

# Family Centered Services/FAQs

## All FCS Users

The following are commonly asked questions received after implementation of Release 4.0.8 of the Family Centered Services – Partnerships for Families Enhancements.

**Q1.** Can we access all prior referrals created before 12/31/2018? Were all the old referrals converted over with the new changes?

**A.** No, not all referrals were converted, only the referrals that meet specific criteria were converted. The criteria for conversion is as follows:

- The referral was created January 2017 and after (but prior to January 2019)
- The Agency was assigned with:
  - No Termination Date
  - The Status was Pending or Approved

**\*Note:** All referrals created prior to 1/1/2019 are accessible through the inquiry screen only. Referrals created prior to 1/1/2019 will have to be submitted to the Agency via e-mail or fax.

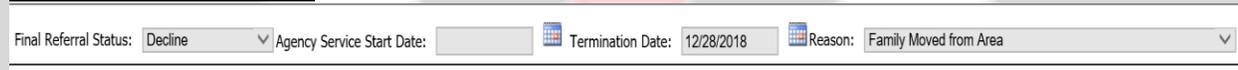
## CBL Users

**Q1.** Why does the referral not fall from the (inbox) list after it is assigned to an Agency?

**A.** Due to the modifications and enhancements of FCS the referral will drop from the (inbox) list when:

- The referral process has been completed and the Agency Representative has:
  - Entered the Final Referral Status
  - Entered a Termination Date
  - Selected the Termination Reason

## End of Referral Process



Final Referral Status:  Agency Service Start Date:  Termination Date:  Reason:

**Q2.** How do I know the referral has been submitted to the Agency?

**A.** There are 2 ways to verify that the referral has been submitted:

- Wait until the FCS application sends the automatic e-mail notification
- On the update screen, the Agency Name column will display the assigned Agency. If the referral has not been assigned/submitted to the Agency, the column will be blank.

**CBL Referral List**

Search Result. Click on the PFF # to update

PFF#	PFF Name	State ID Number	Create Date	Assign Date	CBL Name	CSW File#	Office	Agency Name
	AYALA, VANESSA	000000	01/14/2019	01/14/2019	AYALA, VANESSA	EB52	Belvedere	SPIRITT Family Services (SPA 3)
	AYALA, VANESSA	000000	01/10/2019		AYALA, VANESSA	EB75	Belvedere	

**Agency Representative Users**

**Q1.** I cannot update the referral when its sent by the CBL, has my access changed?

**A.** Verify that the referral is searched and selected from the “Agency Update PFF Referral” screen and not from the “PFF Referral Inquiry” screen.

**Agency Access Menu**



**Q2.** Can the terminate reason be updated once submitted?

**A.** No, once the referral is submitted it is “locked” and cannot be edited for updates. Please be careful when selecting the terminate reason.

**Terminate Information Selection**

Termination Date:   Reason:  