Adoption Incentive Frequently Asked Questions

The following are questions you might receive regarding the changes to FSFN for Adoption Incentive after the April 1st "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?

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.