

# DCFS Foster and Adoptive Family Portal

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## *Quick Start Guide*



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The Division of Children and Family Services (DCFS) Foster and Adoption Family Portal web site is available for you as an information source for foster care and adoption for children that are placed in your home. Some of the features of the portal are:

- Gateway to sign up to have foster care board or adoption subsidy payments deposited directly into your bank account.
- View placement information for your current placements, including the most recent CANS (Child and Adolescent Needs and Strengths) Report, DCFS Case Plans, and Court Reports
- Review placement history for children placed in your care
- View historical payment information for children placed in your care
- View details about your home, including your next reevaluation date
- Access and download frequently used forms and other resources
- Manage text messaging subscription settings for critical placement notifications
- Easy access that allows many routine tasks to be done electronically

We know what a challenging job fostering can be, and we hope the Foster and Adoption Family Portal will help to simplify your daily life, as well as your interactions with your DCFS Resource Staff. Thank you for the service you provide to the children and families of Arkansas!

Providers in the following open and approved services are eligible to register for the Foster and Adoption Family Portal:

- a. Adoptive Home
- b. Fictive Kin Foster Home
- c. Foster Family Home
- d. ICPC Family Home for Arkansas
- e. ILP Sponsor
- f. Pre-Adoption
- g. Relative Foster Family Home
- h. Relative Guardianship
- i. Therapeutic Foster Care
- j. DDS Foster Family Home Tier II
- k. DDS Foster Family Home Tier III
- l. DDS Specialized Community Home
- m. Private Agency Foster Family Home
- n. Provisional Fictive Kin Foster Home
- o. Provisional Relative Foster Family Home

The Foster and Adoption Family Portal web site is also available for you to register and track your progress as an applicant if you began the process after July 1, 2018.

## NEW USER REGISTRATION:

To access the DCFS Foster and Adoption Family Portal, you must first create your User Profile. The following information will be needed to create your user profile on the Portal:

- First Name
- Last Name
- Date of birth
- Last four digits of Social Security Number
- **Email address will be your User Name.** This is the Email address you provided to your Resource Worker. It is what shows in the CHRIS provider file for either Head of Household 1 (HoH1) or Head of Household 2 (HoH2).
- AASIS Member ID which will be called 'Unique ID' on the portal

When you have gathered the required information, you can access the DCFS Foster and Adoptive Family Portal by navigating to <https://dhs.arkansas.gov/dcfs/CHRISPWP/Default.aspx> in your web browser.

User: Unknown Foster and Adoption Family Portal v1.6.16 - UAT Today: 7/27/2018

Home Contact Help/FAQ Logout

### Login Form

User Name \*

Password \*

Please read the Terms of Service and Disclaimer below. By checking the following checkbox, you accept and agree to follow the terms and conditions when accessing this website.

This icon will be placed next to fields to provide help with what is expected. \* Indicates required field

Login

SSL Secure Site

### Notice Board

Welcome to the DCFS Foster and Adoptive Family Portal.

The cutoff date for adding new bank account information for the first time, changing your existing bank account information or canceling direct deposit and switching back to a paper check for the July 2018 payments (that will be received in August) is **August 6, 2018**. Any bank information entered on **August 7, 2018** thru **August 8, 2018** will cause your direct deposit to be effective for the **August 2018** payment (that will be received in September). You will not be able to enter your bank account information for the first time, make changes to your existing bank account information or cancel your direct deposit and switch back to a paper check on **August 8, 2018**; you will have to wait until August 9, 2018 and all actions will cause your direct deposit to be effective for the **August 2018** payments which will be received in **September 2018**.

### New Registration or Problems with Login

Forgot Password? Forgot User Name?

Can't Logon? **New User Registration**

Note: Each of these options will require you to select the checkbox in the login form to acknowledge that you accept and agree to the terms and conditions for accessing this website.

### Terms of Service

Your access and use of this website is subject to the following terms and conditions and all applicable laws. By accessing this website, you accept these terms and conditions. This Web site is for the exclusive use of foster care and adoptive home providers. Changes made to accounts created on the Provider Web Portal are monitored and recorded. You are solely responsible for maintaining the confidentiality of your user ID and password. Registration on behalf of other individuals without written or expressed permission

You must check the terms of service checkbox and select the New User Registration Link, which will open the *Personal Identification Screen*.

The information on the *Personal Identification Screen* can be entered for either the Head of Household 1 or the Head of Household 2 but all the information entered must be for the same household member. Please note that there is a limit of one active registration per household. Once you have entered the required information, click OK to continue.

Enter Your Personal Identification

You need to confirm your identity before you can access your account to participate in Direct Deposit.  
All fields must be filled out.

First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Date of Birth (MM/DD/YYYY): *	<input type="text"/>
Last 4 Digits of SSN: *	<input type="text"/>
Email Address: *	<input type="text"/>
Unique ID: *	<input type="text"/>

\* Indicates required field

The information that you enter on the *Personal Identification Screen* must match the information listed in your DCFS provider file. If the information does not match exactly, you will receive a message advising you that some or all the data does not match. If this occurs, you will then need to contact either your DCFS Resource Worker or your agency staff if you are a Therapeutic Foster Care (TFC) Home, Private Agency Home, or a DDS Specialized Foster Home. He or she can verify the information contained in your DCFS provider file and make any required corrections to enable you to register on the DCFS Foster and Adoption Family Portal.

After you successfully enter your personal information and click 'OK', you will receive a message stating that your account has been created. It is recommended that you stay on the "account created successfully" screen until you receive the system generated email. If you do not receive the email within a few minutes, check your junk email or spam folder for it. You can use the "Resend Email" button to trigger the system to send the email to you again.

2214: Your account has been successfully created. You will receive an e-mail with a Confirmation link that you need to click to confirm your email address and to activate your account. If, after several minutes, you do not receive a confirmation email, check your junk mail or spam folder for it.

**\*\*Note\*\*** Your Foster and Adoptive Family Portal User Name is your email address listed in your DCFS CHRIS provider file.

To complete the registration process you will need to confirm your account by accessing your email account to retrieve the DCFS Confirmation Email and follow its instructions. The confirmation email contains a hyperlink that directs you to the portal site, and a temporary password to be used during

your initial login. Please note that you must use the confirmation email link to complete your registration. Navigating to the site without clicking on and using the email link will result in your not successfully completing the registration process.



The 'User Name' that will be used to login to the portal is the email address that was during the registration process. This email address is your permanent Foster and Adoption Family Portal User Name. If you later provide DCFS with a change to your email address, it will not change your User Name on the Foster and Adoption Family Portal.

Complete your initial login by entering your User Name, the temporary password that was provided in the confirmation email, and selecting the checkbox acknowledging the terms and conditions. You will then be directed to the change password screen to create your system password.

The Old Password is the temporary password contained in the confirmation email. Your new password must contain at least 8 characters, at least 1 upper case letter, at least 1 lower case letter and at least 1 number. Once the password has been created successfully, you will receive a confirmation message.

Clicking 'Continue' will direct you to the *Set Security Questions and Answers* screen.

### Set Security Questions and Answers

You need to enter your security questions and answers before you can access your account to participate in Direct Deposit. All fields must be filled out.

Please note these Questions and Answers are required to reset your password. Please keep them in a safe place.

Check to hide/unhide your answers.

Question1:-

Answer1:-

Question2:-

Answer2:-

Question3:-

Answer3:-

\* Indicates required field

You will need to select three questions and provide an answer to the questions that can be used to reset your password. The answers to the security questions are not case sensitive. After the security

questions have been selected, answered, and accepted by the system you will receive a confirmation message.

### Set Security Questions and Answers

You need to enter your security questions and answers before you can access your account to participate in Direct Deposit. All fields must be filled out.

**Please note these Questions and Answers are required to reset your password. Please keep them in a safe place.**

*2321: Your Security Questions and Answers have been successfully changed. Click Continue to proceed.*

Continue

For many users, clicking 'Continue' will direct you to the Home Screen. If you are a Foster Family Home provider, you will be presented with a series of screens to set your Rave Text Messaging Subscription options during your first login.

## Tracking My Applicant Status

This feature is available only to first time applicants who are beginning the process to open their home for foster or adoptive services. If you are an open and approved home prior to July 1, 2018, you will not have access to this screen because your application was completed or in progress when this feature was added.

Each household will be able to register for the to track where they are in the process. Only the Head of Household listed first on the application will be assigned a Unique ID Number during the application stage of the process. The unique ID must be used during the registration process. Once the registration for the Foster and Adoption Family Portal is completed, an applicant tracking screen displays.

**Tracking My Applicant Status** You are 23 % complete!

Milestone	Status	Description	Date
1	Completed	Inquiry Submitted	06-03-2018
2	Completed	Applicant Created	07-09-2018
3	Completed	Sent Resource Family Packet #1	07-02-2018
4	In Progress	Background Checks Requested	
5	In Progress	Background Checks Completed	
6	In Progress	Assigned to worker for in home consult	
7	Not Started	In Home Consult Completed Referred for Training	
8	Not Started	Training Completed	
9	Not Started	Schedule your physical and gather required documentation for DCFS	
10	Not Started	Initial Home Study Completed	
11	Not Started	CPR and First Aid Trainings Completed	
12	Not Started	Final Walk Through	
13	Not Started	Provider Approved	

**Legend**

- Completed (Green checkmark)
- In Progress (Yellow warning triangle)
- Not Started (Red warning triangle)

**Links**

- Foster Arkansas
- DHS Website
- DCFS Forms
- FAQ
- User Profile
- Logout

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The applicant progress monitor uses a color-coded scheme that reflects the status of each applicant milestone. Green indicates that the milestone has been completed, yellow indicates “In Progress”, and red means that activity has not yet started for the requirement.

Clicking on Background Checks Requested, Background Checks Completed, or the CPR and First Aid milestones will open a pop-up window that will display additional detail. This feature allows you to see the status of the check for each household member that is required to complete the milestone. The following ‘details’ screen would be displayed for Background Checks Requested (Step 4):

**Tracking My Applicant Status** x

**Step 4**

Required Checks	Client Name	Requested Date
Child Maltreatment Central Registry	<input type="text"/>	
Child Maltreatment Central Registry	<input type="text"/>	
Child Maltreatment Central Registry	<input type="text"/>	
DMV	<input type="text"/>	
DMV	<input type="text"/>	
DMV	<input type="text"/>	
Non-State CBC	<input type="text"/>	
Non-State CBC	<input type="text"/>	
State CBC	<input type="text"/>	
State CBC	<input type="text"/>	

[Close](#)

When your application process is complete, and you have an approved home you will be able to access other features of the portal such as direct deposit enrollment. You can revisit your application timeline by clicking on the Applicant History icon on the activity panel.

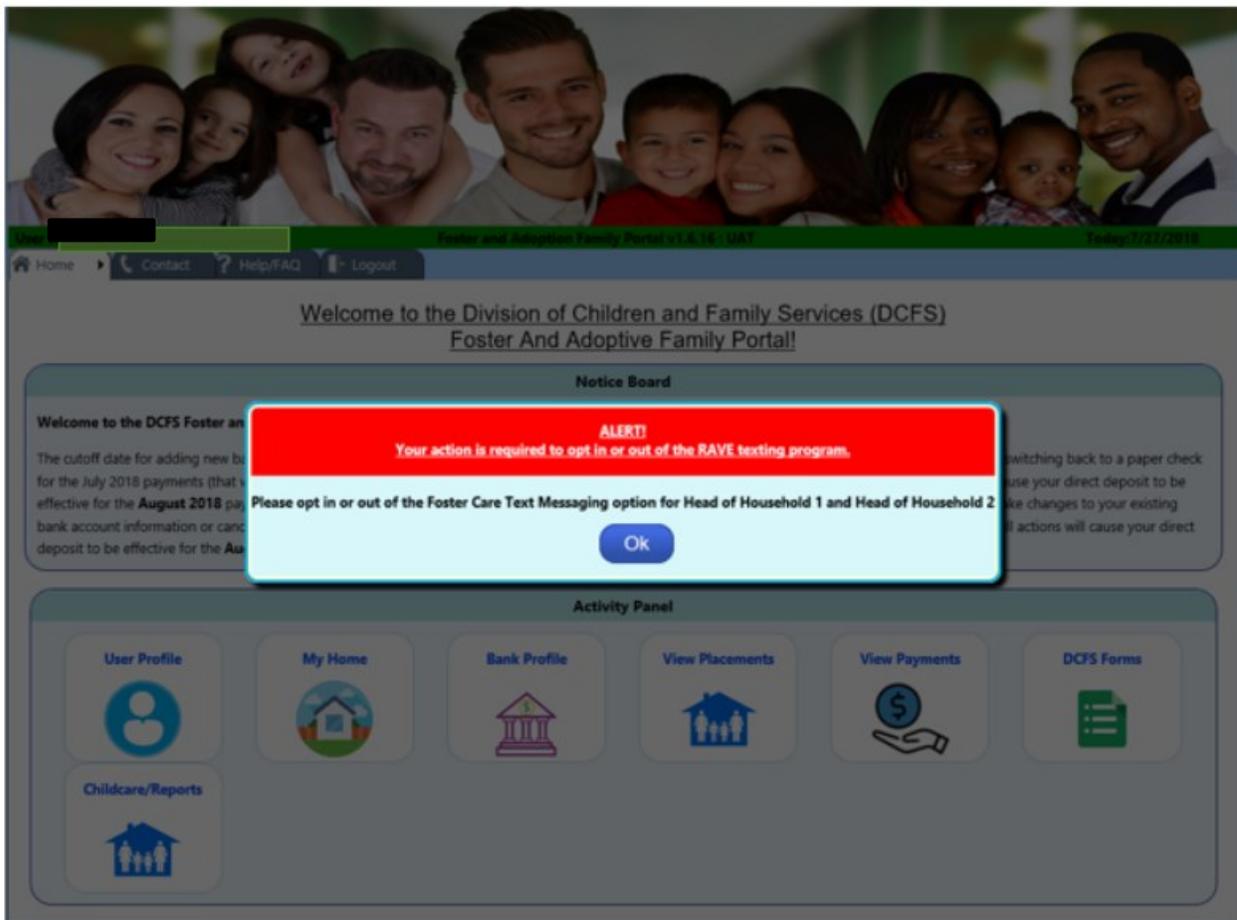
The screenshot shows the main interface of the Foster and Adoptive Family Portal. At the top, there is a navigation bar with links for Home, Contact, Help/FAQ, and Logout. Below this is a welcome message from the Division of Children and Family Services (DCFS). A Notice Board section contains a message about bank account information cutoff dates for July 2018 payments. The Activity Panel at the bottom features several icons for navigation: User Profile, My Home, Bank Profile, View Placements, View Payments, DCFS Forms, Childcare/Reports, and Applicant History. The Applicant History icon, which depicts a person at a computer, is circled in red to indicate it is the target of the instruction.

## Rave Text Messaging

The Division of Child and Family Services (DCFS) has recently contracted with a third-party vendor, RAVE Mobile Safety, to utilize their Short Messaging Service (SMS). This service will allow DCFS to utilize texting services to quickly broadcast critical and immediate children placement needs to foster homes and identify available resources. The service is administered by DHS but user information (name and cell phone number) will reside on RAVE's encrypted server to send and receive messages.

If you are a Foster Family Home provider and user of the Foster and Adoption Family Portal, you will be prompted to set your preferences for this feature when you first login to the Foster and Adoption Family Portal. Only active Foster Family Home providers currently have access to this feature.

An Alert message will display after you successfully login to the Portal for the first time, or if you have not previously set up the RAVE text messaging options.



Clicking 'OK' will open a tab that allows you to select your RAVE text messaging preferences, and to verify or change the existing mobile number for all active household members (Head of Household 1 and/or Head of Household 2).



User : Foster and Adoption Family Portal v1.6.16 : UAT Today: 7/27/2018

Home Contact Help/FAQ Logout Text Option

### Setup Text Option

RAVE text messaging will be used to notify Foster Family homes of critical and immediate needs to place children. If you opt into this feature, you will be notified by text message when there is a placement need. You may still get phone calls from DCFS however the texting option is available for DCFS to utilize. If you opt in (or out), and decide later on you would like to opt out (or in), you can update your selection from the 'User Profile' feature on the portal activity panel. When you receive text messages you will be provided a phone number to call if you are interested in receiving more information about the placement.

By clicking 'yes' to the RAVE texting option you are allowing personal information (name and phone number) to be transmitted to a third party provider (RAVE) so that DCFS can text you about placements. You do have the option to opt out of this by clicking no and your information will not be shared.

Standard text messaging rates will apply. Please check with your carrier for your specific plan text messaging rate.

You need to Opt In/Out to receive or decline text messages from DCFS  
All fields must be completed.

Head of Household 1 Name:	<input type="text"/>	Cell Number: *	<input type="text" value="(501) 555-1212"/>	Opt In to accept the Text: *	Yes <input checked="" type="radio"/>	No <input type="radio"/>
Head of Household 2 Name:	<input type="text"/>	Cell Number:	<input type="text" value="(479) 555-1212"/>	Opt In to accept the Text: *	Yes <input checked="" type="radio"/>	No <input type="radio"/>

\* Indicates required field

There is no cost to you for the RAVE notification subscription. However, if your mobile phone carrier charges you to send or receive text messages, those charges may apply. Many calling plans include unlimited text messages. Check with your carrier for your plan specifics.

Once the text option settings are completed, the User profile screen displays the settings that were selected. You can update your text messaging option settings at any time by clicking the 'Change Text Option / Cell Number' link from the User Profile page.

The screenshot displays the 'User Profile' page of the Arkansas Department of Human Services Foster and Adoption Family Portal. The page features a navigation bar with links for Home, User Profile, Contact, Help/FAQ, and Logout. The main content area is divided into two primary sections: 'Manage Profile' and 'Text Option Settings'. The 'Manage Profile' section includes options to 'Change photo', 'Change Password', and 'Change Security Question/Answers'. The 'Text Option Settings' section is further divided into 'House Hold One Info' and 'House Hold Two Info'. Each household info section contains fields for 'Household Name', 'Cell Number', and 'Opt In to accept the Text' (Yes/No). A red circle highlights the 'Change Text Option/Cell Number' link located at the bottom of the 'Text Option Settings' section. The footer includes the Arkansas Department of Human Services logo, copyright information, and a note about browser compatibility.

After selections are made, the 'User Profile' screen is displayed showing the current text messaging subscription settings and other profile specific information.

## The Home Screen

The Home Screen is the main screen within the DCFS Foster and Adoption Family Portal. Upon login this is the screen from which you will navigate to other areas to view information, or to accomplish other tasks. The Home Screen contains a notification section in which you will find general information of importance (*Notice Board*), as well as an Activity Panel which will take you to the various sections on the portal. Alternatively, you may select the desired *Activity Panel* option from the drop-down submenu on the Home tab.



The Activity Panels guides you to the core functions that are available to you, and is based on the service provided. While some service providers will see seven items on the Activity Panel, other providers may see fewer. Currently, you can manage your User Profile, View DCFS information about your home, Manage your Bank Profile (Direct Deposit Authorization), View Placements, View Payments, access and print commonly used DCFS Forms, review DCFS policies, and get information on other available resources. The Childcare/Reports panel will allow you to review the most recent CANS, Case Plan, and Court Report for the children placed in your home. We'll briefly touch on each of these sections in the following pages.

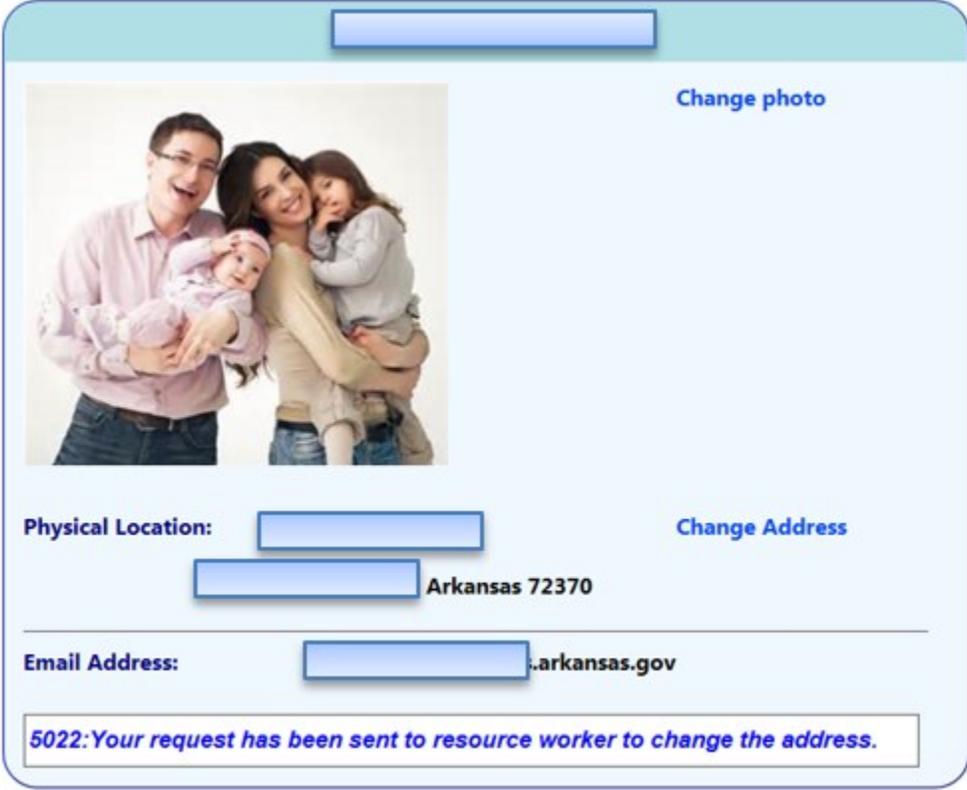
## User Profile

Clicking on the User Profile option will take you to an area where you can review and/or change your profile settings. On this screen you can:

- Customize your profile by adding a picture
- Change your Password
- Change Security Questions/Answers
- Send an email to DCFS Requesting a Change of Address
- Change Text Messaging options (Foster Family Home Homes only)

You can customize your profile page by adding a photo when you click the *Change Photo* hyperlink. You will be prompted with a dialog box that allows you to type in the name of the photo, or to browse to it on your device. The photo should not exceed 1 megabyte in size, and should be in jpeg, jpg, gif, png, or bmp formats.

Clicking on the *Change Address* hyperlink will present a change address dialogue box. You can select the address format, fill out the required fields, and press the 'Update Address' button. Your request will be sent via email to the Resource Worker to change your address. You will receive an onscreen and email confirmation of your request.



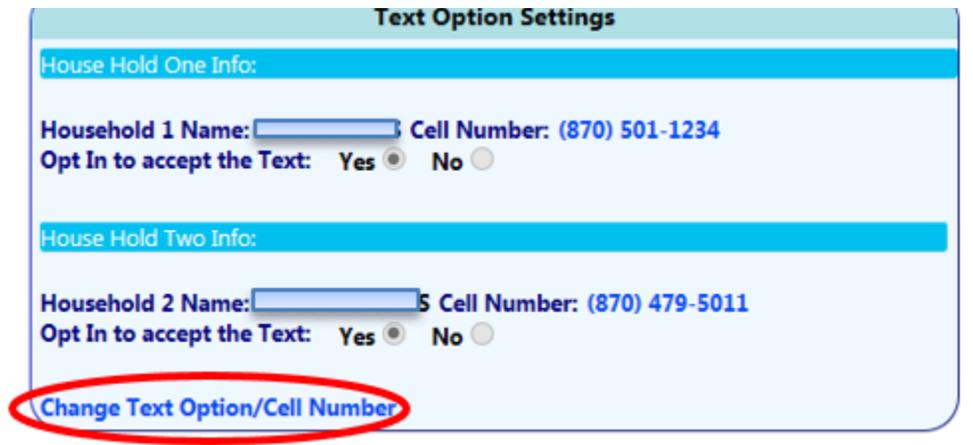
The screenshot shows a user profile interface. At the top, there is a blue header bar. Below it, on the left, is a photo of a family (a man, a woman, and two children). To the right of the photo is a blue link labeled "Change photo". Below the photo, there is a "Physical Location:" label followed by a text input field containing a redacted address and "Arkansas 72370". To the right of this field is a blue link labeled "Change Address". Below the physical location field, there is an "Email Address:" label followed by a text input field containing a redacted email address and ".arkansas.gov". At the bottom of the form, there is a blue-bordered box containing the text: "5022:Your request has been sent to resource worker to change the address."

Clicking on 'Change Password' will allow you to change your User Password. You will be required to enter your Old Password and your New Password. Your password must be between 8 and 20 characters and must contain at least one capital letter and one number. Your new password cannot be the same as any previous five (5) passwords. All users are required to change their passwords after 60 days. Passwords may be changed only once within a 24-hour period.

Clicking on the 'Change Security Questions/Answers' icon will allow you to change your security challenge questions and answers. You can change as many of the questions as you would like to change. Answers to your security questions must be at least three characters in length, and no two security questions may have the same answer.



If you are a Foster Home provider, you can also change your RAVE Text Messaging settings by clicking on the *Change Text Option/Cell Number* hyperlink. All providers can update their mobile phone number on this screen.



## 'My Home' Information

**Foster Family Home**

Reevaluation Due Date: **10/06/2017**

Foster Family Home Service Approved Slots: **2**

Foster Family Home Service Filled Slots: **3**

Foster Family Home Service Available Slots: **0**

**Resource Worker Contact Information**

**Name:** Patricia T Herring  
**Email Address:** [Allcia.Gorden@dhs.arkansas.gov](mailto:Allcia.Gorden@dhs.arkansas.gov)  
**Cell Number:** (870) 740-0145

**Resource Worker Supervisor Information**

**Name:** Tracy Michelle Holloway  
**Email Address:** [nellena.garrison@dhs.arkansas.gov](mailto:nellena.garrison@dhs.arkansas.gov)  
**Work Phone Number:** (870) 598-2282

**Foster Family Support System (FFSS)**

FFSS ID	Family Name	Full Name	Address	Phone Number	Start Date
9876	Jolly	Frank Jolly	20123 Happy Lane, Laughter, AR 72101	(501) 555-1212	05/01/2017

The 'My Home' tab provides information specific to your home. In addition, your Resource Worker's contact information and your Resource Worker Supervisor's contact information are also displayed. You can send an email message to a member of your Resource Team by clicking on the email address hyperlink that is on the page.

If you are a provider of one of the Foster Family Homes services, you will also see the panel that provides you with additional information, including:

- Your next Reevaluation Due Date
- The Number of Approved Slots for Placements
- The Number of Current Placements, and
- The Number of Slots Available for additional placements in your home

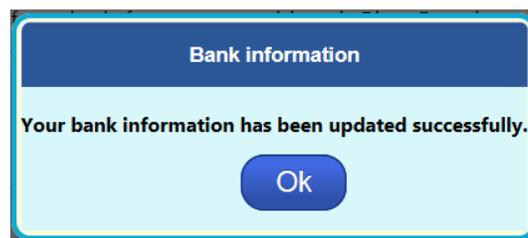
Foster Family Support System (FFSS) approved households will also be displayed for providers who have approved households in the FFSS program. The Foster Family Support System panel will display up to three other households identified by the foster family that have been approved by DCFS. Foster Family Support System households may provide care for children when the foster parent is unable to do so on the occasion of anticipated or unanticipated events.

## Bank Profile (Set Up Direct Deposit)

Direct Deposit is a free service that automatically deposits your board payments into any checking or savings account you choose. To sign up for Direct Deposit, from the *Home* Screen click *Bank Profile* to navigate to the Bank Profile screen. Alternatively, you may navigate to the Bank Account Profile screen from the drop-down submenu on the Home tab.



The New button will already be selected if you have not previously signed up for Direct Deposit. You will need to select the account type, enter your bank routing number and account number and click the submit button. There is a routing number validation service that is used to verify that the bank routing number entered is valid. If an incorrect bank routing number is entered, you will receive a message advising that the routing number is invalid. Once the information is submitted and accepted by the system, you will receive a message on the screen asking you to confirm that you are changing the payment type to Direct Deposit. Once yes is selected you will receive a pop-up notification on the screen that your bank account information has been updated successfully.



When the Direct Deposit Authorization is completed, a Direct Deposit effective date will be displayed on the Bank Account Profile screen. This date reflects the month that the Direct Deposit will become effective. In addition, you will receive a confirmation email message that will provide the start date for your Direct Deposit payments. You can make changes to your bank account information or cancel your Direct Deposit Authorization by returning to the Bank Profile Page on the portal.

Home Bank Profile Contact Help/FAQ Logout

### Enter Bank Account Information

All fields must be filled out. You need to enter your bank account information before you can participate in Direct Deposit.

*Please Note:* To prevent a delay in the current month's payment, the **New, Change** or **Cancel** Bank Account information options will not be available on: 1/10/2017

**Direct Deposit Selection:** \*  New  Change  Cancel

**Type of Bank Account:** \*  Checking  Savings

**Routing Number:** \*

**Account Number:** \*

**Re-enter Account Number:** \*

**Direct Deposit Available From: January 2017**

\* Indicates required field

*Sample Check*

ANY NAME  
P.O. Box 0000  
Anywhere, USA 12345  
(123) 123-0000

1001  
20 00-000 FL  
0000

PAY TO THE ORDER OF \$

DOLLARS

FOR

XXXXXXXXXX XXXXXXXXXXXX

Routing Number Account Number

## View Placements

Selecting *View Placements* from the Activity Panel will allow you to view information for current and past placements for Approved/Open Services. For current placements, you can email the Primary Worker or Supervisor by clicking on the name of the recipient of the email. If a client currently placed in your home has active Medicaid coverage, the Medicaid number will be displayed.

If you are a provider of multiple services, you will be given the option to select the service that you wish to view from a list of options. From this page you can review historical information and obtain limited information about your clients, as well as contact information for DCFS workers that related to their care.

Home Placements Contact Help/FAQ Logout

### Placement Information

List of Approved/Open Services

	Provider ID	Service Provided	Service Start Date	Service Approve Date
<a href="#">View Placement</a>	[Redacted]	Foster Family Home	03/11/2013	03/11/2013
<a href="#">View Placement</a>	[Redacted]	Adoptive Home	09/11/2014	09/12/2014
<a href="#">View Placement</a>	[Redacted]	Pre-Adoptive Home	09/11/2014	09/12/2014

Current Placements  Past Placements

Client Information for Foster Family Home Service:

*Click on Column Header to sort data. To Email the Primary Worker or Supervisor, click on their name (Applicable for Current placements only).*

Client ID	Client Name	Primary Worker Name	Primary Worker County	Primary Worker Cell#	Supervisor	Placement Entry Date	Medicaid#
[Redacted]	[Redacted]	[Redacted]	Pulaski (Southwest)	(501)-541-2572	<a href="#">Dorothy Jackson</a>	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	Pulaski (Southwest)	(601)-541-2572	<a href="#">Dorothy Jackson</a>	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	Union (El Dorado)	(870)-312-3005	<a href="#">Mydeana Bridges</a>	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	Pulaski (North)	(501)-612-8025	<a href="#">Caroline Banks</a>	[Redacted]	[Redacted]

## View Payments

Selecting *View Payments* from the Activity Panel will allow you to view board payment information. Payment data shown here is for informational purposes only and is provided on an 'as is' basis.

Home Payments Contact Help/FAQ Logout

### Past Payment Information - Filter payments

Begin Date:  End Date:  [Apply Filter](#) [Clear Filter](#)

*click on Column Header to sort data.*

Client ID	Client Name	Payment Amount	Adopt Subdy Pmt	No of Days	Begin Date	End Date	Payee Name
[Redacted]	[Redacted]	[Redacted]	N	31	10/01/2016	10/31/2016	[Redacted]
[Redacted]	[Redacted]	[Redacted]	N	30	09/01/2016	09/30/2016	[Redacted]
[Redacted]	[Redacted]	[Redacted]	N	31	08/01/2016	08/31/2016	[Redacted]
[Redacted]	[Redacted]	\$0.00	N	18	07/01/2016	07/19/2016	[Redacted]
[Redacted]	[Redacted]	[Redacted]	N	13	07/19/2016	07/31/2016	[Redacted]
[Redacted]	[Redacted]	[Redacted]	N	30	06/01/2016	06/30/2016	[Redacted]

## DCFS Forms

Selecting *DCFS Forms* from the Activity Panel will direct you to a page with several hyperlinks that gives you access to commonly used forms and other resources. This feature provides you the opportunity to open, download or print off common forms used by DCFS in the management of children in your care. The forms were created in MS Office and Adobe Acrobat (.pdf) format, and you may need the Adobe Reader™ application to open many of them. If you have other questions about the use of these forms, please contact your resource worker.



The screenshot displays the DCFS Foster and Adoption Family Portal. At the top, there is a banner image of a diverse group of smiling people. Below the banner is a navigation bar with the following elements: "User", "Foster and Adoption Family Portal v1.6.16 - UAT", and "Today: 8/14/2018". The main navigation menu includes "Home", "DCFS Forms", "Contact", "Help/FAQ", and "Logout".

The main content area is titled "DCFS Useful links" and is organized into five categories, each with a list of links:

- Foster Parent Travel**
  - TR-1 Instructions
  - TR-1 Blank
  - Travel Reimbursement Common Errors
  - Foster parent Travel Tip Sheet
  - Mileage Calculator
- Foster Children Forms**
  - CFS-352 – Episodic
  - CFS-352 - Instructions
  - CFS-400 - Separated Siblings Contact Form
  - CFS-419 - Foster Family Support System (FFSS) Information
  - Medication Logs
- Resources**
  - CCA of Arkansas Brochure
  - DCFS Central Office Organizational Chart
  - DCFS Area Map
- Resource Home Evaluation Forms**
  - CFS-342 - State Police Criminal Record Check
  - CFS-316 - Request for Child Maltreatment Central Registry Check
  - VSP - Arkansas State Vehicle Safety Program
  - VSP 001 - Authorization to Operate Vehicles on State Business
  - VSP 002 - Authorization to Obtain Traffic Violation Record
  - CFS-593 - Additional Requirements for DCFS Drivers
  - CFS-593 - Instructions
  - Quarterly Fire Drill
- DCFS Policies**
  - DCFS Master Policy
  - PUB 04 A – Minimum Licensing Standards
  - PUB 30 - Foster Parent Handbook
  - PUB 30 - Foster Parent Handbook (Spanish)

## Childcare and Reports View

Selecting the Childcare/Reports icon from the Activity Panel will allow you to view information for current placements in your home. In addition you can view the most recent CANS, Case Plan, and Court Reports.

The screenshot shows the top navigation bar with 'User', 'Foster and Adoption Family Portal v1.6.16 - UAT', and 'Today: 7/27/2018'. Below the navigation is a welcome message: 'Welcome to the Division of Children and Family Services (DCFS) Foster And Adoptive Family Portal!'. A 'Notice Board' section contains a message about bank account cutoff dates for August 2018 payments. The 'Activity Panel' contains six icons: User Profile, My Home, Bank Profile, View Placements, View Payments, and DCFS Forms. The 'Childcare/Reports' icon, which depicts a house with people, is circled in red.

The *List of Clients* will show your current placements, the primary worker's name, primary county for the resource worker along with the worker's cell phone number and the supervisor name. When you click the select button for children currently placed in your home, it will populate further information for the child selected.

The screenshot shows the 'Childcare/Reports' page with a 'List of Clients' table. A red arrow points to the 'Select' button in the first row of the table.

	Client ID	Client Name	Primary Worker Name	Primary Worker County	Primary Worker Cell#	Supervisor Name
Select			Antoinette Hansberry	Pulaski (Southwest)	(501) 554-3459	Janice Birt
Select			Antoinette Hansberry	Pulaski (Southwest)	(501) 554-3459	Janice Birt

In the DCFS Reports section of the screen you can review the most recent CANS, Case Plan, and Court Report for the child whose name you selected above. The CANS (Child and Adolescent Needs and Strengths) gathers information on child’s and the caregivers’ needs and strengths. To open the report, click on “Most Recent CANS - Child and Adolescent Needs and Strengths Report.pdf”. Similarly, click “Most Recent Case Plan.pdf” or “Most Recent Court Report.pdf” to view the selected report. Please note that this information is extremely confidential, and you cannot re-disclose any of the information provided here.

As you scroll down further on the screen you will see the *Childcare Information* section. Childcare information is displayed for each child if there is an active child care authorization on file with DCFS. If you have multiple children in your home, you can view individual Child Care information by clicking on the child’s name. Information displayed included the Child Care Facility Name and Address, as well as the start and end dates of the authorization for payment.

User: [redacted] Foster and Adoption Family Portal v1.6.16 : UAT Today: 6/26/2018

Home Childcare Info Contact Help/FAQ Logout

### Childcare/Reports

List of Clients

	Client ID	Client Name	Primary Worker Name	Primary Worker County	Primary Worker Cell#	Supervisor Name
Select	[redacted]	[redacted]	Antoinette Hansberry	Pulaski (Southwest)	(501) 554-3459	Janice Birt
Select	[redacted]	[redacted]	Antoinette Hansberry	Pulaski (Southwest)	(501) 554-3459	Janice Birt

DCFS Reports for Client [redacted]

**Reports**

- Most Recent CANS - Child and Adolescent Needs and Strengths Report.pdf
- Most Recent Case Plan.pdf
- Most Recent Court Report.pdf

**Confidentiality Notice**  
 All information contained in this section is confidential. Resource parents may receive but not re-disclose reports, case histories, and other written documents related to a foster care case of a child placed in the resource home.

Childcare Information for Client [redacted]

Client ID	Client Name	Facility Name	Phone #	Facility #	Address	City/State/Zip	County	Authorization #	From Date	To Date
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Pulaski	850851	05/07/2018	06/29/2018



## Forgot Password Hyperlink

If you forget your password and you remember the answers to your personalized security questions, you can select the terms of service checkbox, enter your username (the email address that you used when you registered on the Foster and Adoptive Family Portal) and select the 'Forgot Password' hyperlink. You will be prompted to answer the three security questions that you selected during new user registration. The security answers are not case sensitive. After successfully answering the security questions, you will be prompted to enter your new password.

Your password must be between 8 and 20 characters and must contain at least one capital letter and one number. Your new password cannot be the same as any previous five (5) passwords. Once your new password is entered and accepted by the system, you will receive an onscreen confirmation that your password has been successfully changed.

## Can't Logon Hyperlink

If you forget your password and you can't remember the answers to your personalized security questions, you can select the terms of service checkbox and click the *Can't Logon* hyperlink. You will be directed to the Identity Check screen where you will enter your first name, last name, Date of Birth, last 4 digits of your Social Security Number, unique ID (AASIS Member ID) and your email address.

Enter Your Personal Identification

You need to confirm your identity before you can access your account to participate in Direct Deposit.  
All fields must be filled out.

First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Date of Birth (MM/DD/YYYY): *	<input type="text"/>
Last 4 Digits of SSN: *	<input type="text"/>
Email Address: *	<input type="text"/>
Unique ID: *	<input type="text"/>

\* Indicates required field

After successfully entering the information, an email will be sent to you that will contain a temporary password and a *Can't Logon* link.

Home Contact ? Help/FAQ Logout Identity Check

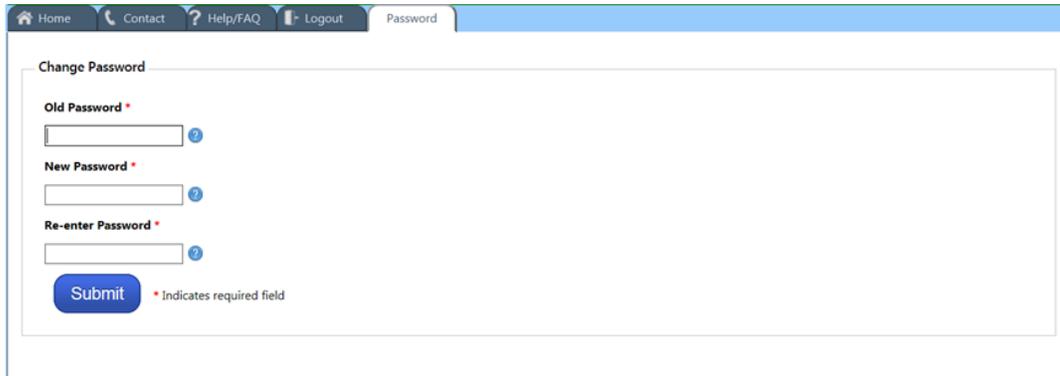
Enter Your Personal Identification

You need to confirm your identity before you can access your account to participate in Direct Deposit.  
All fields must be filled out.

2220: Please check your email account for your temporary password.

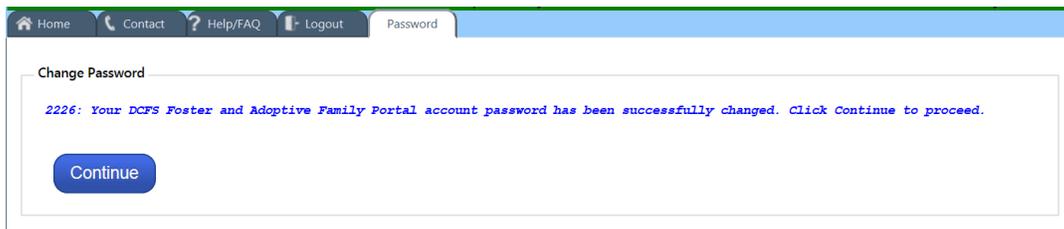
You must use the link that is in the email to successfully reset your password. The temporary password contained in the email can only be used with the link that is in the *Reset Password* email. Please note that the User Name that you created at the time of your initial registration on the Foster and Adoptive Family Portal does not change. Sometimes this may not be the same email address that you currently have on file with the Division of Children and Family Services. If you have forgotten your User Name, you may use the *Forgot User Name* hyperlink to retrieve it.

After entering your User logon and the temporary password provided in the *Reset Password* email, you will be directed to the change password screen. The 'Old Password' is the temporary password from the *Reset Password* email. You may then create your new password and click the *Submit* button.



The screenshot shows a web browser window with a navigation bar at the top containing links for Home, Contact, Help/FAQ, Logout, and Password. The main content area is titled "Change Password" and contains three input fields: "Old Password", "New Password", and "Re-enter Password". Each field has a red asterisk indicating it is required and a blue question mark icon to its right. Below the fields is a blue "Submit" button and a small red asterisk with the text "Indicates required field".

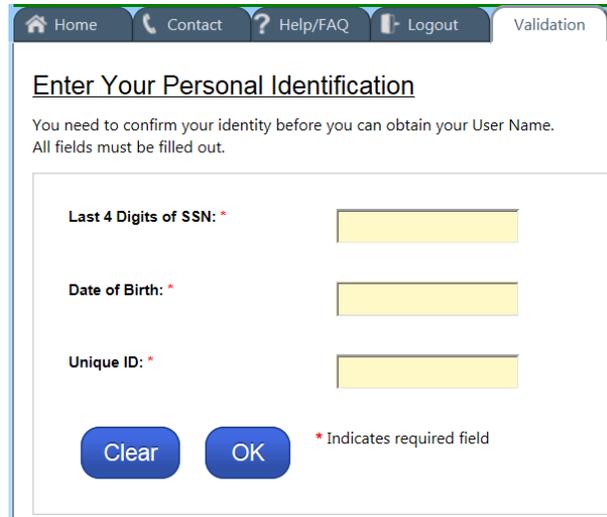
Your new password must contain at least 8 characters, at least 1 upper case letter, at least 1 lower case letter and at least 1 number. Your new password cannot be the same as any previous five (5) passwords. Once your password is entered and accepted by the system, you will receive an onscreen confirmation that your password has been successfully changed.



The screenshot shows the same web browser window as the previous one, but the "Change Password" form is now empty. Instead, there is a blue message box with the text: "2226: Your DCFS Foster and Adoptive Family Portal account password has been successfully changed. Click Continue to proceed." Below the message is a blue "Continue" button.

## Forgot Username Hyperlink

If you forget your User Name, you can use the *Forgot Username* hyperlink to retrieve it. Your User Name is the email address that you provided to DCFS when you originally registered on the Foster and Adoptive Family Portal. To retrieve your User Name, select the terms of service checkbox and then click the *Can't Logon* hyperlink. You will be directed to the Personal Identification screen where you can enter the last 4 digits of your Social Security Number, your Date of Birth, and your Unique AASIS ID.

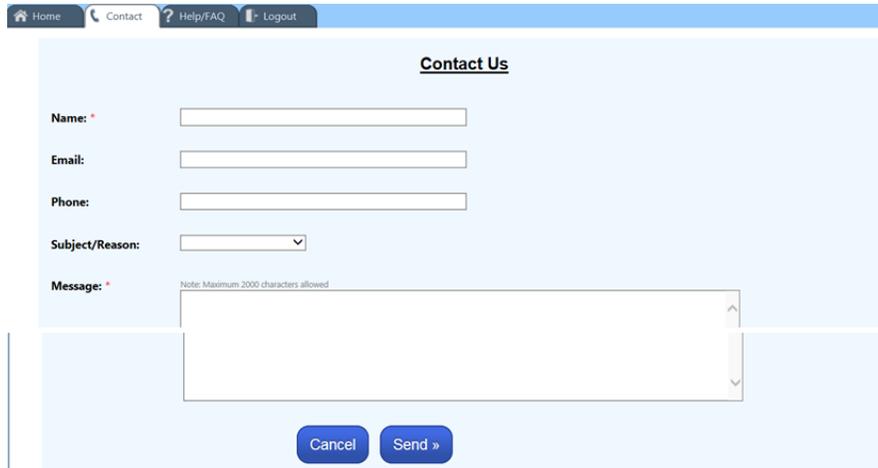


The screenshot shows a web application interface with a navigation bar at the top containing links for Home, Contact, Help/FAQ, Logout, and Validation. The main heading is "Enter Your Personal Identification". Below the heading, a message states: "You need to confirm your identity before you can obtain your User Name. All fields must be filled out." The form contains three input fields, each with a red asterisk indicating it is required: "Last 4 Digits of SSN:", "Date of Birth:", and "Unique ID:". At the bottom of the form are two blue buttons labeled "Clear" and "OK", and a legend indicating that the red asterisk "\* Indicates required field".

An email message will be sent to the current email address that you have on file with DCFS that will provide you with your username. You can logon to the Foster and Adoptive Family Portal as you normally would.

## **Contact Us Tab**

The Contact Us Tab provides an easy way for you to reach us. You can use this form to offer comments and suggestions, to advise us of problems and concerns, report Website Issues, or to provide other feedback.



The screenshot shows a web interface with a navigation bar at the top containing 'Home', 'Contact', 'Help/FAQ', and 'Logout' tabs. Below the navigation bar is a light blue box titled 'Contact Us'. Inside this box, there are several input fields: 'Name:' with a text box, 'Email:' with a text box, 'Phone:' with a text box, 'Subject/Reason:' with a dropdown menu, and 'Message:' with a large text area. A small note above the message area says 'Note: Maximum 2000 characters allowed'. At the bottom of the form are two buttons: 'Cancel' and 'Send »'.

Once you have completed the form, press the send button. You will receive an onscreen confirmation message that your email message to DCFS has been sent. You will also receive a confirmation email message, and a DCFS representative will contact you to discuss the issue that you reported.

If your inquiry is urgent in nature, it is recommended that you directly contact your local DCFS Resource Worker.

## **Help/FAQ Tab**

This page offers a list of frequently asked questions where you may be able to find answers. Topics include Direct Deposit, Portal Registration, Placements and Payments, and many others. Just click on a question to see the answer. If you can't find the answer you're looking for, you can use the Contact Us page for further assistance.

## **Logout Tab**

Clicking the *Logout* tab will immediately end your session and return you to the home page.

DCFS is working hard to provide our foster and adoptive families with proactive support, and to streamline some of our processes. This portal is a result of those efforts. We hope that your experience with this website is a positive one. Please feel free to use the *Contact Us* page to provide us with your feedback and/or suggestions.