



Services Across CBC Stage II Areas/Regions Resource Guide

**Courtesy Supervision, Purchased Client Services
and Kinship Home Assessment**

May 2024

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Services Across CBC Stage II Areas/Regions Resource Guide (Courtesy Supervision, Purchased Client Services and Kinship Home Assessment)

In 2017, the 85th Texas Legislature through Senate Bill 11 established the Community-Based Care (CBC) Model for delivery of the state's child welfare services. Under the CBC Model, DFPS is required to purchase case management and substitute care (foster and kinship) services from a Single Source Continuum Contractor (SSCC) for children, youth, and young adults who are in DFPS conservatorship or who are receiving services through the extended foster care program. Implementation of the CBC model transitions the Texas child welfare system from a statewide, "one size fits all" approach, to a community-based model designed to meet the individual and unique needs of children, youth, and families in Texas at the local level. The latest version of the statewide Implementation Plan and additional information about CBC can be found on the [CBC website](#).

Currently, CBC is fully implemented in seven designated service areas of the state:

- [Panhandle/Region 1](#)
- [Big Country & Texoma/ Region 2](#)
- [Metroplex East/Region 3E](#)
- [Metroplex West/Region 3W](#)
- [Piney Woods/Region 4](#)
- [Deep East/Region 5](#)
- [South Central & Hill Country/Region 8b](#)

All seven areas are operating in Stage II CBC providing case management and substitute care services to **all** children and youth in DFPS conservatorship from the designated service area and their families.

The purpose of this guide is to be a resource on the process for requesting services to children/youth in DFPS conservatorship, their families, and caregivers across CBC areas and regional lines in Stage II, including:

- Courtesy supervision for children, youth, and parents who reside in and outside a CBC designated service area.
- Kinship services and support for caregivers who reside in and outside a CBC designated service area.
- Payment for Purchased Client Services for:
 - Family members from CBC areas residing outside the CBC area
 - Family members from non-CBC areas residing inside a CBC area; and
 - Kinship Home Assessments.

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All information provided in this resource guide and additional CBC processes can be found in each designated service area's respective [Joint CPS/SSCC Operations Manual](#).

Additional questions about CBC can be sent to CBCARE@dfps.texas.gov

Courtesy Supervision for Children, Youth, and Parents

DFPS and SSCC staff utilize the same policy and processes when requesting courtesy supervision for children, youth, and parents who reside outside the legal region or CBC area.

DFPS units outside a CBC area may request supervision assistance from the SSCC and likewise, the SSCC may request supervision assistance from DFPS units outside of the CBC area. All requests are made by the assigned primary caseworker completing the [Request for Kinship, Conservatorship, and Adoption Services \(aka Universal Referral Form\) Form 2077](#).

Completed forms should be sent to:

Region #	CBC Area	SSCC	Email Address
1	Panhandle	Saint Francis Community Services	txreg1courtesyservices@st-francis.org
2	Big Country and Texoma	2INgage	CMD@2ingage.org
3E	Metroplex East	EMPOWER	placement@3empower.org
3W	Metroplex West	OCOK	SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org
4	Piney Woods	4Kids4Families	courtesy@4kids4families.org
5	Deep East	TFCN	txfcncourtesyrequest@txfcn.org
8b	South Central & Hill Country	Belong	ChildSafetybelong@sjrctexas.org

- See [6314 Services to Children and Parents across Regional Lines](#) and its subitems.

Purchased Client Services

Primary and secondary assigned case management staff must work closely together to ensure the coordination and payment of purchased client services to family members and caregivers across CBC area and regional lines. **If the child's legal county is in a SSCC catchment area, the SSCC providing primary case management is financially responsible for all purchased client services.**

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If...	Then...
<p>SSCC primary case manager requests purchased client services (i.e. counseling) for a child/youth parent or caregiver who resides in a DFPS region.</p> <p>DFPS courtesy, LPS or Kinship worker may assist in providing information as needed about providers in the area that offer the desired service.</p>	<p>SSCC primary case worker will</p> <ul style="list-style-type: none"> • Ensure there is an active 71 series service authorization in IMPACT • Ensure they have an active contract with the desired provider, AND • Follow their internal procedures for authorizing the purchased client services in their system.
If...	Then...
	<p>CPI, CPS courtesy, LPS, and KDW staff will NOT initiate a Service Authorization (form 2054) for any purchased client services for family members served by the SSCC.</p>
<p>DFPS region requests purchased client services for a child/youth, parent or caregiver who resides in an SSCC designated service area.</p>	<p>DFPS primary caseworker will</p> <ul style="list-style-type: none"> • Select a DFPS contracted provider to deliver the service • Create a Service Authorization (Form 2054) in IMPACT authorizing the purchased client services
<p>SSCC primary caseworker requests purchased client services for a child/youth, parent, or caregiver in another SSCC area.</p>	<p>SSCC primary worker will identify:</p> <ul style="list-style-type: none"> • If the SSCC has a contract provider in the other SSCC area that provides the service, they would follow their internal procedures for authorizing the purchased client services in their system. • If the SSCC does not have a contract with a provider in the other SSCC area that provides the service and they are unable to secure a contract, they may coordinate with the SSCC serving that area to see if arrangements can be made between the SSCC's for service provisioning.

Kinship Home Assessments, Services and Support

DFPS and SSCC staff utilize the same policy and processes when requesting kinship support for caregivers who reside outside the legal region or CBC area.

DFPS units outside a CBC area may request kinship support from the SSCC and likewise, the SSCC may request kinship support from DFPS units outside of the CBC area. All requests are made by the primary assigned caseworker completing the [Request for Kinship, Conservatorship, and Adoption Services \(aka Universal Referral Form\) Form 2077](#).

Completed forms should be sent to:

Region #	CBC Area	SSCC	Email Address
1	Panhandle	Saint Francis Community Services	txreg1courtesyservices@st-francis.org
2	Big Country and Texoma	2INgage	CMD@2ingage.org
3E	Metroplex East	EMPOWER	placement@3empower.org
3W	Metroplex West	OCOK	SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org
4	Piney Woods	4Kids4Families	kinship@4kids4families.org
5	Deep East	TFCN	txfcncourtesyrequest@txfcn.org
8b	South Central & Hill Country	Belong	ChildSafetybelong@sjrctexas.org

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- See [6632 Referring Across Regional Lines for Kinship Home Assessments and Services](#).

If...	Then...
<p>SSCC primary case manager requests a kinship home assessment on a caregiver that resides in another DFPS Region</p>	<p>SSCC primary case worker will</p> <ul style="list-style-type: none"> • Ensure there is an active 71P service authorization in IMPACT AND • Follow their internal procedures for authorizing the home assessment services in their system. <p>CPI, CPS courtesy, LPS, and KDW staff will NOT initiate a Service Authorization (form 2054) for any purchased client services for family members served by the SSCC.</p>
<p>DFPS region requests a kinship home assessment on a caregiver who resides in an SSCC designated service area. The SSCC in the designated service area will be the DFPS contractor for the kinship assessment service. The SSCC may perform this service or use a sub-contractor.</p>	<p>DFPS primary caseworker will</p> <ul style="list-style-type: none"> • Create a Service Authorization (Form 2054) in IMPACT using service code (68A) and selecting the SSCC as the provider. The SSCC or their sub-contractor will complete the assessment. (See Guide for IMPACT Steps on How DFPS Creates Service Authorization for Kinship Assessment to the SSCC below.)

Should you have any questions or need assistance when requesting Services from a CBC area please contact the Community-Based Care Administrator for that CBC area. Contact information is located at [Contact CBC](#).

Guide for IMPACT Steps on How DFPS Creates Service Authorization (Form 2054) For Kinship Assessment to the SSCC

(Note that screen shots are in VISTA but actions to complete should be done in IMPACT 2.0)

In the child's SUB stage, select the Service Authorization tab

1. Select the Add button

My Tasks Case Search Financial Reports Resources

Case Summary Service Authorization Day Care Request

Person

Contacts/Summaries

Service Authorization

Legal

Child Plans

Placement

Service Authorization List

Stage Name: [] # Submitted Events

Case ID: []

Date Entered	Status	Type	Description	Stage	Stage Name	Case ID	Person	Entered By	Event ID
No records exist.									

Add

On the Service Authorization Header page in the Resource Search Criteria section:

2. Select the Region where the relative caregiver resides
3. Select the County where the relative caregiver resides
4. Select the Category "Other"
5. Enter the effective date for the home study
6. Select the Service as "68A Relt/Other Caregvr-Hm Assmnt"
7. Select Resource

My Tasks Case Search Financial Reports Resources

Case Summary Service Authorization Day Care Request

Person

Contacts/Summaries

Service Authorization

Legal

Child Plans

Placement

Indian Child Status

History

Service Authorization Header

Stage Name: [] * required field

‡ conditionally required field

Expand All Collapse All

Resource Search Criteria

* Region: 01 Region 1

* County: LUBBOCK

* Category: Other

* Effective: 11/01/2022

* Service: 68A Relt/Othr Caregvr-Hm Assmnt

Select Resource

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8. Select “Select Resource” button and choose the SSCC provider for the area where the caregiver resides and then select “Continue” button.

- Do **not** be alarmed that it says adoption. This is the correct resource.
- If you are not sure which SSCC is the appropriate one to select, you can find a list of counties each of them serves here:
 - Saint Francis [Texas Panhandle](#) (R1), Resource: Scc Saint Francis (ado)
 - 2INgage [Big Country & Texoma](#) (R2), Resource: Scc 2ingage R2 (adoption)
 - EMPOWER [Metroplex East](#) (R3E), Resource: SSCC EMPOWER 3E ADOPTION
 - Our Community Our Kids (OC-OK) [Metroplex West](#) (R3W), Resource: SSCC OCOK 3W (Adoption)
 - 4Kids4Families [Piney Woods](#) (R4), Resource: SSCC 4KIDS4FAMILIES Adoption
 - Texas Family Care Network (TFCN) [Deep East](#) (R5), Resource: SSCC TFCN R5 Adoption
 - Belong [South Central & Hill Country](#) (R8b), Resource: Scc Belong (ado)

The screenshot shows a web application interface with a navigation menu on the left and a main content area. The main content area is titled 'Resource Search Results' and displays a table of search results. The table has columns for Resource Name, Resource ID, Status, RTB, C, Resource Type, Investigation Jurisdiction, Facility Type, Address, City, County, and Phone. The row for 'Scc Saint Francis (ado)' is highlighted with a red border. Below the table, there is a 'Showing 1 to 5 of 5 entries' message and a 'Continue' button, also highlighted with a red border.

Resource Name	Resource ID	Status	RTB	C	Resource Type	Investigation Jurisdiction	Facility Type	Address	City	County	Phone
Mauney & Associates - Region 1	25787964			✓				PO BOX 351	EVANT		(254) 471-5906
Sccc 2ingage R2 (adoption)	26096704			✓				147 SAYLES BLVD	ABILENE		(800) 504-3735
Sccc Ach 3b Adoption	25207541			✓				3712 WICHITA ST	FORT WORTH		(817) 886-7117
Sccc Belong (ado)	26247789			✓				1400 RIDGE CREEK LN	BULVERDE		(210) 876-6763
Sccc Saint Francis (ado)	26145166			✓				3309 67TH ST	LUBBOCK		(806) 746-2085

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In the Information to Provider section:

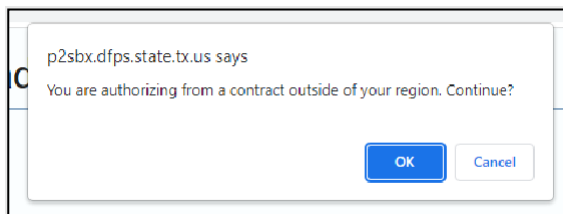
9. Select the child (or oldest child if sibling group)
10. Select "Save"

The screenshot shows a web application interface for 'Service Authorization'. On the left is a navigation menu with items like 'Case Summary', 'Person', 'Contacts/Summaries', 'Service Authorization', 'Legal', 'Child Plans', 'Placement', 'Indian Child Status', 'History', 'Medical', 'Foster Care Eligibility', 'PCA', 'ICPC', and 'Case Management'. The main content area is titled 'Service Authorization Header' and contains several sections:

- Stage Name:** A text input field.
- Resource Search Criteria:** Includes dropdowns for 'Region' (01 Region 1), 'Category' (Other), and 'Service' (Reltr/Othr Caregr-Hm Assmnt). It also has 'County' (LUBBOCK) and 'Effective' (11/01/2022) fields, along with a 'Select Resource' button.
- Resource Information:** Shows 'Resource Name' (Sccc Saint Francis (ado)) and 'Resource ID' (26145166). There is a 'Complete' checkbox.
- Information to the Provider:** Includes a 'Primary Client for Delivery of Services' field (highlighted with a red box), a 'Preferred Subcontractor' field, and a 'Comments' text area.
- Subcontractor List:** A section with a right-pointing arrow.
- Save Button:** A blue button at the bottom right, highlighted with a red box.

- You will receive the message: "You are authorizing for a contract outside of your region. Continue?"

11. Select OK



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12. Expand the Service Authorization List Section

The screenshot shows a web application interface for Service Authorization. On the left is a navigation menu with options like Case Summary, Person, Contacts/Summaries, Service Authorization (highlighted), Legal, Child Plans, Placement, Indian Child Status, History, Medical, Foster Care Eligibility, PCA, ICPC, and Case Management. The main content area is titled 'Service Authorization Header' and includes fields for Stage Name, Resource Search Criteria (Region, Category, Service, County, Effective), Resource Information (Resource Name, Resource ID), and Information to the Provider (Primary Client, Preferred Subcontractor, Comments). At the bottom of the form, a button labeled 'Service Authorization List' is highlighted with a red box.

13. In the Service Authorization List section click the “Add: button.

The screenshot shows a table titled 'Service Authorization List'. The table has columns for SA Detail ID, Name, Service, Units, Begin, Term, End, Auth Type, and Amount. The table is currently empty, displaying 'No records exist'. A red box highlights the 'Add' button located at the bottom right of the table.

SA Detail ID	Name	Service	Units	Begin	Term	End	Auth Type	Amount
No records exist								

You will now see the Service Authorization Information Section.

14. Select the Service: 68A Reltv/Other Caregvr-Hm Assment
15. Select the Begin date
16. Select the End date (3 month timeframe)
17. Select the Frequency: 1
18. Select the Authorization Type: Initial
19. Select the Period: Month
20. Select the Requested Units: 1.00

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Service Authorization Detail

Stage Name: [Redacted]

Service Authorization Information

- * Service: 68A Reltv/Othr Caregvr-Hm Assmnt
- * Begin: 11/01/2022
- * End: 01/01/2023
- ‡ Terminate: [Redacted]
- * Frequency: 1
- Units Suggested: 3
- * Authorization Type: Initial
- Unit Type: Study
- * Period: Month
- ‡ Requested Units: 1.00
- * Amount: \$ 500.00
- Units Used: 0.00

Vendor Information

Vendor Name: [Redacted]

Street Address 1: [Redacted] Street Address 2: [Redacted]

City: [Redacted] State: [Redacted]

Zip: [Redacted] Phone: [Redacted] Ext: [Redacted]

From the person list selection section, select Primary Client for Delivery of Services.

21. Select “Save” button.

* Person(s)		Rel/Int
<input type="checkbox"/>	[Redacted]	PP
<input type="checkbox"/>	[Redacted]	AB
<input type="checkbox"/>	[Redacted]	PA
<input checked="" type="checkbox"/>	[Redacted]	SL

- The information is now included in the Service Authorization Header screen.

22. Select the “Complete” check box

Resource Information

Resource Name: Sccc Saint Francis (ado) Complete

Resource ID: 26145166

Information to the Provider

* Primary Client for Delivery of Services: [Redacted]

Preferred Subcontractor: [Redacted]

Comments: [Redacted]

Service Authorization List

SA Detail ID	Name	Service	Units	Begin	Term	End	Auth Type	Amount
73455402	Love.Greyson	Reltv/Othr Caregvr-Hm Assmnt	1.0	11/01/2022	01/01/2023	01/01/2023	IHI	\$500.00

Subcontractor List

Delete [Redacted] Save and Submit Save

23. Select the “Save and Submit” button

24. Submit to your supervisor for approval