



CREATIVE INFORMATION TECHNOLOGY, INC.



# Arise CMS

## Provider Management Module

03/25/2024



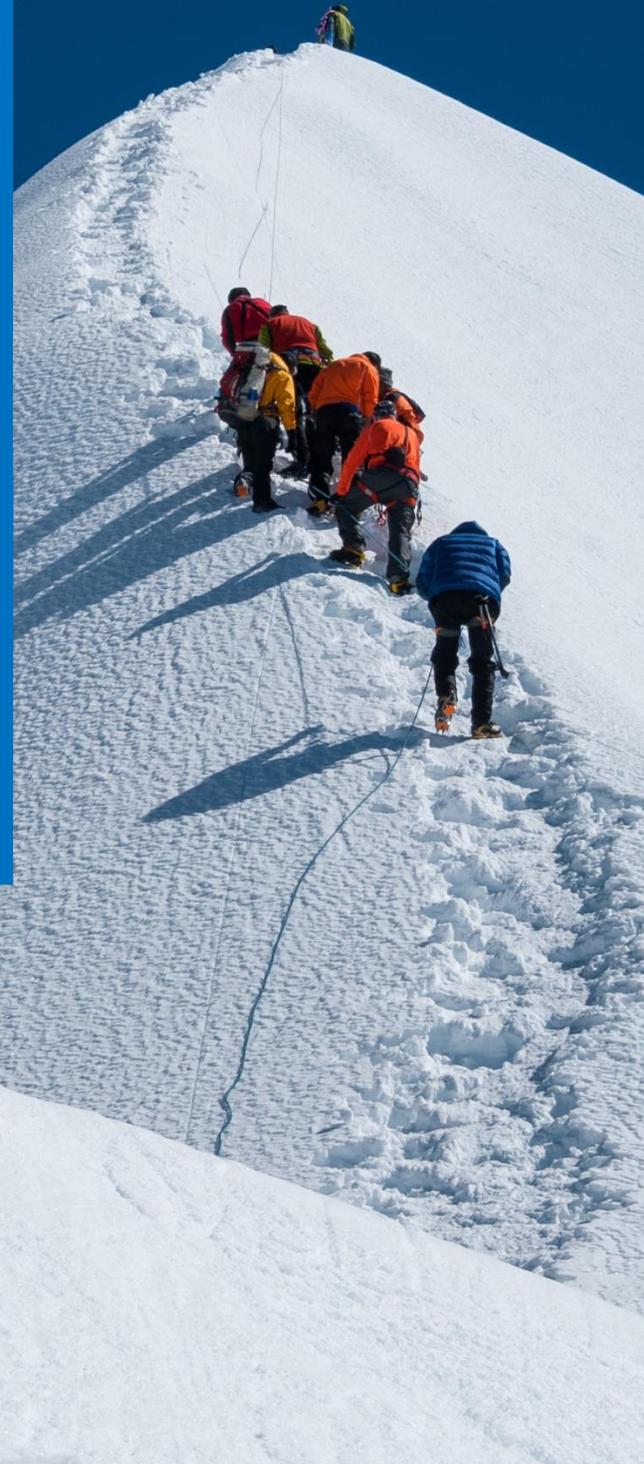
QUALITY MANAGEMENT

IT SERVICE MANAGEMENT

INFORMATION SECURITY MANAGEMENT



CMMIDEV/5



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## INTRODUCTION

The purpose of the childcare management system is to assist the childcare centre in providing a professional service to its consumers. It's all about efficiently managing day-to-day tasks so that you have more time for your children and parents. The ARISE CMS will be contributing to better serve OFC's mission of providing services to support, promote, and provide safe, quality early childcare and education for young children. The ARISE CMS will be used primarily by the Childcare Assistance and Referral (CCAR) and Community Education and Provider Services programs to support this mission.

Key business functions that CMS will support include:

- Case Module
- Provider Module
- Tools
- Admin
- Attendance
- Reimbursement
- Integration with Provider Access
- Integration with Family Portal

## LOGIN PAGE

Logging onto the CMS portal, user lands on the following login page. Authorized users with their respective credentials can login to the CMS portal and perform the tasks assigned to them.

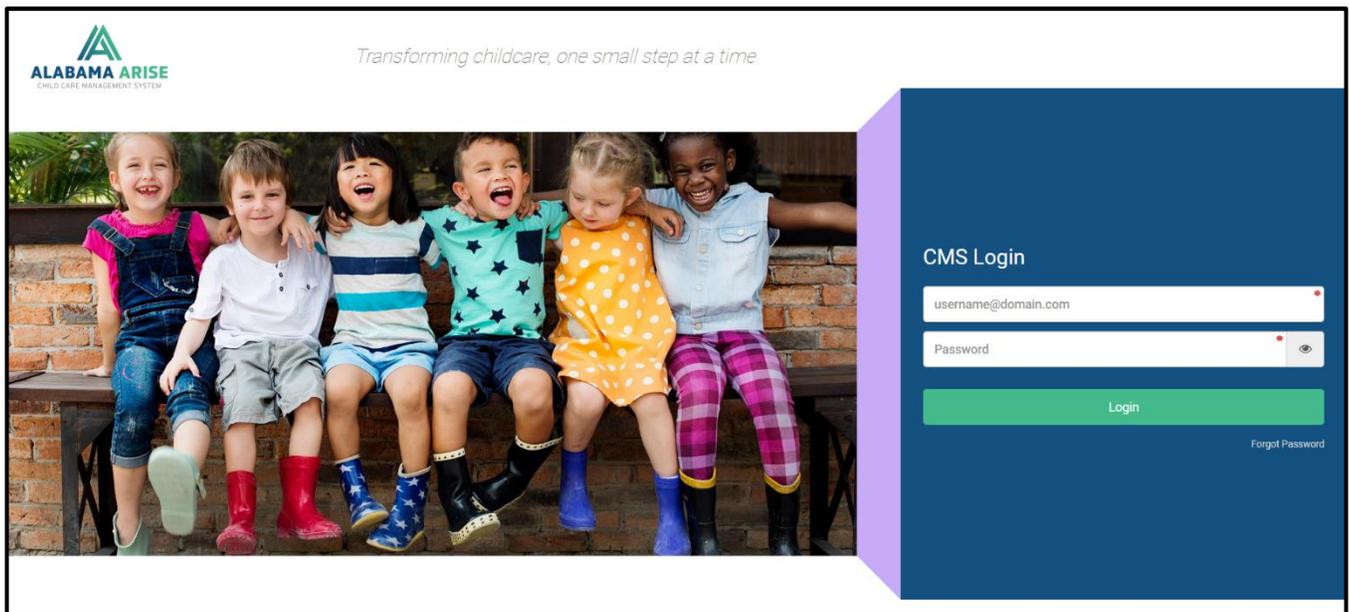


Figure 1: CMS Application Login Page

## HOME PAGE

The landing page/ Home Page of the ARISE CMS is the screen displaying dashboard which provides users an overview of the work assignments, notifications, and pending approvals.

The dashboard consists of three blocks:

1. Tasks: Consists of all the tasks assigned to logged in user
2. Notices: Consists of all the notifications from different workflows
3. Recently Cleared: Consists of all items which user cleared.
4. Messages: Consists of all the messages received.

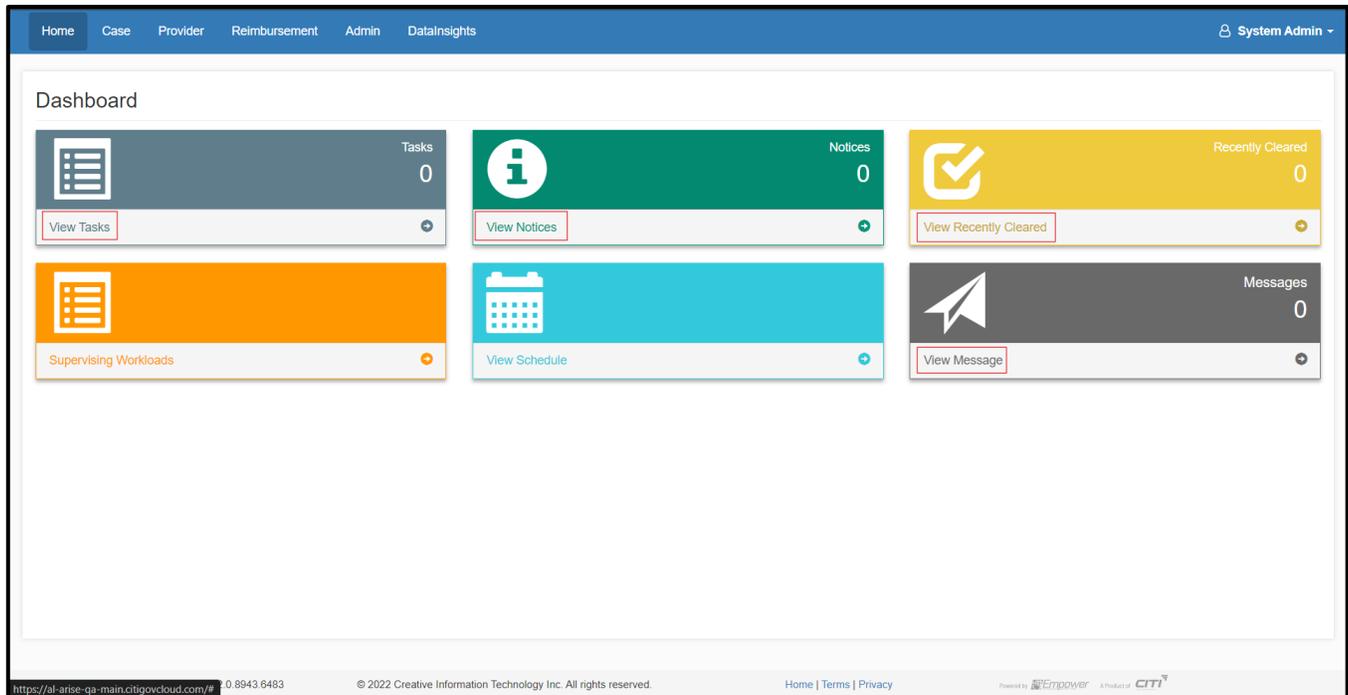


Figure 2: CMS Application Home/Landing Page

# PROVIDER MODULE

## PROVIDER SUB-MODULE

### Provider Search

By clicking on the 'Provider' link in the menu bar, the user will see a search for a provider screen by default. The search page will enable the user to search for a provider using one or more search criteria. Search can be initiated based on various factors such as Last Name or First Name.

The screenshot shows the 'Provider Search' page. The navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', 'DataInsights', and 'System Admin'. The sub-menu includes 'Providers', 'Facilities', 'Profile Approvals', 'Facility Applications', 'Subsidy Applications', and 'Incident Reports'. The search form is titled 'Search Criteria' and contains the following fields:

- Provider Status: -- Select --
- Team: -- Select --
- Provider ID: Provider ID
- Provider Last Name: Last Name
- Provider First Name: First Name
- Date Of Birth: [Calendar icon]
- FEIN/SSN: FEIN/SSN
- Legal Entity Type: -- Select --
- Phone: Phone
- Email: Email
- Business Name: Business Name
- City: City
- Region: -- Select --
- County: -- County --
- Zip Code: [Text field]
- Contact Last Name: Last Name
- Contact First Name: First Name

Buttons: Search, Clear

Figure 3: Provider Search Page

### Search Page with Provider Record Found

The successful search results will be displayed on the Search Results Summary Grid under the following headers:

- Provider ID
- Name
- Provider Level
- Contact Information
- Address
- Phone
- FEIN#
- Legal Entity
- SSN

The user can click on the appropriate 'Provider ID' hyperlink on the grid to access the Demographic details of the record or follow steps from section - [1.2.1 How to review provider profiles?](#)

Home Case **Provider** Reimbursement Admin DataInsights System Admin

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

### Provider Search

Search Criteria

**Provider Status**

**Team**

**Provider ID**

**Provider Last Name**

**Provider First Name**

**Date Of Birth**

**FEIN/SSN**

**Legal Entity Type**

**Phone**

**Email**

**Business Name**

**City**

**Region**

**County**

**Zip Code**

**Contact Last Name**

**Contact First Name**

Provider ID	Name	Provider Level	Contact Information	Address	Phone	FEIN/SSN	Legal Entity Type
P00001	A B SKF Inc	Level1	Harry.Brook@citi-us.com	6820 Maple AVE, Room 970, Montgomery, AL	Cell Phone - (881) 651-2784 -	122-12-4545	Individual, Partnership, or Association (Not

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Figure 4: Provider Search Results

## Search Page with No Provider Record Found

If a search does not result in any matching records found, the system will display a message indicating that “No Providers Found”. The user can dismiss the message and either perform a new search or click the ‘Create Provider’ button (which would be enabled – refer to Note below) to create the provider.

**Note:** The ‘Create Provider’ button will be enabled when a user searches for a provider by entering the following details (in no order) and the application returns zero matches:

- Last Name
- DOB

The screenshot shows the 'Provider Search' page. The search criteria form includes fields for Provider Status, Team, Provider ID, Provider Last Name, Provider First Name, Date Of Birth, FEIN/SSN, Legal Entity Type, Phone, Email, Business Name, City, Region, County, Zip Code, Contact Last Name, and Contact First Name. A 'Search' button and a 'Clear' button are at the bottom of the form. Below the form is a table with columns: Provider ID, Name, Provider Level, Contact Information, Address, Phone, FEIN/SSN, and Legal Entity Type. The table is empty, and a message 'No Providers Found' is displayed in a red box. The footer contains copyright information and navigation links.

Figure 5: No Provider Results

## How to review provider profiles?

1. Log in as an Authorized User, which has role-based access for the initial approval process for provider license applications.
2. Click on Provider Module
3. Click on Profile Approvals sub-module. You will be navigated to a screen displaying Submitted Provider Profiles for approval:

The screenshot shows the 'Submitted Profile Approvals' page. The table has columns: Provider Name, Provider Type, Business Name, Email, and Address. The first row contains the following data:

Provider Name	Provider Type	Business Name	Email	Address
Jaxton, Carter D	Relative		Carter@sharklasers.com	4566 Alabama 59, Foley, AL 36535, Baldwin

The 'Provider Name' cell is highlighted with a red box. The table is followed by a pagination bar showing '1 - 1 of 1 items'.

Figure 6: Submitted Provider Profiles

4. Click on Provider name hyperlink, to review the respective provider profile. You will be navigated to screen displaying Provider Details
5. Click on 'Action Needed' hyperlink displayed under 'Profile Approval' in navigation checklist
6. Review the information submitted by visiting all left navigation tabs
7. Click on 'Approve' if the submitted information is relevant

OR

8. Click on 'Send for Correction' in case the information needs any updates from the provider

# 1. PROVIDER DETAILS SCREEN

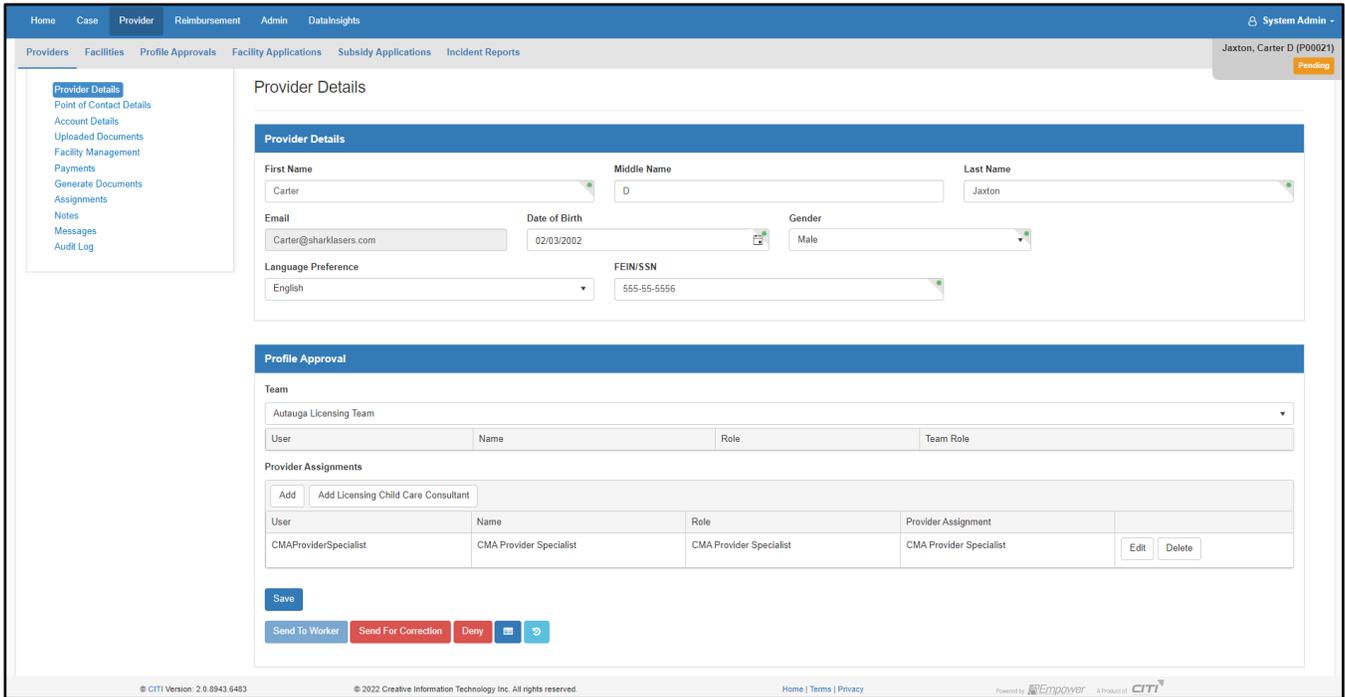


Figure 7: Provider Details Screen

On the 'Provider Details' screen, the user will be able to see an application wizard, where the status for the sections of the application will be displayed: i.e. **Creation of account, Profile approval, License application, Classrooms, Staff, Capacity, Background Checks, Facility Inspection and License Approval:**



Figure 8: Application Wizard

## Changing 'Provider Status' on 'Provider Details' screen:

Users are also able to change the provider status on the Provider Details page by following below steps:

1. If the user's status is 'Active' they can be made '**Inactive**' by clicking the 'Inactive' button under Provider Status tab.

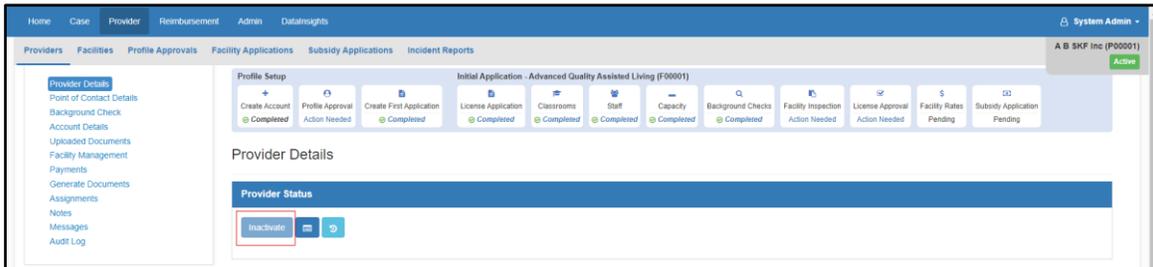


Figure 9: Inactive Button

2. If the user's status is 'Inactive' they can be made '**Active**' by clicking the 'Reactivate' button under the Provider Status tab.

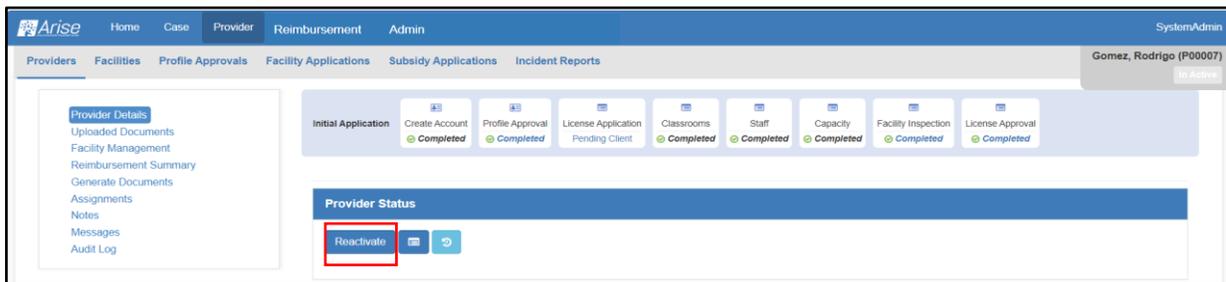


Figure 10: Reactivate Button

3. If the user's status is 'Pending' then they can be made '**Active**' or '**Inactive**' by clicking the 'Activate' or the 'Inactivate' button under Provider Status tab.

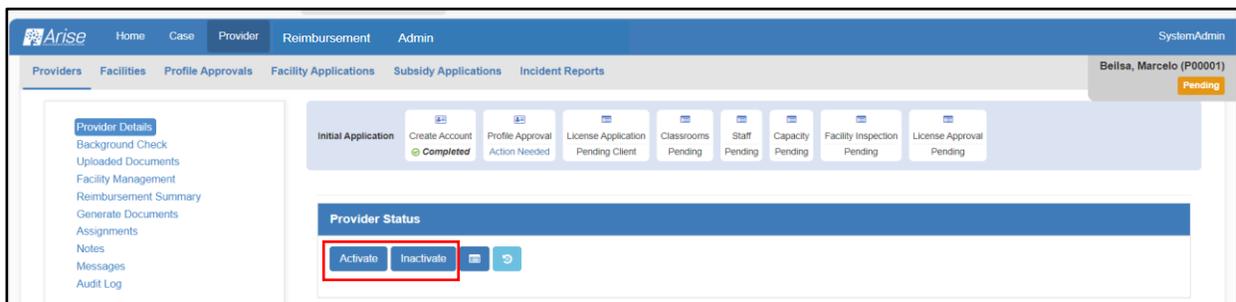


Figure 11: Active/Inactive Buttons

4. The workflow as well as the history is detailed in this section.

**Workflow:**

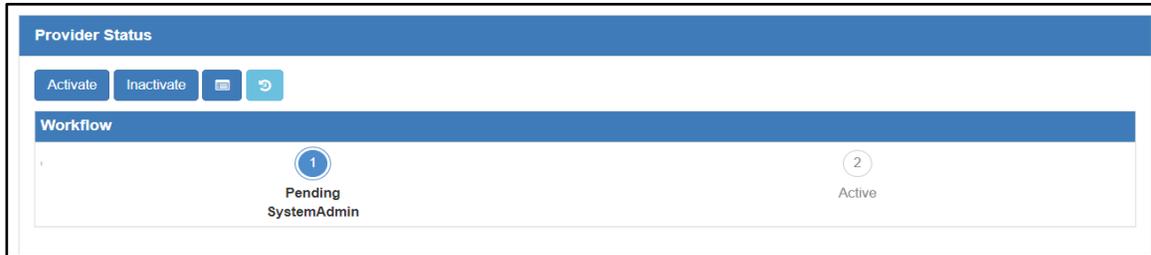


Figure 12: Workflow

**History:**

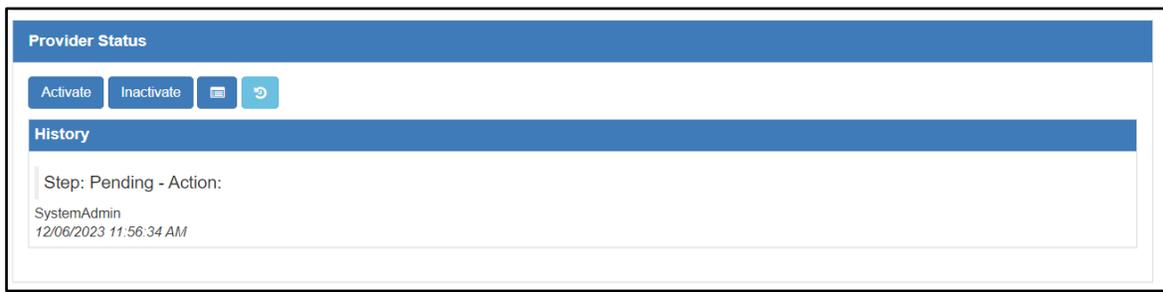


Figure 13: History

**Profile Approval:**

Authorized logged in user shall be able to select a 'Team' which would automatically pre-populate the details of the team. Viz., User, Name, Role and Team Role.

The screenshot shows a 'Profile Approval' form. At the top, there is a blue header with the text 'Profile Approval'. Below the header, there is a 'Team' dropdown menu with 'HQ Team' selected. Below the dropdown, there is a table with the following columns: 'User', 'Name', 'Role', and 'Team Role'. The table contains one row with the following data: 'DirectorofLicensing', 'Licensing, Director', 'Director Of Licensing', and an empty cell.

User	Name	Role	Team Role
DirectorofLicensing	Licensing, Director	Director Of Licensing	

Figure 14: Profile Approval

They may also be able to add a Provider Assignment by selecting a **User** and **Provider Assignment** from the dropdown list.

Regarding profile approval, the user can click on 'Send for Correction' button and add comments for the provider. This would trigger a notification for the provider to make required changes for profile approval.

**Send for Correction:**

1. Enter the required changes in comments text box (Refer Figure 15: Send for Correction)
2. Click on 'Send for Correction' button.

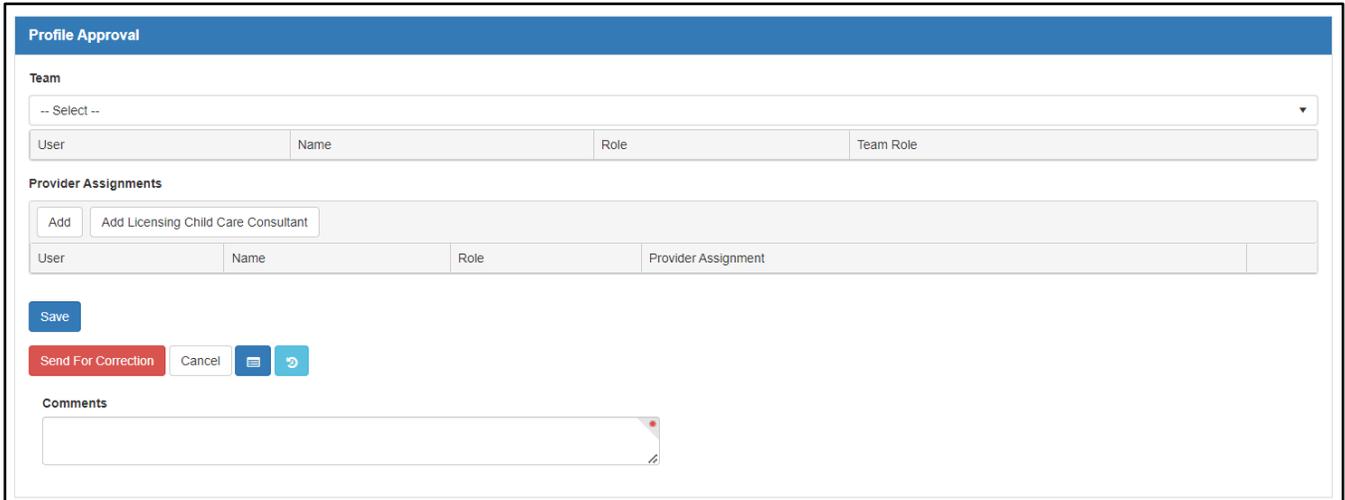


Figure 15: Send for Correction

## 2. BACKGROUND CHECK

This screen captures the background check information about the Provider.

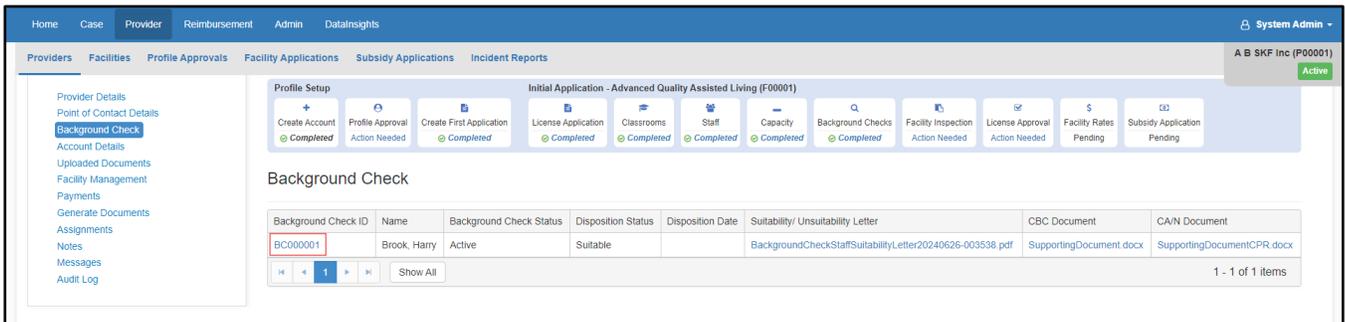


Figure 16: Background Check Page

Clicking on background check ID navigates the user to additional information regarding the Background Check:

Home Case **Provider** Reimbursement Admin DataSights

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

Provider Details  
 Point of Contact Details  
**Background Check**  
 Account Details  
 Uploaded Documents  
 Facility Management  
 Payments  
 Generate Documents  
 Assignments  
 Notes  
 Messages  
 Audit Log

Profile Setup Initial Application - Advanced Quality Assisted Living (F00001)

Create Account **Completed** Profile Approval Action Needed Create First Application **Completed** License Application **Completed** Classrooms **Completed** Staff **Completed** Capacity **Completed** Background Checks **Completed** Facility Inspection Action Needed License Approval Action Needed Facility Rates Pending Subsidy Application Pending

### Background Check Details

**Provider Details - Brook, Harry**

**Criminal Background Check**

Add Criminal Background Check

CBC Received Date	CBC Issued Date	CBC Expiration Date	CBC Result	Approved	CBC Attachment
<b>Current Checks</b>					
09/21/2024	06/16/2024	09/28/2029	Not Substantiated	Yes	SupportingDocument.docx <a href="#">View</a>

1 - 1 of 1 items

**Child Abuse and Neglect Registry**

Add Child Abuse and Neglect Registry

State Name	CA/N Received Date	CA/N Issued Date	CA/N Expiration Date	CA/N Result	Has This Person Lived in Multiple States in Last 5 Years?	Approved	CA/N Attachment
<b>Current Checks</b>							
	06/26/2024	06/16/2024	06/28/2029	Not Indicated	No	Yes	SupportingDocumentCPR.docx <a href="#">View</a>

1 - 1 of 1 items

**Disposition**

Disposition Status: Suitable  
 Disposition Determination Date: 09/29/2024  
 Suitability Letter Date: 06/26/2024  
 Suitability Expiration Date: 09/29/2029

[Process Disposition](#)

**Disposition Letters**

Disposition Status	Person Name & Role	Disposition Determination Date	Suitability Letter Date	Suitability Letter Expiration Date	Suitability Letter
Suitable	Licensing and Subsidy Training Manager, CMA Eligibility Specialist	09/29/2024	06/26/2024	09/29/2029	

1 - 1 of 1 items

**Background Check**

- ✓ Criminal Background Check
- ✓ Child Abuse and Neglect Registry Check
- ✓ Disposition

**Completed** [Back To Background Check](#)

Figure 17: Background Check Details

### 3. POINT OF CONTACT DETAILS

This screen has the Point of Contact Details

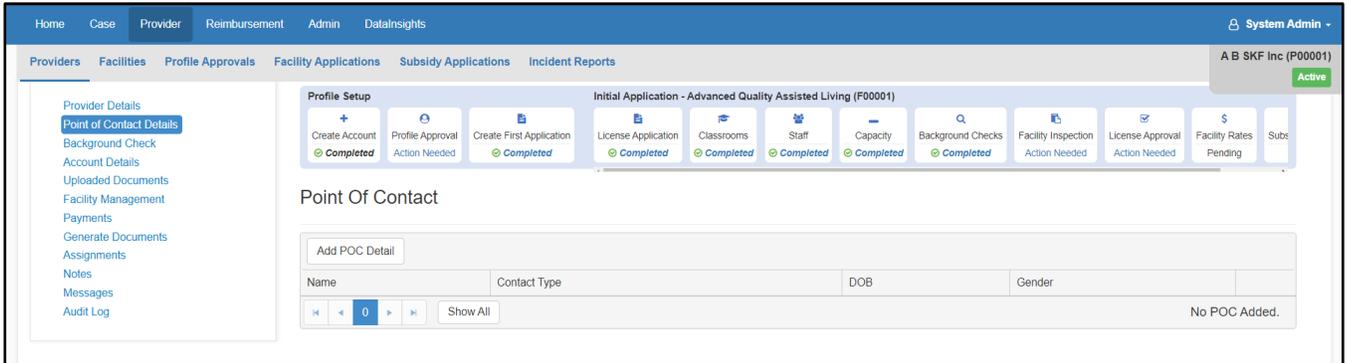


Figure 18: Point of Contact Details

### 4. ACCOUNT DETAILS

This screen details out the Provider's account details.

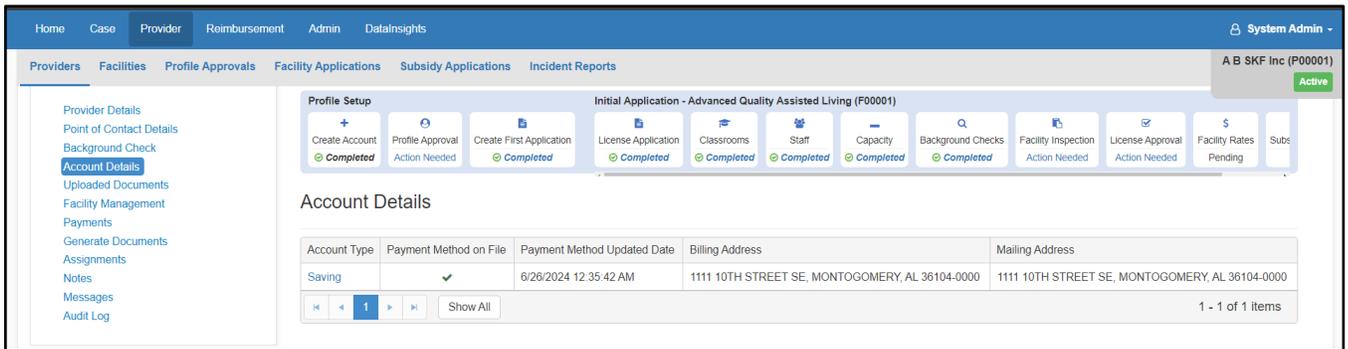


Figure 19: Account Details

### 5. UPLOADED DOCUMENTS

The Uploaded Documents section lets the user view documents uploaded by the provider for their application.

#### How to view a document?

1. Click on the respective document name hyperlink.
2. The document will be downloaded for user's viewing.

The screenshot shows the 'Uploaded Documents' section of a web application. The navigation menu on the left includes 'Provider Details', 'Point of Contact Details', 'Background Check', 'Account Details', 'Uploaded Documents' (highlighted), 'Facility Management', 'Payments', 'Generate Documents', 'Assignments', 'Notes', 'Messages', and 'Audit Log'. The main content area displays a table of uploaded documents for 'Initial Application - Advanced Quality Assisted Living (F00001)'. The table has columns for Document Name, Description, Uploaded Date, and Uploaded By. Four documents are listed, all uploaded on 6/26/2024 at 12:35 AM by Brook, Harry. A pagination bar at the bottom shows '1 - 4 of 4 items'.

Document Name	Description	Uploaded Date	Uploaded By
SupportingDocument0.docx	Business Registration document	6/26/2024 12:35 AM	Brook, Harry
SupportingDocument1.docx	Tax Id Letter	6/26/2024 12:35 AM	Brook, Harry
SupportingDocument2.docx	Facility Legal Entity form	6/26/2024 12:35 AM	Brook, Harry
SupportingDocument3.docx	Background Check Authorization Form	6/26/2024 12:35 AM	Brook, Harry

Figure 20: Uploaded Documents

### 3. Facility Management

The facility management screen displays all facilities under the selected provider.

#### How to view a facility?

1. Click on the respective Facility ID hyperlink.
2. User is taken to the Facility Details screen under Facilities sub-module (Under Provider Module)

The screenshot shows the 'Facility Management' section of a web application. The navigation menu on the left includes 'Provider Details', 'Point of Contact Details', 'Background Check', 'Account Details', 'Uploaded Documents', 'Facility Management' (highlighted), 'Payments', 'Generate Documents', 'Assignments', 'Notes', 'Messages', and 'Audit Log'. The main content area displays a table of facilities for 'Initial Application - Advanced Quality Assisted Living (F00001)'. The table has columns for ID, Type, Name, Address, License Number, and Subsidy Status. One facility is listed with ID F00001, Type Center, Name Advanced Quality Assisted Living, Address 7789 Southwest Freeway, Houston, AL 87978-9879, Houston, License Number, and Subsidy Status Non Subsidy. A pagination bar at the bottom shows '1 - 1 of 1 items'.

ID	Type	Name	Address	License Number	Subsidy Status
F00001	Center	Advanced Quality Assisted Living	7789 Southwest Freeway, Houston, AL 87978-9879, Houston		Non Subsidy

Figure 21: Facility Management

## 4. PAYMENTS

This section displays Provider's Past and Pending payments, along with the Adjustments.

The screenshot shows the 'Provider Payments' interface. At the top, there is a navigation bar with 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. Below this is a sub-navigation bar with 'Providers', 'Facilities', 'Profile Approvals', 'Facility Applications', 'Subsidy Applications', and 'Incident Reports'. The user is logged in as 'System Admin' for 'A B SKF Inc (P00001)'. A sidebar on the left lists various provider management options, with 'Payments' highlighted. The main content area features a 'Profile Setup' section with various status indicators (e.g., 'Completed', 'Action Needed'). Below this, the 'Payments' section is divided into three sub-sections: 'Adjustments', 'Paid Payments', and 'Pending Payments'. Each sub-section has a table with columns for 'Created Date', 'Type', 'Facility', 'Amount', 'Balance', and 'Status'. All three tables currently display 'No Payment Adjustments Found.', 'No Payments Found.', and 'No Payments Found.' respectively.

Figure 22: Provider Payments

## 5. GENERATE DOCUMENTS

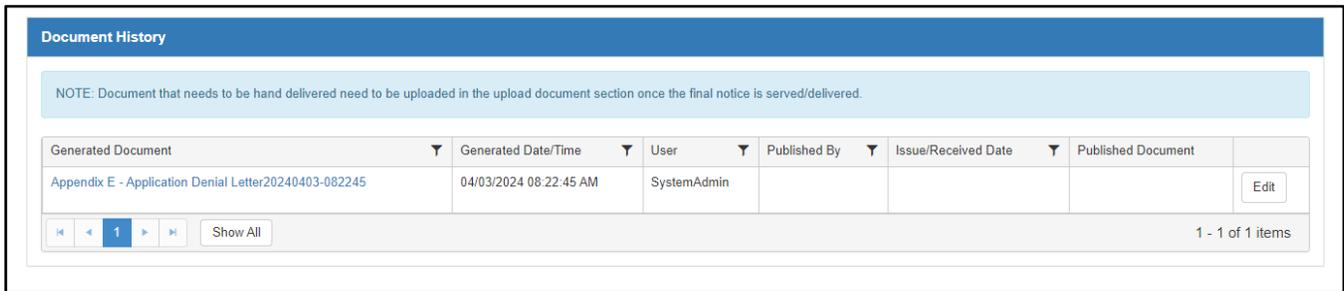
The 'Generate Documents' screen allows user to generate provider related documents and download it.

The screenshot shows the 'Generate Documents' interface. It features the same navigation and user information as Figure 22. The sidebar highlights 'Generate Documents'. The main content area includes a 'Document Template' section with a dropdown menu set to '-- Select --' and a 'Generate Document' button. There is also an 'Add Manual Document' button. Below this is a 'Document History' section with a table that has columns for 'Document Name', 'Generated/Uploaded Date/Time', 'Published By', and 'Status'. The table currently shows 'No Documents Records Found.'.

Figure 23: Generate Documents

## How to Generate Documents?

1. Click on 'Generate Documents' on left navigation pane.
2. Select a document to be generated from the list of documents in the dropdown
3. Click on 'Generate Document'. Generated document will be displayed in the 'Document History' grid
4. Click on Document Name hyperlink to download the document



Document History

NOTE: Document that needs to be hand delivered need to be uploaded in the upload document section once the final notice is served/delivered.

Generated Document	Generated Date/Time	User	Published By	Issue/Received Date	Published Document	
<a href="#">Appendix E - Application Denial Letter20240403-082245</a>	04/03/2024 08:22:45 AM	SystemAdmin				<a href="#">Edit</a>

« < 1 > » Show All 1 - 1 of 1 items

Figure 24: Document History

## 6. ASSIGNMENTS

The assignments screen displays the following details:

1. Team: The team grid displays the Team Name, Users in the team, Name of the users and Role assigned to individual team members
2. Provider Operator Assignments: The case assignment grid displays the user and their roles in the reviewing an assigned case.
3. Workflow Process Assignments: This section represents the workflow steps, Assignment and Assigned User
4. Workflow Instances: This section represents the workflow instances, and the steps within each workflow along with their status.

The screen appears, as seen below:

The screenshot displays a software interface for managing assignments. At the top, there is a navigation bar with tabs for Home, Case, Provider, Reimbursement, Admin, and Dashboard. Below this, a breadcrumb trail shows 'Providers' > 'Facilities' > 'Profile Approval' > 'Subsidy Applications' > 'Incident Reports'. The main content area is titled 'Initial Application - Advanced Quality Assisted Living (P0001)'. It features a progress bar with various steps: 'Create Account' (Completed), 'Profile Approval' (Action Needed), 'Create First Application' (Completed), 'License Application' (Completed), 'Clearance' (Completed), 'Staff' (Completed), 'County' (Completed), 'Background Checks' (Completed), 'Facility Inspection' (Action Needed), 'License Approval' (Action Needed), 'Facility Rates' (Pending), and 'Subsidy Application' (Pending). The 'Assignments' section includes a 'Team' dropdown menu, a table for 'Provider Assignments' with columns for User, Name, Role, and Team Role, and a 'Save' button. The 'Workflow Process Assignments' section is a table with columns for Step, Assignment, and Assigned User, listing various steps like 'Facility Inspection Initial', 'Facility License Application', 'Payment Adjustment Request', 'Provider Profile Approval', and 'Provider Subsidy Application'. The 'Workflow Instances' section shows a list of workflow instances with buttons for 'Profile Approval', 'Application Pending', 'Completed', and 'Pending Authorization'.

Figure 25: Assignments

## 7. NOTES

### How can a user create notes?

1. Click on 'Notes' tab from left navigation. You will be navigated to the screen displaying notes summary
2. Click on 'Add new Note'
3. Select Note Subject LOV from the drop down
4. Enter the description/ elaboration the subject
5. Click on update

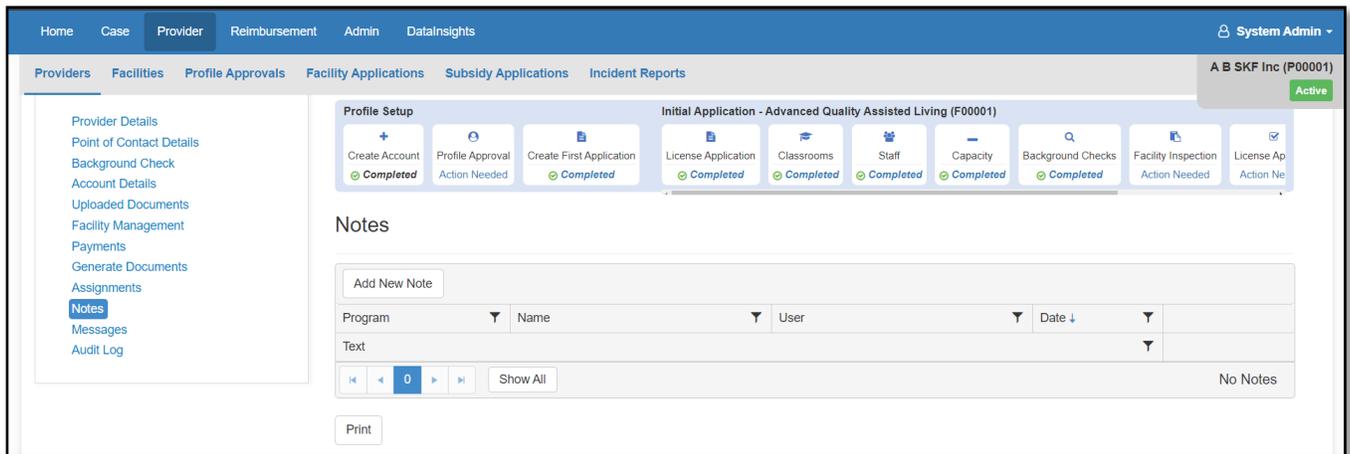


Figure 26: Adding a New Note

## 8. MESSAGES

The messages screen consists of two sub tabs:

- Internal Messages: In which user can create manual tasks with the due date and assign it to users.
- Provider Messages: This tab displays the requests received from the provider portal and tasks for the provider.

### **Internal Messages:**

#### **How to create manual tasks?**

1. Click on 'Messages' from the left navigation
2. Click on 'Add Manual Message' button from the tasks container
3. Set the 'Severity'
4. Enter 'Due Date'
5. Select the user to assign the message/tasks from 'Distributed To' drop down
6. Click on 'Update'

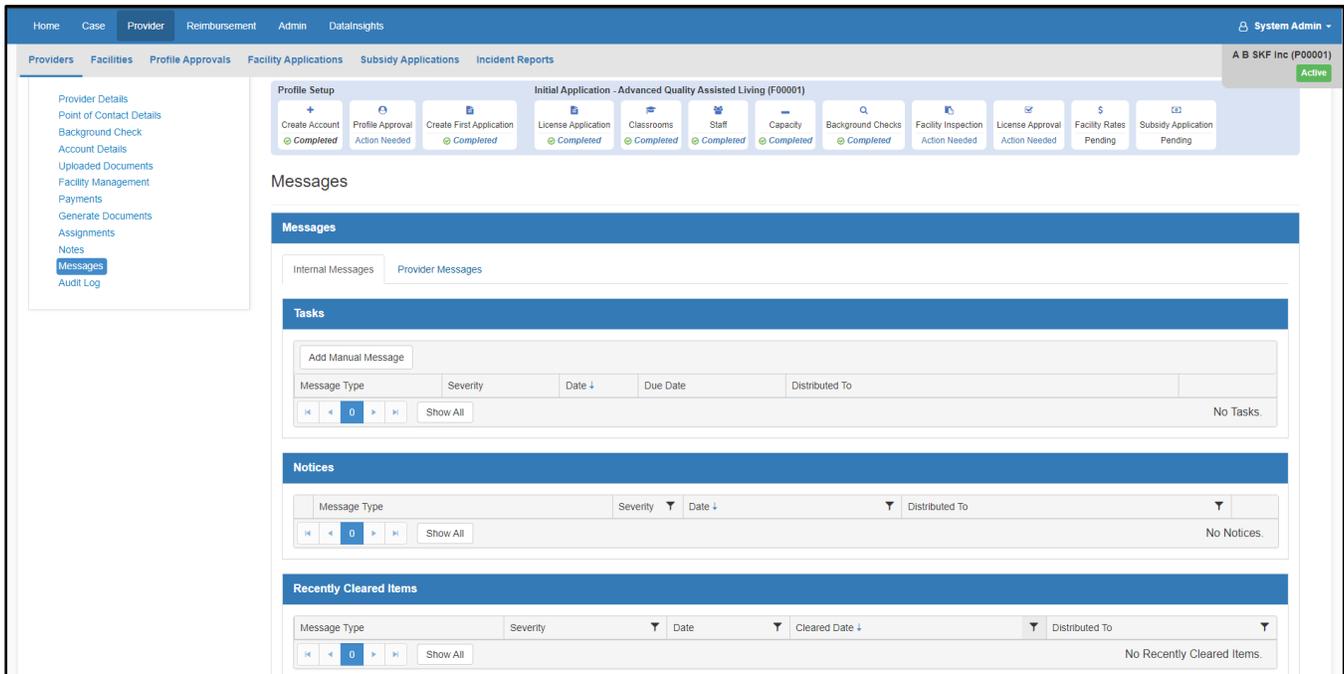


Figure 27: Internal Messages

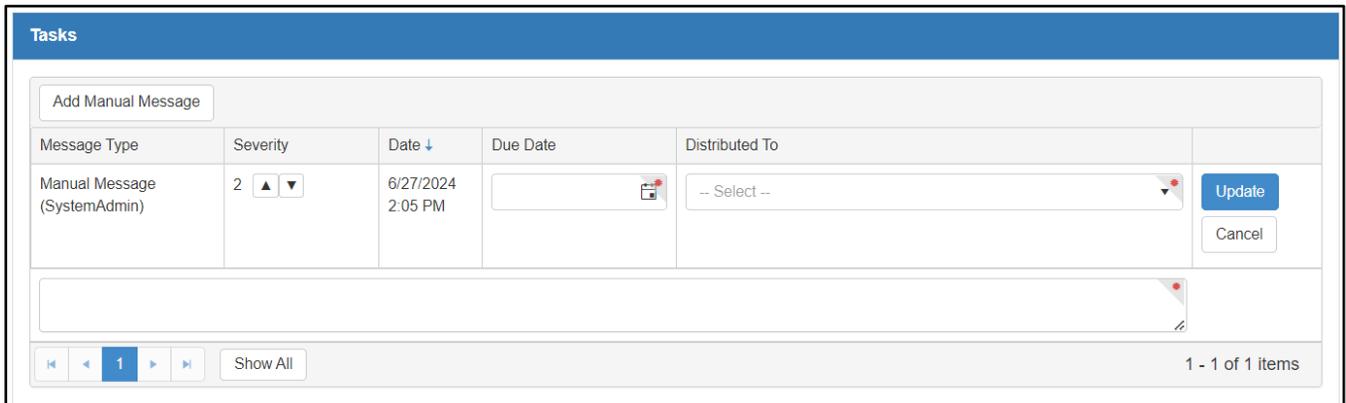


Figure 28: Internal Message Severity

## **Provider Messages:**

### **How to create provider tasks?**

1. Click on 'Provider Messages' tab under 'Messages'
2. Click on 'Add Provider Message' button from the tasks container
3. Set the 'Severity'
4. Enter 'Due Date' and comments for the provider
5. Click on 'Update'

Home Case Provider Reimbursement Admin **Datavisights** System Admin - A B SKF Inc (P00001) Active

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

Profile Setup  
 Create Account Completed Profile Approval Action Needed Create First Application Completed License Application Completed Classrooms Completed Staff Completed Capacity Completed Background Checks Completed Facility Inspection Action Needed License Approval Action Needed Facility Rates Pending Subsidy Application Pending

Initial Application - Advanced Quality Assisted Living (F00001)

**Messages**

Internal Messages Provider Messages

**Requests**

Provider Message	Date ↓	Distributed To
No Tasks.		

**Tasks**

Add Provider Message

Provider Message	Severity	Date ↓	Due Date
No Tasks.			

**Notices**

Message Type	Severity	Date ↓	Distributed To
No Notices.			

**Recently Cleared Items**

Message Type	Severity	Date	Cleared Date ↓	Distributed To
No Recently Cleared Items.				

Figure 29: Provider Messages

**Tasks**

Add Provider Message

Provider Message	Severity	Date ↓	Due Date
Provider Message (SystemAdmin)	2 ▲ ▼	6/27/2024 2:05 PM	<input type="text"/>

1 - 1 of 1 items

Figure 30: Provider Message Severity

## 9. AUDIT LOG

The level of information you can view in the audit trail includes 'Username', 'Log Date', 'Module', 'Page', 'Message'. The audit log screen represents the user who logged into the system and the associated module that the user accessed, as well as the actions performed on the different pages of the module.

User Name	Log Date	Module	Page	Message
SystemAdmin	6/26/2024 8:00 AM			Is Night Time updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Monday updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Tuesday updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Wednesday updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Thursday updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Friday updated from 'False' to 'True'.
SystemAdmin	6/26/2024 8:00 AM			Open Time updated from '6/26/2024 12:37:00 AM' to '6/26/2024 11:00:00 AM'.
SystemAdmin	6/26/2024 8:00 AM			Close Time updated from '6/26/2024 12:37:00 PM' to '6/26/2024 8:00:00 PM'.
SystemAdmin	6/26/2024 8:00 AM			Day Open Time Monday updated from "" to '6/26/2024 11:00:00 AM'.
SystemAdmin	6/26/2024 8:00 AM			Day Close Time Monday updated from "" to '6/26/2024 8:00:00 PM'.

Figure 31: Audit Log

## FACILITIES SUB-MODULE

### FACILITY SEARCH

Authorized users shall be able to search for a Facility in the system by clicking on:

1. Provider > Facilities
2. Under Status > Select an option
3. Results gets displayed.
4. By Default, when no selection is made, then all Facilities get displayed.

Home Case **Provider** Reimbursement Admin DataInsights System Admin

Providers **Facilities** Profile Approvals Facility Applications Subsidy Applications Incident Reports

### Facility Search

**Search Criteria**

Status: -- Select -- Team: -- Select --

Facility ID:  Facility Name:  License Number:  Facility Type: -- Select --

Facility Tier: -- Select -- Application ID:  Expiration Date - From:  Expiration Date - To:

Subsidy Status: -- Select -- Last Name:  First Name:  Date of Birth:

Business Name:  Email:  Phone:

Street:  City:  Region: -- Select -- County: -- County --

Zip Code:

Figure 32: Facility Search

**Results Grid:**

Facility ID	Facility Name	Facility Type	Provider ID	Provider Name	Facility Address	Phone	License Status	Facility Tier
F00001	Willowbrook01	Faith-Based	P00006	Johnson Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00002	Willowbrook11	Faith-Based	P00006	Johnson Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00003	Willowbrook21	Faith-Based	P00006	Johnson Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00004	Gomez, Rodrigo	Relative	P00007	Gomez, Rodrigo	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00005	Tomball House01	Faith-Based	P00008	Corporate Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00006	Tomball House11	Faith-Based	P00008	Corporate Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00007	Tomball House21	Faith-Based	P00008	Corporate Inc	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00008	Joseph, Emil	Family Home	P00009	Joseph, Emil	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00009	Olang, Mitchel	Family Home	P00010	Olang, Mitchel	1111 10TH STREET SE, MONTGOMERY, AL 36104-0000	(451) 216-1234	Full License	
F00010	Green Care	Center	P00012	Seed care	123 William Street, New York, NY 10038, Baldwin	(989) 898-9898	Full License	

1 - 10 of 10 items

Figure 33: Facility Search Results

**To view a Facility:**

1. Click on Facility ID hyperlink from the results grid, to review the respective Facility profile. You will be navigated to screen displaying Facility Details.

# 1. FACILITY DETAILS

This screen displays the details of the respective Facility selected.

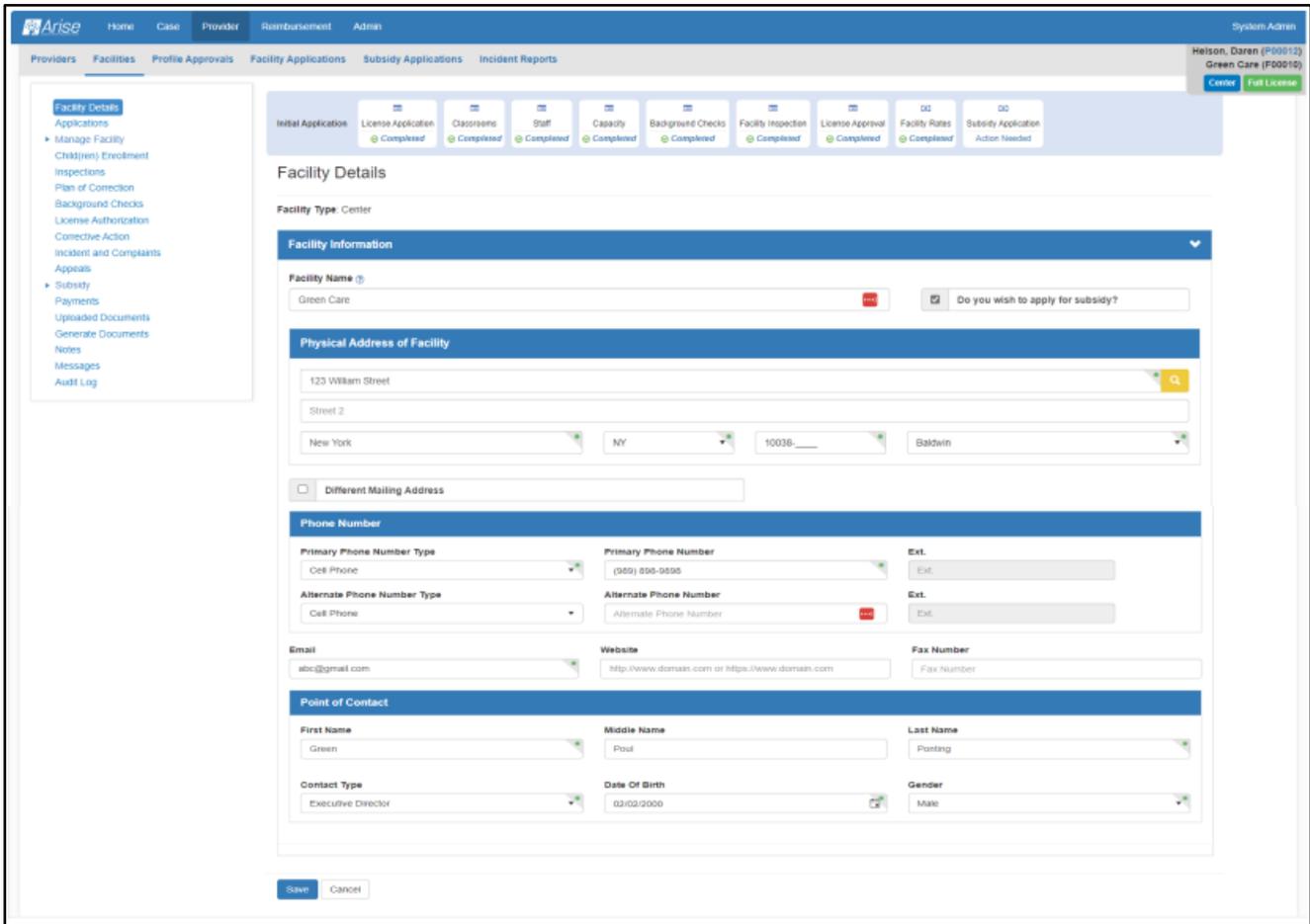


Figure 34: Facility Details Page

On the 'Facility Details' screen, the user will be able to see an application wizard, where the status of their 'Initial Application' will be displayed, with the following sections: **License Application, Classrooms, Staff, Capacity, Background Checks, Facility Inspection, License Approval and Subsidy Application.**

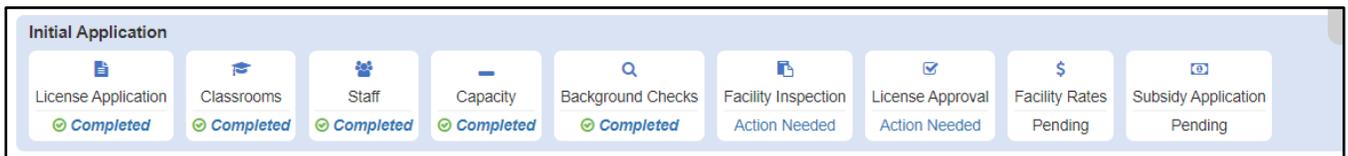


Figure 35: Application Wizard

## 2. APPLICATIONS

The 'Applications' screen consists of all Applications created by a Provider. It lists details of the application and displays a grid consisting of Provider, Application ID, Type of Application, License ID, Date of Application, Status, Application Submitted Date, Application Approved Date, and Application Approved By.

The application type column populates the 'Initial and Renewal Applications record, the application ID is a hyperlink.

Clicking on the respective hyperlink navigates user to its respective summary.

The screenshot shows a web application interface. At the top, there is a navigation bar with tabs: Home, Case, Provider, Reimbursement, Admin, and DataInsights. Below this is a secondary navigation bar with tabs: Providers, Facilities, Profile Approvals, Facility Applications, Subsidy Applications, and Incident Reports. The user is logged in as 'System Admin' for 'Brook, Harry (P00001)' and 'Advanced Quality Assisted Living (F00001)'. The main content area is titled 'Applications' and features a grid of application cards under the heading 'Initial Application'. The cards include: License Application (Completed), Classrooms (Completed), Staff (Completed), Capacity (Completed), Background Checks (Completed), Facility Inspection (Action Needed), License Approval (Action Needed), Facility Rates (Pending), and Subsidy Application (Pending). Below the grid is a table with the following data:

Application ID	Type Of Application	License ID	Date Of Application	Status	Application Submitted Date	Application Approved Date	Application Approved By
AP001	Initial		06/26/2024	Accepted	06/26/2024	06/26/2024	SystemAdmin

The table includes pagination controls showing '1 - 1 of 1 items'.

Figure 36: Applications

## 3. MANAGE FACILITY

### 3.1. Characteristics

Characteristics screen consists of the Provider Details and Acknowledgement sections. The Acknowledgement section lists the responses answered by the Provider.

The Characteristics screen appears as seen below:

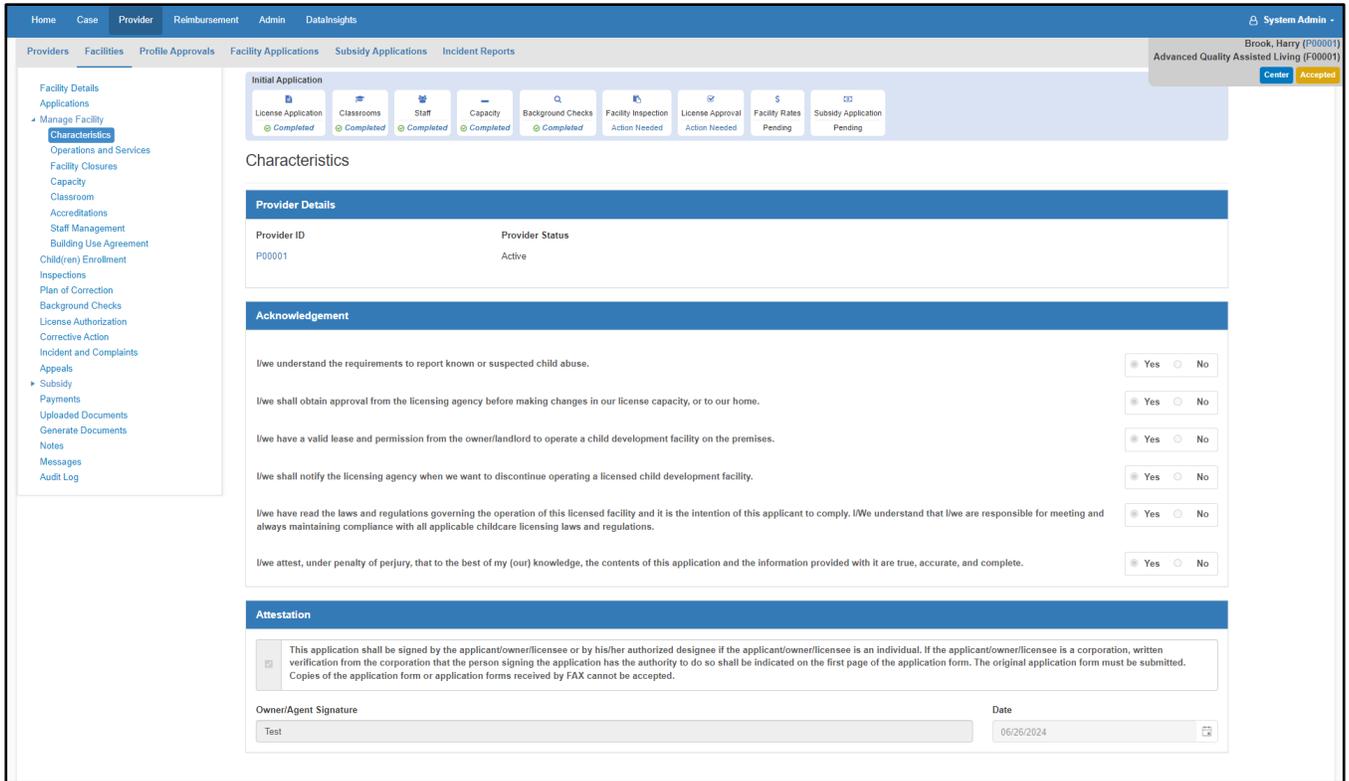


Figure 37: Facility Management - Characteristics

### 3.2. Operations and Services

The operations and services screen describes the Facility service operation details, as seen below:

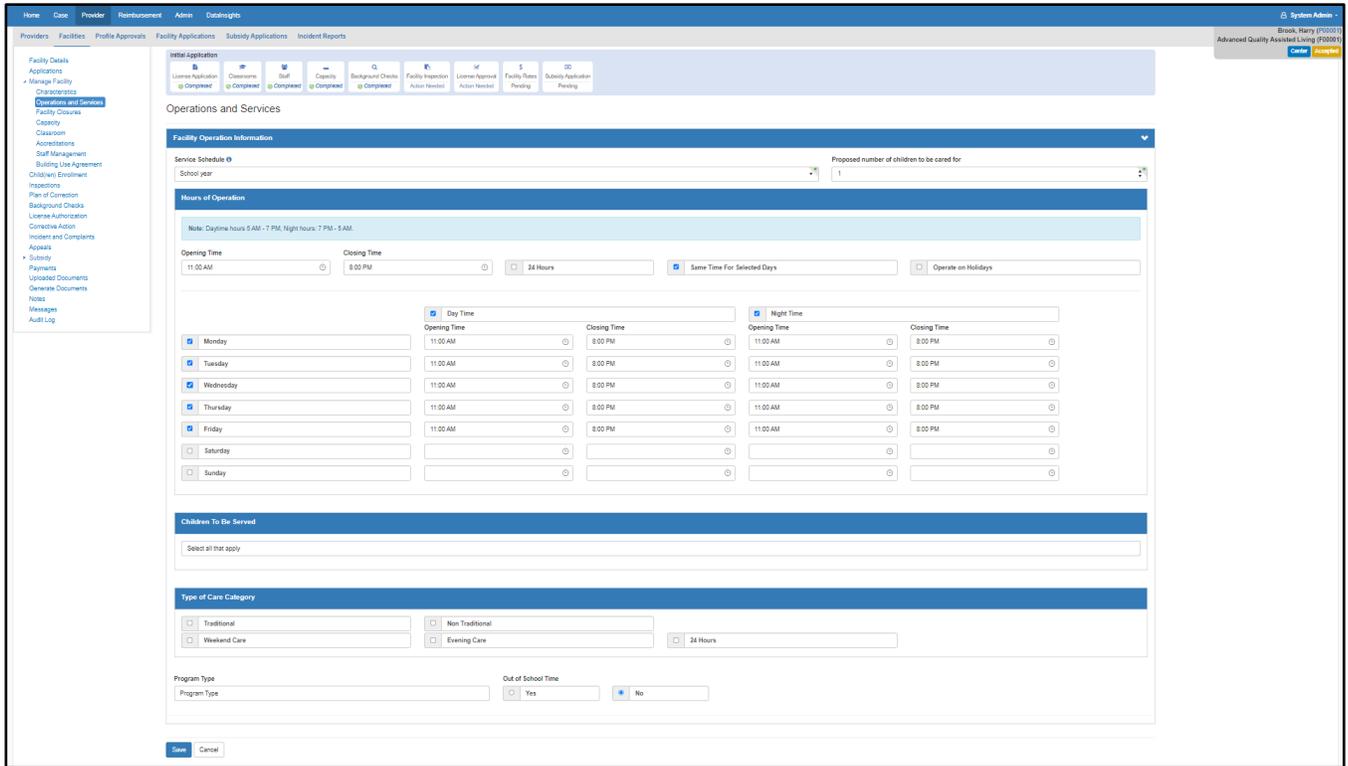


Figure 38: Facility Management – Operations and Services

### 3.3. Facility Closures

The Facility Closures screen displays all dates (if any) where the Provider has mentioned that the facility will be closed.

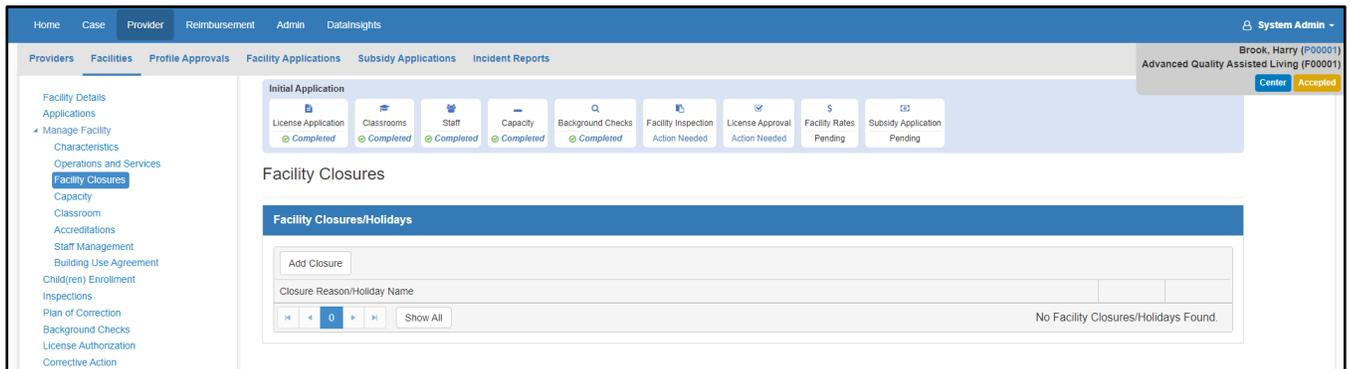


Figure 39: Facility Management – Facility Closures

### 3.4. Capacity

Capacity screen describes about the number of children allowed vs. assessed for the respective facility.

**Capacity - Day Time**

Care Level	Planned Enrollment	Planned No. of Staff	Current Enrollment	Current Staff	Max Capacity	Assessed Capacity
Infant (0 - 18 Months)	2	2	0	0	10	2
Toddlers (18 - 30 Months)	2	2	0	2	14	2
Exception (24 - 30 Months)	2	2	0	0	10	2
Preschool (2.5 - 4 Years)	2	2	0	0	22	2
Preschool (4 - 5 Years)	2	2	0	0	20	2
School Age (5 - 8 Years)	2	2	0	0	42	2
School Age (8 - 17 Years)	2	2	0	0	44	2
<b>Total</b>	<b>14</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>154</b>	<b>14</b>

**Capacity - Night Time**

Care Level	Planned Enrollment	Planned No. of Staff	Current Enrollment	Current Staff	Max Capacity	Assessed Capacity
Infant (0 - 18 Months)			0	0		
Toddlers (18 - 30 Months)			0	0		
Exception (24 - 30 Months)			0	0		
Preschool (2.5 - 4 Years)			0	0		
Preschool (4 - 5 Years)			0	0		
School Age (5 - 8 Years)			0	0		
School Age (8 - 17 Years)			0	0		
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Area Information**

Number of Changing Tables: 10	Number of Sinks: 10	Number of Toilets: 10	Playground Square Footage: 10
Adult Bathrooms: Yes	Number of Cribs: 10	Number of Cots: 10	Facility/Classroom Square Footage: 10
Is the playground fenced in with 4 ft fencing? <input type="radio"/> Yes <input type="radio"/> No			

Figure 40: Facility Management – Capacity

### 3.5. Classrooms

This screen displays all 'Classrooms' added for the respective facility in the system. The grid displays Classroom ID, name, care level, teacher, and assistant teacher. Clicking on the Classroom ID, displays the Classroom Details which is also an editable screen.

**Classroom**

ID	Class Name	Care Level	Teacher	Assistant Teacher
C00001	Class Room	Infant		

All classrooms have been added.

Figure 41: Facility Management – Classroom

Clicking on Classroom ID presents below screen:

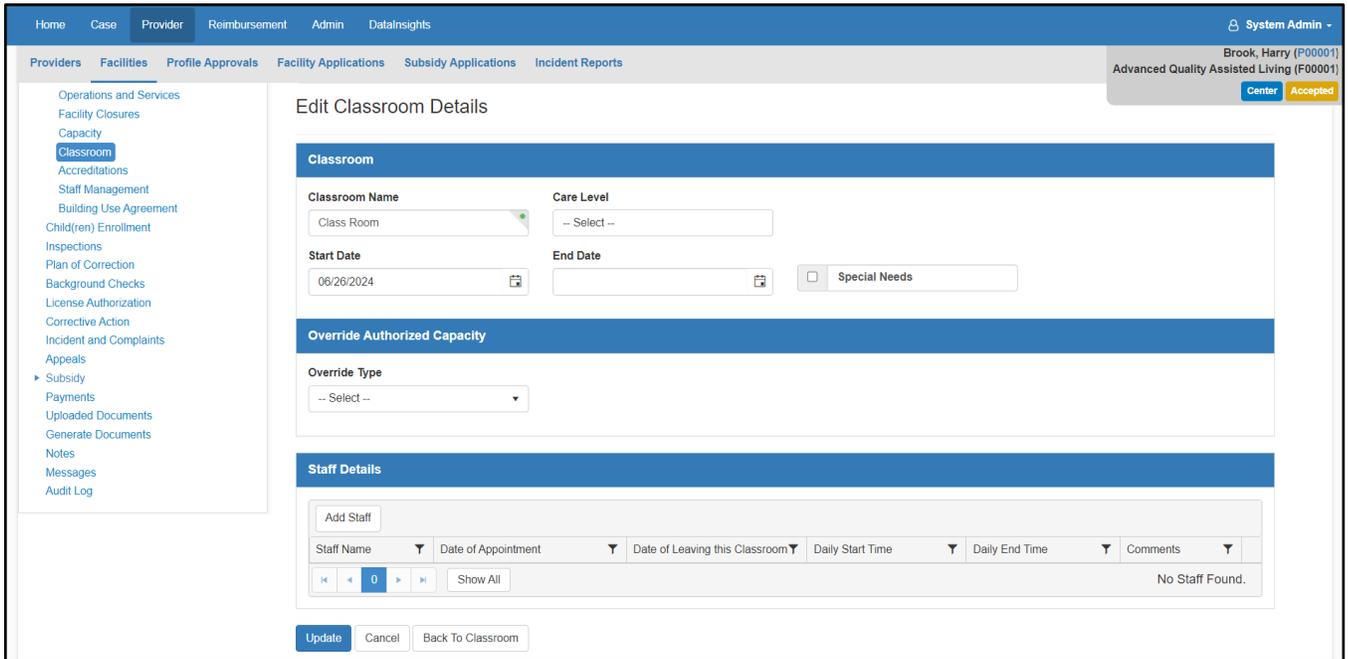


Figure 42: Facility Management - Classroom Details

### 3.6 Accreditations

This screen displays the accreditations received by the Provider.

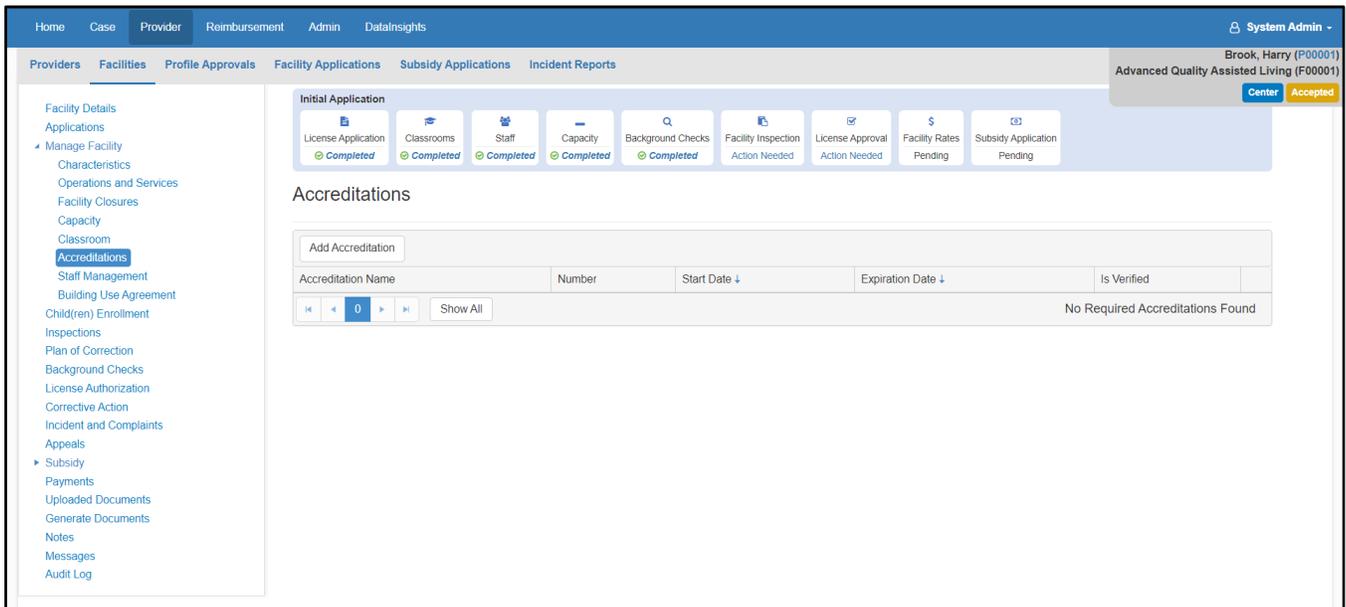


Figure 43: Facility Management - Certification and Accreditations

### 3.7 Staff Management

This screen displays a grid with all the Staff members for that facility.

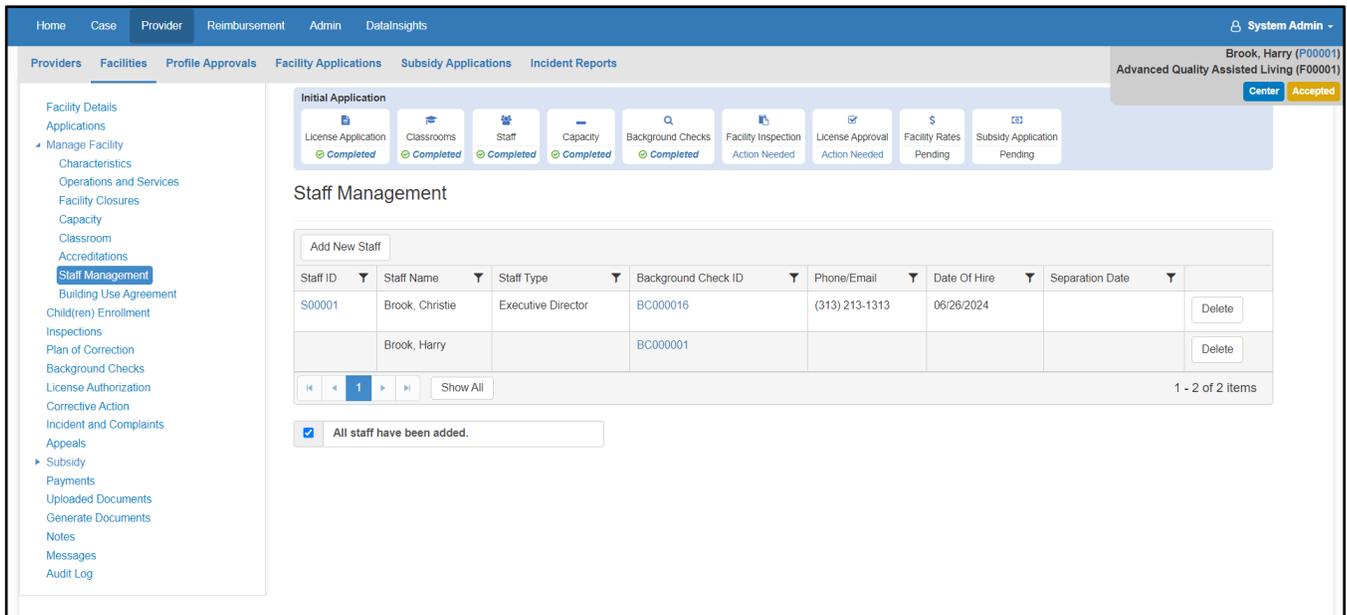


Figure 44: Facility Management – Staff Management

#### How to view Staff details?

1. Click on the Staff ID hyperlink. You will be navigated to the respective staff summary.
2. Click on each tab to view detailed information, as follows:

#### Demographics

This screen allows authorized users to view and make appropriate updates to the Staff demographics. This includes identifying and linking existing provider IDs to avoid duplication as well.

Arise Home Case Provider Reimbursement Admin System Admin  
 Joseph, Emi (F00009) Joseph, Emi (F00008)  
 Family Home Full License

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

Initial Application License Application Pending Client Classrooms Pending Staff Pending Capacity Pending Background Checks Pending Facility Inspection Completed License Approval Completed

### Staff Details - Demographics

**Staff Details**  
 Demographics Education Detail Certifications Accreditation Training Assignments Other Staff Documents

**Demographics**

First Name: Martin Middle Name: Middle Name Last Name: Lee

**Physical Address**  
 1111 10TH STREET SE  
 Street 2: MONTGOMERY AL 36104-0000 Montgomery

Different Mailing Address

**Possible Match Candidate(s)**

Person Key	Full Name	Date Of Birth	Address
M00016	Lee, Martin	4/1/2004	

ID	Name	Type	Role	Start Date	End Date
F00006	Tomball House11	Facility	Staff	2024-04-01T01:09:51.64	

**Phone Number**

Primary Phone Number Type: Cell Phone Primary Phone Number: (451) 216-1234 Ext.:  
 Alternate Phone Number Type: - Select - Alternate Phone Number: (451) 216-4512 Ext.:

Please add a separate email address other than the one being used for another account

Email: Fax: Date of Birth: 04/01/2004 Gender: Male  
 No SSN

**Staff Additional Details**

Staff Type: - Select - Yrs. of Teaching Exp: Language: Language  
 Works at Multiple Facilities Care Level to be Served: Infant  
 Date Hired: 04/01/2024 Separation Date:  
 Occupation:  
 COVID-19 Vaccination Status: - Select -

**Wage Information**

Employment Type: - Select - Payment Method: - Select - Payroll Month & Year:

**Authorization To Access The System**

Yes I want them to access the application  No, I do not wish to grant them access to the application

NOTE: Please save the page to add the Education , Accreditation , Certification , Trainings and have access to the Document , Document CheckList

Figure 45: Facility Management - Staff Management - Demographics

## Education Detail

This screen allows authorized users to view and make appropriate updates to the Staff Educational Details.

The screenshot shows the 'Education Detail' screen for a staff member. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin' for 'Brook, Harry (P00001)' at 'Advanced Quality Assisted Living (F00001)'. The left sidebar lists various facility management options, with 'Staff Management' highlighted. The main content area is titled 'Staff Details - Demographics' and contains a 'Staff Details' section with tabs for 'Demographics', 'Education Detail', 'Certifications', 'Accreditation', 'Assignments', and 'Staff Documents'. The 'Education Detail' tab is active, showing an 'Add Education' form with fields for 'Staff Qualification', 'Name of the Institute', 'Date Awarded', and 'Expiration Date'. Below the form, a table displays 'No Education Records Found.' There are also sections for 'Professional Development Course' and 'Supervised Occupation Experience' with dropdown menus and 'Update' and 'Cancel' buttons.

Figure 46: Facility Management – Staff Management – Education Details

## Certifications

This screen allows authorized users to view and make appropriate updates to the Certifications of the respective staff member.

The screenshot shows the 'Certifications' screen for a staff member. The top navigation bar and user information are identical to Figure 46. The left sidebar is the same, with 'Staff Management' highlighted. The main content area is titled 'Staff Details - Demographics' and contains a 'Staff Details' section with tabs for 'Demographics', 'Education Detail', 'Certifications', 'Accreditation', 'Assignments', and 'Staff Documents'. The 'Certifications' tab is active, showing an 'Add Certification' form with fields for 'Certification Name', 'Completed Date', 'Expiration Date', 'Other', 'Document', and 'Verified'. Below the form, a table displays 'No Certification Records Found.' There are also 'Update' and 'Cancel' buttons.

Figure 47: Facility Management – Staff Management – Certifications

## How to add a new certificate for the respective staff member?

1. Click on 'Add certification' button
2. Select a 'Certificate Name' from the dropdown list
3. Add the 'Completed Date' and 'Expiration Date' fields.
4. Upload a document by clicking on 'Select files' under Document column.
5. Click 'Update' to save your changes or 'Cancel' to cancel changes.

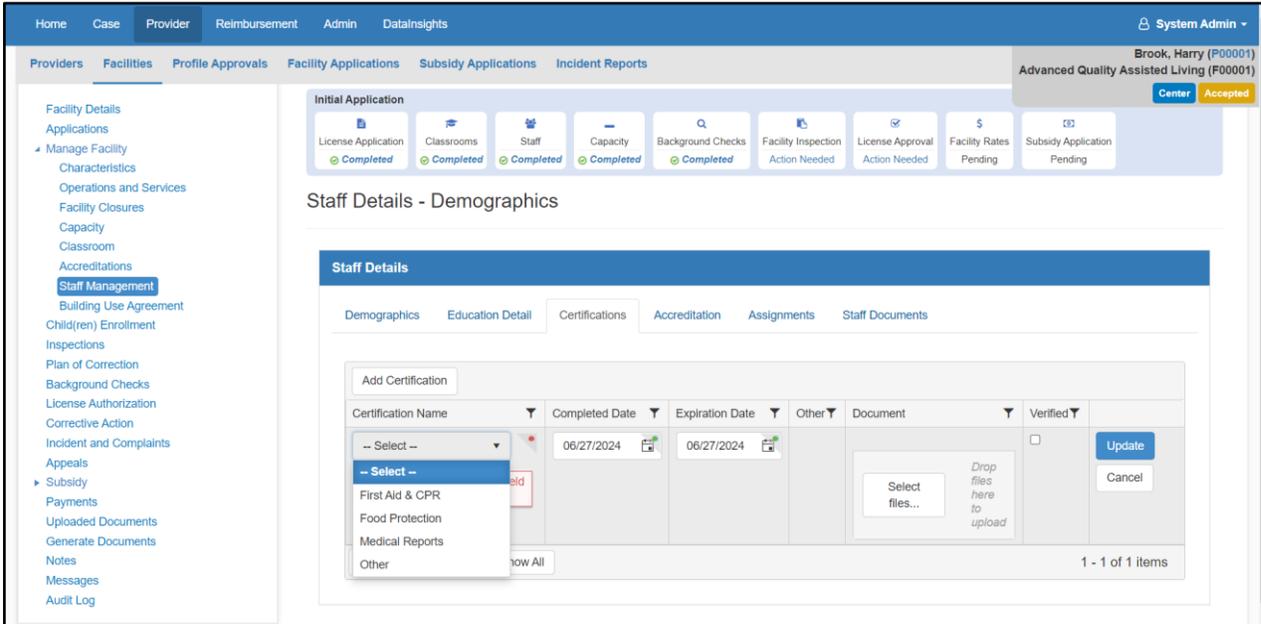


Figure 48: Facility Management – Staff Management – Adding Certifications

## Accreditations

This screen allows authorized users to view and make appropriate updates to the Accreditations of the respective staff member.

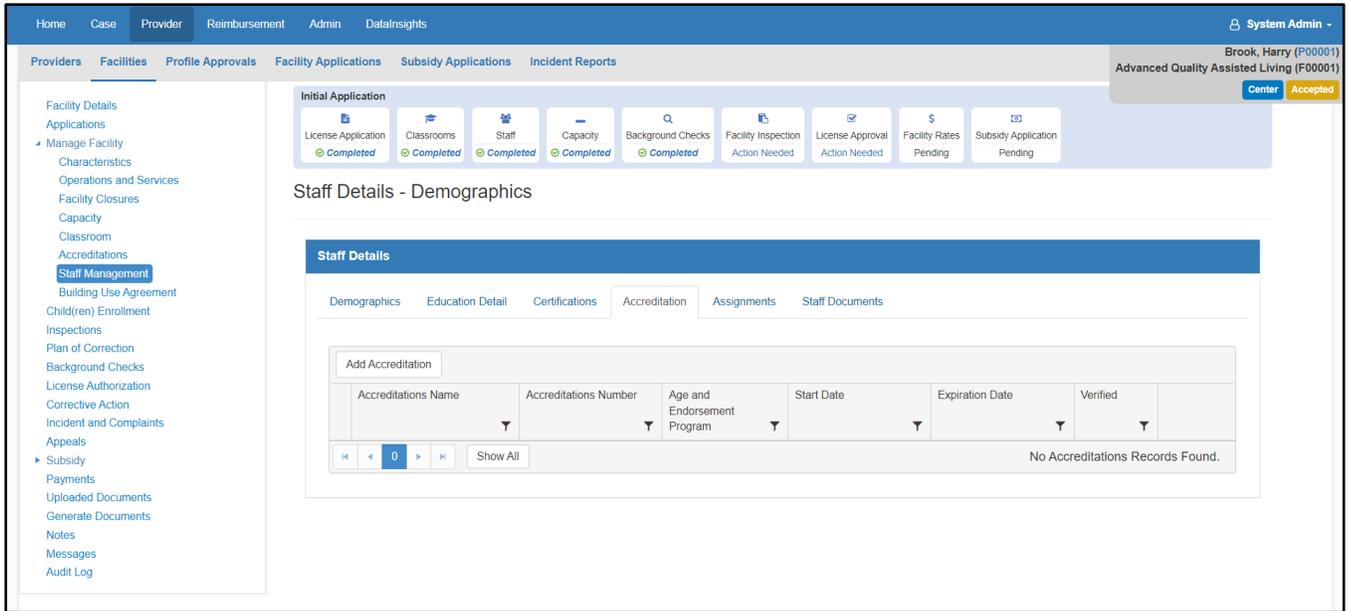


Figure 49: Facility Management – Staff Management – Accreditation

## How to add a new accreditation for the respective staff member?

1. Click on 'Add Accreditation' button.
2. Select a 'Accreditations Name' from the dropdown list.
3. Enter a number under the 'Accreditations Number'.
4. Add the 'Age and Endorsement Program' details.
5. Add the 'Start Date' and 'Expiration Date' fields.
6. Click 'Update' to save your changes or 'Cancel' to cancel changes.

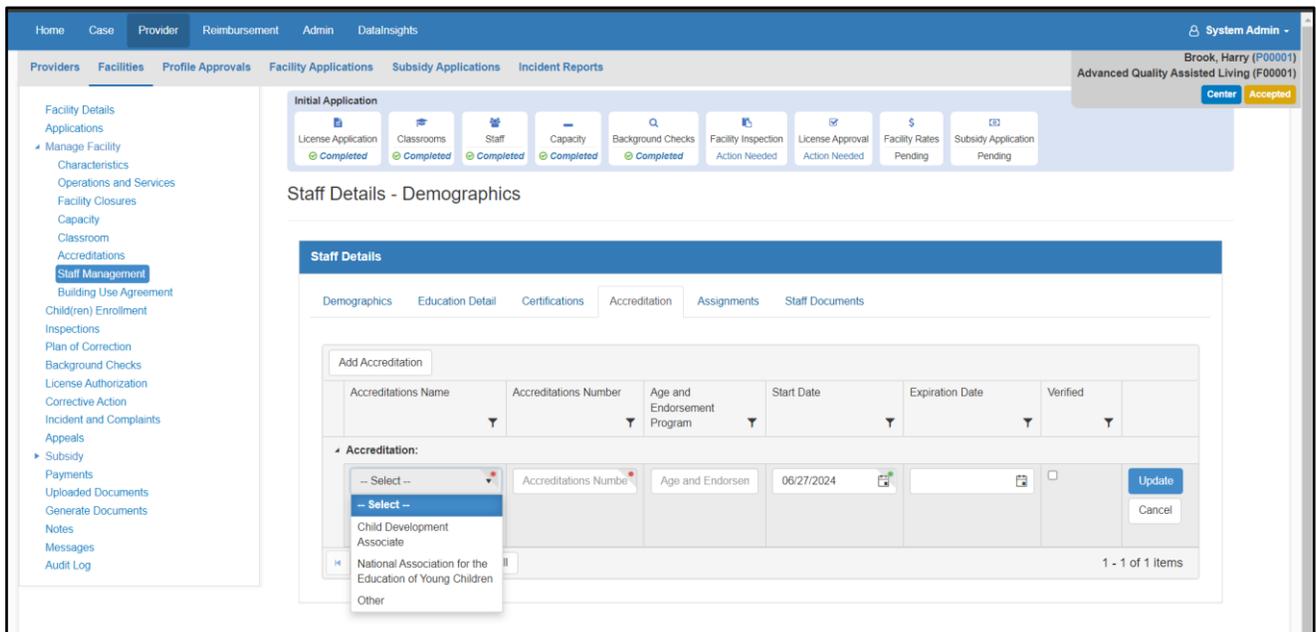


Figure 50: Facility Management – Staff Management – Adding Accreditation

# Assignments

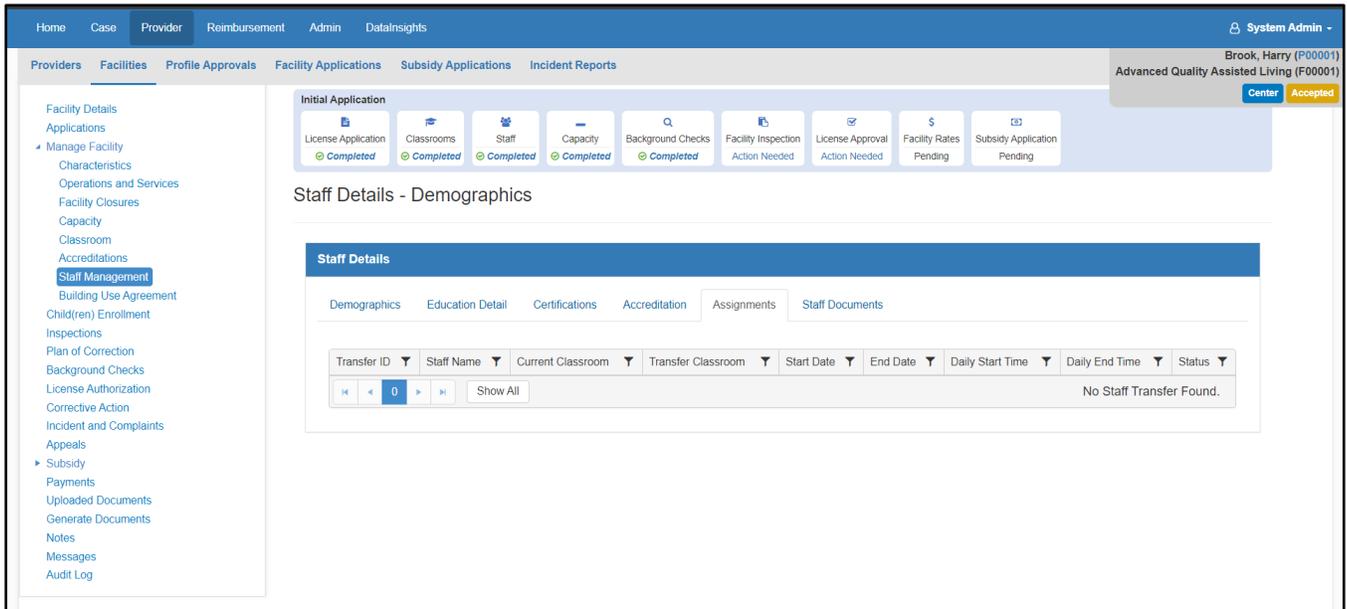


Figure 51: Facility Management – Staff Management – Assignments

# Staff Documents

Documents pertaining to the respective staff member can be viewed and updated on this screen.

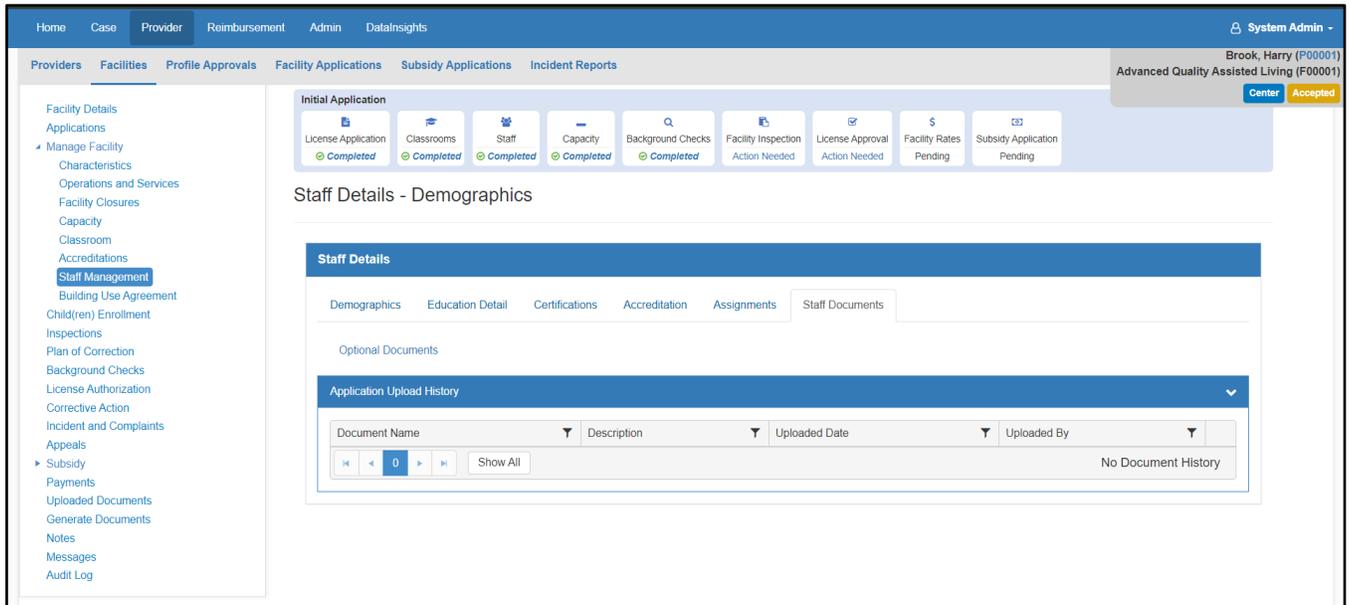


Figure 52: Facility Management – Staff Management – Staff Documents

## How to upload a new document?

1. Click on 'Optional Documents' hyperlink.
2. Select document type from the list of documents dropdown.
3. Click on 'Select files' to select a document from the system.
4. Click on 'Upload' to complete uploading to the system.
5. The uploaded document shall appear on the documents uploaded grid.

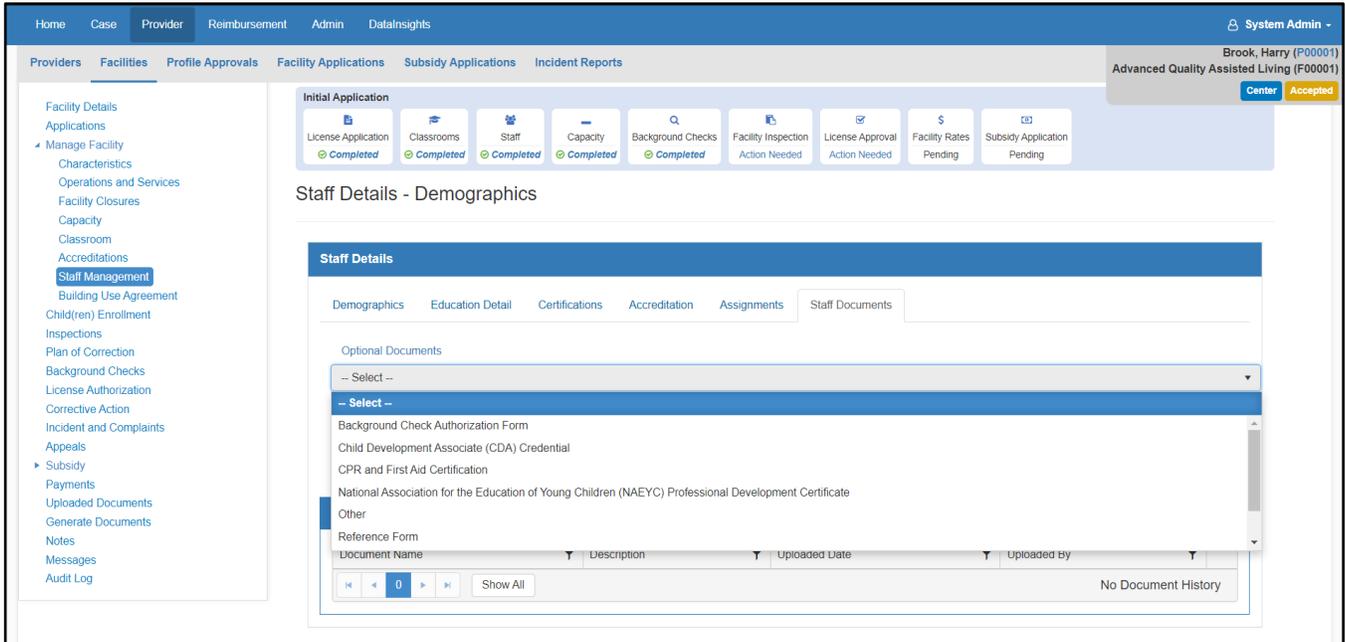


Figure 53: Facility Management – Staff Management – Adding Staff Documents

## 4.8 Household Residents (if applicable)

The Household Residents page is only applicable for family/group home, and relative provider types. In case of these provider types, this screen details all household residents for a provider.

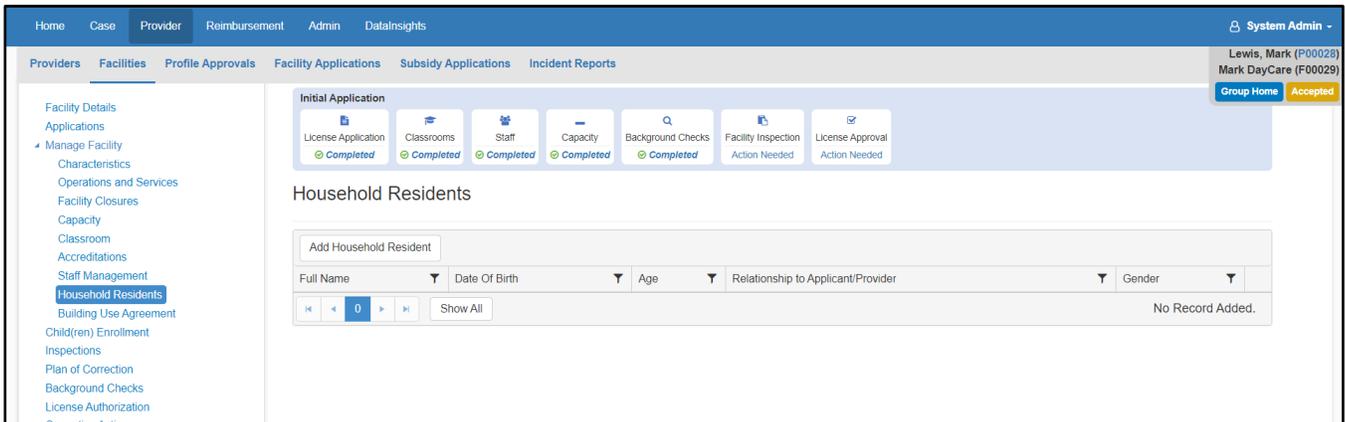


Figure 54: Facility Management – Household Residents

## How to add a new Household Resident?

1. Click on 'Add Household Resident' button.
2. Add the required fields – First Name, Last Name, Date of Birth, Relationship to Applicant/Provider.
3. Click on 'Save' to save details and 'Cancel' to cancel the details.

### 3.9 Building Use Agreement

This screen details out the Building Use Agreement information.

Id	Address Text	Emergency Provider Contact Information	Is Submitted Agreement
1			No

Figure 55: Facility Management – Building Use Agreement

## How to view Building Use Agreement details?

1. Click on 'ID' hyperlink.
2. View details regarding the agreement.
3. Update details about the agreement.
4. Click on 'Save' to save the details or 'Cancel' to cancel the details.

The screenshot shows the 'Building Use Agreement Details' form. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The left sidebar menu lists various application areas like 'Applications', 'Facilities', 'Profile Approvals', etc. The main form area contains several sections:
 

- Do you have a Building Use Agreement?**: A dropdown menu with 'Yes' selected.
- Property Occupancy Status**: A dropdown menu with 'Leased' selected.
- Emergency Provider's Contact Information (Contingency Location)**: A text field containing '45654336666'.
- Purpose of Use**: A text area with 'QA1' and a '497 character(s) left' indicator.
- Guidelines and Requirements**: A text area with 'QA2' and a '497 character(s) left' indicator.
- User Responsibilities**: A text area with 'QA3' and a '497 character(s) left' indicator.
- User Restriction**: A text area with 'QA4' and a '497 character(s) left' indicator.
- Physical Address**: A section with fields for 'Street 1' (1211 Alabama 75), 'Street 2', 'City' (Albertville), 'State' (AL), 'Zip' (35951), and 'County' (Marshall).
- Phone Number**: Fields for 'Primary Phone Number Type' (Cell Phone), 'Primary Phone Number' ((345) 676-5434), and 'Ext.'.
- Fax Number**: A field for 'Fax Number'.
- Copy of Lease Agreement Document**: A file upload field with 'Sample Document (8) (1).docx' and a 'Select files...' button.
- Permission or Consent letter Document**: A file upload field with 'Sample Document (8) (1).docx' and a 'Select files...' button.

 At the bottom, there are 'Save', 'Cancel', and 'Back To Building Use Agreement' buttons.

Figure 56: Facility Management – Building Use Agreement Details

## 4. CHILD(REN) ENROLLMENT

This screen displays details of the children enrolled in the specific facility.

The screenshot shows the 'Child(ren) Enrollment' screen. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The left sidebar menu lists various application areas like 'Facility Details', 'Applications', 'Manage Facility', etc. The main content area features:
 

- Initial Application**: A row of status indicators for various application types, all marked as 'Completed'.
- Child(ren) Enrollment**: A section with a table header:
 

Child ID	Child Name	Age (Yrs)	Enrollment Type
0			

 Below the table is a 'Show All' button and the message 'No Children Record Found.'

 The top status bar shows user information: 'System Admin', 'Gerald, Christian (P00026)', and 'Infant care (F00028)'.

Figure 57: Children Enrollment

## 5. INSPECTIONS

This screen details the information regarding Facility and Fire Safety Inspections.

**Under Facility Inspections:** User can view any Pending appointments and Inspections already scheduled

The screenshot displays the 'Inspections' interface. At the top, there is a blue header for 'Facility Inspection'. Below this, there are two sections. The first section, 'Pending Appointments', shows a table with columns for 'Scheduler Type', 'Appointment Status', and 'Scheduled Start Date End Date'. It indicates 'No Schedule Assign Found'. The second section, 'Schedule New Inspection', contains a table with columns: 'Inspection Type', 'Scheduled Date', 'Visit Type', 'Inspector/Investigator', 'Inspection Status', 'Complaint ID', and 'Is Sync From Mobile'. A single record is shown with 'Initial inspection' as the type, '07/08/2024' as the date, 'Announced' as the visit type, 'LicensingChildCareConsultant' as the inspector, and 'Completed' as the status. A 'View' button is present at the end of this record. Navigation controls and 'Show All' buttons are visible at the bottom of both tables.

Figure 58: Facility Inspections

### How to view inspection details:

1. Click on the 'Inspection Type' hyperlink. For instance: Initial Inspection in above case.
2. 'View Inspection' screen opens with detailed information about the Inspection.

### How to schedule an Inspection?

1. Click on 'Schedule New Inspection' button on above screen (refer to Figure 58)
2. User is navigated to the below screen to 'Schedule an Appointment' for the Inspection.

Home Case **Provider** Reimbursement Admin DataInsights System Admin

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

### Schedule Appointment

**Required to schedule an Inspection**

- ✗ Background Checks
- ✓ Gerald, Christian
- ✓ Glim, Ana
- ✗ James, Richard

**Schedule Appointment Details**

Inspection type: -- Select -- Inspector / Investigator: -- Select --

Facility Name: Infant care Inspection Method: -- Select --

Facility Address: Alabama 53 Service Road, Montgomery, AL 36116, Montgomery

Comments:

Save Cancel Back To Inspection

Figure 59: Scheduling an Inspection

3. User will be able to select an Inspection Type
4. User will be able to select an Inspector/Investigator
5. User will be able to select an Inspection Method.
6. Click on 'Save' to update the changes.
7. Calendar feature is presented. User will be able to select three timings as options for the Inspection. Provider will be notified of the three timings and will be able to confirm one of the timings to undergo Investigation. (Calendar can be viewed Day-wise, Week-wise or Month-wise).

Home Case **Provider** Reimbursement Admin DataInsights System Admin

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

### Schedule Appointment

**Schedule Appointment Details**

Scheduler Type Initial inspection Facility Name Advanced Quality Assisted Living Assigned To Licensing and Subsidy Specialist

Facility Address 7769 Southwest Freeway, Houston, AL 87978-8879, Houston

Comments

Option 1 Option 2 Option 3 Approved Pending

NOTE: (Drag resource above onto calendar below to add to schedule or select a resource by clicking it then mouse over the calendar and hit CTRL+V. You can also copy events by holding CTRL while dragging.)

Today Sunday, June 23, 2024 - Saturday, June 29, 2024 Day Week Month

	Sun 6/23	Mon 6/24	Tue 6/25	Wed 6/26	Thu 6/27	Fri 6/28	Sat 6/29
8:00 AM							
9:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
1:00 PM							
2:00 PM							
3:00 PM							

Show full day

Send Confirmation

Figure 60: Inspection Calendar

**Under Fire Inspection:** User can view Fire Inspection details.

Fire Safety Inspection number	Fire Inspection Approval Date	Fire Inspection Date	Expiration Date	Source	Fire Safety Inspection Status	Document Name	
<b>Current Inspections</b>							
							1 - 1 of 1 items

Figure 61: Fire Inspection Grid

Fire Safety Inspection number	Fire Inspection Approval Date	Fire Inspection Date	Expiration Date	Source	Fire Safety Inspection Status	Document Name	
	02/07/2024	02/07/2024	02/07/2025	Local Fire Department	Approved	SupportingDocument.docx	Edit Delete

Figure 62: Adding Fire Inspection

### How to 'add a new Fire Inspection'?

1. Click on 'Add New Fire Inspection' button.
2. Fill in the mandatory details.
3. Click on 'Save' to save the updates.

Inspection

**Add New Fire Inspection**

Fire Safety Inspection number:

Source:

Fire Inspection Date:

Fire Safety Inspection Status:

Documents:

Figure 63: Adding Fire Inspection

## 6. PLAN OF CORRECTION

This screen captures details about the deficiencies noted during the Inspection. It details the Deficiency Summary.

The screenshot displays the 'Plan of Correction' interface. At the top, there is a navigation bar with tabs for 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. Below this, a secondary navigation bar includes 'Providers', 'Facilities', 'Profile Approvals', 'Facility Applications', 'Subsidy Applications', and 'Incident Reports'. A user profile for 'Brook, Harry (P00001)' is visible in the top right corner, with a status of 'Advanced Quality Assisted Living (F00001)' and buttons for 'Center' and 'Accepted'.

The main content area is titled 'Plan of Correction' and contains a 'Deficiency Summary' section. This section includes a table with the following columns: Deficiency, Inspection Type, Date of Inspection, Deficiency Source, and Staff/Child. The table shows 0 deficiencies found in the inspection.

Deficiency	Inspection Type	Date of Inspection	Deficiency Source	Staff/Child
No deficiencies found in inspection				

Figure 64: Plan of Correction

## 7. BACKGROUND CHECK

The following screen displays all the Background Check information for: Current Staff, Provider and Contact Person, Household Members & Terminated Staff. Additionally, the screen also details the information regarding Tuberculosis Test.

The screenshot displays the 'Background Check' interface. It features a navigation bar at the top and a secondary navigation bar below it. The main content area is titled 'Background Check' and contains three tables: 'Current Staff', 'Provider and Contact Person', and 'Terminated Staff'. Below these tables is a 'Tuberculosis Test Information' section with a form for adding TB test results.

**Current Staff**

Background Check ID	Name	Background Check Status	Disposition Status	Disposition Date	Suitability/ Unsuitability Letter	CBC Document	CA/N Document
BC000016	Brook, Christie	Active	Suitable			SupportingDocument.docx	SupportingDocumentCPR.docx

**Provider and Contact Person**

Background Check ID	Name	Background Check Status	Disposition Status	Disposition Date	Suitability/ Unsuitability Letter	CBC Document	CA/N Document
BC000001	Brook, Harry	Active	Suitable			SupportingDocument.docx	SupportingDocumentCPR.docx

**Terminated Staff**

Background Check ID	Name	Background Check Status	Disposition Status	Disposition Date	Suitability/ Unsuitability Letter	CBC Document	CA/N Document
No Terminated Staff Found							

**Tuberculosis Test Information**

Name	Result Date	Expiration Date	Result
Add TB Test			

Figure 65: Background Checks

## How to view Background Check details?

1. Click on the 'Background Check ID' hyperlink.
2. 'Background Check Details' screen opens with detailed information about the respective person.

The screenshot displays the 'Background Check Details' interface. At the top, there's a navigation bar with 'Home', 'Case', 'Provider', 'Reimbursement', and 'Admin'. The user is identified as 'Joseph, Emi (F00009)' with a 'Full License'. The main content area is divided into several sections:

- Facility Point of Contact Details - Lee, Martin**: A dropdown menu.
- Criminal Background Check**: Contains an 'Add Criminal Background Check' button (highlighted with a red box). Below it is a table with columns: CBC Received Date, CBC Issued Date, CBC Expiration Date, CBC Result, Approved, and CBC Attachment. A 'Current Checks' section shows one entry: 04/01/2024, 04/01/2024, 04/01/2027, Pending, Yes, and SupportingDocument.docx.
- Child Abuse and Neglect Registry**: Contains an 'Add Child Abuse and Neglect Registry' button (highlighted with a red box). Below it is a table with columns: State Name, CA/N Received Date, CA/N Issued Date, CA/N Expiration Date, CA/N Result, Has This Person Lived in Multiple States in Last 5 Years?, Approved, and CA/N Attach. A 'Current Checks' section shows one entry: [blank], 06/27/2024, 06/17/2024, 06/27/2029, Not Indicated, No, Yes, and SupportingD.
- Disposition**: Contains a 'Process Disposition' button (highlighted with a red box). Below it are fields for Disposition Status (Suitable), Disposition Determination Date (03/31/2024), Suitability Letter Date (04/01/2024), and Suitability Expiration Date (04/01/2027).
- Background Check**: A summary section showing 'Criminal Background Check', 'Child Protection Register Check', and 'Disposition' as completed with checkmarks.

At the bottom, there are 'Approved', 'Cancel', and 'Back To Background Check' buttons.

Figure 66: Background Check Details

Under '**Background Check Details**' screen, to add a new 'Criminal Background Check' record follow the below steps:

## How to add a new 'Criminal Background Check' record?

1. Click on 'Add Criminal Background Check' button.
2. Fill in the mandatory details.
3. Click on 'Save' to save the updates or 'Cancel' to cancel out the updates.

## How to add a new 'Child Abuse and Neglect Registry' record?

1. Click on 'Upload CA/N Document Authorization' button.
2. Upload the required document.
3. Click on 'Save' to save the updates or 'Cancel' to cancel out the updates.

## How to process a Disposition?

1. Select appropriate value from the 'Disposition Status' dropdown.
2. Add a date for 'Suitability Letter Date'.
3. Click on 'Process Disposition' button.

After successfully following the above steps, the 'Approve' button on the bottom of the screen gets enabled for the authorized user to 'Approve' the Background Check.

## 8. LICENSE AUTHORIZATION

This screen displays the License authorization details. It captures the licenses/exemptions provided in the past and the status of Current License/Exemption.

The screenshot displays the 'License Authorization' screen. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user profile in the top right shows 'System Admin' and 'Brook, Harry (P00001)'. The left sidebar menu includes 'Facility Details', 'Applications', 'Manage Facility', 'Children Enrollment', 'Inspections', 'Plan of Correction', 'Background Checks', 'License Authorization' (highlighted), 'Corrective Action', 'Incident and Complaints', 'Appeals', 'Subsidy', 'Payments', 'Uploaded Documents', 'Generate Documents', 'Notes', 'Messages', and 'Audit Log'. The main content area is titled 'License Authorization' and includes a section for 'Required for License Approval' with checkboxes for 'Provider Profile' (checked), 'Facility Inspection' (unchecked), and 'No Open Deficiencies' (checked). Below this is the 'Issue License Section' with an 'Effective Date' field and buttons for 'Issue Full License', 'Deny', and a refresh icon. The 'Current License' section shows a table with columns for 'License Number', 'License Status', 'Effective/Issue Date', and 'Expiration Date', with a 'No Record Found' message. The 'License History' section also shows a table with the same columns and a 'No Record Found' message.

Figure 67: License Authorization

Authorized users are also allowed to Renew/Issue a License/Exemption when all pre-conditions are met OR Suspend, Revoke, Deny or Put on Probation the License/Exemption if there are any deficiencies found during an Inspection or Incident Report.

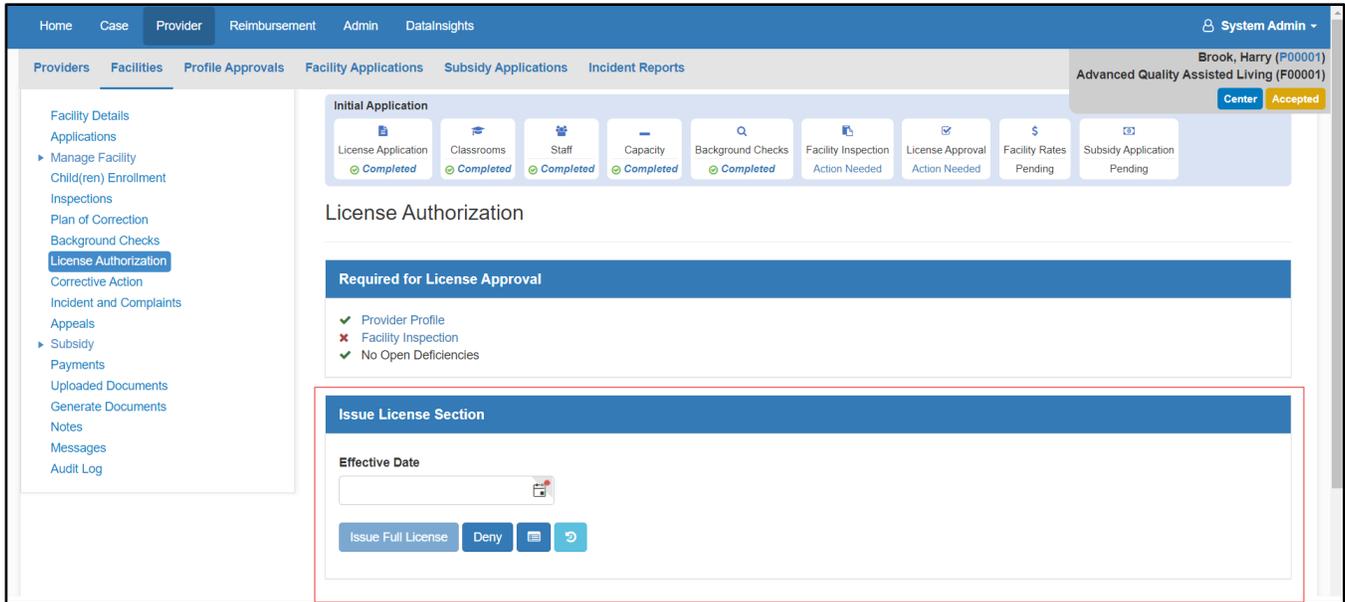


Figure 68: Issuing a License/Exemption

## 9. CORRECTIVE ACTION

This screen displays all the corrective actions required by the provider to be taken, for their application to be approved.

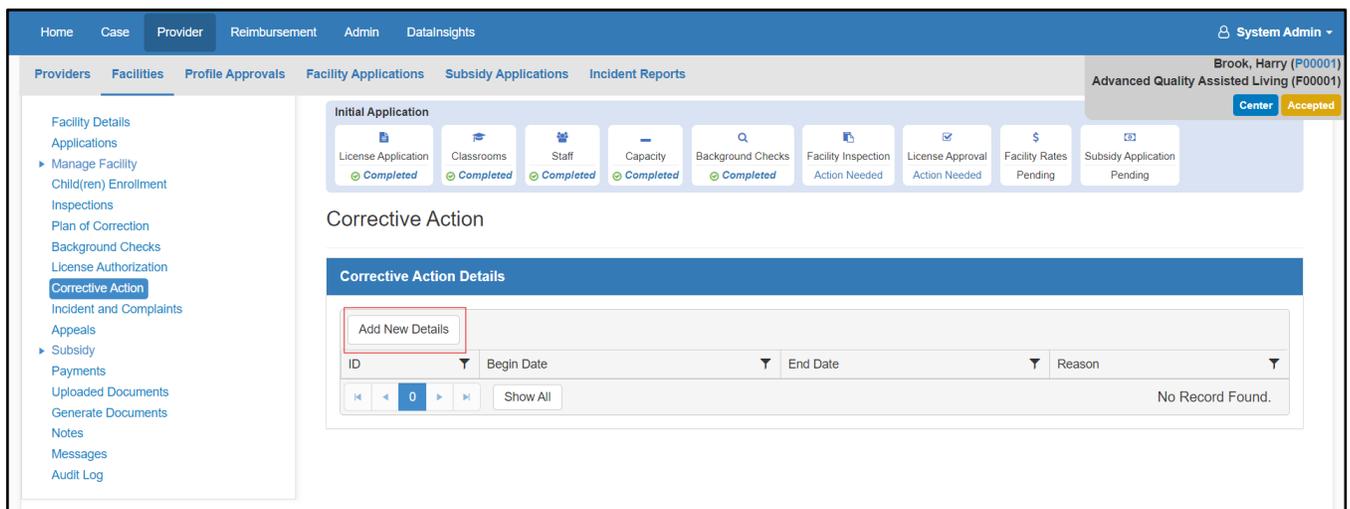


Figure 69: Corrective Action

### How to create a new corrective action record?

1. Click on 'Add New Details'.
2. Fill in the mandatory details.
3. Click on 'Save' to save the details or 'Cancel' to cancel out the details.

## 10. INCIDENT AND COMPLAINTS

This screen captures all the incidents and complaints filed against the provider.

The screenshot shows a web application interface for managing incidents and complaints. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin'. The main content area is titled 'Incident and Complaints' and is divided into two sections: 'Complaints' and 'Incident'. Both sections show a table with columns for ID, Status, and Enforcement Status. The 'Complaints' table shows 0 records, and the 'Incident' table also shows 0 records. A sidebar on the left lists various application areas, with 'Incident and Complaints' highlighted. The top right corner displays the provider's name 'Brook, Harry (P00001)' and 'Advanced Quality Assisted Living (F00001)'.

Figure 70: Incident and Complaints

## 11. APPEALS

This screen captures all the Appeals made by the provider.

The screenshot shows a web application interface for managing appeals. The top navigation bar is identical to the previous screen. The main content area is titled 'Appeals' and features a 'Hearing Details' section. This section includes an 'Add Hearing Details' button and a table with columns for 'Created Date', 'Scheduled Date', 'Type of Review', 'Notes', and 'Outcome'. The sidebar on the left lists various application areas, with 'Appeals' highlighted. The top right corner displays the provider's name 'Brook, Harry (P00001)' and 'Advanced Quality Assisted Living (F00001)'.

Figure 71: Appeals

### How to add new hearing details?

1. Click on 'Add Hearing Details' button.
2. Fill in the mandatory details.
3. Click on 'Update' to save the changes or 'Cancel' to cancel the changes.

## 12. SUBSIDY

### 12.1. Subsidy Application

This screen displays all subsidy applications for the respective facility.

The screenshot shows a web application interface for managing subsidy applications. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin'. The main navigation menu on the left lists various facility management options, with 'Subsidy Application' highlighted under the 'Subsidy' category. The main content area features a dashboard with 'Initial Application' cards for License Application, Classrooms, Staff, Capacity, Background Checks, Facility Inspection, License Approval, Facility Rates, and Subsidy Application. Below this is a 'Subsidy Application' section with a table header for 'Applications' and a search bar. The table currently shows 'No Linked Application'.

Figure 72: Subsidy Application

### 12.2. Subsidy Enrollments

This screen displays the subsidized child enrollments.

The screenshot shows the 'Subsidy Enrollments' screen. The interface is similar to the previous one, with the same navigation and user information. The main content area features a 'Subsidy Enrollments' section with a note: 'NOTE: This screen displays the subsidized Children enrollments'. Below the note is a 'Subsidized' table with columns for 'Child Name', 'Parent / Guardian Name', 'Placement Begin Date', and 'Placement End Date'. The table currently shows 'No subsidized children found'.

Figure 73: Subsidy Enrollments

### 12.3. Facility QR Code

This screen provides a QR Code to scan in order for authorized users to mark attendance.

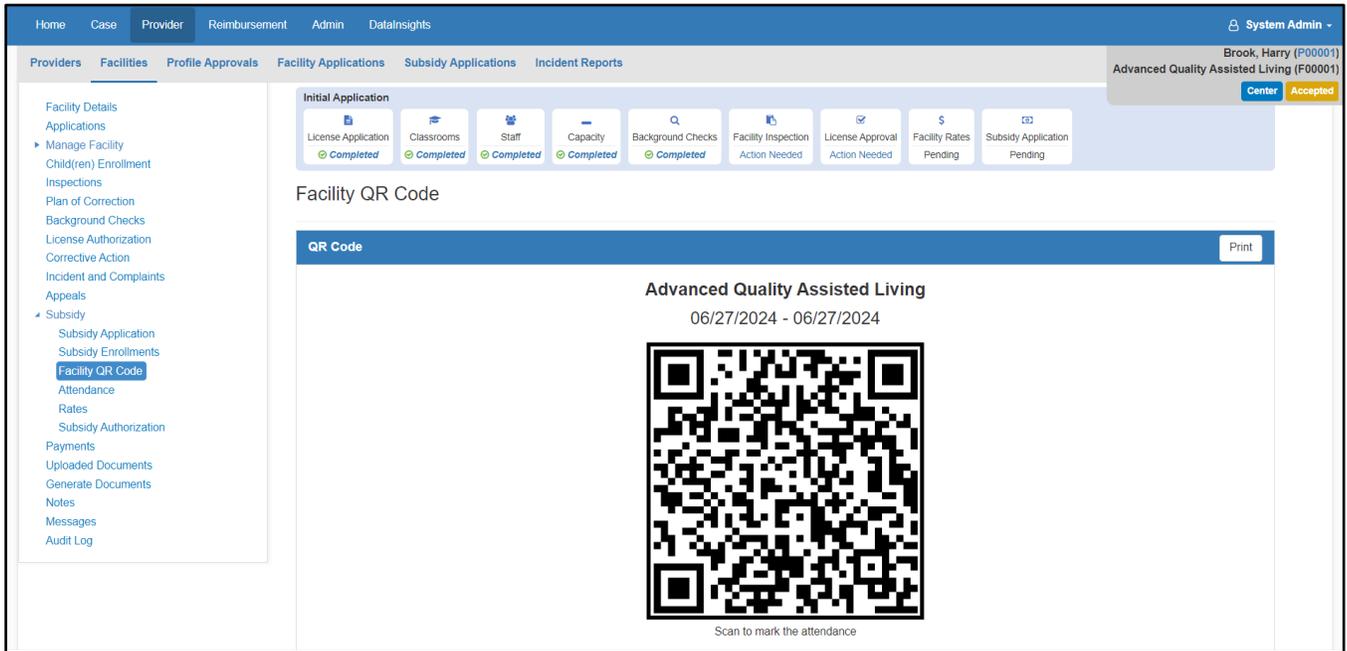


Figure 74: Facility QR Code

### 12.4. Attendance

This screen allows an authorized user to view/edit attendance for the selected service period. Users will also be able to view/edit the attendance by clicking on the month.

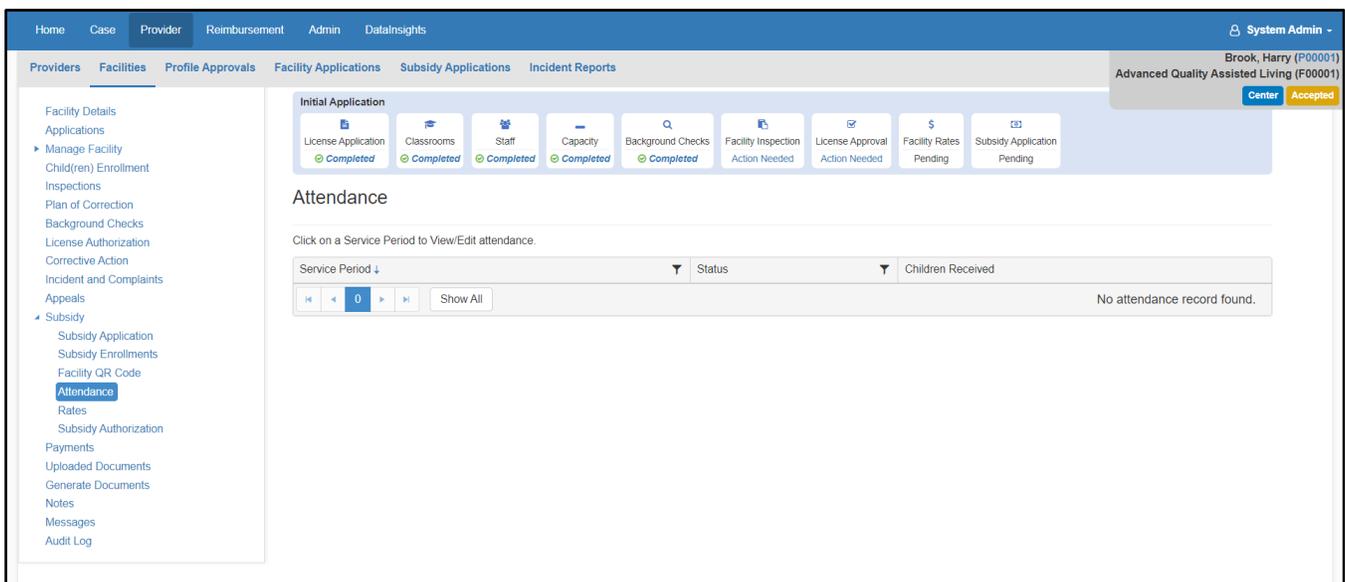


Figure 75: Attendance

## 12.5. Rates

This screen allows the user to create a new rate set for a facility.

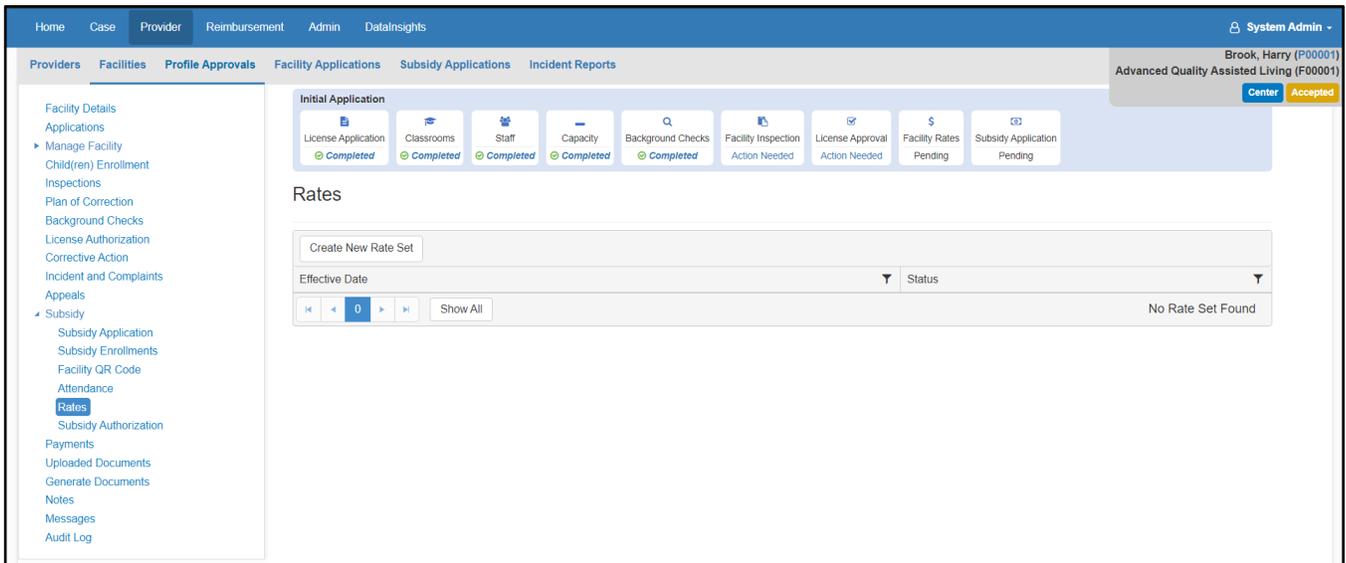


Figure 76: Rates

### How to create a New Rate Set?

1. Click on 'Create New Rate Set' button, to be taken to the following screen:
2. Click on the calendar icon to select an 'Effective Date'.
3. Click on the 'Rate' field to type in a dollar amount or use the increment or decrement buttons to increase or decrease an amount value for each 'Care Level'.
4. Check the box if the 'facility offers discount rates' and enter the discount percentage.
5. Click on 'Submit'.

The grid on main screen should display the Effective Date of the Rate Set along with the Status (refer to Figure 76).

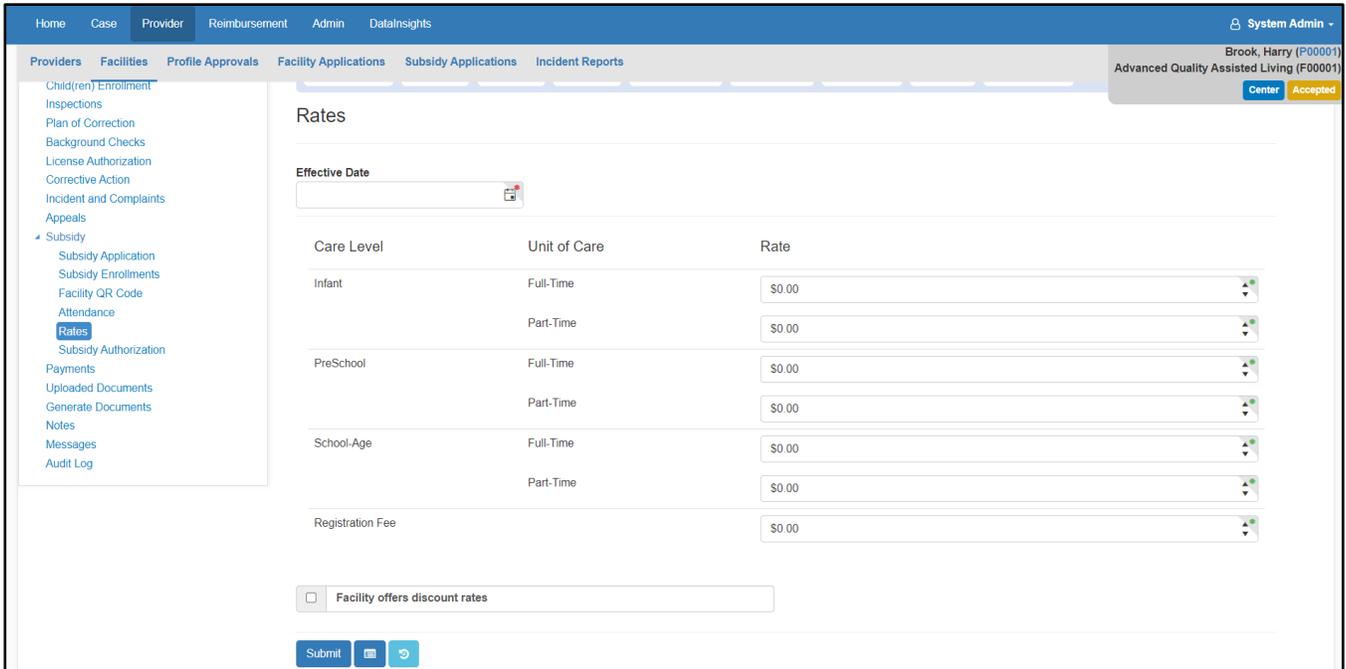


Figure 77: Creating a New Rate Set

## 12.6. Subsidy Authorization

This screen represents all information regarding subsidy authorization. i.e., Subsidy status, Program violation information.

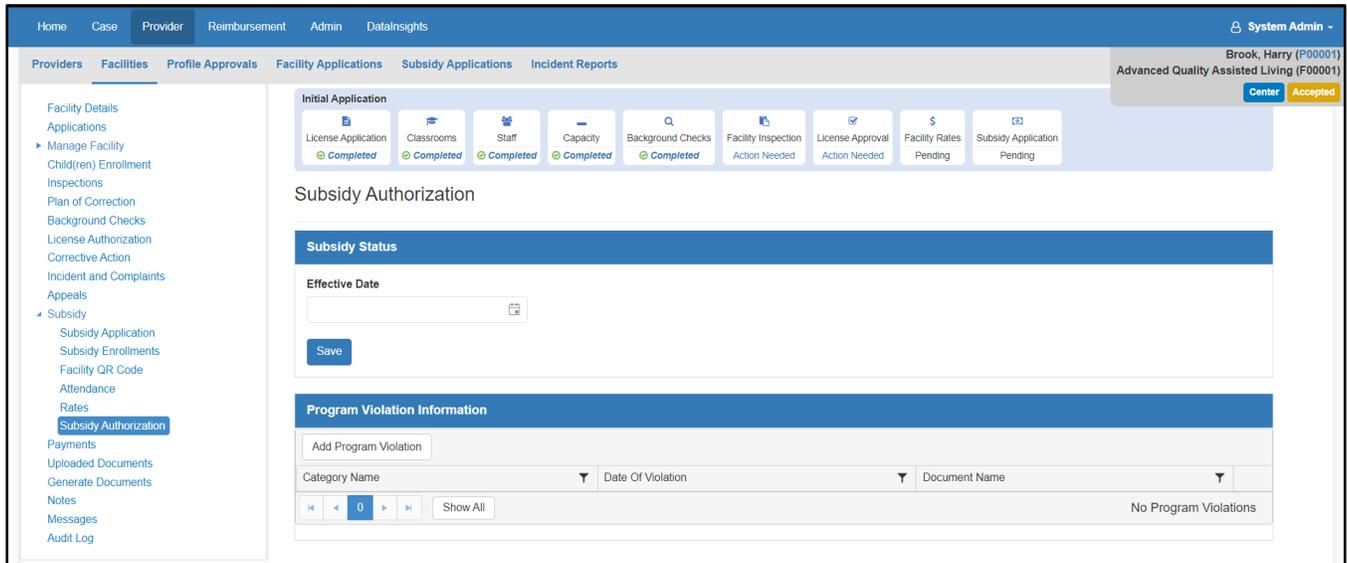


Figure 78: Subsidy Authorization

Alternatively, on this page, authorized users will also be able to 'Terminate' a subsidy by clicking on the 'Terminated' button, as follows:

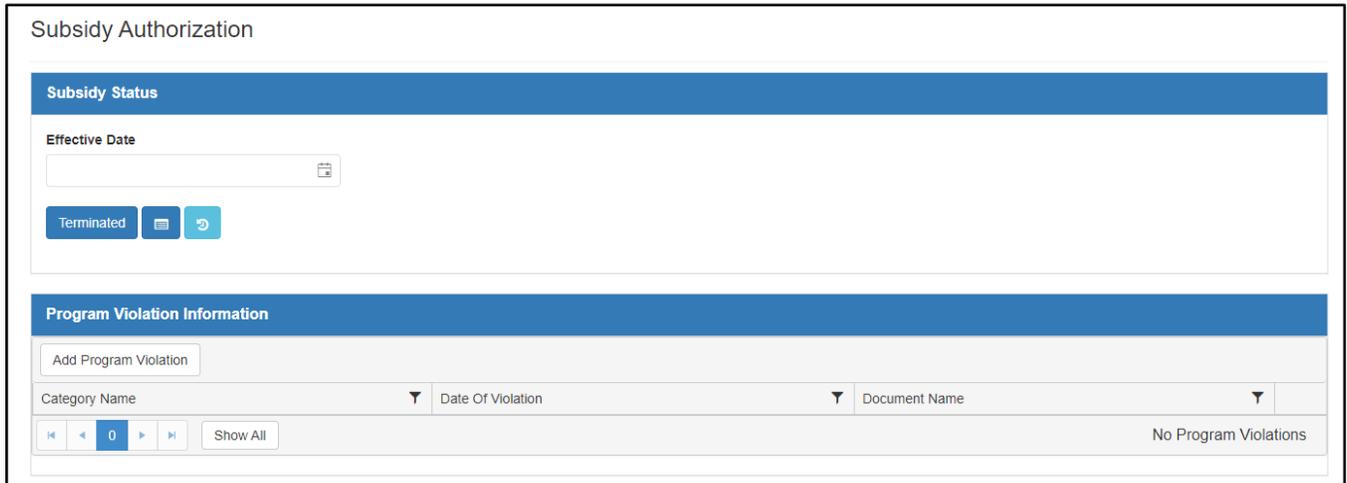


Figure 79: Terminating a Subsidy

### 13. PAYMENTS

The payments section allows users to view adjustments, paid payments, and pending payments to be made to the specific facility in question.

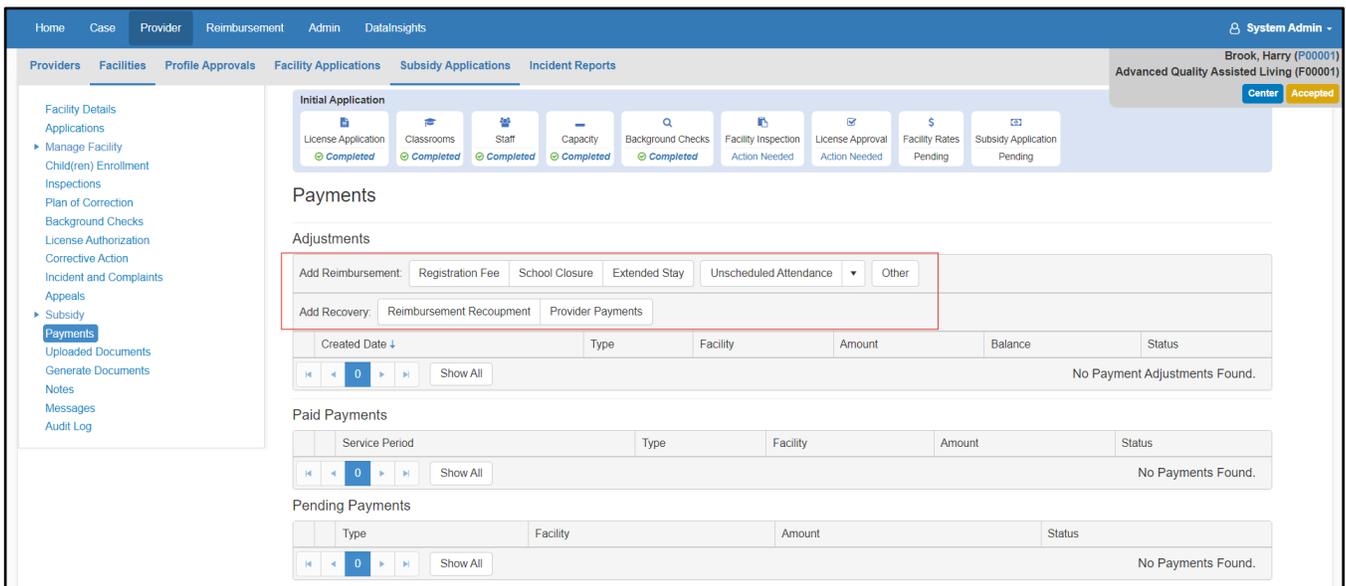


Figure 80: Payments

On this screen, authorized users will also be able to manually add and submit recoupments and payments, based on the requirement, by clicking on the respective buttons (refer to Figure 80).

## 14. UPLOADED DOCUMENTS

The Uploaded Documents section lets the user view documents uploaded for the respective facility.

The screenshot displays the 'Uploaded Documents' section of a software application. The interface includes a navigation menu on the left, a top header with user information, and a main content area. The 'Uploaded Documents' section is titled 'Application Upload History' and contains a table with the following data:

Document Name	Description	Uploaded Date	Uploaded By	
SupportingDocument.docx	Certificate of Occupancy	6/26/2024 12:37 AM	Brook, Harry	Request
SupportingDocument0.docx	Medical Health Form	6/26/2024 12:37 AM	Brook, Harry	Request
SupportingDocument1.docx	Zoning Document	6/26/2024 12:37 AM	Brook, Harry	Request
SupportingDocument2.docx	Floor Plan	6/26/2024 12:37 AM	Brook, Harry	Request
SupportingDocument3.docx	Catering Plan/Food Permit	6/26/2024 12:37 AM	Brook, Harry	Request

The table also includes a pagination control at the bottom left showing '1 - 5 of 7 Items' and a 'Show All' button.

Figure 81: Uploaded Documents Grid

### How to view an Uploaded Document?

1. Click on the respective document name hyperlink.
2. The document will be downloaded for user's viewing.

## 15. GENERATE DOCUMENTS

The 'Generate Documents' screen allows user to generate Facility related documents and download them.

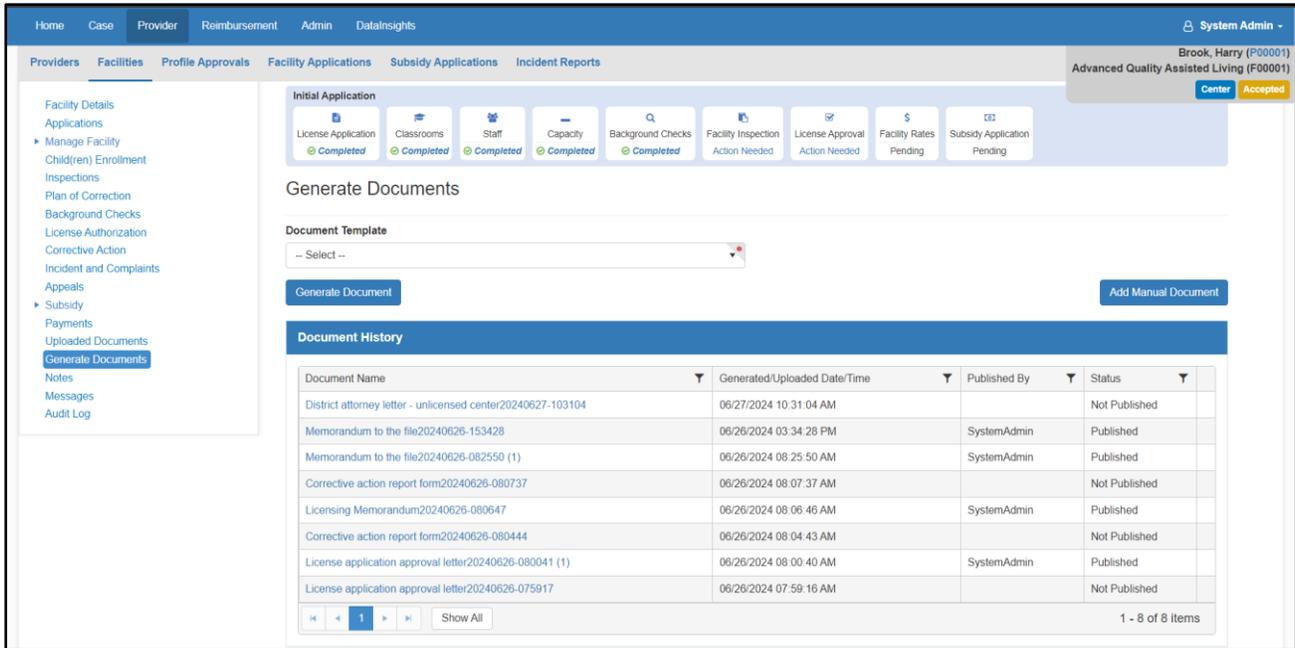


Figure 82: Generate Documents

## How to Generate Documents?

1. Click on 'Generate Documents' tab from left navigation.
2. Select a document to be generated from the list of documents in the dropdown.
3. Click on 'Generate Document'. Generated document will be displayed in the 'Document History' grid.
4. The document shall appear in the 'Document History' grid.
5. Click on Document Name hyperlink under the 'Generate Document' column to download the document.

## 16. NOTES

### How can a user create notes?

1. Click on 'Notes' tab from left navigation. You will be navigated to the screen displaying notes summary
2. Click on 'Add new Note'
3. Select 'Name' LOV from the drop down
4. Enter the description/ elaboration in the text box.
5. Click on Update

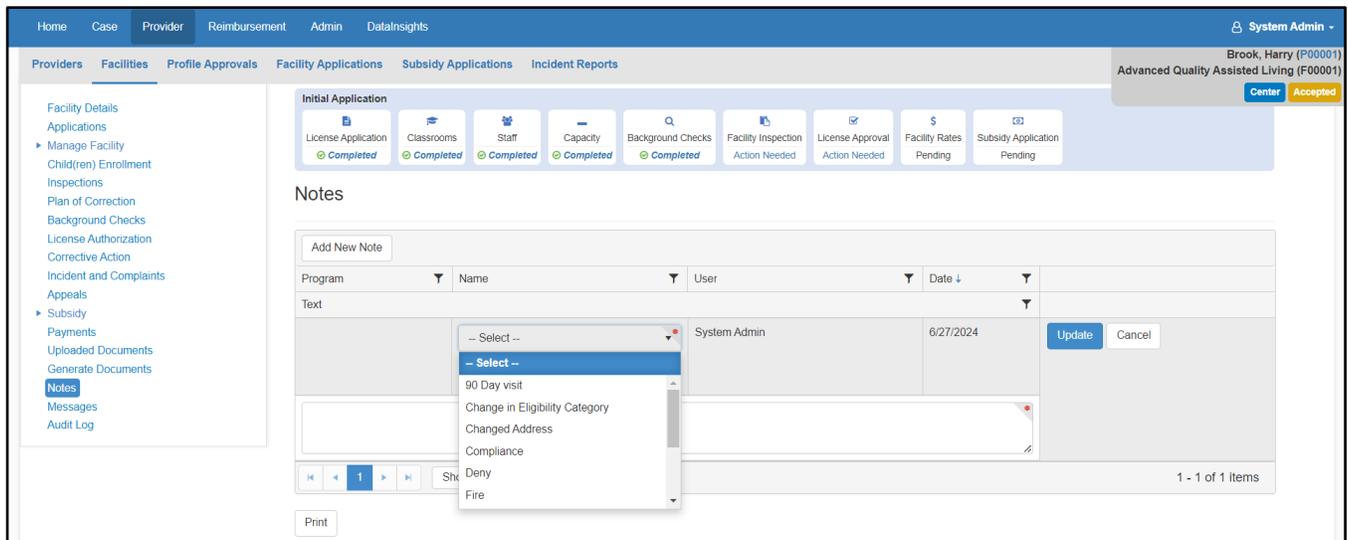


Figure 83: Notes

## 17. MESSAGES

The messages screen consists of two sub tabs:

- Internal Messages: In which user can create manual tasks with the due date and assign it to users.
- Provider Messages: This tab displays the requests received from the provider portal and tasks for the provider.

### Internal Messages:

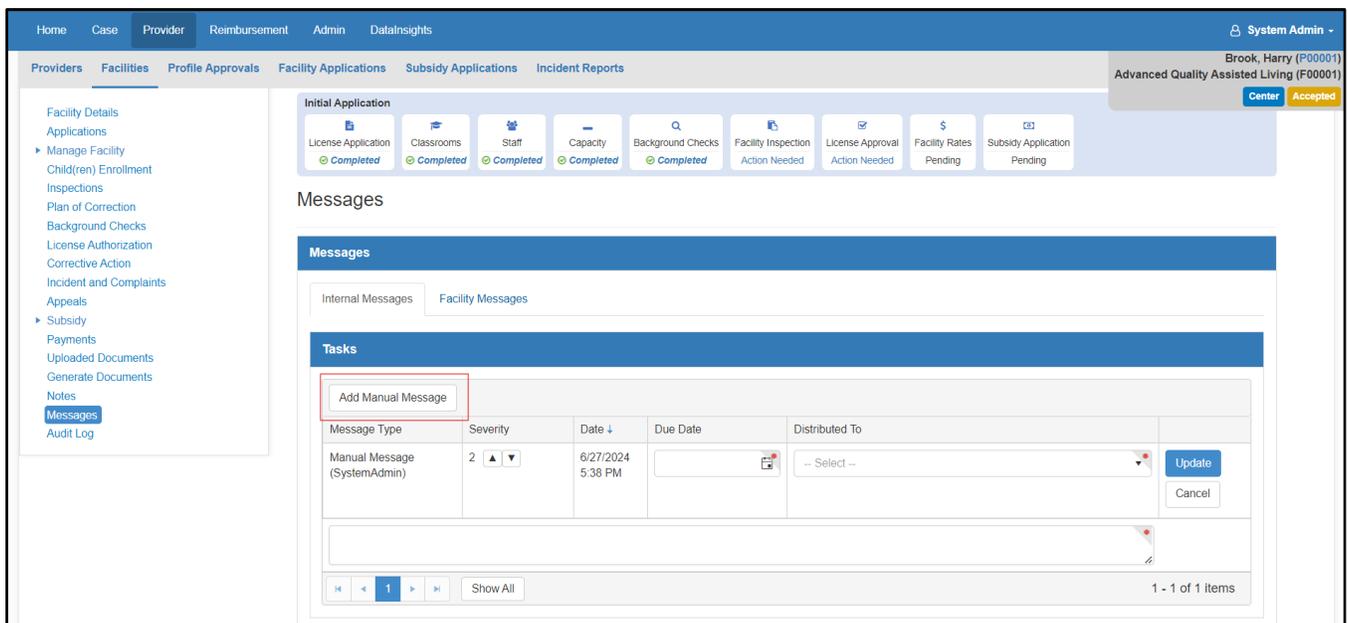


Figure 84: Internal Messages

## How to 'Add Manual Message'?

1. Click on 'Messages' from the left navigation
2. Click on 'Add Manual Message' button from the tasks container (refer to Figure 84)
3. Set the 'Severity'
4. Enter 'Due Date'
5. Select the user to assign the message/tasks from 'Distributed To' drop down
6. Click on 'Update'

## Facility Messages:

The screenshot displays the 'Facility Messages' interface. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin' for 'Brook, Harry (P00001)' and 'Advanced Quality Assisted Living (F00001)'. The main content area is divided into 'Messages' and 'Tasks' sections. The 'Messages' section has tabs for 'Internal Messages' and 'Facility Messages'. The 'Requests' section shows a table with columns for 'Facility Message', 'Date', and 'Distributed To', with a 'Show All' button and 'No Tasks.' displayed. The 'Tasks' section features an 'Add Facility Message' button (highlighted with a red box) and a table with columns for 'Facility Message', 'Severity', 'Date', and 'Due Date'. The table contains one entry: 'Facility Message (SystemAdmin)' with a severity of 2 and a date of 6/27/2024 5:38 PM. An 'Update' button and a 'Cancel' button are visible next to the entry. The bottom of the 'Tasks' section shows a 'Show All' button and '1 - 1 of 1 Items'.

Figure 85: Facility Messages

## How to create provider tasks?

1. Click on 'Facility Messages' tab under 'Messages'
2. Click on 'Add Facility Message' button from the tasks container
3. Set the 'Severity'
4. Enter 'Due Date' and comments for the Facility.
5. Click on 'Update'

## 18. AUDIT LOG

The level of information you can view in the audit trail includes 'Username', 'Log Date', 'Module', 'Page' and 'Message'. The audit log screen displays the users who logged into the system, the associated modules accessed by the user, and the actions performed on the different pages of the module.

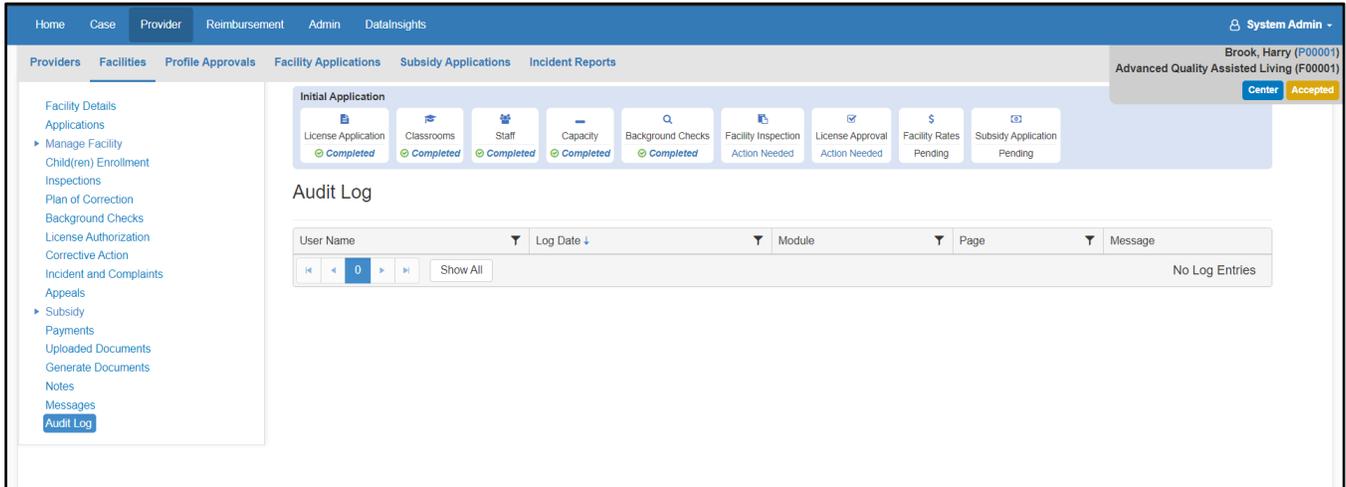


Figure 86: Audit Log

## PROFILE APPROVALS SUB-MODULE

### SUBMITTED PROFILE APPROVALS

This screen displays all profiles submitted by different providers.

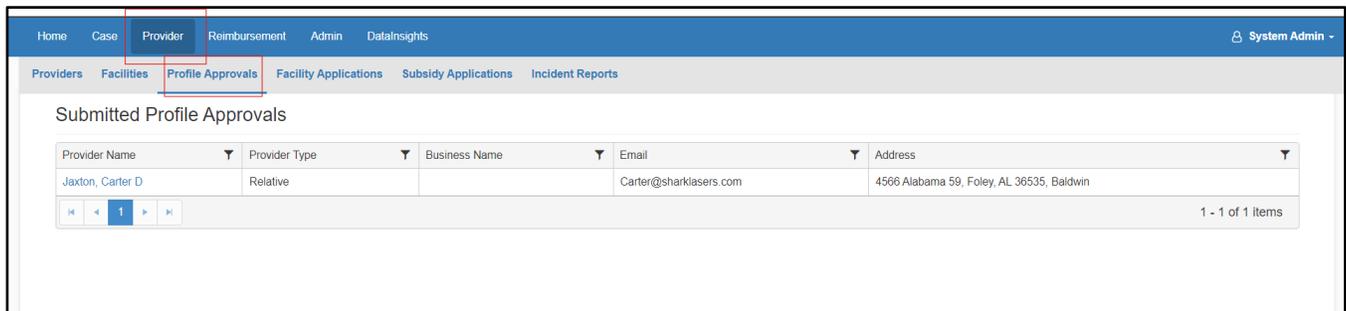


Figure 87: Submitted Profile Approvals

### How to review provider profiles?

1. Log in as an Authorized User, which has role-based access for the Initial approval process for provider license applications.
2. Click on Provider Module.
3. Click on Profile Approvals sub-module. You will be navigated to screen displaying Submitted Provider Profiles for approval.

- Click on Provider ID hyperlink, to review the respective provider profile. You will be navigated to screen displaying Provider Details, as follows:

The screenshot displays the 'Provider Details' page. The navigation menu on the left includes 'Provider Details', 'Point of Contact Details', 'Account Details', 'Uploaded Documents', 'Facility Management', 'Payments', 'Generate Documents', 'Assignments', 'Notes', 'Messages', and 'Audit Log'. The main content area is titled 'Provider Details' and contains the following sections:

- Provider Details:** A form with input fields for First Name (Carter), Middle Name (D), Last Name (Jaxton), Email (Carter@sharklasers.com), Date of Birth (02/03/2002), Gender (Male), Language Preference (English), and FEIN/SSN (555-55-5556).
- Profile Approval:** A dropdown menu for Team (Autauga Licensing Team) and a table for User assignments.
- Provider Assignments:** An 'Add' button and a table for assignments.

At the bottom of the page, there are buttons for 'Save', 'Send To Worker', 'Send For Correction', and 'Deny'. The footer contains copyright information and logos for Empower and Citi.

Figure 88: Provider Details

- Review the information submitted by visiting all left navigation tabs.
- Click on 'Approve' if the submitted information is relevant.  
OR
- Click on 'Send for Correction' in case the information needs any updates from the provider.

# FACILITY APPLICATIONS SUB-MODULE

## SUBMITTED APPLICATIONS SCREEN

Application ID	Facility Name	Facility Type	Facility Address	Provider ID	Provider Name	Application Type	Application Status	Application Created Date
AP033	Jacks' Daycare	Center	12123 Red Hill Road Extension, Bay Minette, AL 36507, Baldwin	P00030	Jacks, Will	Initial	Submitted	06/27/2024

1 - 1 of 1 Items

Search

Figure 89: Submitted Facility Applications

### How to view submitted facility applications?

1. Log in as an Authorized User, which has role-based access for the Initial approval process for provider license applications.
2. Click on Provider Module
3. Click on the Facility Applications sub-module. You will be navigated to the screen displaying submitted facility applications.
4. Click on Application ID hyperlink, to review the respective facility application
5. Review the information submitted by visiting all left navigation tabs, as follows:

## FACILITY APPLICATION:

### 1. ORIENTATION

This screen displays the orientation score obtained by the provider.

Application ID	Date	Application Type	Facility Type	Facility Name
AP033	6/27/2024	Initial	Center	Jacks' Daycare

### Orientation

To become licensed for the first time, you must complete State's child care center or child care home and expanded home licensing orientation. Applicants must complete the orientation in person or through the online licensing webinar prior to applying for a child care license. Upon completing the orientation, you will receive a certificate of completion. You must submit a copy of your orientation certificate with your licensing application. If you submit a licensing application prior to completing the required orientation, review of your application may be halted until the requirement is met.

**Previous Quiz Attempt Score**  
93.75%

- Orientation
- Facility Information
- Facility Operation Information
- Fire Safety Inspection Certificate
- Building Use Agreement
- Supporting Documents
- Acknowledgement
- Summary

Figure 90: Orientation

## 2. FACILITY INFORMATION

This screen displays the information entered by the Provider on the Provider portal regarding the facility.

The screenshot shows a web application interface for entering facility information. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'Data Insights'. A secondary navigation bar lists 'Providers', 'Facilities', 'Profile Approvals', 'Facility Applications', 'Subsidy Applications', and 'Incident Reports'. The main content area is titled 'Facility Information' and contains several sections:

- Information:** Includes a text field for 'Name' (Jacks' Daycare) and a checkbox for 'Apply for Subsidy'.
- Physical Address of Facility:** Includes text fields for '12123 Red Hill Road Extension', 'Street 2', and a dropdown for 'Bay Minette'. It also has dropdowns for 'AL' and '36507-\_\_\_', and a dropdown for 'Baldwin'. There is a checkbox for 'Different Mailing Address'.
- Phone Number:** Includes dropdowns for 'Primary Phone Number Type' (Cell Phone) and 'Alternate Phone Number Type' (- Select -). It has text fields for 'Primary Phone Number' (123) 123-1231 and 'Alternate Phone Number', each with an 'Ext.' field.
- Facility Email:** Includes a text field for 'willjacks@sharklasers.com'.
- Website:** Includes a text field for 'http://www.domain.com or https://www.domain.com'.
- Fax Number:** Includes a text field for 'Fax Number'.
- Point of Contact:** Includes a dropdown for 'Contact Type' ((Provider - Licensee) Jacks, Will), text fields for 'First Name' (Will), 'Middle Name' (Middle Name), and 'Last Name' (Jacks), a text field for 'Email' (willjacks@sharklasers.com), a text field for 'Date Of Birth' (01/01/1991), and a dropdown for 'Gender' (Male).

At the bottom of the form are 'Save' and 'Cancel' buttons.

Figure 91: Facility Information

## 3. FACILITY OPERATION INFORMATION

This screen captures the Facility Operation Information. It includes details regarding: Hours of Operation, Children to Be Served, Type of Care Category, and Holidays.

**Facility Operation Information**

Service Schedule: School year: [dropdown] Proposed number of children to be cared for: 10

**Hours of Operation**

Note: Daytime hours 8 AM - 7 PM, Night hours 7 PM - 5 AM.

Opening Time: 8:00 AM Closing Time: 6:00 PM 24 Hours Same Time For Selected Days Operate on Holidays

Day	Day Time Opening Time	Day Time Closing Time	Night Time Opening Time	Night Time Closing Time
<input checked="" type="checkbox"/> Monday	8:00 AM	6:00 PM		
<input checked="" type="checkbox"/> Tuesday	8:00 AM	6:00 PM		
<input checked="" type="checkbox"/> Wednesday	8:00 AM	6:00 PM		
<input checked="" type="checkbox"/> Thursday	8:00 AM	6:00 PM		
<input checked="" type="checkbox"/> Friday	8:00 AM	6:00 PM		
<input type="checkbox"/> Saturday				
<input type="checkbox"/> Sunday				

**Children to Be Served**

Infant |  Preschool |  Toddler

Enter the provisions provided by the provider for special needs children

Description: [text area]

**Type of Care Category**

Traditional  Non Traditional  Weekend Care  Evening Care 24 Hours

Program Type: [dropdown] Out of School Time:  Yes  No

**Facility Closures/Holidays**

Closure Reason/Holiday Name: [dropdown] Show All No Facility Closures/Holidays Found.

Figure 92: Facility Operation Information

## 4. FIRE SAFETY INSPECTION CERTIFICATE

This screen details the Fire Safety Inspection Certificate information.

**Fire Safety Inspection Certificate**

Fire Safety Inspection ID	Fire Safety Inspection Number	Fire Inspection Approval Date	Fire Inspection Date	Source	Fire Safety Inspection Status	Document Name	Data Entry
FI00032		03/07/2024	03/01/2024	State Fire Marshal	Approved	Test doc.docx	Manual

1 - 1 of 1 items

Application ID AP033  
Date 6/27/2024  
Application Type Initial  
Facility Type Center  
Facility Name Jacks' Daycare

Orientation  
Facility Information  
Facility Operation Information  
**Fire Safety Inspection Certificate**  
Building Use Agreement  
Supporting Documents  
Acknowledgement  
Summary

Figure 93: Fire Safety Inspection Certificate

Clicking on the Fire Safety Inspection ID navigates the user to the detailed information screen regarding the selected Fire Safety Inspection ID.

Home Case Provider Reimbursement Admin DataInsights System Admin

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

Application ID AP033  
Date 6/27/2024  
Application Type Initial  
Facility Type Center  
Facility Name Jacks' Daycare

Orientation  
Facility Information  
Facility Operation Information  
**Fire Safety Inspection Certificate**  
Building Use Agreement  
Supporting Documents  
Acknowledgement  
Summary

### Edit Fire Safety Inspection Information

#### Fire Safety Inspection Information

**Fire Safety Inspection Number**  
Fire Safety Inspection Number

**Source**  
State Fire Marshal

**Fire Inspection Date**  
03/01/2024

**Fire Safety Inspection Status**  
Approved

**Fire Inspection Approval Date**  
03/07/2024

**Documents**  
Test doc.docx  
Select files...

Save Back To Fire Safety Inspection

Figure 94: Fire Safety Inspection Details

## 5. BUILDING USE AGREEMENT

This screen details the Building Use Agreement information.

Home Case Provider Reimbursement Admin DataInsights System Admin

Providers Facilities Profile Approvals Facility Applications Subsidy Applications Incident Reports

Application ID AP033  
Date 6/27/2024  
Application Type Initial  
Facility Type Center  
Facility Name Jacks' Daycare

Orientation  
Facility Information  
Facility Operation Information  
Fire Safety Inspection Certificate  
**Building Use Agreement**  
Supporting Documents  
Acknowledgement  
Summary

### Building Use Agreement

**Do you have a Building Use Agreement?**  
No

**Proof of Ownership**  
Test doc.docx  
Select files...

Save

Figure 95: Building Use Agreement

## 6. SUPPORTING DOCUMENTS

This screen displays all the documents submitted by the provider for their facility.

The screenshot shows the 'Supporting Documents' page. On the left, a sidebar contains application details: Application ID AP033, Date 6/27/2024, Application Type Initial, Facility Type Center, and Facility Name Jacks' Daycare. Below this are navigation links for Orientation, Facility Information, Facility Operation Information, Fire Safety Inspection Certificate, Building Use Agreement, Supporting Documents (highlighted), Acknowledgement, and Summary. The main content area has a 'Supporting Documents' header and a note: 'To complete the facility application, please upload the following documents which are required to be submitted.' Below the note is a list of required documents, all marked as complete: Medical Health Form, Floor Plan, Emergency Preparedness and Response Plan (EPRP), Catering Plan/Food Permit, and Health Inspection. Underneath is an 'Optional Documents' section. At the bottom, an 'Application Upload History' table shows five entries, each with a document name, description, upload date, and user.

Document Name	Description	Uploaded Date	Uploaded By
Test doc.docx	Fire Safety Inspection Certificate	6/27/2024 12:25 PM	Jacks, Will
Test doc.docx	Proof of Ownership	6/27/2024 12:25 PM	Jacks, Will
Test doc.docx	Medical Health Form	6/27/2024 12:25 PM	Jacks, Will
Test doc.docx	Floor Plan	6/27/2024 12:25 PM	Jacks, Will
Test doc.docx	Emergency Preparedness and Response Plan (EPRP)	6/27/2024 12:25 PM	Jacks, Will

Figure 96: Supporting Documents

## 7. ACKNOWLEDGEMENT

The Acknowledgement screen captures the responses provided by the Provider for the questions asked under the Acknowledgement section of the Provider portal.

The screenshot shows the 'Acknowledgement' page. The sidebar on the left is identical to the previous screen, with 'Acknowledgement' highlighted. The main content area has an 'Acknowledgement' header and five questions, each with a 'Yes' or 'No' radio button. The questions are: 1. 'I/we understand the requirements to report known or suspected child abuse.' 2. 'I/we shall obtain approval from the licensing agency before making changes in our license capacity, or to our home.' 3. 'I/we have a valid lease and permission from the owner/landlord to operate a child development facility on the premises.' 4. 'I/we shall notify the licensing agency when we want to discontinue operating a licensed child development facility.' 5. 'I/we have read the laws and regulations governing the operation of this licensed facility and it is the intention of this applicant to comply. I/we understand that I/we are responsible for meeting and always maintaining compliance with all applicable childcare licensing laws and regulations.' Below the questions is a statement: 'I/we attest, under penalty of perjury, that to the best of my (our) knowledge, the contents of this application and the information provided with it are true, accurate, and complete.' At the bottom are 'Save' and 'Cancel' buttons.

Figure 97: Supporting Documents

## 8. SUMMARY

Summary comprises of entire summary of the respective Facility application with the links to navigate to different screens under the Facility application.

The screenshot displays a web application interface for a facility application summary. The top navigation bar includes links for Home, Case, Provider, Reimbursement, Admin, and DataInsights. The main navigation menu lists Providers, Facilities, Profile Approvals, Facility Applications (selected), Subsidy Applications, and Incident Reports. The user is logged in as System Admin.

**Application Details:**

- Application ID: APO33
- Date: 6/27/2024
- Application Type: Initial
- Facility Type: Center
- Facility Name: Jacks' Daycare

**Required for Application Submission:**

- ✓ Orientation
- ✓ Facility Operation Information
- ✓ Building Use Agreement
- ✓ Fire Safety Inspection Certificate
- ✓ Supporting Documents
- ✓ Medical Health Form
- ✓ Floor Plan
- ✓ Emergency Preparedness and Response Plan (EPRP)
- ✓ Catering Plan/Food Permit
- ✓ Health Inspection
- ✓ Acknowledgement

**Acknowledgment:**

This application shall be signed by the applicant/owner/licensee or by his/her authorized designee if the applicant/owner/licensee is an individual. If the applicant/owner/licensee is a corporation, written verification from the corporation that the person signing the application has the authority to do so shall be indicated on the first page of the application form. The original application form must be submitted. Copies of the application form or application forms received by FAX cannot be accepted.

**Owner/Agent Signature:** WJ

**Date:** 06/27/2024

**Action Buttons:** Accept, Send For Correction, Deny, [Message Icon], [Refresh Icon], Download Application

Figure 98: Summary

From this screen, authorized users will be able to Deny, Send for Correction, Accept or Download the reviewed facility application.

## SUBSIDY APPLICATIONS SUB-MODULE

### SUBMITTED LICENSE SUBSIDY APPLICATIONS

This screen lists all the submitted license subsidy applications by different providers. This screen allows the authorized users to keep a track on all subsidy applications.

Submitted License Subsidy Applications									
Subsidy Application ID	Provider ID	Provider Name	Application Type	Application Status	Business Name	Address	Phone	FEIN/SSN	Email
FSA00023	P00030	Jacks, Will	Initial	Submitted	Jacks' Daycare	12313 Bell Road Southwest, Huntsville, AL 35803, Madison	Cell Phone - (123) 123-1231	123456789	willjacks@sharklasers.com

1 - 1 of 1 items

Search

---

Submitted Relative Facility Applications							
Application ID	Facility Name	Provider ID	Provider Name	Facility Address	Application Type	Application Status	Application Created Date
No Application Found							

Search

Figure 99: Submitted License Subsidy Applications

### How to view a submitted Subsidy Application?

1. Login with correct credentials.
2. Click on Provider Module.
3. Click on Subsidy Applications sub-module.
4. Click on the respective Subsidy Application ID.
5. Review the information provided by the applicant, as follows:

## 1. STAFF RELATED CHECKS

This screen lists the pending and completed staff checks for the respective facility.

Staff Related Checks									
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p><b>Application Id</b> FSA00023  <b>Date Created</b> 6/27/2024  <b>Application Type</b> Initial  <b>Facility Name</b> Jacks' Daycare  <b>Facility Id</b> F00031</p> <p><a href="#">Staff Related Checks</a>  <a href="#">Supporting Documents</a>  <a href="#">Summary</a></p> </div>									
Pending Checks									
Staff ID and Name	Staff Type	Facility Name	Suitability Letter Expiration Date	Training Certificate Form					
Jacks, Will (S00033)	Owner/Director	Jacks' Daycare	06/01/2029	✖					
1 - 1 of 1 items									
Completed Checks									
Staff ID and Name	Staff Type	Facility Name	Suitability Letter Expiration Date	Training Certificate Form					
No Staff Details Added.									

Figure 100: Staff Related Checks

## 2. SUPPORTING DOCUMENTS

This screen lists all the documents submitted for the respective facility.

The screenshot shows the 'Supporting Documents' page. On the left, a sidebar contains application details: Application Id FSA00023, Date Created 6/27/2024, Application Type Initial, Facility Name Jacks' Daycare, and Facility Id F00031. Below this are links for 'Staff Related Checks', 'Supporting Documents', and 'Summary'. The main content area is titled 'Supporting Documents' and shows a green checkmark next to 'W-9 Form [Complete]'. Underneath, there is an 'Optional Documents' section and an 'Application Upload History' table. The table has columns for Document Name, Description, Uploaded Date, and Uploaded By. One entry is visible: 'Test doc.docx', 'W-9 Form', '6/27/2024 1:01 PM', and 'Jacks, Will'. A pagination bar at the bottom of the table shows '1' of 1 items.

Document Name	Description	Uploaded Date	Uploaded By
Test doc.docx	W-9 Form	6/27/2024 1:01 PM	Jacks, Will

Figure 101: Supporting Documents

## 3. SUMMARY

This page summarizes all required items that need to be completed before an application can be marked 'Approved'. The required items include approving facility subsidy rates and setting an effective date.

The screenshot shows the 'Summary' page. The left sidebar is identical to Figure 101, but the 'Summary' link is highlighted. The main content area is titled 'Summary' and is divided into three sections: 'Required for Application Submission', 'Required to Approve Application', and 'Acknowledgement'. The 'Required for Application Submission' section has four items, all with green checkmarks: Facility Licensed, Account Details, Submit Facility Subsidy Rates, and Supporting Documents. The 'Required to Approve Application' section has two items with red 'x' marks: Approve Facility Subsidy Rates and Set Effective Date. The 'Acknowledgement' section has two checked checkboxes: 'I/We have read and understood the provider subsidy registration policies and procedures.' and 'I/We have read and understood the child abuse/neglect reporting laws.' Below this is a text box with a checked checkbox and a paragraph of text. At the bottom, there are fields for 'Owner/Agent Signature' (with 'WJ' entered) and 'Date' (with '06/27/2024' entered). At the very bottom, there are buttons for 'Approve', 'Send For Correction', 'Deny', and a help icon.

Figure 102: Summary

## How to approve Facility Subsidy Rates?

1. Click on the 'Approve Facility Subsidy Rates' link on the subsidy application summary page (refer to Figure 102)
2. Review rate set
3. Approve, send for correction, or deny rate set

## How to Set Effective Date?

1. Click on the 'Set Effective Date' link on the subsidy application summary page (refer to Figure 102)
2. Add date
3. Save the date

## INCIDENT REPORTS SUB-MODULE

### INCIDENT REPORT SEARCH SCREEN

The following screen displays the 'Incident Report Search' functionality where an authorized user may search for the existing records with various 'Search Criteria' and/or can 'Create' a new incident record.

The screenshot shows the 'Incident Report Search' interface. At the top, there is a navigation bar with links for Home, Case, Provider, Reimbursement, Admin, and DataInsights. Below this is a sub-navigation bar with links for Providers, Facilities, Profile Approvals, Facility Applications, Subsidy Applications, and Incident Reports. The main content area is titled 'Incident Report Search' and contains a 'Search Criteria' section with various input fields and dropdown menus. Below the search criteria is a 'Search' button and a 'Clear' button. To the right of the search buttons is a 'Create New IR' button. Below the search area is a table displaying incident reports. The table has columns for IR ID, Report Type, Reporter Name, Facility ID, Facility Name, Facility Type, Facility Address, Licensed Number, Incident Status, Incident Date, and Incident Time. The table shows two incident reports: one with IR ID I00002 and another with IR ID I00011. At the bottom of the table, there are navigation controls including a '1' button and a '1 - 2 of 2 Items' indicator.

IR ID	Report Type	Reporter Name	Facility ID	Facility Name	Facility Type	Facility Address	Licensed Number	Incident Status	Incident Date	Incident Time
I00002	Incident	Jack A Jordon	F00019	Jon Care	Center	123 Alabama Street, Odenville, AL 35120, Autauga		Pending	06/26/2024	12:00 AM
I00011	Incident	Harry a Jordon	F00026	Garry Daycare	Center	123 Alabama Street, Odenville, AL 35120, Autauga	Center-10026	Pending	06/27/2024	12:30 AM

Figure 103: Incident Report Search Screen

## How to view an Incident Report?

1. Login with correct credentials in CMS.
2. Click on Provider Module.
3. Click on Incident Reports sub-module.

4. Click on the respective IR ID.
5. Review the information provided by the applicant.

The screen also allows searching and viewing of Complaints and Illness/Injury.

### How to view a Complaint/Illness/Injury?

1. Login with correct credentials in CMS.
2. Click on Provider Module.
3. Click on Incident Reports sub-module.
4. Select an appropriate value from the 'Report Type' dropdown.
5. Click on the IR ID.
6. Review the information provided by the applicant as follows:

## 1. INTAKE

### 1.1 Reporter Information

This screen captures all the details about reporter who has reported the incident.

The screenshot shows a web application interface for reporting an incident. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin'. The main content area is titled 'Reporter Information' and contains the following fields:

- Report Type:** Incident
- Intake Method:** Eye Witness
- Source Type:** Child
- Report Source:** Anonymous
- First Name:** Jack
- Middle Name:** A
- Last Name:** Jordan
- Reported Date:** 06/26/2024
- Reported Time:** 12:43 PM
- Title or Position:** Director
- Email Address:** Karry@sharklasers.com
- Physical Address of the Person Reporting:** 123 Alabama Street, Street 2, Odenville, AL, 35120, Autauga
- Phone Number:**
  - Primary Phone Number Type:** Landline
  - Primary Phone Number:** (988) 989-9899
  - Ext.:**
  - Alternate Phone Number Type:** Call Phone
  - Alternate Phone Number:** (988) 989-9899
  - Ext.:**
- Created By:** System Admin
- Created Date:** 06/26/2024 12:44 PM

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

Figure 104: Reporter Information

## 1.2 Facility Information

Facility information screen details out all the facility related information; the incident is related to.

The screenshot shows a web application interface for managing facility information. The top navigation bar includes links for Home, Case, Provider, Reimbursement, Admin, and DataInsights. A user profile for Jon Care is visible in the top right corner. The main content area is titled "Facility Information" and is divided into several sections:

- Facility Information:** Contains a "Facility Not Found" checkbox, a "Facility Name" dropdown menu (currently showing "Jon Care"), a "Business Name" text field (containing "Seed care"), and a "Facility Type" dropdown menu (currently showing "Center").
- Facility Address:** Includes a "Street" text field (containing "123 Alabama Street"), a "Street 2" text field, a "City" dropdown menu (containing "Odenville"), a "State" dropdown menu (containing "AL"), a "Zip" text field (containing "35120-\_\_\_\_"), and a "County" dropdown menu (containing "Autauga").
- Phone Number:** Contains two rows of fields for "Primary Phone Number" and "Alternate Phone Number". Each row includes a "Phone Number Type" dropdown menu (both set to "Cell Phone"), a "Phone Number" text field, and an "Ext." text field.
- Is Licensed:** Contains an "Is Licensed" checkbox and a "Licensed Number" text field.

At the bottom of the form, there are "Save" and "Cancel" buttons. A sidebar on the left contains a menu for "Incident Report" with sub-items: Intake, Reporter Information, Facility Information (highlighted), Incident Information, Allegations, Summary, Investigation, Media, and Generate Documents.

Figure 105: Facility Information

### 1.3 Incident Information

This screen captures information regarding the incident. Authorized users will also be able to mark findings and schedule investigations on this page.

The screenshot shows a web application interface for entering incident information. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The left sidebar lists navigation options: 'Incident Report', 'Intake', 'Reporter Information', 'Facility Information', 'Incident Information', 'Allegations', 'Summary', 'Investigation', 'Media', and 'Generate Documents'. The main form area is titled 'Incident Information' and contains the following fields and sections:

- Incident Date:** 09/26/2024
- Incident Time:** 12:00 AM
- Incident Location Same As Facility Address
- Incident Address:** 123 Alabama Street, Street 2, Odenville, AL, 35120, Autauga.
- Incident Type:** Incident
- Number of Children Impacted:** 2
- Referred To:** Text
- Referred Date:** 09/26/2024
- Temporary Facility Closure
- Does this incident require a temporary closure of the classroom?
- Suspected Abuse or Neglect:**  Yes,  No
- Death Occurred:**  Yes,  No
- Bodily Injured:**  Yes,  No
- Was Child Protective Services (CPS) contacted?:**  Yes,  No
- Do you have any documents to share, including pictures or Videos?:**  Yes,  No
- Describe in detail how it happened and/or how you found out about this issue.** (Text area with 4998 characters left)
- Final Findings:**  Pending,  Investigation Schedule Date: 07/06/2024,  Investigation Status: In Progress

Figure 106: Incident Information

### 1.4 Allegations

This screen captures information regarding the allegations of the incident.

The screenshot shows the 'Allegations' section of the web application. The top navigation bar is the same as in Figure 106. The left sidebar is also the same, with 'Allegations' highlighted. The main form area is titled 'Allegations' and contains the following elements:

- Add Allegation** button
- Allegations Category** field
- Investigation Finding** field
- Allegation Date** field
- Navigation buttons: Home, <, 0, >, Show All
- No Allegations** message

Figure 107: Allegation

Authorized users may add allegations by clicking on the 'Add Allegation' button

## 1.5 Summary

This screen summarizes all details about the incident: Reported information, Facility information, Incident information, Final Findings, and Allegations.

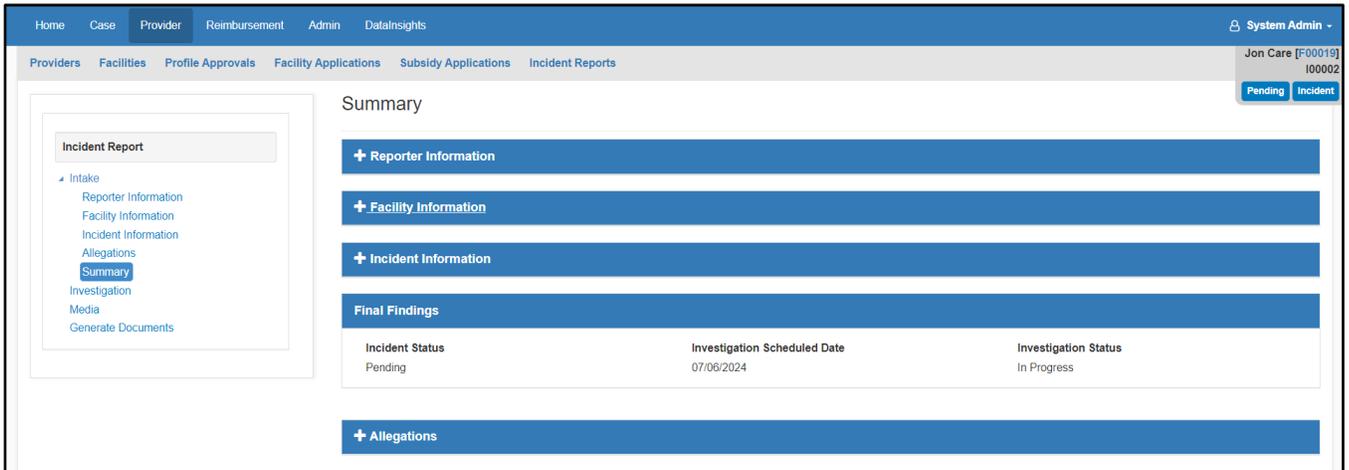


Figure 108: Summary

## 2. INVESTIGATION

Authorized users can access and view the Investigation performed from this screen. They will also be able to schedule or add new investigations, if required.

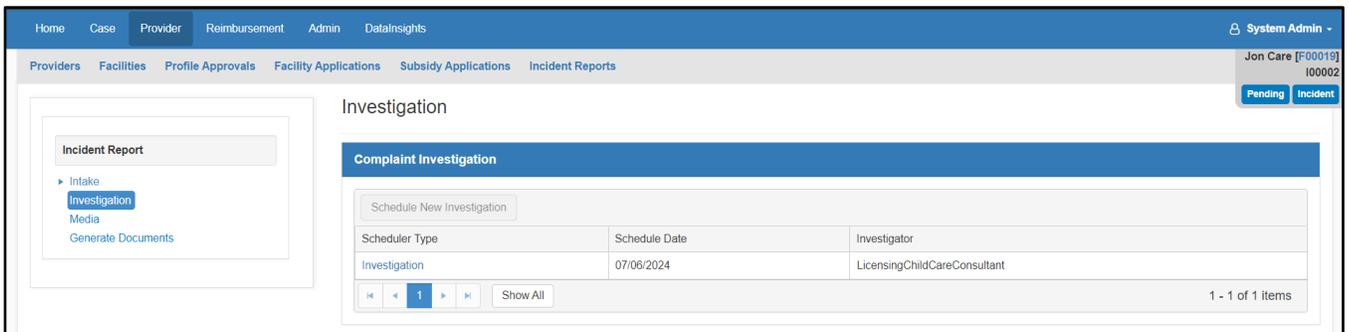


Figure 109: Investigation

Clicking on an existing Investigation link from this screen will navigate the user to the Facilities sub-module Inspection section, as seen below:

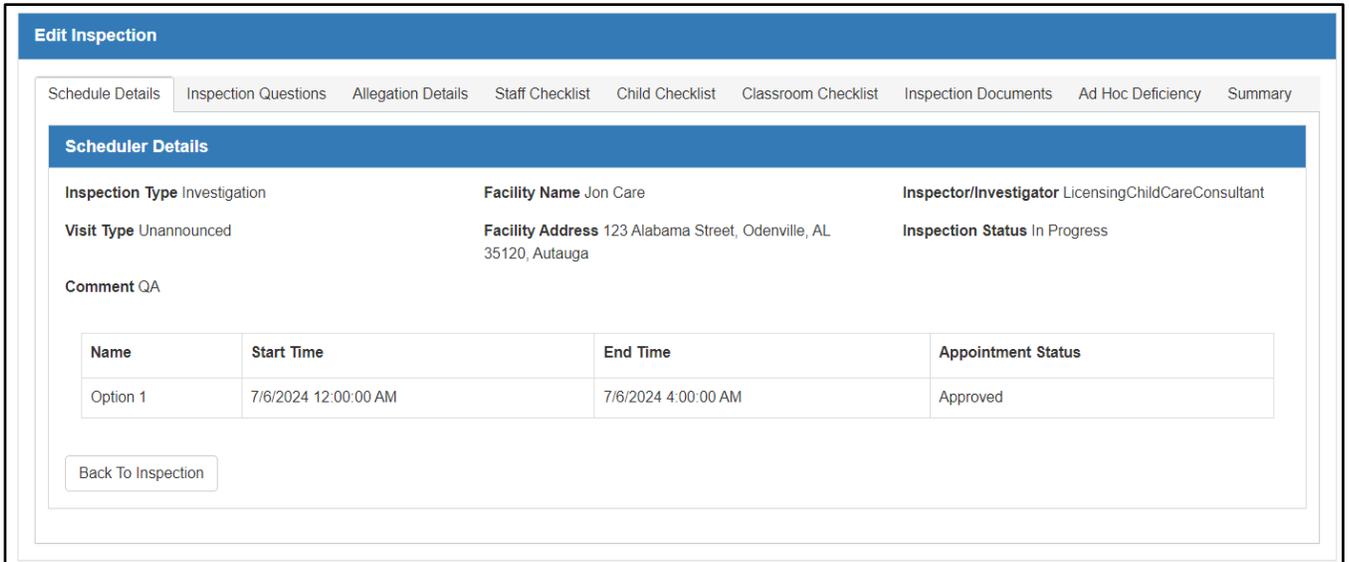


Figure 110: Facilities Sub-Module - Investigation

Here, under the 'Ad-hoc deficiency' tab in Inspection section, users maintain the deficiencies observed from the Inspection. An un-resolved deficiency can lead to the Provider license being suspended, revoked, or put on Probation.

### 3. MEDIA

Media section allows users to upload multimedia file related to the incident.

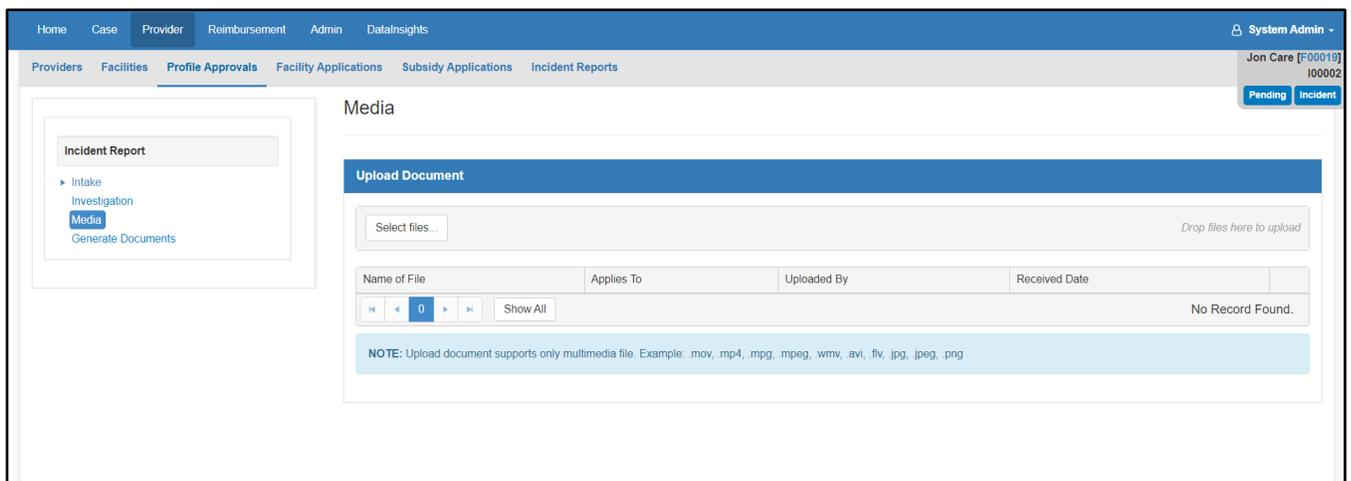


Figure 111: Media

## 4.GENERATE DOCUMENTS

This feature allows users to generate documents based on the templates available in the system.

The screenshot displays the 'Generate Documents' page within a web application. The top navigation bar includes 'Home', 'Case', 'Provider', 'Reimbursement', 'Admin', and 'DataInsights'. The user is logged in as 'System Admin'. The main navigation menu on the left includes 'Providers', 'Facilities', 'Profile Approvals', 'Facility Applications', 'Subsidy Applications', and 'Incident Reports'. The 'Incident Reports' section is expanded, showing 'Intake', 'Investigation', 'Media', and 'Generate Documents' (which is highlighted). The 'Generate Documents' section features a 'Document Template' dropdown menu with a search bar. The dropdown is open, showing 'Complaint intake form' selected. Below the dropdown is a note: 'NOTE: Document that needs to be hand delivered need to be uploaded in the upload document section once the final notice is served/delivered.' Below the note is a table with the following data:

Generated Document	Generated/Uploaded Date/Time	User
Complaint intake form20240626-180733	06/26/2024 06:07:33 PM	SystemAdmin

The table has a pagination control at the bottom showing '1' of 1 items and a 'Show All' button.

Figure 112: Generate Documents



CREATIVE INFORMATION TECHNOLOGY, INC.



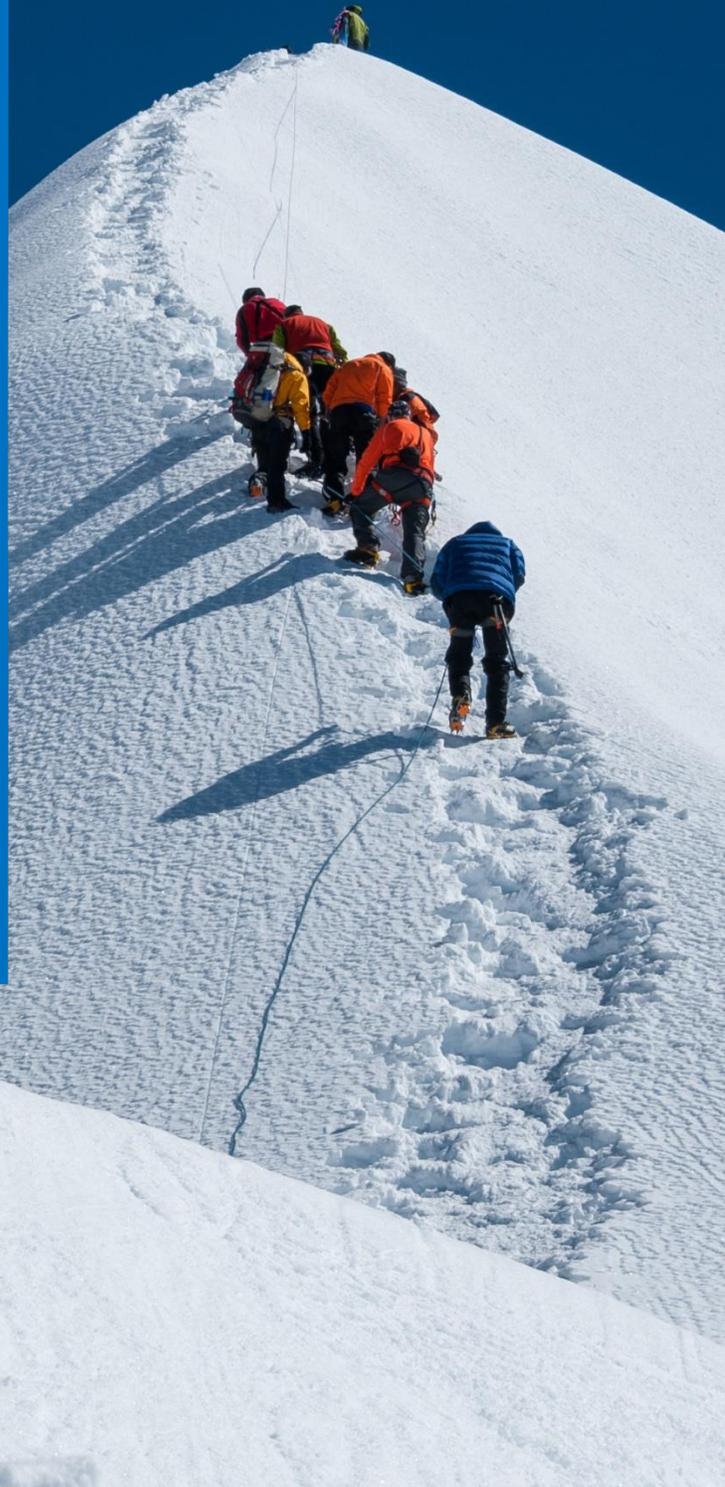
# Arise CMS

## Case Management Module

06/28/2024



**CMMIDEV/5**<sup>SM</sup>  
UNBROKEN FOR 2018-2021 Ranked #1001



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## INTRODUCTION

Case management in Arise aims to help eligible individuals access childcare and coordinate necessary care and services tailored to a child's needs. These services strive to minimize care fragmentation, overcome barriers, and connect children with suitable support. Within the Case Module, CMS users gain the capability to perform Case Management operations in the following functional areas:

1. Case Search
2. Subsidy Application
3. Client Demographics
4. Case Characteristics
5. Household Members
6. Dependents
7. Education and Employment
8. Other Income and Deductions
9. Documents
10. Eligibility
11. Placement
12. Appeals
13. Authorization
14. Document Generation
15. Assignments
16. Notes
17. Messages
18. Audit Logs

## LOGIN PAGE

Logging onto the CMS portal, user lands on the following login page. Authorized users with their respective credentials can login to the CMS portal and perform the tasks assigned to them.

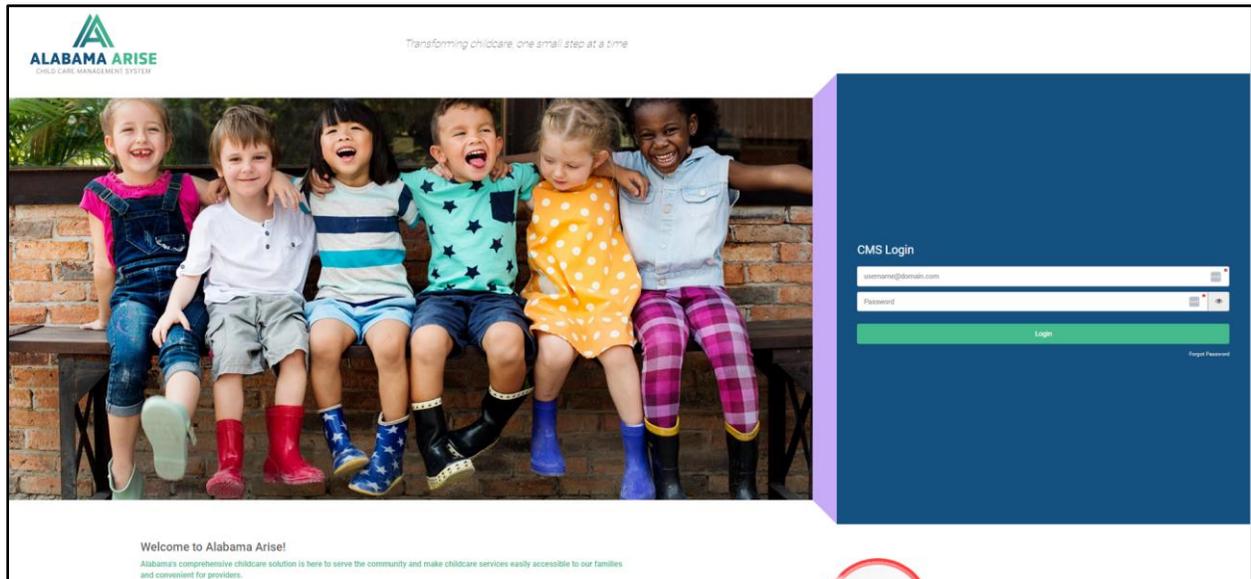


Figure 1: CMS Application Login Page

## HOME PAGE

The landing page/ Home Page of the ARISE CMS is the screen displaying dashboard which provides users an overview of the work assignments, notifications, and pending approvals.

The dashboard consists of three blocks:

1. Tasks: Consists of all the tasks assigned to logged in user
2. Notices: Consists of all the notifications from different workflows
3. Recently Cleared: Consists of all items which user cleared.

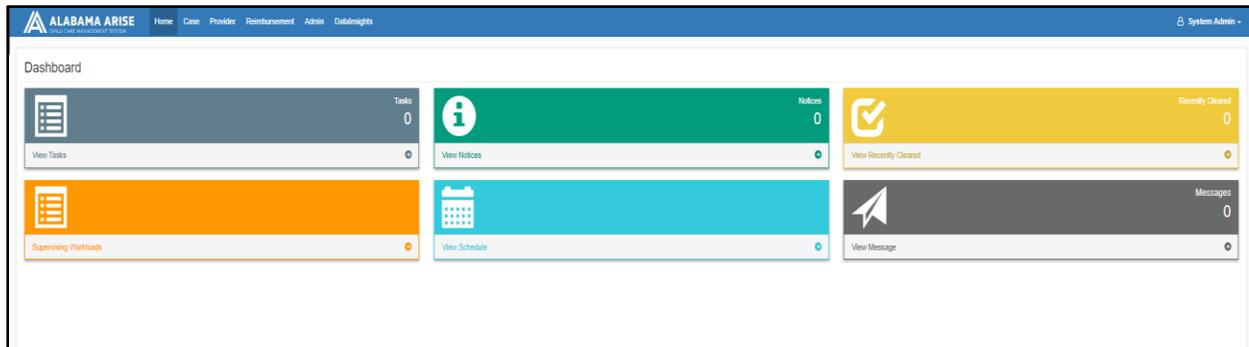


Figure 2: CMS Application Home/Landing Page

## CASE MODULE

Users can navigate to the Case module by selecting the 'Case' in the top menu bar.

The Case Module is the Cases, Subsidy Applications, and Contacts repository. Authorized users can access submodules such as Cases, Subsidy Applications, and Contacts by clicking the Case Module

## CASES SUB-MODULE

### Case Search

By clicking on the 'Cases' link in the menu bar, the user will see a search for a case screen by default. The search page will enable the user to search for a case using one or more search criteria. Search can be initiated based on various factors such as Last Name or First Name.

The screenshot shows the 'Case Search' page in the ALABAMA ARISE system. The page has a blue header with the logo and navigation links. Below the header is a search criteria form with various input fields and dropdown menus. The form is organized into columns and rows. At the bottom of the form, there are 'Search' and 'Clear' buttons. A 'Create Case' link is also present at the bottom right of the form area.

Figure 3: Case Search Page

### Search page with a Case Record Found

When a system finds matching records, records will show up in the grid below. The grid will display the following:

- Case ID
- Client Name
- Address
- Phone Number
- Dependent/Provider
- Case Status

To open a record from the Case Search Results grid, the user must click on the desired record's CaseID.

**Case Search**

**Search Criteria**

Team: -- Select -- | Case Status: -- Select -- | Case ID: Case ID | Person Type: -- Select --

Person ID: Person ID | Last Name: Last Name | First Name: First Name | Date of Birth: [input]

Address: Address | City: City | Region: -- Select -- | County: -- County --

Zip Code: Zip Code | Phone: Phone | Email: Email | Workflow Status: -- Select --

Assigned User: -- Select --

Search by Name and Date of Birth to create a new case

Case ID	Client Name	Address	Phone Number	Dependent / Facility	Status
C00001	Smith, Will	3855 Second CT, Rosen 878, Montgomery, AL 36104-0000, Cobert	(862) 754-2771	Smith, Douane	Approved
C00002	Doe, Hote	4822 Cedar HWY, Montgomery, AL 36104-0000, Cobert	(544) 112-2854	Doe, John	Approved

Figure 4: Case Search Results

## Search page with 'No record found'

If a search fails to find matching records, the system will communicate this with a message in the grid, stating, "No records found matching your criteria."

**Case Search**

**Search Criteria**

Team: -- Select -- | Case Status: -- Select -- | Case ID: Case ID | Person Type: -- Select --

Person ID: Person ID | Last Name: Dunphy | First Name: sam | Date of Birth: [input]

Address: Address | City: City | Region: -- Select -- | County: -- County --

Zip Code: Zip Code | Phone: Phone | Email: Email | Workflow Status: -- Select --

Assigned User: -- Select --

Search by Name and Date of Birth to create a new case

Case ID	Client Name	Address	Phone Number	Dependent / Facility	Status
No records found matching your criteria					

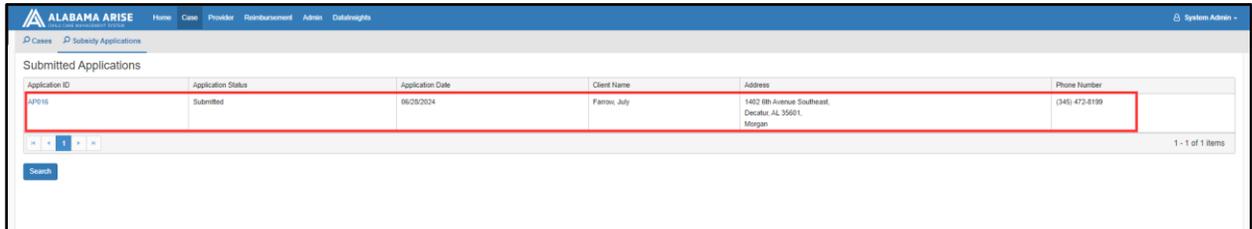
Figure 5: No Records Found

## SUBSIDY APPLICATIONS SUB-MODULE

Applications submitted from the Family Portal will be queued in the Subsidy Applications sub-module of the Case Module. An authorized user can review the applications in the queue, assign the team and submit the application to the respective case worker for further procedures.

To access a case from a submitted application, the user can follow these steps:

1. Navigate to the 'Subsidy Applications' sub-module
2. Click on the application ID to review the application.



The screenshot shows the 'Submitted Applications' section of the Alabama ARISE system. It features a table with the following data:

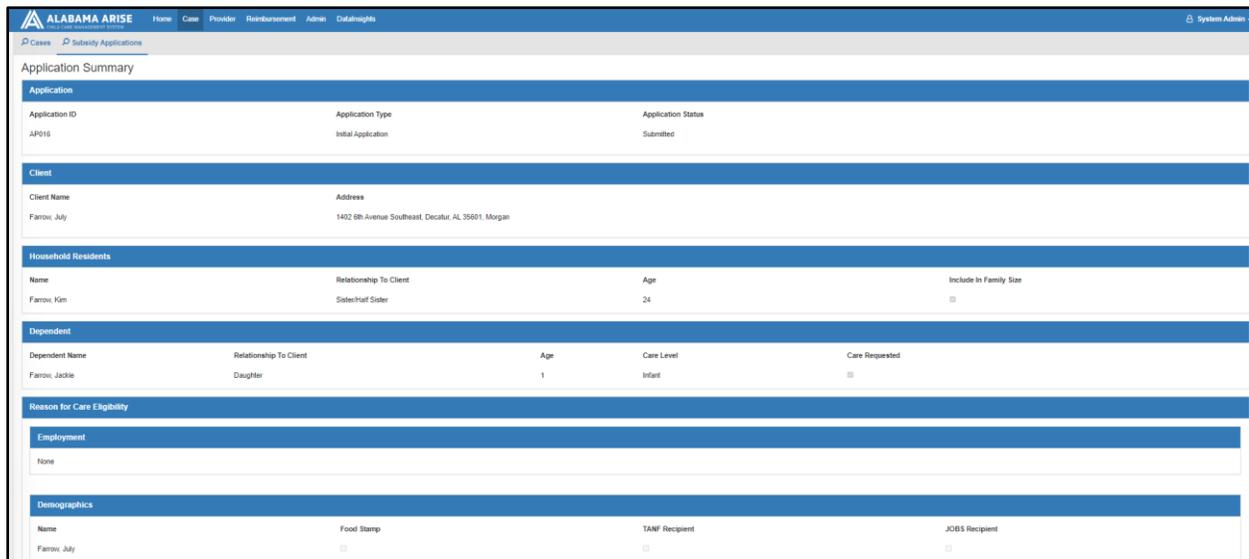
Application ID	Application Status	Application Date	Client Name	Address	Phone Number
AP016	Submitted	06/23/2024	Farrow, July	1402 6th Avenue Southeast Decatur, AL 35601, Morgan	(248) 472-8199

Below the table is a search button and a pagination indicator showing '1 - 1 of 1 items'.

Figure 6: Subsidy Applications

Clicking on the Application ID will allow the authorized user to view an application summary and choose to send it to the caseworker or send it for correction.

The overview will display application information as follows:



The screenshot displays the 'Application Summary' page for application ID AP016. The information is organized into several sections:

- Application:** Application ID: AP016, Application Type: Initial Application, Application Status: Submitted.
- Client:** Client Name: Farrow, July; Address: 1402 6th Avenue Southeast, Decatur, AL 35601, Morgan.
- Household Residents:** Name: Farrow, Kim; Relationship To Client: Sister/Half Sister; Age: 24; Include In Family Size: .
- Dependent:** Dependent Name: Farrow, Jackie; Relationship To Client: Daughter; Age: 1; Care Level: Infant; Care Requested: .
- Reason for Care Eligibility:** Employment: None.
- Demographics:** Name: Farrow, July; Food Stamp: ; TANF Recipient: ; JOBS Recipient: .

Figure 7: Application Summary Part1

Household			
Name	Teen Parent	Is This Person Disabled?	
Farrow, July	<input type="checkbox"/>	<input type="checkbox"/>	
Farrow, Kim	<input type="checkbox"/>	<input type="checkbox"/>	
Education details			
Name	Education	Training	
Farrow, July	<input type="checkbox"/>	<input type="checkbox"/>	
Dependent			
Dependent Name	Children under Protective Services	Child experiencing homelessness	Child in foster care
Farrow, Jackie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child of recipients of vocational rehabilitation services			
<input type="checkbox"/>			
Special Needs Detail Of Dependent			
Dependent Name	Special Needs Type	Special Needs	
Other Income And Deduction			
Name	Pay Period	Income Source	Pay Frequency
Farrow, July	5/1/2024 - Present	Interest/Dividends	Monthly
			Income Amount
			\$100.00
			Allowable
			<input type="checkbox"/>
1 - 1 of 1 Items			
Name	Start Date	End Date	Deduction Source
			Pay Frequency
			Amount
			Allowable
			No Deduction Found.

Figure 8: Application Summary Part 2

Supporting Documents			
Upload History			
Document Name	Description	Uploaded Date	Uploaded By
Test Document.docx	Proof of Residency	6/28/2024 1:46 PM	Farrow, July
Test Document.docx	Legal Relationship	6/28/2024 1:46 PM	Farrow, July
Test Document.docx	Proof of citizenship - Farrow, Jackie	6/28/2024 1:46 PM	Farrow, July
Test Document.docx	Proof of enrollment - abc education	6/28/2024 1:46 PM	Farrow, July
Test Document.docx	Proof of employment - ght company	6/28/2024 1:46 PM	Farrow, July
Test Document.docx	Proof of Other Income - Farrow, July	6/28/2024 1:46 PM	Farrow, July
Team			
-- Select --			
User	Name	Role	Team Role
Case Assignments			
Add	Add CMA Eligibility Specialist	Add CMA Supervisor	
User	Name	Role	Case Assignment
Send To Worker Send For Correction			

Figure 9: Application Summary Part 3

- The system will assign the team automatically based on the Family's region.
- Based on the information submitted from the Family portal, the user can send it to the case worker for further processing or send it for the correction. They can select the case worker from case assignments dropdown and click on 'Send to worker.'

Team			
Huntsville CMA			
User	Name	Role	Team Role
LicensingProgramSupervisor	Licensing Program Supervisor	Licensing Program Supervisor	
CMACaseManager	CMA Case Manager	CMA Case Manager	
Case Assignments			
Add	Add CMA Eligibility Specialist	Add CMA Supervisor	
User	Name	Role	Case Assignment
CMAEligibilitySpecialist@harkatissers.com	CMAEligibility Specialist	CMA Eligibility Specialist	CMA Eligibility Specialist
			Update Cancel
Send To Worker Send For Correction			

Figure 10: Team And Case assignment

- If a CMS user thinks that the information provided by the applicant(family) is not complete or needs correction, they can send it back to the family for the correction. For that, they need to

- Click Reject 'send for correction'
- Add a comment for the correction or additional information.
- Click the 'send for correction' button again.

Figure 11: Send for Correction

This message will be received by the family on the portal. After correcting the information, the family can submit the application again and CMS user can find that application in the 'Subsidy Applications.'

Figure 12: Application Search on Submitted Applications

Once the assigned case worker accepts the application, user/case worker will be able to search the case from the case search.

ALABAMA ARISE

Home Case Provider Reimbursement Admin Data Insights System

Subsidy Applications

### Case Search

Search Criteria

Team: -- Select --

Case Status: -- Select --

Case ID: Case ID

Person Type: -- Select --

Person ID: Person ID

Last Name: Farrow

First Name: July

Date of Birth:

Address: Address

City: City

Region: -- Select --

County: -- County --

Zip Code: Zip Code

Phone: Phone

Email: Email

Workflow Status: -- Select --

Assigned User: -- Select --

Search Clear

Case ID	Client Name	Address	Phone Number	Dependent / Facility	Status
000015	Farrow, July	1402 5th Avenue Southeast, Decatur, AL 35601, Morgan	(345) 472-8199	Farrow, Jackie	Pending Approval

1 - 1 of 1

Figure 13: Case Search on case search

## CASE APPLICATION

To review a case, users must perform a case search via the Cases sub-module, identify the appropriate case and click on the Case ID to access case information as follows:

### 1.1 Summary

The 'Summary' tab presents integrated information, including details about the primary client, household residents, dependents, reason for care requested, education and employment details, and other income deduction details in read-only mode.

ALABAMA ARISE

Home Case Provider Reimbursement Admin Data Insights System

Subsidy Applications

Case Application: Summary

Initial Application: Create Account, Edit Demographics, Application, Dependents, Household Residents, Education & Employment, Other Income and Deduction, Total Income Summary, Updated Disbursements, Eligibility, Payment, Appeals, Subsidy Authorization, Payments, Generate Documents, Assignments, Notes, Messages, Audit Log

Initial Application: Create Account, Edit Demographics, Application, Dependents, Household Residents, Education & Employment, Other Income and Deduction, Total Income Summary, Updated Disbursements, Eligibility, Payment, Appeals, Subsidy Authorization, Payments, Generate Documents, Assignments, Notes, Messages, Audit Log

### Summary

Client

Client Name & ID	Address	Registration Code
Farrow, July (000007)	1402 5th Avenue Southeast, Decatur, AL 35601, Morgan	

Household Residents

Name	Relationship To Client	Age	Include In Family Size
Farrow, Kim (000008)	Sister/Half Sister	24	<input type="checkbox"/>

Dependent

Dependent Name	Relationship To Client	Age	Care Level	Care Requested	Wait listed
Farrow, Jackie (000009)	Daughter	1	Infant	<input type="checkbox"/>	<input type="checkbox"/>

Reason for Care Eligibility

Employment

Name

Demographics

Name	Food Stamp	TANF Recipient	JOB'S Recipient
Farrow, July (000007)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Household

Name	Teen Parent	Is This Person Disabled?
Farrow, July (000007)	<input type="checkbox"/>	<input type="checkbox"/>
Farrow, Kim (000008)	<input type="checkbox"/>	<input type="checkbox"/>

Figure 14: Summary

### 1.2 Edit Demographics

Once the user clicks on the Case number, the user will be directed to the edit demographics page.

Figure 15: Edit Demographics Page

The left navigation pane will have different sections to view/update/delete the information regarding the application and the case.

Additionally, the application wizard at the top will show progress on the current case application:

Figure 16: Application Wizard

On the Edit Demographics Page, users can add or update the primary applicant's information obtained during the registration / application process on the 'Demographics' screen. This includes demographics, physical address, contact number, email address, and additional details such as childcare referrals and benefits the family has received and receiving.

To edit the demographics in the case application.

1. Add or update the information if required.
2. Ensure all mandatory fields are entered.
3. Click 'Save' (refer to Figure 13).

### 1.3 Characteristics

The characteristics screen enables user to add various case characteristics to the case record, based on their observations or interactions with the primary client. These details include case status and appeals information, as well as specific information such as occurrence of domestic violence, active military background, special needs, and more.

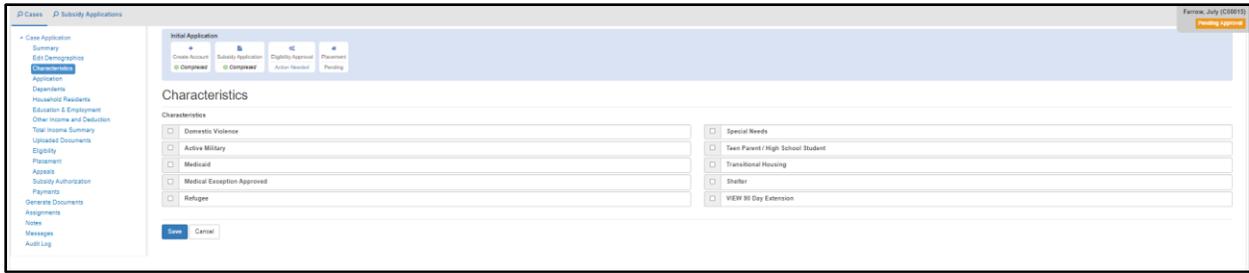


Figure 17: Characteristics

## 1.4 Application

On the application screen, User can find a grid containing details like Application Type, Application's Accepted Date, and Application Status. The Application Type column includes both 'Initial and Renewal Applications' records. The application type's record is hyperlinked, leading the user to its respective summary upon clicking. The 'Accepted Date' column reflects the application acceptance date, automatically setting the 'Application Status' to 'Accepted' upon approval.

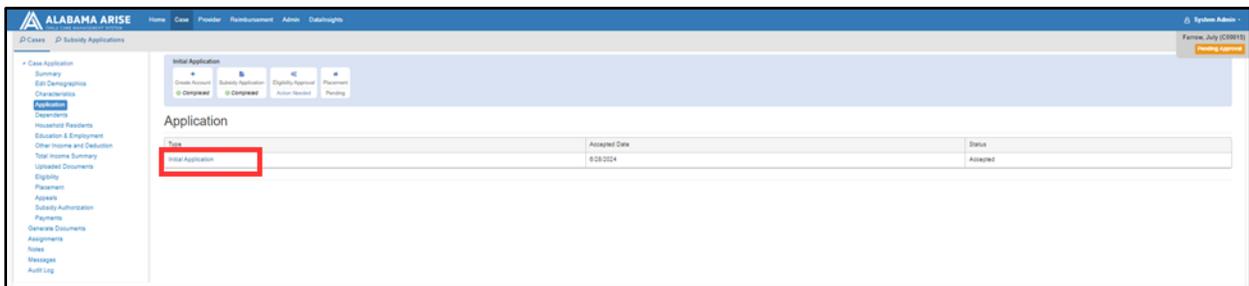


Figure 18: Application

Clicking on the Application hyperlink here will navigate users to the application summary information.

## 1.5 Dependents

The dependents screen captures the information for all the residents in the family under 13 years old. The information includes the dependent's demographics, relationship with the primary applicant, physical address, email address, and a few relevant checkboxes.

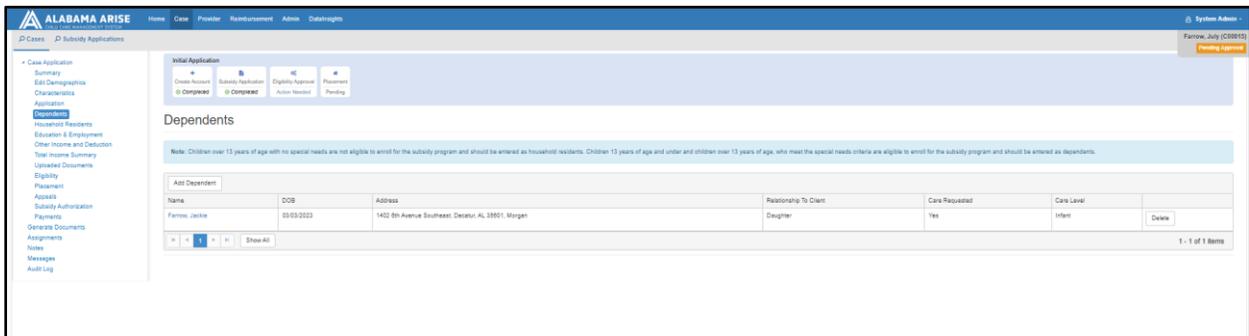


Figure 19: Dependent Summary Grid

## Updating Existing Dependent

Clicking on the Dependent's name leads to the following screen with dependent details that may be edited or updated, if required:

The screenshot shows the 'Edit Dependent' page. The sidebar on the left includes: Case Application, Summary, Edit Demographics, Characteristics, Application, Overview, Household Residents, Education & Employment, Other Income and Deduction, Tax Income Summary, Uploaded Documents, Eligibility, Placement, Appeals, Subsidy Authorization, Payments, Generate Documents, Assignments, Notes, Messages, and Audit Log. The main content area has a top navigation bar with 'Initial Application' and buttons for 'Cancel', 'Save', 'Duplicate', 'Print', 'Refresh', and 'Help'. Below this is the 'Edit Dependent' section. The 'Dependent Information' section includes: First Name (Jackie), Middle Name (Middle Name), Last Name (Farrow), Gender (Female), Languages (Select), Race (White), Ethnicity (Other), Date of Birth (03/03/2023), 1 Year: 1 Month: 12 Days (Infant), 8 Assignee To Date, and Relationship With Primary Applicant (Daughter). The 'Address' section has a dropdown for 'Different than Farrow, July'. The 'Special Needs' section has a 'Care Requested' dropdown with 'Yes' selected. The 'Preferred Provider' section has a text input and a 'Is Preferred Provider a Relative?' dropdown. At the bottom, there is a 'Legal Status/US Citizenship' dropdown with 'U.S. Birth Certificate' selected.

Figure 20: Edit Dependent Page Part 1

This section of the form includes: 'Children under Protective Services' (checkbox), 'Child experiencing homelessness' (checkbox), 'Child in foster care' (checkbox), 'Child of recipient of vocational rehabilitation services' (checkbox), 'School' (dropdown with 'Type to Select a School'), 'Other/Out of State' (checkbox), 'Include in Family size?' (dropdown with 'Yes' selected), 'Has Absent Parent' (checkbox), 'Child Care Referral' (dropdown with 'None' selected), and a 'Save' button and 'Back to Dependents' link at the bottom.

Figure 21: Edit Dependent Page Part 2

## How to Add a New Dependent?

1. Click on the 'Dependents' on the left navigation band.
2. Click on the 'Add Dependent' button (refer to Figure 14)
3. Fill in the Dependent's Demographic information
4. Check the applicable checkboxes
5. Enter Absent Parent Information (if applicable)
6. Click 'Save'.

Figure 22: Add Dependent Page Part 1

Figure 23: Add Dependent Page Part 2

## 1.6 Household Resident

In the household section, users can add/update the information about all residents in the household. This includes details like the resident's demographics, relationship with the primary applicant, physical address, email address, and several checkboxes to capture additional resident information.

Name	Date of Birth	Race	Address	Phone Number	Relationship To Client	Attendance App User
Farrow, Kim (000088)	03/03/2000	White	1402 8th Avenue Southeast, Decatur, AL 35601, Morgan	(248) 472-8196	Step-Half Sister	Yes

Figure 24: Household Resident

### Updating Existing Household Resident's Details

Clicking on the Household resident's name leads to the following screen with dependent details that may be edited or updated, if required:

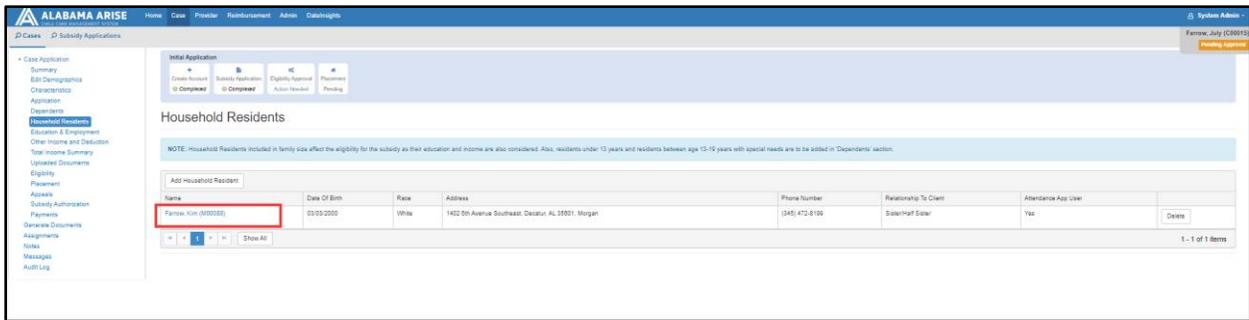


Figure 25: Edit Household Resident Part 1

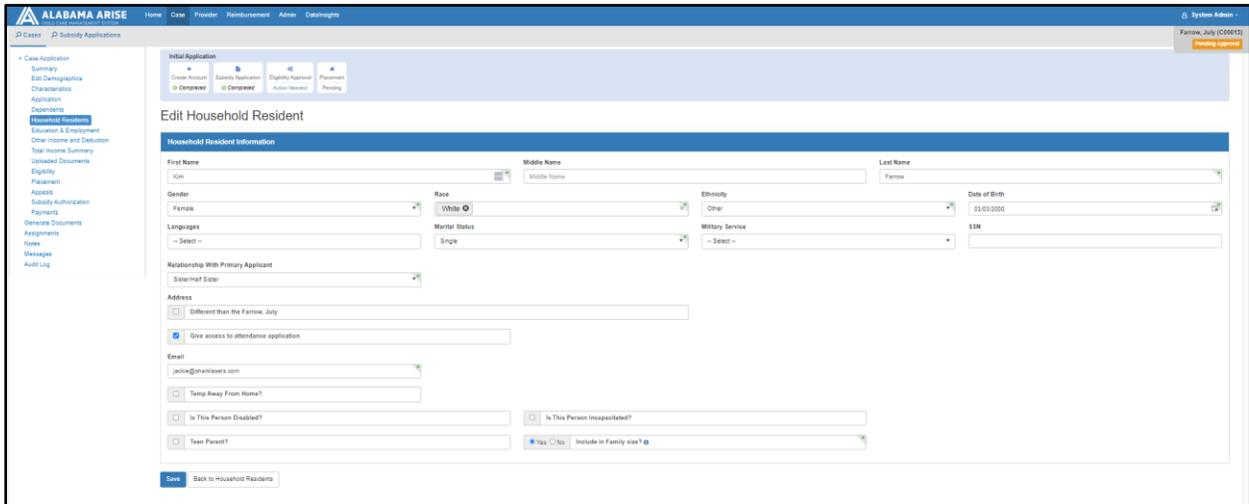


Figure 26: Edit Household Resident Part 2

## How to Add a New Household Resident?

1. Navigate to 'Household Residents' on the left navigation pane.
2. Click on the 'Add Household Resident' button.
3. Fill in the Demographic information.
4. Click 'Save'.

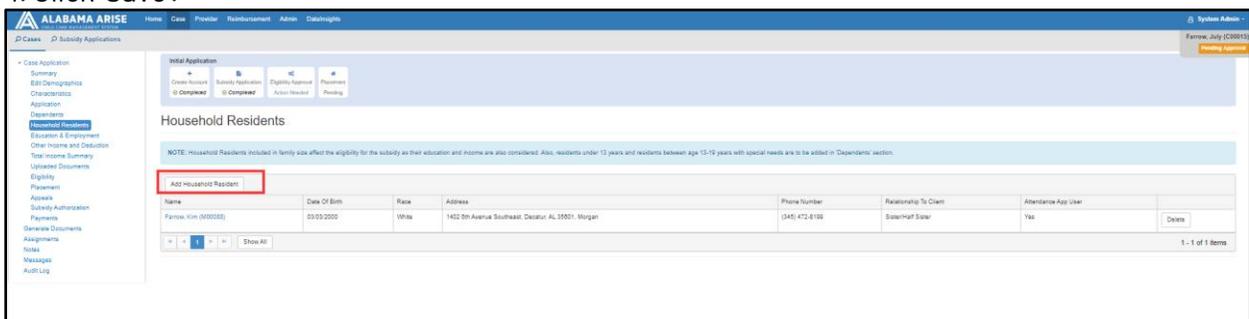


Figure 27: Add Household Resident

Figure 28: Add Household Resident Part 2

## 1.7 Education and Employment

### Education

The 'Education and Employment' screen comprises two grids, 'Education' and 'Employment & Income.' The screen captures an overview of the current employment and education details of all household residents.

Figure 29: Education and Employment

### Updating Existing education details

Clicking on the existing household resident's name leads to the following screen with education details that may be edited or updated, if required:

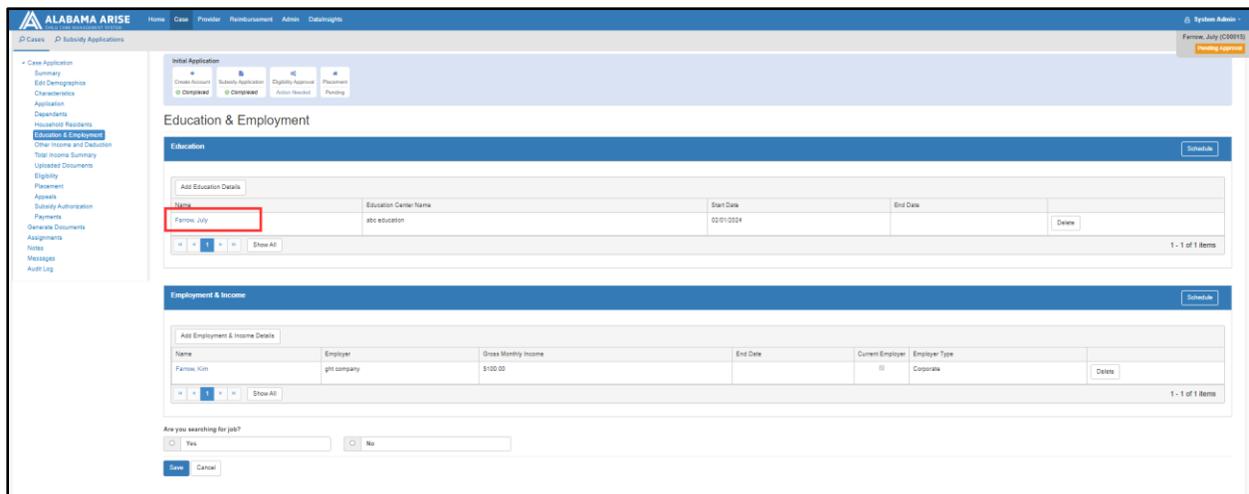


Figure 30: Edit Education Part1

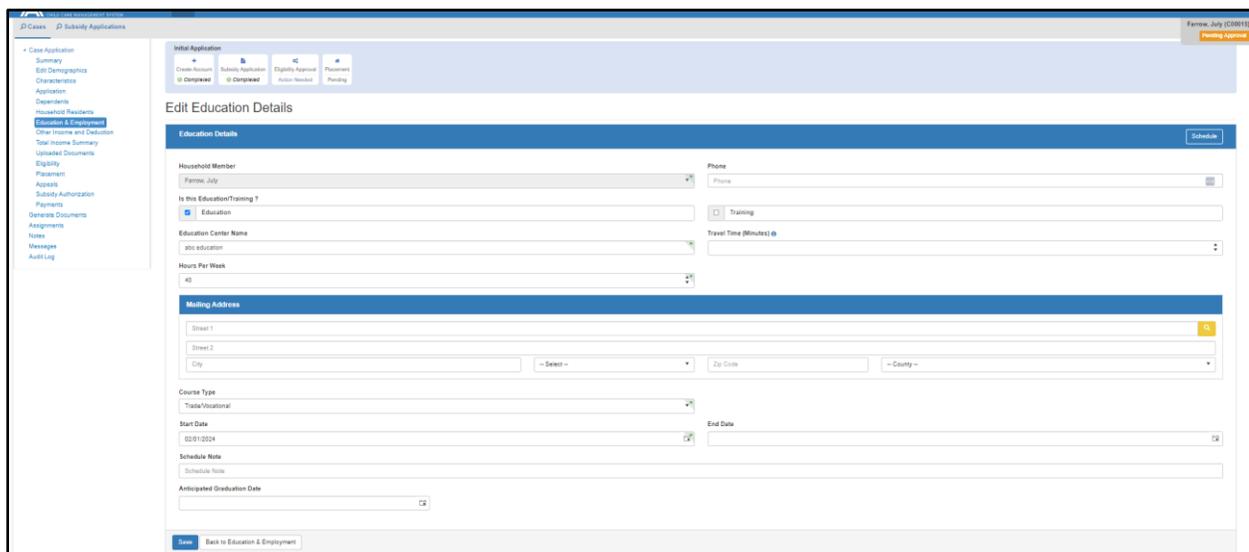


Figure 31: Edit Education Part2

## How to Add Education Details?

Clicking on the 'Add Education' button allows the user to capture Education details. Users can add information such as the Education center name, address of the education center, Start date, end date etc.

To add educational details:

1. Click on 'Education & Employment' on the left navigation pane.
2. Click on the 'Add Education Details' button.
3. Select the household member from the dropdown.
4. Enter the details about the education
5. Click 'Save'. The saved information is displayed under the 'Education' grid.

The screenshot shows the 'Add Education Details' form in the ALABAMA ARISE system. The form is divided into several sections:

- Initial Application:** Contains buttons for 'Create Account', 'Subsidy Application', 'Eligibility Approval', and 'Placement'.
- Education Details:** Includes a 'Household Member' dropdown, a 'Phone' field, a 'Is this Education/Training?' dropdown (with 'Education' selected), 'Education Center Name' and 'Education Center Name' fields, 'Hours Per Week' dropdown, and 'Anticipated Graduation Date' dropdown.
- Mailing Address:** Includes 'Street 1', 'Street 2', 'City', 'Zip Code', and 'County' fields.
- Course Type:** Includes a 'Course Type' dropdown, 'Start Date', and 'End Date' fields.
- Schedule Note:** Includes a 'Schedule Note' field.

At the bottom, there is a 'Save' button and a 'Back to Education & Employment' link.

Figure 32: Add Education

## Employment

Clicking on the 'Add Employment & Income' button takes the user to capture employment and income details. Users can add information such as 'Employment Information,' 'Mailing Address,' and 'Employment Income'. Once the user saves the employment information, the 'Add Employer Income' button gets enabled.

## Updating Existing Employment details

Clicking on the existing household resident's name leads to the following screen with employment details that may be edited or updated, if required:

The screenshot shows the 'Education & Employment' screen in the ALABAMA ARISE system. It features two main sections:

- Education:** Contains an 'Add Education Details' button and a table with the following data:
 

Name	Education Center Name	Start Date	End Date	Delete
Farrow, July	ab education	02/01/2024		
- Employment & Income:** Contains an 'Add Employment & Income Details' button and a table with the following data:
 

Name	Employer	Gross Monthly Income	End Date	Current Employer	Employer Type	Delete
Farrow, Kim	glt company	\$100.00		<input checked="" type="checkbox"/>	Corporate	

At the bottom, there is a search filter 'Are you searching for job?' with 'Yes' and 'No' radio buttons, and 'Save' and 'Cancel' buttons.

Figure 33: Edit Employment Income

## How to Add Employment Details?

1. Click the 'Education and Employment' tab on the left navigation band.

2. Click on the 'Add Employment & Income' button.
3. Select the household member
4. Complete the form by entering all the mandatory details

The screenshot shows the 'Add Employment Details' form in the Arise web application. The form is divided into several sections:

- Household Member:** A dropdown menu for selecting a household member and a checkbox for 'Self Employed'.
- Employment Information:** Fields for Employer Name, Employer Industry Type, Manager, Phone, Travel Time (Minutes), Hours Per Week, End Date, and a checkbox for 'Varied Schedule'.
- Mailing Address:** Fields for Street 1, Street 2, City, Zip Code, and County.
- Employment Income Details:** A section with an 'Add Employer Income' button and a table for entering income details. The 'Add Employer Income' button is highlighted with a red box.

At the bottom of the form, there are 'Save' and 'Back to Education & Employment' buttons.

Figure 34: Add Employment Details

6. Once the user saves the information on Add Employment detail, the 'Add Employment Income Details' section will be activated, as seen below:

The screenshot shows the 'Add Employer Income' section of the form. The 'Add Employer Income' button is highlighted with a red box. Below it are fields for Effective Date, Income Type, and Monthly Income. There are also navigation buttons (back, forward, search) and a 'Show All' button. At the bottom, there are 'Save' and 'Back to Education & Employment' buttons.

Figure 35: Add Employer Income

7. Click on 'Add Employer Income' to access the following form:

**ALABAMA ARISE** Home Case Provider Reimbursement Admin Outbursts

JD Cases JD Subsidy Applications

Initial Application

Case Application Summary Edit Demographics Characteristics Application Dependents Household Residents Education & Employment Other Income and Deduction Total Income Summary Updated Documents Eligibility Placement Appeals Subsidy Authorization Payments General Documents Assignments Notes Messages Audit Log

**Edit Employment Income**

Household Member: Farrow, Kim Employer Name: gft company

**Income Information**

Effective Date: 08/01/2024 Income Pay Type: Salaried Pay Frequency: Monthly

**Pay Details**

Date Paid	Pay Amount
08/01/2024	\$100.00

Save Back to Employer

Figure 36: Add Employment Income Details

8. Enter all the information.
9. Click on the save button.

This entered information will be displayed under the Employment income details.

## 1.8 Other Income and Deductions

The 'Other Income and Deduction' screen consists of two grids, 'Other Income' and 'Deduction'. This screen displays an overview of other sources of income or allowable deductions that impact overall family income.

**ALABAMA ARISE** Home Case Provider Reimbursement Admin Outbursts

JD Cases JD Subsidy Applications

Initial Application

Case Application Summary Edit Demographics Characteristics Application Dependents Household Residents Education & Employment Other Income and Deduction Total Income Summary Updated Documents Eligibility Placement Appeals Subsidy Authorization Payments General Documents Assignments Notes Messages Audit Log

**Other Income and Deduction**

**Add Other Income**

Name	Pay Period	Income Source	Pay Frequency	Income Amount	Allowable
Farrow, July	8/1/2024 - Present	Interest/Dividends	Monthly	\$100.00	IS

1 - 1 of 1 Items

**Add Deduction**

Name	Start Date	End Date	Deduction Source	Pay Frequency	Amount	allowable
No Deduction Found.						

Figure 37: Add Other Income and Deduction

### Updating Existing Other Income and Deduction Details

To update/edit the information, click on the name of the existing record.

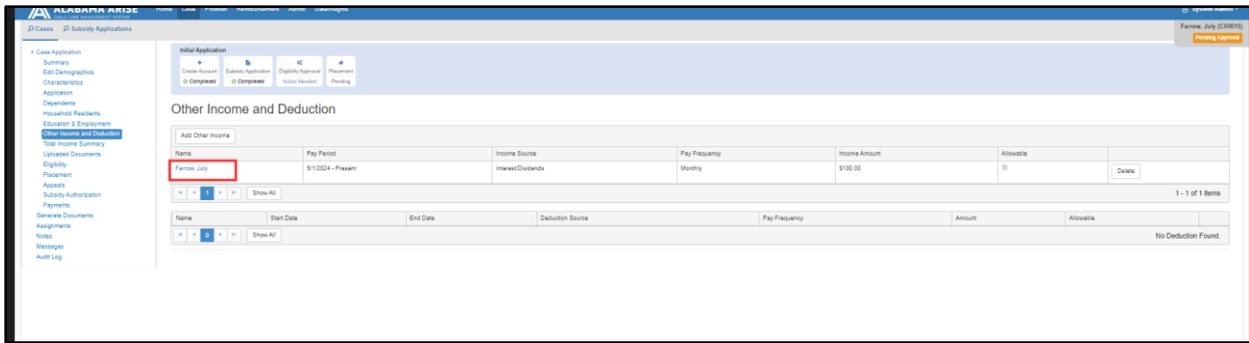


Figure 38: Edit Other Income

## How to Add Other Income Details?

The user can add other income details by clicking on the 'Add Other Income'

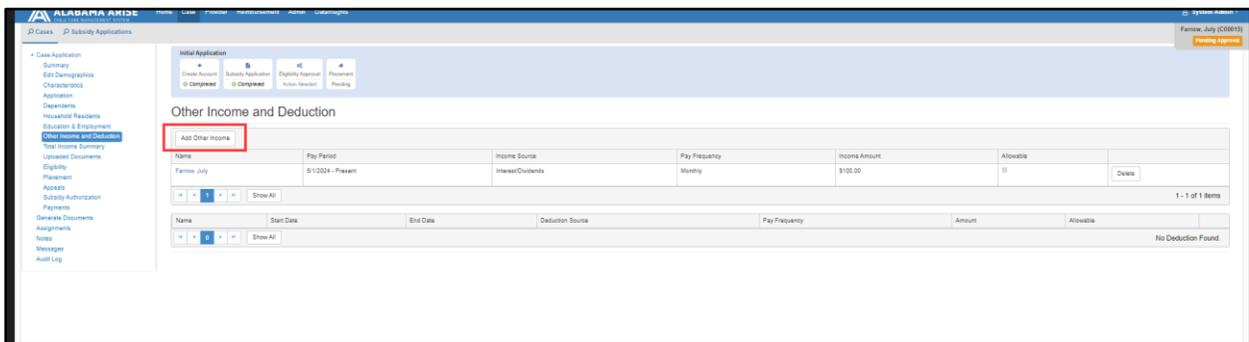


Figure 39: Add Other Income

To add other income details:

1. Click on the 'Other Income and Deduction' on the left navigation band.
2. Click on the 'Add Other Income' button to access the following form:

**Add Other Income**

Other Income Information

Household Member	Other Income Source	Income Amount	Pay Frequency
<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>	<input type="text" value=""/>	<input type="text" value="-- Select --"/>
Start Date	End Date		
<input type="text" value=""/>	<input type="text" value=""/>		

Figure 40: Add Other Income Details

3. Select the household member.
4. Complete the form by entering all the mandatory details
5. Click 'Save'. The saved information is displayed under the 'Other income' grid.

## How to Add Deduction Details?

Deduction details will be automatically added to the page in case the self-employment checkbox is selected in the Education and Employment Details section.

Name	Pay Period	Income Source	Pay Frequency	Income Amount	Allowable	Details
Farrow, July	6/28/2024 - 6/28/2024	Cash Assistance	M Monthly	\$100.00	<input type="checkbox"/>	Details

Name	Start Date	End Date	Deduction Source	Pay Frequency	Amount	allowable
No Deduction Found.						

Figure 41: Deduction

## 1.9 Total Income Summary

The total income summary screen is the summary of the Income sources, Deduction, and Training/Working Hours entered in the 'Education and Employment' section for all the household members. Adjusted Gross Income is calculated by the system based on the difference between 'Total Income' and 'Total Deductions.'

On this screen, the user can click on the hyperlink of the records, and it will navigate the user to the education or Income screen for that specific user. Users can edit the information if necessary.

Member Name	Employer/Deduction Type	Income/Deduction
Farrow, Kim	glt company	\$100.00

Total Gross Income = \$100.00  
Adjusted Gross Income = \$100.00

Family Member	Employer/School	Training/Working Hours
Farrow, July	abc education/Not Satisfactory Progress	40
Farrow, Kim	glt company	00

Total = 40  
1 - 2 of 2 Items

Figure 41: Total Income Summary

## 1.10 Uploaded Documents

On the Uploaded Documents, users can upload documents through the 'select files' tab under the optional section of the screen. This screen also displays the list of all the documents that users have uploaded with some other information like uploaded date, uploaded by, etc.

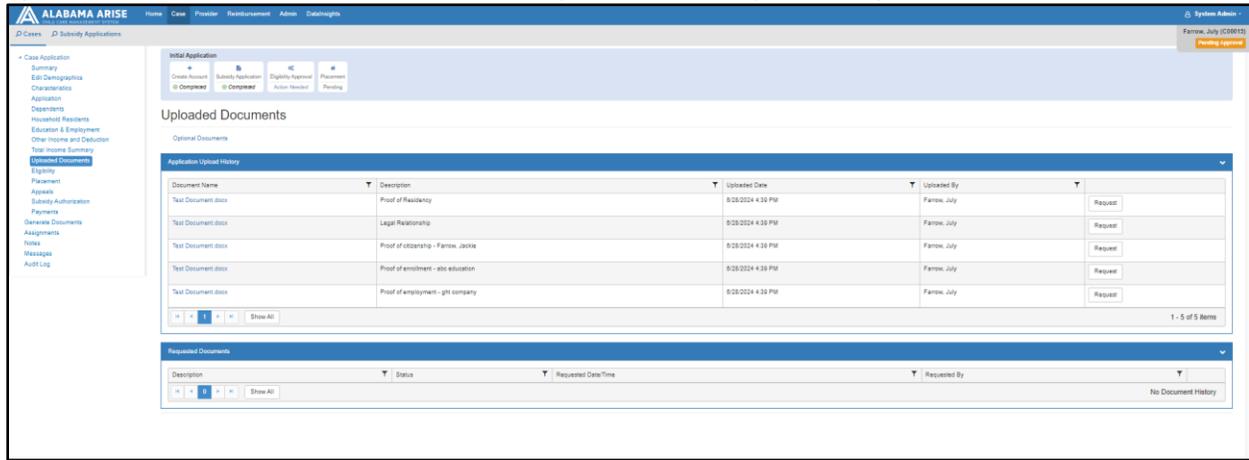


Figure 42: Uploaded Documents

### How to Upload a New Document?

To upload a new document

1. Click on 'Upload document' on the left navigation pane.
2. Click on optional documents. It will display a dropdown to select the document type.
3. Select name of the document or 'Other.'
4. Select files from the computer.
5. Click on the upload button.
6. Uploaded files will show up in the Upload History section (as seen in the figure above)

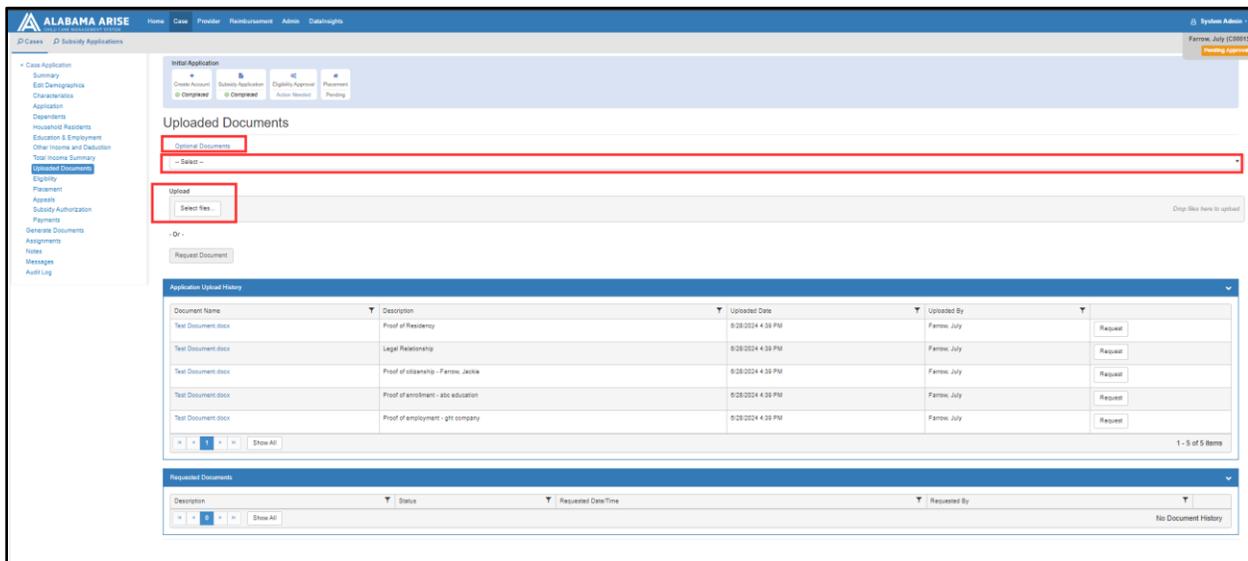


Figure 43: Upload new Documents

To Request a new document from the same screen

1. Click on optional documents. It will display a dropdown to select the document type.
2. Select the name of the document.
3. click on 'Request Document'.

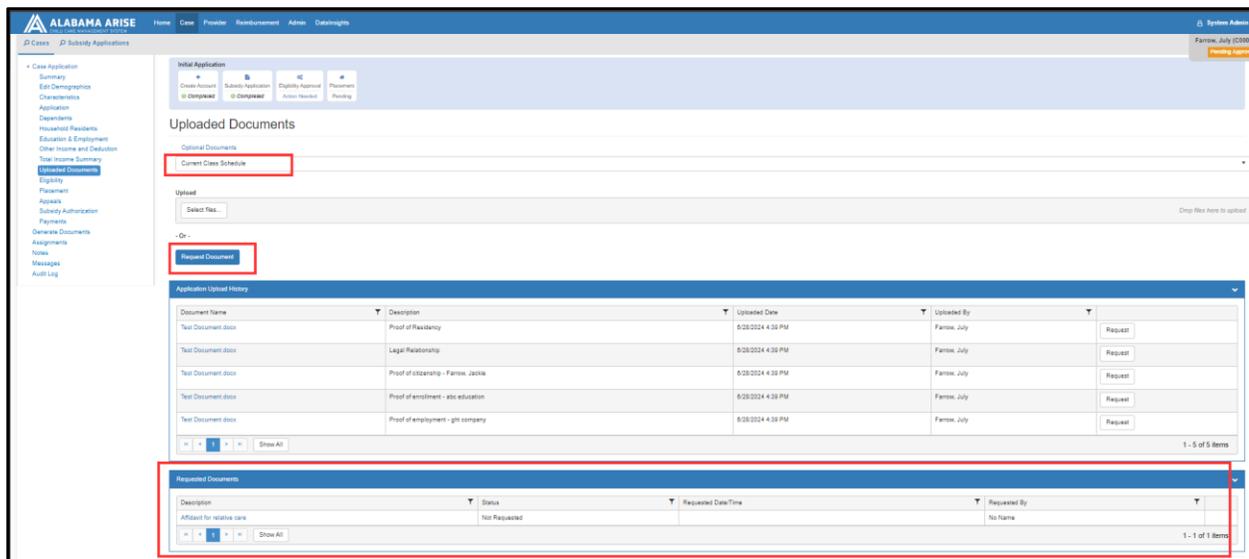


Figure 44: Request Documents

## 1.11 Eligibility

The eligibility screen displays case-centric information like 'Family Size,' Children Requesting Care,' and 'Adjusted Gross Income.'

1. Family Size: It is determined based on all the household members included in the family size.
2. Children Requesting Care: It is determined based on children for whom the applicant needs subsidy benefits.
3. Adjusted Gross Income: It is determined based on the difference between the family's total income and total deductions.

The pass and fail statuses are automatic and based on the above information provided by the client. If the status is 'Pass,' then the user can either certify the eligibility or deny it.

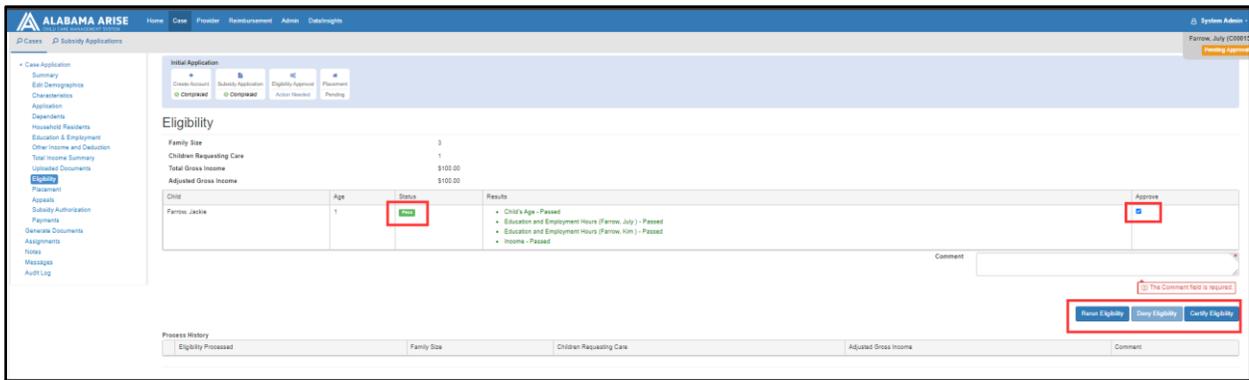


Figure 45: Upload new Documents

## How to Approve Eligibility?

To approve the eligibility of the case:

1. Click on the 'approved' checkbox on the grid.
2. Write a comment about the approval.
3. Click on the Certify eligibility.

Approved eligibility will show up in the bottom grid once it has been certified.

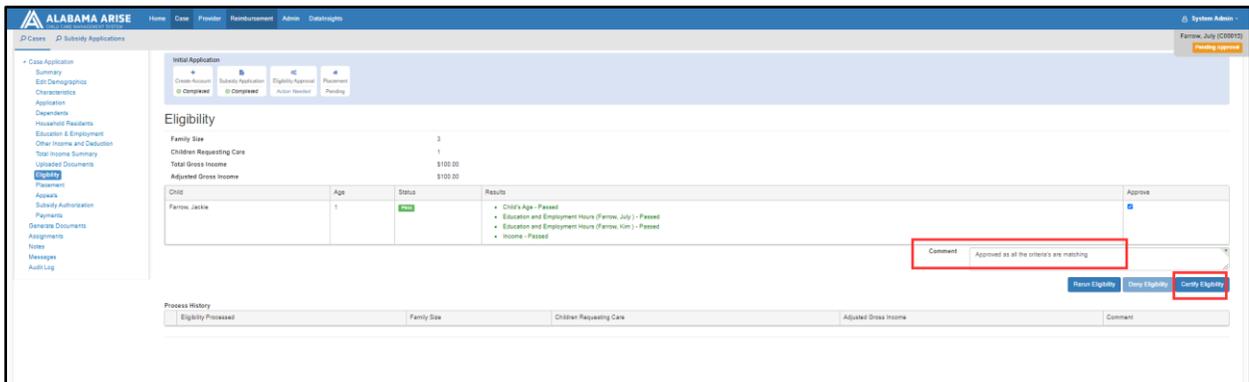


Figure 46: Certify eligibility

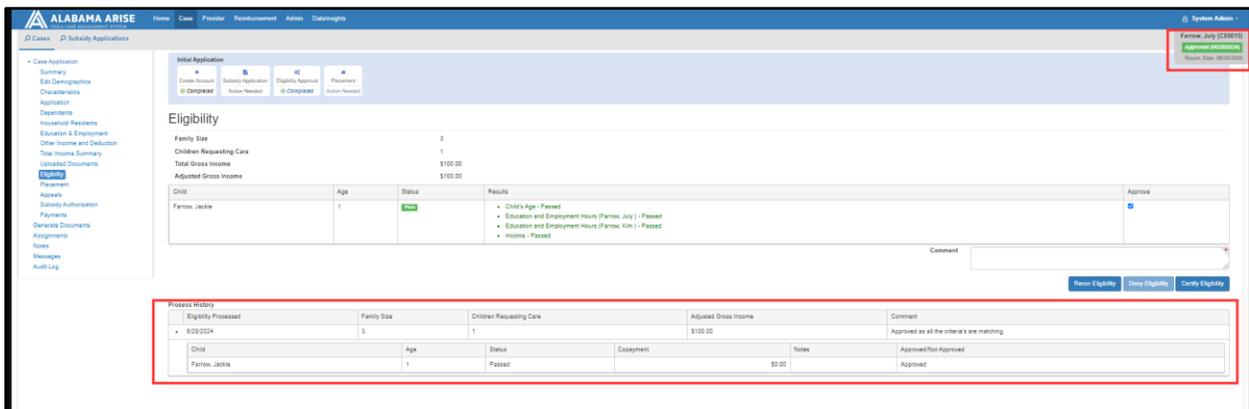


Figure 47: Eligibility record

## How to Deny Eligibility?

To deny the eligibility of the case:

1. Write a comment about the approval.
2. Click on the deny eligibility.

## 1.12 Placement

The placement screen allows users to 'Create' and 'Authorize' placement for the children who are eligible for the subsidy.

The placement page's 'View Schedule' tab shows the work and school schedules and other schedules. The user needs to click on the 'View Schedule' tab to check the schedule.

### How to Create a New Placement?

1. Click on the 'Placement' tab on the left navigation pane.

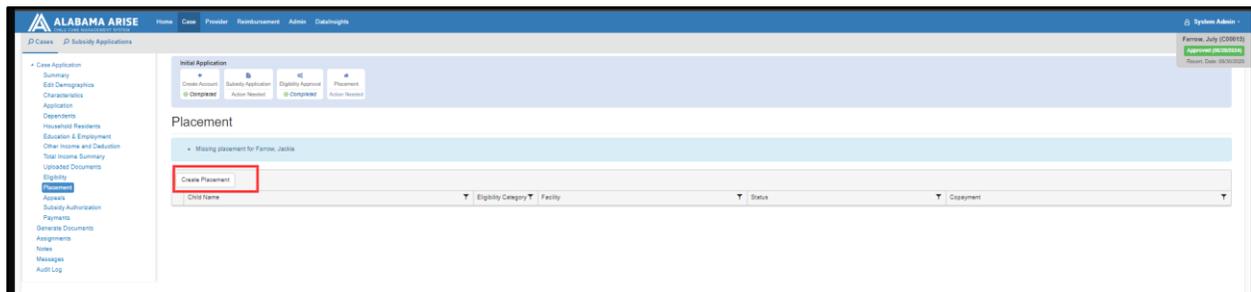


Figure 48: Create Placement Button

Click on the 'Create Placement' button to be directed to the following page:

2. Select the 'Child'. This will populate the Preferred Provider's list (if entered during the application process)
3. Select the Facility from the list of available facilities in the dropdown
4. Enter the Initial Start Date. The date cannot be before the current day's date.
5. Select 'Eligibility Category.'
6. Click on 'Save' to save the placement details

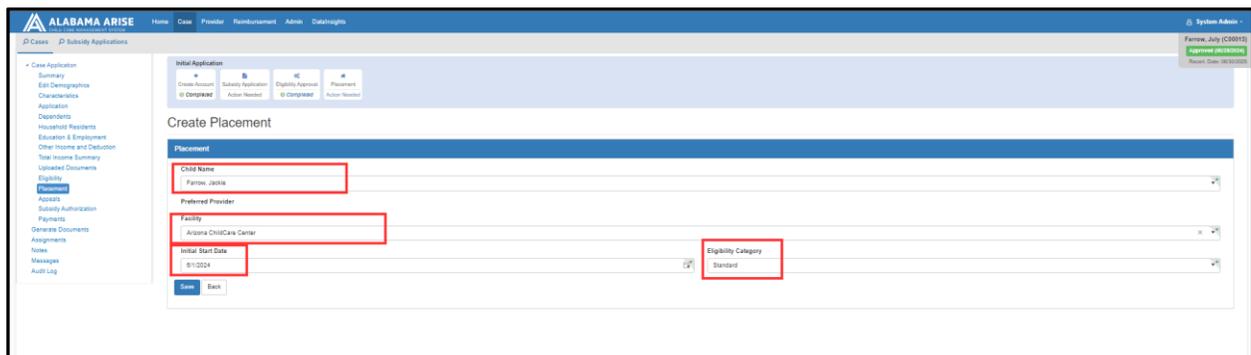


Figure 48: Add Placement Details

Clicking on Save will direct the user to the following screen:

Figure 49: Placement Authorization

On this page:

1. Select placement effective date.
2. Select the checkbox if If child is enroll for day time or night time
3. Select 'Schedule Type' from the dropdown. Add custom days if required.
4. Check the 'Negotiate Rate' checkbox (if required). It will display fields to enter negotiated rates.
5. Add Custom Copayment (if required)
6. Click 'Save'
7. Click 'Approve'

Figure 50: Placement Approval

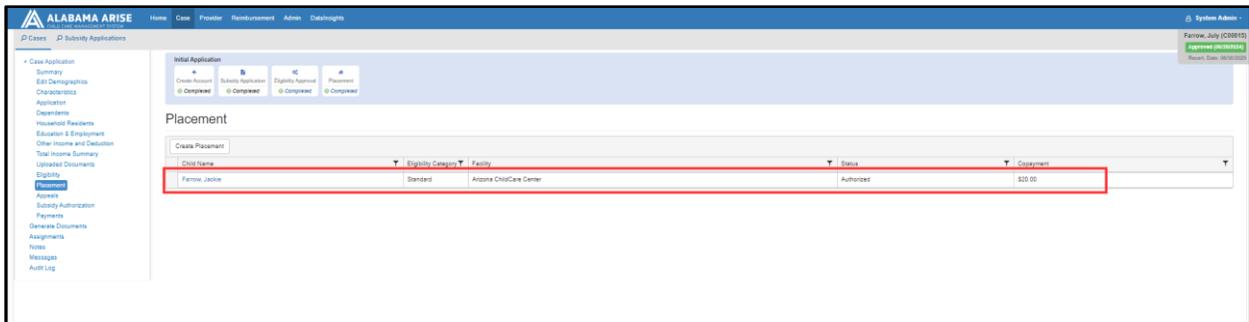


Figure 51: Placement record

The authorized placement will now be displayed on the placement screen

## 1.13 Appeals

On the appeals page, the user can maintain a list of details mentioned during a court hearing.

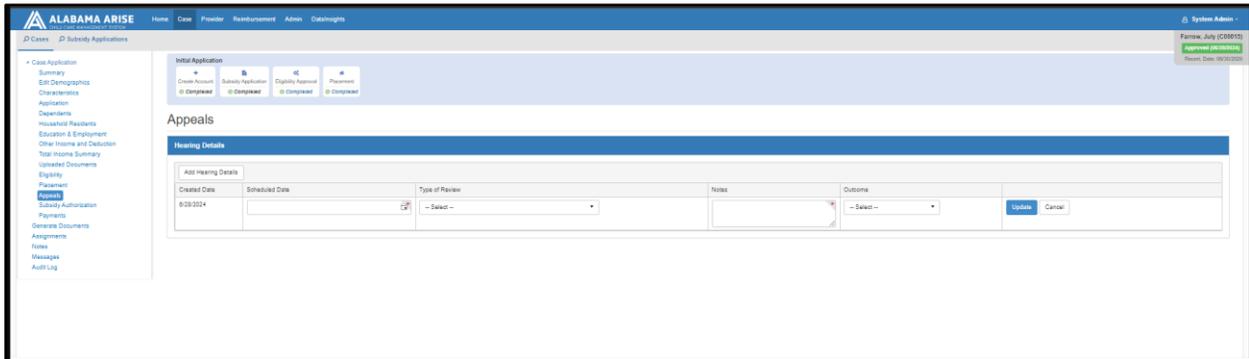


Figure 52: Appeals

## 1.14 Subsidy Authorization

On the Subsidy Authorization page, users will be able to view subsidy status of the case, terminate subsidy, check the overall workflow, access history, and even add program violations.

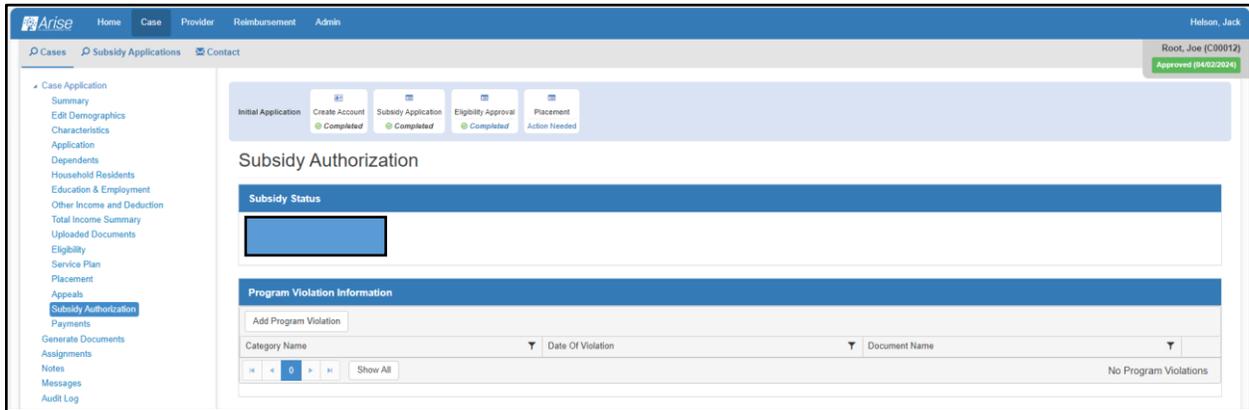


Figure 53: Subsidy Authorization

1. Users can check the subsidy status from this screen.
2. Users can also terminate the case subsidy by clicking on the terminate button (refer to the figure above).

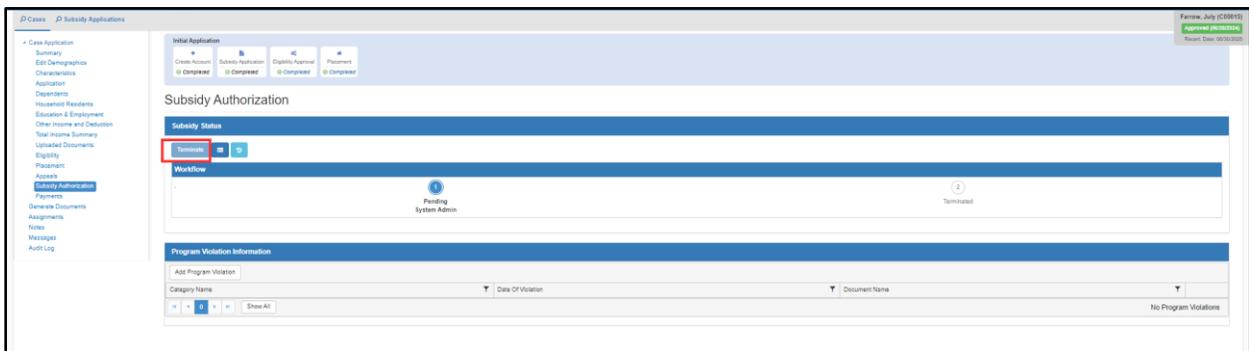


Figure 54: Terminate

Additionally, users can access the case workflow and history by click either of the following buttons respectively.



Figure 55: Workflow and History Buttons

Clicking on the workflow button will display the following screen:

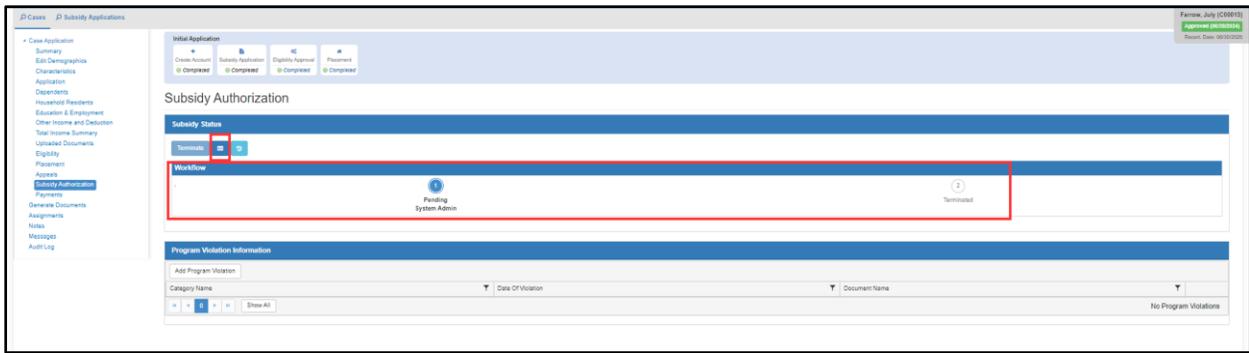


Figure 56: Case Workflow

Clicking on the history button will display the following screen:

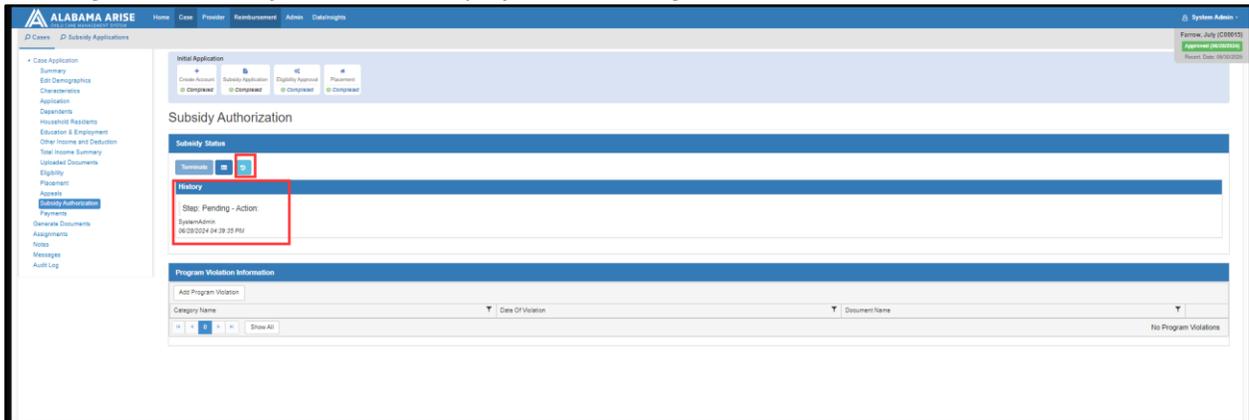


Figure 57: Case History

On the same page, users can also add program violations by clicking on the 'Program Violation' button on the same page (refer to Figure 35). This action will direct users to the following page:

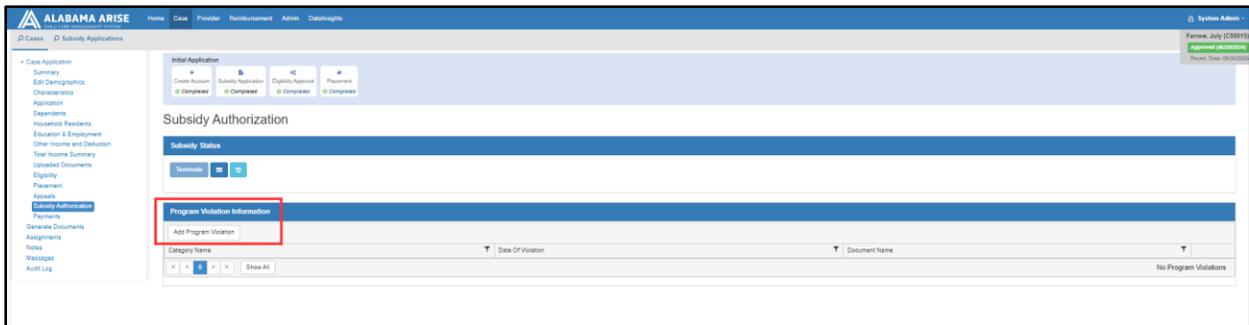


Figure 58: Program Violation

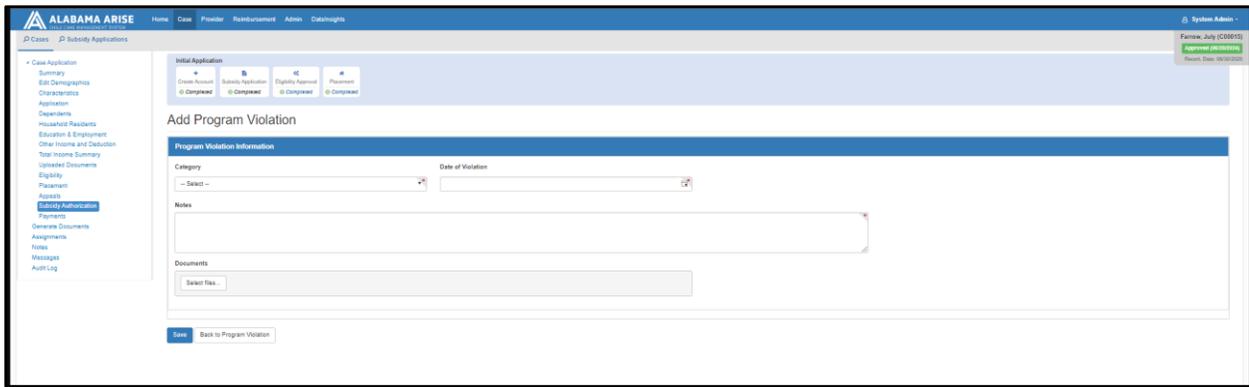


Figure 59: Add Program Violation

## 1.15 Payments

The Payments page reflects all recovery payments made or added.

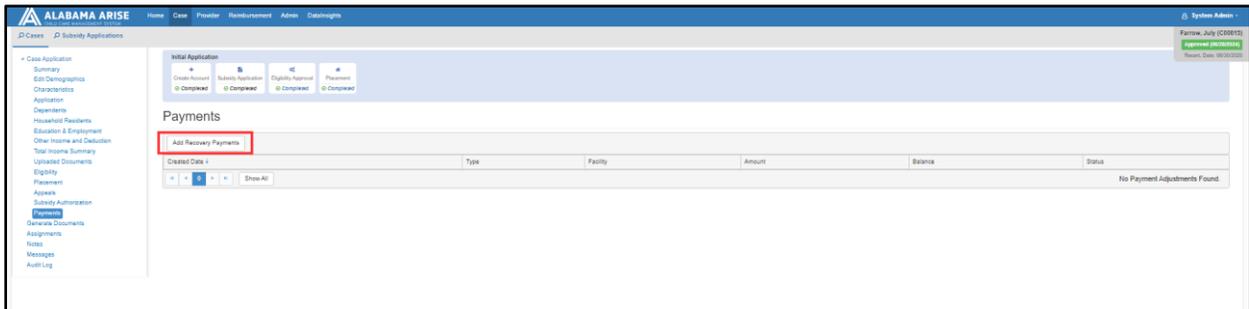


Figure 60: Payments

Users will also be able to add recovery payments by clicking on the 'Add Recovery Payment' button. This action will direct the user to the following page:

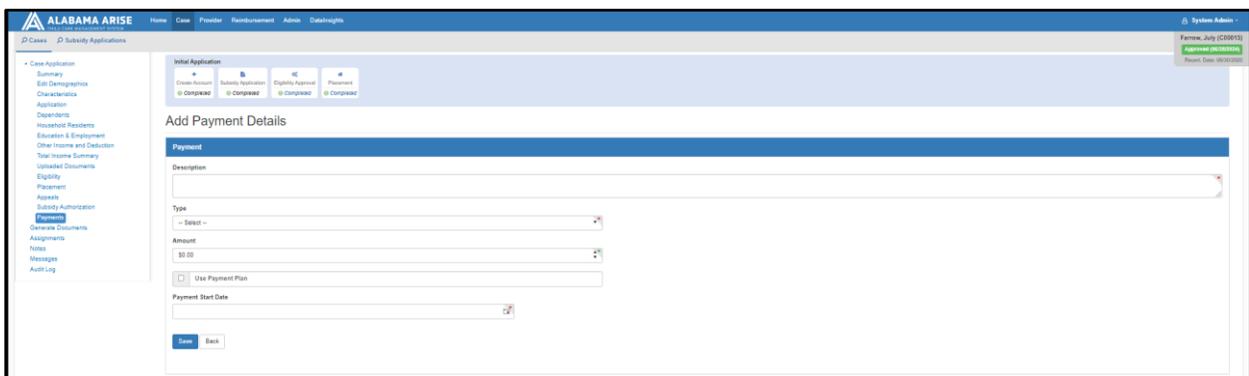


Figure 61: Add Payment Details

# GENERATE DOCUMENTS

The 'Generate Documents' screen allows users to generate case-related documents with the client's information and download them. Users will be able to select a document template to be generated, using the dropdown menu, following which, clicking the 'Generate Document' will result in the document being generated.

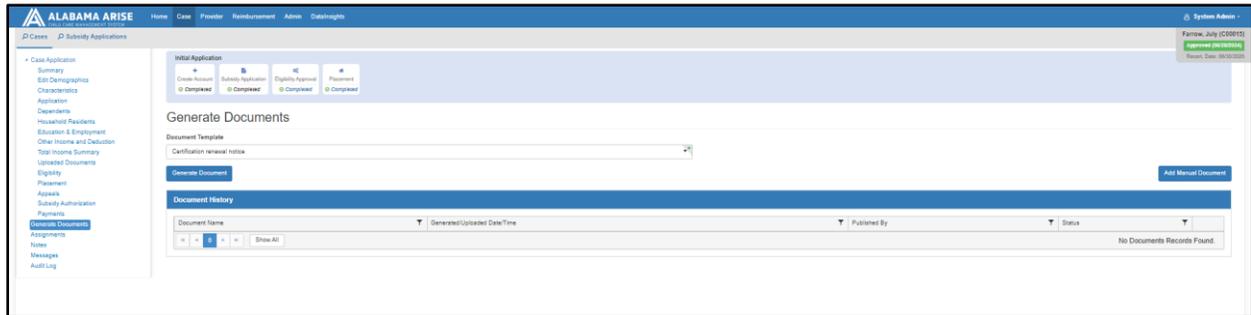


Figure 62: Generate Documents

Once the document has been generated, the file can also be downloaded on the computer system by clicking the name.

Additionally, users will be able to make any changes to the document and publish it to the family, as follows:

1. Click on the document name.
2. Make changes in the document by clicking the document and downloading it to the local system.
3. Add description.
4. Upload the updated document from the local drive.
5. Save
6. Publish

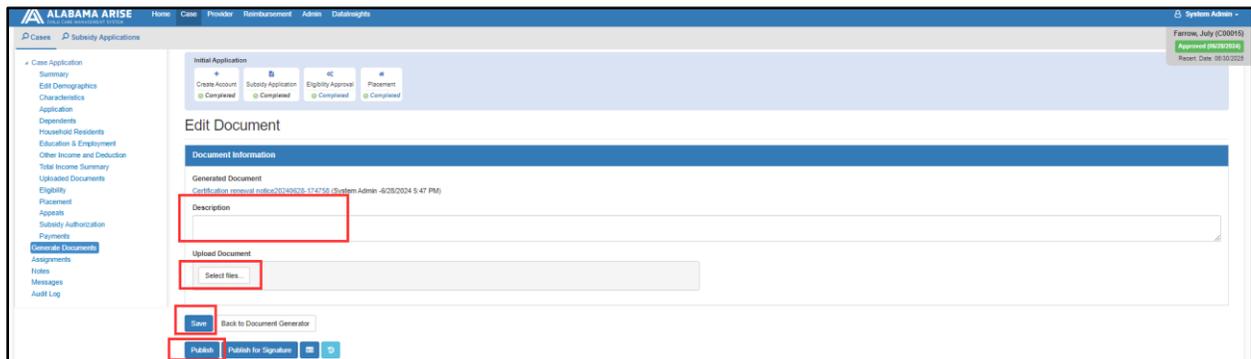


Figure 63: Edit ,upload and publish generated Document.

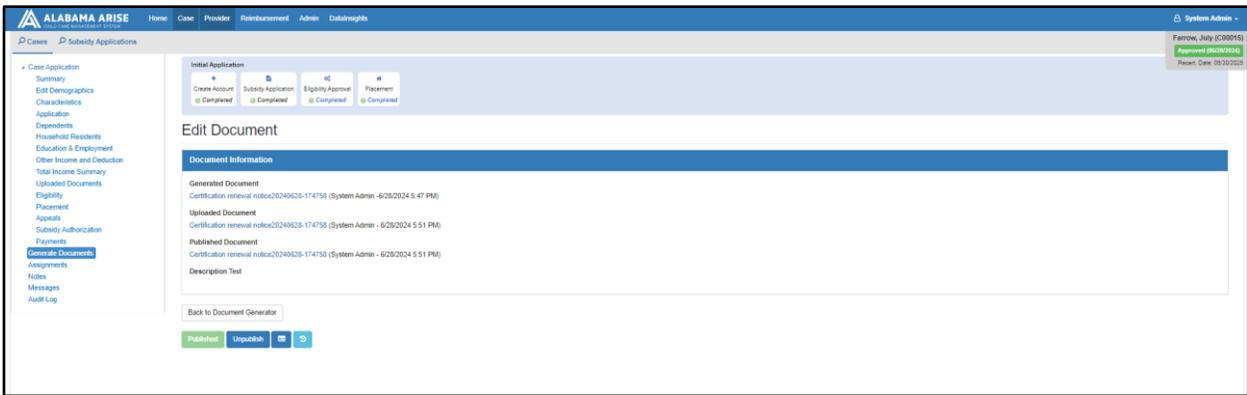


Figure 64: Published Document

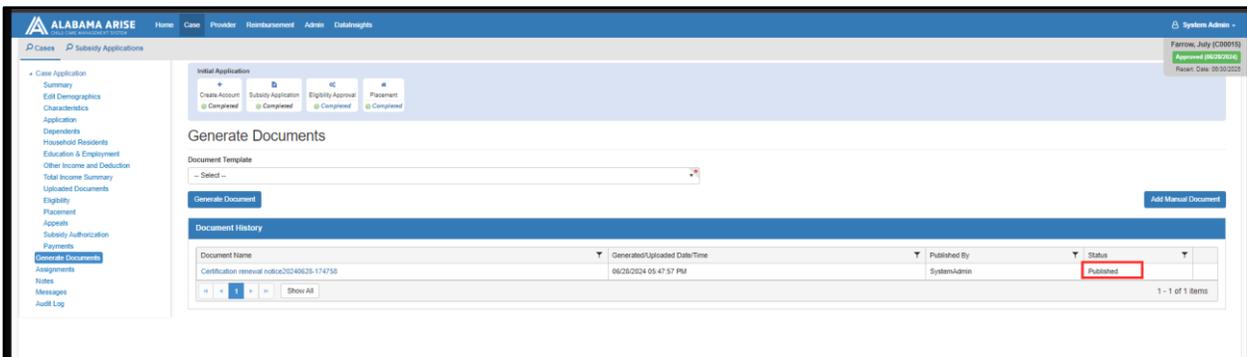


Figure 65: Generated Document Record with Published Status

## ASSIGNMENTS

The assignments screen displays the following details:

1. Team: The team grid displays the Team Name, Users in the team, Name of the users, and Role assigned to individual team members
2. Case Assignments: The case assignment grid displays the user's roles in reviewing an assigned case.
3. Workflow Process Assignments: This section represents the assignments at different stage of the workflow instances.
4. Workflow Instances: This section displays the steps within each workflow, and their status.

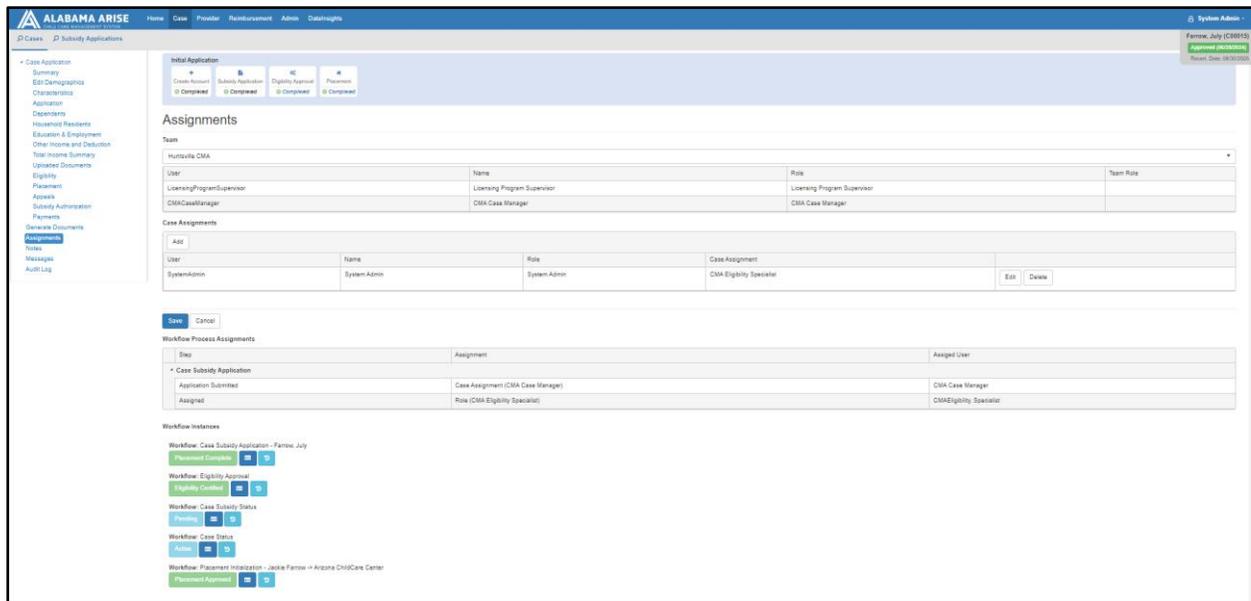


Figure 66: Assignments

## NOTES

The user can add notes related to the case on the notes screen.

To enter the notes:

1. Click on 'Notes'
2. Click on 'Add new Note.'
3. Select the name of the note from the dropdown
4. Enter additional details about the note in the text box.
5. Click on update

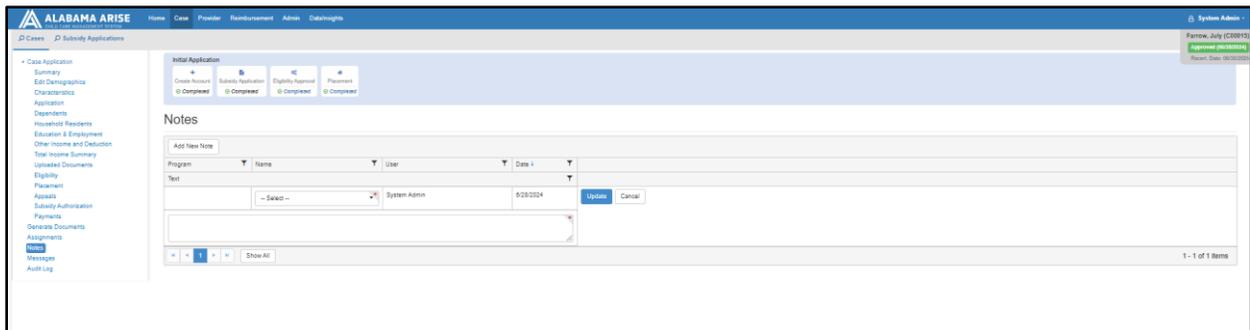


Figure 67: Notes

The updated note will be displayed below.

# MESSAGES

The messages screen consists of two sub-tabs:

1. Internal Messages: The User can create manual tasks with the due date and assign them to internal users.
2. Family Messages: This tab displays the messages/requests from the family portal.

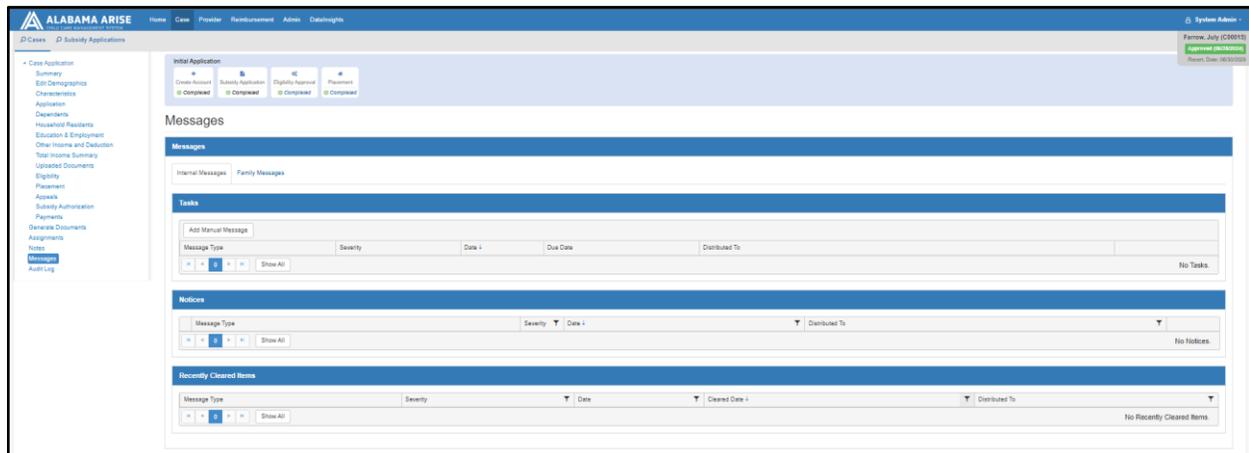


Figure 68: Messages

## How to Create a Task?

To create an internal manual task:

1. Click on 'Messages'.
2. Click on the 'Internal Messages' Tab
3. Click on the 'Add Manual Message' button from the Tasks section
4. Set the 'Severity.'
5. Enter 'Due Date.'
6. Type the name of the team/user in the 'distributed to' box. It will show all the records based on the text the user typed.
7. Enter the details of the task details in the textbox below.
8. Click on 'Update.'

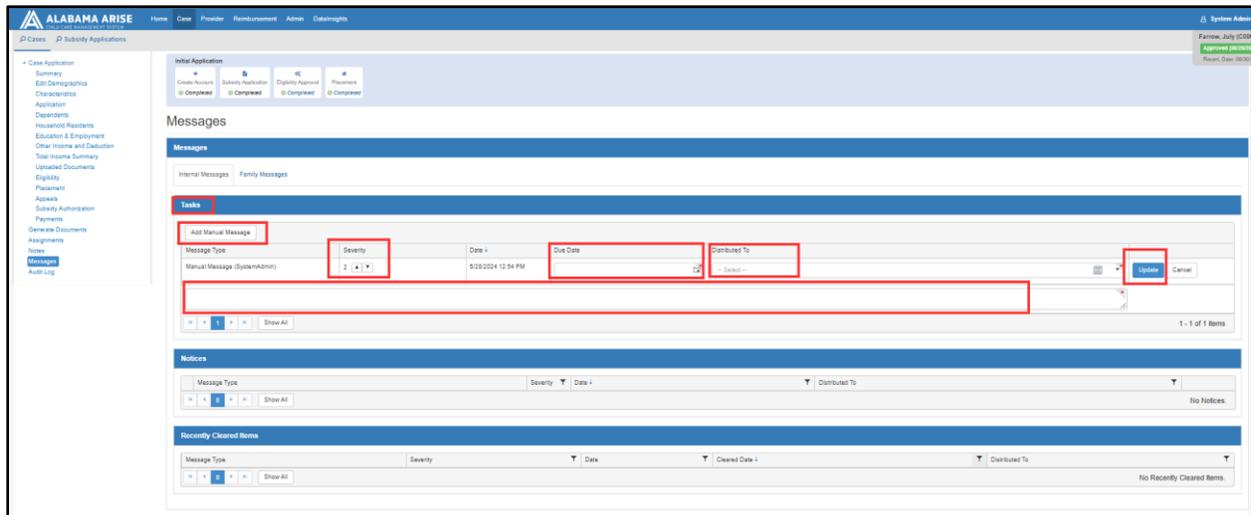


Figure 69: Adding a Manual Message

An updated task will appear below.

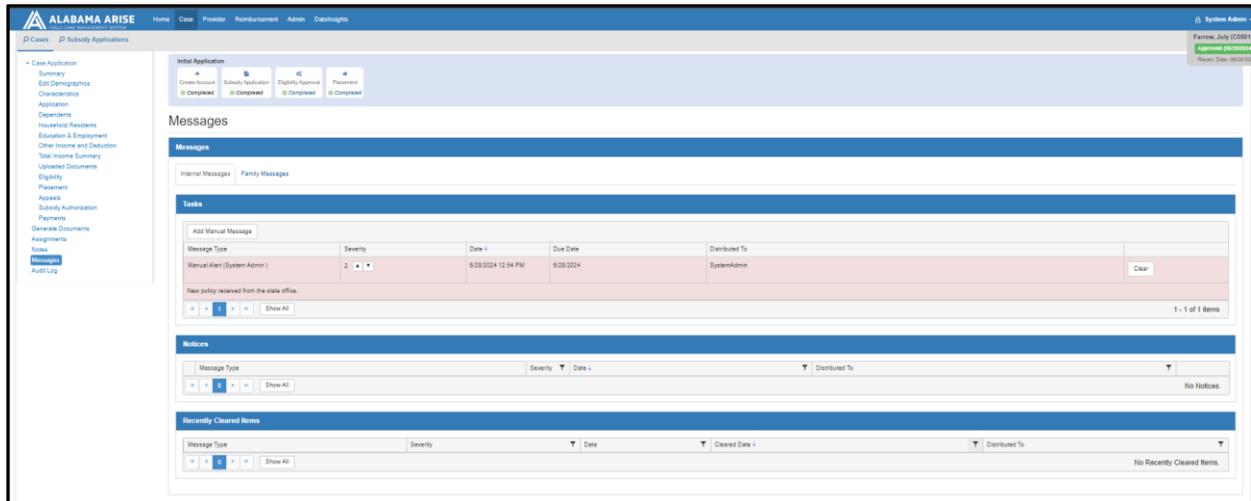


Figure 70: Updated Manual Message

## How to Send a Family Message?

To send family broadcast messages:

1. Click on 'Messages'.
2. Click on the 'Family Message Tab to view the following screen.
3. Click on the 'Add Family Message' button from the tasks section to access the following form:
4. Set the 'Severity.'
5. Enter 'Due Date.'
6. Enter the details of the message details in the textbox.
7. Click on the 'Update' Button.

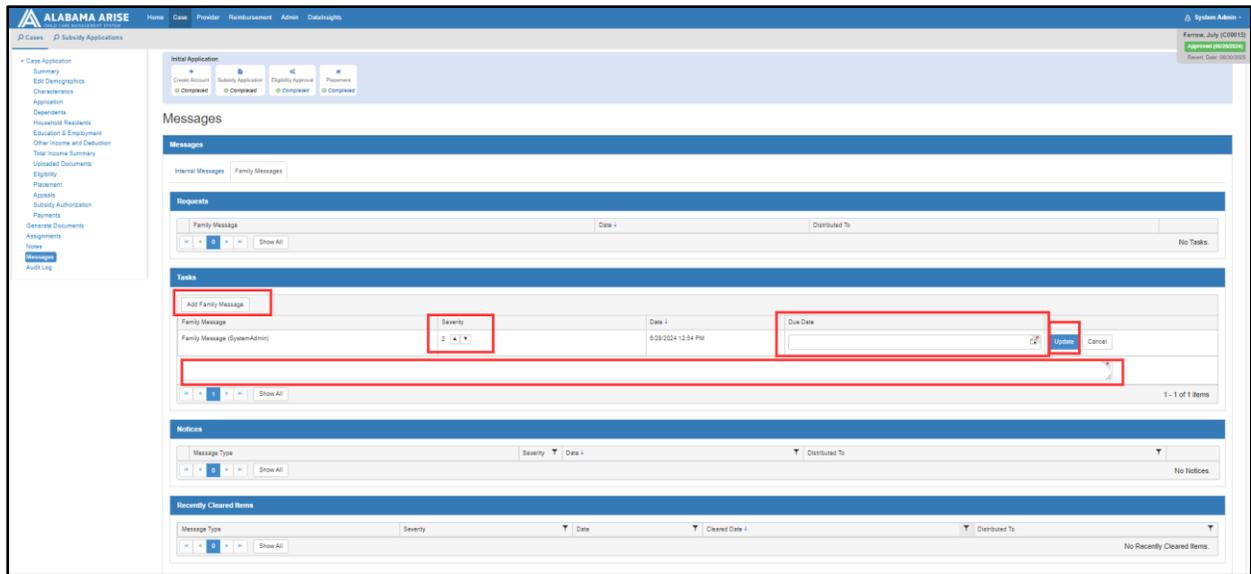


Figure 71: Family Messages

An updated message for the family will appear on the Tasks Grid.

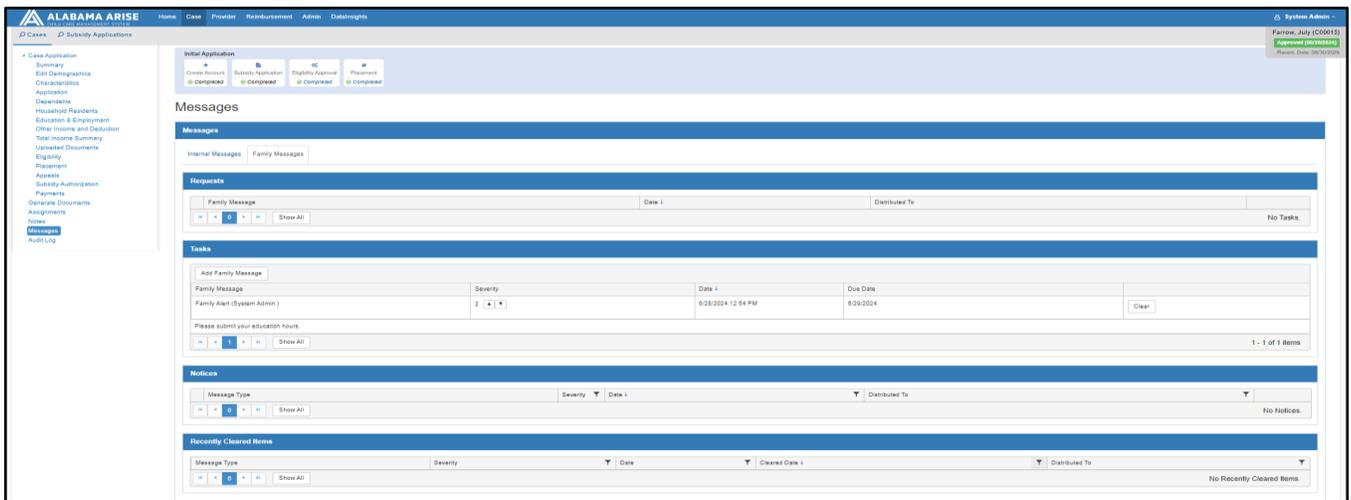


Figure 72: Updated Family Messages

## AUDIT LOG

The level of information user can view in the audit trail includes 'Username', 'Log Date', 'Module', 'Page', and 'Message.' The audit log screen represents the user who logged into the system, the associated module the user accessed, and the actions performed on the different pages of the module.

ALABAMA ARISE

Home Case Provider Reimbursement Admin Data/Reports

System Admin - Farrow, July (C00015)

Completed Applications

Initial Application

Case History | Eligible Applications | Eligible Names | Placements

Completed | Completed | Completed | Completed

Audit Log

User Name	Log Date	Module	Page	Message
SystemAdmin	6/20/2024 4:42 PM			Placement Status updated from "to Authorized"
SystemAdmin	6/20/2024 4:42 PM			Pending Placement Status updated from "Authorized to "
SystemAdmin	6/20/2024 4:42 PM			Is Day Time updated from "to True"
SystemAdmin	6/20/2024 4:42 PM			Is Night Time updated from "to False"
SystemAdmin	6/20/2024 4:42 PM			Cosponsor updated from 0.00 to 20"
SystemAdmin	6/20/2024 4:42 PM			Alternate Cosponsor updated from False to True"
SystemAdmin	6/20/2024 4:39 PM			Is Notification Sent updated from False to True"
SystemAdmin	6/20/2024 4:39 PM			Placement: Farrow, Jackie (Joe Daycare) added
SystemAdmin	6/20/2024 4:39 PM			Placement Detail: Farrow, Jackie (Arizona ChildCare Center) added
SystemAdmin	6/20/2024 4:38 PM			Is Eligibly Certified updated from False to True"

1 - 10 of 36 Items

Figure 73: Audit Notes



OVER  
**25**  
YEARS OF  
EXCELLENCE

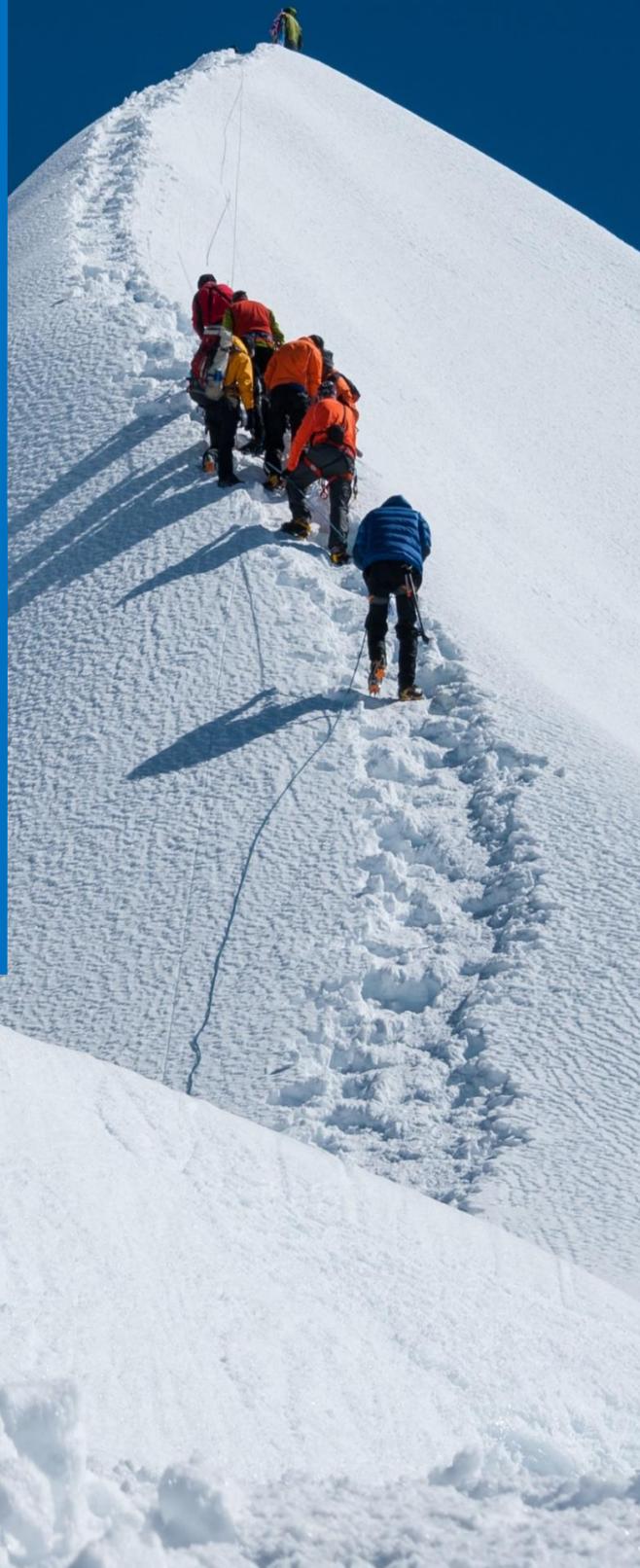
# Arise CMS

# Reimbursement Module

03/08/2024



**CMMI DEV/5**  
CMMI V2.1 Rev. 2018-02-21 | Approval #10017



## ARISE REIMBURSEMENT MODULE

The ARISE CMS application provides users with a Reimbursement Module that allows for reimbursement of the services provided by childcare facilities for children enrolled under subsidy. This reimbursement is based on the rates provided by the facilities themselves, as well as the maximum reimbursement rate that is decided by the state.

Based on these two rates, the reimbursement amount is automatically calculated and generated by the system, for services provided for each child. Using the reimbursement module on the CMS Application, users can view, generate, and run the reimbursement process, to ensure that providers receive the payment due to them.

### How to access the Reimbursement Module?

To access the Reimbursement Module:

1. Log into the CMS Application using the appropriate credentials.
2. Click on the Reimbursement Module at the top of the screen, as follows:

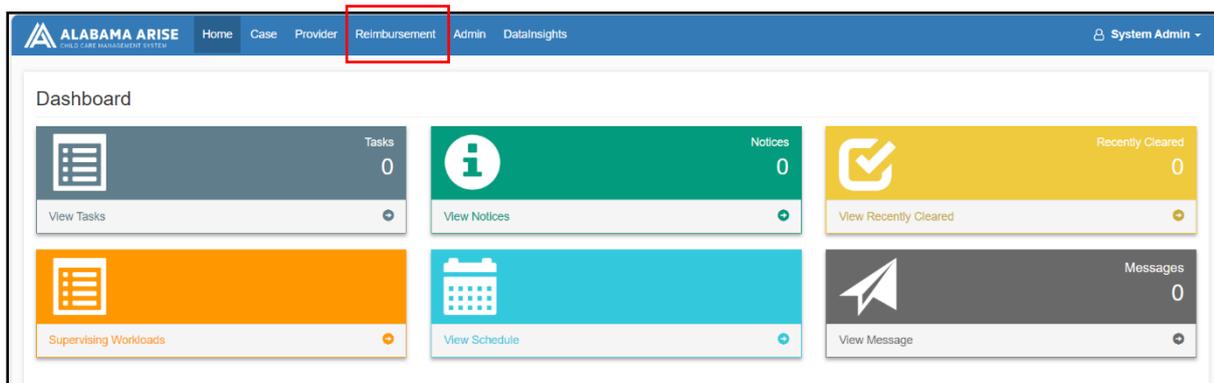


Figure 1: Reimbursement Module

Clicking on the Reimbursement Module will direct users to the following page:

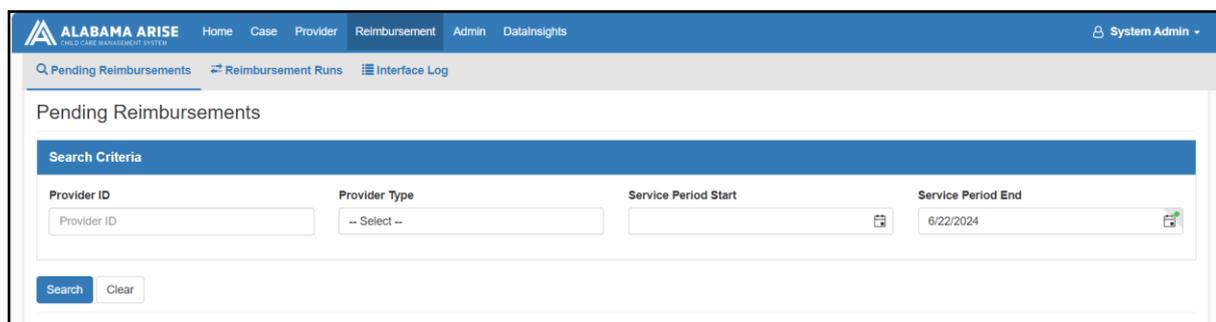


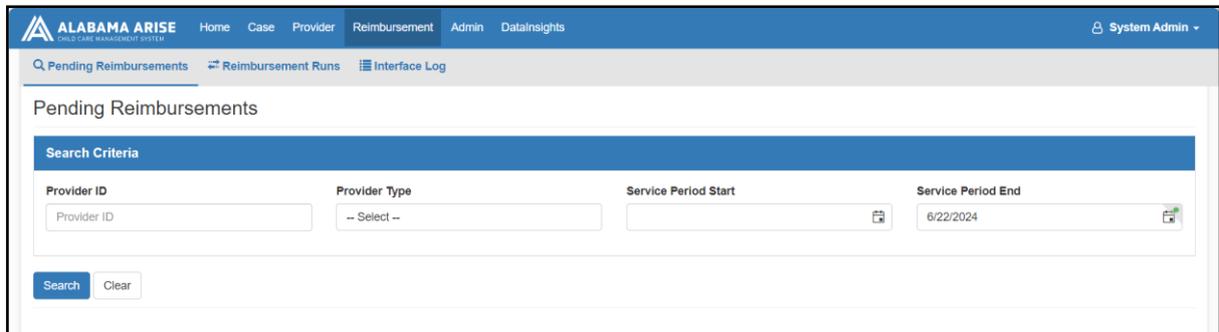
Figure 2: Reimbursement Module Landing Page

On this page, users will see two major sub-modules – ‘Pending Reimbursements’ and ‘Reimbursements Run’. Here, pending reimbursements refers to all reimbursements that have been calculated and generated, on a weekly basis, but have not yet been initiated. That is, the payments have not yet been made. Alternatively, reimbursements run refers to those weekly reimbursements that have already been initiated.

## How to initiate the Reimbursement Process?

To initiate the reimbursement process:

1. Click on the 'Pending Reimbursements' sub-module to be directed to the following page:



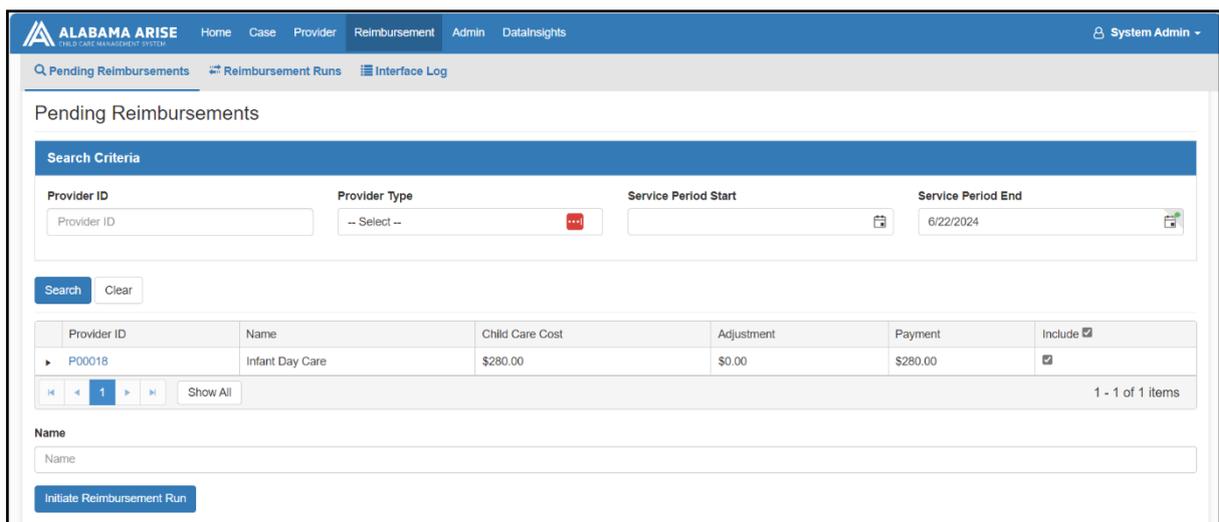
The screenshot shows the 'Pending Reimbursements' page in the ALABAMA ARISE system. The page has a blue header with navigation links: Home, Case, Provider, Reimbursement, Admin, and DataInsights. Below the header, there are tabs for 'Pending Reimbursements', 'Reimbursement Runs', and 'Interface Log'. The main content area is titled 'Pending Reimbursements' and contains a 'Search Criteria' section. This section has four input fields: 'Provider ID' (with a placeholder 'Provider ID'), 'Provider Type' (with a dropdown menu showing '-- Select --'), 'Service Period Start' (with a calendar icon), and 'Service Period End' (with a date '6/22/2024' and a calendar icon). Below the search criteria are 'Search' and 'Clear' buttons.

Figure 3: Pending Reimbursements Page

On this page, users can search for any pending reimbursements using the search criteria provided. For instance, pending reimbursements for a single provider may be found by conducting a search using the provider ID. Similarly, pending reimbursements for a specific time duration may be found by entering the start and end dates for the service periods in question.

Ideally, pending reimbursements will be identified and processed every week. Considering this, the standard process would be as follows:

1. Enter appropriate service period start date
2. Enter appropriate service period end date
3. Click on the 'search' button to view all pending reimbursements for the defined service period, as follows:



The screenshot shows the 'Pending Reimbursements Queue' page in the ALABAMA ARISE system. The page has the same header and navigation as Figure 3. The search criteria are the same, but the 'Provider Type' dropdown now shows a red error message. Below the search criteria are 'Search' and 'Clear' buttons. The main content area is titled 'Pending Reimbursements' and contains a table with one item. The table has columns: Provider ID, Name, Child Care Cost, Adjustment, Payment, and Include. The item is: P00018, Infant Day Care, \$280.00, \$0.00, \$280.00, and Include checked. Below the table is a pagination control showing '1 - 1 of 1 items'. There is also a 'Name' input field and an 'Initiate Reimbursement Run' button.

Provider ID	Name	Child Care Cost	Adjustment	Payment	Include <input checked="" type="checkbox"/>
P00018	Infant Day Care	\$280.00	\$0.00	\$280.00	<input checked="" type="checkbox"/>

Figure 4: Pending Reimbursements Queue

To proceed:

1. Select the pending reimbursements to be processed by clicking on the 'include' checkbox at the extreme right of the grid (the entire list can be selected by clicking on the 'include' checkbox at the top of the column)
2. Notice that the 'Initiate Reimbursement Run' button has now been activated
3. Click on the 'Initiate Reimbursement Run' button

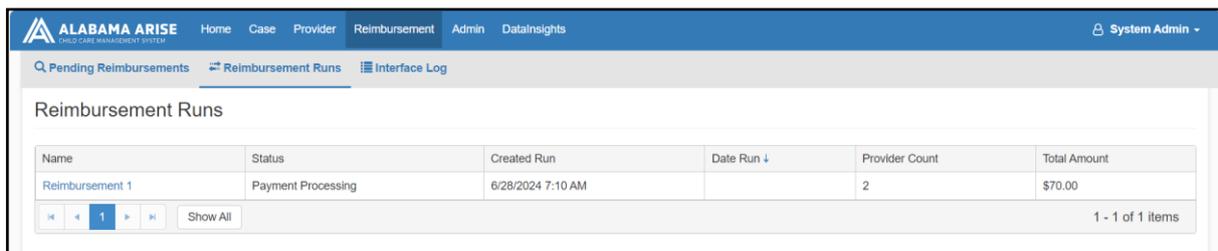
This action will initiate the reimbursement process and move all pending reimbursements to the 'Reimbursement Runs' sub-module.

Following this, users will be able to process these reimbursements on the 'Reimbursement Runs' sub-module page.

### How to process Reimbursement Runs?

Once the Reimbursement Run has been initiated:

1. Click on the 'Reimbursement Runs' sub-module (refer to Figure 2), to be directed to the following page:



The screenshot displays the 'Reimbursement Runs' sub-module interface. At the top, there is a navigation bar with the 'ALABAMA ARISE' logo and menu items: Home, Case, Provider, Reimbursement, Admin, and Datainsights. A search bar and user profile 'System Admin' are also visible. Below the navigation, there are tabs for 'Pending Reimbursements', 'Reimbursement Runs' (which is active), and 'Interface Log'. The main content area is titled 'Reimbursement Runs' and contains a table with the following data:

Name	Status	Created Run	Date Run ↓	Provider Count	Total Amount
Reimbursement 1	Payment Processing	6/28/2024 7:10 AM		2	\$70.00

Below the table, there are navigation controls including a 'Show All' button and a page indicator '1 - 1 of 1 items'.

Figure 5: Reimbursement Runs Sub-Module

On this page, users will be able to see all reimbursements that have already been processed, as well as those that have been initiated but not yet completely processed. The status of each such reimbursement will be reflected in the status column on the reimbursement runs grid, as seen above.

To process a reimbursement:

1. Identify the run to be processed
2. Click on the appropriate name to be taken to the following page:

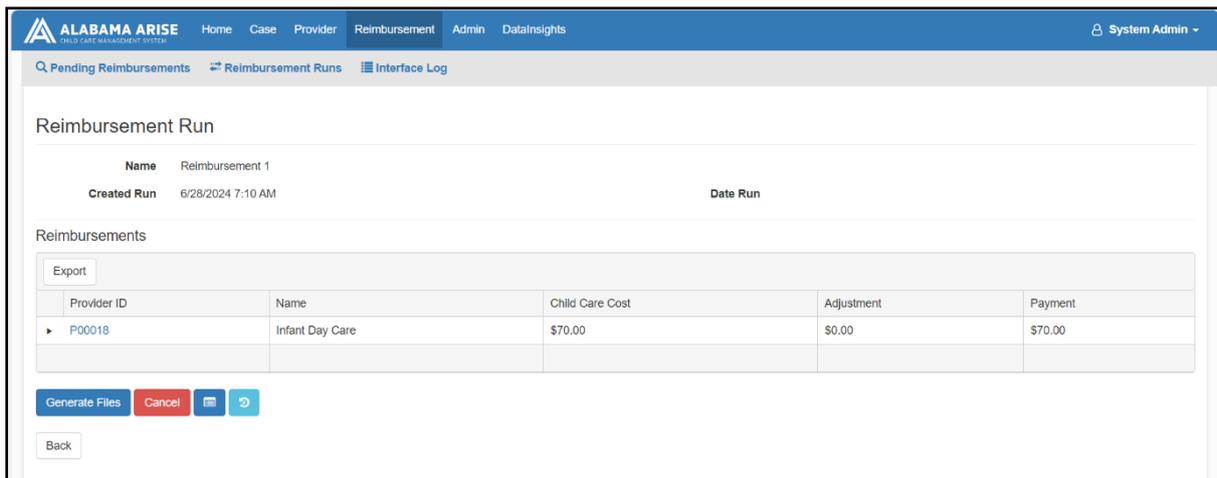


Figure 6: Reimbursements Run Details

On this page, users will see a detailed overview of the reimbursement in question, including details such as the name of the reimbursement run and the date that the run was created. Additionally, they will also be able to see the breakup of each payment to be made in the run, by clicking on the arrow next to individual provider IDs.

For example, clicking on the arrow next to a provider ID displays payment details as follows:

Provider ID	Name	Child Care Cost	Adjustment	Payment																																												
P00019	Jane's Childcare	\$1,050.00	\$0.00	\$1,050.00																																												
<table border="1"> <thead> <tr> <th>Service Period</th> <th>Type</th> <th>Facility</th> <th>Amount</th> </tr> </thead> <tbody> <tr><td>12/31/2023</td><td>Child Care</td><td>Jane's Childcare</td><td>\$150.00</td></tr> <tr><td>1/7/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>1/14/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>1/21/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>1/28/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>2/4/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>2/11/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>2/18/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>2/25/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> <tr><td>3/3/2024</td><td>Child Care</td><td>Jane's Childcare</td><td>\$100.00</td></tr> </tbody> </table>					Service Period	Type	Facility	Amount	12/31/2023	Child Care	Jane's Childcare	\$150.00	1/7/2024	Child Care	Jane's Childcare	\$100.00	1/14/2024	Child Care	Jane's Childcare	\$100.00	1/21/2024	Child Care	Jane's Childcare	\$100.00	1/28/2024	Child Care	Jane's Childcare	\$100.00	2/4/2024	Child Care	Jane's Childcare	\$100.00	2/11/2024	Child Care	Jane's Childcare	\$100.00	2/18/2024	Child Care	Jane's Childcare	\$100.00	2/25/2024	Child Care	Jane's Childcare	\$100.00	3/3/2024	Child Care	Jane's Childcare	\$100.00
Service Period	Type	Facility	Amount																																													
12/31/2023	Child Care	Jane's Childcare	\$150.00																																													
1/7/2024	Child Care	Jane's Childcare	\$100.00																																													
1/14/2024	Child Care	Jane's Childcare	\$100.00																																													
1/21/2024	Child Care	Jane's Childcare	\$100.00																																													
1/28/2024	Child Care	Jane's Childcare	\$100.00																																													
2/4/2024	Child Care	Jane's Childcare	\$100.00																																													
2/11/2024	Child Care	Jane's Childcare	\$100.00																																													
2/18/2024	Child Care	Jane's Childcare	\$100.00																																													
2/25/2024	Child Care	Jane's Childcare	\$100.00																																													
3/3/2024	Child Care	Jane's Childcare	\$100.00																																													

Figure 7: Reimbursements Breakup

To process the reimbursement:

1. Click on the 'Generate Files' button at the bottom of the page, as follows:



Figure 8: Generate Files Button

This action will generate payment files that reflect the payment made to the provider by the third-party payment entity.

The files will then be displayed on the same page as follows:

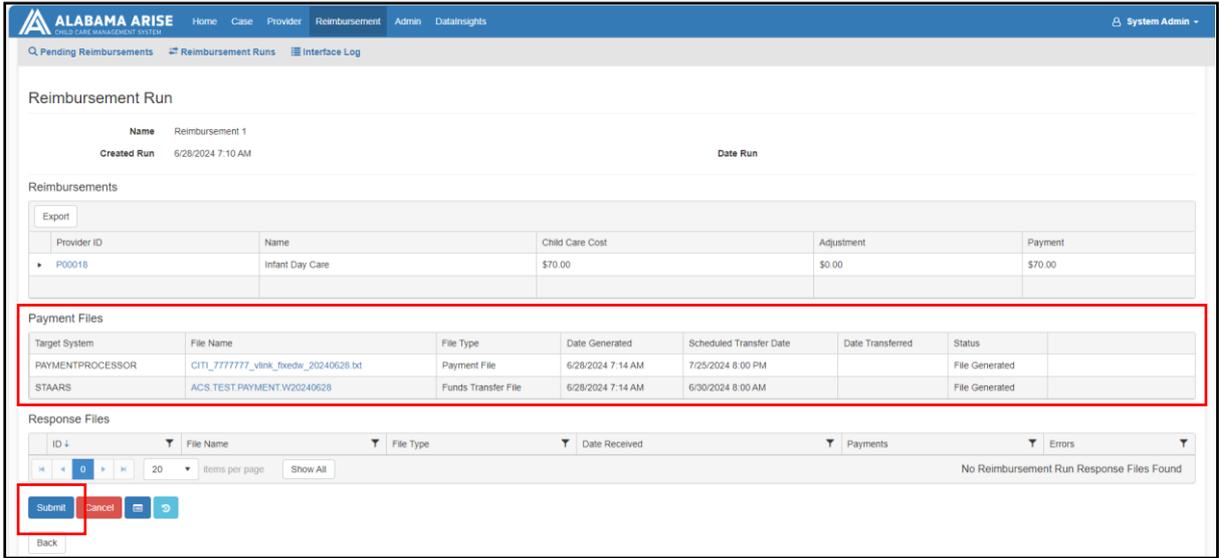


Figure 9: Payment Files

To proceed:

1. Click on the 'Submit' button that is now visible at the bottom of the page (Refer to Figure 9)

Once the files have been submitted, the payment will now reflect as processed.

### How to view Processed Reimbursements?

Processed reimbursements may be viewed on the reimbursement runs grid, under the Reimbursement Runs sub-module, with the status "Payment Processed" (Refer to Figure 5).