



## Adoption Incentive Frequently Asked Questions

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The following are questions you might receive regarding the changes to FSFN for Adoption Incentive after the April 1<sup>st</sup> “Go Live”. The questions will be updated based on feedback during the Post Implementation Daily Triage calls.

### *Adoption Information Page:*

- Q. I cannot save the Adoption Information Page, and I get an error about “Expressed Intent to Adopt”.
- A. User must insert a line under the Express Intent to Adopt Section of the Adoption Information Page. If there is no identified family for adoption the field must have “N/A” selected. Otherwise the provider must be selected and the relationships under “Express Intent to Adopt” and “Relationship of Adoptive Parent to Child” must match.

### *Case Notes Page:*

- Q. Why don't I have the **Add Non Face-to-Face Contacts** link on my **Case Notes** page?
- A. The **Add Non Face-to-Face Contacts** link is only available for specific Case Note Categories with a contact Type such as Telephone Contact, Email Contact, or Facsimile (FAX).

### *Maintain Service Type & Rate Page:*

- Q. What User Group do I need to update Fiscal Services on the **Maintain Service Type & Rate** page?
- A. The worker must be a Fiscal Statewide Manager or Fiscal Supervisor with the security profile “Maintain Service – All”.
- Q. Why can't I update Post Adoption Services types on the **Maintain Service Type & Rate** page?
- A. Only DCF Headquarter staff can create or update Post Adoption Services on the **Maintain Service Type & Rate** page.

### *Meetings:*

- Q. Why do I have additional reference types available on the **Meetings** page?
- A. The new reference values are available to enhance the meeting process for the Adoption Initiative. They are Full Disclosure Staffing; Adoption Transition Staffing; Adoption Support Group; and Permanency Roundtable.

### *Post Adoption Services Page*

- Q. How do I access the **Post Adoption Services** page?
- A. One way to access the **Post Adoption Services** page is from the **Desktop > Create > Case Work > Create Case Work > Adoptions** dropdown or **Case Book > Create Case Work > Adoptions** dropdown.
- Q. What User Group is able to create and edit the new **Post Adoption Services** page?



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- A. The following User Groups are able to create and update the **Post Adoption Services** page:
- o Adoption Specialist
  - o Child Case Supv - Specialist FSDMM
  - o Fiscal Supervisor
  - o Fiscal Worker
  - o Utilization Manager
- Q. What User Groups are able to view the new Post Adoption Services page?
- o Fiscal Statewide Manager
  - o Statewide Program Office Workr

### *Recruitment Event Page:*

- Q. I cannot save the **Recruitment Event** page
- A. Make sure that one expenditure row is entered. This can be a zero dollar amount.

### *Search – Provider/Organization Tab*

- Q. How do I search for providers who have approved Unified Home Studies?
- A. New fields have been added to the **Search** page – **Provider/Organization** tab. They are **Purpose of Home Study** and **Outcome** fields. A **Fiscal Agency** is required to search for a UHS using these fields. A **Fiscal Agency** is not required when searching for a UHS using the **Expired** check box

### *Services Page*

- Q. Do I need to be assigned to the case to approve the **Services** page?
- A. If the **Services** page was created by the Post Adoption Worker you can approve the Service through Financial Work>Placement/Services>Maintain Service.
- Q. I cannot find the Provider I want to use.
- A. Verify the Provider has been created. If not, the Provider must be created and the Service associated with the Provider from the specified Fiscal Agency.
- A. Verify the Provider has the specified service type associated with them under the specified fiscal agency.