

California Automated Response and Engagement System (CARES)
Resource Family Application (RFA) Project



Special Placement: Compelling Reason & Good Cause

May 2022
Module 6
Version 6



Revision History

Revision / Version #	Date of Release	Author	Summary of Changes
1.0		Melissa Smith	Initial draft
2.0	01/09/2022	Melissa Smith	Added missing steps, knowledge check questions, and updated scenarios.
3.0	01/19/2022	Melissa Smith	Removed background check lesson. Finalized for PDF.
4.0	02/13/2022	Lori Savageau	ADA Review and Revisions
5.0	05/17/2022	Barney Smith	TI.04 – TI.06 enhancement updates
6.0	6/2/2022	Lori Savageau	ADA Review and Revisions



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Module 6: Special Placement: Compelling Reason & Good Cause

Purpose

The purpose of this module is to provide instruction on how to enter a Special Placement into CWS-CARES RFA.

Objectives

After completing this module, you will be able to:

- Enter Compelling Reason(s)
- Enter Good Cause

Prerequisites

Prior to taking this module, you should have completed the following:

- Module Prerequisite 1: Welcome to Virtual Training PowerPoint
- Module Prerequisite 2: Functionality PowerPoint
- Module 1: Worker Entered Caregiver Application
- Module 2: Tribal Child RFA
- Module 3: RFA Assignment of Applications
- Module 4: Scheduling Meetings, Logging Activities, Creating Tasks, and Searching & Printing Records
- Module 5: Applicant Background Check & Training

Related Quick Guide(s)

- Quick Guide 6a – How to Enter a Compelling Reason into CARES RFA
- Quick Guide 6b – How to Enter a Good Cause into CARES RFA

Introduction

Sometimes, there are circumstances that require a placement of a child prior to completion of the Resource Family Approval process. Specific policies and guidelines are required before you can justify a Compelling Reason or Good Cause. CARES RFA is aligned with these policies and guidelines. This module will show steps required to enter this information into CARES RFA.



Lesson 1: Compelling Reasons

Demonstration Exercise

Please watch the instructor demonstrate the steps of this exercise.

Scenario

An 8-year boy in placement speaks only American Sign Language (ASL). He was placed with his ASL teacher whom he has formed a strong bond with over the last 3 years. The child's uncle has contacted the Social Worker expressing interest in having the boy stay with him. However, the child has no relationship with his uncle, with the uncle only seeing the child twice when he was an infant. Also, the uncle does not know ASL. Compelling reasons not to place the child with his uncle are that he has no bond with him, and since the uncle doesn't know ASL he cannot meet the child's special needs. Enter these compelling reasons into CARES RFA.

NOTE:

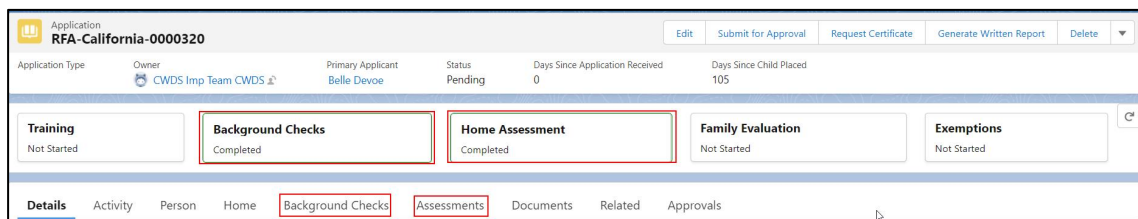
- Applications must be in pending or probationary status to complete the **Compelling Reason** page. (**NOTE:** If there is a child placed in the home, you must go the ARP page for the child and the applicant(s) and complete the tribal affiliation section).
- The dates and timing of the scenarios **may not meet date logic** as they were created specifically for training. Remember the focus of the exercises is to show functionality of the system, and not the scenarios themselves.

Actions to complete this exercise:

- Verify whether a background check and home assessment are complete for an RFA application
- Document a compelling reason for child placement

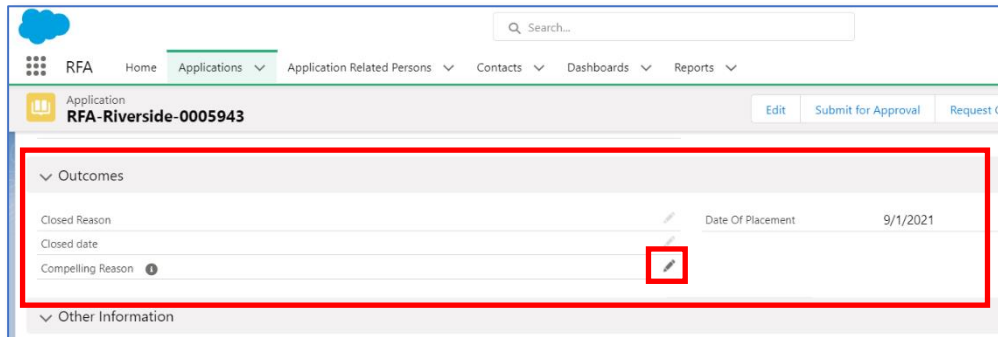
Start on the **Application** page.

1. You can see from the application progress boxes that both the **Background Checks** and the **Home Assessment** have been completed.



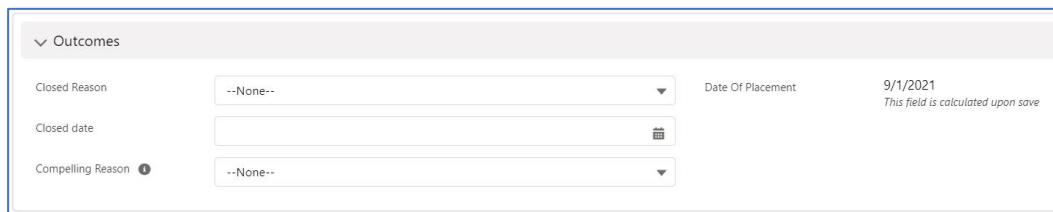
2. Scroll down to the **Outcomes** section of the page.

3. To the right of the **Compelling Reason** field, click the **edit** icon.



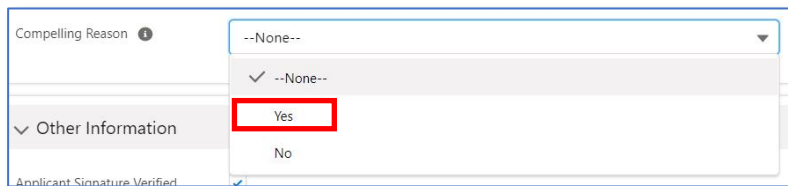
The screenshot shows the 'RFA-Riverside-0005943' application page. Under the 'Outcomes' section, there are fields for 'Closed Reason', 'Closed date', and 'Compelling Reason'. The 'Compelling Reason' field is currently empty, and a red box highlights the edit icon (pencil) to its right. The 'Date Of Placement' is set to 9/1/2021.

The **Outcomes** fields become enabled.



The screenshot shows the 'Outcomes' section with the following fields: 'Closed Reason' (dropdown menu with '--None--'), 'Closed date' (calendar icon), 'Compelling Reason' (dropdown menu with 'Yes' selected), and 'Date Of Placement' (9/1/2021). A note below the date says 'This field is calculated upon save'.

4. Click the **Compelling Reason** field, and on the dropdown list, select **Yes**.



The close-up shows the 'Compelling Reason' dropdown menu with the following options: '--None--', 'Yes', and 'No'. The 'Yes' option is highlighted with a red box.

5. On the bottom of the page, click the **Save** button. – The page refreshes with a **Yes** in the **Compelling Reason** field.

NOTE: Follow this process by logging an activity where you can add a narrative about the compelling reason. To see how, please refer to:

- Module 4.0: Scheduling Meetings, Logging Activities, Creating Tasks, and Searching & Printing Records – Lesson 2: Log an Activity
- Quick Guide 4b: Logging Activities in CARES RFA



Self-Directed Exercise

Please complete the following exercise on your own. You can refer to the demo exercise for the steps, and/or reach out to the instructor for assistance.

Scenario

The scenario is the same as for the demo exercise above. However, see your case data sheet for your applicant's name and application number for this Self-Directed exercise.

Actions to complete this exercise:

- Verify whether background checks and home assessment are completed for an RFA application
- Document a compelling reason for child placement

Lesson 2: Good Cause

Demonstration Exercise

Please watch the instructor demonstrate the steps of this exercise.

Scenario

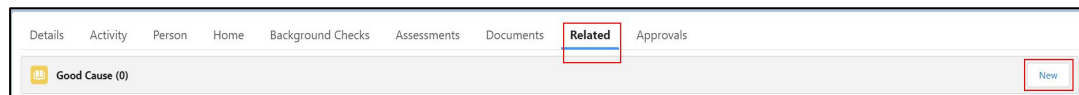
The child is in a Non-Relative Extended Family Member (NREFM) home with a compelling reason application. Three and a half years ago, the caregiver applicant, was in South Africa working with infants with AIDS. Because of this, the background check is complex and will take longer than the time required for the application to complete the full evaluation and recommendation process. Enter this Good Cause into CARES RFA, explaining why the application process will not be completed within the 90 calendar days since the child was placed.

Actions to complete this exercise:

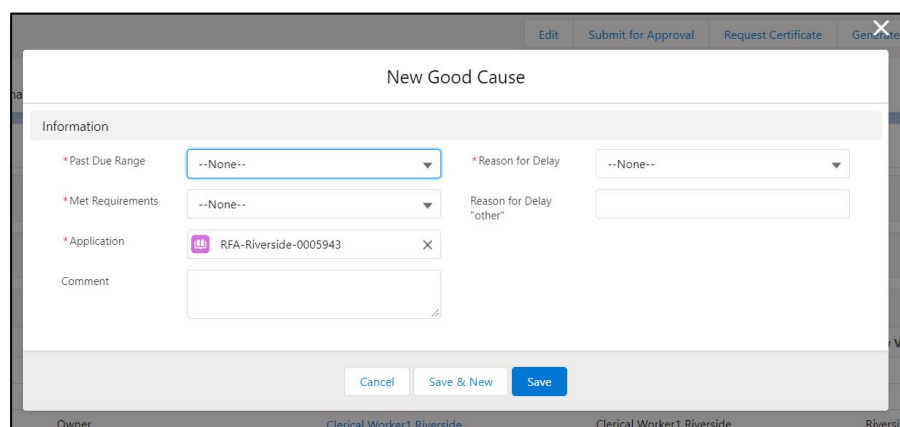
- Enter the Good Cause on your applicant's application

Start from the **Application** page.

1. Click the **Related** tab.
2. In the **Good Cause** section, click the **New** button.



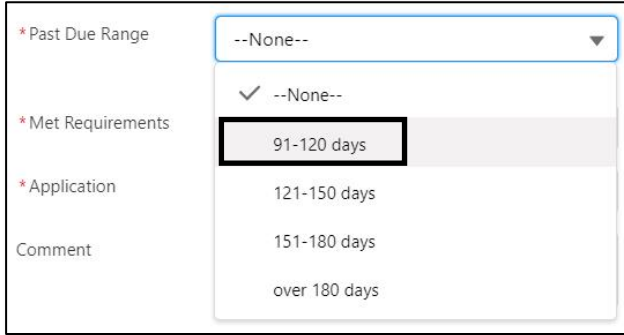
A New Good Cause pop-up window displays.



The screenshot shows a 'New Good Cause' pop-up window with the following fields and options:

- Information** section:
- * Past Due Range: --None-- (dropdown menu)
- * Reason for Delay: --None-- (dropdown menu)
- * Met Requirements: --None-- (dropdown menu)
- Reason for Delay "other": (text input field)
- * Application: RFA-Riverside-0005943 (with a close button 'X')
- Comment: (text input field)
- Buttons: Cancel, Save & New, Save
- Footer: Owner: Clerical Worker1 Riverside, Clerical Worker1 Riverside, Clerical Worker1 Riverside, Riverside

- Click the **Past Due Range** field and on the dropdown list, select **91-120 days**.



* Past Due Range: --None--

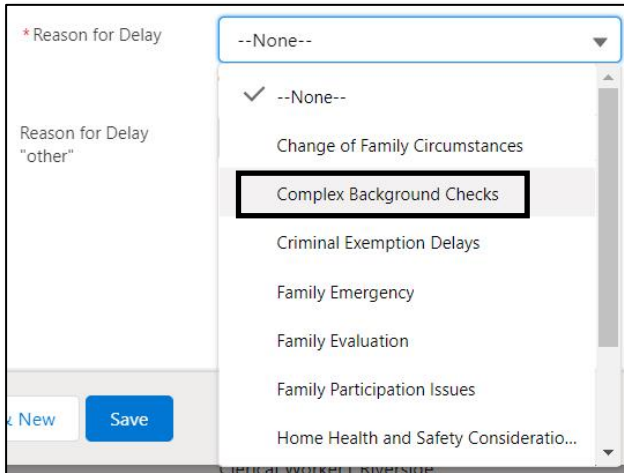
* Met Requirements: 91-120 days

* Application: 121-150 days

Comment: 151-180 days

over 180 days

- Click the **Reason for Delay** field and on the dropdown list, select **Complex Background Checks**.



* Reason for Delay: --None--

Reason for Delay "other":

Change of Family Circumstances

Complex Background Checks

Criminal Exemption Delays

Family Emergency

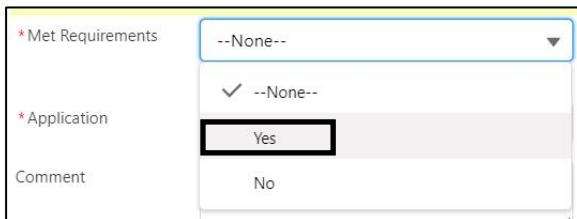
Family Evaluation

Family Participation Issues

Home Health and Safety Consideratio...

New Save

- Click the **Met Requirements** field and on the dropdown list, select **Yes**.



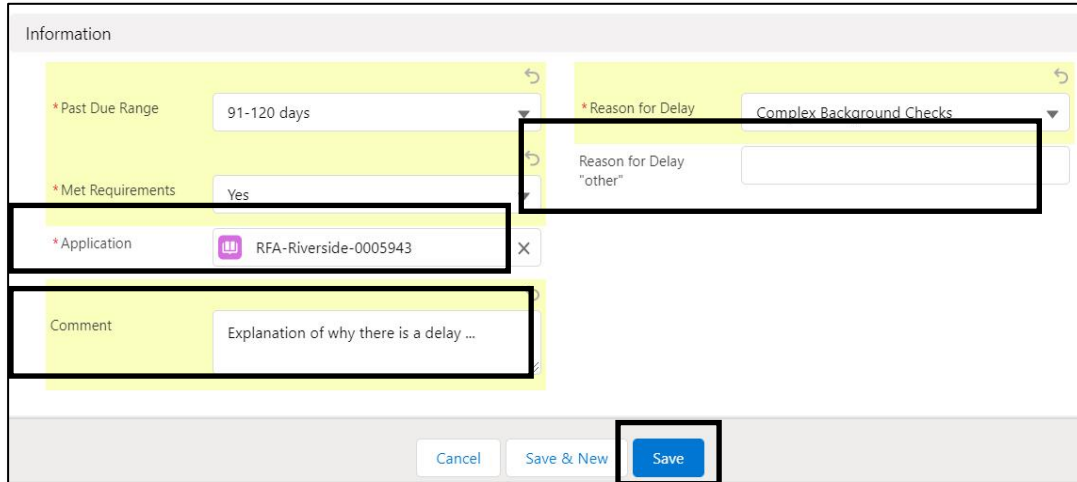
* Met Requirements: --None--

* Application: Yes

Comment: No

- Leave the **Reason for Delay "other"** field blank. If you had selected **Other** on the **Reason for Delay** dropdown list on step 5 above, you would need to type in a reason here.
- Leave the **Application** field as is. It has defaulted to your applicant's application number, since we accessed this pop-up page directly from her application.

8. In the **Comments** field, enter your narrative explaining why the approval process is taking longer than the required 90 days.
9. At the bottom of the **New Good Cause** pop-up window, click the **Save** button.



Information

* Past Due Range 91-120 days

* Reason for Delay Complex Background Checks

* Met Requirements Yes

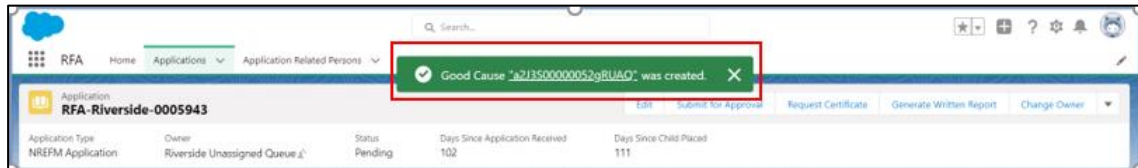
* Application RFA-Riverside-0005943

Reason for Delay "other"

Comment Explanation of why there is a delay ...

Cancel Save & New Save

10. A green message box displays in the top middle of the page indicating the good cause was documents, with a Good Cause number.



NOTE: Remember!

- **Child in the home** indicator must be checked **yes** for Good Cause to be entered.
- Good Cause cannot be entered if the placement date is less than or equal to 90 days.



Self-Directed Exercise

Please complete the following exercise on your own. You can refer to the demo exercise for the steps, and/or reach out to the instructor for assistance.

Scenario

The scenario is the same as for the demo exercise above. However, see your case data sheet for your applicant's name and application number for this Self-Directed exercise.

Actions to complete this exercise:

1. Enter the Good Cause on the application

Congratulations! You have reached the end of **Module 6: Special Placement: Entering a Compelling Reason & Good Cause.**