



FY 2022

RBWO Provider User Manual

September 7, 2021

Georgia DHS, Division of Family and Children Services
Office of Provider Management

Care Solutions, Inc.



WELCOME TO GA+SCORE

The Office of Provider Management (OPM) contracts with and monitors Child Caring Institutions and Child Placing Agencies provision of Room, Board and Watchful Oversight (RBWO) services. OPM employs various data, on-site records review and collateral report mechanisms to monitor providers' adherence to RBWO Minimum Standards and contractual obligations, all of which direct provider performance expectations regarding the safety, permanency and well-being of children.

The foundational objective of OPM is to ensure that children placed in RBWO care are safe from abuse and neglect and that their well-being needs are met.

GA+SCORE, developed and maintained by Care Solutions for OPM, is the online tracking and reporting system that OPM and RBWO providers use to report and manage daily tasks such as tracking pertinent provider, foster home, and child information, all in support of OPM's *FY2022 RBWO Minimum Standards*. Georgia's Out-Of-Home Care website, www.gascore.com, posts resources for providers and the community, such as the real-time placement matching tool, MATCH!; while the secure, password-protected GA+SCORE data-tracking system allows providers to report sensitive data used for PBP scoring and foster home approvals, as well as OPM's monitoring activities.

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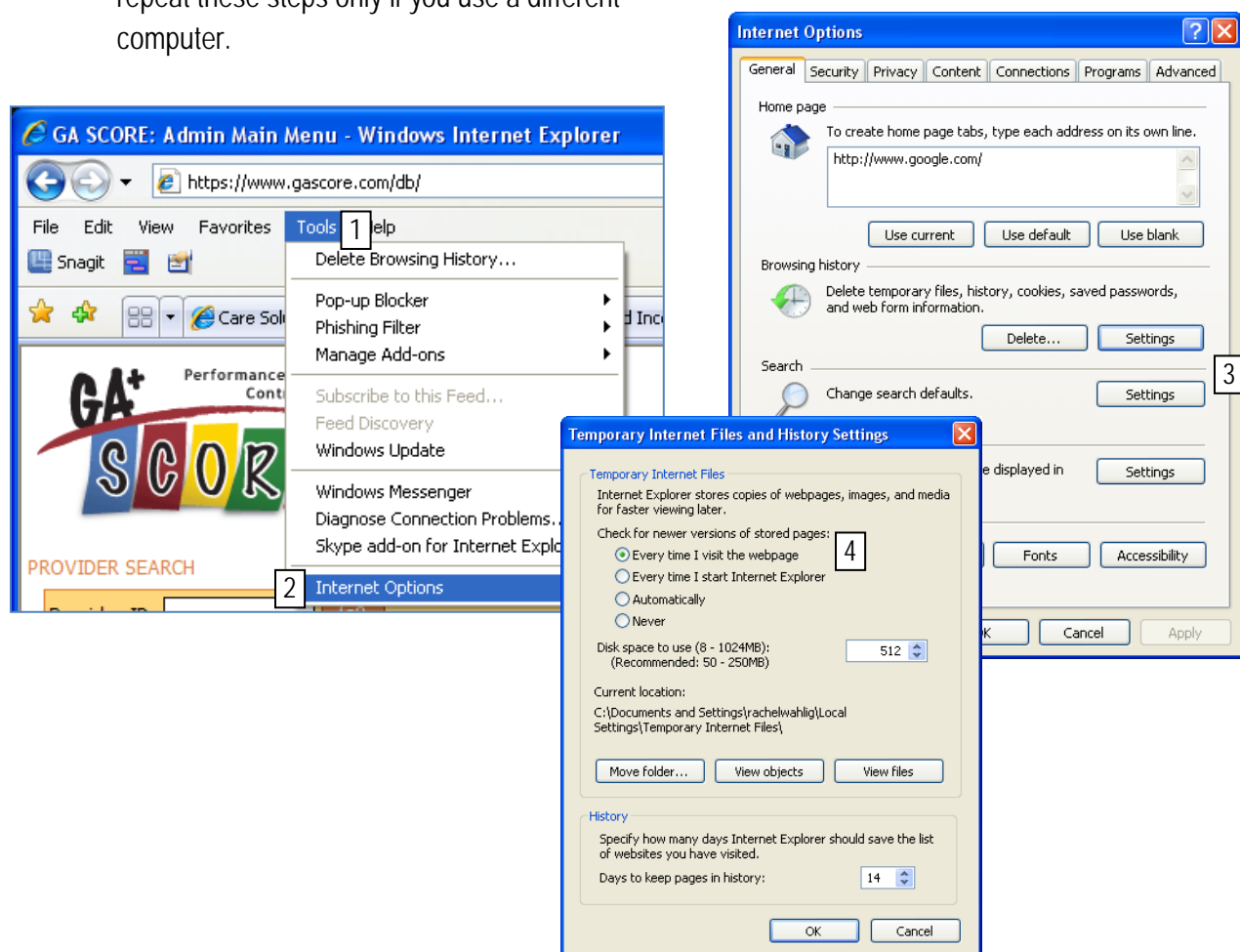
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Technical Requirements

GA+SCORE is designed to run in most recent browsers, including Google Chrome; Mozilla Firefox; Microsoft Edge; and Safari. To ensure that the application functions for you, please observe the following guidelines:

- + **GA+SCORE should never be open in two browser tabs simultaneously.** If you attempt to view information on two different residents, foster homes, or providers in separate tabs, you may overwrite records and lose data you have entered. Also, avoid using the back button to switch between child or home records. Instead, return to the roster and click the correct record.
- + If you are using very old browsers such as Internet Explorer to access GA+SCORE, please verify that your browser settings are correct. Click on the Tools Menu (1), then Internet Options (2). In the pop-up, find Browsing History and click the Settings button (3). Be sure your browser is set to check for newer versions of stored pages "every time [you] visit the webpage" (4). You will need to repeat these steps only if you use a different computer.



Logging Into GA+SCORE

Each provider user has an individual account in GA+SCORE. Log in at www.gascore.com, using your full email address as the username and the password you've selected. If you cannot remember your password, click on the "Request your password" link and enter your full email address; if you have an active account, your password will be sent to you automatically. If you do not have an account, contact your agency super user. (Care Solutions staff cannot create user accounts but can help you identify your super user.)

Users assigned to only one program site land directly on the program's Rosters >> Daily Roster screen.

GA+SCORE QUICK LINKS

GA+SCORE > Provider > Rosters > Daily Roster

Rachel's Place (Test Only)
• Child Placement Services (5128) - Child Placing Agency (ACTIVE)
[Select Foster Home](#)

PROFILE MONITORING SERVICES **ROSTERS** REPORTS RISK MANAGEMENT

Daily Roster

This tab includes a comprehensive listing of RBWO children your program has admitted to GA+SCORE. Children indicated in green are known to GA+SCORE as MAAC-funded.

[Add New Admission](#)

Show 25 entries Filter:

Child ID#	Child Name	SHINES ID	Child Age	Admission Date	PD	Discharge	PC Last Name
4491303	Jones (Test), Brenda	MISSING	17	10/1/2018	BWO	X	Holmwood (test)

Showing 1 to 1 of 1 entries Previous 1 Next

Users assigned to more than one program must first select a program from the list of assigned programs:

GA+SCORE QUICK LINKS

Main Menu GA+SCORE > Main Menu

Select a program to begin:

Program	Vendor ID
Rachel's Place (Test Only) - Child Placement Services (5128) - CPA	87921
Rachel's Place (Test Only) - Foster Care Program (5108) - CPA	98987
Rachel's Place (Test Only) - Group Home (5106) - CCI	12345
Rachel's Place (Test Only) - Independent Living Program (5127) - ILP	96969

Site developed by Care Solutions, Inc.
With funding from The Dept. of Human Services,
Office of Provider Management

support@gascore.com

Clicking the link brings the user directly to that program's Rosters tab as described above. To return to the list of programs, click on the GA+SCORE logo in the upper-left-hand corner of the screen.

User Accounts

A super user who is logged into GA+SCORE can manage user accounts by clicking on the Quick Links menu and selecting "User Management". If you are logged into GA+SCORE and not a super user, click on this page to view a list of super users at your agency who can assist you. If the super user is assigned to more than one program, they must click on the name of a program before using the Quick Links menu. Otherwise, the program list (3) will be empty.

Add A User:

Email Address:

User Type:

Click to select Program(s) user can manage (hold the Ctrl key while clicking to select more than one):

- Rachel's Place (Test Only) - Group Home (5106) - CCI
- Rachel's Place (Test Only) - Foster Care Program (5108) - CPA
- Rachel's Place (Test Only) - Independent Living Program (5127) - ILP
- Rachel's Place (Test Only) - Child Placement Services (5128) - CPA

Select the staff member if already entered in the system:

First Name:

Last Name:

☐ Add a new record for this person to the orange Staffing screen for each program you selected above (Leave blank if the person is already listed on the Staffing screen)

Role Start Date:

Add

To add a user, follow the instructions above to navigate to the User Management screen. The first three items are required; the fourth is optional.

1. **Enter the email address of the individual.** The system will send an invitation directly to the address containing login instructions. *Note that the email address is the username and cannot be duplicated* – each user must have a distinct email address at the agency's domain (not @gmail.com or another public domain).

2. **Select the user type.** Super users are able to create and manage other users; power users have access to all sections except user management; basic users can complete all home and child data entry but may not be able to edit information about the provider site.

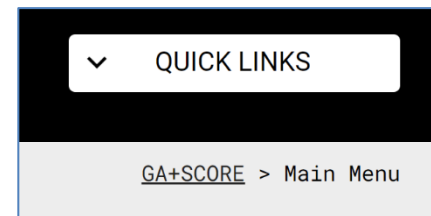
3. **Assign the user to one or more programs.** Users will be able to see only assigned programs. Be sure at least one program is highlighted before saving the record. If the list is empty, click the GA+SCORE logo, select a program, and then return to the User Management screen.

4. **If this user will be in an RBWO role and listed on your Staffing screen, link the records.** If they're already in the dropdown, simply select their name. If not, fill out the fields for name and check the box to add them to the Staffing screen. Click the Add button to save your changes. Click the GA+SCORE logo to return to the orange tabs.

To edit or inactivate a user, click on the username in the list, make the edits, and click Save.

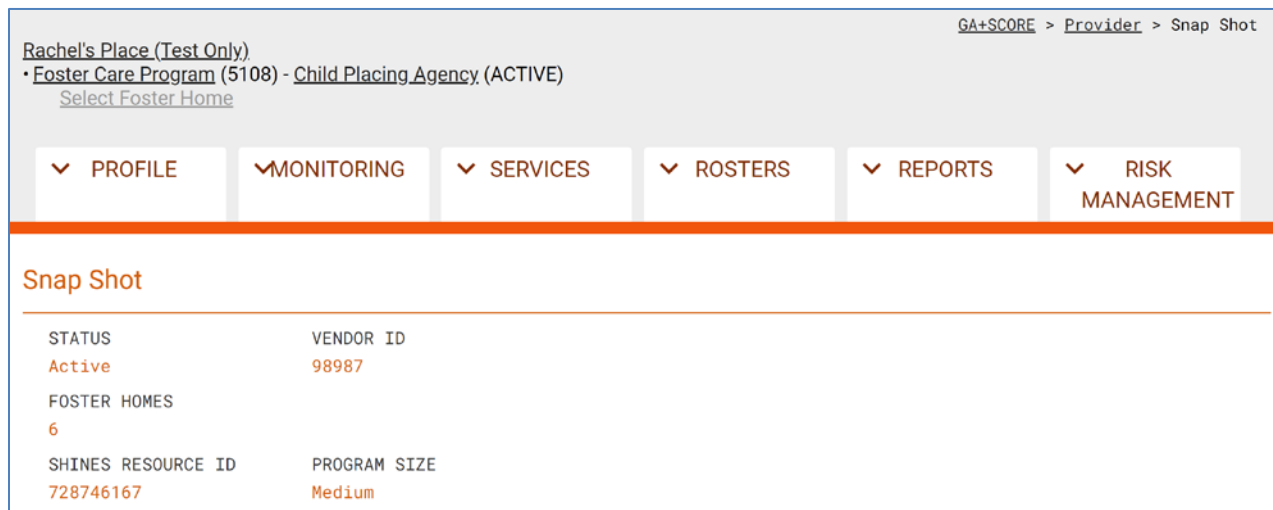
Navigation Overview – Exploring GA+SCORE

In GA+SCORE, providers can see and enter information for program sites and staff, RBWO referrals and children in placement, foster homes (CPAs only), non-RBWO placements, and program users. To reach a specific area of GA+SCORE, use the Quick Links menu in the upper-right-hand corner of any screen to jump directly to the area. Users can also return to a previously visited screen by clicking on the links in the "breadcrumb" trail just under the Quick Links menu.



Snapshot Screens

In each area, the landing screen – or snapshot – contains an overview of the most important data about the program, staff person, foster home, or child. For instance, the Provider Snapshot includes contact information, authorized program designations, and capacity (CCIs only) at a glance.

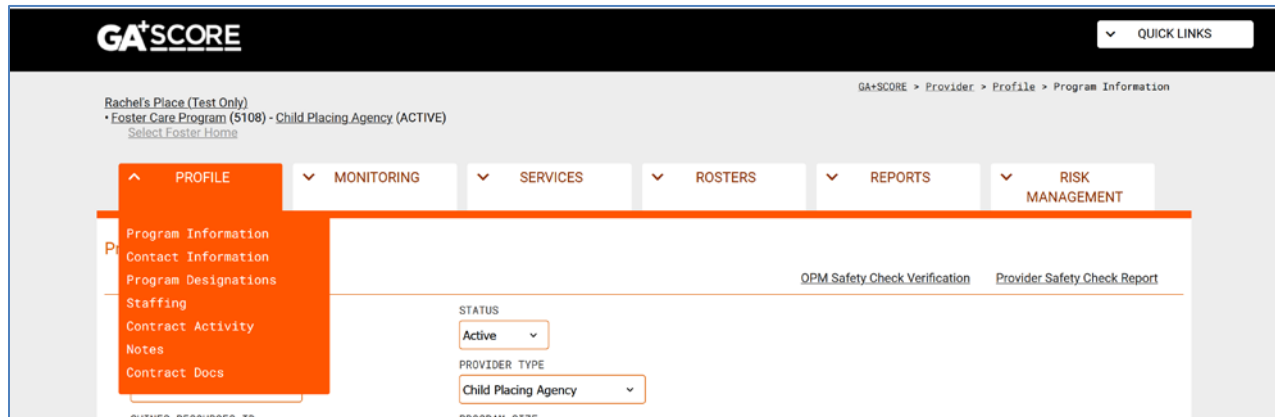


The child snapshot displays pertinent information such as the child's SHINES Person ID, significant recent PBP data reported by providers, and a link to the child's open or most recent placement; clicking the link takes the user directly to the Placements tab, Placement Details screen. The Foster Home Snapshot contains a list of all non-RBWO members in the home with links to the Members tab for each of them, as well as a list of current RBWO foster placements at the bottom, with links back to the child's snapshot.

To return to the snapshot, click on the name of the area – Provider, Foster Home, or Child – in the breadcrumbs under the Quick Links menu, or click on the name of the home, child or provider in the header on the left-hand side.

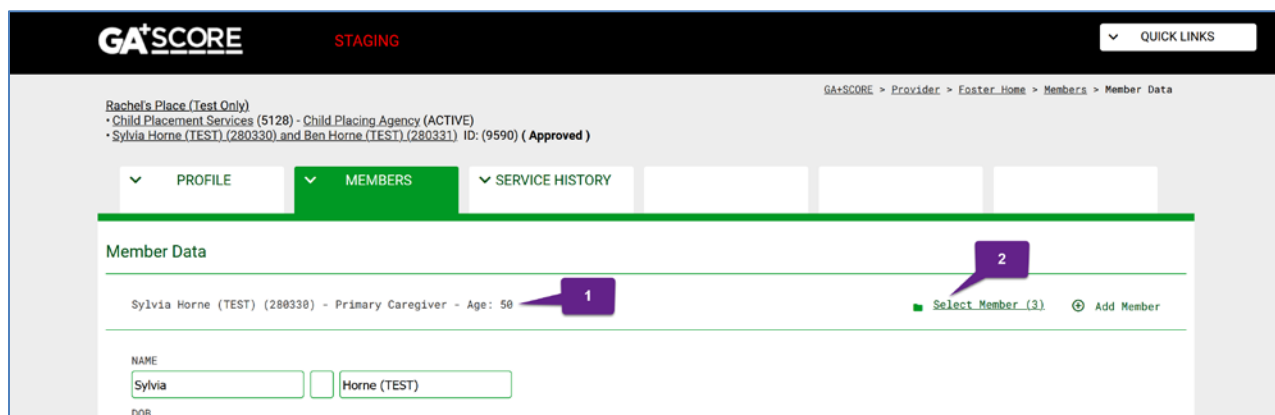
Tabs & Pages

Data in all areas of GA+SCORE is organized using **tabs**. Click on any tab to see a dropdown list of pages under that tab; click on a page to open it.




Sub-menus


A few pages include sub-menus below the tabs, which allow users to switch between two sets of data on a single tab. For instance, information about individual members in a foster home (CPAs only) is displayed via a sub-menu, which is available in the Foster Homes area on the Members tab. The display defaults to the Primary Caregiver (1).



To view other members' data, click "Select Member" (2) and pick from the other known household members. The Members tab and all its pages will now display information about that selected member.

Adding & Editing Information



Click on the underlined text beside a plus icon  to add a new record. Depending on the amount of data to be collected, the link may open a data-entry box (as shown below) or direct you to another page in the system. Fill out all fields and click the Add button; the system will prompt you if any required fields have been left blank.



 [Add an Academic Support](#)

MEETING DATE

ACADEMIC SUPPORT TYPE

ADD

Click on the underlined text beside a pencil  or person  icon to view detail about a record, edit, or delete the record.

ACADEMIC SUPPORTS		
Show <input type="text" value="25"/> entries		
Filter: <input type="text"/>		
Date	Type	Date Reported to GA+SCORE
 8/11/2020	In-home educational enrichment activity	8/15/2020
 11/4/2020	Other type school meeting, conference, or staffing	11/10/2020
Showing 1 to 2 of 2 entries		
Previous <input type="text" value="1"/> Next		
SAVE		

Remember to click the Save button to update the system with any changes or click the text link again to hide the box without saving. Note that in some cases users with lower permission levels can view information but do not have the ability to make changes; other users may not be able to view the data at all.

In most areas of GA+SCORE, users may delete records that are the result of data-entry errors; however, **this editing window ends after the 10th of the following month for data related to PBP, or after 72 hours for significant events.** To delete a record within the editing window, simply click on the linked text (e.g., the date of the academic support in the above example), check the box labeled "Remove from record", and click the Save button. Please use the delete feature only if the record should never have been entered. If the record was correct, but has since changed, leave the old record in place and enter a new one.

Some data, such as placement records, foster home records, and staff records, cannot be deleted by users. Please contact Care Solutions if you require assistance.

Quick Guide to Major Reporting Expectations in GA+SCORE

GA+SCORE helps make providers more accountable for data collection and reporting and offers one streamlined tool for all RBWO providers to use. CCI, CPA, and ILP/TLP providers are able to maintain their own real-time placement and foster home rosters and submit data for Performance-Based Placements. The chart below outlines key provider tasks in GA+SCORE.

	Provider Staff	Foster Homes (CPAs only)	RBWO Children
To add a record	<ul style="list-style-type: none"> Add a record with name, hire date, email address, and PBP role Add education and licensure Upload required staff safety checks, such as the OIG Fitness Determination Letter 	<ul style="list-style-type: none"> Add an approved home with name and SSN of primary and secondary caregivers and initial approval date Request a CPS screening Add address, contact information, and placement preferences Add additional members Add trainings, medical and drug screens, and safety/background checks 	<ul style="list-style-type: none"> Add a referral with name, age range, county, referral date, referral source, presenting issue, and disposition Add a placement with name, date of birth, admission date, and foster home (CPAs only) / address (ILPs only) Add demographic data, including SHINES Person ID Add a program designation (PD) Add family (visitation & siblings) data Add education (enrollment status) data Add EPSDT medical and dental visits from the previous 12 months Add permanency pacts and IDA enrollment (ILP/TLP only)
On a daily basis, ensure that all the Daily Roster, Foster Home Roster, Non-RBWO Roster, ILP/TLP Roster, and RBWO Referrals screens are accurate. Report Significant Events. Staff contacts, services, accreditations, and key document uploads for each provider site should be kept up to date. Complete all SHINES reporting following timelines in policy and verify SHINES Person IDs listed in GA+SCORE.			
Monthly	<ul style="list-style-type: none"> By the 10th of the following month, report any annual trainings 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Conduct and report ECEM visits, provider general contacts, academic supports, permanency contacts (and WTLP/Life Coach contacts - ILP/TLP only) Affirm ILP/TLP Roster requirements (ILP/TLP only) By the 10th of the following month, report all PBP work to GA+SCORE or GA SHINES
Quarterly	<ul style="list-style-type: none"> Complete 6 hours of annual training 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Report whether youth has completed 10 hours of community involvement or volunteer work
As Needed	<ul style="list-style-type: none"> Update the position title, RBWO role, contact info, and education and licensure Report on RBWO Foundations training registration and completion Upload required staff safety checks 	<ul style="list-style-type: none"> Update address, contact information, and placement preferences Add new members or move out old members Conduct and report medical and drug screens, and safety/background checks; report annual training hours Conduct and report annual re-evaluations 	<ul style="list-style-type: none"> Update demographic data Update PD, education, and family data Update permanency pacts, address, and IDA enrollment (ILP/TLP only) Conduct and report EPSDT medical or dental visits
To close a record	<ul style="list-style-type: none"> Add an end date and reason for leaving 	<ul style="list-style-type: none"> Report the home's closure date and reason for closure 	<ul style="list-style-type: none"> Discharge the child and report the disposition (and education/housing information - ILP/TLP only)

Provider Data

Essential Provider Data

All RBWO providers manage their contact and services information, staffing list, and user lists via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to report on provider data and staffing in real time, to assist DFCS with placement matching, and to generate distribution lists for important mailings and e-blasts, the system must be kept updated as changes occur.

To update provider contact information, click on the orange Profile tab and go to the Contact Information screen. Each provider should have a designated staff member for each of the listed roles. If no staff person is assigned, select a name and click "Assign" (1); to change the currently assigned staff person, click "Remove" (2) and then make a new selection. **Staff must be listed on the Staffing screen before they can be assigned to any contact roles** – the only exception is the After Hours Contact.

The screenshot shows the 'Contact Information' screen with four roles and their assigned staff members:

- Executive Director/CEO:** Assigned to Dougie Milford (dmilford@winepeaksgazette.com, 919-555-6123). Callout 1 points to the 'ASSIGN' button.
- Site/Program Director:** Assigned to Dougie Milford. Callout 2 points to the 'REMOVE' button.
- FH Recruiter:** Assigned to Josie Packard (jpackard@mill.com, 404-555-8846).
- Primary FH Contact:** No staff member assigned. Callout 1 points to the 'ASSIGN' button.

To enter provider accreditation data, click on the orange Profile tab and go to the Program Information screen. Click on the Add an Accreditation link (1), enter the required fields, and click the Add button. To remove an accreditation reported in error (within the editing window), click on the name of the accreditation (2), check the box labeled "Remove from record (Incorrectly Assigned)", and click the Save button.

The screenshot shows the 'Accreditations' screen with the following fields:

- ACCREDITATION:** A dropdown menu with 'SELECT' as the current selection. Callout 1 points to the 'Add an Accreditation' link.
- APPROVAL DATE:** A text input field.
- EXPIRATION DATE:** A text input field.
- LICENSE NUMBER:** A text input field.
- LICENSE WEBSITE:** A text input field.
- ADD:** An orange button at the bottom.

To update provider background information or services, click on the orange Profile tab and go to the Program Information screen, or click on the orange Services tab and go to any screen. On the Program Information screen, providers can update any field that is not part of the RBWO Contract Annex D/E. On the screens under the Services tab, providers can identify accepted referral sources, the populations they serve, as well as any specialty services offered.

Staffing

The provider staffing list is shown on the Staffing screen under the orange Profile tab. **This screen shows provider staff, not GA+SCORE user accounts; adding a record here does not create a user account.** This screen should list all program staff interacting with children placed with you.

To add a staff member, click on the "Add New Staff/New Role" link (1). If the member has ever worked at any program site with the same provider agency, find the name in the dropdown and click the "Use this Person" button (2); leave the remaining fields blank. **Reporting shared staff correctly reduces duplicate data entry.** Once the screen refreshes to show the person's active record, follow the instructions below to edit the staff member and fill out required fields.

The screenshot shows a web form titled "Add New Staff/New Role". At the top, there is a link labeled "Add New Staff/New Role" with a callout number 1. Below this, a text box says: "If the person has previously been reported to GA+SCORE by your agency, pick their name from the dropdown and click 'USE THIS PERSON' to share previous data entry. Do not complete the fields below." Below this text is a dropdown menu showing "Dacquinette Williams" with a callout number 2 pointing to the "USE THIS PERSON" button. Below the button, another text box says: "If the person is not listed in the dropdown immediately above, complete the fields below and click 'CREATE NEW PERSON'." Below this are several input fields: "*NAME" (two text boxes with a callout number 3 pointing to the second box), "EMAIL" (text box), "PHONE 1" (text box), "*AGENCY HIRE DATE" (text box), "*RBWO ROLE" (dropdown menu with "SELECT" selected), "*ROLE START DATE" (text box), and "*HOURS EMPLOYED" (dropdown menu with "SELECT" selected). At the bottom, there are labels for "TITLE/POSITION" and "SUPERVISOR" with corresponding text boxes.

If the staff person is completely new to the agency, fill out the fields and click "Create New Person" (3). **Providers must have, at minimum, the name, agency hire date, email address, hours employed, RBWO role, and role start date to add a staff member.**

To edit a staff member, click on the name in the list. Staff details are reported on the purple staffing tabs; for more information, see Staff Records on page 11.

Annual trainings and Foundations (5) are reported for staff as part of PBP.

Notes on Provider Data

- + The **agency hire date** is used to calculate the due dates for initial (pre-hire) background checks and for annual renewals of those checks. The **role start date** is used to calculate the due date for RBWO Foundations and the amount of required annual training (as applicable).
- + **The provider is responsible for all information appearing on the orange provider tabs.** Please ensure that staffing lists, contact assignments, and program data are correct. If data is incorrect, it may be more difficult for DFCS case managers to identify potential places. It may also keep your agency from receiving notifications from GA+SCORE and DFCS.
- + **The provider cannot edit information specified in the Annex D of the RBWO Contract.** If you believe the program name, site or mailing address, list of authorized program designations, or PD rates are incorrect, please consult Annex D of your RBWO contract. If the Annex D is correct and GA+SCORE is not, please contact Care Solutions. However, if Annex D includes incorrect information, please contact DHS to have your contract amended/updated.
- + **The Staffing screen is unrelated to GA+SCORE user accounts.** User accounts are created and modified only through the User Management section of the Quick Links menu by your program's super user(s).
- + **Staff records can be shared between sites if you follow the process described above.** Shared staff records reduce the need for reporting, as safety checks, training hours, and Foundations classes/waivers reported at one site will automatically appear at the other(s). If you do not follow the process above and create duplicate staff instead, these records will not transfer between sites. Please contact Care Solutions for assistance if you report a duplicate record.
- + **Providers are not able to delete staff records entered in error.** Please contact Care Solutions for assistance.

Staff Records

Essential Staff Data

All RBWO providers manage staff data via GA+SCORE as it pertains to PBP. Because the Office of Provider Management uses GA+SCORE to track provider activity in real time, basic staff records must be kept updated as changes occur.

To access a staff member's record, click the person's name on the Staffing screen under the orange Profile tab. (Closed records are in the history folder at the bottom of the page.) Staff-specific data is displayed on purple screens. **Providers can see only staff data associated with their own staff; data for previous staff/closed roles cannot be edited, and providers cannot see data entered about that staff member by other employers, if any.**

PROFILE

Profile

Staff Person: Rachel Tester (Person ID: 380866) - [Back to Staff List](#)

[Add a Licensure](#)

[Upload a Safety Check](#)

REQUEST A CPS SCREENING: Please see the updated process for staff CPS screenings, effective 8/28/2020.

Staff Record

NAME

Rachel ☐ Tester (Reported to GA+SCORE: 09/07/2021)

EMAIL

PHONE

To update a staff member's demographic data, including the name, RBWO role and start/end dates, weekly hours worked, and contact information, click on the purple Profile tab, make the necessary changes, and click the Save button. If you need to change the agency hire date, contact Care Solutions.

To report a clinical licensure, click on the purple Profile tab. Click the "Add a Licensure" link at the top of the screen. Enter the type, licensure number, and expiration date. Click the Save button.

To remove a licensure reported in error (within the editing window), click on the name, check the box labeled "Remove from record (Incorrectly Assigned)", and click the Save button.

To register staff for RBWO Foundations eLearning, which is part of the RBWO Foundations training required for all staff in the roles of CSS, CSW, HSP, and Life Coach, the provider must first list the staff person on the orange Staffing list and ensure that all required data (supervisor, start date, contact information) is complete. Then go to the purple Profile >> RBWO Foundations screen and use the "Register Staff Member for E-Learning" button. The staff member and their identified supervisor will receive course materials from OPM via email. **Contact opmtraining@dhs.ga.gov with questions about the curriculum.**

Register Staff Member for E-Learning

Providers are responsible for uploading the completed Block Supervision Form for review by OPM. This document must be uploaded as a single file; you may need to combine multiple BSF pages into one PDF or Word document prior to upload. Click on the registration date (1) to open the eLearning record. Then click the "Choose File" button (2) to find the appropriate document and upload it to GA+SCORE. Click the "Save" button to submit the document for OPM's review. The staff member will receive an email when OPM has reviewed the document. If the document is accepted, a link to print the E-Learning certificate will appear; otherwise, the staff person must retake E-Learning and the registration button will reappear in its former position.

To report training completed towards the 24 hours of annual training, click on the Annual Training screen. For more information about reporting these trainings, see PBP REPORTING BY MEASURE on page 52 of this manual.

To report that a staff member is on extended leave (30+ days), click on the member's name on the Staffing list. On the Extended leave screen under the purple Profile tab, click on the "Add an Extended Leave" link at the top of the screen. You will need the start date and the reason; leave the end date blank. When you are finished, click the Add button. **When the staff member returns from leave**, click on the start date to open the record; enter the end date and click the Save button.

Extended Leave

Staff Person: **Rachel Tester** (Person ID: 380066) - [Back to Staff List](#)

[Add an Extended Leave](#)

Show **25** entries Filter:

Start Date	End Date	Reason	Date Reported to GA+SCORE
9/5/2021		Family Leave	9/7/2021

Showing 1 to 1 of 1 entries

Previous **1** Next

SAVE

To remove an extended leave reported in error (within the editing window), click on the start date, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

Notes on Essential Staff Data

- + **The provider is responsible for all information appearing on the staff tabs.** Please ensure that names, dates, roles, etc., are correct.
- + The **agency hire date** is used to calculate the due dates for initial (pre-hire) background checks and for annual renewals of those checks. The **role start date** is used to calculate the due date for RBWO Foundations and the amount of required annual training (as applicable).
- + **If a staff person works at more than one program site, each site is responsible for the information it sees on the staff tabs.** Staff demographic information, leave dates, and hire and end dates are separately managed at each program site; changes made by one program site will not affect other records. However, Foundations registrations and completions and annual trainings reported for PBP can be shared across multiple sites.
- + **If a staff person changes roles, close the old record and add a new role using the process above.** The role start date should change, but the agency hire date may not (assuming continuous employment).

Foster Home Roster (CPAs only)

All CPA providers manage their Foster Home Rosters via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to monitor foster homes in real time, the Foster Home Roster must be kept updated as changes occur. CPA providers are responsible for reporting household data before a home is approved for placements in SHINES (at initial approval), for updating data prior to each year's annual re-evaluation, and for making updates and corrections during each approval cycle via the Addenda screen.

The foster home roster has five key sections: an area to add new homes or search for existing homes (1), a list of homes recently submitted to GA+SCORE but not yet added to the system (2), a list of homes added to GA+SCORE but not yet approved for placements through the Initial Approval process (3), a list of open homes (4), and a history folder showing homes that did not complete the Initial Approval process but had an inquiry recorded (5).

Within the lists for items 3 and 4, the default view shows ten records. To see more, you can change the number of records in the view (A), use the Previous and Next buttons (B), or search directly for the record using the Filter box (C).

Foster Home Roster

⊕ Add New Foster Home
⊕ Search All Foster Homes
⊕ CY 2018 Training Hours

Submitted to GA+SCORE
Homes will be available for editing once it has been processed by GA+SCORE admins. Please allow one business day for processing.
Primary/Secondary Caregiver: Allison Tester
Inquiry Date: 09/01/2021

Application in Process - No Placements Allowed

Show 10 entries Filter:

FH ID	Primary/Secondary Caregiver	Inquiry Date	Most Recent Submission	OPM Response
10476	Alice Fields	01/26/2021	05/24/2021	pending (2)
13257	Helen Lumpkin	10/07/2019	—	—

Showing 1 to 2 of 2 entries Previous 1 Next

Open Foster Homes (in SHINES)

Show 10 entries Filter: thomas

FH ID	Primary/Secondary Caregiver	Initial Approval Date	Annual ReEvaluation	Current Status	Placements Allowed
10061	Bertha Thomas	06/21/2013	Due 10/31/2021	Unapproved	No

Showing 1 to 1 of 1 entries (filtered from 50 total entries) Previous 1 Next

Inquiry History (156)

To view a potential foster parent's RBWO history, click on the "Search All Foster Homes" link at the top of the roster. On the next screen, providers may search by full first and last name, or by complete Social Security number. To maintain privacy, partial search terms such as initials cannot be processed. If the foster parent has contracted with any RBWO provider since 2007, the system will display the provider name, open and closure dates, and closure reason (if known).

Search Foster Homes

Please enter the complete first and last name and/or the full Social Security number of the primary or secondary caregiver.
To maintain privacy, partial search terms, such as first initials, cannot be processed.

FIRST NAME

LAST NAME

SOCIAL SECURITY NUMBER

barry wahlig - SSN: NOT ENTERED

GA+SCORE may have a match for this individual as:

Linda Wahlig (309589) and Barry Wahlig (309590) - Rachel's Place (Test Only) - Child Placement Services (5128) - CPA

Inquiry Date: 4/21/2019

Initial Approval Date: 1/15/2021 -- Closure Date: -- Closure Reason:

To add a foster home, click on the "Add New Foster Home" link at the top of the roster. On the next screen, providers must have the first and last name, date of birth, and full social security number of the primary caregiver and the date the home began working with the CPA on the initial approval process. If the primary caregiver is married, the secondary caregiver's information and the marriage date must also be entered. Click the "Save" button.

New homes reported to GA+SCORE are automatically compared to the database of known homes. If the system is able to match the primary caregiver to a known home, the home will appear immediately in the roster section titled **Application in Process - No Placements Allowed** (3 above). If the system is not able to match the primary caregiver, the home will appear in the roster section titled **Submitted to GA+SCORE** (2). On the next business day, GA+SCORE staff will process the home and move it into the **Application in Process - No Placements Allowed** section (3).

Add Foster Home

PRIMARY CAREGIVER NAME

FIRST NAME

LAST NAME

SOCIAL SECURITY NUMBER

DOB

SECONDARY CAREGIVER NAME

FIRST NAME

LAST NAME

SOCIAL SECURITY NUMBER

DOB

INQUIRY DATE

MARRIAGE DATE

☐ KINSHIP HOME (expedited approval)

Homes in the section titled **Application in Process - No Placements Allowed** (3) are not available for placements. These homes do not appear in lists of approved homes in GA+SCORE and are not counted towards a program's open homes or capacity on system screens or on any report generated by the system.

To withdraw a home that will not complete the inquiry process, go to the green Profile >> Initial Approval screen and click the "Withdraw Home" button.

To make a foster home available for placements, providers must complete GA+SCORE reporting on the Initial Approval process so that OPM resource developers can transfer data to GA SHINES. For more information, see Foster Home Records - Initial Approval on page 19 of this manual. Please be aware that no placements can be reported for a home in GA+SCORE until the Initial Approval process is complete and the home is available for placements in GA SHINES.

Note that a home that was previously open with the same provider and is reopening within three years of its closure date does not need to repeat the initial approval process. Once the home has been reported to GA+SCORE using the process above, contact support@gascore.com for assistance in moving it past the initial approval step. The provider must complete a full re-evaluation before the home is available for placements.

Homes that complete the approval process are listed in the **Open Foster Homes (4)** section of the roster and must receive annual re-evaluations in order to remain available for RBWO placements. The due date for each re-evaluation is calculated based on the Initial Approval date and any subsequent re-evaluation dates, and is displayed in the column "Annual Re-evaluation". For more information on completing GA+SCORE reporting on the re-evaluation process, see Foster Home Records - Re-Evaluation on page 27 of this manual.

To close an open home, click on the name of the foster parent, then on the green Profile tab, then on the Household Status screen. Click on the "Add Household Status" link and select "Closed" in the first dropdown. A second dropdown will appear; select the household closure reason. Enter the status date and a note, and click the "Add" button. The foster home will no longer appear on the Foster Home Roster, so please ensure that all data entry is complete before closing a home. **Note that homes cannot be closed if there are open RBWO placements in the home; until all open RBWO placements are discharged, the "Closed" option will not appear.**

Notes on the Foster Home Roster

- + **The provider is responsible for all information appearing on the Foster Home Roster.** Please ensure that caregiver names, approval dates, and statuses are accurate. If necessary, click on the home to edit the record. For details on updating foster home records, see the section on **Foster Home Records** on page 19.
- + **Providers cannot delete foster homes.** If a home is entered in error, do not close the home. Please contact Care Solutions to have the incorrect record removed.
- + **The approval date displayed on the Foster Home Roster is the most recent approval date for the home.** If the home has been open multiple times with the same agency, it will display a new approval date each time.
- + **You cannot have two records for the same home with the same inquiry date.** If you withdraw a home prior to approval and then want to resume working with the family, either create a new record with an updated inquiry date or contact Care Solutions for assistance.

Foster Home Records

Essential Foster Home Data

All CPA providers manage foster home data via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to track foster homes in real time and to update GA SHINES, foster home records must be kept updated as changes occur. CPA providers are responsible for reporting household data before a home is approved for placements in SHINES (at initial approval), for updating data prior to each year's annual re-evaluation, and for making updates and corrections during each approval cycle via addenda. Detailed instructions for all tasks follow.

Please note that automated checks performed by GA+SCORE as part of the initial approval or re-evaluation processes are designed to assist OPM resource developers and do not determine a foster home's compliance status with DFCS or RCCL. CPAs are responsible for ensuring their homes meet DFCS and RCCL policy.

Initial Approval

New homes added to GA+SCORE appear in a section of the Foster Home Roster called **Application in Process - No Placements Allowed**. Homes remain in this section until the provider reports all requirements for the initial approval and submits the home for review by an OPM resource developer; the resource developer transfers the data into GA SHINES; and the resource developer marks the home as approved in GA+SCORE. Once a home is approved, it moves into the section of the roster called **Open Foster Homes**, and the provider is able to make placements in the home.

Each initial approval requires these elements, which can be reported in any order:

- + A fully completed Contact Info screen, including address and phone number.
- + A complete list of members in the home under the Members tab, and all required trainings, health checks, and safety background checks for those members.
- + A fully completed Initial Approval screen, including uploaded documents.

Until these elements are reported to GA+SCORE, providers are not able to submit a home's initial approval for review, and the home cannot be opened for placements. If any required information is missing, the system will alert the provider as to which data point and for which household member. Return to the Initial Approval screen once the missing information is filled in.

To enter initial approval data for a new home, click on the name of the foster parent where it appears in the section **Application in Process - No Placements Allowed**. Note that homes in this section with "pending" in the OPM Response column are being reviewed by OPM and cannot be edited by providers until that action is complete.

1. Completing the Contact Info Screen

To enter the address and phone number of a new home, click on the green Profile tab, then on the "Add an Address" link (1). Type in the address and select the city (2); once the city is selected, the county dropdown will populate with associated counties (3). If the correct county isn't listed, contact Care Solutions. Select a county, and type in the zip code and phone number. You must enter a phone number even if it is the same as the cell phone number. Leave the "Current" box checked and click the "Add" button.

Mistakes in the address and phone number can be corrected until the home is submitted for initial approval. To correct an address error, click on the address, make necessary changes, and click the "Save" button at the bottom of the page. Once a home is submitted and approved, the address cannot be changed on the Contact Info screen. See page 28 for more information about completing an addendum to change the address of an open foster home.

The screenshot shows a web form titled "CURRENT ADDRESS" with the status "-no current address reported-". The form includes the following fields and features:

- 1:** A green link labeled "Add an Address" with a purple callout bubble containing the number 1.
- ADDRESS 1:** A text input field.
- ADDRESS 2:** A text input field with a placeholder "(Apt. Nbr., P.O. Box, R.R. Box)".
- CITY:** A dropdown menu with a purple callout bubble containing the number 2.
- STATE:** A dropdown menu currently showing "GA".
- ZIP:** A text input field.
- COUNTY:** A dropdown menu with "SELECT" and a downward arrow, with a purple callout bubble containing the number 3.
- NOTES:** A text input field.
- PHONE:** A text input field.
- Current:** A checked checkbox.
- Add:** A green button at the bottom.

To enter the Case Support Worker assigned to a home,

click on the green Profile tab as shown on the following page. Click on the "Add New Assigned CSW" link at the bottom of the screen. (This link will not appear if another CSW is already assigned. See below for instructions on removing the listed CSW.) Choose a name from the list, enter the start date, and click the Add button. The dropdown includes all staff members on the orange Staffing screen who have an RBWO role of CSW or CSS; for more information on adding and editing staff, see page 9 of this manual.

To remove the Case Support Worker assigned to a home, click on the name. If a new Case Support Worker has been assigned, enter the end date for the previous worker and click the Save button. This will move the previous CSW to the "Assigned CSW History" folder. If the previous CSW was assigned in error, check the box labeled "Remove from record (incorrectly assigned)" and click the Save button. The previous record will be deleted.

2. Reporting for Household Members

Household members are listed on the home's snapshot screen and under the green Members tab. When a new home is reported to GA+SCORE, the primary caregiver (and secondary caregiver, if any) are collected as part of the new home. Additional members in the home must be added as part of the Initial Approval

process. Required trainings, health checks, and safety background checks, as described in policy, must be listed in GA+SCORE before the home can be submitted.

To add a household member to a new home, click on the name of the home, then on the green Members tab. In the sub-menu, click the "Add New Member" link (1) and complete the fields. All members require a name, date of birth, role, gender, and race. Only the primary caregiver (and secondary caregiver, if any) require a social security number. To add the member to the home, click the "Save" button. **Clicking this button more than once will duplicate the member; contact Care Solutions to have duplicates removed.**

The screenshot shows the 'MEMBERS' tab selected in the top navigation bar. Below the tabs, the 'Member Data' section displays 'Helen Pierce (388817) - Primary Caregiver - Age: 51'. To the right of this information are two buttons: 'Select Member (2)' and 'Add Member'. A purple callout bubble with the number '1' points to the 'Add Member' button. Below the member data, there are input fields for 'NAME', with 'Helen' entered in the first field and 'Pierce' in the second.

To remove a household member from a home, there are two options. If the home has not yet been submitted for initial approval, click on the Members tab, select the member you'd like to remove, and click the "Remove Member" button. (You cannot remove the primary caregiver from a home; the "Remove Member" button will not appear on a primary caregiver's Members >> Member Data screen.) If the home has already been submitted and approved, you must complete an addendum to remove the member. See page 30 of this document for more information on addendum records.

To update member demographic data at a new home, click on the Members tab. By default, GA+SCORE displays information about the primary caregiver. To report for another member, click the "Select Member" link (1) in the sub-menu, then click the member's name. The name of the selected member will appear in the sub-menu (2).

This screenshot is similar to the previous one, showing the 'MEMBERS' tab and the 'Member Data' section for Helen Pierce. However, a purple callout bubble with the number '1' points to the 'Select Member (2)' button, and another purple callout bubble with the number '2' points to the 'Add Member' button. The input fields for the name remain 'Helen' and 'Pierce'.

Make necessary changes and click the "Save" button. If the home has already been approved by OPM, no Save button appears; use the "Update an Existing Member" addendum type to make your change.

To enter required trainings, health checks, and safety background checks, click on the Members tab. By default, GA+SCORE displays information about the primary caregiver. To report for another member, click the "Select Member" link in the sub-menu, then click the member's name. The name of the selected member will appear in the sub-menu.

Click on each screen below the Members tab to see and edit annual trainings, safety trainings, medical checks, and safety checks for the member who is displayed in the sub-menu.

Note: The "REQ" column is not intended to replace DHS policy and therefore is not a comprehensive list of all initial and re-evaluation requirements. Please refer to Social Services Policy, County Letters and the RBWO Minimum Standards for the complete list of policy requirements.

Medical Checks

Helen Pierce (308817) - Primary Caregiver - Age: 51 Select Member (2) Add Member

Add Medical 1

MEDICAL	REQ	COMPLETED	RESTRICTION	EXPIRATION	REPORTED
Form 36: Medical Report	YES	*****	*****	*****	*****
Influenza Immunization	NO	*****	*****	*****	*****
Medical Evaluation / Health Statement	NO	*****	*****	*****	*****
Pertussis Immunization	NO	*****	*****	*****	*****
TB Test	YES	*****	*****	*****	*****
Youth Immunization Record	NO	*****	*****	*****	*****

Up-to-date Pertussis and Influenza vaccinations are required for primary & secondary caregivers in a home approved to serve children under 2 years old.
Members under 18 should be current on immunizations ([Form 3231](#)); the expiration date is the date of the next required immunization.

SAVE 3

Medical History (0)

Click the "Add Medical" (or "Add Training", or "Add Safety Check") link (1) at the top of the screen, then select the type of check in the first dropdown. All fields shown in the Add box are required for each check. Click the "Add" button to save the check; it will appear immediately on the screen.

Please note that only the check with the most recent completion date appears in each row (2). If a record is already listed, adding a record with a more recent completion date pushes the previous record into the history folder at the bottom of the page (3). Adding a check with an older completion date will not change the display: the check with the older completion date will appear only in the history folder.

GA+SCORE requires a results field for most member checks; for instance, the Department of Corrections safety check expects results of "Cleared (no records found)" or "Review (records found)". In some cases, results from a check may make a home ineligible to serve RBWO children. For instance, the OIG Fitness Determination Letter expects results of "Cleared" or "Ineligible". **If any member in a foster home has any ineligible checks, the home's Initial Approval cannot be submitted for review by OPM resource developers and may need to be withdrawn from consideration (see page 27).**

To remove a required training, health check, or background check, click on the name of the check. Check the "Remove" checkbox, and then click the "Save" button at the bottom of the screen. The record will be deleted. If there is an older record for the same check in the history folder, it will move out of the history folder and into the row in the main display.

3. Completing the Initial Approval Screen

To complete the Initial Approval screen, click on the green Profile tab and choose the Initial Approval screen. Enter the name of the individual who completed the Initial Home Study document and the date the agency's director approved it.

The "Date Director Approved Initial Home Study" at the top of the screen is the comparison point GA+SCORE uses to determine whether a home's record is complete and can be submitted. If the date is blank, the system will consider all required checks to be missing. If the date changes during the inquiry process, you must update this date prior to submitting (or re-submitting) the record. To update the date, make your change and click "Save", not "Save and Submit".

All fields on the Initial Approval screen are required. Providers are able to change data on this page until the Initial Approval is submitted for OPM review. At any time, click the "Save" button at the bottom of the screen to save data entered so far.

The Initial Approval fields may be completed in any order, except that the school district must be selected before schools can be chosen. Changing the school district will erase the schools already selected.

Each initial approval requires the documents in the sections **Required documents for SAFE Homes** and **Additional Documents**. To add a document, click the "Upload New File" link (1); select the document type, and click the "Browse..." button to locate the document. Click the "Add" button. To view an uploaded document, click the name of the document (2), which is assigned by GA+SCORE. To delete an uploaded document, click the "Remove File" link (3) beside the file's name; note that CPS Screening Requests cannot be deleted. Providers may upload multiple documents of each type but should remove any extraneous documents before submitting the Initial Approval.

Required documents for SAFE Homes

*Per request from the CPS Screening Unit, older request forms should not be deleted; simply upload a corrected copy.

Caregiver Child Safety Agreement

CPS Screening Request Form

Caregiver Placement Preferences Form

Caregiver References List

Confidentiality and Privacy Agreement

Financial Statement for Resource Parenting

Initial Approval Letter on Letterhead

Prior Agency/Service Reference Form

SAFE Home Study Report

IA_form29325003_FHID_13257_Pierce.pdf - Remove File

IA_cpsscreening212846_FHID_13257_Pierce.pdf (10/7/2019 2:48 PM)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

Additional documents

Harvesting Sheet

Other SAFE Questionnaire

Prospective Caregiver Application Form

Prospective Caregiver Initial Home Inspection Safety Checklist

Psychosocial Inventory Results

Questionnaire I

Questionnaire II

Safety and Quality Standards Acknowledgement

Supervisor Certification

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

(Missing)

Upload new file

Note: GA+SCORE accepts the following types of documents: .doc, .docx, xls, xlsx, pdf, xps and image files. If you attempt to upload any other unaccepted file type, you will experience an error, and the document will not be uploaded.

DOCUMENT TYPE

SELECT

CHOOSE FILE

ADD

4. Submitting the Initial Approval

Before a home can be opened for RBWO placements, data about the home must be transferred to SHINES by an OPM resource developer.

To submit the Initial Approval, first verify that the field "Date Director Approved Initial Home Study" at the top of the Initial Approval screen is completed and correct. If not, update the date and click "Save", not "Save & Submit". Review the page for empty fields and save the page with the "Save" button if you've made any changes. Then check the attestation statement checkbox at the bottom of the screen and click the "Save & Submit" button.


ATTESTATION STATEMENT

By checking this box you are attesting that the caregiver meets the DFCS Minimum Standards for Resource Parenting and that all attachments, verifications, and processes for approval have been completed.

☐ I agree

SAVE & SUBMIT

GA+SCORE will automatically execute a series of queries to determine that the Initial Approval information is ready for review: first, that all fields and documents on the Initial Approval screen are complete; second, that the address and phone number have been entered; third, that each listed member has all required checks; fourth, that all member requirement dates are eligible and within the last year. If any of these queries fails, the provider will receive an on-screen error message identifying which checks were not completed or are ineligible or too old, and the Initial Approval will not be submitted for OPM review. The provider should correct any problems before attempting to submit the home a second time. **If the "Date Director Approved Initial Home Study" field at the top of the Initial Approval screen is left blank, the home will fail all checks at this step.** Enter a date in the field, click "Save", and then check the attestation statement checkbox at the bottom of the screen and click the "Save & Submit" button to repeat the compliance check.

 **ATTENTION: THERE WAS AN ERROR SAVING!**

You must upload Form 44: Financial
You must upload Reference Files
Invalid Phone Number
Wally Turner: Incomplete Profile
Wally Turner: Pardons and Parole Database
Wally Turner: CPS History Check
Wally Turner: Comprehensive Drug Screen
Wally Turner: Form 36: Medical Report
Wally Turner: TB Test
Wally Turner: GA Sex Offender Registry
Wally Turner: Department of Corrections
Wally Turner: OIG Fitness Determination Letter

You will need to use your browser's back button, correct the error, and submit again.

If the provider has entered all required data, the Initial Approval will be submitted for OPM review. At this point, the provider can no longer make any changes to the information entered on the home and its members. All household screens except the snapshot will be locked. On the Foster Home Roster screen, the date of the submission will be displayed in the "Most Recent Submission" column (1), and the "OPM Response" column will show a status of *pending* (2).

FH ID	Primary/Secondary Caregiver	Inquiry Date	Most Recent Submission	OPM Response
10476	Alice Fields	01/26/2021	05/24/2021	pending (2)
13257	Helen Pierce	10/07/2019	—	—


OPM resource developers receive an email notification when a home's Initial Approval is submitted. They attempt to transfer the home's data into SHINES so that the home can be approved for placements. If the OPM resource developer is successful, he or she will return to GA+SCORE and mark the home's initial approval as approved. At that point, the home is open for placements, and will appear in the **Open Foster Homes** section of the foster home roster. The provider who submitted the initial approval will receive an email notification.

If the OPM resource developer is not able to complete the home's record in SHINES (e.g., if a file uploaded by a provider cannot be read), the resource developer will return to GA+SCORE, mark the home's initial approval as rejected, and identify the issue which needs to be addressed. The provider who submitted the initial approval will receive an email notification, and the home's record will be unlocked so that the provider can make requested changes. The "OPM Response" column on the Foster Home Roster screen will show a status of *Rejected*, and the reason for the rejection will be displayed at the top of the Initial Approval screen (1). Follow the steps above to make the requested changes.

To resubmit the home's updated initial approval record, check the attestation statement checkbox at the bottom of the Initial Approval screen and click the "Save & Submit" button. GA+SCORE will again query the home to ensure that the record is complete. If not, the system will show an error message; if so, the home will be locked pending OPM review.

5. Withdrawing the Initial Approval

If the provider cannot complete the initial approval process for a home - for instance, because a member check is ineligible, or because the foster parent does not complete the initial approval prerequisites - the home can be withdrawn. Withdrawing the home removes it from the **Application in Process - No Placements Allowed** section of the foster home roster; withdrawn homes appear in the Inquiry History folder at the bottom of the roster.



REASON FOR WITHDRAWAL

SELECT ▾

WITHDRAW HOME

To withdraw a home, click on the name of the foster parent, then on the green Profile tab, then the Initial Approval screen. At the bottom of the screen, select the best available reason and click the "Withdraw Home" button.

Annual Re-Evaluation

Homes that complete the initial approval process are listed in the **Open Foster Homes** section of the roster and must receive annual re-evaluations in order to remain available for RBWO placements. The due date for each re-evaluation is calculated based on the Initial Approval date and any subsequent re-evaluation dates and is displayed in the column "Annual Re-evaluation".

Each annual re-evaluation requires these elements, which can be reported in any order:

- + A fully completed Contact Info screen, including address and phone number.
- + A complete list of members in the home under the Members tab, and all required trainings, health checks, and safety background checks for those members.
- + A fully completed Re-Evaluations screen, including uploaded documents.

Until these elements are reported to GA+SCORE, providers are not able to submit a home's annual re-evaluation for review. **If a home's re-evaluation is not submitted by the provider and approved by an OPM resource developer before the due date passes, the home is considered out of full approval status;** no additional placements can be made until the home's re-evaluation is submitted and approved.

1. Verify the Contact Info and Member Requirements

Information reported to GA+SCORE is stored with the home (or member) for the life of the home and can be viewed at any time. In many cases, information previously reported to GA+SCORE will still be correct at the time of the re-evaluation. It is not necessary to reenter any data or to update any screens unless the information has changed. However, all screens should be reviewed carefully prior to completing a re-evaluation.

Providers are responsible for keeping all household data in GA+SCORE up-to-date and accurate. Some member requirements expire and must be repeated at regular intervals (e.g., the OIG Fitness Determination Letter is required every five years). Foster parents who have diagnosed medical conditions must have a new medical record entered each year. All foster parents are required to complete annual training hours. Members who turn 18 and those who enter the home during the approval year must complete additional member requirements based on their age and role. **All of these member requirements should be reported to GA+SCORE as they are completed and must be present before the re-evaluation is submitted.**

For more information on completing the Contact Info screen and reporting member requirements, please see the Initial Approval section of this document.

2. Completing the Re-Evaluations Screen

To complete the Re-Evaluations screen, click on the green Profile tab, then on the Re-Evaluations screen. Enter the name of the individual who completed the re-evaluation document and the date the re-evaluation was completed. This will be the annual re-evaluation date of the home if the OPM review is successful. When you click the "Start ReEvaluation" button, all annual member safety screenings more than 90 days old compared to the "Date Director Approved Re-Evaluation" will be moved to history, to prompt you to upload recent checks.

All fields on the Re-Evaluations screen are required. Providers are able to change data on this page until the re-evaluation is submitted for OPM review. At any time, click the "Save" button at the bottom of the screen to save data entered so far. It can be edited until the Re-Evaluation is submitted for OPM review.

Many fields on the re-evaluation screen are designed to pre-populate based on information previously entered about the home during the Initial Approval process described above or during a previous re-evaluation cycle. All pre-populated fields can be edited and updated during the re-evaluation process.

The re-evaluation fields may be completed in any order, except that the school district must be selected before schools can be chosen. Changing the school district will erase the schools already selected.

To add a document, click the "Upload New File" link; select the document type, and click the "Browse..." button to locate the document. Click the "Add" button. To view an uploaded document, click the name of the document, which is assigned by GA+SCORE. To delete an uploaded document, click the "Remove File" link beside the file's name. Providers may upload multiple documents of each type but should remove any extraneous documents before submitting the re-evaluation.

3. Submitting the Re-Evaluation

Before a home can be re-approved for RBWO placements, data about the home must be transferred to SHINES by an OPM resource developer.

To submit the re-evaluation, review the page and click the "Save" button to save any changes. Then check the attestation statement checkboxes at the bottom of the screen and click the "Save & Submit" button.

ATTESTATION STATEMENT: By checking this box you are attesting that the caregiver, and if married, both caregivers, completed the required annual training last calendar year and are on track to complete their requirement(s) by Dec 31st of the current year.

☐ I agree

ATTESTATION STATEMENT: By checking this box you are attesting that the caregiver meets the DFCS Minimum Standards for Resource Parenting and that all attachments, verifications, and processes for approval have been completed.

☐ I agree

SAVE & SUBMIT

GA+SCORE will automatically check whether the re-evaluation information is ready for review: first, that all fields and documents on the Re-Evaluations screen are complete; second, that the address, phone number, and current case support worker have been entered; third, that each listed member has all required checks and trainings; fourth, that all member requirement dates are eligible and within the last year. If any of these queries fails, the provider will receive an on-screen error message identifying which checks are missing or ineligible or too old, and the re-evaluation will not be submitted for OPM review. The provider should correct any problems before attempting to submit the re-evaluation a second time.

If the provider has entered all required data, the re-evaluation will be submitted for OPM review. At this point, the provider can no longer make any changes to the information entered on the home and its members. All household screens except the snapshot will be locked. On the Foster Home Roster screen, the "Annual Re-Evaluation" column will display *"Submitted: Pending"*.

OPM resource developers receive an email notification when a home's re-evaluation is submitted. They attempt to transfer the home's data into SHINES so that the home can be reapproved for placements for the next 12 months. If the OPM resource developer is successful, he or she will return to GA+SCORE and mark the home's annual re-evaluation as approved. At that point, the home is approved for placements for the

following year. The due date in the "Annual Re-Evaluation" column on the Foster Home Roster screen will be updated, and the provider who submitted the initial approval will receive an email notification.

If the OPM resource developer is not able to complete the home's record in SHINES (e.g., if a file uploaded by a provider cannot be read), the resource developer will return to GA+SCORE, mark the home's re-evaluation as rejected, and identify the issue with the re-evaluation. The provider who submitted the re-evaluation will receive an email notification, and the home's record will be unlocked so that the provider can make requested changes. The "Annual Re-Evaluation" column on the Foster Home Roster screen will show a status of *Rejected*, and the reason for the rejection will be displayed at the top of the Re-Evaluations screen. Follow the steps above to make the requested changes.

To resubmit the home's updated re-evaluation record, check the attestation statement checkboxes at the bottom of the Re-Evaluations screen and click the "Save & Submit" button. GA+SCORE will again query the home to ensure that the record is complete. If not, the system will show an error message; if so, the home will be locked pending OPM review.

Addenda

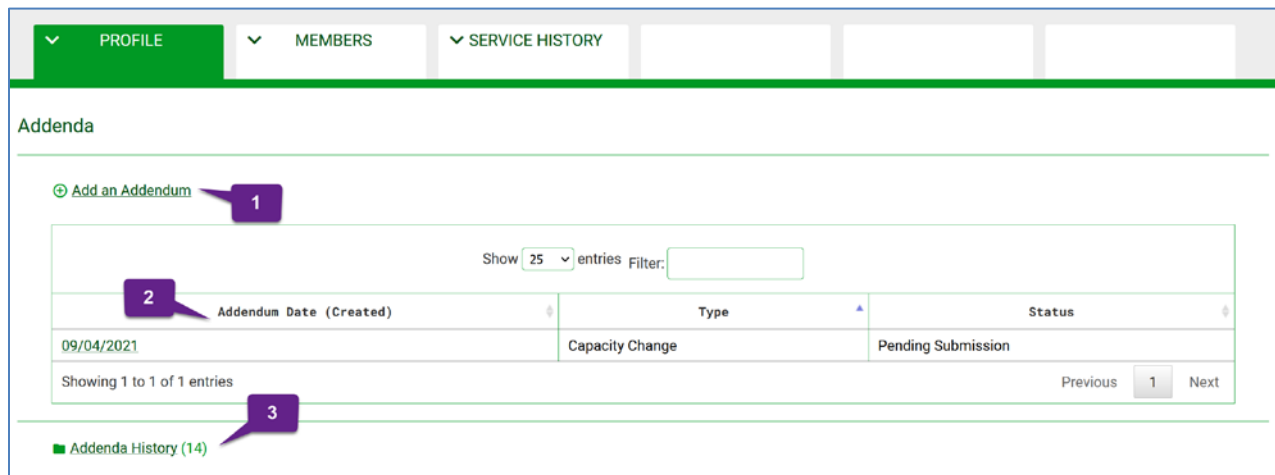
If information about the foster home changes during the approval year, providers are responsible for updating GA+SCORE so that OPM resource developers can transfer changes to SHINES. For instance, if a member is added to the home or leaves the home, if the home moves to a new address, or if the foster parents' placement preferences change, the provider must report those changes to GA+SCORE to maintain an accurate record. Do not wait until the re-evaluation to report changes.

Note that the addendum process has been modified for FY2022. Changes include:

- Providers may have multiple addendum records open at one time. The screen has been updated to allow the display of multiple open addenda.
- OPM resource developers can respond to each addendum on the Addendum screen (rather than the Household Status screen). Responses include approval, denial, and requests for revisions. If OPM requests revisions, the provider will be able to return to the unlocked addendum to add information and resubmit it. OPM's request will appear at the top of the addendum record, as it does for re-evaluations.
- Providers may withdraw an addendum if they do not wish to submit it, or if OPM has requested changes and they do not wish to resubmit it. Note that this does not apply to new member or address change addenda.
- **Addenda to add a member to the household (including a secondary caregiver) or to change the home's address have additional steps.** For most addendum types, no updates will appear in GA+SCORE until the addendum has been approved by OPM. However, for these addenda the provider must first report the change, which updates GA+SCORE, and then complete the

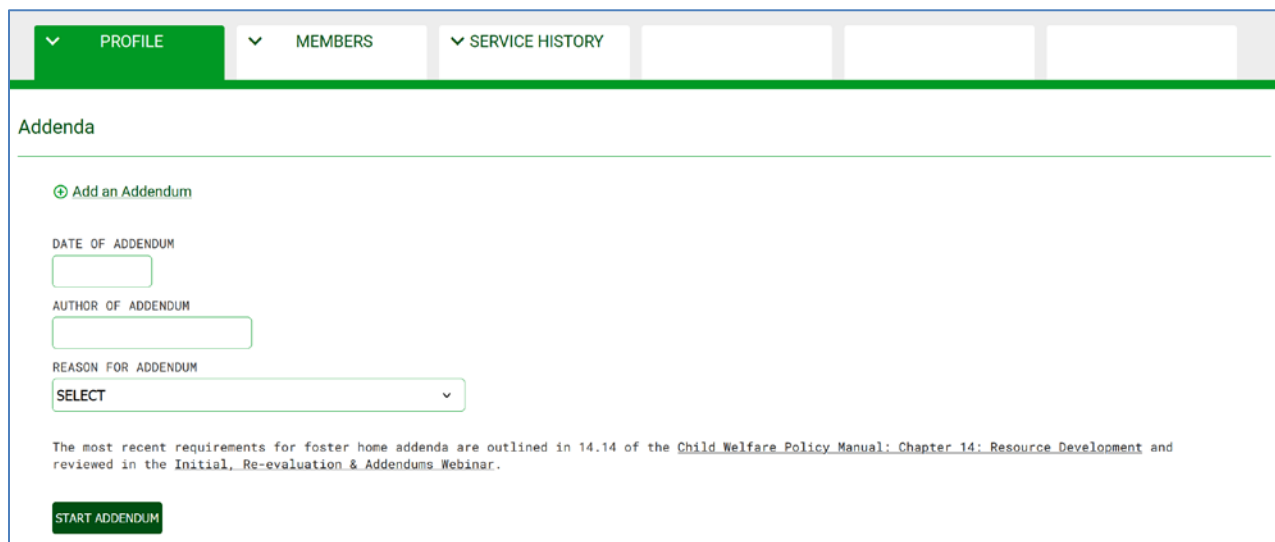
documentation work that maintains the home's compliance. This ensures that OPM is kept informed of changes while still allowing providers time to complete and gather documentation.

The green Profile >> Addenda screen includes a link to start a new addendum (1), a list of all currently open addenda (2), and a history folder for records that have been approved or denied by OPM or withdrawn by the provider (3).



Addendum Date (Created)	Type	Status
09/04/2021	Capacity Change	Pending Submission

To start an addendum, click on the name of the foster parent and select the green Profile >> Addenda screen. Click "Add an Addendum". Choose the reason for the addendum, enter the date and author, then click the "Start Addendum" button to begin reporting. **If you need to make multiple changes, create multiple addenda.** "Other" type addenda are purely informational and do not update any screen in GA+SCORE.



DATE OF ADDENDUM

AUTHOR OF ADDENDUM

REASON FOR ADDENDUM
SELECT

The most recent requirements for foster home addenda are outlined in 14.14 of the [Child Welfare Policy Manual: Chapter 14: Resource Development](#) and reviewed in the [Initial, Re-evaluation & Addendums Webinar](#).

START ADDENDUM

On the following screen, GA+SCORE will display the fields that are required, based on the selected reason. All displayed fields are required. Providers are able to change data on this page until the record is submitted. At any time, click the "Save" button at the bottom of the screen to save data entered so far.

Every addendum requires at least one upload, the Addendum Document; other types of addenda may require additional documents. For instance, an addendum to change the home's placement preferences should be accompanied by a new copy of the Placement Preferences document. Consult an OPM specialist or resource developer for information about correctly documenting an addendum request.

To report a new member or address change, use the two-step process referenced above. You may begin the addendum at any time but should not click "Report Change" until the event has happened, because you cannot withdraw an addendum or alter the base information – demographics for a New SC or New Member, address fields for a new address – after clicking "Report Change".

GA+SCORE will assign the addendum to a resource developer after you click "Report Change". However, you can continue to add and remove documents until you are ready to submit the final record.

If you are adding an adult member to the home, remember that after clicking "Report Change" you will need to upload the CPS Screening Request Form and email cpsscreening@dhs.ga.gov to ask them to review it. GA+SCORE will not send an automated email notifying them of your upload.

To submit an addendum, select the addendum from the list on the green Profile >> Addenda screen. Check the Attestation Statement checkbox at the bottom of the screen and click the "Save & Submit" button. If the provider has entered all required data, the addendum will be submitted for OPM review. The home's record is not locked, and providers can continue to make changes in the home while the addendum is pending OPM approval.

To revise an addendum after submission, wait until OPM has requested revisions and unlocked the record. Their revision request will be displayed at the top of the addendum record after you select it from the list. Make your changes and resubmit.

To withdraw an addendum, open the record and click the "Withdraw" button at the bottom of the screen. Note that it is not possible to withdraw an addendum for a new member or new address after clicking "Report Change". To move the member back out of the home, you will need to submit a separate Composition Change addendum.

Household Status

Providers may use the Household Status screen to report that a home is temporarily on hold and not accepting placements or that a home has been closed. Homes that are on hold are not included in the CPA's capacity or on the MATCH! tool; closed homes do not appear on the Foster Home Roster screen.

To place a home on hold, click the green Profile tab, then the Household Status screen. Click the "Add Household Status" link (1) at the bottom of the screen. Choose from the dropdown menu, enter the date and add a note if needed, and click the "Add" button.

HOUSEHOLD STATUS	DATE COMPLETED	DATE REPORTED TO GS
✓ Open In SHINES	04/25/2021	4/25/2021
Notes: IMPACT refresher needs to be obtained prior to first placement. IMPACT was completed by applicant in 2019.		
✓ Initial Approval Not Approved	04/21/2021	4/21/2021
Notes: Please note and update the following: • Employer reference form needs to be completed as applicant works with children. • SAFE reference forms need to be submitted.		

Save

+ Add Household Status

To remove a status reported in error, click on the name of the status (2). Check the box labeled "Remove from record (Incorrectly Assigned)" and click the Save button. However, many statuses cannot be removed by users; contact Care Solutions for assistance with those records.

To report a closure, click the green Profile tab, then the Household Status screen. **Providers must have the date and reason for the closure, and all RBWO placements in the home must first be discharged.** If any placements are open, the option to close the home will not appear in the drop down. Click the "Add Household Status" link (1) at the bottom of the screen, enter the data, and click the Add button. Please note that once a home is closed, the provider no longer has access to that home's records. Remember to complete all required reporting before closing a home.

Notes on Foster Home Data

- + **The provider is responsible for all information appearing on the Foster Home tabs.** Because information reported to GA+SCORE is used to update GA SHINES, it is essential that foster home records are kept updated as changes occur. The only exception to this rule is that GA CPS History Checks must be added by the State Office in order for a home's initial approval or re-evaluation to be submitted by the provider.
- + **The provider is responsible for ensuring that all homes comply with DHS policy.** Automated onscreen display of a home's status in GA+SCORE is intended to assist OPM resource developers in updating SHINES, and do not replace or modify DHS policy in any way.
- + **Providers cannot close a home with open RBWO placements.** To have the option of closing a home, please discharge all RBWO children currently placed in the home. For details on discharging RBWO placements, see page 38 of this manual.
- + **Providers cannot delete a foster home member.** If you enter a household member in error, please contact Care Solutions to have the record deleted.
- + **Providers cannot move out the primary caregiver.** If the primary caregiver leaves the home, close the home and open a new foster home record with the new primary caregiver.

RBWO Referrals

All RBWO providers manage an RBWO Referrals list via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to monitor provider activity in real time, the RBWO Referrals list must be kept updated as changes occur. **You should add a referral record any time you receive a completed Universal Application and Placement Referral Form.** You do not need to report informal referrals or inquiries that do not use the standardized form unless they result in a placement.

You must complete an RBWO Referral record in order to add an RBWO placement to your Daily Roster. If the disposition is marked "Accepted", GA+SCORE navigates you directly to the screens to add the new placement.

RBWO Referrals

Please add a referral each time you receive a completed Universal Application from DFCS. You must report an RBWO referral in order to report a new admission to your program.

Any **new** RBWO placement must have a referral record. However, if a child is transferring between two foster homes at the same CPA site, close the first placement and then [click here](#) to create a placement record at the new foster home.

[Add New Referral](#) **1**

Showing referrals since 4/1/2020 and open referrals

Child Name	County	DOB	PD	Referral Date	Disposition
Dawn Reed	FULTON		Unknown	6/17/2020	Accepted - "Placement Pending"
TestOne Record	LAMAR			8/24/2020	-report disposition- 2

Showing 1 to 2 of 2 entries

[Referrals History](#) **3**

To add a new referral, click the "Add New Referral" link at the top of the list (1). **Providers must have the first and last name, referral source, referral date, county, age range, and presenting issue in order to add a referral.** Other fields – including race, gender, and date of birth – may be added later. If the child is transferring between homes at the same CPA site and there is no referral, discharge the child from the Daily Roster and select "Child moved to another foster home within the same program". Then follow the prompt.

To report a disposition, click the "-report disposition-" link on the far right (2). **Providers must have the disposition (accepted, denied, or request withdrawn) and reason for disposition.** Please note that once a disposition is reported, the provider no longer has the ability to edit the referral. Remember to enter all available information before reporting the disposition. If the disposition is "Accepted", GA+SCORE will navigate the user directly to the screens used to report a new admission; see the following section for more information.

Notes on Referrals

- + **The provider is responsible for all information appearing on the RBWO Referrals screen.** Please ensure that referrals are entered promptly and dispositions and reasons are reported accurately.
- + **Accepted RBWO Referrals are automatically linked to placement records.** If a provider reports that a disposition was accepted, GA+SCORE navigates the user directly to the screens to add a new placement. See page 37 for information on adding an RBWO placement.
- + **Only RBWO Referrals are tracked in GA+SCORE.** Please do not report referrals on children who do not receive RBWO funding.
- + **If the disposition link for a referral is "Accepted - *Placement Missing*"**, you have not completed the placement process. Click on the link to view the referral record. Click the Save button and complete the placement process. See page 37 for information on adding an RBWO placement.
- + **If the disposition link for a referral is "Accepted - *Placement Pending*"**, you have completed the placement process, but GA+SCORE staff have not processed the record. Please allow one business day for this to occur.

Daily Roster (RBWO)

All RBWO providers manage their Daily Rosters via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to report on provider rosters and capacity in real time, the Daily Roster must be kept updated as changes occur. Only RBWO-funded children should be listed on the Daily Roster.

Daily Roster

This tab includes a comprehensive listing of RBWO children your program has admitted to GA+SCORE. Children indicated in green are known to GA+SCORE as MAAC-funded.

[Add New Admission](#) (1)

PENDING CHILD SUBMISSIONS

Dawn Reed (2)

Show 25 entries Filter:

Child ID#	Child Name	SHINES ID	Child Age	Admission Date	PD	Discharge	PC Last Name
4491303	Jones (Test), Brenda (3)	MISSING	17	10/1/2018	BWO (4)	X	Holmwood (test)

Showing 1 to 1 of 1 entries Previous 1 Next

To add a new admission, providers must complete the referral process described in the previous section. Click on the "Add New Admission" link (1) or on the RBWO Referrals screen to enter a referral or a disposition.

Once a referral is marked "Accepted", GA+SCORE navigates the user directly to the screens to add a new admission. To avoid duplicating child data, the system will attempt to match any new admission to an existing record by name, date of birth, and/or SSN. Based on that information, you will see either that no match was found or that a potential match was found.

Insert Admission

CHILD ID

CHILD NAME: *

DOB: *

SOCIAL SECURITY #:

If no match is found, double-check the data you entered. If you made an error or wish to repeat the search – for instance, to try an alternative name for the youth or to repeat the search without a social security number – click "New Search". Otherwise, click "Continue" to make the placement using your data. When the record is saved, **the child will be placed in a pending list at the top of the Daily Roster (2, previous page). On the next business day, the child record will be processed by Care Solutions staff and added to the Daily Roster.**

Admission Verification

Jackie Tester - DOB: 09/14/2016

We were unable to find a match for this child. If the above information is correct and complete, click "Continue" below to report the placement. **Until the admission is approved, it will be listed as a Pending Placement on your Daily Roster.**

If you'd like to search again with different information, click the "New Search" button below.

[Continue](#)

[New Search](#)

If the child matches a record, GA+SCORE will show you an Admission Data screen with pre-populated data. **Please check carefully to verify that the potential match you see is a correct match and not a sibling or unrelated record.** Be especially alert if making a placement for siblings with similar first names and shared birth dates. **If the system believes it has made a match but the data on screen does not appear to refer to the child being placed with you, STOP.** Use the back button to navigate to the previous page and remove the social security number, which is the cause of most false matches. Click "Find Child" again and look for an accurate match. If the match still is not correct, contact Care Solutions for assistance.

If the data onscreen is correct, complete the admission data at the bottom of the screen and click "Save". Please do not click the button more than once or you may create duplicate placement records.

To report information about a child, click on the name (3, previous page). Child details are reported on the blue tabs; for more information, see RBWO Placement Records on page 37.

To discharge a child, click the "X" link on the far right of the roster (4, previous page). **Do not use the discharge screen to remove placement errors or duplicates.** Providers must have the child's discharge date and discharge reason in order to complete a discharge. ILP/TLPs must also have employment information and housing information (2b). This information is required for Performance-Based Placements and must be reported before the child can be removed from the roster.

Discharge

Use this screen to discharge placements. Do not use it to remove placements reported in error. For assistance with errors, contact Care Solutions at support@gascore.com.

Jones (Test), Brenda (4491303)

DISCHARGE DATE

DISCHARGE REASON

SELECT



DISCHARGE REASON COMMENTS

Please allow several seconds for discharges to process. Do not click the Save button more than once.

[SAVE](#)

Once a child is discharged, the provider no longer has access to that child's records. Remember to complete all required PBP reporting before discharging a child from the Daily Roster.

To transfer a child between foster homes at a CPA, discharge the child from the original placement as described above and answer yes to the question "Transfer to another home at this program?". If the child's transfer is reported to GA+SCORE within 30 days of the discharge date, the system will guide you through the process of reporting the new placement and all data reported at the previous placement will be copied forward. However, if the child's transfer is reported more than 30 days after the discharge date, you must enter a new referral for the child, and no data will be copied forward.

Notes on the Daily Roster

- + **The provider is responsible for all information appearing on the Daily Roster.** Please ensure that child names, SHINES Person IDs, and Program Designations are accurate. If necessary, click on the child's name to edit the record. For details on updating child records, see the section on [RBWO Placement Records](#) on page 41.
- + **If you attempt a placement and the system shows you a match to the incorrect child, STOP and contact support@gascore.com for assistance.** Please be aware of common issues that may result in incorrect matches, including:
 - Misreported social security numbers.
 - Twins or siblings with the same birthdate, last name, and first three letters of the first name.
- + **If you see changes to a child's record in GA+SCORE that you cannot explain – e.g., to the child's name, gender, or date of birth – contact support@gascore.com for assistance.** Another provider may have an open placement for the same youth, or a sibling with a similar name, and report conflicting information. Support staff will help you resolve the issue.
- + **Remember that GA+SCORE cannot be open in two browser tabs simultaneously.** If you attempt to view information on two different residents in separate tabs, you may overwrite records and lose data you have entered.
- + **A child may be duplicated on the Daily Roster** for one of three reasons:
 - The child has two open program designations. If the child appears twice with the same Child ID# but different PDs, please click on the child's name and close the historical PD record. For details on updating child records, see the section on [RBWO Placement Records](#) on page 41.
 - The placement was entered twice. If the child appears twice with the same GA+SCORE Child ID# and Program Designation, please contact Care Solutions to have the extra placement record removed.
 - The child is duplicated in GA+SCORE. If the child appears twice with different Child ID#s, please contact Care Solutions to have the duplicate record removed.

- + **Placement dates should not overlap.** To keep child placement histories error-free, remember to enter the last full day of a child's placement as the discharge date. **The day the child moves between placements is the first day of the new placement.**
- + **Providers cannot delete placements.** If a placement is entered in error, do not discharge the child; the child will show an incorrect placement history. Contact Care Solutions to have the incorrect record removed.

RBWO Placement Records

Essential Child Data

Although GA+SCORE is not the child's official record, all RBWO providers manage placement data via GA+SCORE as it pertains to PBP and foster home records. Because the Office of Provider Management uses GA+SCORE to track provider activity in real time, basic child records must be kept updated as changes occur.

To access a child's record, click the child's name on the RBWO Daily Roster. Child-specific data is displayed on blue screens. **Providers can edit only child data associated with their own currently open placements; data for closed placements at the same provider is visible but cannot be edited, and providers cannot see the child's placements with other providers, if any.**

The screenshot shows the 'Child Data' form within a navigation menu. The menu includes 'PROFILE', 'PLACEMENTS', 'PROGRAM DESIGNATIONS', and 'SUPPORTS'. The 'Child Data' section contains the following fields:

- GA+SCORE ID: 4491383
- CHILD'S NAME: Brenda
- Jones (Test)
- DATE OF BIRTH: 8/4/2004
- GA SHINES PERSON ID
- MEDICAL

To update a child's demographic data, including the name, date of birth, GA SHINES Person ID, etc., select the blue Profile >> Child Data screen, make the necessary changes, and click the Save button. **If you notice that a child's name, date of birth, or gender has been changed in GA+SCORE, and your program did not make the change, contact Care Solutions for assistance.** Another provider may have an open placement for the same youth, or a sibling with a similar name, and report conflicting information. Support staff will help you resolve the issue.

To add or update a youth's address (ILPs only), select the blue Placements >> Placement Details screen and click on the "Add New Address" link. Fill out the fields and click the Add button. Note that the "Add New Address" link is not visible if there is already an active address in GA+SCORE. First click on the move-in date for the current address (1), enter the move-out date, and click Save. Then the link to add a new address will appear above the history folder (2).

The screenshot shows the 'Placement Details' form. It includes the following sections:

- CURRENT ADDRESS**: 9/1/2021 2848 Brook Street , Apt. 7B Mableton, GA 30333
- MOVE OUT DATE**: A date picker field with a purple callout '1' pointing to it.
- ☐ Remove Address (Incorrectly Assigned)
- SAVE** button
- CURRENT ASSIGNED HSP/LC**: Test Staff EFFECTIVE DATE: 12/2/2018
- Address History (3)**: A link with a purple callout '2' pointing to it.
- Assigned HSP/LC History (0)**

To enter or update the HSP/LC assigned to a child (CCIs, ILPs, and TLPs only), select the blue Placements >> Placement Details screen and click the "Add New Assigned HSP" link at the bottom of the screen. (The link will not be visible if another HSP is assigned; click their name to add an end date so that you can assign a new HSP.) Choose a name from the list, enter the start date, and click the Add button. To edit the record or report an end date, click on the name, make the necessary changes, and click the Save button. The dropdown includes all staff members on the orange Staffing screen who have an RBWO role of HSP or LC; for more information on adding and editing staff, see page 9 of this manual.

Notes on Essential Child Data

- + The provider is responsible for all information appearing on the child tabs.
- + The child's SHINES Person ID displayed on the child snapshot screen and Daily Roster screen must match the SHINES Person ID displayed in GA SHINES. Please verify this information for each new placement in order to receive credit for PBP reporting in GA SHINES.

Program Designations

OPM asks that providers maintain accurate records of each child's program designations over time.

To enter or update a program designation, click on the blue Program Designations tab. **A child can have only one open program designation record, but historical records are displayed for all placements.** Program designation dates should not overlap. Each child in a placement should have one and only one open program designation.

PROGRAM DESIGNATIONS	START DATE	END DATE
Independent Living Program	07/04/2018	
Base	05/04/2016	07/03/2018

If the child does not have an assigned program designation – the Program Designations screen is empty or all PD records have an end date – click on the "Add New Program Designation" (1) link at the bottom of the screen. **Providers must have the program designation and start date in order to report a child's PD. Do not report an end date in the future;** leave this field blank until that program designation has ended.

If the child has an open program designation (2) – i.e., a program designation record with no end date – that is no longer applicable, click on the program designation link, enter the end date, and click the Save button. If you do not know the end date, use the day before the current program designation became effective.

To delete a program designation entered in error, click on the program designation link, check the box labeled "Remove Program Designation (Incorrectly Assigned)", and click the Save button.

Notes on Program Designations

- + **A child may have only one Program Designation open on a particular day.** Please close any open PD records before adding a new one and remember that dates should not overlap.
- + **If a child has two open Program Designation records, the child may appear more than once on the RBWO Daily Roster.** To end the duplication, simply close the older PD record. If you do not know the end date, use the day before the current payment became effective.

Risk Management

OPM's Risk Management team uses GA+SCORE to communicate with providers about all types of risk assessment, including Significant Events, CPS Notifications, Policy Violation Assessments, and Corrective Action Plans (CAPs) and Program Improvement Plans (PIPs). This data is stored in the orange Risk Management area of GA+SCORE.

Significant Events

To add a significant event, click on the "Add Significant Event" link at the top of the Significant Events screen (1). **Providers must have the date, event type, and narrative to add a significant event.** You may select multiple types by holding down the Ctrl key while selecting each type.

Event Date	ID	Type	RBWO Children Affected	Staff / Foster Parent
09/02/2021	64787	Child to Child - Physical confrontation	2	0

To edit a significant event, click on the event date (2). You may need to open the history folder to find older records (3).

On the detail page, click the links at the bottom of the screen to indicate which children and staff or foster parents were involved in the event. You may edit the record, including the event types and text fields, by clicking the Save button.

If OPM has requested revisions to the record, the text of their request will appear at the top of the detail screen. To indicate that the requested changes have been made, click the "Save & Submit" button; GA+SCORE will automatically notify the risk manager of the changes.

CPS Notifications

When a CPS allegation is made against an RBWO provider staff person or foster parent, or involving a child in an RBWO placement, OPM transfers the information about the allegation to the CPS Notifications page in GA+SCORE. If OPM requires a provider response to the allegation, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director (as identified by the provider on the Contact Information screen) receive an email from GA+SCORE notifying them that the record has been added.

To view the details of a CPS Notification, follow the link in the email or click on the date link for the notification (1). Records for older notifications that have already been resolved may be listed in the CPS Notification History folder (2).

CPS Notifications

Show 25 entries Filter:

DATE NOTICE RECEIVED	ALLEGED MALTEATER	Incident Type	PVA Status	CAP STATUS
01/02/2016	Staff: Brown, Alton	Init: Screen-In Investigation	Overdue	N/A

Showing 1 to 1 of 1 entries Previous 1 Next

CPS Notifications History

Note that providers cannot create a new CPS Notification or edit any information associated with a CPS Notification record. However, it is possible to link directly to the associated Policy Violation Assessment (3) or Corrective Action Plan (4), if any, as well as to the foster home record if the allegation named a CPA foster parent as the alleged maltreater.

Policy Violation Assessments

If a CPS allegation, significant event, or other provider activity prompts OPM to request a Policy Violation Assessment, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director (as identified by the provider on the Contact Information screen) receive an email from GA+SCORE notifying them that the request has been made.

Only OPM can request a Policy Violation Assessment.

To view the details of a PVA request, follow the link in the email or click on the date link for the request (1). You can also link directly to the incident that prompted the request for a PVA (2) or to the associated Corrective Action Plan (3), if any.

PROFILE	MONITORING	SERVICES	ROSTERS	REPORTS	RISK MANAGEMENT
PV Assessments					
Show 25 entries Filter:					
Request Date	Due Date	Incident Type	Staff/Foster Home	PVA Status	CAP
04/01/2021	04/15/2021	Significant Event		PVA overdue	N/A
12/01/2020	12/16/2020	CPS Notification	FP: Palmer (TEST), Sarah	PVA overdue	N/A
Showing 1 to 2 of 2 entries					
Previous 1 Next					
Policy Violation Assessment Notifications History					

To submit a Policy Violation Assessment

file, click on the Request Date link to open the detail page. Click "Add PVA File" (1), complete both required fields, and click Browse to upload the document. **Note that you can upload only one document per PVA request**; please combine multiple documents into a single PDF or Word file prior to upload, if necessary. It is not possible to delete or replace a file once it has been uploaded, as OPM is immediately notified that the document is available for review.

Once a document has been uploaded, it appears in the middle section of the page, pending OPM review. If OPM reviews and accepts the document, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director receive an email from GA+SCORE notifying them that OPM's review data has been reported.

To submit a revised PVA, repeat the process;

note that **revisions can be made only if requested by OPM**. If OPM requests a revision, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director receive an email from GA+SCORE notifying them that the record has been reviewed and a revision is necessary, and the "Add a PVA File" link is reactivated.

PV Assessments Edit

NOTIFICATION DATE	DUE DATE
04/01/2021	04/15/2021
INCIDENT TYPE	
Significant Event	
OPM REQUEST NOTES	
Please review the SE record for supervision issues.	

PROVIDER-SUBMITTED POLICY VIOLATION ASSESSMENTS

⊕ Add PVA File

1

Please upload your PVA file here.

-Only one file may be submitted.

-If you have multiple files, please combine them into a single document prior to uploading it here.

ASSESSMENT DATE

mm/dd/yyyy

DID A POLICY VIOLATION OCCUR?

☐ YES

☐ NO

CHOOSE FILE

ADD

Corrective Action Plans & Program Improvement Plans

If a Policy Violation Assessment or Monitoring visit prompts OPM to request a Corrective Action Plan or Program Improvement Plan, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director (as identified by the provider on the Contact Information screen) receive an email from GA+SCORE notifying them that the request has been made.

Only OPM can request a Corrective Action Plan or Program Improvement Plan.

To view the details of a CAP/PIP, follow the link in the email or click on the date link for the request (1). You can also link directly to the incident that prompted the request for a CAP/PIP (2), if any.

▼	PROFILE	▼	MONITORING	▼	SERVICES	▼	ROSTERS	▼	REPORTS	▼	RISK MANAGEMENT
CAPs/PIPs											
1											
Show 25 entries Filter: <input type="text"/>											
Request Date		Plan Due Date	Incident Type (Date)		CAP/PIP Status						
05/12/2021		05/17/2021	CPS Allegation (04/22/2021)		Plan Accepted						
04/08/2021		04/08/2021	Misc		Plan Accepted						
03/24/2021		03/29/2021	CPS Allegation (02/09/2021)		Plan Accepted						

To submit a CAP/PIP file, click on the Request Date link to open the detail page. Click "Add CAP/PIP File" (1), complete both required fields, and click Browse (2) to upload the document. Then click the "Add" button. **Note that you can upload only one document per CAP/PIP request**; please combine multiple documents into a single PDF or Word file prior to upload, if necessary. It is not possible to delete or replace a file once it has been uploaded, as OPM is immediately notified that the document is available for review.

Once a document has been uploaded, it appears in the middle section of the page, pending OPM review. If OPM reviews and accepts the document, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director receive an email from GA+SCORE notifying them that OPM's review data has been reported.

The screenshot shows the 'CAPs / PIPs Edit' form. It contains the following fields and sections:

- OPM REQUESTED CAP DATE:** 09/07/2021
- PLAN DUE DATE:** 09/12/2021
- INCIDENT TYPE DATE:** N/A
- OPM REQUEST NOTES:** Based on PVA, supervision policy requires updates.
- CAP/PIP STATUS:** Plan due
- Callout 1:** Points to the 'Add CAP/PIP File' button.
- TARGET START DATE:** An empty text box.
- TARGET COMPLETION DATE:** An empty text box.
- Instructions:**
 - Please upload your CAP/PIP file here.
 - Only one file may be submitted.
 - If you have multiple files, please combine them into a single document prior to uploading it here.
- Callout 2:** Points to the 'CHOOSE FILE' button.
- Buttons:** 'CHOOSE FILE' and 'ADD'.

To submit a revised CAP/PIP, repeat the process; note that **revisions can be made only if requested by OPM**. If OPM requests a revision, the Currently Assigned Executive Director/CEO and Currently Assigned Site/Program Director receive an email from GA+SCORE notifying them that the record has been reviewed and a revision is necessary, and the fields to submit a file are reactivated.

Monitoring

OPM's Monitoring specialists use GA+SCORE to track the results of monitoring visits, including Comprehensive Reviews (annual or biennial), Safety Reviews, Foster Home Evaluations (prior to FY 2017), and any other visits, as well as PBP Debits and score revisions.

Providers are not able to edit any monitoring data. However, certain types of monitoring data are visible to providers under the orange Monitoring tab, including uploaded final report files for monitoring visits.

▼ PROFILE	▼ MONITORING	▼ SERVICES	▼ ROSTERS	▼ REPORTS	▼ RISK MANAGEMENT
Monitoring					
<div> Show <input type="text" value="25"/> entries Filter: <input type="text"/> </div>					
Date	Specialist	Event Type	File Type(s)	Foster Parent	CAP/PIP
04/20/2021	Derek Mouzon	Safety Review	Safety Review	Brown (14952)	N/A
01/21/2021	Derek Mouzon	Safety Checks Desk Review	Safety Checks Desk Review	N/A	N/A
07/31/2020	Derek Mouzon	PBP Verification	PBC Verification Excel File PBP Verification Letter	N/A	N/A
07/29/2020	Derek Mouzon	Safety Checks Desk Review	Safety Checks Desk Review	N/A	Plan Accepted
Showing 1 to 4 of 4 entries				Previous	1 Next

ILP/TLP Roster (ILP/TLP only)

All ILP/TLP providers manage an ILP/TLP Roster via GA+SCORE as part of Performance-Based Placements. Any placement open during the current month is automatically displayed on the ILP/TLP roster for PBP reporting (1). Use the history folder at the bottom of the screen to see previous months (2). **Each month, ILP/TLP providers report a few PBP measures through this screen** in addition to data collected through the blue child tabs.

ILP/TLP Roster

This tab includes a list of every child served during the current month. To update the previous month's data (during the first ten days of the following month), click on the history folder below.
September 2021 - Reporting for a previous month? Click on the ILP/TLP History folder at the bottom of the screen.

INCENTIVE CREDITS

Show 25 entries Filter:

Child ID	Child Name	Child Age	Active IDA \$5/mo.	Fin Skills Exp	No New DOC Involvement
4490577	Zardoz Tester, Sean	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Previous 1 Next

SAVE

ILP/TLP History (38)

For more information on PBP reporting for ILP/TLP providers, see page 71 of this manual.

Notes on the ILP/TLP Roster

- + **The provider is responsible for all information appearing on the ILP/TLP Roster.** Please ensure that the correct children are listed and that PBP data is reported accurately.
- + **Providers may save multiple times throughout the month and continue to make edits until the 10th of the following month.** On the last day of the month, the data is moved to the history folder at the bottom of the screen and the new month's data is displayed at the top. Data in the history folder can be edited until the 10th day of the following month, after which it is considered final and cannot be changed.

Daily Non-RBWO Roster

All RBWO providers who accept placements from agencies other than DFCS manage a Daily Non-RBWO Roster via GA+SCORE. Because the Office of Provider Management uses GA+SCORE to monitor capacity in real time, the Daily Non-RBWO Roster must be kept updated as changes occur.

Daily Non-RBWO Roster

This tab includes a comprehensive listing of children placed at the provider site who are not RBWO-funded.

[Add New Non-RBWO Placement](#) 1

Show 25 entries Filter:

Child Initials	DOB	Admission Date	Placement Type	Discharge
R.M.	11/5/2004	3/9/2020	Private	X
T.L.	6/4/2008	3/8/2021	DJJ	X

Showing 1 to 2 of 2 entries Previous 1 Next

[SAVE](#)

[Non-RBWO Placement History \(0\)](#)

To add a new non-RBWO Placement, click the "Add New Non-RBWO Placement" link at the top of the roster (1). **Providers must have the first and last initials, date of birth, placement type, and admission date to enter a placement.** No other data is collected for non-RBWO admissions.

To discharge a non-RBWO placement, click the "X" link on the far right of the roster (2). **Providers must have the child's discharge date to complete a discharge.** No other data is collected for non-RBWO discharges.

Notes on the Non-RBWO Daily Roster

- + **The provider is responsible for all information appearing on the Non-RBWO Daily Roster.** Please ensure that child's initials, dates of birth, admission dates, and placement types are entered correctly. If placement information was entered incorrectly, delete the record and create a new record with the correct information.
- + **Providers can delete non-RBWO placements** until the 10th of the month following the admission. If a placement was entered in error (the placement did not occur), click on the child's name or on the "X" link and select "Remove from roster – placement did not occur" to delete the record.
- + **Non-RBWO Placements** are not included in Performance-Based Placements. These children do not have complete child records (blue tabs) in GA+SCORE.

Reports

GA+SCORE is the source for numerous state-level reports, including but not limited to:

- + Performance-Based Placements quarterly reports and supporting child and staff detail reports
- + CPA Foster Home reports
- + MATCH! Placement tool
- + Placements (by agency or program or by license type)
- + RBWO Provider Profile
- + Staff Safety Checks

Report access varies depending on the user's access level. Please note that *not all reports run in real time*. Typically, PBP reports, such as the GA+SCORECARD, do not run real time; scores are calculated once per quarter and remain available as PDFs throughout the year. Changes made in GA+SCORE after the scores are calculated will not be reflected in report scores, unless the provider has successfully been approved for a scoring change by OPM through the formal appeals process. Other reports, including the *RBWO Provider Profile Guide*, display real-time system data.

To view available reports, click on the "Reports" tab (1). Reports are available as PDF files that providers can save or print. **If you receive an error from the report, log out of GA+SCORE and then back in to validate your credentials.** Some reports, including MATCH! - a real-time placement-matching tool - can also be run by the public at www.gascore.com.

As a reminder, **all provider reporting in GA+SCORE or GA SHINES must be completed by the tenth day of the following month** to be included in PBP reports. **Reporting is for the previous month's activity; e.g., February's data must be completely entered by March 10th.** Please see the *FY2021 RBWO PBP Measurements and Standards Guide* for specific scoring information.

Performance-Based Placements (PBP)

PBP REPORTING OVERVIEW

OPM contracts with and monitors Child Caring Institutions, including ILPs and TLPs, and Child Placing Agencies provision of RBWO services. OPM employs various data, on-site records review and collateral report mechanisms to monitor providers' adherence to RBWO Minimum Standards and contractual obligations, all of which direct provider performance expectations regarding the safety, permanency and well-being of children. The foundational objective of OPM is to ensure that children placed in RBWO care are safe from abuse and neglect and that their well-being needs are met.

Please see the *FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide* for a full description of measurements and scoring. There were no changes for FY 2022.

Data Entry Guidelines

Most PBP data is self-reported by providers in GA SHINES or GA+SCORE. Exceptions are maltreatment & Extended Foster Care Services, which are entered in GA SHINES by DFCS case managers. **Data must be entered by the 10th of the following month (e.g., any work done in August must be reported by 9/10) to receive credit, unless there is an earlier deadline established by OPM. Providers may delete data reported in error until the deadline, at which point all data entry is considered final.**

Most measures are scored on a monthly basis and automatically include every child in placement for the full month. Some measures have additional qualifying factors; e.g., children who are too young to enroll in K-12 are not required to receive academic supports. It is the provider's responsibility to report all such exclusions to GA+SCORE. The only exceptions:

- + Children younger than one are automatically excluded from the measure for EPSDT dental visits.
- + Based on child data, OPM may exclude a medically fragile child from the measure for EPSDT dental visits. Contact OPM for assistance.

Information reported to SHINES is imported to GA+SCORE via a data-sharing and matching process.

- + **GA+SCORE does not instantly display records entered in GA SHINES.** Records are imported one time each month for the previous month, typically 3-5 days after the reporting deadline.
- + **The child's SHINES Person ID in GA+SCORE must be the same as the Person ID displayed in SHINES in order for data to match/link between the two systems.** The provider is responsible for verifying that the SHINES Person ID is the same in both systems. If the SHINES Person ID is not the same in both systems at the time records are imported, the provider will not receive credit for data entered in GA SHINES; only one attempt is made to import each record.
- + If a child does not appear on the SHINES roster after 30 days in placement and attempts to work with the DFCS case manager are unsuccessful, contact Region IV Director Lon Roberts at lsroberts@dhs.ga.gov for technical assistance.

PBP REPORTING BY MEASURE – CCI/CPA

CPA and CCI providers are accountable for the following measures. However, CCI providers operating as specialty ILP or TLP providers have an adjusted weight for each measure. Please see the following section beginning on page 71 for more information on specialty providers.

Safety Scoring Component

Incidence of Maltreatment

Children who have substantiated CPS investigations (all or none)

Data Source: GA SHINES

This measure is calculated based on data reported to GA SHINES by DFCS staff. Providers are not required to report for this measure. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 11.

Staff Training and Foundations Training

For new staff: Percent of staff whose records are entered timely into GA+SCORE, are enrolled in Foundations within 30 days of hire or waived and complete the Foundations requirements within the deadline based on hire date.

For veteran staff: Percent of staff who complete at least 6 hours of annual training for each quarter worked during the fiscal year, assessed annually in Q4.

Foundations component applies to HSP, CSS, CSW, LC only; other components apply to all staff with any role other than N/A.

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on staff members' RBWO Roles, number of days worked during the quarter, status as part-time or full-time employees, Foundations training completion, and hours of annual training completed during the quarter. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 11.

There are multiple components to reporting this measure in GA+SCORE.

First, report all staff on the Staffing screen within 10 days of their role start date, and ensure that all staff listed on the Staffing screen have an assigned RBWO Role.

- + Staff members with RBWO Roles other than N/A are included in this measure. The Foundations component applies only to staff with RBWO roles HSP, CSS, CSW, or LC.

For more information about the Staffing list, see page 9 of this manual.

Second, report a valid hire date and agency start date for all staff listed on the Staffing screen and ensure that any staff who are no longer working at the program site have a valid end date. If a staff member is on leave 30 days or more during the quarter, report the extended leave to GA+SCORE by the tenth of the month after the leave begins; add the end date when the staff member returns from leave.

Third, ensure that staff are compliant with Foundations training requirements. New staff must have waived both components or enrolled in both components within 30 days of their hire dates. Staff who do not waive Foundations must complete both components within 4 months (staff hired 7/1/2016 or later) or within 6 months of their hire dates.

For more information about Foundations registration, see page 13 of this manual.

Fourth, report all staff member trainings to GA+SCORE by the tenth of the month after the end of the quarter in which the training is completed. Training may be completed at any time during the contract year, so long as it adds up to the annual total (prorated based on days worked); however, training hours must be reported to GA+SCORE based on the reporting deadlines.

- + No extra credit is given for training completed by staff members who are not required to complete training based on their RBWO Role and/or number of days worked in the quarter.
- + If a staff member works at more than one program site, each site is responsible for the information it sees on the staff tabs. However, annual trainings reported for the staff member at one program site may be visible at other program sites.
- + CPR, First Aid, and ESI **may not** be counted as PBP training hours for CCI staff.
- + CPR, First Aid, and CPI **may not** be counted as PBP training hours for CPA staff.

To report a staff training, click on the staff member's name on the Staffing screen. On the Annual Training screen (2) under the purple Profile tab, click on the "Add an Annual Training" link at the top of the screen (3). You will need the name and description, the date the training was completed, the mode (online or classroom), and the number of credit hours, which may be a decimal. When you are finished, click the Add button. To view the description you reported, click on the name of the training. The total of eligible training hours – i.e., hours completed during the fiscal year and reported by the tenth of the month after the end of the quarter in which the training was completed – displays in a column on the orange Staffing screen.

To remove an annual training reported in error (within the editing window), click on the name of the training, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

Staff Safety Checks

For new staff: Percent of staff (all roles other than N/A) whose OIG letter is dated prior to the agency hire date and no more than one year prior to the agency hire date, and whose four annual checks (CPSIS, Department of Corrections, Pardons & Parole, and GA Sex Offender Registry) are dated prior to the agency hire date and no more than 30 days prior to the agency hire date.

For veteran staff: Percent of staff (all roles other than N/A) whose OIG letter is valid every day worked during the quarter, and whose two annual checks (CPSIS and GA Sex Offender Registry) are renewed prior to the anniversary of the agency hire date and no more than 30 days prior to the anniversary of the agency hire date

Data Source: Provider Self-Report in GA+SCORE

Ensure that background checks are uploaded for staff. New staff must have checks completed prior to hire and uploaded to GA+SCORE by the tenth of the following month; the OIG can be no more than one year old compared to the agency start date, and the other four checks no more than 30 days old.

Veteran staff must have a valid OIG letter in GA+SCORE at all times (i.e., the renewal must be completed before the previous letter expires and uploaded to GA+SCORE by the tenth of the following month), as well as annual background checks completed in the 30 days prior to each anniversary of the agency hire date.

For more information about uploading safety checks, see page 11 of this manual.

Permanency Scoring Component

Provider self-reported measures related to child permanency account for 15% of a CCI or CPA provider's total PBP score.

Placement Stability

Percent of children remaining in provider placement without a disruption

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on the disposition reported to GA+SCORE when a child is discharged from a placement (including transfers between homes at a single CPA program site). For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 13.

For more information on reporting a discharge, see page 38 of this manual.

Well-Being Scoring Component

Provider self-reported measures related to child well-being account for 25% of a CCI or CPA provider's total PBP score.

EPSDT Medical Visits

Percent of children who receive health screenings based on Medicaid's Early Prevention and Screening Diagnostic Test (EPSDT) periodicity schedule as recorded in Minimum Standard 6.2
Data Source: Provider Self-Report in GA SHINES and GA+SCORE

This measure is calculated based on Medicaid's EPSDT periodicity schedule as reflected in the RBWO Minimum Standards and any EPSDT medical visits reported to GA+SCORE. **Only EPSDT Medical visits should be reported to GA+SCORE; please do not report other types of medical appointments, such as sick-child visits, vision appointments, or follow-up/treatment visits.** Full credit is given for each child who is not overdue for an EPSDT medical visit. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 14.

There are two components to reporting this measure in GA+SCORE.

First, enter the most recent EPSDT medical visit date as soon as it that date is known. This visit may have occurred before the start of the placement.

To report an EPSDT medical visit, click on the child's name on the Daily Roster. On the Appts and Visits screen under the blue Placements tab, click on the "Add an EPSDT Appointment" link (1). You will need the visit date, the type (medical), the status (attempted or completed), and whether the visit was completed by your staff; you may also enter the location and any comments. (Please limit your comments to brief notes; the full narrative should be reported to GA SHINES.) When you are finished, click the Add button. To view the comments you reported, click on the date. **Only EPSDT Medical visits should be reported to GA+SCORE; please do not report other types of medical appointments, such as sick-child visits, vision appointments, or follow-up/treatment visits.**

Appts and Visits

Dates: 10/1/2018 - Rachel's Place (Test Only) - Child Placement Services (5128) - CPA - Cindy (Test) Holmwood (test) (287576)

Select Placement (1)

Show 25 entries Filter:

Date	Type	Status	Location	Completed By	Reported to GA+SCORE
06/15/2020	EPSDT Dental	Visit Completed	Dr. Teeth	Current Provider	06/17/2020
04/15/2020	EPSDT Medical	Visit Completed	Ambrose Pediatrics	Current Provider	09/07/2021

Showing 1 to 2 of 2 entries

Previous 1 Next

SAVE

Note: Only EPSDT medical and dental visits should be entered in to GA+SCORE. Please do not report sick visits, follow-up care, psychiatric/psychological sessions, orthodontia, vision, or other medical appointments. More information on EPSDT schedules is provided in RBWO Standard 6.2.

Add an EPSDT Appointment

Second, enter each EPSDT medical visit or attempted visit completed during the placement. Each visit must be documented in GA+SCORE by the tenth of the following month.

To report an EPSDT medical visit, follow the instructions above.

To remove a visit reported in error (within the editing window), click on the date (2), check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

EPSDT Dental Visits

Percent of children age 1 or older who receive two dental screenings annually

Data Source: Provider Self-Report in GA SHINES and GA+SCORE

This measure is calculated based on Medicaid's EPSDT periodicity schedule as reflected in the RBWO Minimum Standards and any EPSDT dental visits reported to GA+SCORE. **Only EPSDT Dental visits should be reported to GA+SCORE; please do not report other types of dental appointments, such as orthodontist visits or follow-up/treatment visits.** Full credit is given for each child who is not overdue for an EPSDT dental visit. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 15.

There are two components to reporting this measure in GA+SCORE.

First, enter the most recent EPSDT dental visit date at the time of the placement, or as soon as it becomes available.

To report an EPSDT dental visit, see the instructions for EPSDT medical visits in the previous section. Only EPSDT Dental visits should be reported to GA+SCORE; please do not report other types of dental appointments, such as orthodontist visits or follow-up/treatment visits.

Second, enter each EPSDT dental visit or attempted visit completed during the placement. Each visit must be documented in GA+SCORE by the tenth of the following month.

To report an EPSDT dental visit, see the instructions for EPSDT medical visits in the previous section.

To remove a visit reported in error (within the editing window), see the instructions for EPSDT medical visits in the previous section.

Academic Supports

Percent of children enrolled in K-12 or a GED program who receive at least two academic supports per month

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on the child's education status and any academic supports reported to GA+SCORE.

- + Children with no education status reported in GA+SCORE **are** included in this measure.
- + Children with an education status of "Not required to be enrolled in K-12/GED" **are not** included in this measure.

For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 16.

There are two components to reporting this measure in GA+SCORE.

First, report the child's education status.

To report a child's education status, click on the child's name on the Daily Roster. On the Education screen under the blue Placements tab, click on the "Add New Education Status" link. You will need the effective date, the education status, and the grade level (if the status is "Enrolled in K-12/GED" or "Intend to enroll in K-12/GED") or the reason not enrolled (if the status is "Not required to be enrolled in K-12/GED"). When you are finished, click the Add button.

To report a change in education status, simply add a new record using the instructions above. You should not delete the existing record unless it was entered incorrectly. The new record will appear at the top of the Education screen, and the old record will be moved to the "Education Status History" folder at the bottom of the screen.

To remove an education status reported in error (within the editing window), click on the date, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

Second, report the child's academic supports by the tenth of the month following the support provided.

To report an academic support, click on the child's name on the Daily Roster. On the Education screen under the blue Placements tab, click on the Add an Academic Support link. You will need the date of the support and the type of support. When you are finished, click the Add button.

To remove an academic support reported in error (within the editing window), click on the date, check the box labeled "Remove from record (Incorrectly Assigned)", and click the Save button.

Provider Every Child Every Month (ECEM) Visits

Percent of children with whom the provider makes a purposeful monthly contact

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on provider reporting in GA SHINES. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 16.

To report an ECEM visit to GA SHINES, please see the "GA SHINES Provider Portal 2.0 User Guide", which is posted on the GA+SCORE website.

ECEM visits entered in GA SHINES will be displayed on the blue Appts and Visits screen in GA+SCORE after each scheduled import. GA+SCORE does not instantly display records entered in GA SHINES.

Provider General Contacts

Percent of children receiving a documented contact between child and HSP or CSW or CSS

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on provider reporting in GA SHINES. For a full description of the measurement and scoring, please consult the "FY 2019 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 17.

To report a provider general contact to GA SHINES, please see the "GA SHINES Provider Portal 2.0 User Guide", which is posted on the GA+SCORE website.

General contacts entered in GA SHINES will be displayed on the blue Appts and Visits screen in GA+SCORE after each scheduled import. GA+SCORE does not instantly display records entered in GA SHINES.

Placements with Siblings

Percent of children placed with all siblings who are also in DFCS custody

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on provider reporting in GA+SCORE. This test measure will not be scored in FY 2022. For a full description of the measurement, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 17.

This measure is calculated based on family data reported to GA+SCORE.

- + Children with no family data in GA+SCORE are included in this measure.

- + Children whose family data indicates they have no siblings in DFCS custody **are not** included in this measure.

To report family data, click on the child's name on the Daily Roster. On the Family screen under the blue Placements tab, click on the "Add New Visitation Requirements" link at the bottom of the screen. Enter the date of the most recent consultation with DFCS and answer each question with "Yes" or "No". As you answer each question, the system will display follow-up questions. When you are finished, click the Add button.

Add New Visitation Requirements

DATE OF PROVIDER/DFCS CASE PLAN CONSULTATION
4/11/2021

Does the youth have any siblings in DFCS custody?
Yes ▾

Is the youth currently placed in the same foster home or CCI facility as all siblings who are in DFCS custody?
▾

Is there a parent, relative or other potential permanency placement adult with whom the youth needs to maintain contact?
Yes ▾

Is there a reasonable and practical method for assisting the youth with maintaining the contact?
Yes ▾

Did the provider offer to the DFCS Case Manager to facilitate child/adult contacts as a supplement to the current visitation plan?
▾

Did the DFCS Case Manager accept offer to facilitate supplementary child/adult contacts by the provider?
▾

Will the provider facilitate at least one supplementary visit per month based on the agreement with the DFCS case manager?
▾

ADD

Tip: The number of questions you see will vary depending on your answers. Based on your responses, the system automatically displays whether the child has siblings in care (1a) and whether Parent Visits need to be facilitated (1b).

To report a change in visitation expectations, simply add a new record using the instructions above. You should not delete the existing record unless it was entered incorrectly.

To remove visitation expectations reported in error (within the editing window), click on the date, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

Placements in Legal County

Percent of admissions to a foster home or CCI in the child's legal county

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on provider reporting in GA+SCORE. This test measure will not be scored in FY 2022. This measure is calculated based on the legal county reported for a child at the time of admission to a new placement (including transfers between homes at a single CPA program site). For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 17.

For more information on reporting an admission (which begins with a referral), see page 35 of this manual.

CCI/CPA INCENTIVE CREDITS

Incentive Credits are capped at 10 points per quarter. For a full description of each CCI/CPA incentive credit and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," beginning on page 18.

Foster Home Retention – CPA only

Total quarterly foster home retention rate is at least 90%

Data Source: GA+SCORE derived from provider self-report

This measure is calculated based on foster home data reported to GA+SCORE. For more information on reporting foster home data, see page 19 of this manual.

Foster Home Recruitment – CPA only

Approval of at least four new homes (or at least 25% of # approved of homes at the start of the quarter) during the quarter

Data Source: GA+SCORE derived from provider self-report

This measure is calculated based on foster home data reported to GA+SCORE. For more information on reporting foster home data, see page 19 of this manual.

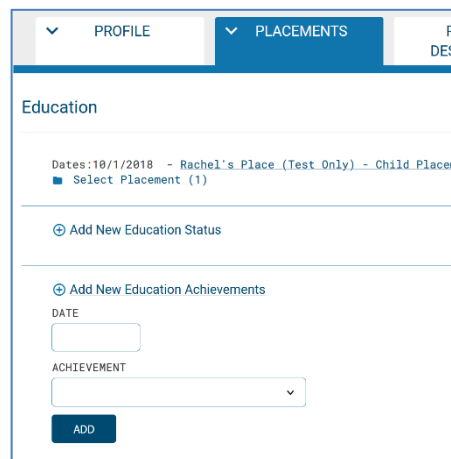
High School Graduation, College Participation, or Professional (Trade) Certification

Add 10 points per youth completing a HS diploma, 5 points per youth completing a GED, 5 points per youth completing a professional (trade) certification, and one point per youth passing at least two classes at a college, university, or technical school full-time

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on educational achievements reported to GA+SCORE.

To report an educational achievement, go to the child's Education screen under the blue Placements tab. Click the "Add New Educational Achievements" link and enter the date and achievement; click the Add button.



The screenshot shows the GA+SCORE interface. At the top, there are tabs for 'PROFILE' and 'PLACEMENTS'. The 'PLACEMENTS' tab is selected. Below the tabs, the 'Education' section is visible. It shows the child's name, 'Rachel's Place (Test Only) - Child Placer', and the dates '10/1/2018'. Below this, there is a link to 'Select Placement (1)'. Further down, there are two links: 'Add New Education Status' and 'Add New Education Achievements'. The 'Add New Education Achievements' section is expanded, showing a 'DATE' input field, an 'ACHIEVEMENT' dropdown menu, and an 'ADD' button.

Permanency Contacts

Percent of children receiving provider supported contact between child and permanency adult which support the DFCS permanency plan

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on visitation expectations reported to GA+SCORE and sibling visits reported to GA SHINES.

- + Children with no visitation expectations in GA+SCORE **are** included in this measure.
- + Children whose visitation expectations do not include parent visits **are not** included in this measure.

To report visitation expectations, see Well-being Scoring Component Placements with Siblings on page 60 of this manual.

To report a permanency contact to GA SHINES, please see the "SHINES PBC Reporting Guide", which is posted on the GA+SCORE website.

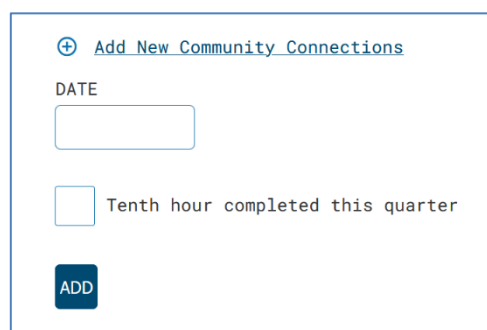
Permanency contacts entered in GA SHINES will be displayed on the blue Appts and Visits screen in GA+SCORE after each scheduled import. GA+SCORE does not instantly display records entered in GA SHINES.

Community Connections

Percent of youth participating in a community organization or volunteer experience at least 10 hours a quarter

Data Source: Provider Self-Report in GA+SCORE

To report that a youth completed community connections, go to the Family screen under the blue Placements tab. Click the "Add New Community Connections" link, enter the date when the 10th hour for the quarter was completed, check the box to confirm, and click the Add button. You do not need to report individual hours of participation to GA+SCORE, only the tenth hour in any quarter.



⊕ Add New Community Connections

DATE

☐ Tenth hour completed this quarter

ADD

Extended Youth Support Services

Percent of youth agreeing to extended foster care at 18 years of age

Data Source: GA SHINES

EYSS records are reported to GA SHINES by DFCS staff and imported to GA+SCORE in the monthly transfer. Records appear in GA+SCORE on the Family screen under the blue Placements tab.

Additional Academic Supports

Percent of children enrolled in K-12 or a GED program who receive six or more academic supports per month

Data Source: Provider Self-Report in GA+SCORE

To report an academic support, see Well-being Scoring Component Academic Supports on page 62 of this manual.

EPSDT Medical Visits

Percent of required medical visits completed early (within 60 days for youth ages 3 and older or within 15 days for children 6-36 months)

Data Source: Provider Self-Report in GA SHINES and GA+SCORE

To report an EPSDT medical visit, see Well-being Scoring Component EPSDT Medical Visits on page 60 of this manual. Please note that attempted visits do not count toward incentive credit.

EPSDT Dental Visits

Percent of required dental visits completed early (within 60 days for youth ages 1 and older)

Data Source: Provider Self-Report in GA SHINES and GA+SCORE

To report an EPSDT dental visit, see Well-being Scoring Component EPSDT Dental Visits on page 61 of this manual. Please note that attempted visits do not count toward incentive credit.

Active Accreditation

Add 2 points for each accreditation active on the last day of the quarter

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on provider data reported to GA+SCORE. For more information on reporting provider data, see page 8 of this manual.

Staff Clinical Licensure

Add 1/2 point per HSP, CSS, or CSW staff with one or more state of Georgia clinical licenses active on the last day of the quarter

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on staff data reported to GA+SCORE. For more information on reporting staff data, see page 9 of this manual.

ILP/TLP MEASURES

ILP/TLP programs receive a combined CCI/ILP or CCI/TLP GA+SCORECARD which combines some of the CCI measures described above, including the two new test measures, with the following ILP/TLP specialty measures.

Academic/Career Development

Percent of youth attending an educational program leading to HS completion or higher education and/or employed at least 10 hours a week

Data Source: Provider Self-Report in GA+SCORE

Each youth in an ILP/TLP program must be employed at least ten hours a week or attending an educational program leading to HS completion or higher education. For purposes of this measure, a provider may receive credit for making three attempts during the month at encouraging the youth to participate, regardless of outcome. For a full

The screenshot shows the 'ACADEMIC/CAREER DEVELOPMENT' section of the GA+SCORE interface. It includes two lines of verified attendance/employment data for 8/29/2021 and 7/31/2021, both reported to GA+SCORE. Below this is a 'SAVE' button. Further down are links to 'Add a Case Plan Permanency Goal', 'Add a Permanency Pact', and 'Add an Academic/Career Development'. The 'Add an Academic/Career Development' link is highlighted with a purple callout bubble containing the number '1'. Below this link are input fields for 'DATE' and 'STATUS', and an 'ADD' button.

description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 23.

To report academic/career development, go to the ILP/TLP screen under the blue Placements tab. Click on the link "Add an Academic/Career Development". Enter the date and the status: whether the youth met the requirement, or whether it is a first, second, or third attempt to encourage the youth to meet it (and provide necessary documentation).

Independent Living Skills Provision

Percent of youth receiving at least four independent living skills experiences monthly: counseling, workshop, experiential activity or other that supports the youth's development as dictated by the ACLSA and the youth's WTLP (ISP)

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on provider reporting in GA SHINES. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 24.

To report an independent living skills experience to GA SHINES, please see the "SHINES PBC Reporting Guide", which is posted on the GA+SCORE website.

Independent living skills experiences entered in GA SHINES will be displayed on the blue ILP/TLP screen in GA+SCORE after each scheduled import. GA+SCORE does not instantly display records entered in GA SHINES.

Financial Independence

Percent of youth enrolled in the Individual Development Account program, attending financial literacy class and maintaining IDA with minimum \$5 monthly contribution and at least one skill training experience on finances monthly

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on provider reporting to GA+SCORE for a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 25.

- + All youth must enroll in the IDA program. Youth with no enrollment data in GA+SCORE are included in the measure.
- + If the youth is unable to open an account due to bad credit or another extenuating circumstance, document the circumstance in the youth's file. Then check the box labeled "Youth is not eligible for a savings account (IDA Participation Override)" (1) on the ILP/TLP screen under the blue Placements tab and click the Save button. These youth **are not** required to open an account or make monthly donations but must receive at least one skill training experience on finances monthly.

There are three components to reporting this measure in GA+SCORE. **First**, each youth in placement must enroll in the IDA program and complete the financial literacy class.

To report that a youth has enrolled in the program and/or completed the class, click on the ILP/TLP screen under the blue Placements tab.

- o If the youth enrolled and completed the class during a previous placement at another provider, check the box labeled "IDA Program Enrollment & Financial Literacy Class Completed in a Previous Placement" (2) and click the Save button.

- If the youth enrolls and completes the class during the placement at your program site, enter the enrollment date and class date (3) and click the Save button.

The screenshot shows a form titled "FINANCIAL INDEPENDENCE". It contains two checkboxes, each with a callout number:

- Callout 1 points to the first checkbox: "Youth is not eligible for a savings account (IDA Participation Override)".
- Callout 2 points to the second checkbox: "IDA Program Enrollment & Financial Literacy Class Completed in a Previous Placement".

 Below these are two date input fields:

- "IDA PROGRAM ENROLLMENT DATE" with the value "5/10/2021".
- "FINANCIAL LITERACY CLASS DATE" with the value "4/14/2021".

 Callout 3 points to the date input fields. At the bottom, a note states: "Note: monthly account activity is reported on the [ILP/TLP Roster](#) screen under the orange Rosters tab."

Second, each youth who is enrolled in the IDA program must make a minimum \$5 contribution to the IDA account each month.

To report a contribution for the current month, click on the ILP/TLP Roster screen under the orange Rosters tab. For each youth, check the box in the column labeled "Active IDA \$5/mo." if this measure has been met. When you are finished, click the Save button.

To report a contribution for the previous month (by the tenth day of the following month), click on the ILP/TLP Roster screen under the orange Rosters tab. Then click on the "ILP/TLP history" link at the bottom of the screen and select the previous month's record. For each youth, check the box in the column labeled "Active IDA \$5/mo." if this measure has been met. When you are finished, click the Save button.

Third, each youth must receive at least one skill training experience on finances monthly. This includes youth who are unable to open an account

To report a skills experience for the current month, click on the ILP/TLP Roster screen under the orange Rosters tab. For each youth, check the box in the column labeled "Fin Skills Exp" if this measure has been met. When you are finished, click the Save button.

To report a skills experience for the previous month (by the tenth day of the following month), click on the ILP/TLP Roster screen under the orange Rosters tab. Then click on the "ILP/TLP history" link at the bottom of the screen and select the previous month's record. For each youth, check the box in the column labeled "Fin Skills Exp" if this measure has been met. When you are finished, click the Save button.

WTLP/Life Coach

Percent of youth who receive at least two documented contacts with Life Coach in support of achieving WTLP goals

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on provider reporting in GA SHINES. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," page 25.

To report a WTLP/Life Coach contact to GA SHINES, please see the "SHINES PBC Reporting Guide", which is posted on the GA+SCORE website.

WTLP/Life Coach contacts entered in GA SHINES will be displayed on the blue ILP/TLP screen under Placements in GA+SCORE after each scheduled import. GA+SCORE does not instantly display records entered in GA SHINES.

ILP/TLP INCENTIVE CREDITS

Incentive Credits are capped at 10 points per quarter. For a full description of the measurement and scoring, please consult the "FY 2021 Room Board and Watchful Oversight Performance-Based Placements Measurements and Standards Guide," beginning on page 27.

Community Connections

Percent of youth participating in a community organization or volunteer experience at least 10 hours a quarter

Data Source: Provider Self-Report in GA+SCORE

To report that a youth completed community connections, go to the Family screen under the blue Placements tab. Click the "Add New Community Connections" link, enter the date when the 10th hour for the quarter was completed, check the box to confirm, and click the Add button. You do not need to report individual hours of participation to GA+SCORE, only the tenth hour in any quarter.

The screenshot shows a form titled "Add New Community Connections" with a blue plus icon in a circle. Below the title is a "DATE" label followed by a text input field. Underneath is a checkbox labeled "Tenth hour completed this quarter". At the bottom is a blue button with the word "ADD" in white capital letters.

At Least Part Time Employment with Medical Benefits

Percent of discharged youth who have at least a part time job with medical benefits

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on data reported to GA+SCORE during the discharge process.

The screenshot shows a form titled "Discharge" with an orange header. Below the title is a note: "Use this screen to discharge placements. Do not use it to remove placements reported in error. For assistance with errors, contact Care Solutions at support@gascore.com." The form contains several fields: "Zardoz Tester, Sean (4490577)" in orange text, "DISCHARGE DATE" with a text input field, "DISCHARGE REASON" with a dropdown menu showing "SELECT", and "DISCHARGE REASON COMMENTS" with a large text area. Below these are "EMPLOYMENT WITH BENEFITS" and "SIGNED HOUSING LEASE", both with dropdown menus. At the bottom is a "SAVE" button and a note: "Please allow several seconds for discharges to process. Do not click the Save button more than once."

To discharge a child from a placement, click on the Daily Roster screen under the orange Rosters tab; remember that you will not be able to access records for discharged youth, so complete all required reporting before discharging the youth. Click on the "X" link in the column labeled "Discharge" beside the youth's

name. You will need the discharge date (the last day the youth went to bed at the facility: i.e., one day before the day of the move), the discharge reason, whether the youth has at least a part-time job with medical benefits on the discharge date, and whether the youth has a signed housing lease in his/her name on the discharge date.

Living Arrangements at Discharge

Percent of youth discharged who have a signed housing lease in their name

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on data reported to GA+SCORE during the discharge process. For information on discharging a child from placement, see the previous measure.

High School Graduation, College Participation, or Professional (Trade) Certification

Add 10 points per youth completing a HS diploma, 5 points per youth completing a GED, 5 points per youth completing a professional (trade) certification, and one point per youth passing at least two classes at a college, university, or technical school full-time

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on educational achievements reported to GA+SCORE.

To report an educational achievement, go to the child's Education screen under the blue Placements tab. Click the "Add New Educational Achievements" link and enter the date and achievement; click the Add button.

No DOC Involvement

Percent of youth with no DOC involvement OR no additional involvement or probation violations and no Significant Events with police involvement

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on data reported on the ILP/TLP Roster. See page 48 of this manual for more information on the ILP/TLP Roster.

To report no DOC involvement for the current month, click on the ILP/TLP Roster screen under the orange Rosters tab. For each youth, check the box in the column labeled "No New DOC Involvement" if this measure has been met. When you are finished, click the Save button. You may return to this screen multiple times throughout the month to complete your ILP/TLP reporting.

To report no DOC involvement for the previous month (by the tenth day of the following month), click on the ILP/TLP Roster screen under the orange Rosters tab. Then click on the "ILP/TLP history" link at the bottom of the screen and select the previous month's record. For each youth, check the box in the column

labeled "No New DOC Involvement" if this measure has been met. When you are finished, click the Save button.

Positive Permanency Connections

Percent of emancipating youth (with APPLA goal) or emancipated youth with signed "Permanency Pacts" or agreements with two or more caring adults

Data Source: Provider Self-Report in GA+SCORE

- + Youth who are emancipated (18 or older) and youth under 18 with APPLA as a permanency goal are included in this measure.
- + Youth younger than 18 whose permanency goal has not been reported **are** included in this measure.
- + Youth younger than 18 with a permanency goal other than APPLA **are not** included in this measure.

There are two components to reporting this measure in GA+SCORE.

First, report the permanency goal for any youth under 18. You do not need to report this information for a youth 18 or older.

To report a permanency goal, click on the ILP/TLP screen under the blue Placements tab. Click on the "Add an APPLA Goal" link at the bottom of the screen. You will need the date of your consultation with DFCS and whether the permanency goal is APPLA. When you are finished, click the Add button. The most recent APPLA goal is displayed on screen; to see previous records, click on the "APPLA Goal History" link at the bottom of the screen.

To remove a permanency goal reported in error (within the editing window), click on the date, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

The screenshot displays two forms within the GA+SCORE system. The first form, titled "Add a Case Plan Permanency Goal", includes a text input for "DATE OF PROVIDER/DFCS CASE PLAN CONSULTATION", a dropdown menu for "IS THE PERMANENCY GOAL APPLA?", and an "ADD" button. The second form, titled "Add a Permanency Pact", includes text inputs for "FIRST NAME OF CARING ADULT", "LAST NAME OF CARING ADULT", and "DATE PERMANENCY PACT SIGNED", along with an "ADD" button.

Second, report any signed permanency pacts.

To report a permanency pact, click on the ILP/TLP screen under the blue Placements tab. Click on the "Add a Permanency Pact" link at the bottom of the screen. You will need the first and last name of the caring adult, and the date on which the pact was signed. When you are finished, click the Add button.

To report that a permanency pact has ended, click on the name of the involved adult, enter the date the pact ended, and click the Save button. To see closed permanency pacts, click on the "Permanency Pact History" link at the bottom of the screen.

To remove a permanency pact reported in error (within the editing window), click on the name of the adult, check the box labeled "Remove from record (Incorrectly Assigned) ", and click the Save button.

Additional Academic Supports

Percent of children enrolled in grade school or GED program who receive six or more academic supports per month

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on data reported to GA+SCORE. See CCI/CPA Well-being Scoring Component Academic Supports on page 62 of this manual.

Additional Independent Living Skills Provision

Percent of youth receiving more than 5 independent living skills/activities monthly

Data Source: Provider Self-Report in GA SHINES

This measure is calculated based on data reported to GA+SCORE. See ILP/TLP Independent Living Skills Provision on page 71 of this manual.

Active Accreditation

Add 2 points for each accreditation active on the last day of the quarter

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on provider data reported to GA+SCORE. For more information on reporting provider data, see page 8 of this manual.

Staff Clinical Licensure

Add 1/2 point per HSP, CSS, or CSW staff with one or more state of Georgia clinical licenses active on the last day of the quarter

Data Source: Provider Self-Report in GA+SCORE

This measure is calculated based on staff data reported to GA+SCORE. For more information on reporting staff data, see page 11 of this manual.

Security

Care Solutions takes the safeguarding of child data very seriously. Keeping this information safe and secure is every user's responsibility; in addition to the precautions described below, CSI encourages users to protect their account login information and, consequently, the provider, foster home, and child data contained in the system.

The GA+SCORE website, www.gascore.com, is public. Information, resources, links, and useful manuals are posted there to keep the Out-of-Home Care community as informed as possible; therefore, no login is required for these sections.

However, the database, which contains OPM's child data, demands the ultimate level of security. GA+SCORE utilizes industry-standard security practices, employing a number of controls for the protection and confidentiality of all child data, as required by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

1. User verification. Users are required to enter their Username and Password for authentication. The password must be changed once every 90 days.
2. Secure browser. Information that flows between the user's computer and the system is encrypted. For maximum security, a browser with 256-bit encryption is recommended. To ensure that data displays correctly, please view GA+SCORE using a current browser (Internet Explorer, Mozilla Firefox, Google Chrome, or Safari) version.
3. Automatic logout. The system automatically logs users out after a short period of non-use, but users are encouraged to log out as soon as they are finished using the system. Re-establishing and re-authenticating one's credentials for an online session helps to reduce unauthorized access to GA+SCORE.
4. Firewall. Firewalls act as a selective barrier that permits only specific types of traffic access to the system. This protects stored data from unauthorized access as well as reducing the load on CSI's servers.
5. System back-ups. The database is backed up nightly to a remote data vault. Remote backup procedures include compressing and encrypting the data, ensuring the highest level of security.

Troubleshooting/Common Issues

As a first step in resolving any errors you encounter, please check the following:

- + **Issue: When a super user attempts to add or edit users, there are no program names in the selection list.**
 - **Fix:** A super user who can view multiple programs in GA+SCORE must select a program before viewing the User Management screen. Click on the GA+SCORE logo, then on the name of any program. After clicking on the name of the program, you can use the Quick Links menu and the User Management screen to add, edit, or remove users.
- + **Issue: A new user does not receive the password email from GA+SCORE.**
 - **Fix:** User accounts must be created through the User Management screen under the Quick Links menu, which is accessible only to super users. **Adding a record to the orange Staffing screen does not create a user account.** To see whether an account was created correctly, go to www.gascore.com, click "Reset your password", type the full email address of the user into the pop-up box, and click Submit. If you receive the message, "There is no valid user account on file", verify with a super user that the account is listed on the User Management screen.
- + **Issue: Annual training or Foundations components reported for a staff member at one provider site does not appear at another site.**
 - **Fix:** Training records are shared only if the person has the same Person ID at both provider sites. (The Person ID is visible in the Staff header after selecting a person's name from the orange Staffing list.) Please review page 9 of this document for tips on reporting shared staff correctly; to resolve issues with staff who have already been reported incorrectly, contact Care Solutions.

[Rachel's Place \(Test Only\)](#)
[Foster Care Program \(5108\) - Child Placing Agency \(Active \)](#)
[Select Foster Home](#)

[Staff Person: Big Bird \(Person ID: 249492\) - Staff List](#)

- + **Issue: A child appears twice on the Daily Roster.**
 - **Fix:** Look at the Child ID# to the left of the children's names.
 - If the child appears twice with the same ID number, incorrect data on another screen is causing the child to duplicate. The most frequent cause of this problem is multiple open program designations. Click on the child's name, then the blue Program Designations tab; close the previous program designation (the day before the current program designation began) or delete the incorrect record. Also check under the blue Placements tab that the child does not have two open placements with your agency. Please contact Care Solutions if you are unable to remove the duplication on your Daily RBWO Roster.

- If the child has two or more different GA+SCORE ID numbers, the child has been duplicated in GA+SCORE. Please contact Care Solutions to have the extra record deleted.

Please contact Care Solutions about other questions or errors. Support staff can be reached by email at support@gascore.com or by phone at 770-642-6722 or 1-800-227-3410. Care Solutions staff will respond as quickly as possible during normal business hours.