

Privilege and Certification System Provider User Guide Domestic Violence Centers

Effective Date: 10/21/2025 Version: 1.2

Mission: to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency.

Provider User Guide Page 1 of 38

Revision History

Author	Date	Ver.	Notes
A. Murthy	June 28, 2024	1.0	Initial draft with complete narrative
A. Murthy	Feb 27, 2025	1.1	Modified the initial draft and included the enhancement
C. Massey	Oct 21, 2025	1.2	Modified to include enhancements

Provider User Guide Page 2 of 38

Table of Contents

U	ser Guid	e: Introduction	7
1	Acce	ssing PCS	7
	1.1	Sign-In	8
	1.2	Terms of Notice	8
	1.3	Home Screen	9
2	Provi	der Application Process	. 10
	2.1	Initiate Application Process	. 10
	2.2	Documents Required	. 11
	2.3	Applicant General Information	. 12
	2.4	Provider General	. 14
	2.5	Administrative Address	. 15
	2.6	Contact	. 16
	2.7	Provider Parent Organization	. 17
	2.8	Provider Governing Body	. 18
	2.9	Domestic Violence General Info	. 19
	2.10	Sites	.20
	2.11	Staff	.21
	2.12	Attachments	. 22
	2.13	Sign and Submit	.23
	2.14	Cancel Application	. 24
	2.15	Print Application	. 24
3	Addi	tional Tabs Visible After Application Submission	.25
	3.1	Sites Inspection	.25
	3.2	Discussion	.26
	3.3	Assignment	.26
	3.4	Approval	.26
4	Mana	nge Privileged Staff	.27
	4.1	Approved Staff	.27
	4.2	Staff Requests	.28
	4.3	New Privilege Staff Request	.28
	4.3.1	Documents Required	. 29
	4.3.2	Requestor General Information	.30
	4.3.3	General-DV	.31
	4.3.4	Attachments	.32

4.3.5	Sign and Submit	33
4.3.6	Cancel	34
4.4	Staff Name Change	35
4.5	Staff Position Change	36
4.6	Staff Termination	37
5 Provide	er Closure	38

Provider User Guide Page 4 of 38

TD 1 1	1	CI	п.	
Tab:	le	ot 1	t 1g	ures

Figure 1: Provider Sign-In – Existing User – DCF Web Site	7
Figure 2: Provider Sign-In – Existing User – App Launcher	8
Figure 3: Provider Sign-In – Terms of Notice	8
Figure 4: Home Screen	9
Figure 5: Provider Application Process- Initiate Application Process	10
Figure 6: Provider Application Process- Initiate Application Pop-up	10
Figure 7: Provider Application Process- Documents Required	11
Figure 8: Provider Application Process- Applicant General Information	12
Figure 9: Provider Application Process- Applicant General Information – Create a New Application	13
Figure 10: Provider Application Process- Provider General	14
Figure 11: Provider Application Process- Administrative Address	15
Figure 12: Provider Application Process- Contact	16
Figure 13: Provider Application Process- Add Provider Contact	16
Figure 14: Provider Application Process- Provider Parent Organization	17
Figure 15: Provider Application Process- Provider Governing Body	18
Figure 16: Provider Application Process- Provider Governing Body – New Governing Body	18
Figure 17: Application Details- Domestic Violence General Info	19
Figure 18: Application Details- Sites	20
Figure 19: Application Details- Sites- New Site	20
Figure 20: Application Details- Staff	21
Figure 21: Application Details- Staff – Add New Staff	21
Figure 22: Application Details- Attachments	22
Figure 23: Application Details- Sign and Submit	23
Figure 24: Application Details- Cancel	23
Figure 25: Application Details- Print	24
Figure 26: Application Detail- Sites Inspection	25
Figure 27: Discussion	26
Figure 28: DCF Only- Assignment	26
Figure 29: DCF Only- Approval	26
Figure 30: Access Privileged Staff Functionality	27
Figure 31: Privileged Staff- Approved Staff	27
Figure 32: Privileged Staff- Staff Requests	28
Figure 33: Privileged Staff- Search for Staff and Create Application for New Record	28

Provider User Guide Page 5 of 38

Figure 34: Privilege Application Process- Documents Required	29
Figure 35: Privilege Application Process- Requestor General Information	30
Figure 36: Privileged Staff Member- General-DV	31
Figure 37: Privilege Application Process- Attachments	32
Figure 38: Privilege Application Process- Sign and Submit	33
Figure 39: Privilege Application Process- Cancel	33
Figure 40: Privileged Staff Member- Staff Name Change	35
Figure 41: Privileged Staff Member- Update Legal Name	35
Figure 42: Privileged Staff Member- Staff Position Change	36
Figure 43: Privileged Staff Member- Edit Position	36
Figure 44: Privileged Staff Member- Staff Termination Request	37
Figure 45: Privileged Staff Member- Privileged Staff Termination	37
Figure 46: Manage- Closures	38
Figure 47: View Provider Closure Records	38

Provider User Guide Page 6 of 38

User Guide: Introduction

This guide is designed to help registered provider users navigate and utilize the various screens and functionalities available within the Department of Children and Families (DCF) Privilege and Certification System (PCS). PCS is used to request and record certification for Human Trafficking Safe Houses, Domestic Violence Centers, Batterers' Intervention Programs, and associated Privileged Staff.

1 Accessing PCS

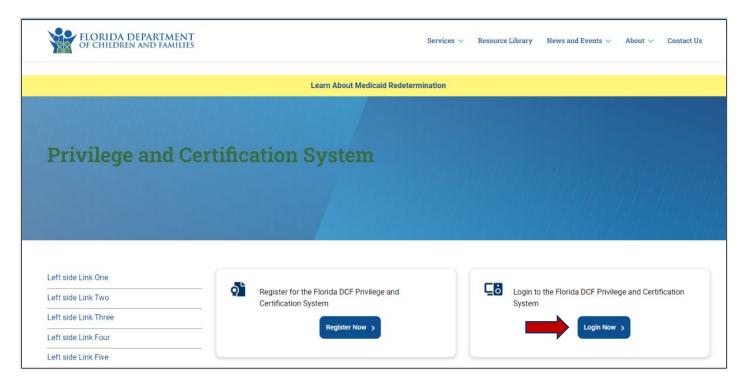


Figure 1: Provider Sign-In – Existing User – DCF Web Site

Existing users with an account can sign in by clicking "Login Now" from the DCF Web Site to access their profile.

Provider User Guide Page 7 of 38

1.1 Sign-In

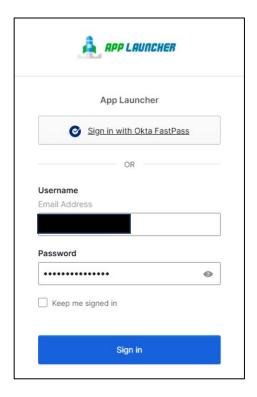


Figure 2: Provider Sign-In – Existing User – App Launcher

Users will be presented with a login screen where they will enter their Username and Password to sign in to PCS. Through this screen, existing users will also be able reset a forgotten password or unlock their account following excessive failed login attempts.

1.2 Terms of Notice



Figure 3: Provider Sign-In – Terms of Notice

Users must either acknowledge the terms of notice to proceed or disagree and be redirected to the DCF Web Site (see **Figure 1**).

Provider User Guide Page 8 of 38

1.3 Home Screen

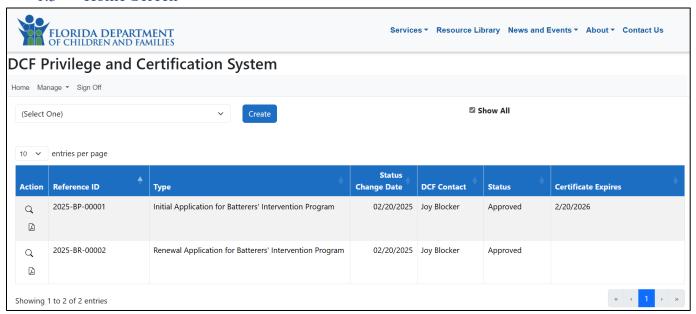


Figure 4: Home Screen

The Home Screen displays key information for managing tasks and applications.

Menu items on the Home Screen include:

- **Home**: Directs users back to the home page.
- Manage: Access to additional menu options to support registration of privileged staff, certification, or view information regarding certificate closures.
- **Sign Off**: Securely logs users out of the system.

Other components on the Home Screen include:

- Create: Allows users to initiate various applications, including initial applications for domestic violence centers, as well as updates or changes to service locations.
- Show All: Checkbox to include display of completed applications in the Data Grid.
- **Data Grid**: Shows application details such as reference ID, type of application, status change date, DCF contact, status, and expiration details of certificates, and an option to view the application, print the application, or print the resulting certificate.

Provider User Guide Page 9 of 38

2 Provider Application Process

2.1 Initiate Application Process

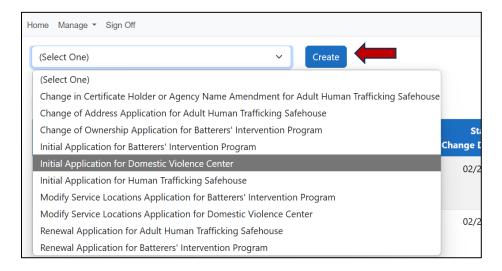


Figure 5: Provider Application Process-Initiate Application Process

To initiate the provider application process, select the appropriate request type from the dropdown menu and proceed by clicking the "Create" button.

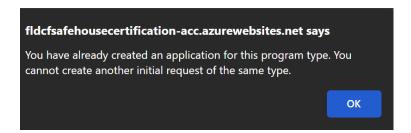


Figure 6: Provider Application Process- Initiate Application Pop-up

Only one initial application is allowed for each provider. If your agency has already started an application, you'll be unable to begin another application and will receive this pop-up message. Click "OK," go back to the data grid on the Home page and select the magnifying glass icon in the Action column to edit the existing application.

Provider User Guide Page 10 of 38

2.2 Documents Required

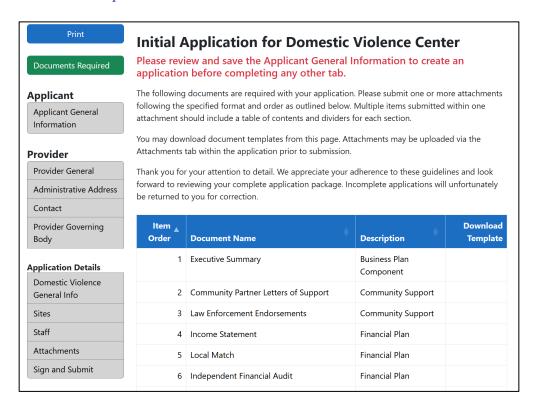


Figure 7: Provider Application Process- Documents Required

The screen features a table detailing the required documents to support the application. It includes columns for Item Order, Document Name, Description, and Download Template. The link in the Download Template column, if present, will allow the user to download a template of the required form for completion. The documents required for submission are different for each application type. Not all application types will require documents to be uploaded.

Note: This is NOT where required documents are uploaded. The actual document upload process will occur in a later step. Click the "Next" button to proceed to the Applicant General Information tab.

Provider User Guide Page 11 of 38

2.3 Applicant General Information

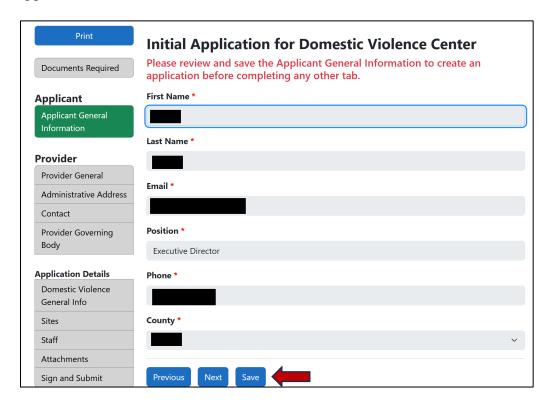


Figure 8: Provider Application Process- Applicant General Information

Click the "Save" button to save the application. The pre-populated information is sourced from the user's registration and is displayed in a read-only format.

Note: It is important to save the application at this stage to commence the application. Data entered on any other tab will be lost if the application is not saved at this step.

Provider User Guide Page 12 of 38

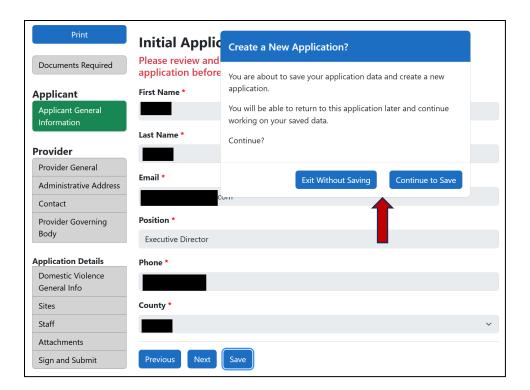


Figure 9: Provider Application Process-Applicant General Information – Create a New Application

User may either click the "Continue to Save" button to create a new entry or the "Exit Without Saving" button which will not save the application data. When "Exit Without Saving" is clicked, data cannot be added to the subsequent tabs, the page will not redirect, and users can continue to view the current application.

Provider User Guide Page 13 of 38

2.4 Provider General

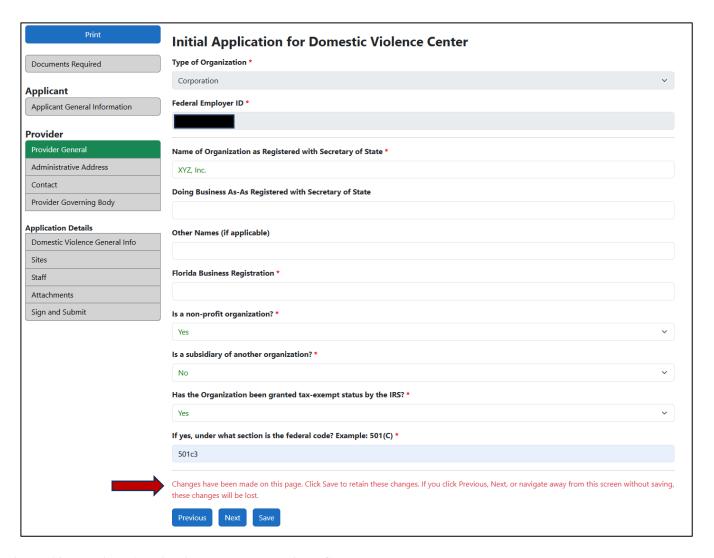


Figure 10: Provider Application Process- Provider General

The Provider General tab is designed to efficiently collect essential information during the provider application process. Information on this screen will pre-populate based on the most recently approved data from the user's registration or application for certification.

Click "Save" to retain any information that may have changed, then "Next" to move forward to the next screen.

Provider User Guide Page 14 of 38

2.5 Administrative Address

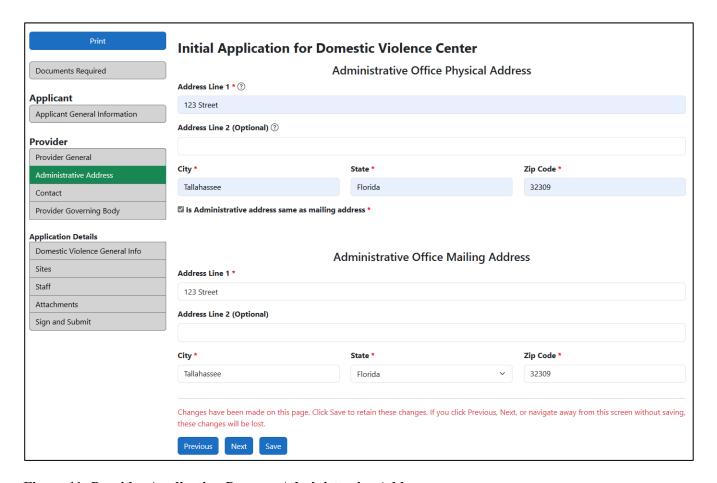


Figure 11: Provider Application Process- Administrative Address

The provider's administrative address is essential for official correspondence and legal requirements. It requires the street address, city, state, and zip code to ensure correct mail delivery. Information on this screen will pre-populate based on the most recently approved data from the user's registration or application for certification.

Click "Save" to retain any information that may have changed, then "Next" to move forward to the next screen.

Provider User Guide Page 15 of 38

2.6 Contact

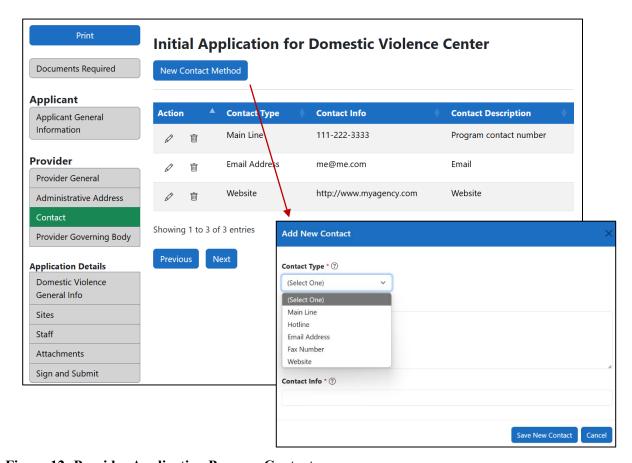


Figure 12: Provider Application Process- Contact

The Contact tab displays a data grid of existing agency contact information entered during the registration process.

Select the "New Contact Method" button to add a new contact to the grid.

Select the Pencil icon in the grid to edit an existing contact.

Select the Trash Can icon in the grid to delete an existing contact.

Figure 13: Provider Application Process- Add Provider Contact

Choose from various Contact Types and enter the relevant details for the chosen contact method, including a description in the free text field, and Save. The new or updated contact information will appear in the data grid, where it can be further modified, viewed, or deleted. All fields are mandatory.

Note: Each provider must have at least one contact record.

2.7 Provider Parent Organization

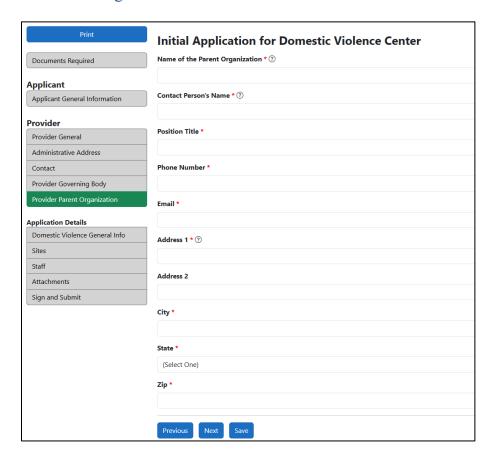


Figure 14: Provider Application Process- Provider Parent Organization

The "Parent Organization" tab is visible only when the registered provider answered yes to "Is a subsidiary of another organization" on the Provider General screen during registration. Information on this screen will pre-populate based on the most recently approved data from the user's registration or application for certification. Users can edit the pre-populated information to update inaccurate or outdated details and correct errors.

Click "Save" to retain any information that may have changed, then "Next" to move forward to the next screen.

Provider User Guide Page 17 of 38

2.8 Provider Governing Body

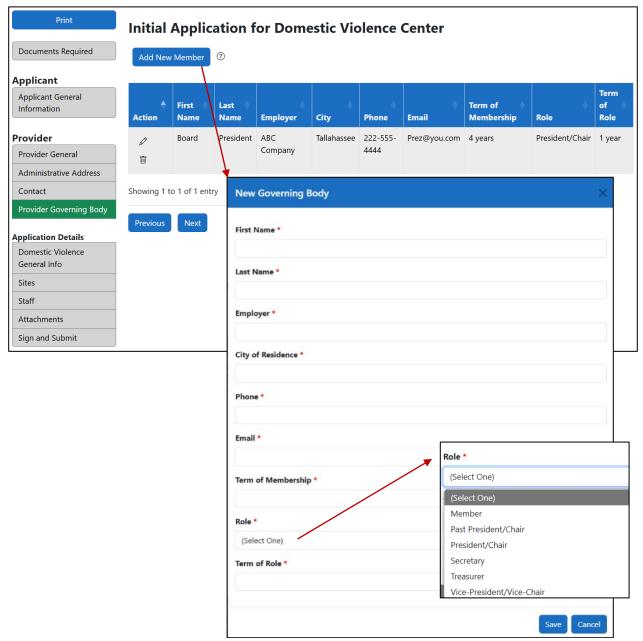


Figure 15: Provider Application Process- Provider Governing Body

The Provider Governing Body page mirrors the functionality of the Provider Contact page, displaying a list of governing body members associated with the provider.

Select the "Add New Member" button to add a new member to the grid.

Select the Pencil icon in the grid to edit an existing member.

Select the Trash Can icon in the grid to delete an existing member.

Figure 16: Provider Application Process- Provider Governing Body – New Governing Body

Enter the relevant details for the member and Save. The new or updated contact information will appear in the data grid, where it can be further modified, viewed, or deleted. All fields are mandatory.

2.9 Domestic Violence General Info

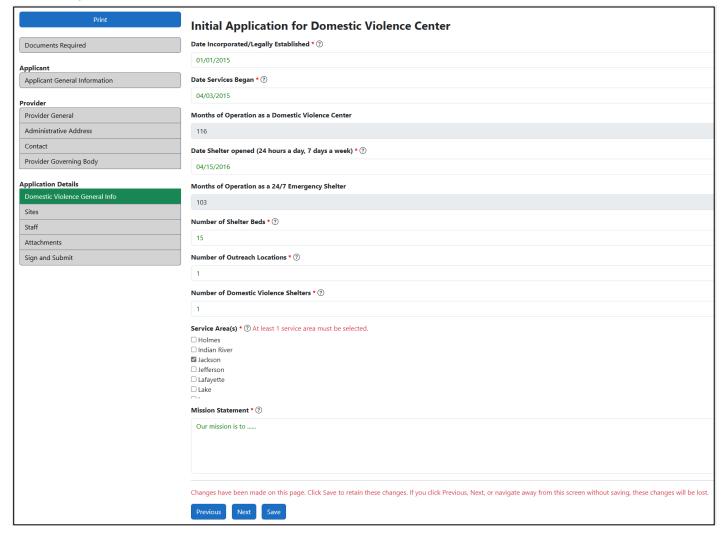


Figure 17: Application Details- Domestic Violence General Info

This section captures general information about the domestic violence center. All fields are mandatory. When the user enters the Date Services Began and Date Shelter opened, the Months of Operation are automatically calculated.

Click "Save," then "Next" to move forward to the next screen.

Provider User Guide Page 19 of 38

2.10 Sites

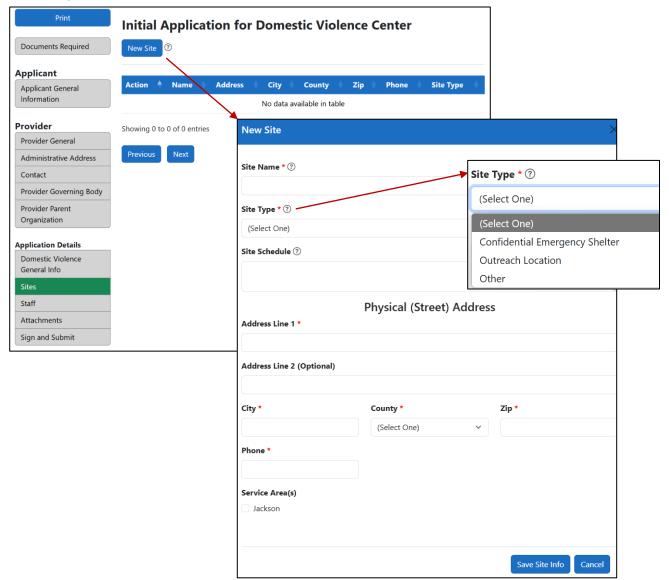


Figure 18: Application Details- Sites

The Sites page mirrors the functionality of the Provider Contact page, displaying a list of sites associated with the provider.

Select the "New Site" button to add a new site to the grid.

Select the Pencil icon in the grid to edit an existing site.

Select the Trash Can icon in the grid to delete an existing site.

Figure 19: Application Details- Sites- New Site

Enter the relevant details for the site and Save. Service Area(s) are displayed for selection based on those entered and saved on the Domestic Violence General Info page. The new or updated information will appear in the data grid, where it can be further modified, viewed, or deleted.

Provider User Guide Page 20 of 38

2.11 Staff

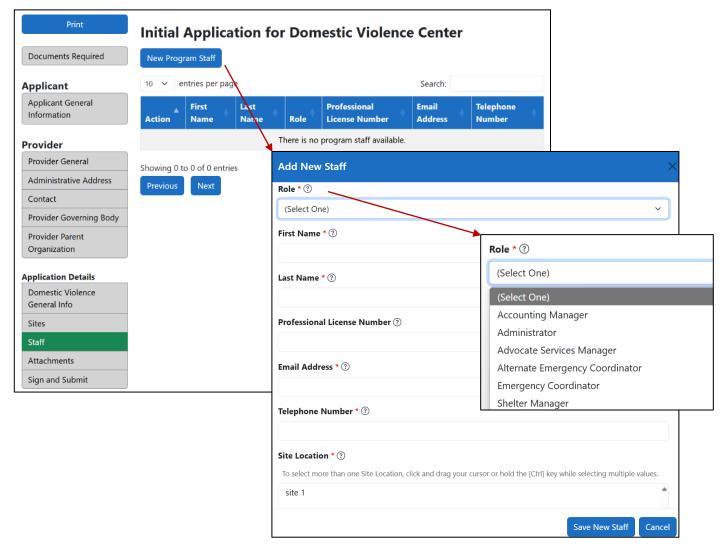


Figure 20: Application Details- Staff

The Staff page mirrors the functionality of the Provider Contact page, displaying a list of staff associated with the provider.

Select the "New Program Staff" button to add a new staff member to the grid.

Select the Pencil icon in the grid to edit an existing staff member.

Select the Trash Can icon in the grid to delete an existing staff member.

Figure 21: Application Details- Staff - Add New Staff

Enter the relevant details for the staff member and Save. Site Location(s) are displayed for selection based on those entered and saved on the Sites page. Each provider will have staff members assigned to them, regardless of the site. These positions may be assigned to one or more sites, but each site does not require staff to be listed. All roles must be entered/created. The new or updated information will appear in the data grid, where it can be further modified, viewed, or deleted.

Provider User Guide Page 21 of 38

2.12 Attachments

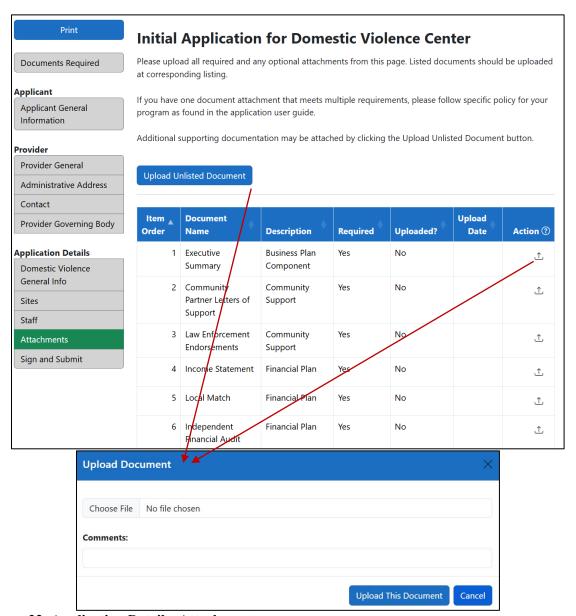


Figure 22: Application Details- Attachments

The Provider Attachments tab simplifies the submission and verification of required documents. Users can upload unlisted documents, which will appear dynamically in a grid or table.

Note: All "required" documents must be uploaded to submit an application.

If the user has uploaded a single document that meets multiple requirements, they may upload a one-page/one-line statement indicating that the required content is included in another document, and reference that document name. This allows users to streamline their submissions by referencing other documents instead of duplicating content.

The "Upload Unlisted Document" button allows users to submit additional document(s) that may be beneficial to the Department when reviewing the submitted request.

2.13 Sign and Submit

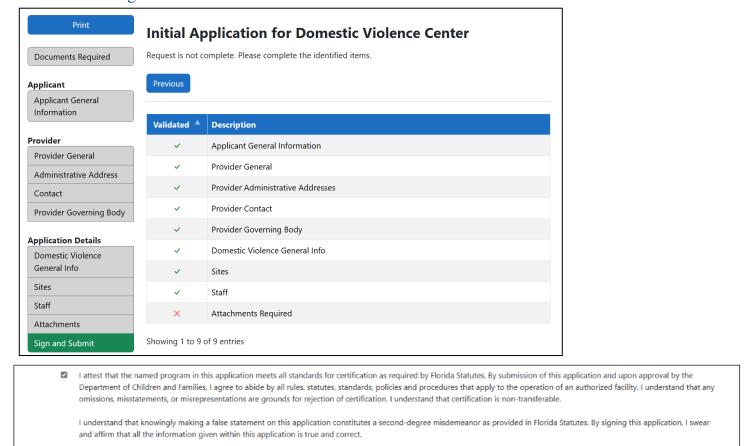


Figure 23: Application Details- Sign and Submit

Validated information will appear with a green checkmark. Missing or incorrect information will appear with a red "X." Once all required information is validated, an attestation will appear. Users should read the attestation statement and select the confirmation checkbox to reflect agreement with the statement. This action makes the "Submit" button appear. Users can then click the "Submit" button to complete and submit the application.

Provider User Guide Page 23 of 38

2.14 Cancel Application

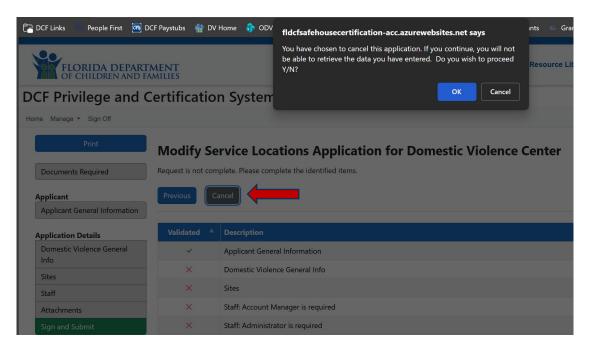


Figure 24: Application Details- Cancel

Users can cancel an application at any time by clicking the Cancel button on the Sign and Submit page. If an application has been submitted and subsequently returned for edits by the Department, the user can utilize the Cancel button to withdraw the application.

2.15 Print Application

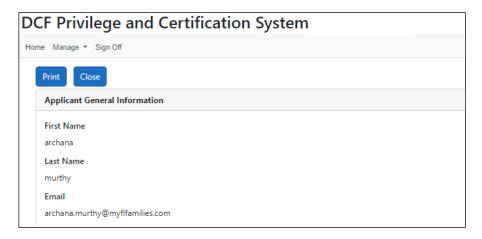


Figure 25: Application Details- Print

Users can print the application at any time by clicking the Print button in the application menu. This allows them to either view the entire application and print it or just view it and close the window by using the Close button.

Provider User Guide Page 24 of 38

3 Additional Tabs Visible After Application Submission

There are several additional tabs that may become visible to the provider after the Department processes its application. Unless indicated otherwise, these tabs are read only and displayed only for informational purposes.

3.1 Sites Inspection

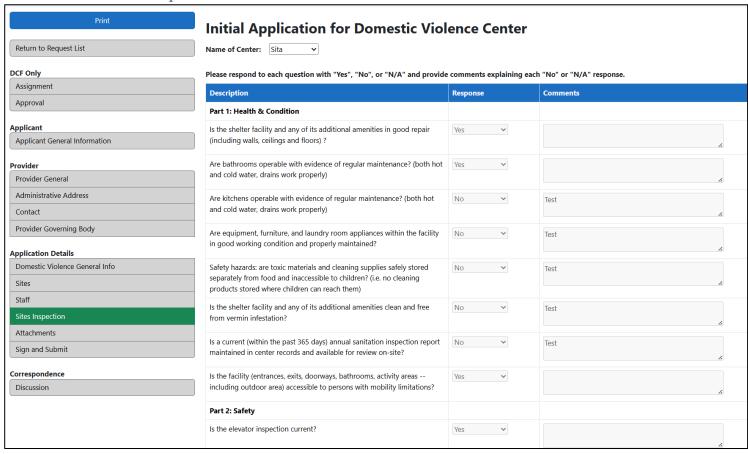


Figure 26: Application Detail- Sites Inspection

The "Sites Inspection" page is initially visible only to Department of Children and Families (DCF) staff and includes inspections for both new and renewal applications, as well as new sites for service location modifications. Inspections assess the safety and suitability of facilities. After the initial DCF evaluation, providers can view the information in a read-only format.

Provider User Guide Page 25 of 38

3.2 Discussion

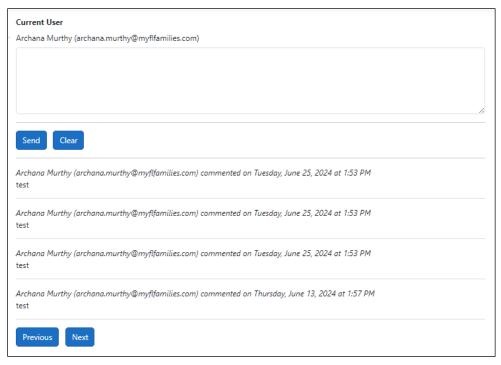


Figure 27: Discussion

The Discussion page enhances interaction between providers and DCF staff. It allows Department and provider staff to send messages to each other and archives all previous communications, displaying them in an organized manner.

3.3 Assignment



Figure 28: DCF Only-Assignment

The Assignment page allows programs to view the Department staff assigned and responsible for reviewing the application and ensuring the program remains in compliance.

3.4 Approval



Figure 29: DCF Only- Approval

The Approval page displays the current status of the application, up to and including Approval.

4 Manage Privileged Staff

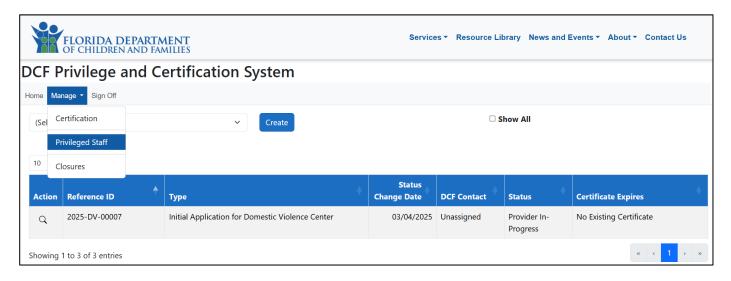


Figure 30: Access Privileged Staff Functionality

To manage privileged staff, users may select the "Privileged Staff" option from the "Manage" menu.

4.1 Approved Staff

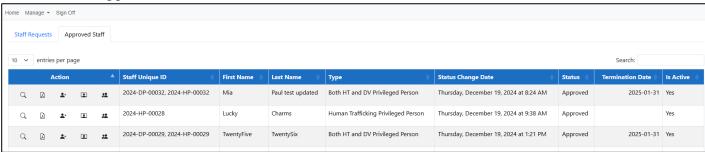


Figure 31: Privileged Staff-Approved Staff

The Approved Staff tab displays a list of individuals who have been registered and approved for privilege with the user's associated Provider and is the first tab displayed when managing Privileged Staff.

From this tab, a user may utilize the available actions to view the demographics of the privileged staff person, print the privilege staff certificate, report that a staff person no longer works with the provider, report a staff name change, or report a staff position change.

Provider User Guide Page 27 of 38

4.2 Staff Requests

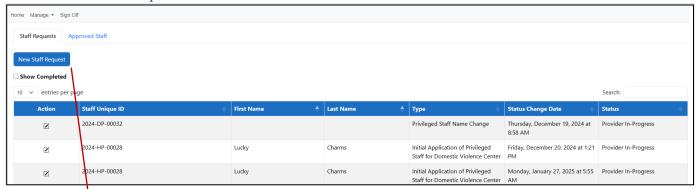


Figure 32: Privileged Staff- Staff Requests

The Staff Requests tab shows a list of privilege applications along with their current statuses. To create a new privileged staff request, the user may select the "New Staff Request" option.

4.3 New Privilege Staff Request

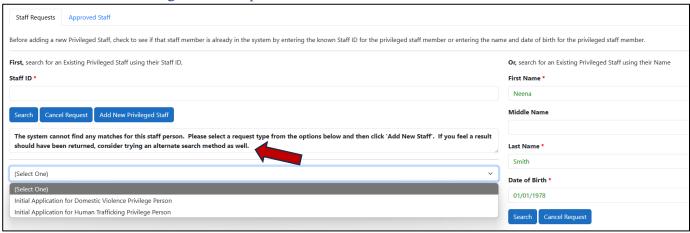
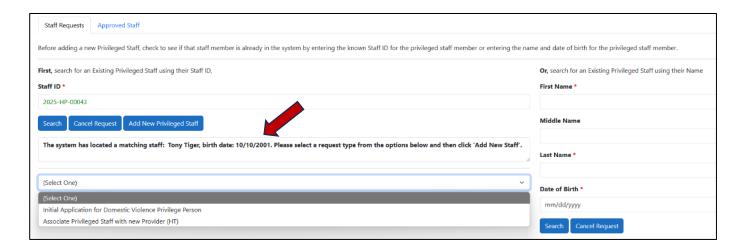


Figure 33: Privileged Staff- Search for Staff and Create Application for New Record

To create a Privilege application for a new staff person, enter his/her Staff ID, if known, or name and date of birth to search for an existing record. If they are not found, the user can create an initial application for Human Trafficking or Domestic Violence privilege by selecting the appropriate option from the dropdown menu and clicking "Add New Privileged Staff." If the staff member is already in the system, the available application options will vary accordingly. (See below)

Provider User Guide Page 28 of 38



4.3.1 Documents Required

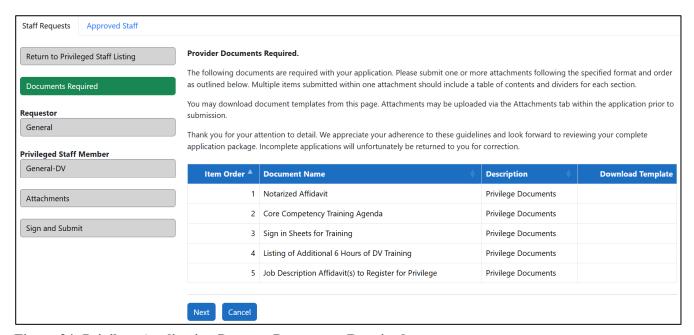


Figure 34: Privilege Application Process- Documents Required

The screen features a table detailing the required documents to support the application. It includes columns for Item Order, Document Name, Description, and Download Template. The link in the Download Template column, if present, will allow the user to download a template of the required form for completion.

The documents required for submission are different for each application type. Not all application types will require documents to be uploaded.

Note: This is NOT where required documents are uploaded. The actual document upload process will occur in a later step. Click the "Next" button to proceed to the Requestor General Information tab.

Provider User Guide Page 29 of 38

4.3.2 Requestor General Information

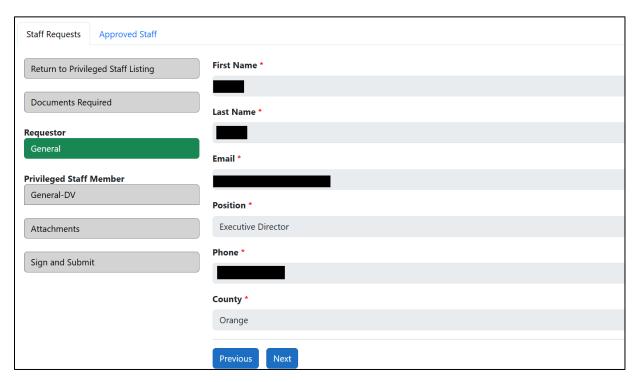


Figure 35: Privilege Application Process- Requestor General Information

The pre-populated information is sourced from the user's registration and is displayed in a read-only format.

Provider User Guide Page 30 of 38

4.3.3 General-DV

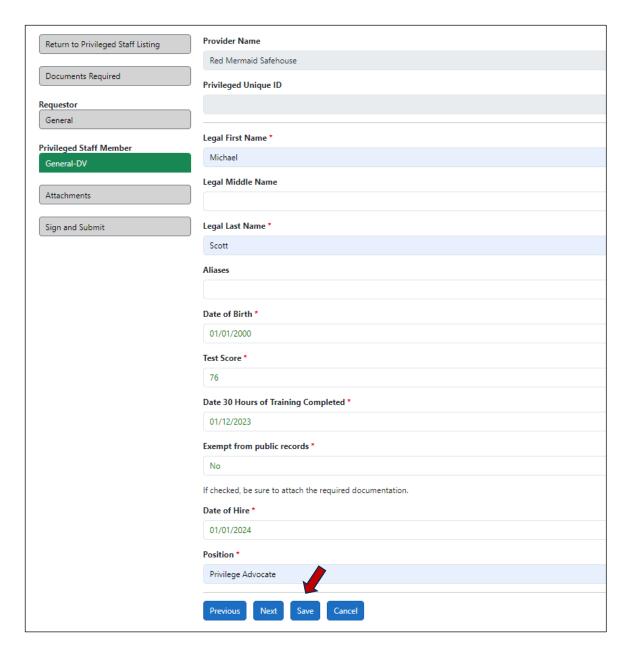


Figure 36: Privileged Staff Member- General-DV

The General-DV tab collects required demographics and training details about the staff person for which the provider is requesting privilege.

Note: Click the "Save" button before continuing to avoid losing data entered on this screen.

4.3.4 Attachments

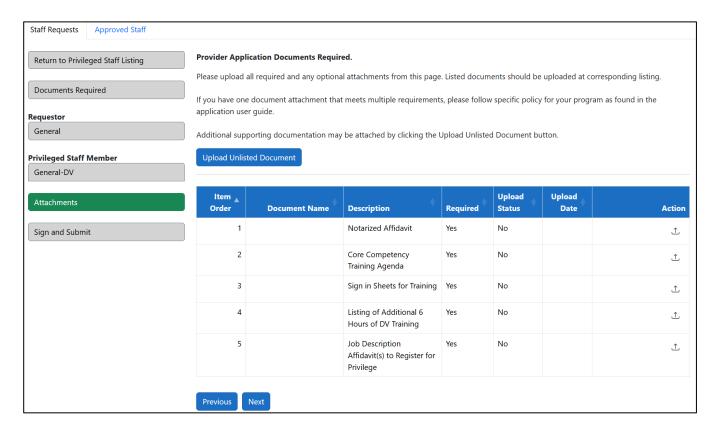


Figure 37: Privilege Application Process- Attachments

The Attachments tab simplifies the submission and verification of required documents for Privilege. Users can upload unlisted documents, which will appear dynamically in a grid or table.

Note: All required documents must be uploaded to submit an application.

If the user has uploaded a single document that meets multiple requirements, they may upload a one-page/one-line statement indicating that the required content is included in another document, and reference that document name. This allows users to streamline their submissions by referencing other documents instead of duplicating content.

The "Upload Unlisted Document" button allows users to submit additional document(s) that may be beneficial to the Department when reviewing the submitted request.

Provider User Guide Page 32 of 38

4.3.5 Sign and Submit

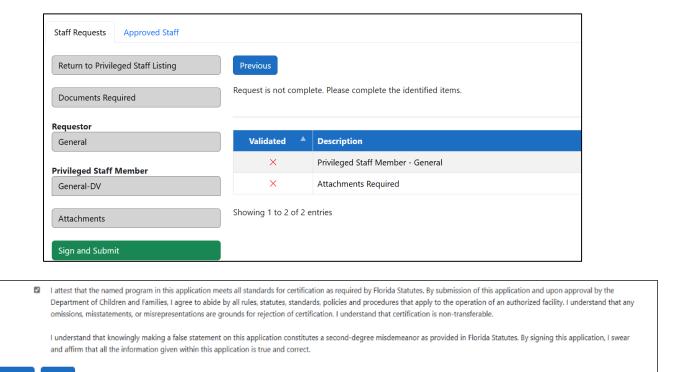


Figure 38: Privilege Application Process- Sign and Submit

Validated information will appear with a green checkmark. Missing or incorrect information will appear with a red "X." Once all required information is validated, an attestation will appear. Users should read the attestation statement and select the confirmation checkbox to reflect agreement with the statement. This action makes the "Submit" button appear. Users can then click the "Submit" button to complete and submit the application.

Provider User Guide Page 33 of 38

4.3.6 Cancel

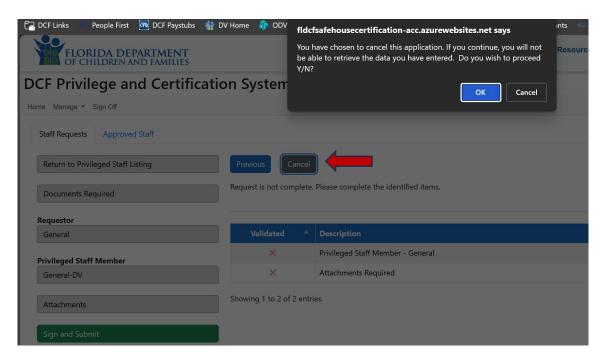


Figure 39: Privilege Application Process- Cancel

Users can cancel a privilege request at any time by clicking the Cancel button on the Sign and Submit page. If a request has been submitted and subsequently returned for edits by the Department, the user can utilize the Cancel button to withdraw the request.

Provider User Guide Page 34 of 38

4.4 Staff Name Change

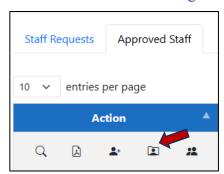


Figure 40: Privileged Staff Member- Staff Name Change

From the Approved Staff tab, a user may click on the 🔃 icon to initiate a name change request.

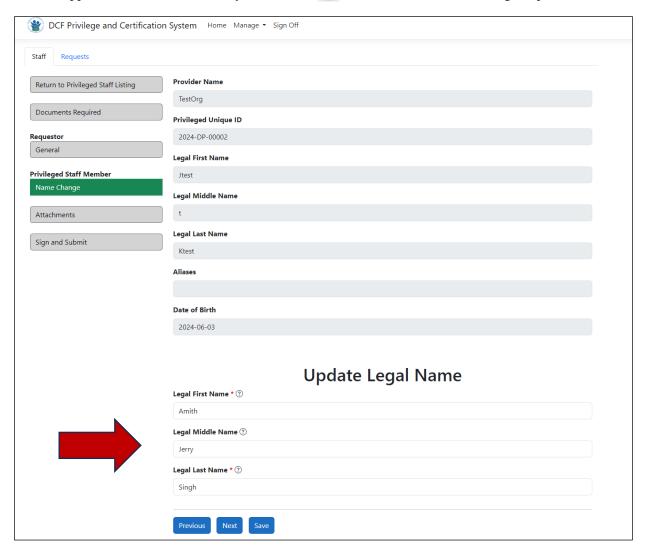


Figure 41: Privileged Staff Member- Update Legal Name

After reviewing the Requestor General page, the user will be directed to the Privileged Staff Member Name Change page where the staff member's current approved information will be pre-populated. The user will enter the updated legal name, save the record, and continue to upload any attachments and submit the request.

4.5 Staff Position Change

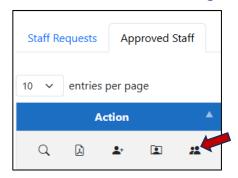


Figure 42: Privileged Staff Member- Staff Position Change

From the Approved Staff tab, a user may click on the 2 icon to initiate a position change request.

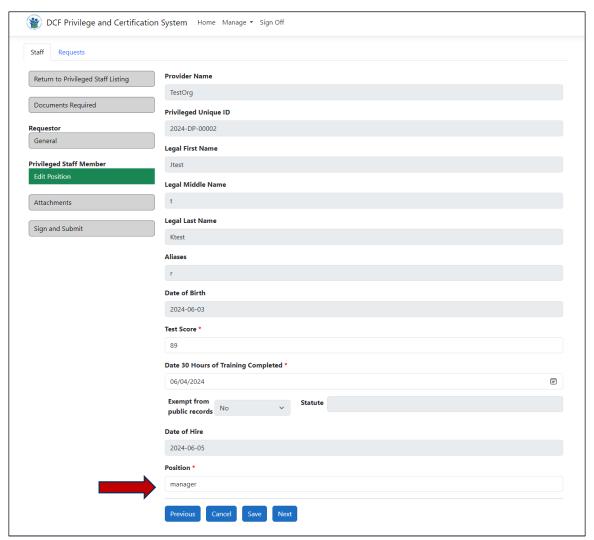


Figure 43: Privileged Staff Member- Edit Position

After reviewing the Requestor General page, the user will be directed to the Privileged Staff Member Edit Position page where the staff member's current approved information will be pre-populated. The user will enter the updated position title, save the record, and continue to upload any attachments and submit the request.

4.6 Staff Termination

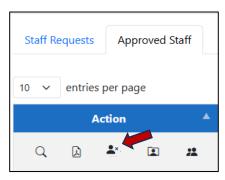


Figure 44: Privileged Staff Member- Staff Termination Request

From the Approved Staff tab, a user may click on the \triangle icon to initiate a staff termination request.

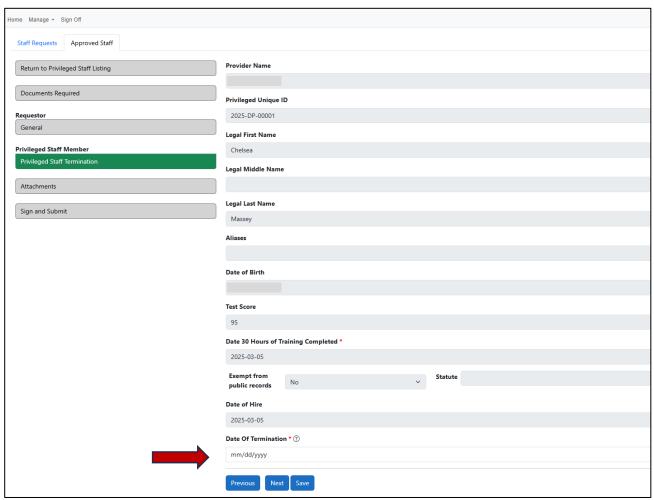


Figure 45: Privileged Staff Member- Privileged Staff Termination

After reviewing the Requestor General page, the user will be directed to the Privileged Staff Member Termination page where the staff member's current approved information will be pre-populated. The user will enter the termination date, save the record, and continue to upload any attachments and submit the request.

Provider User Guide Page 37 of 38

5 Provider Closure

When a provider's certification has expired, is relinquished, or otherwise not renewed, the Department will process a closure request. The provider will have the capability to view that a closure has taken place.

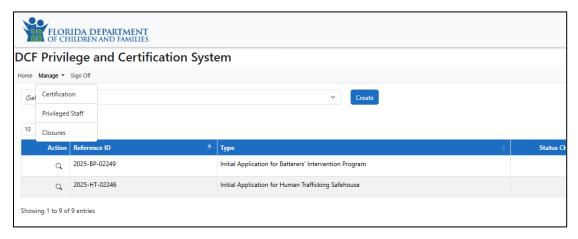


Figure 46: Manage- Closures

To view closure requests, the user may select the "Closures" option from the "Manage" menu.



Figure 47: View Provider Closure Records

The Closures screen displays a list of closure requests that have been processed by the Department. The provider can view the data grid and may contact the Department to report any concerns.

Provider User Guide Page 38 of 38