



CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR COMMUNITY BASED SERVICES

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Attachments/Forms: PCC/PCP Instructions for CRP Web Application	

CRP is excited to announce that their updated web application will be released on January 22, 2019. For those of you who access the CRP web application on a regular basis, you will notice changes to the appearance and location of some of the information, but most of the basic functions remain the same. The biggest change for the outside user will be in the referral/response process. **Effective as of January 22, CRP will no longer be emailing referrals for placements.** Instead, PCC/PCPs will be responsible for accessing the CRP web application on a regular basis to view new and active referrals. PCC/PCPs will also be able to respond to referrals in the web application. The expectation per the PCC/PCP Agreement is that there will be a response to all referrals within 2 business days of posting. (Please note that when same-day emergency placement is needed for a child, your program will receive an email from CRP to alert you that an emergency referral is available to be viewed in the web application referral system.)

In order for PCC/PCPs to access the referral system in the updated web application, they must have users identified as Referral Administrators who will be responsible for reviewing and responding to referrals. If you have not already identified the staff in your program who will be assigned the Referral Administrator role, please notify Tye Reece (jtreece@bluegrass.org) immediately with this information. If your program does not have at least one identified Referral Administrator, your program will not be able to access referrals.

Instructions for utilizing the referral function in the updated web application are attached.

CRP appreciates their partnership with the PCC/PCPs and hopes that the web application update will provide a streamlined, more user-friendly referral process. For any technical issues with CRP's web application during the transition, please contact Tye Reece (jtreece@bluegrass.org).

PCC/PCP Instructions for CRP Web Application

(Effective 01/22/19)

Responding to Referrals:

Log into the Children's Review Program's Web Application (If you do not have log in information, please contact Tye Reece at jtreece@bluegrass.org).

- In the top left corner of your screen, hover over "PCC" and select "Referrals" from the dropdown.
- On the "REFERRALS" page, select the program for which you will be viewing referrals. (The Referral Status defaults to referrals "Waiting for a Response", so you do not need to change this to view pending referrals.) Once you select the program, you will immediately be taken to the list of referrals that you have not yet responded to. (Please note that referrals sent to you prior to January 22 may show up on this list if you have not responded. The on-line referral may not be complete, so it will be necessary for you to access the related email for referral details. For these referrals only, you may respond via email or through the web application. All referrals made on or after January 22 will require an on-line response).

NOTE: If you are responsible for viewing referrals for more than one program in your organization, you will need to respond to each referral separately for each program.

- On the list of referrals, select the child whose referral you would like to review by clicking on the green "Respond" on the right of the page.
- You will be taken to a page with the child's information, including the reason for the referral (formerly the cover letter information), placement history information, and a link to the 886A. Click on the green icon next to the 886A to view a copy of the form.
- One you have reviewed the information and made a decision regarding the referral you are asked to provide a referral response (NOTE: You will not be able to edit or change a referral response after saving. If your response changes, you will need to email the child's Regional Placement Coordinator):
 1. You may include comments regarding your response (e.g., foster home information, length of waiting list, etc.). For questions regarding the referral, please email the RPC directly. You should not include questions to the RPC in this box.
 2. Select "Accept", "Accept for Waiting List", or "Reject" under the Response section of the page.
 3. All "Accept for Waiting List" responses require you to enter a tentative admission date. All "Reject" responses require you to select a Response Reason from a dropdown list.
 4. Select "Save". Once saved, the RPC can immediately view your response. (See below for instructions on how to view responses once they have been saved).
- If you need to leave the page before responding, click "Cancel" to return to the previous page.

Additional Instructions for Responding to Referrals:

- For emergency referrals, you will receive an email from CRP stating that an emergency referral has been uploaded to the CRP Web Application for your review. The referral will be flagged as "EMERGENCY" next to the youth's name in the list of pending referrals. Steps for reviewing and responding to emergency referrals are the same as for non-emergency referrals; however, we ask that emergency referrals be given priority and that programs respond as quickly as possible.
- You will continue to email foster care snapshots and home studies to the Regional Placement Coordinator. **Do not send foster home information to the DCBS worker directly.** The RPC will facilitate communication between agencies and DCBS.
- The RPC may have additional documents to send to your program upon request, on a case-by-case basis. These cannot be uploaded through the web application and will be sent to you using secure email.
- For referrals with sibling groups, each youth will have their own referral and the names of every child in the sibling group will be listed under each child's "Reason for Referral". Please respond to every individual child's referral in a sibling group.
- With approval from DCBS leadership or Central Office staff, RPCs may expand searches to placement types that are different from the level of placement recommendation provided in the "Reason for Referral". Please review the information for any referral we send to your program.

Viewing Active Referrals That Have Already Been Accepted or Rejected:

To view referrals that your program has already accepted (including those accepted for a waiting list) or rejected:

- In the top left corner of your screen, hover over "PCC" and elect "Referrals" from the dropdown.
- Change the Referral Status selection from "Waiting for Response" to either "Accepted – case still open" or "Rejected – case still open".
- Select the program for which you will be viewing referrals. Once you select the program, you will immediately be taken to the list of referrals.
- On the list of referrals, select the child whose referral you would like to review by clicking on the green "View" on the right of the page. This allows you to view responses that you have already made. NOTE: These responses cannot be edited.
- Click "Close" to go back to the previous page.
- Once a child has been placed and/or the case has been closed by the Regional Placement Coordinator, the child will no longer appear on your lists and you will no longer be able to view the referral or your response.