PSSFWeb

Promoting Safe and Stable Families Online Reporting System

<u>User Instructions</u>

PSSFWeb has been designed to collect demographic and service data from programs that are supported with funding from DHR/DFCS Promoting Safe and Stable Families program.

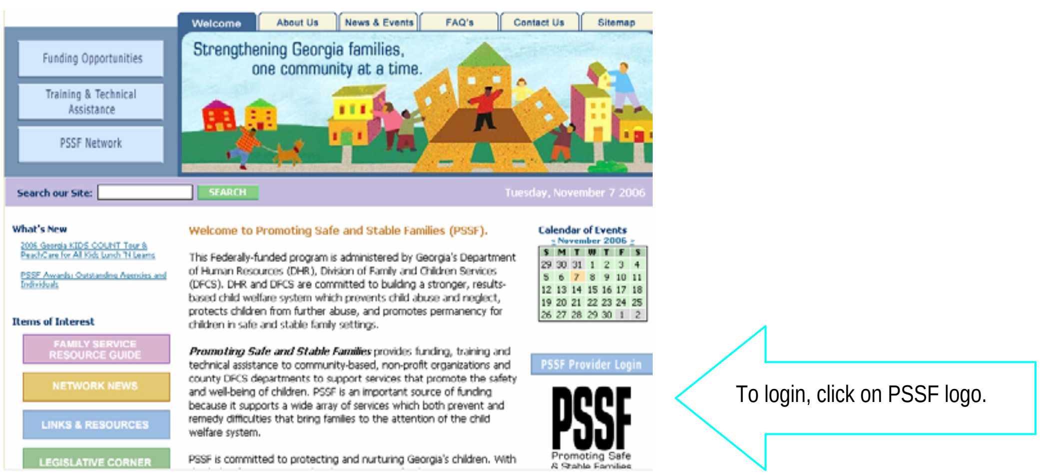
BEFORE YOU BEGIN – INTERNET SETTINGS

Please make sure your internet options are set as described below so that the program 'behaves' the way we have described:

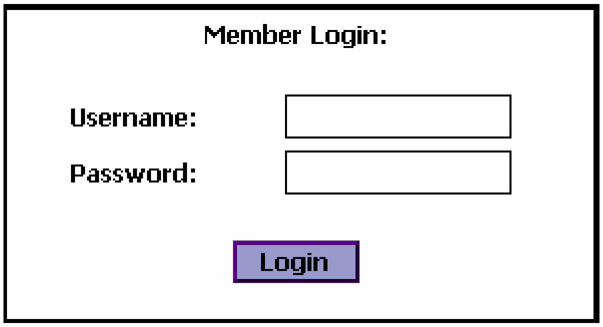
1. With Internet Explorer open, go to the Tools menu at the top of the screen and select Internet Options
2. On the General Tab click the "Settings..." button
3. Make sure the option "Every visit to the page" is selected and click Apply and then OK
4. Click OK again to return to Internet Explorer"

GETTING STARTED

Go to the PSSF website, www.pssfnet.com.



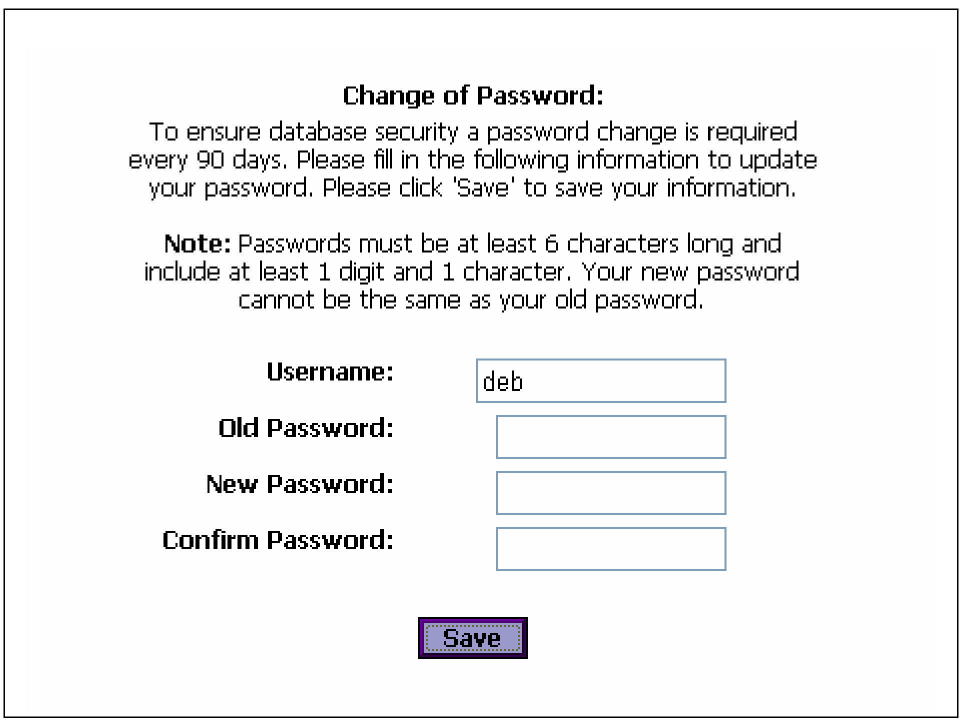
And select **PSSFWeb** link.



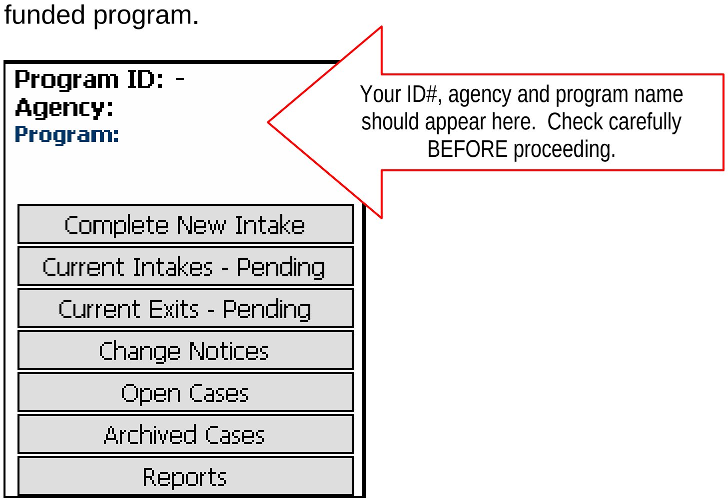
Enter your User Name and Password.

The first time you login you will be required to change your password. Select a password that you will remember. Keep your password secure as the information in your database is confidential and must be protected. When you are done, logout of the system so that the information you have entered is saved and protected. You will only have access to your program records.

Every 90 days you will be required to change your password. If more than one user enters data on PSSFWeb you will have to share any new passwords with them.



This will take you to the Main Menu where you should verify your agency, program name, and ID #. Please make sure you have entered the correct account, especially if you have more than one PSSF-funded program.



From the Main Menu you can select from the following options:

- Complete New Intake
- Current Intakes – Pending*
- Current Exits – Pending*
- Change Notices – Pending *(in development)*
- Open Cases*
- Archived Cases*
- Reports

**"Pending" lists are sorted alphabetically by the last name of the primary caregiver. "Open Cases" and "Archived Cases" lists can be sorted by any column by clicking on the column header.*

PSSFWeb OPTIONS

Complete New Intake

- Select to begin a new intake form for a family commencing services or returning for additional services.

Current Intakes - Pending

- A list of any intake forms that have already been entered during the current reporting month*. You can edit intake information or delete any intake form if it appears on this list. Next to the list title is the number of intakes on the 'pending' list.
- Select to view status of all 'pending' intakes.
- Select to edit/delete an intake.

** Any intakes that did not migrate on 'POSTING' day the previous month will also appear on this list.*

2 Current Pending Intakes

Intake ID	Control #	Primary Caregiver	Oldest Child	Status	Preview/Print
35937	Oct1	[redacted]	[redacted]	Complete	
35938	Oct2	[redacted]	[redacted]	Complete	

Current Exits - Pending

- A list of all exits completed during the current month. Exits only appear on this list if you *completed* all required information on the exit form. You CANNOT edit information on an exit form once it appears on the "Current Exits – Pending" list. Incomplete exit forms are not saved. Next to the list title is the number of exits on the 'pending' list.
- Select to view exits you have completed during the month or to delete an exit completed in error.

Change Notices – Pending *(in development)*

Open Cases

- A list of all intakes completed, and successfully migrated to the main database, in prior months. Next to the list title is the total of cases open at the beginning of the month. This number will not change until the next 'POSTING' day when new intakes and exits are processed. This is the number that will be reported on your Direct Service Summary each month.

> *If an exit form was submitted in a previous period, the case will not appear on this list. You will only be able to complete exit forms on open cases from the "Open Cases" list. An intake form must have migrated successfully to the main database at the end of a period to establish an open case and appear on the "Open Cases" list. This means that you cannot submit an exit for a case in the same period as you are submitting its intake.*

Open Cases - 31

Intake ID		Month	Primary Caregiver	Oldest Child	Preview/Print
37110	Exit	06/01/2006	[redacted]	[redacted]	
30648	Exit	03/01/2006	[redacted]	[redacted]	
26612	Exit	10/01/2005	[redacted]	[redacted]	
23518	Exit	07/01/2005	[redacted]	[redacted]	

Archived Cases

- A list of all cases that were open/active and then closed during the current contract year.
- Select to view closed cases.
- You may re-sort cases by clicking on the column title.

ENTERING A NEW INTAKE

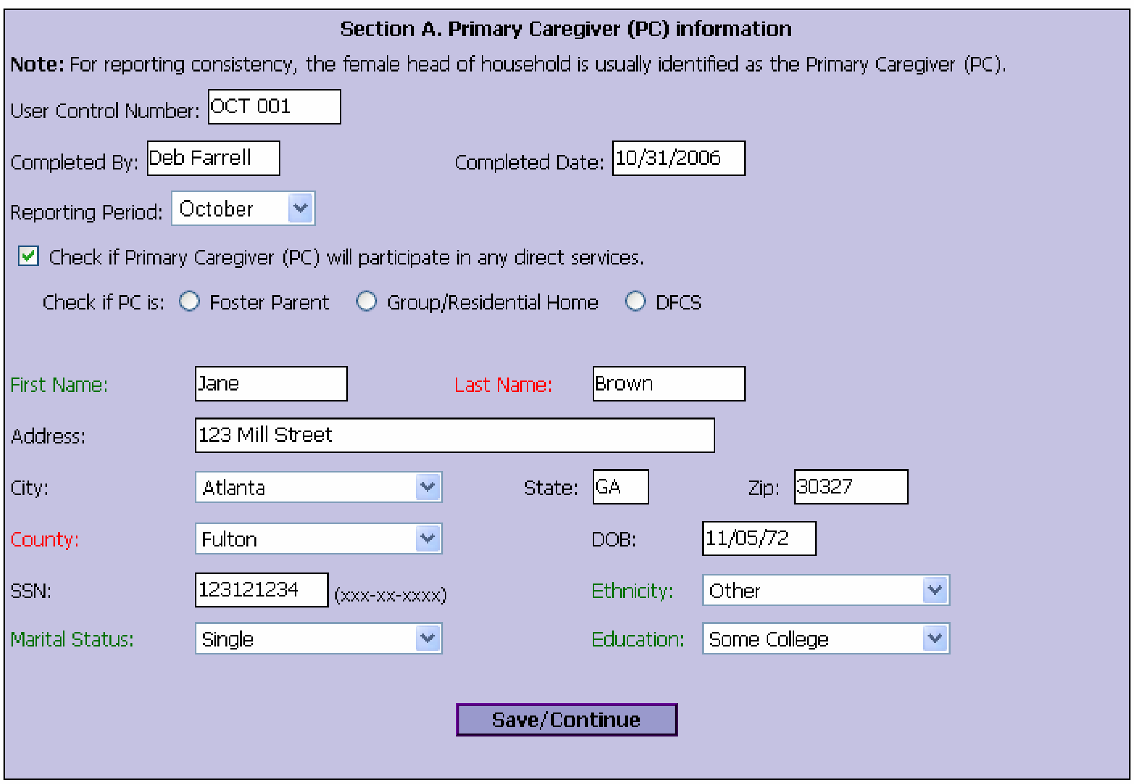
Select "Complete New Intake".

A screen titled "Section A. Primary Caregiver (PC) Information" will display.

- Complete intake information fields as required. See Contractor Manual for details on *required* information. The 'rules' governing required fields are often dependent on information provided in other sections of an intake form.
- Please indicate if primary caregiver will be receiving PSSF-funded services by checking the box.
- If you DID NOT indicate that the primary caregiver was a foster parent, group/residential home or DFCS by checking one of the boxes, you will be required to complete information on ethnicity, marital status, and education of the primary caregiver. You must provide a response for each of these fields on all biological parents and relatives who are identified as the primary caregiver.
- If the primary caregiver is a group/residential home, report the name of the group home in the for "Last Name" field. DO NOT use the field designated for a first name in this situation.
- If the city of residence is not on the drop down list, please contact us immediately so that it can be added.
- When you have completed the first screen, click Save/Continue to proceed.

Notes:

- ***Date:*** Date intake form started in PSSFWeb .Field will automatically populate with current date.
- ***Completed By:*** Record name of individual who is completing intake. Not a required field but this will be helpful if multiple staff access online reporting.



Section A. Primary Caregiver (PC) information

Note: For reporting consistency, the female head of household is usually identified as the Primary Caregiver (PC).

User Control Number: OCT 001

Completed By: Deb Farrell   Completed Date: 10/31/2006

Reporting Period: October

Check if Primary Caregiver (PC) will participate in any direct services.

Check if PC is: Foster Parent Group/Residential Home DFCS

First Name: Jane   Last Name: Brown

Address: 123 Mill Street

City: Atlanta   State: GA   Zip: 30327

County: Fulton   DOB: 11/05/72

SSN: 123121234 (xxx-xx-xxxx)   Ethnicity: Other

Marital Status: Single   Education: Some College

Save/Continue

The "User Control Number" can be used to tie PSSF intakes to your own internal identification system for cases. It is recommended that you prefix each number with 3 letters that designate the month of intake. For example, October = OCT 001, November = NOV 5638-B. Each new intake will be automatically assigned a sequential PSSFWeb Intake ID #.

When you move to the next screen the information you have entered will be saved automatically when you click on Save/Continue. If you move back to a previous screen before you have clicked Save/Continue, information on that screen will not be saved.

You will be able to navigate to any previous screen at any time during the data entry process by using the navigation menu at the bottom of any screen. Do not do so unless you have saved the current page.

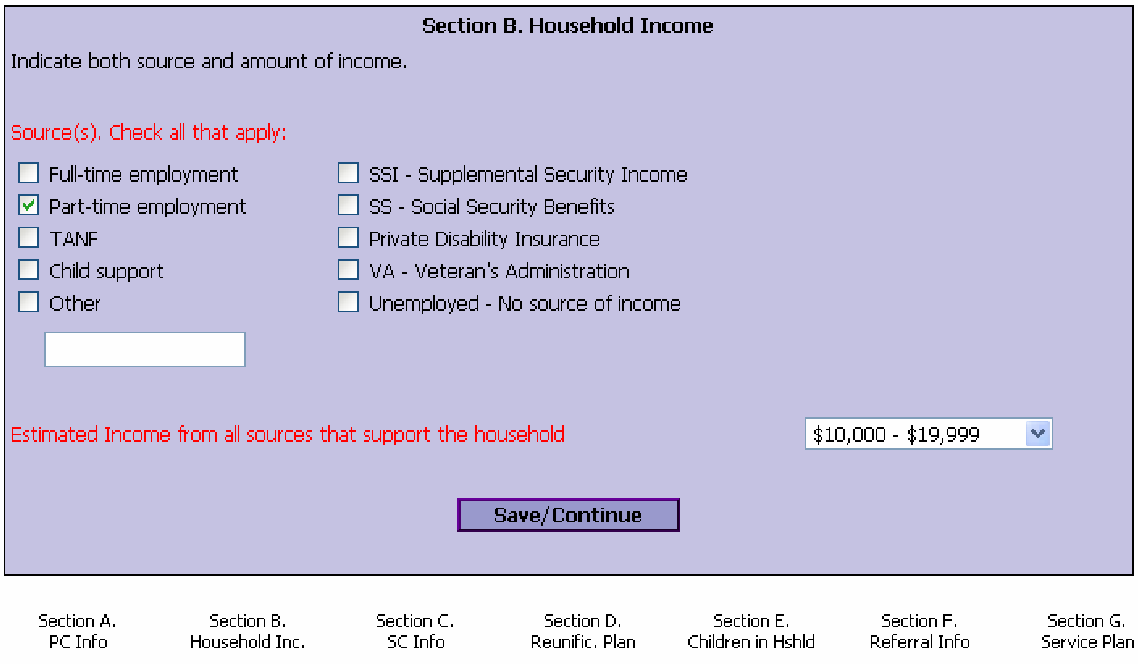
When entering a new intake you will notice that some of the field names are displayed in red or green.

- If the field name is red, it is a required field – always.
- If the field name is green, it may be a required field depending on other responses you have provided. For example, information on a "Secondary Caregiver" is not required, so that field names on that screen are black. However, if you enter a last name, then other fields on that screen become required fields, such as the county of residence. However, these fields do not become 'required' until you have saved the information by clicking the Save/Continue button. That means it may not show up as a red or green field until you return to a previous screen or access that record from the 'Pending' list when you see that the intake is "Incomplete."

The next screen that will appear is titled "Section B. Household Income."

If you indicated on the previous screen that the primary caregiver was a foster parent, group/residential home or DFCS, you will not be required to complete this screen. Proceed to the next screen by clicking on "Save/Continue".

- If you reported a biological parent or a relative was the primary caregiver, complete fields on household income.
- Click on Save/Continue to proceed.



Section B. Household Income

Indicate both source and amount of income.

Source(s). Check all that apply:

- [ ] Full-time employment
- [x] Part-time employment
- [ ] TANF
- [ ] Child support
- [ ] Other
- [ ] SSI - Supplemental Security Income
- [ ] SS - Social Security Benefits
- [ ] Private Disability Insurance
- [ ] VA - Veteran's Administration
- [ ] Unemployed - No source of income

Estimated Income from all sources that support the household $10,000 - $19,999

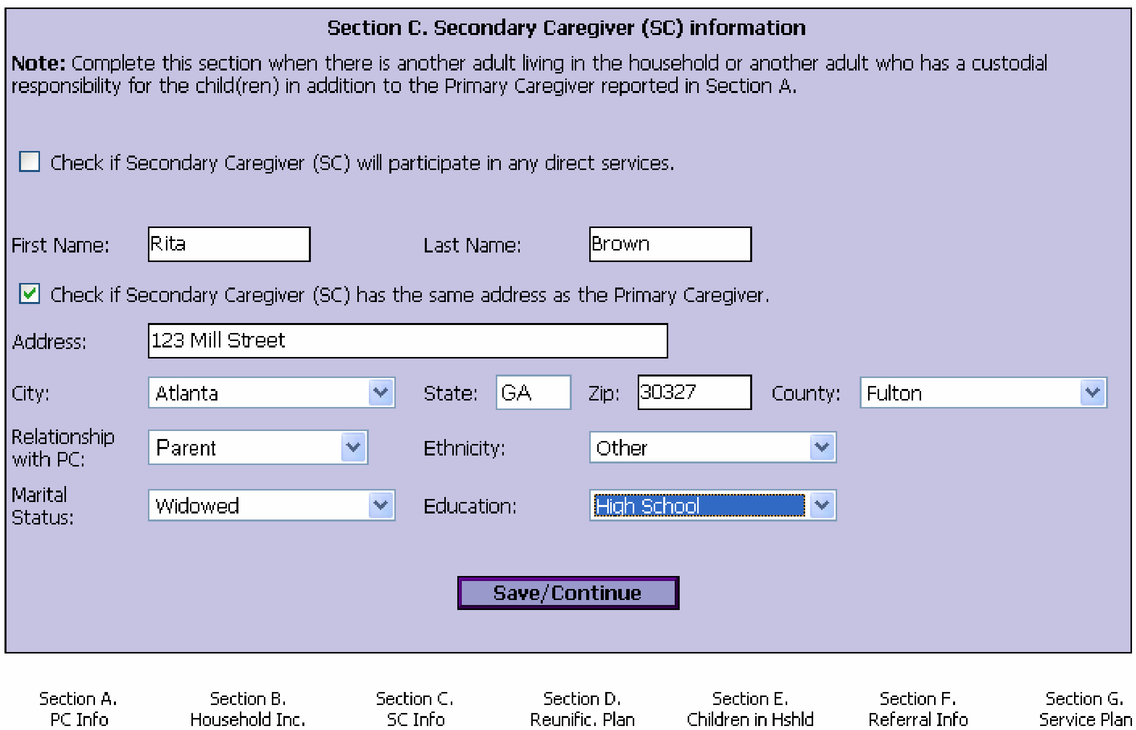
Save/Continue

Section A. PC Info | Section B. Household Inc. | Section C. SC Info | Section D. Reunific. Plan | Section E. Children in Hshld | Section F. Referral Info | Section G. Service Plan

The next screen that will display is titled "Section C. Secondary Caregiver (SC) Information."

You need only complete this section if there is a significant secondary caregiver living in the household with the primary caregiver or if there is another adult at another location who has a joint custodial relationship with the child. If there is no secondary caregiver, click on Save/Continue to proceed to the next screen.

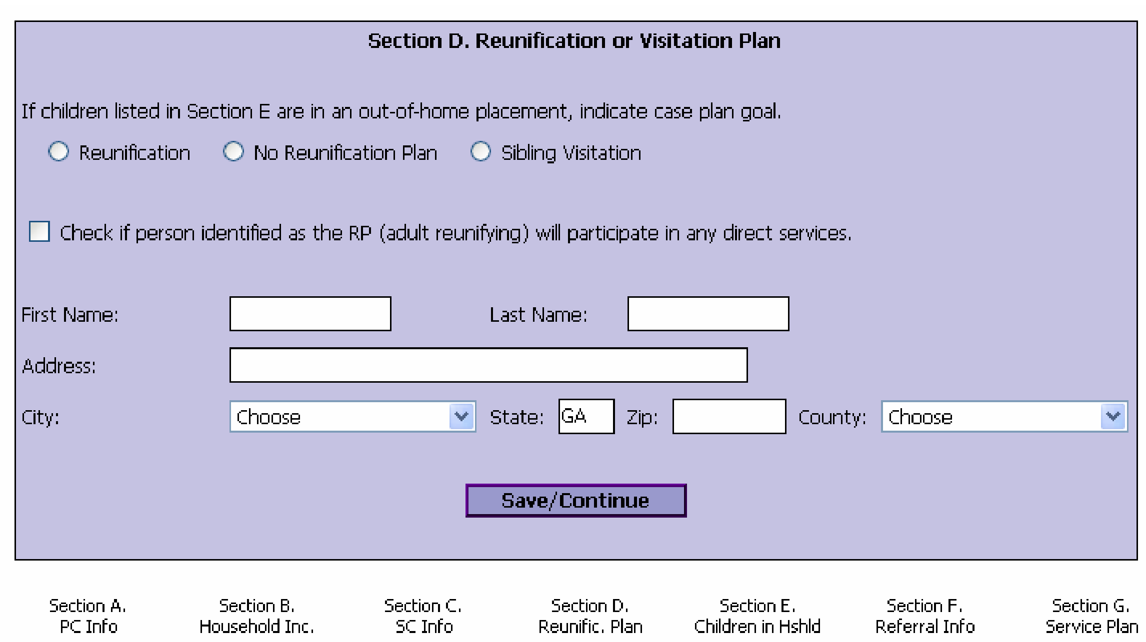
- If you have identified a secondary caregiver, provide both a first and last name.
- Indicate if secondary caregiver will be receiving PSSF-funded services by checking the box.
- Provide address, or indicate that the primary and secondary caregiver reside at the same address. Even if you do not know the street address or city, you must provide the county of residence.
- Provide Gender, Date of Birth, Ethnicity, Marital Status and Education of secondary caregiver identified. These are not required fields.
- Select response to describe relationship to primary caregiver.
- Click on Save/Continue to proceed.



The next screen that will display is titled "Section D. Reunification or Visitation Plan".

You will only complete this section if you provide services to children who have been removed from the custody of their caregivers and are in an alternative placement – in foster care or another temporary or permanent living arrangement.

- Indicate case plan goal by checking the most appropriate box.
- Provide information on adult who is or may be reunifying with the children that will be reported in Section E.
- Indicate if this individual will be receiving PSSF-funded services.
- If address is unknown, you must provide a county of residence.
- Click on Save/Continue to proceed.

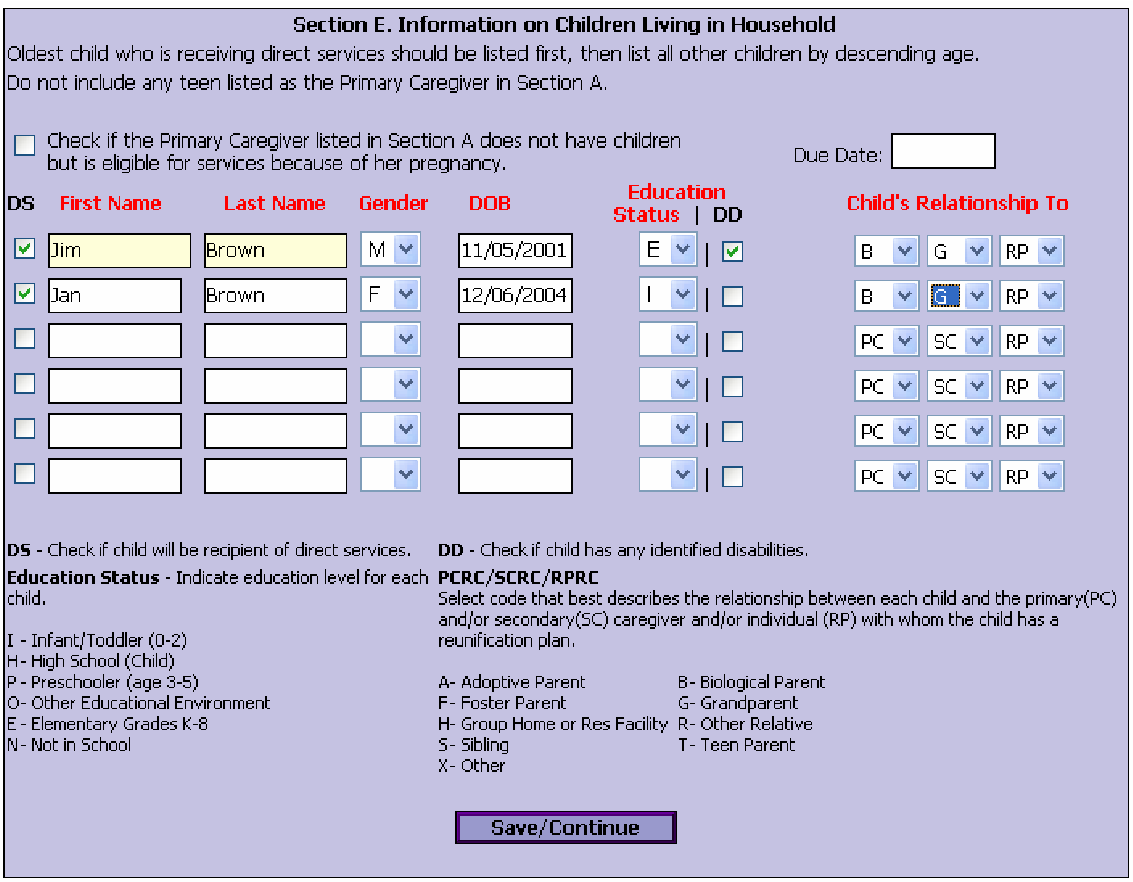


The next screen that will display is titled “Section E. Information on Children Living in Household”.

In order for a family/individual to qualify for PSSF-funded services, you must report their children in this section. **If you do not report any children in this section, the intake will be considered ‘incomplete’ and will not migrate at the end of the month.***

- To report children living in the household, complete all required fields.
- Indicate if each child is receiving services.
- Report oldest child living in the household who will be receiving services in the first space provided. This is the child who will be reported on intake lists with the primary caregiver to assist in identifying correct intake form when you are ready to exit or need to make a correction.
- If you have identified a secondary caregiver in Section C, or an individual in Section D, you will be required to select a response describing the child’s relationship to that individual in addition to their relationship with the primary caregiver.
- Click on Save/Continue to proceed.

*The exception to this requirement is when services are directed specifically toward pregnant women (teens or adults) who have been listed as a primary caregiver, and do not have child(ren) at the time of intake. In this case, you would check the box indicating that the ‘primary caregiver’ was pregnant and provide a due date. Click to Save/Continue and proceed to the next screen.


Section E. Information on Children Living in Household

Oldest child who is receiving direct services should be listed first, then list all other children by descending age.
Do not include any teen listed as the Primary Caregiver in Section A.

☐ Check if the Primary Caregiver listed in Section A does not have children but is eligible for services because of her pregnancy. Due Date:

DS	First Name	Last Name	Gender	DOB	Education Status | DD		Child's Relationship To		
☑	Jim	Brown	M	11/05/2001	E	☑	B	G	RP
☑	Jan	Brown	F	12/06/2004	I	☐	B	G	RP
☐						☐	PC	SC	RP
☐						☐	PC	SC	RP
☐						☐	PC	SC	RP
☐						☐	PC	SC	RP

DS - Check if child will be recipient of direct services.

Education Status - Indicate education level for each child.

I - Infant/Toddler (0-2)
H- High School (Child)
P - Preschooler (age 3-5)
O- Other Educational Environment
E - Elementary Grades K-8
N- Not in School

DD - Check if child has any identified disabilities.

PCRC/SCRC/RPRC
Select code that best describes the relationship between each child and the primary(PC) and/or secondary(SC) caregiver and/or individual (RP) with whom the child has a reunification plan.

A- Adoptive Parent
B- Biological Parent
F- Foster Parent
G- Grandparent
H- Group Home or Res Facility
R- Other Relative
S- Sibling
T- Teen Parent
X- Other

Save/Continue

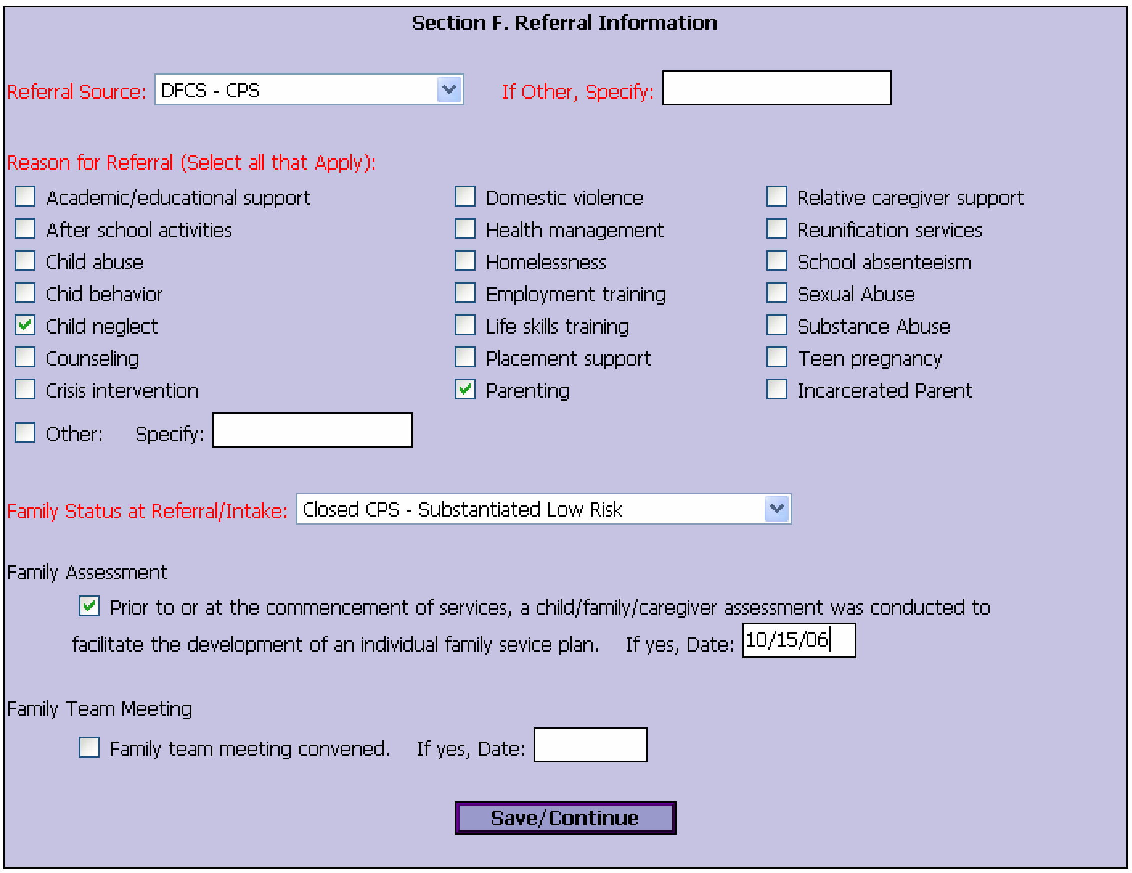
Duplication of an existing open or pending record

If you have entered the name of a Primary Caregiver who already has record on the "Open Cases" or "Current Intakes – Pending" list, and the children's information in this section indicates that this is a duplicate record, you will not be able to proceed. Please review your records to determine why this duplicate record is suspected and respond accordingly.

You will be able to complete and submit an intake for any case that appears on the "Archive Cases' list (a previously closed case) if the family re-engages in services.

The next screen that will display is titled "Section F. Referral Information".

- Complete required fields.
- Click Save/Continue to proceed.



Section F. Referral Information

Referral Source: DFCS - CPS   If Other, Specify:

Reason for Referral (Select all that Apply):

- [ ] Academic/educational support
- [ ] After school activities
- [ ] Child abuse
- [ ] Chid behavior
- [x] Child neglect
- [ ] Counseling
- [ ] Crisis intervention
- [ ] Domestic violence
- [ ] Health management
- [ ] Homelessness
- [ ] Employment training
- [ ] Life skills training
- [ ] Placement support
- [x] Parenting
- [ ] Relative caregiver support
- [ ] Reunification services
- [ ] School absenteeism
- [ ] Sexual Abuse
- [ ] Substance Abuse
- [ ] Teen pregnancy
- [ ] Incarcerated Parent
- [ ] Other: Specify:

Family Status at Referral/Intake: Closed CPS - Substantiated Low Risk

Family Assessment

- [x] Prior to or at the commencement of services, a child/family/caregiver assessment was conducted to facilitate the development of an individual family sevice plan. If yes, Date: 10/15/06

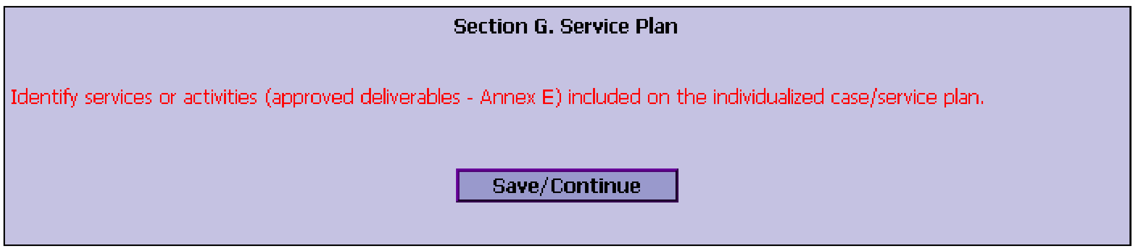
Family Team Meeting

- [ ] Family team meeting convened. If yes, Date:

Save/Continue

The next, and final, screen is titled “Section G. Service Plan”.

- From your list of approved services, select those that have been identified to address the needs of this family by either the referring agency or your own screening/assessment process.
- Click Save/Continue to finish.
- Then you will return to the Main Menu
- Click on “Current Intakes – Pending” to see status of the intake you just entered. It should appear on the list as either ‘Complete’ or ‘Incomplete’.



If all required fields on the intake form are complete, the intake status will be listed as “Complete” on the ‘pending’ list. All “Complete” intakes will be migrated to the main database at the end of the month on ‘posting’ day and then they will appear on your “Open Cases” list.

If you have not completed all required fields, the status of that intake will be listed as “Incomplete” on the ‘pending’ list. You will need to review information you have entered to determine which fields need to be completed. As long as the status remains ‘Incomplete’, an intake will not migrate to the main database on ‘POSTING’ day. It will remain on your ‘Pending’ list. You have the option at any time to delete the intake or complete the missing information so that it can migrate on the next scheduled ‘POSTING’ day.

If an intake on the “Pending’ list is reported as “Incomplete”, place your cursor over “Incomplete” for that record and it will show you the content area on the intake form that is incomplete. If you click on “Incomplete” a pop-up box appears with more detail on the missing information. To return to the record to enter the missing information, click on the Intake ID#, select the Edit button and proceed to the appropriate screen. Remember to “Save/Continue” whenever you add or edit information on a screen.

- Click on “Complete New Intake” to begin another intake.

IMPORTANT NOTE

Although you can delete any ‘pending’ intake from the list, you cannot submit an exit form on a case unless it appears on the “Open Cases” list’.

If you have a case that was opened in the same period that it was closed, you must submit the intake form and wait until the next period to complete the exit form.

All intakes must migrate to the main database on ‘POSTING’ day before you can select it for exit.

COMPLETING AN EXIT

To process an exit, you must select a record from the “Open Cases” list by clicking on the Intake ID #. Before continuing, verify that you have selected the correct record, and click the Confirmed/Continue button.

- Complete as directed. You are required to respond to every field except “Resource Coordination.”
- Click Save/Continue after each screen.

The final screen will confirm that you have successfully processed an exit. This exit will appear on the “Current Exits – Pending” list on your main screen.

If you did not complete all required fields, you will receive an error message directing you to review your exit information. Exits that are not complete ARE NOT saved to the “Current Exits – Pending” list. You will need to go back and complete the missing fields before it can be saved.

You may delete any exit on the “Current Exits - Pending” list if you have made an error, and complete the exit again.

EDITING A RECORD – ‘*PENDING’ INTAKES ONLY*

At any time during the month, while an intake appears on the “Current Intakes – Pending” list, you will be able to add missing information or edit any field. You CANNOT edit exit forms on the ‘pending’ list.

- To edit or to add information to any pending intake, select “Current Intakes – Pending”, click on the Intake ID #, select Edit and proceed to the screen you want to edit.
- Save/Continue after you finish edits on each screen.

UNDER DEVELOPMENT**: CHANGE NOTICE or EDITING RECORDS**

Once information has been migrated to the main database on “Posting” day and appears on the “Open Cases” or “Archive Cases” lists, you are not able to edit information.

To make corrections or update a permanent record you will have to submit a “Change Notice”.

This function is under development and you will receive instructions on updating records.

DELETING A RECORD

At any time during the month, while an Intake, Exit or Change Notice appears on a ‘pending’ list, you will be able to delete it, if necessary. You CANNOT delete records that appear on the “Open Cases” list.

- To delete an Exit or Change Notice, or an Intake, whether it is complete or incomplete, click on the Intake ID # and select the Delete button. Once you confirm that you want to delete the selected record, it will be removed from the list.

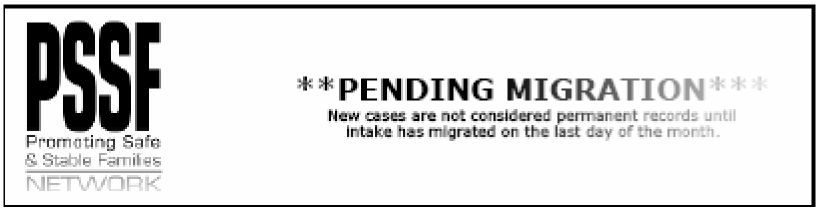
PRINTING RECORDS

You may preview and print a copy of any record that appears on:

- “Open Cases” list
- “Current Intakes – Pending” list*
- “Current Exits – Pending” list

You can print information on individual cases by choosing the Intake ID # from the “Open Cases” list or “Archived” list and selecting the Print/Preview button.

Please note that when you print a record from any ‘pending’ list that the document will be designated as “Pending Migration” because it has not yet been posted to the database as a permanent record.



Information can be edited at this point by selecting the record from the pending list and going to the screen that requires editing.

MIGRATING DATA ON ‘POSTING’ DAY

All ‘Complete’ records, Intakes, Exits, and Changes Notices, will automatically migrate to the main database on the first day of the month at 12:01am. NO EXCEPTIONS. Incomplete records will not migrate until the next reporting period, and only if all required fields have been completed.

ACCESSING INFORMATION ON ‘EXITED’ CASES

Once exit information has migrated to the main database and a case is closed, the record no longer appears on the “Open Cases” list. It will then appear on the “Archived Cases” list. You may access information on any closed case by selecting “Archived Cases” from your Main Menu.

Select “Archived Cases” and sort list based on how you would like to view information. Then select the record you want to view. You will be able to print any record on the list.

REPORTS

At this time report options include:

Reports:

- DSS Invoice Summary (year-to-date)
- Program Service Summary by Program
- Family Referral Summary
- Family Status Summary

Reports currently available on this menu:

DSS/Invoice Summary

This report provides:

- a record of the individual services reported each month through the last reporting period
- a tally of the invoices submitted
- a reconciliation between your invoice amounts and federal award allocation(75% reimbursement)

Select “DSS/Invoice Summary” from menu. Report will run automatically based on most current Direct Service Summary and invoices submitted*.

**DSS and invoices are submitted by the 5th working day of the month to pssfwebreports@caresolutions.com and are posted after careful review. Please compare units and dollars to your records and report any discrepancies immediately. Late submissions or errors will delay posting of this information.*

Program Service Summary

Details on this report include:

- Number of cases opened and closed
  (To calculate the number of open cases at the end of the month, add the open cases and the new cases, then subtract the closed cases. This should correspond to the number of cases on your “Open Cases List”.)

- Number of families served
- Number of dependants
- Number of cases where household is reported as headed by a parent or relative
- Number of cases where children are in placement (in DFCS custody, in foster care or in a group home or residential facility)
- Summary of services reported for the current period AND year-to-date.

Select “Program Service Summary” from report menu. Select a reporting period from the drop down box. This will determine the month that will report as the ‘current’ month and subsequent year-to-date calculations. For example: If you select a period ending of December 31, 2006, the current month is ‘December’ and the year-to-date figures will include all data from October 1, 2006 – December 31, 2006.

Family Referral Summary

Details on this report include information reported on the intake form:

- Referral Source
- Status at Referral
- Reason for Referral

Family Status Summary

Details on this report include information reported at the conclusion of services, when the case was closed:

- Status at Referral
- Status at Exit
- Reason for Closing Case

PSSFWeb REPORT PREVIEW

Reports in development…

⇨Monthly Programmatic Report – To report program services provided during the month

⇨Monthly Invoice – To request payment for services provided during the month

⇨Outcome Summary – Tol provide a summary of details and outcomes reported on families at the end of service provision including family status at commencement of services and end of services, reason for case closure, services provided, and additional services coordinated on behalf of families

⇨Demographic Summary – To provide a profile of the families served including household composition, marital status, education, income, ages of children

COMPLETING OTHER REQUIRED MONTHLY/QUARTERLY REPORTS

Providers will still be required to prepare and submit their Direct Service Summary and Invoice on PSSFWeb each month no later than the 5th business day of the month. Copies of these reports, and any other documentation required by your local county department, must be submitted by mail to the address designated in your contract no later than 10 business days after the end of the month.

Instructions on completing these reports online will be provided prior to the end of the first reporting period, November 30, 2006.

All other reporting requirements must be completed and submitted by mail as instructed in the Contractor Manual:

- Client Satisfaction Questionnaires
- Schedule by Category

Questions on reporting or reports should be directed to: pssfwebreports@caresolutions.com.

Exiting PSSFWeb

As with any website you may be logged into, it is most secure to close your Internet browser once you are finished submitting data.

What if I have questions?

We appreciate your efforts in helping the PSSF meet its data collection and reporting goals, and we want to assist you in any way we can. **If your question is requirements/policy-related**, we ask that you direct your questions the PSSF technical assistance team - Ann Dennard Pope, PSSF State Director, at (404) 657-3306 or adsmith@dhr.state.ga.us or Deb Farrell, PSSF Senior Technical Advisor at (770)642-6722 or debfarrell@caresolutions.com.

If your question is in relation to **the functionality of PSSFWeb or the PSSFNET site**, we ask that you direct your questions to Care Solutions, Inc. at (770) 642-6722. Libby Glass (libbyglass@caresolutions.com), Dawn Reed (dawnreed@caresolutions.com) and Alex Redovian (alexredovian@caresolutions.com) are available to assist you. Computers and Internet browsers are all unique; therefore it is imperative that when you contact Care Solutions, Inc. (CSI), you are able to **clearly identify the type of error you are getting**, so that CSI staff may help you expediently.

Troubleshooting

If you are familiar with the Internet, then you are aware that errors are sometimes encountered. The reasons for online errors are as diverse as the number of websites available! You may want to think of it as when you have car engine problems. You take your car to the mechanic who diagnoses the symptoms you describe, and then troubleshoots the problem until resolved. Online applications are very similar! If you need to contact CSI staff for assistance, please jot down as much information about the scenario as possible. The more you can describe, the easier troubleshooting becomes. Some common examples are described below.

One error you may encounter states "The page cannot be displayed." This usually indicates that the site is down or, while trying to connect to the site, your Internet connection was briefly interrupted. Follow the recommendations on the page. The first thing you should try is to click on the Refresh button. To determine if you have lost Internet connection altogether, you could try to surf to a different website. If you are able to reach that site, then chances are, it is PSSFNET site that is down, not a problem with your Internet connection. You may want to try to refresh the page in a few minutes. Sometimes it is necessary for us to restart the PSSFNET server, and the site may be going through that process just as you are trying to connect to it. If however, after a few minutes, you still receive this message, please contact CSI staff for assistance.

Another type of error is a Cold Fusion error page. This is different than our pre-defined error message screens where we direct you to submitting particular fields in certain formats during the submission process. If you reach a Cold Fusion error page, it generally means that a field on the page you are trying to submit data is not being properly recognized by the database itself. Please contact CSI staff with the specific message on the screen and we will correct it as soon as possible.

Other general troubleshooting tips include closing your browser, reopening it and going to the website again. Or, sometimes rebooting your computer may help.

Suggestions for Improvements

You are our site users and we value your input. We have invested many resources to get to this point, but we are sure improvements could be made to enhance the environment for all. If you have recommendations for **PSSFWeb**, please let us know by forwarding your ideas to either PSSF technical assistance team or Care Solutions staff.