eligibility Enhancements build. Participants on the call will consist of the Department of Children and Families Regional Points of Contact (RPOC), Community Based Care Subject Matter Experts (SME), the Office of Information and Technology (OITS) Implementation Support Manager and the Office of Child Welfare (OCW) Implementation Support Team members.

When issues are encountered, the FSFN User Community is encouraged to reach out to their local Eligibility Enhancement Champions, Regional Points of Contact, CBC Points of Contact, and the FSFN CBC Fiscal and Eligibility Group to discuss workflow and discuss if the issue is related to training, policy/practice or a FSFN system defect. If it is a training or policy issue, the SME can determine if the issue may be resolved locally. If FSFN questions are not resolved locally, then the SME’s have been invited to daily triage calls at 3PM EST for the two weeks following deployment to support incoming FSFN issues related to Eligibility Enhancements. For Office of Child Welfare policy and practice related questions, please continue to send questions to the Eligibility.Redesign@myflfamilies.com mailbox that has been setup to support this project.

The Regional POCs have served as a liaison between their leadership, CBC providers, OITS and the OCW. The Regional POC have been a part of the Eligibility Enhancement Project since its inception and have participated on weekly calls leading up to this release. The RPOC have been an asset to this process and we are pleased they will continue to provide support to their respective regions and its stakeholders as we address issues that are sure to arise with a project of this size.

Regional Points of Contact:

Northeast - Susan Bell
Southern - Olga Hurst
Suncoast - Beth Pasek
Northwest - Regina Pleas, David Stout
Central - Maria Nistri
Southeast - Mark Holsapfel

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Eligibility Enhancements Project
Post - Implementation Support plan

Community Based Agency

Big Bend Community Based Care, Inc.
Brevard Family Partnership
ChildNet Inc.
Children's Network of SW Florida
Community Based Care of Central Florida
Community Partnership for Children, Inc.
Devereux Families Inc.
Eckerd Community Alt. Pinellas/Pasco
Eckerd Community Alternatives Hillsborough
Family Support Services of North Florida Inc.
Heartland For Children
Kids Central, Inc.
Kids First of Florida, Inc.
Lakeview Center, Families First Network
Our Kids of Miami-Dade/Monroe, Inc.
Partnership for Strong Families
Sarasota Family YMCA, Inc.

St Johns County Board of County Comm.

Subject Matter Expert

Roshannon Jackson - Email: roshannon_jackson@bigbendcbc.org
Matthew Joshua - Email: matthew.joshua@brevardfp.org
Yyone Cowan - Email: ycowan@childnet.us
Marilyn Richard - Email: mrichards@cnswfl.org
Jennifer Perez - Email: Jennifer.Perez@cbccfl.org
Karin Flositz - Email: Karin.Flositz@cbcvf.org
Christine Winter - Email: Christine.winter@devereuxcbc.org
Rebecca Hicks - Email: rhicks@eckerd-eca.org
Crystal McWilliams - Email: CMcWilliams@EckerdCBC-C13.org
Marie Lamb - Email: marie.lamb@fssnf.org
Shibani Kyani - Email: SKYANI@heartlandforchildren.org
Kaylan Lawyer - Email: Kaylan.laywer@kidscentralinc.org
Tanya Miller - Email: tmiller@cbkn.org
Rebecca Kittrell - Email: rebecca.kittrell@bhcpns.org
Jerry Barr - Email: barrj@ourkids.us
Yvette Spencer - Email: yvette.spencer@pfsf.org
Barbara Simmons - Email: bsimmons@thesarasotay.org
Charlene Brusoe - Email: cbrusoe@thesarasotay.org
Raechel Meeks - Email: rmeeks@sjcfl.us
Sylvia Velez - Email: svelez@sjcfl.us



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**Florida Safe Families Network (FSFN)
Eligibility Enhancements Known Issues and Workarounds**

This document provides workarounds to known issues discovered during User Acceptance Testing (UAT). The FSFN Team is working to resolve the known defects. When these issues have been successfully resolved, communications will be shared with the field.

- 1. Unable to Initiate or Update Medicaid in Post Adoption Cases/Removal Begin Date**
Issue: When a **Post Adoption** case is closed or a discharge is processed in FSFN, a child may not be in a current removal episode. Therefore no removal begin date is transmitted as part of the automated change records to the FLORIDA system; this causes automation in the FLORIDA system to reject the change record, and the change record becomes "stuck".
Workaround: There is currently no workaround. This enhancement has been scheduled for resolution within two weeks of go-live.
- 2. Unable to Initiate or Update Medicaid in Interstate Compact for the Placement of Children (ICPC) cases.**
Issue: There is no removal begin date being transmitted as part of the automated change records to the FLORIDA system from FSFN in ICPC cases.
Workaround: Users will be required to provide the Child in Care (CIC) worker with a paper application in order to initiate or update Medicaid ICPC cases.
- 3. Unable to Initiate or Update Medicaid in Interstate Compact on Adoption and Medical Assistance (ICAMA) cases.**
Issue: There is no removal begin date being transmitted as part of the automated change records to the FLORIDA system in ICAMA cases.
Workaround: Users will be required to provide the Child in Care (CIC) worker with a paper application in order to initiate or update Medicaid ICAMA cases.
- 4. No automated solution to request Retroactive Medicaid.**
Issue: Currently if a client is in need of retroactive Medicaid coverage there is no automated solution.
Workaround: If retroactive Medicaid is needed staff must contact the CIC worker for assistance.

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5. **FSFN Not Accepting CIC Medicaid Code From Florida System**

Issue: Starting in July 2014, the current design of FSFN is not accepting a newly consolidated child in care Medicaid code sent from the Florida System for children who are IV-E eligible for adoption subsidy and adoption Medicaid. The rejection of this Medicaid code sent from the Florida System makes the child ineligible when they are eligible; this impacts the state's federal claim and Community Based Care funding.

Workaround: Upon go-live, this issue will be resolved from occurring in the future. The FSFN team is continuing to work on those cases that were rejected prior to go-live and a statewide communication will be issued when a resolution regarding the previously rejected cases has been reached.

6. **Failed or Rejected Medicaid Eligibility Records**

Issue: Currently, if a Medicaid Eligibility record fails or rejects processing in FLORIDA there is no ability to Edit or Resubmit that record within the Medicaid Eligibility screen. When a record is processed or returned from FLORIDA there is only a link to VIEW the record. If you attempt to manually insert a new line for the record when you attempt to SAVE the change an error message of "Medicaid certification record already exists" is displayed and the record cannot be saved.

Workaround: If the Medicaid action was for a Change then the user needs to make appropriate edits to the case information for another Change record to be submitted. For example, the user could insert an 'x' for middle initial to initiate a new change record.

7. **IV-E Adoption Eligibility Hyperlink on the Adoption Subsidy Agreement is Not Working**

Issue: The IV-E Adoption Eligibility Hyperlink on the Adoption Subsidy Agreement is not working.

Workaround: Until the hyperlink is fixed, the user can launch the associated Adoption Eligibility page from either "**Financial Work**" on the Desktop; if there is an assignment to the case, or launch the associated Adoption Eligibility page from "**Search**" on the Desktop.

8. **Defect/ When SSI was Ended. Title IV-E Foster Care-Redetermination Tab-Question 4**

Issue: The Eligibility Determination is incorrect, displaying **Eligible, Not Reimbursable** but should display **Eligible and Reimbursable**. This impact will only occur on re-determinations documented for an initial determination that is started after 4/24, and where SSI is terminated prior to the re-determination effective date.

Workaround: The solution for this scenario will be available in the first possible hotfix following go-live scheduled for 4/24. The probability of occurrence of this defect prior to a hotfix is extremely low, because it will only apply in the sequence of events described above.

9. **Adoption TANF Redetermination Not Populating Correctly**

Issue Description: The Redetermination is not pre-filling from the previous Adoption TANF.

Workaround: Information for the Redetermination that does not pre-fill from the previous Adoption TANF can be input manually.

10. **Approval History Not Viewable**

Issue Description: User under Active Supervisor cannot view the Approval history of a IV-E Adoption Eligibility; when viewed there is no information in the history due to the Approval History page being launched from Search. The Approval History page showing up without any rows only occurs when the user launches the Approval History page from a page accessed through Search.

Workaround: The user can access items to approve and can process those items, however; the history of the approval process will not be viewable unless the page is accessed from the Desktop.

11. **Medicaid Program Type Display Issue**

Issue Description: After a redetermination, a changed Medicaid submission is displaying that a Medicaid type is reverted back to the initial program type rather than using the most current program type.

Workaround: The Medicaid program type information is NOT included in the file from FSFN to FLORIDA. Users can access the FLORIDA system to confirm the program type.

12. **Adoption Eligibility Page Doesn't Refresh When Returning From Legal Record**

Issue Description: When clicking the Legal Record hyperlink, instead of the Legal Record page launching in the same browser it opens in a new Internet Explorer Browser. As a result, when you return to the Adoption Eligibility page it does not automatically refresh to display the update.

Make sure that all required work (Assets/Employment, Legal & Demographics) is completed prior to starting Eligibility.

Workaround: In the event that the Legal Record is accessed from the Adoption Eligibility page and a change is made to the Legal Record that would result in a field refreshing to pre-fill on the Adoption Eligibility page, the user has two options:

1. Put a space in one of the user entered fields to enable the **Save** button and save the page, which will refresh the page and pull the data in;

OR

2. Close and re-launch the Adoption Eligibility page.

13. **Adoption Eligibility Page Not Refreshing To Automatically Display Eligibility Path Group Box**

Issue Description: Upon returning to the Adoption Eligibility page from Person Management page or the Medical Mental Health (MMH) page; the Adoption Eligibility page refreshes to pre-fill the Special Needs Determination group box; however the page doesn't update completely to display

the Eligibility Path group box if the child meets the Special Needs criteria. As a result, when you click the Approval hyperlink for the page the user will receive a validation message that the Eligibility Path section needs to be documented; this is the section that isn't displayed on the page.

Workaround: In the event that the MMH, Person Management or Adoption Information pages are accessed from the Adoption Eligibility page and a change is made that would result in the child either meeting or no longer meeting the Special Needs criteria, the user can do the following to get the Eligibility Path group box to display: Put a space in one of the user entered field to enable the Save button and save the page, which will refresh the page and result in the Eligibility Path group box displaying.

14. Adoption Eligibility for Private Adoption - Private Adoption Hyperlink

Issue Description: When the Adoption Eligibility page is created as the result of a Private Adoption, the Private Adoption hyperlink is displayed to launch the associated Private Adoption page. Currently, when you click the Private Adoption hyperlink, instead of launching the associated Private Adoption page, a blank new Private Adoption page is launched.

Workaround: The user can do either of the following:

1. Access the Private Adoption page from the desktop if there is an assignment to the FSFN Case;

OR

2. Access the Search page by clicking the Search command button and perform a Case or Person Search and drill down to view the Private Adoption page.

15. Adoption Eligibility for Private Adoption - 8.4c (2) - Date Field Isn't Required

Issue Description: Adoption Eligibility - when created as the result of a Private Adoption, Section 8.4c is displayed. Within that section, question 8.4c (2) has a Yes/No user selected response. If yes, by design the associated "court order with CTW language" date field is supposed to be enabled and required. However, it is only enabled and isn't blue to indicate required, nor does the system force you to enter it. Therefore, you can approve the Adoption Eligibility without the date.

Workaround: The user can enter the date to capture the information

16. Replacement Medicaid Card Issue

Issue: Currently there is no automated process to request a replacement Medicaid Card.

Work Around: If a replacement Medicaid card is needed; the user will be required to contact the local CIC worker.

17. Self Employed Check Box

Issue Description: If the **Self Employed** check box is selected, the Operating Costs field becomes enabled and required. The digits entered in this field cannot exceed \$9,999.99. Currently, the field will accept a value of \$0.00.

Work Around: Users should not use the value of \$0.00 when the Self Employed check box is selected and the Operating Costs field becomes required. A change request has been submitted to address this issue.

18. Assets and Employment. Income Verification

Issue Description: Title IV-E foster care requires verification of income (earned and unearned). If the income is not verified, the child is ineligible under IV-E FC. Currently, there is no edit or field in FSFN to capture whether or not income is verified.

Work Around: Users should enter as much information as is available or known. The amount of income entered will be the basis for the ineligible determination. In situations where the information is not verified, enter “\$11,000” as the monthly amount of income. Case notes must clearly articulate the efforts made to verify the income and the workaround that was followed. A change request has been submitted to address this issue.

19. Assets and Employment. Income Verification

Issue Description: Title IV-E foster care must be established prior to beginning the adoption eligibility work. The system automatically seeks the removal address from the child’s demographic screen. Typically at this point, that address reflects the current placement and not the original removal address.

Work Around: During eligibility work, users should change the child’s address to match the removal address in the original case. Once the eligibility work is complete, the address can be changed back to the current location.