

# **MAXSTAR<sup>®</sup> USER GUIDE**

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# MAXSTAR<sup>®</sup> SYSTEM OVERVIEW

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## MAXSTAR® User Guide Training Objectives

At the conclusion of this training, participants will demonstrate knowledge of:

- How to access the MAXSTAR® system.
- How to certify an applicant for childcare services and process changes to ongoing cases.
- How to enter, update, and access case actions. (Logs and screens)
- How to enroll providers and update information in the provider screens.
- How to link clients to providers by authorizing the childcare certificate.
- How to use the Desk Guide as a tool to ensure data integrity.
- How to use system reports for case management.

**Prerequisite:** All participants are required to have completed the CAPS Basic Policy Training prior to the MAXSTAR® Training. This training will focus on data entry and navigation.

Direct all policy questions to the region's Program Specialist



## Welcome to the MAXSTAR® Desk Guide

This desk guide is to assist the user in navigating through the system. There are a few ground rules for using MAXSTAR®:

Please call the MAXSTAR® Helpdesk at 1-888-604-8398 if there are problems accessing the system or difficulties with the application while working in the system.

Please call the DHR Help Desk at 1-800-764-1017 for assistance if there are problems accessing the Internet.

Each region has a MAXSTAR® Project Coordinator. If there are additional questions while using the system, please contact:

\_\_\_\_\_ at \_\_\_\_\_

Email: \_\_\_\_\_



# CHILDCARE AND PARENT SERVICES

## NAVIGATING MAXSTAR® TRAINING MODULE

- I. Introduction
  - A. Housekeeping
  - B. Overview of Provider Payment and Management System
  - C. Contractor vs. County Responsibilities
  - D. Tips for Navigating MAXSTAR
  
- II. Accessing MAXSTAR
  
- III. Navigating MAXSTAR
  - A. Main Menu
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  - C. Characteristics Search/Inquiry for Casehead
  - D. Record Selection
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  - O. Child Information
  - P. Income Worksheet
  - Q. Child Need for Care
  - R. Create Certificates
  - S. Recerts/Reviews
  - T. Application Denial/Closure
  
- IV. Provider Training
  - A. Important Definitions
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  - C. Creating and/or Updating the Provider File
    - i. Authorization to create provider profile
    - ii. Accessing the Provider Activity Log
    - iii. Provider changes
    - iv. Tier Reimbursement
    - v. Update certificate
    - vi. Claim information
    - vii. County communication link to MAXIMUS
  
- V. Data Entry Tools
  - A. Changing Edit Fields in MAXSTAR
  - B. Case Data Entry Flow Chart
  - C. Is My MAXSTAR case OK?
  
- VI. Reports
  
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## Provider Payment and Management Service Overview

The Childcare and Parent Service (CAPS) Program implemented a provider management and payment service through a contract with a third party Contractor, MAXIMUS, in October 2000. As of December 2006, this service is operational in 132 counties throughout the State of Georgia. The service, known as GA CAPS, allows users to access the Contractor's web-enabled provider management and payment system to capture client, child, and provider data. MAXIMUS pay providers twice a month, at a minimum, by check or electronic funds transfer.

The intended benefits for outsourcing the services were: to use technology to streamline manual processes; increase work productivity; minimize paperwork; expedite payment processing; reduce redundancy; improve provider program compliance; create and maintain an electronic repository of case and provider data; process federal reports, and relieve case managers of provider responsibilities allowing them to focus on delivery of services to clients.

Applicants who have appointments or come into the DFCS office interested in receiving childcare go through an intake/pre-screening process. DFCS personnel determines if the applicant is eligible for subsidized services, is part of a priority service group, an in-house referral or, depending on funding availability, added to a waiting list.

DFCS personnel searches the MAXSTAR® database to determine if any pre-existing case or waiting list information exists on the applicant. If no case information exists under the applicant's name or social security number, personnel can enter case information directly into the MAXSTAR® system, according to eligibility requirements as stated in CAPS policy.

The MAXSTAR® system allows DFCS users to enter, update, and print information on family cases, provider profiles, and authorized care certificates for each eligible child linked to approved providers from the central database. If changes occur for any child's care arrangement or service provided, Case Managers may have to terminate and reauthorize child care certificates. However, the MAXSTAR® system does not make automatic eligibility determinations, schedule reviews, issue recertification appointment letters, and/or make automatic dismissals for client cases.

MAXIMUS will handle all payment and management related responsibilities after the case manager authorizes service and creates certificates for applicable children. MAXIMUS staff use the MAXSTAR® system to print (or publish to a secure web page) childcare attendance in the form of invoice records for providers to complete and submit for payment. MAXIMUS prints paper invoices on the second Monday of every service month, in two batches. The batches are the first two weeks of the month and the last two or three weeks, depending on the month. They post electronic invoices to the GA CAPS web site on a weekly basis. Providers indicate on the invoice, the day(s) they provided care and whether a registration fee is due. Once the provider submits the electronic or paper invoice, MAXIMUS payment processors record attendance, check for inconsistencies, make payment adjustments, and/or send written notices to providers relating to billing problems.

## Tips for Navigating the MAXSTAR® System

\*\*Remember to use lower case letters when entering user ID and password. The system will not accept upper case letters in these fields.

\*\*Some fields on the Reports menu require all upper case letters. Follow what is shown on the screen.

\*\*Press Enter to save the data in fields. EXCEPTION: press Tab to save text on comments in activity logs or directions to informal provider locations.

\*\*Do not put any dashes in the SSN, dates, phone numbers, etc. The system will automatically generate these.

\*\*When on the menu screens, pressing the first letter of the selected option will bring up that selection. For example, if on the main menu the 'Reports' selection is desired, press the letter 'R' and the cursor will move to reports.

\*\*On the Search screens, certain letters in functions are underlined. Pressing Alt + the underlined letter will allow the user to perform that function. For example, when searching for a particular case, after entering the identifiers, pressing Alt + a will allow the user to search.

\*\*Many of the fields in the system have look-up options. If unsure of what should be entered in a given field, while the cursor is in that particular field, press the PF5 button on the keyboard.

\*\*Make sure the screen is positioned so that all the warning edits, which flash in red at the bottom of any screen, can be read.

# ACCESSING MAXSTAR®

**MAXSTAR**

**June 18, 2007**

**in part or in whole for use in demonstrations, advertisements and/or solicitation without the written consent of the Department.**

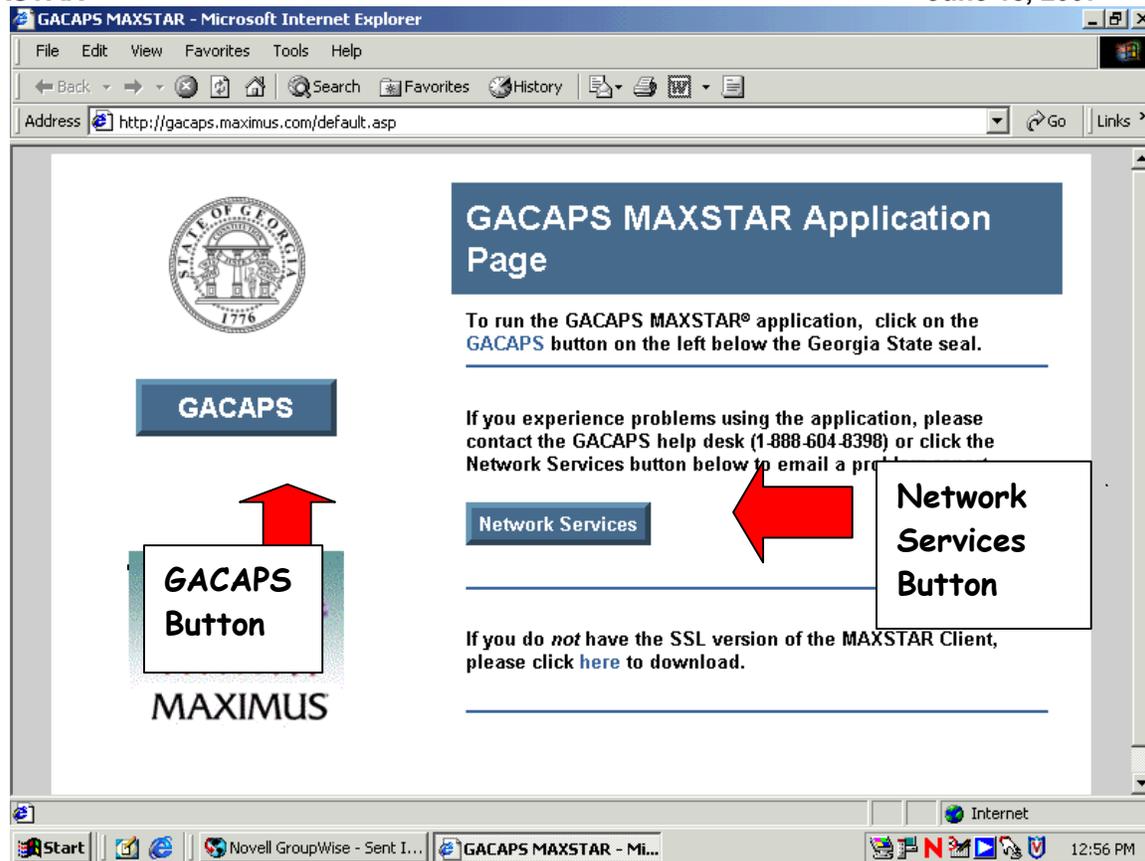
## Accessing MAXSTAR®



Click on the GACAPS icon to access MAXSTAR®

If the GACAPS Icon does not appear on the screen, contact the DHR Help Desk at 1-800-764-1017.

*It is very important to keep other software programs closed to optimize the speed and response while using the Internet.*

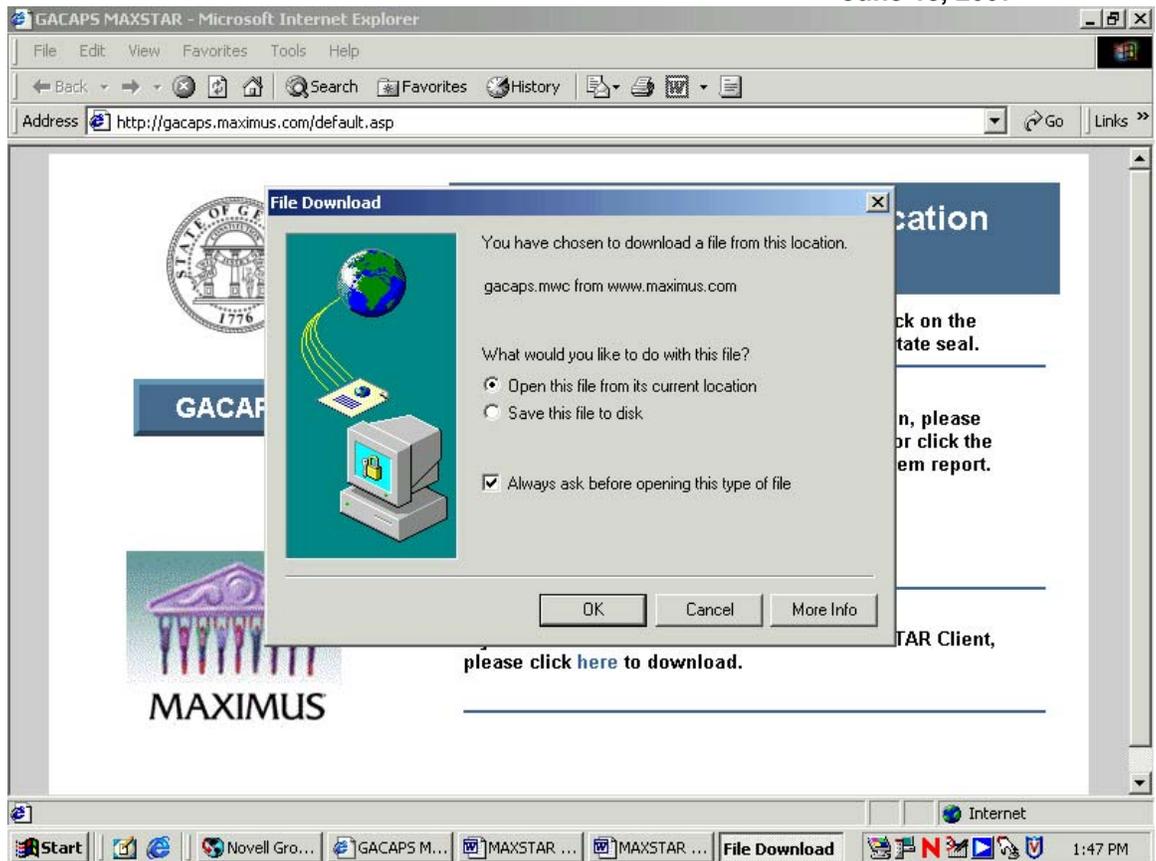


Click on the **GACAPS** button to access **MAXSTAR®**.

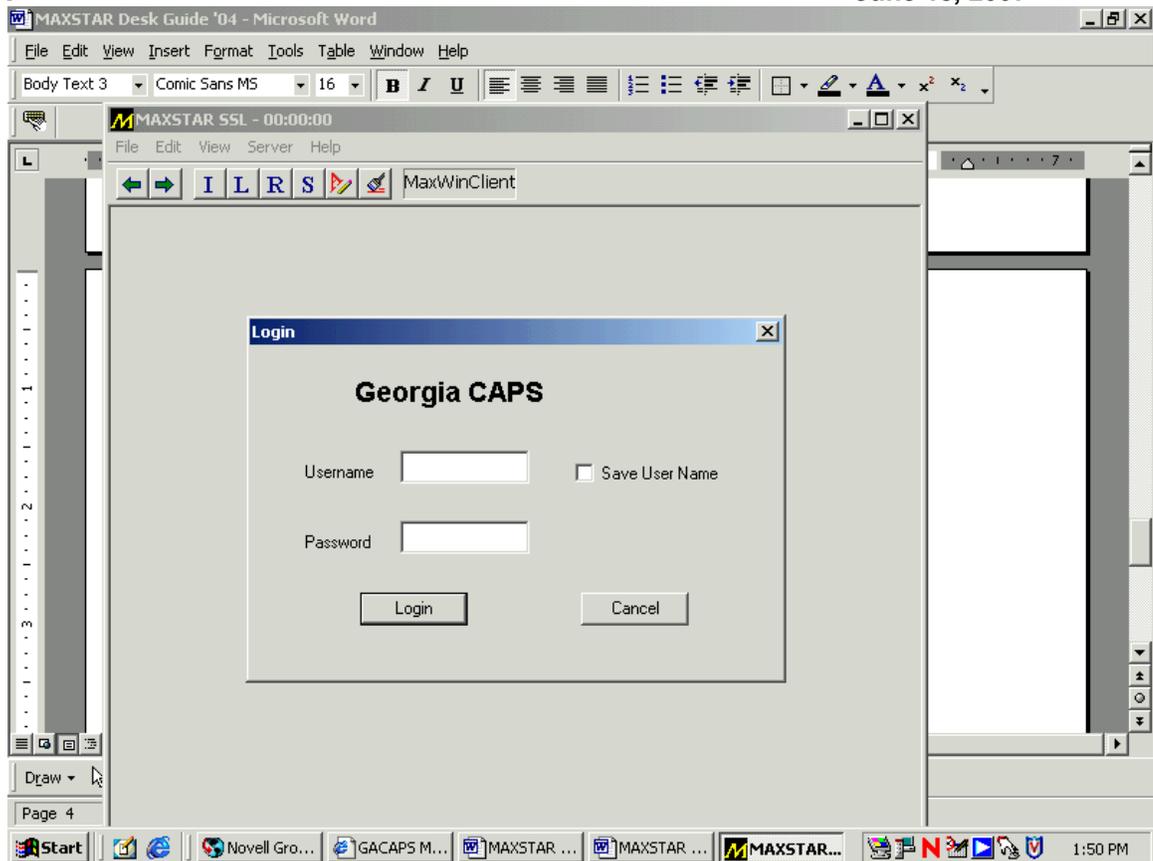
**Help Note:** Click on the **Network Services** button to e-mail a problem report.

Or

Contact the **MAXSTAR®** Helpdesk @ **MAXIMUS** by calling **1-888-604-8398**.



**If this screen appears, click on the circle in front of “Open this file from its current location” and click OK.**

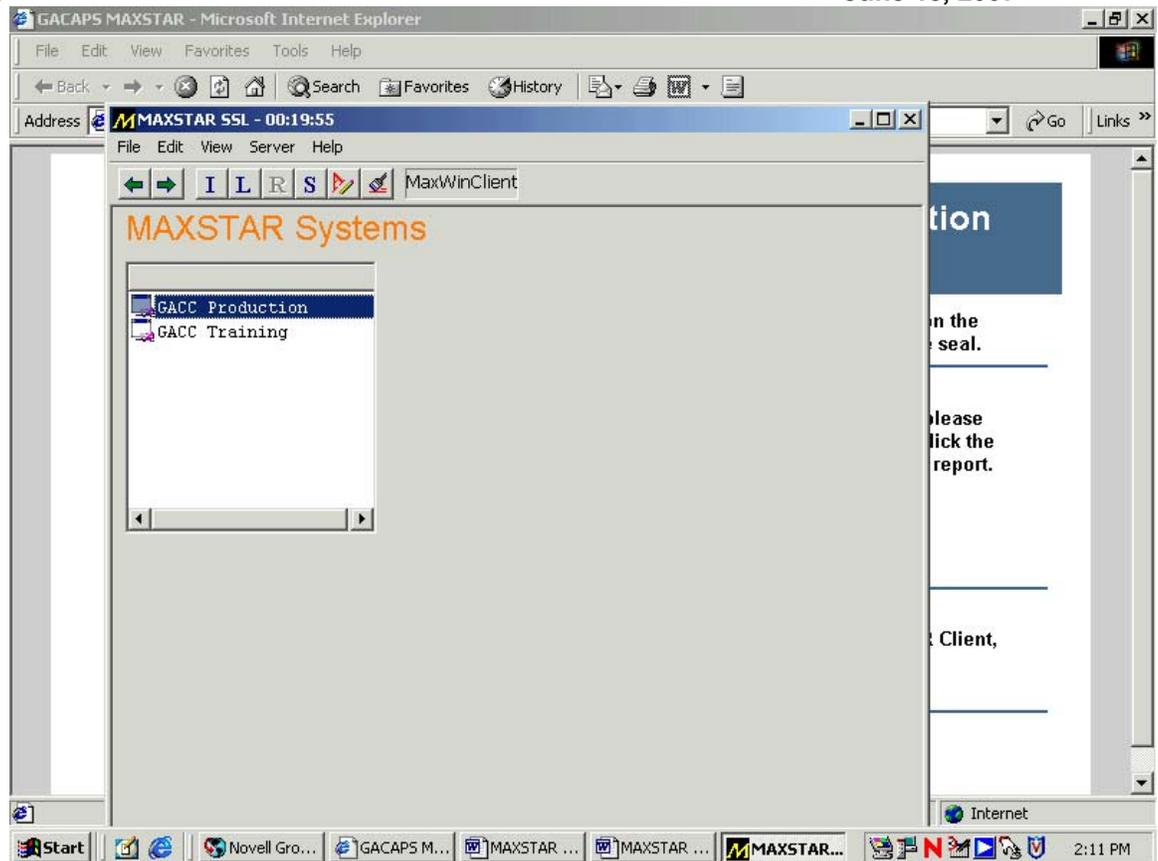


Enter user name and press Tab. Enter password, click on LOGIN, or press Enter. **(Use lower case letters only)**

User names and passwords are set up through a supervisor or project coordinator.

A "Request for MAXSTAR® ID for State Employees" must be completed and sent to MAXSTAR® Systems Administrator. Contact the MAXSTAR® Helpdesk @ MAXIMUS for forms by calling 1-888-604-8398.

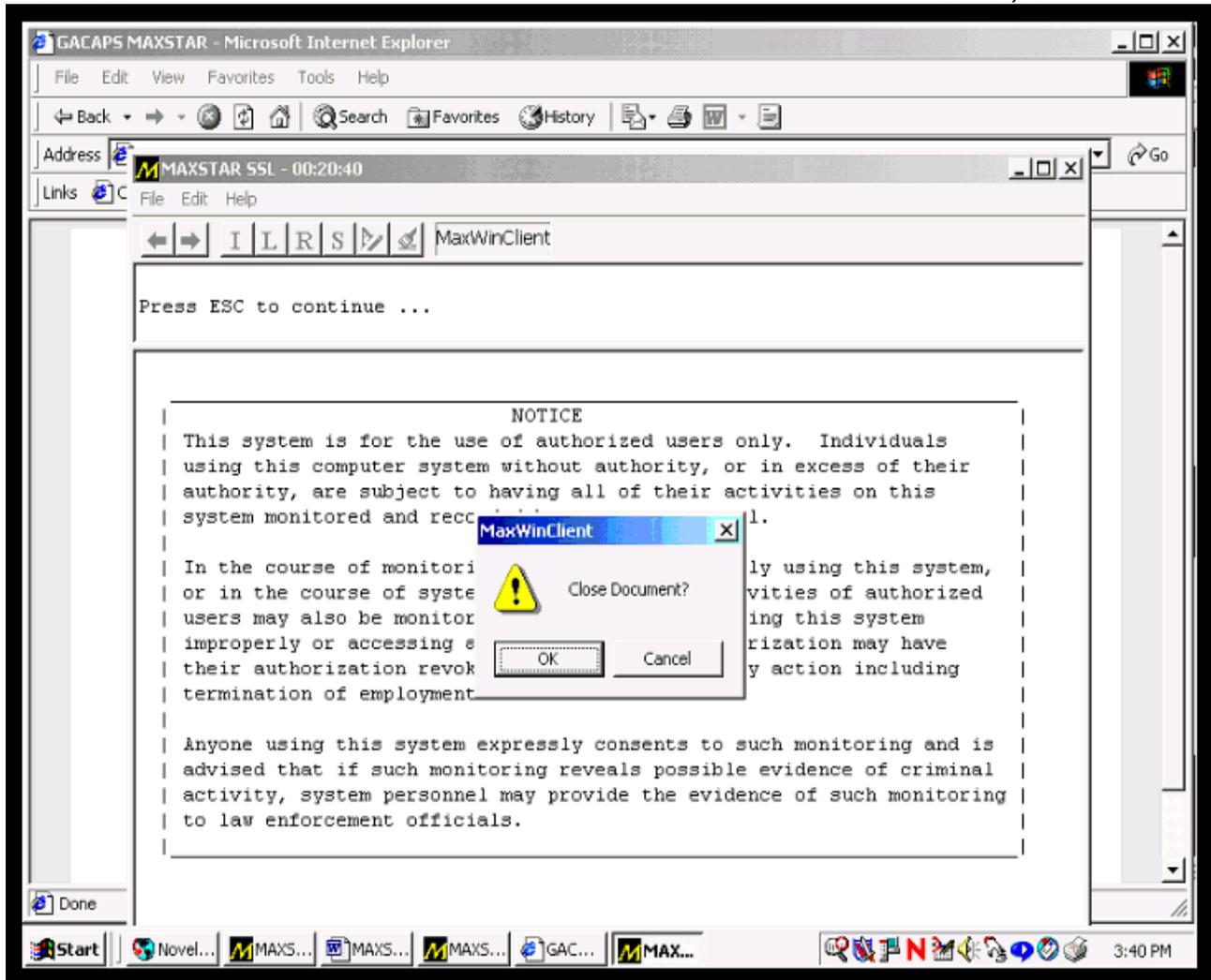
**\*\*TIP:** Contact the MAXSTAR® Helpdesk at 1-888-604- 8398 for to retrieve passwords or to reset user information.



**Click on GACC Production or GACC Training.**

**Production is the “Live Environment” or information that will affect actual child care benefits and payments to providers.**

**\*TIP: Always practice in the Training Environment, especially first time users. Information entered in Training does not transfer to Production.**



**At the Notice Screen, press the ESC (Escape) key and the “Close Document” window will pop up. Click on OK or press Enter to go to the MAXSTAR® main menu.**

## Main Menu Screen



### Short Name

Entry  
Child  
Provider  
Wait  
Cert UPD  
Cert Print

Letters

Reports

Call  
Claim

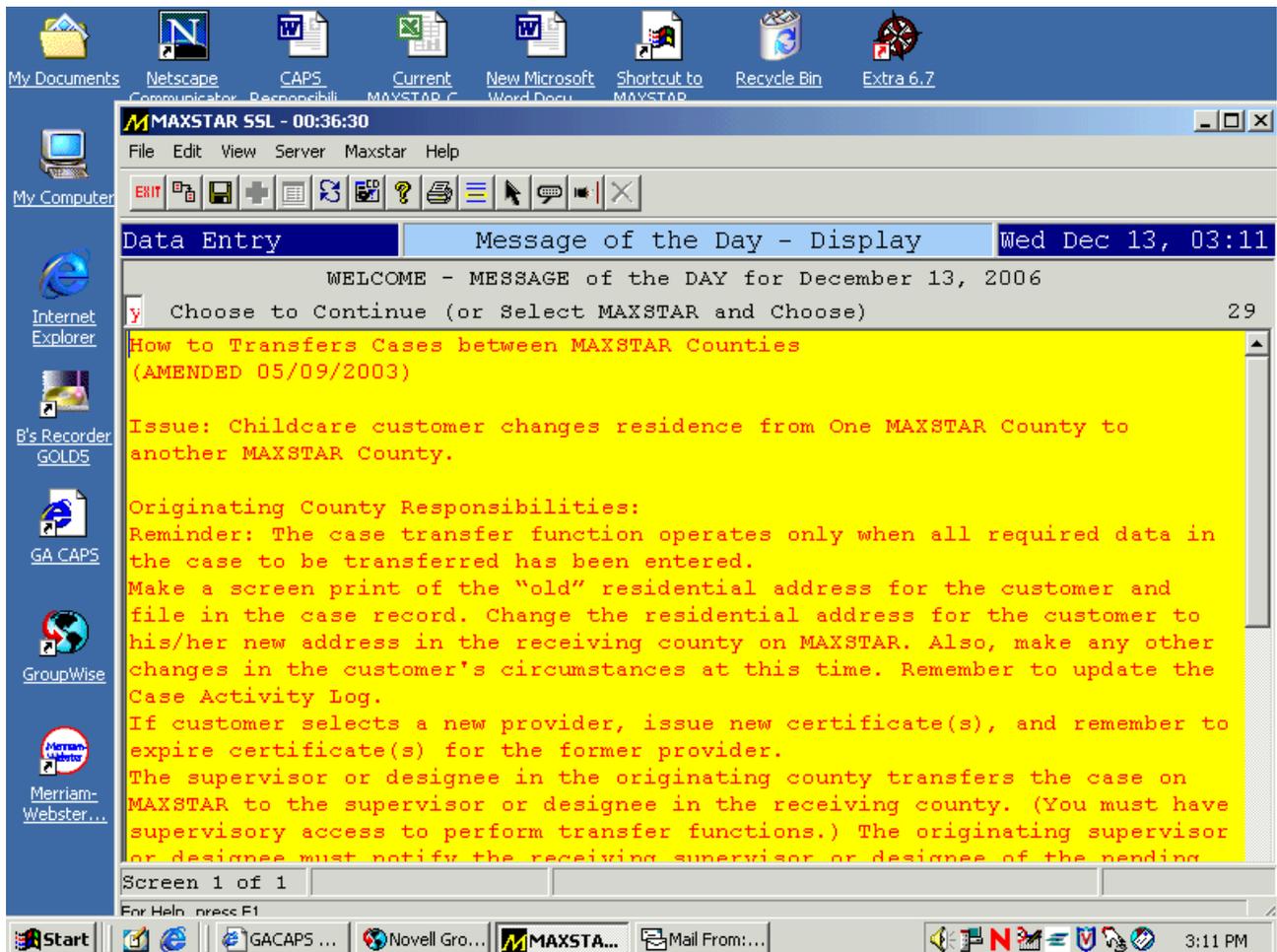
### What the Menu Description allows you to do.

- Create, Modify or View Casehead Information.
- Perform a Search using Child Identifiers.
- Perform a Search using Provider Information.
- Add, Process, and Monitor the Inquiry List.
- Modify Certificates.
- View a Certificate Inquiry Screen with payments, view and print a certificate.
- Print Case/ Family Eligibility Letters to be sent to the Casehead.
- Reports that give details of Active Cases, Provider Information, Payments to Providers, and County Budget Information.
- Record and Research Case Related and Provider Calls.
- Create and Update Provider Claims.

Case Managers will see "lcmain" in the upper right part of the screen. Supervisors will see "ismain. These designate the level of access as case manager or supervisor respectively.

**\*\* TIP: For Supervisors, menu descriptions for transferring entire caseloads are available from the Main Menu, Ismain.**

## MESSAGE OF THE DAY DISPLAY

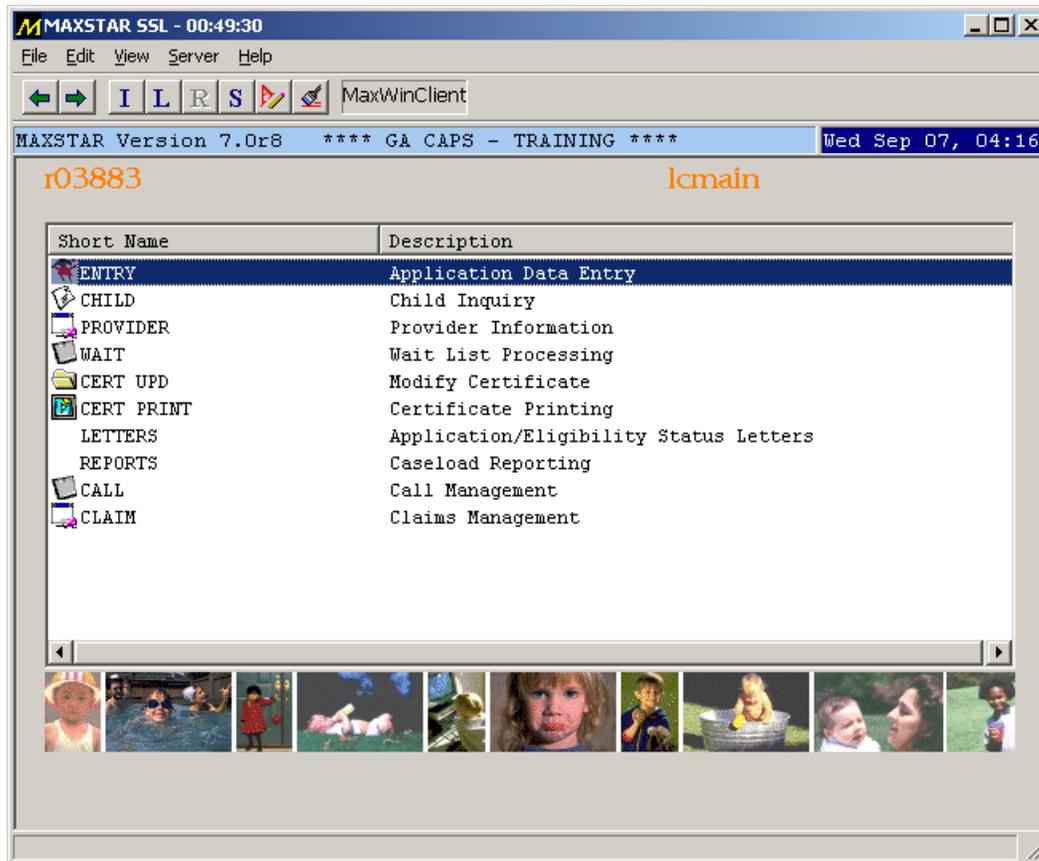


The Message of the Day is a system generated communication tool. It will display only when there is a need to communicate information about MAXSTAR. Users are to read the messages and take action as indicated in the message.

# NAVIGATING MAXSTAR®

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# Case Application Data Entry Main Menu



This is the main menu in MAXSTAR® for case managers. It leads to all information needed in the system, including case entry, provider lookup and entry, certificate information, reports, and letters.

To look at information on caseheads, highlight Application Data Entry, press Enter, or use the mouse to double click on the Application Data Entry description.

## Characteristics Search Screen

MAXSTAR SSL - 00:26:00

File Edit View Server Help

MaxWinClient

Record Selection Sun Sep 18, 01:58

ENTER ONE OR MORE CASEHEAD IDENTIFIERS

Last Name: ORTIZ

First Name: CARMELA

Casehead SSN:

County:

Case Manager ID:

CAPS Case ID:

Search Exit

Enter fields to search on.

### How to Perform a Characteristics Search of the MAXSTAR® Casehead Files

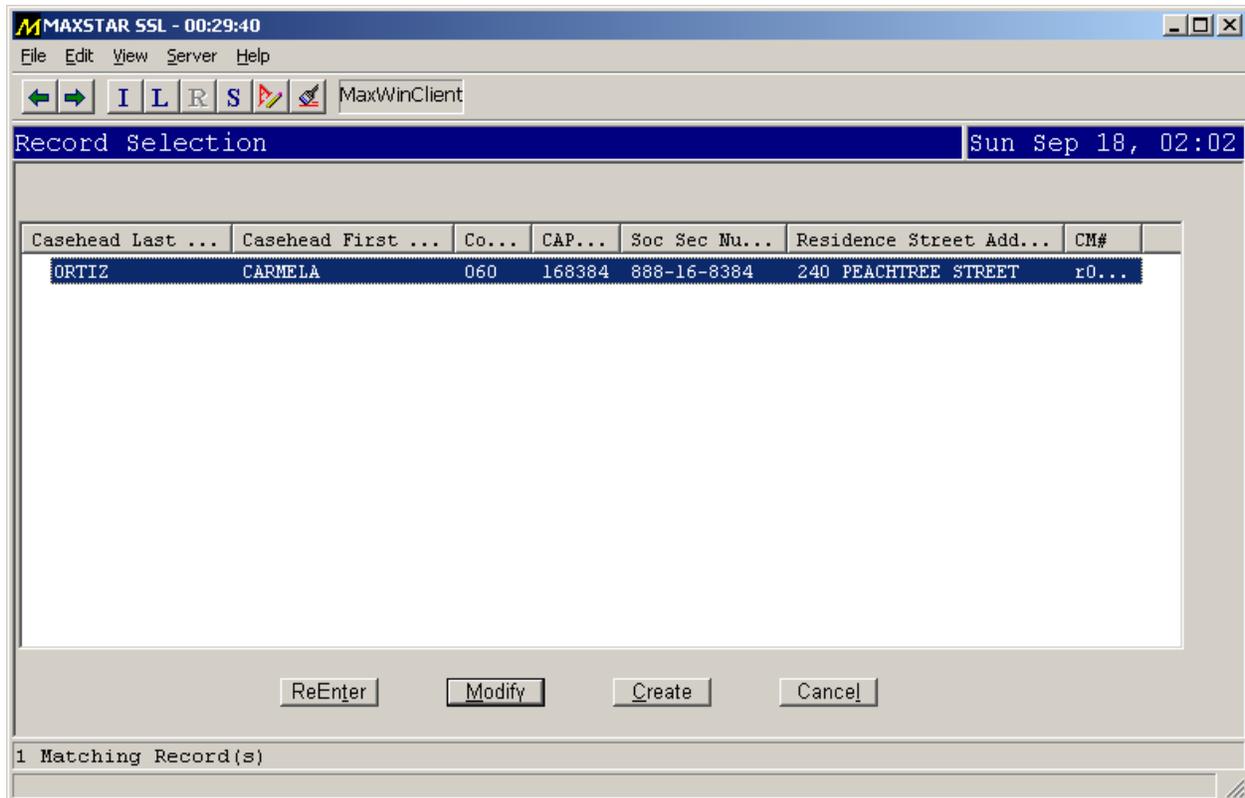
The system uses one or more casehead identifiers - last and first name, casehead social security number, case manager ID, and/or the CAPS case ID for the search. **Start the search using the casehead's last and first name.** The search uses a soundex algorithm for possible matches in the system. Using the name will allow the system to pull similar sounding names, producing a more complete retrieval.

If the name is not found, use either the casehead social security number, case manager ID, and/or the CAPS case ID.

**\*TIP: PRESS THE ENTER KEY AFTER MAKING AN ENTRY IN A FIELD TO SAVE THE DATA AS SEARCH CRITERIA.**

Click on Search or hold the Alt key and press a on the keyboard to Search the files for a casehead.

## The Record Selection Screen



The search uses a soundex algorithm for possible matches in the system and provides a list on the Record Selection Screen. The more exact the information used to search, the more complete the retrieval.

Click on ReEnter to return to the Characteristics Search Screen.

Or

Scroll the list and highlight a name, press Modify and you will access the existing case file.

Or

Click on Create and the system will show a new record with only the information entered in the Characteristics Search if the client must be entered new.

Or

Click on Cancel to return to the Main Menu Screen.

## Screen 1: Casehead Information

MAXSTAR SSL - 02:32:00

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry CASEHEAD INFORMATION Sun Sep 18, 04:04

CAPS Case ID: 168384 Record Created: 09/15/2005 CM ID: r03883

First Name: CARMELA CM: Romaniello, Mike

Middle Name: [ ]

Last Name: ORTIZ Home Phone: (404) 601-3250

SSN: 888-16-8384 Work Phone: (404) 770-3211

RESIDENCE ADDRESS MAILING ADDRESS

Address Line 1: 240 PEACHTREE STREET Address Line 1: 240 PEACHTREE STREET

Address Line 2: [ ] Address Line 2: [ ]

City: ATLANTA City: ATLANTA

Zip Code: 30303 Zip Code: 30303

County: 060 Office Number: [ ] Payment Region: 1

Address Status: G Good N CAPS EMPL Date Mail Returned:

Corrected By: Mike Romaniello Date Address Corrected: 09/15/2005

[Photos]

Screen 1 of 8 ( ) -

This screen provides the case ID, record created date, case manager's name and ID, casehead's name, SSN, home and work phone numbers, address, county and payment region for a case known to the system.

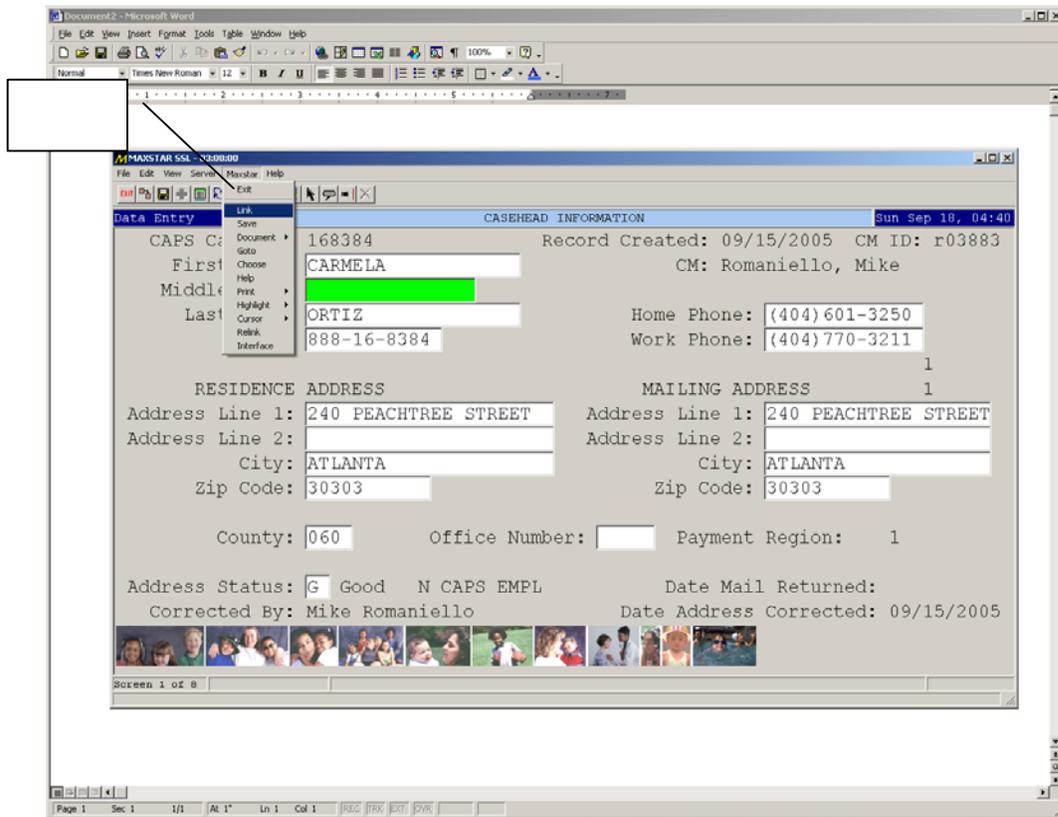
When creating a new case, MAXSTAR® will provide case ID, record created date, case manager's name and ID and the information entered in the Characteristics Search; the case manager must enter all other information.

## Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu

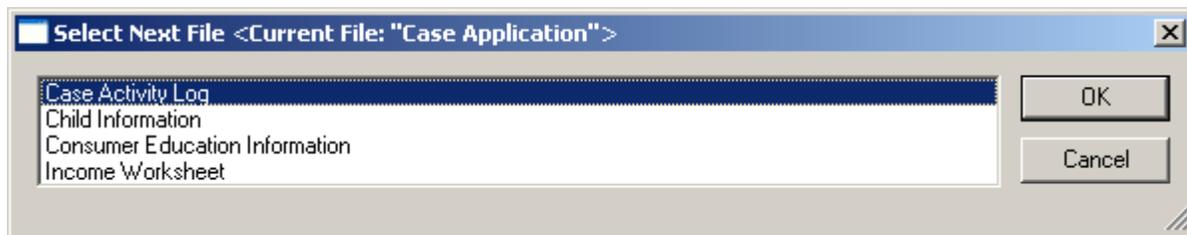
The screenshot shows the MAXSTAR software interface. At the top, the title bar reads 'MAXSTAR SSL - 00:33:20'. Below it is a menu bar with 'File', 'Edit', 'View', 'Server', 'Maxstar', and 'Help'. A toolbar contains various icons including 'EXIT', a folder, a plus sign, a document, a refresh symbol, a key, a printer, a list, a mouse cursor, a speech bubble, and a close button. The main window has a header with 'Data Entry' on the left, 'CASEHEAD INFORMATION' in the center, and 'Sun Sep 18, 02:05' on the right. The main content area displays case information: 'CAPS Case ID: 168384', 'Record Created: 09/15/2005', 'CM ID: r03883', and 'CM: Romaniello, Mike'. Below this are fields for 'First Name: CARMELA', 'Middle Name: [redacted]', 'Last Name: ORTIZ', and 'SSN: 888-16-8384'. There are also fields for 'Home Phone: (404) 601-3250' and 'Work Phone: (404) 770-3211'. Further down, there are sections for 'RESIDENCE ADDRESS' and 'MAILING ADDRESS', each with fields for 'Address Line 1', 'Address Line 2', 'City', and 'Zip Code'. At the bottom, there are fields for 'County: 060', 'Office Number: [redacted]', and 'Payment Region: 1'. The footer shows 'Address Status: G Good N CAPS EMPL', 'Date Mail Returned:', 'Corrected By: Mike Romaniello', and 'Date Address Corrected: 09/15/2005'. A row of small photos is visible at the bottom of the main content area. The status bar at the very bottom says 'Screen 1 of 8'. Callout boxes with arrows point to various elements: 'Document' points to the document icon in the toolbar; 'Exit' points to the 'EXIT' icon; 'Link' points to the key icon; 'Go To' points to the mouse cursor icon; 'Choose' points to the list icon; 'Save' points to the folder icon; 'Add' points to the plus sign icon; and 'MAXSTAR' points to the 'Maxstar' menu item in the menu bar.

Placing the cursor in its space and clicking with the mouse can access the icons directly above the bar that contains the words DATA ENTRY. Access these functions by clicking on MAXSTAR® for a drop down box.

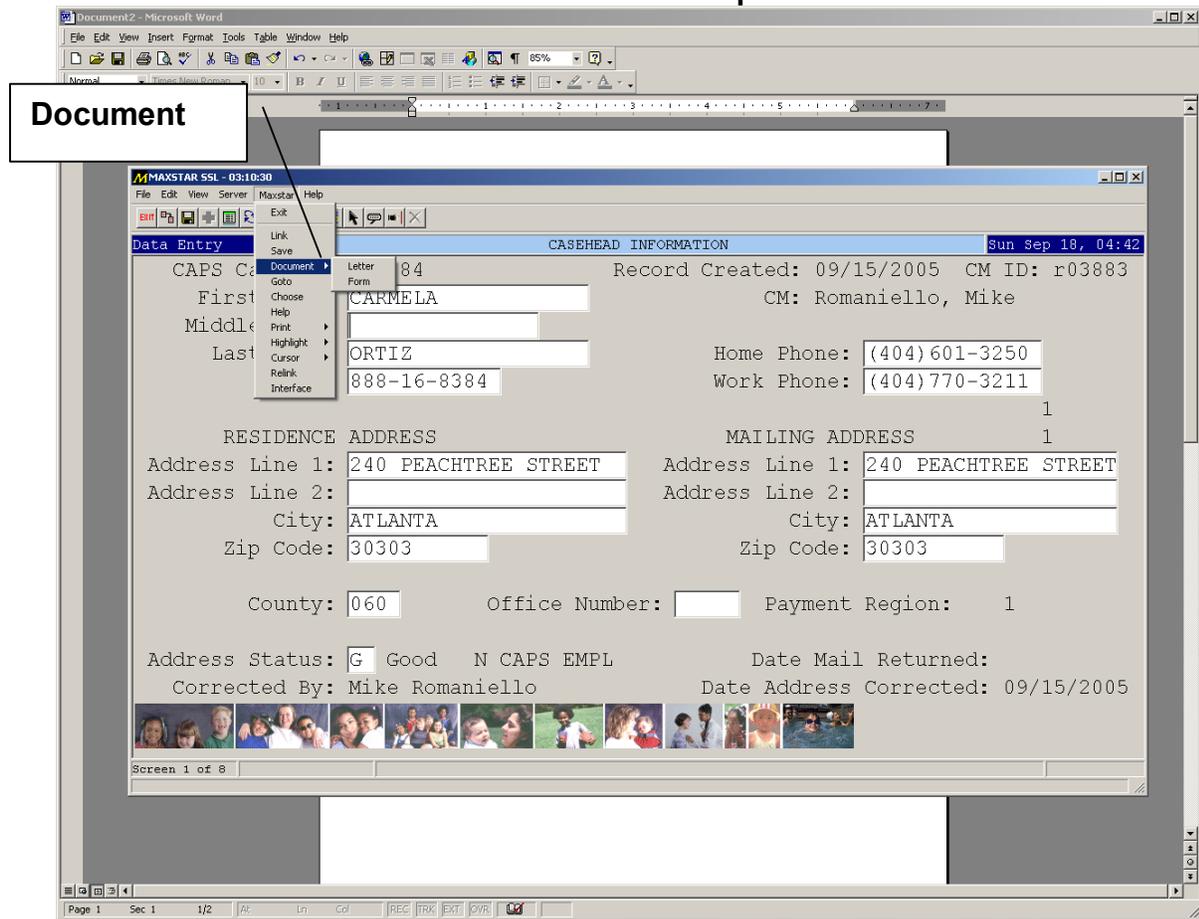
## Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu



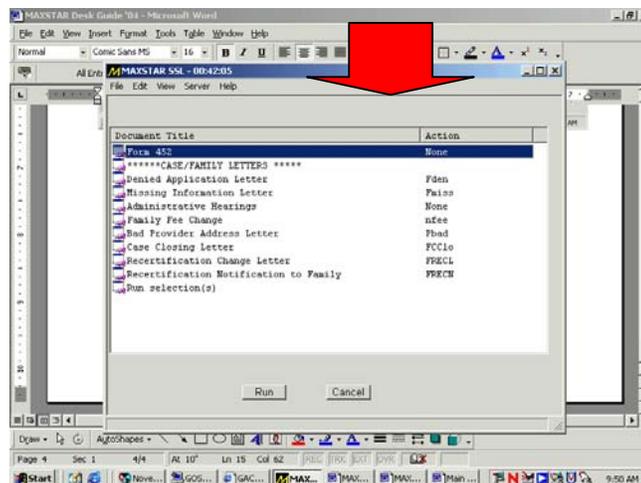
Click on MAXSTAR from any screen in Casehead Data Entry to make the drop down menu appear. By choosing Link, the box below will appear. The Link function allows the user to access different parts of the case record.



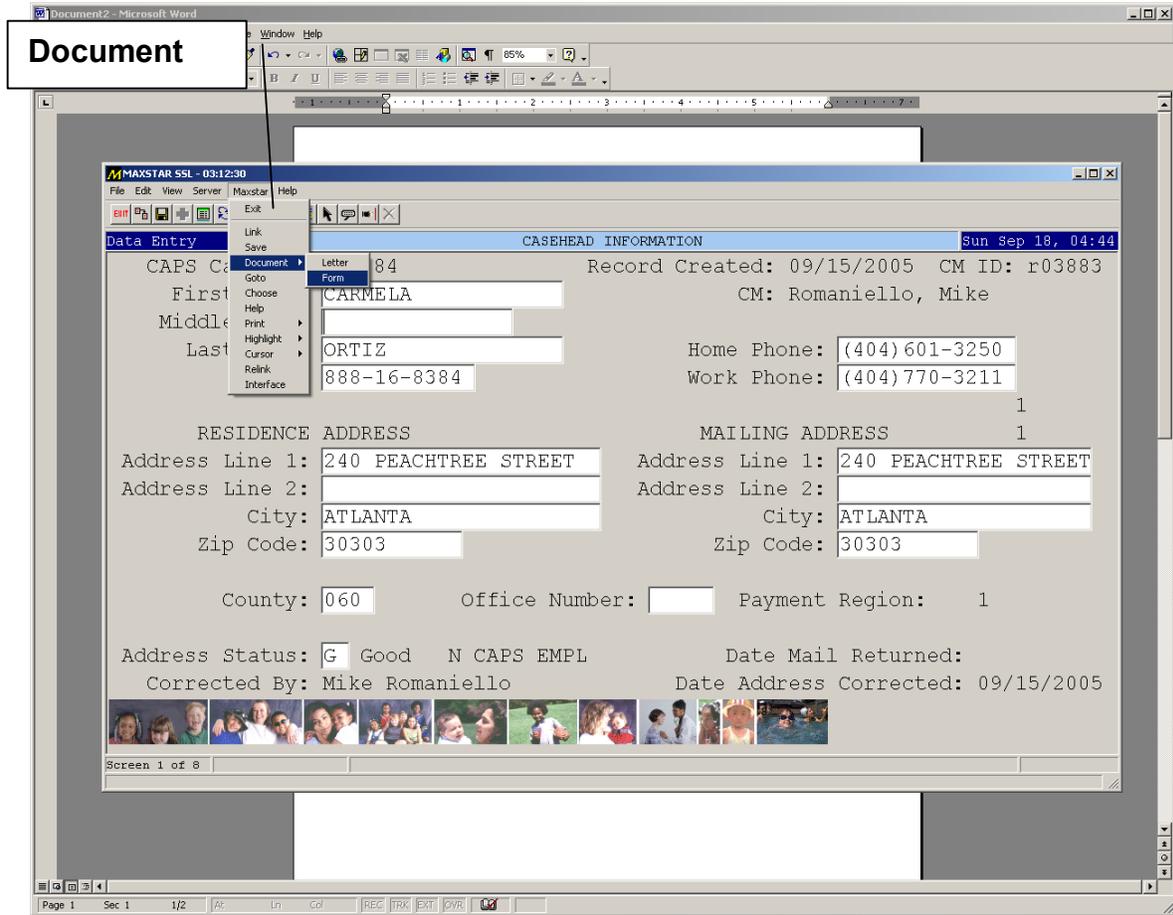
# Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu



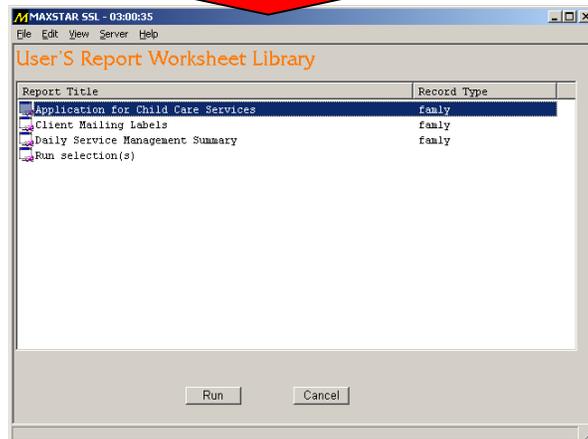
Click on Document-Letter from any screen in Casehead Data Entry. Using system letters will automatically record important information in the Action Log.



# Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu



Click on Document-Form from any screen in Casehead Data Entry. Using system letters will automatically record important information in the Action Log.



## Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu

The screenshot displays the MAXSTAR application window titled 'MAXSTAR SSL - 03:1-10'. The main window shows 'CASEHEAD INFORMATION' for a CAPS Case ID of 168384. A 'Go To' menu is open, pointing to the 'MAXSTAR' menu bar. A 'Select Screen' dialog box is also open, listing options: CASE MILESTONES, CASE PROGRAMS/ACTIVITIES, CASEHEAD EMPLOYMENT, CASEHEAD INFORMATION, and CASEHEAD SCHOOL/TRAINING. The 'CASEHEAD INFORMATION' screen contains the following data:

CAPS Case ID: 168384		Record Created: 09/15/2005	CM ID: r03883
First Name:	CARMELA	CM:	Romaniello, Mike
Middle Name:		Home Phone:	(404) 601-3250
Last Name:	ORTIZ	Work Phone:	(404) 770-3211
SSN:	888-16-8384		
RESIDENCE ADDRESS		MAILING ADDRESS	
Address Line 1:	240 PEACHTREE STREET	Address Line 1:	240 PEACHTREE STREET
Address Line 2:		Address Line 2:	
City:	ATLANTA	City:	ATLANTA
		Zip Code:	30303
Address Status:	G Good	Payment Region:	1
Corrected By:	Mike Romaniello	Date Mail Returned:	
		Date Address Corrected:	09/15/2005

At the bottom of the application window, there is a row of small thumbnail images and a status bar showing 'Screen 1 of 8' and 'For Help, press F1'.

Click on Go To from any screen in Casehead Data Entry to move from one screen of the application to another.

## Accessing Information Using Icons Or the MAXSTAR® Drop Down Menu

Choose

MAXSTAR SSL - 03:17:20

File Edit View Service Maxstar Help

ENT [Icons]

Data Entry CASEHEAD INFORMATION Sun Sep 18, 04:49

CAPS Case ID: 168384 Record Created: 09/15/2005 CM ID: r03883

First Name: CARMELA CM: Romaniello, Mike

Middle Name: [REDACTED]

Last Name: ORTIZ Home Phone: (404) 601-3250

SSN: 888-16-8384 Work Phone: (404) 770-3211

RESIDENCE ADDRESS MAILING ADDRESS

Address Line 1: 240 PEACHTREE STREET Address Line 1: 240 PEACHTREE STREET

Address Line 2: Address Line 2:

City: ATLANTA City: ATLANTA

Zip Code: 30303 Zip Code: 30303

County: 060 Office Number: Payment Region: 1

Address Status: G Good N CAPS EMPL Date Mail Returned:

Corrected By: Mike Romaniello Date Address Corrected: 09/15/2005

[Row of small images]

Screen 1 of 8

For Help, press F1

Clicking on Choose allows the user to return to RECORD SELECTION or CHARACTERISTICS SEARCH without going back to the MAIN MENU.

## Screen 2: Case Programs/Activities

Data Entry		CASE PROGRAMS/ACTIVITIES		Mon May 15, 11:2	
Casehead:	ORTIZ, CARMELA	CAPS Case ID:	203796	CM: cd3827	
				Fee: 25	
Birthdate:	04/29/1980	ETHNIC QUESTIONS:			
Gender:	F Female	American Indian or Alaskan Native:	<input type="checkbox"/> N		
Race:	3 Hispanic	Native Hawaiian or Other Pacific Islander:	<input type="checkbox"/> N		
Single Parent:	Y	Hispanic or Latino:	<input type="checkbox"/> Y	White:	<input type="checkbox"/> N
Primary Language:	E English	Black or African American:	<input type="checkbox"/> N	Asian:	<input type="checkbox"/> N
Minor Parent:	<input type="checkbox"/> N				
Citizenship:	C US Citizen	Case PA Status:	<input type="checkbox"/> N	No Public Assista	
SUCCESS Client #:	<input type="text"/>	PA Start:	<input type="text"/>		
SUCCESS AU #:	<input type="text"/>	PA End:	<input type="text"/>		
SUCCESS Inquiry:	<input type="text"/>	Init Diverted TANF:	<input type="text"/>		
DOCUMENTED ACTIVITIES FOR WHICH APPLICANT IS REQUESTING CARE					
Work:	<input type="checkbox"/> Y	Job Search:	<input type="checkbox"/> N	Protective Services:	<input type="checkbox"/> N
Training:	<input type="checkbox"/> N	Job Search Start:	<input type="text"/>	DFCS Custody:	<input type="checkbox"/> N
School:	<input type="checkbox"/> N	Job Search End:	<input type="text"/>	TCC Case:	<input type="checkbox"/> N
Other:	<input type="checkbox"/> N	Declared Emergency:	<input type="checkbox"/> N	Block Grant:	4

Screen 2 of 8

Move cursor to desired field and press F5 key for appropriate drop down menu. Select the correct response for the case. Enter initial information for the casehead or make corrections if information is incorrect or has changed. The user can select more than one activity for the casehead.

If the Minor parent field is coded "Y," an edit checks the birth date that was entered and will not assess a family fee. Minor parent must be under the age of eighteen (18).

Casehead's ethnicity and citizenship are mandatory. SUCCESS Inquiry date is mandatory, if a SUCCESS client #, AU #, or previous SUCCESS inquiry date is entered.

### Case PA Status :

Cases coded as:

C – Current TANF must have a PA Start Date.

T – TANF Applicant must be coded as Job Search and Job Search Start and End dates must be entered. G – Grandparent Raising Grandchildren – must have G as the documented activity in the Other field. DFCS Custody – Family Foster Home (F) is correct entry for Supplemental Supervision Cases. If the need for care is based on a Declared Emergency, such as weather, indicate with a Y.

## Screen 3: Casehead Employment

MAXSTAR SSL - 03:29:10

File Edit View Server Maxstar Help

EXIT Print Save Undo Redo Copy Paste Find Home End Close

Data Entry CASEHEAD EMPLOYMENT Sun Sep 18, 05:01

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384 CM: r03883

Casehead

Primary Employer: POPEYE'S Total Work Hours

Address Line 1: 515 LEE STREET SW

Address Line 2:

City: ATLANTA

State: GA Zip: 30310

Telephone:

Monday	7.00
Tuesday	7.00
Wednesday	7.00
Thursday	7.00
Friday	7.00
Saturday	0.00
Sunday	5.00
Week Total	40.00

Second Employer:

Address Line 1:

Address Line 2:

City:

State: GA Zip:

Telephone:

Casehead Employment Documented: Y

Screen 3 of 8

**Enter current employment and, if applicable, second employer information for the Casehead. Include name, address and telephone number of employer(s), and number of hours and days worked. Indicate whether employment is documented.**

The system does not store historical employment, wage, and hour information. If this information changes, document previous employment information in the Case Activity Log and, if required by program management, copy this screen before entering new employment information. File in the case record.

**\*TIP: If work field on Screen 2, Case Programs/Activities, is marked with a "Y," then this casehead employment page must be completed and documented.**

## Screen 4: Casehead School/Training

MAXSTAR SSL - 03:33:55

File Edit View Server Maxstar Help

EXIT Print Save Add Refresh Copy Paste Help Mouse

Data Entry CASEHEAD SCHOOL/TRAINING Sun Sep 18, 05:06

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384 CM: r03883

Casehead School / Training Site:	Total/School Training Hours:
Name: <input type="text"/>	Monday 0.00
Address Line 1: <input type="text"/>	Tuesday 0.00
Address Line 2: <input type="text"/>	Wednesday 0.00
City: <input type="text"/>	Thursday 0.00
State: GA Zip: <input type="text"/>	Friday 0.00
Telephone: <input type="text"/>	Saturday 0.00
	Sunday 0.00
	Week Total 0.00

Casehead School/Training Documentation:

Screen 4 of 8

Enter current school/training information for the Casehead. Include name, address, and telephone number of the school/training site, number of hours and days in attendance. Indicate whether school/training is documented.

The system does not store historical school/training information. If the client's school or training information changes, document school/training in Case Activity Log and copy screen before entering new school/training information. File screen print in case record.

**\*TIP:** If either the school or training fields on Screen 2, Case Programs/Activities, are marked with a "Y," then this casehead school/training page must be completed and documented.

## Screen 5: Other Household Members

MAXSTAR SSL - 03:40:10

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry OTHER HOUSEHOLD MEMBERS Sun Sep 18, 05:12

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384 CM: r03883

HOUSEHOLD MEMBERS AGE 13 AND OLDER

	Last Name	First Name	MI	DOB	Reltn to Chead	SSN	SUCCESS Client Number
1.							
2.							
3.							
4.							
5.							
6.							

Number In Family Unit:

Is Other Parent/Spouse Disabled:

Screen 5 of 8 MM/DD/YYYY

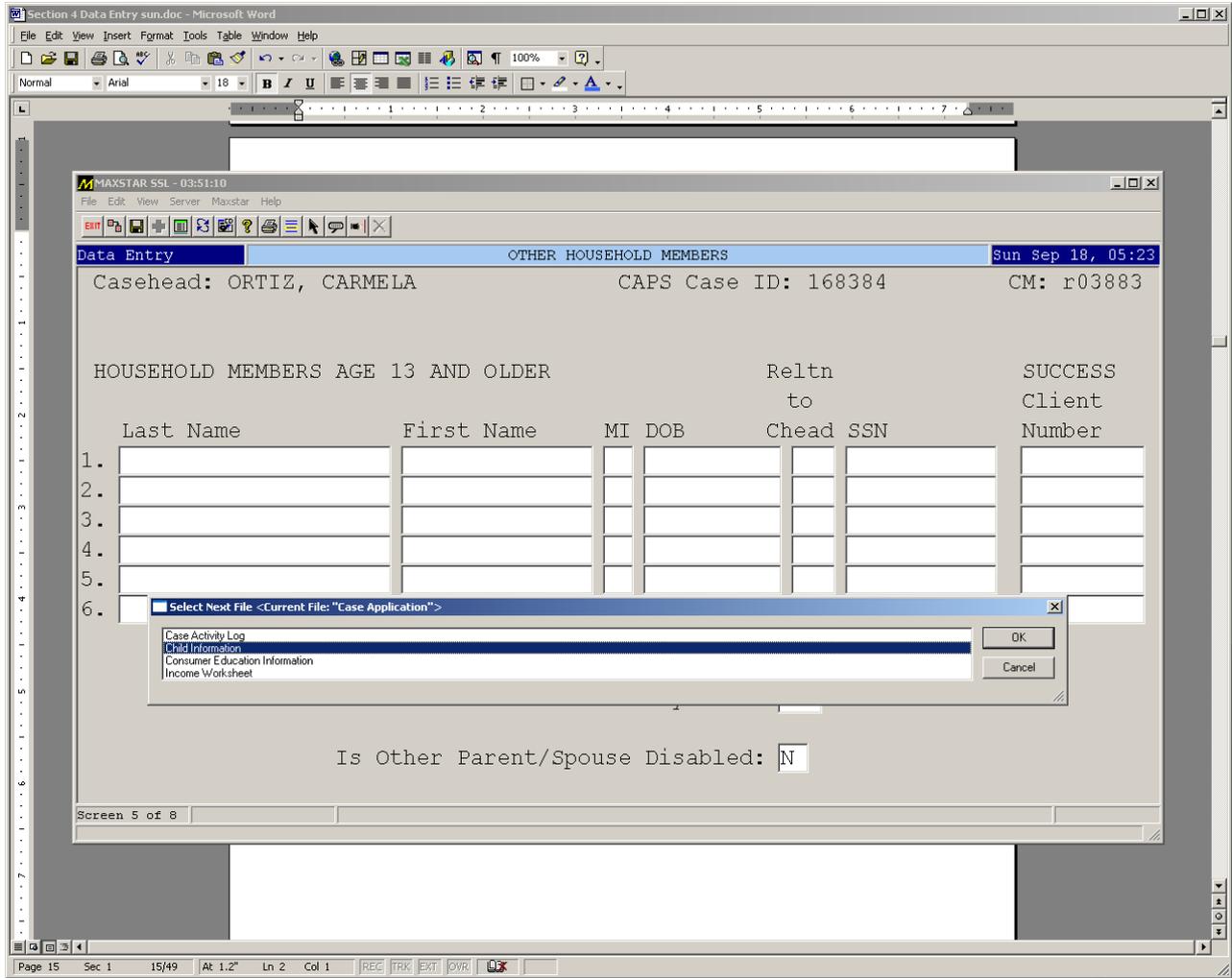
**List all household members age 13 and older. Include the last name, first name, middle initial, date of birth, relation to the Casehead, social security number, and the SUCCESS Client Number.**

Enter the number in the family unit. Update this number if circumstances in the family unit change so that the system will correctly calculate any assessed fees.

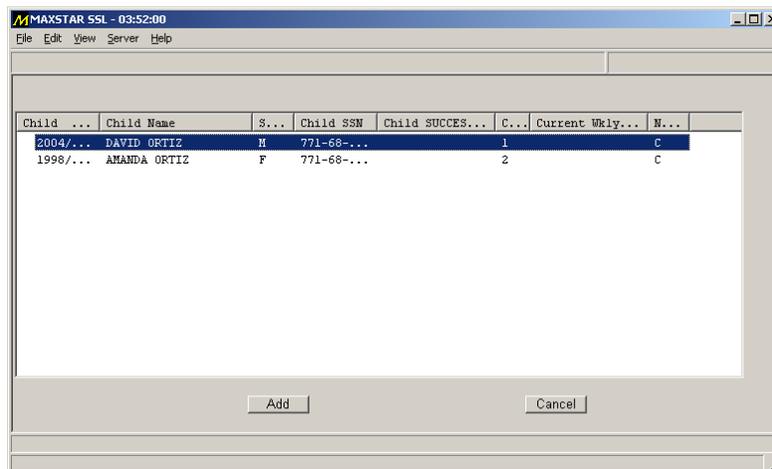
After entering all household members aged 13 and older, press “Ctrl” and “V” to add children in the family unit under age 13 who need child care services.

Provide answer to question, “Is Other Parent/Spouse Disabled?”

# Child Information Selection



Highlight Child Information and press Enter or click on OK.



This screen shows the children entered in the case.

# The Child Information Screen

MAXSTAR SSL - 02:43:40
\_ □ ×

File Edit View Server Maxstar Help

EXIT        

Data Entry CHILD INFORMATION Mon May 15, 11:37

Casehead: ORTIZ, CARMELA CAPS Case ID: 203796 Child #: 1

CHILDREN IN HOUSEHOLD UNDER AGE 13, UP TO 18 IF SPECIAL NEEDS

Name Last:  First:  Mid:

SSN:  Special Needs:

SUCCESS #:  Relation To Casehead:  Natural/Adopted Chil

Child DOB:  Race:  Hispanic

Gender:  White:  No

Immuniz Due:  Asian:  No

Immunization:  American Indian or Alaskan Native:  No

Citizenship:  Native Hawaiian or Other Pacific:  No

Hispanic or Latino:  Yes

Black or African American:  No














Screen 1 of 2 Record 1 of 1

Enter or update child's last name, first name, middle initial, social security number, SUCCESS client number (if applicable), date of birth, gender, immunization information, special needs description, relation to casehead, and ethnicity. When entering a new child to the case, the citizenship and ethnicity fields pre-fill with the citizenship and ethnicity of the casehead. If these are not the same for the child, update the fields to reflect the correct citizenship and ethnicity.

## Approve Child Need for Care Screen

MAXSTAR SSL - 02:46:50

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry Approve Child Need for Care Mon May 15, 11:40

Casehead: ORTIZ, CARMELA Case ID: 203796 Child #: 1  
 Child Name: ORTIZ, DAVIS SSN: 772-03-7961 DOB: 09/22/2004

Need for Care:  CAPS Care First Begin Care: 05/08/2006  
 Highest Fee:  Yes  
 Incomplete/Denied Reason Code:

P	CERT #	Begin Care	End Care	Prov ID	\$ Approved	Child Fee	\$ to Prov
*	1393119	05/08/2006	04/29/2007	33250	106.00	25.00	81.00 D

Press <CtrlV> For Certificate; <PgDn> For Next Child; <CtrlU> To Get To Case

Screen 2 of 2 Record 1 of 1

Confirm and update the child's Need for Care. The system will default all children to C, CAPS Care. If the child does not need care, update accordingly. The first child entered in a case is automatically designated as Highest Fee. Each case must have one and only one child with the highest fee marked as Y. The fee will actually be assigned to the certificates based on the order they are created, so there is no need to change the Highest Fee indicator.

The most recently created certificates will appear at the bottom of the second child screen, as shown above. If the certificate was marked as Primary, you will see an asterisk in the "P" column. Also shown are the certificate number, begin and end care dates, provider number, approved amount, fee and care type.

Only active certificates will show on this screen. Certificates that start and end on the same day will not show on the Need for Care Screen. The user can view this type certificate from the Modify Certificate Screen or the Cert Print Screen.

## Screen 6: Other Parent Employment

MAXSTAR SSL - 04:06:30

File Edit View Server Maxstar Help

EXIT Print Save Add Refresh Undo Help Print Close

Data Entry OTHER PARENT EMPLO... Sun Sep 18, 05:39

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384 CM: r03883

Other Parent

Primary Employer: [REDACTED] Total Work Hours

Address Line 1: [REDACTED] Monday 0.00

Address Line 2: [REDACTED] Tuesday 0.00

City: [REDACTED] Wednesday 0.00

State: GA Zip: [REDACTED] Thursday 0.00

Telephone: [REDACTED] Friday 0.00

Second Employer: [REDACTED] Saturday 0.00

Address Line 1: [REDACTED] Sunday 0.00

Address Line 2: [REDACTED]

City: [REDACTED] Week Total 0.00

State: GA Zip: [REDACTED]

Telephone: [REDACTED]

Other Parent Employment Documented:  N

Screen 6 of 8

If the other parent is included in the family unit, and is currently employed, enter the employment and second employer information for the other parent including name, address, and telephone number of employer(s), number of hours and days that are worked and whether employment is documented.

If employment information changes, document previous employment information in the Case Activity Log and, if required by program management, copy this screen before new employment information is entered. File screen print in the case record.

## Screen 7: Other Parent School/Training

MAXSTAR SSL - 04:08:30

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry OTHER PARENT SCHOO... Sun Sep 18, 05:41

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384 CM: r03883

Other Parent School / Training Site	Total/School Training Hours:
Name: [REDACTED]	Monday 0.00
Address Line 1: [REDACTED]	Tuesday 0.00
Address Line 2: [REDACTED]	Wednesday 0.00
City: [REDACTED]	Thursday 0.00
State: GA Zip: [REDACTED]	Friday 0.00
Telephone: [REDACTED]	Saturday 0.00
	Sunday 0.00
	Week Total 0.00

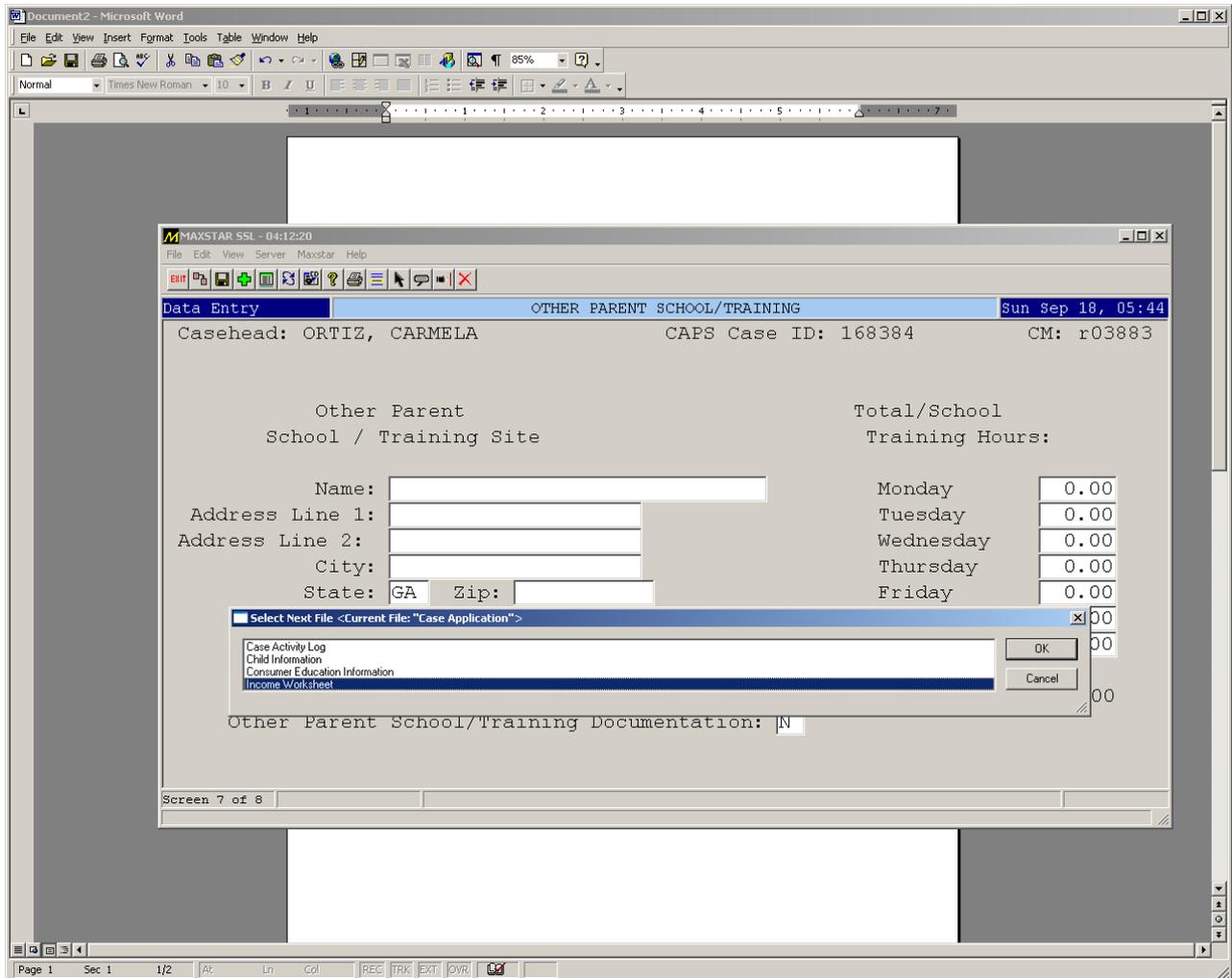
Other Parent School/Training Documentation:  N

Screen 7 of 8

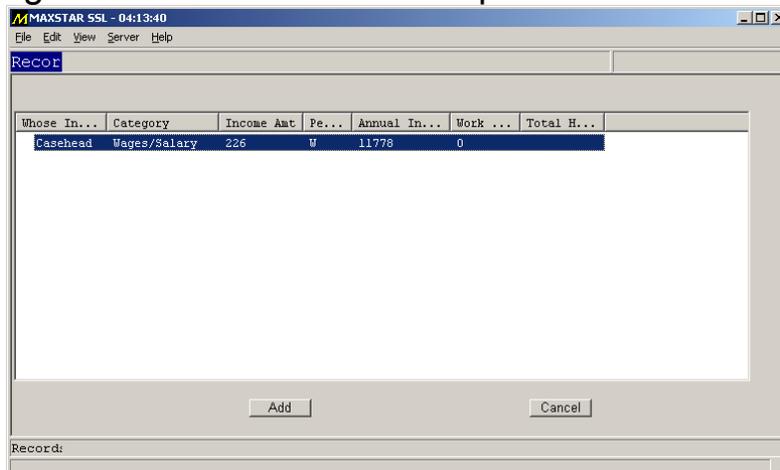
If the other parent is included in the family unit, and is currently in school or training, enter the school/training information for the Other Parent including name, address and telephone number of the school/training site, number of hours and days in attendance, and whether school/training is documented.

Press Ctrl + V to access the Income Worksheet.

# How to Access the Income Worksheet



Highlight Income Worksheet and press Enter or click OK.



To view or change the desired record, use the  $\uparrow$  or  $\downarrow$  key to highlight and press enter. To **ADD** a new entry, click on Add.

# Income Worksheets

MAXSTAR SSL - 04:16:55

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry FAMILY INCOME WORK... Sun Sep 18, 05:49

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384

Whose	Income	Describe	Income	Income	** Per Week **
Income	Category	Other Income	Period	Verified	Travel
C	10		W	Y	0.00
Casehead	Wages/Salary		Weekly		

Pay Stub Information

	Work HRS	Income/Pay Amount
Income or Pay Stub #1:	37.00	\$222.00
Pay Stub #2:	39.00	\$234.00
Pay Stub #3:	40.00	\$240.00
Pay Stub #4:	35.00	\$210.00



Total Hours: 37.75    Income Amt: \$226.50    Annual Income: \$11,778.00  
 <CtrlU> For Case    Total Case Inc: \$11,778.00

Screen 1 of 1    Record 1 of 1

If changes are needed on the income worksheet, document new and previous income information in the Case Activity Log and if required by program management, copy the screen before new income information is entered and file in the case record.

MAXSTAR SSL - 04:19:15

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry FAMILY INCOME WORK... Sun Sep 18, 05:51

Casehead: ORTIZ, CARMELA CAPS Case ID: 168384

Whose	Income	Describe	Income	Income	** Per Week **
Income	Category	Other Income	Period	Verified	Travel
C	12		M	Y	
Casehead	Child Support		Monthly		

Pay Stub Information

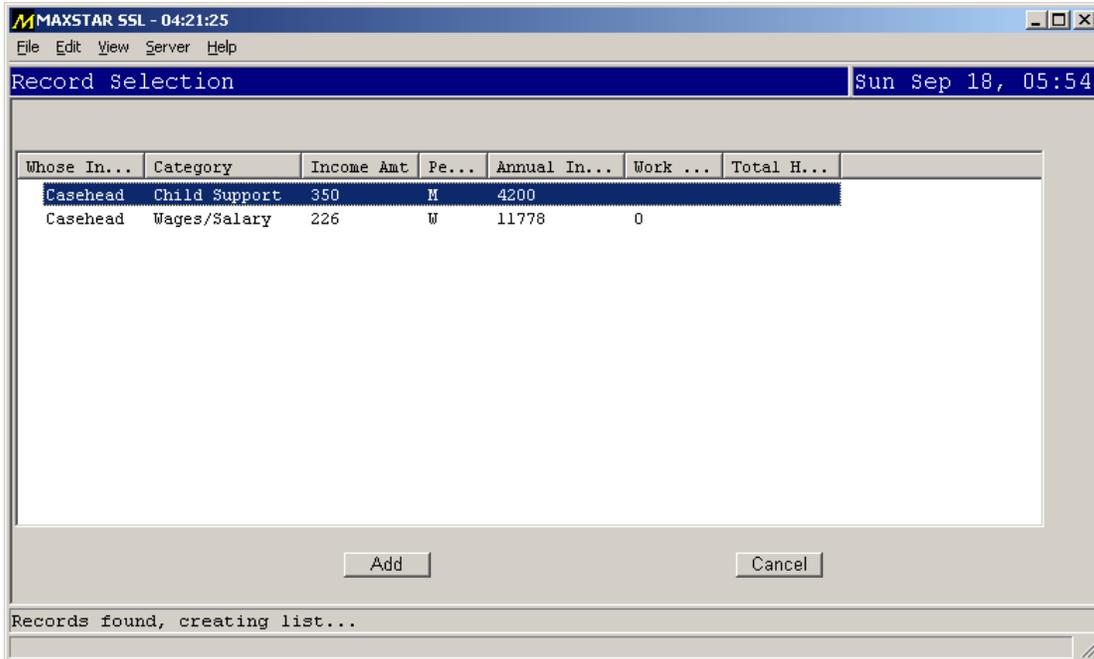
	Work HRS	Income/Pay Amount
Income or Pay Stub #1:		\$350.00
Pay Stub #2:		
Pay Stub #3:		
Pay Stub #4:		



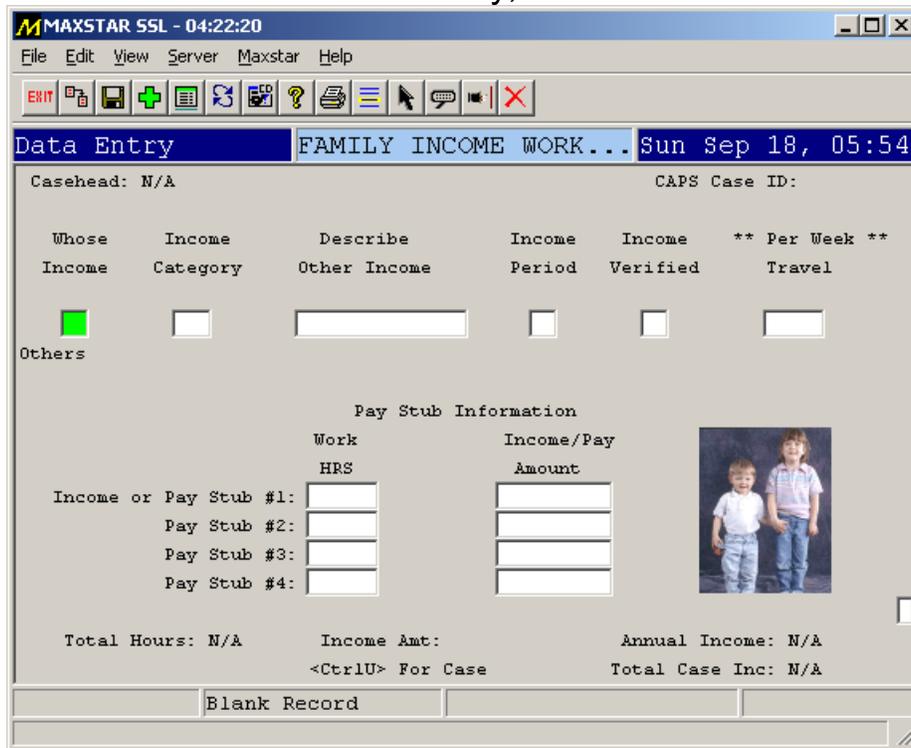
Total Hours: 0.00    Income Amt: \$350.00    Annual Income: \$4,200.00  
 <CtrlU> For Case    Total Case Inc: \$11,778.00

Screen 1 of 1    Record 2 of 2

# Income Worksheets



To add a new entry, click on Add.



**ADD** is used for new or additional income sources. If changes occur to existing income, make updates on the existing worksheet. **DO NOT ADD A WORKSHEET TO MAKE CHANGES.**

## Screen 8: Case Milestones

Data Entry		CASE MILESTONES	Mon May 15, 11:4
Casehead: ORTIZ, CARMELA		CAPS Case ID: 203796	CM: cd3827
Date Income Verified:	<input type="text" value="05/02/2006"/>	Record Created:	05/02/2006
Case Active:	<input type="text" value="05/02/2006"/>	Gross Fam Inc:	\$15,978.00
Application Received:	<input type="text" value="05/02/2006"/>	Major Program:	No Public
Missing Info Reason 1:	<input type="checkbox"/> N/A	Care Priority:	2
Missing Info Reason 2:	<input type="checkbox"/> N/A	Subsidy Level:	7
Application Complete:	<input type="text" value="05/02/2006"/>	Fam Unit Size:	2
Case Disposition:	<input type="text" value="1"/> Accepted	Family Fee:	\$25
Denial Reason 1:	<input type="checkbox"/> N/A	Waive Fam Fee:	<input type="text" value="N"/>
Denial Reason 2:	<input type="checkbox"/> N/A	Waive End Date:	N/A
		Eligible:	<input type="text" value="Y"/>
Review Due Date:	10/31/2006		
Review Compl Date:	<input type="text"/>	Case Closed:	<input type="text"/>
Recert App Received:	<input type="text"/>	Close Reason:	<input type="checkbox"/> N/A
Recert Completed:	<input type="text"/>	Change Reason 1:	<input type="checkbox"/> N/A
Recert Due:	04/29/2007	Change Reason 2:	<input type="checkbox"/> N/A
Press <Ctrl V> To Link To Child Records and Issue Certificate.			
Screen 8 of 8			

This screen is very important in completing the initial approval, recertification, and six month review. System edits will prevent proper processing of the case if completed incorrectly.

- Enter all dates as mm/dd/yyyy.
- Enter the current date in the **Date Income Verified** field.
- The system assigns the **Case Active Date** based on the record created date. If the date care is to begin is prior to the Case Active Date assigned, you must change the Case Active Date to the Monday of the week that care is to begin.
- Enter the correct **Application Received Date**. This is the current date.
- Use the Missing Info Reason when a case is pending awaiting verification.
- Enter the current date in the Application Complete Date.
- Enter the Case Disposition showing if the case is approved, pending, or denied.
- Enter the appropriate denial reason(s) on denied cases.
- The system assigns the **Review Due Date**, which is the last day of the sixth month following the Application Complete Date or the Recert Complete Date.
- Enter the date the six-month review is completed in the **Review Compl Date** field and update the date income verified to the same date.
- Enter the correct Recertification Application date.
- Enter the correct Recert Completed date.
- The Recert Due date is 52 weeks from the Case Active date.

**\*TIP: Remove the Case Active Date on an initial application when the Case Disposition is DENIED.**

## SCREEN 8: Case Milestones

Data Entry		CASE MILESTONES	Mon May 15, 11:49
Casehead: ORTIZ, CARMELA		CAPS Case ID: 203796	CM: cd3827
Date Income Verified:	<input type="text" value="05/02/2006"/>	Record Created:	05/02/2006
Case Active:	<input type="text" value="05/02/2006"/>	Gross Fam Inc:	\$15,978.00
Application Received:	<input type="text" value="05/02/2006"/>	Major Program:	No Public
Missing Info Reason 1:	<input type="text" value="N/A"/>	Care Priority:	2
Missing Info Reason 2:	<input type="text" value="N/A"/>	Subsidy Level:	7
Application Complete:	<input type="text" value="05/02/2006"/>	Fam Unit Size:	2
Case Disposition:	<input type="text" value="1"/> Accepted	Family Fee:	\$25
Denial Reason 1:	<input type="text" value="N/A"/>	Waive Fam Fee:	<input type="text" value="N"/>
Denial Reason 2:	<input type="text" value="N/A"/>	Waive End Date:	N/A
		Eligible:	<input type="text" value="Y"/>
Review Due Date:	10/31/2006		
Review Compl Date:	<input type="text"/>	Case Closed:	<input type="text"/>
Recert App Received:	<input type="text"/>	Close Reason:	<input type="text" value="N/A"/>
Recert Completed:	<input type="text"/>	Change Reason 1:	<input type="text" value="N/A"/>
Recert Due:	04/29/2007	Change Reason 2:	<input type="text" value="N/A"/>
Press <Ctrl V> To Link To Child Records and Issue Certificate.			
Screen 8 of 8			

A re-application on a closed case is completed in the same manner as a recertification but you must delete the closure information and update the Eligible field. Do not change the Case Active Date unless the case has been closed for three years. The system calculates the Gross Family Income based on income entered by the case manager. You must compare this amount to the Maximum Allowable Family Income for CAPS Eligibility for the family unit size to assess eligibility.

If the case manager needs to waive fees for the entire family, the Waive Family Fee is for 60 days. The system will calculate and enter the Waive End Date if the user enters a "Y" in the Waive Family Fee field. Enter the correct status in the Eligible field. This is the determination of whether or not the case is eligible.

**TIP: THE MAXSTAR® SYSTEM DOES NOT MAKE ELIGIBILITY DETERMINATIONS.**

**\*TIP: Minor parents are not certified past their 18<sup>th</sup> birth month. Case managers must remove the minor parent designation on screen 2 and review the case for fee assessment.**

## Consumer Education Screen

MAXSTAR SSL - 04:35:45

File Edit View Server Maxstar Help

EXIT Copy Paste Print Refresh Help Print List Mouse Speech Volume Close

Data Entry Consumer Education... Sun Sep 18, 06:08

Casehead: ORTIZ, CARMELA Case ID: 168384 CM: r03883

Federal Fiscal Year: 2005 Yes, Received Consumer Ed

\*\*\*\* Indicate Any/All Consumer Ed Provided to Family \*\*\*\*

8. The Choice of Certificate or Grant

9. Resource and Referral Counseling

10. List of Legally Operating Providers

11. Information Regarding Types and Quality of Care

12. Checklist of Health and Safety Concerns

13. Child Care Regulatory Information

14. Child Care Complaint Policies

15. Via the Mass Media

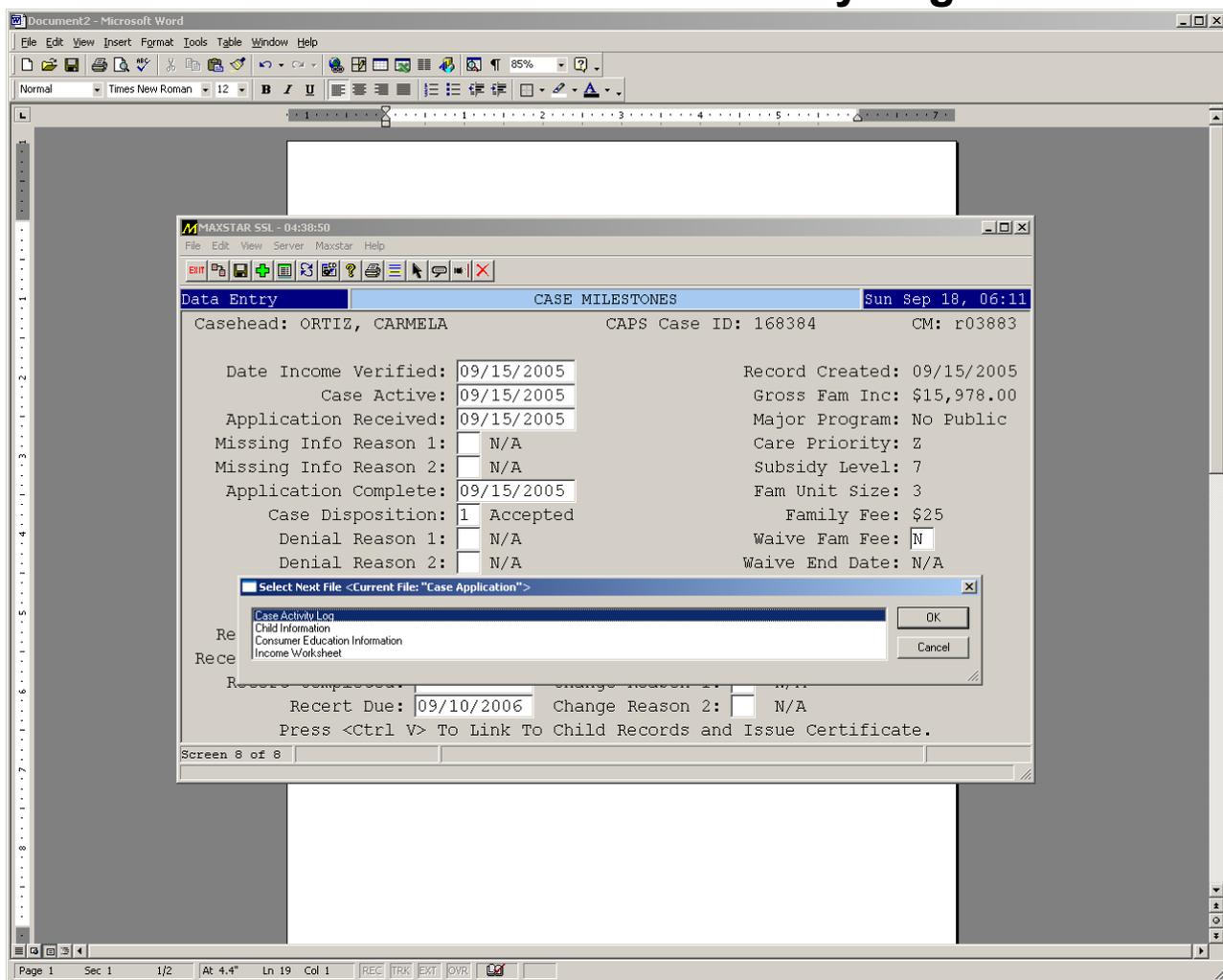
16. Other-Please Explain Below

Screen 1 of 1 Record 1 of 1

When completing a new application or recertification, it is mandatory to answer the questions regarding consumer education. These questions are important for capturing information for Federal reporting.

Press Ctrl + V and select Consumer Education Information to access this screen in the future.

# How to Access the Case Activity Log



From any Casehead Information screen, hold CTRL and press V to see the menu to move into the Case Activity Log.

Highlight the desired screen and press Enter or click OK.

**\*TIP: From the Case Activity Log, Child Information Screen, Consumer Education Screen, or the Income Worksheet, hold CTRL and press U to return to the previous Casehead Information screen.**

## Case Activity Log

COM	Action ...	PRI	Case ...	Case Name	Action Description
C	2005/09/18	1	168384	ORTIZ, CARMELA	Income has been changed
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.

Use the  $\uparrow$  or  $\downarrow$  key to read the desired entry, highlight and press Enter.

MAXSTAR SSL - 04:43:10

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry ACTIVITY LOG Sun Sep 18, 06:15

Casehead CARMELA ORTIZ CM Ext: N/A Date: 09/18/2005  
 CAPS CASE ID: 168384 CM Name: Mike Romaniello Time: 06:24p  
 Home Phone: (404)601-3250  
 Work Phone: (404)770-3211

Type Action:  Notes  
 Action Date:

Priority:  Low Client/Prov Call Created By: Mike Romaniello  
 Action Assigned To:  Mike Romaniello  
 Action Completed:  Caller's Phone #:

COMMENT

Call Disposition:  N/A  
 Other Explanation:

Screen 1 of 1 Record 55 of 55

# Case Activity Log

COM	Action	PRI	Case	Case Name	Action Description
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
C	2005/09/15	1	168384	ORTIZ, CARMELA	Income has been changed
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Address has been Changed.
C	2005/09/15	1	168384	ORTIZ, CARMELA	Case Manager has been Ch...
N	2005/09/18	1	168384	ORTIZ, CARMELA	Notes

To ADD a new entry, click on Add.

Casehead: N/A      CM Ext: N/A      Date:

CAPS CASE ID:      CM Name: N/A      Time:

Home Phone: N/A

Work Phone: N/A

Type Action:

Action Date:

Priority:  N/A      Created By: N/A

Action Assigned To:  N/A

Action Completed:       Caller's Phone #:

COMMENT

Call Disposition:  N/A

Other Explanation:

Type Action – Use F5 to scroll and find the most appropriate type of action for this entry.

You must use TAB on the keyboard to save entries in the Comment section.

# Issue Certificate Screen

When you are ready to issue a certificate for a child, from either of the child information screens, press **Ctrl + V** or click on the **Link** icon and choose **Issue Certificate** from the drop down box.

The screenshot displays the MAXSTAR SSL application window titled "MAXSTAR SSL - 04:53:45". The main window is in "Data Entry" mode, showing "CHILD INFORMATION" for "Sun Sep 18, 06:26". The case details are as follows:

- Casehead: ORTIZ, CARMELA
- CAPS Case ID: 168384
- Child #: 1

Below this, it states "CHILDREN IN HOUSEHOLD UNDER AGE 13, UP TO 18 IF SPECIAL NEEDS". The child's information is entered in the following fields:

- Name Last: ORTIZ
- First: DAVID
- Mid: (empty)
- SSN: 771-68-3841
- Special Needs: N
- SUCCESS #: (empty)
- Relation To Casehead: CH Natural/Adopted Child
- Child DOB: 09/22/2004
- Race: 3 Hispanic
- Gender: M
- White: N No

An "Immun" dropdown menu is open, showing a list of options: "Case Activity Log", "Case Application", "Consumer Education Information", "Income Worksheet", and "Issue Certificate". The "Issue Certificate" option is highlighted. The window also features a row of small child photos at the bottom and status indicators: "Screen 1 of 2", "Record 1 of 2", and "For Help, press F1".

# Issue Certificate Screen

When creating a certificate for a child, enter the first Monday that care is authorized for the given provider. MAXSTAR® will automatically populate the certificate expiration date as the last Sunday of the current case certification period. Enter the UAS code for this child and then choose the provider. When choosing a formal provider, the Prov Relationship and Care in Child Home? fields will automatically populate. If choosing an informal provider, fill in the correct relationship and care setting. Unrelated informal providers can only provide care in the provider's home. If the provider is eligible for a registration fee, enter that amount in the Authorize Regist Fee field.

Enter type of care: **D - full time care**  
**B - before and after school care**  
**N- night time care**  
**P- part time care**

After the type of care, enter the provider's actual charge for care for this certificate. MAXSTAR® will determine the rate paid to the provider by comparing the provider's charge to the DFCS rate and pay the lesser of the two. If you enter a Negotiated Rate, this is the amount paid to the provider minus any fee.

Enter number of days of care per week. For part time care, this determines what the provider will be paid when they submit their invoice. The number of days authorized is the maximum number of days that provider will be paid for a given week. The number of hours per day is based on the type of care. These hours of care are used for Federal reporting.

# Issue Certificate Screen

Occasional Care/School Closing should only be marked with a “Y” if the certificate is for school holidays and vacations. It should also be used with Part time care. The Primary Certificate field should be marked with a “Y” for the main or primary certificate for each child. Primary certificates are used to distribute child weekly fees.

If you need to waive the weekly fee for this certificate, mark that field with a “Y.”

The Variations field is a text field to put notes about the care for the certificate. The certificate, which goes to the parent and provider, displays this field. Choose comments with that in mind.

System edits will not allow a certificate to run past a provider’s license expiration date, or after a child’s first or third birth month. For children crossing an age change at one or three, end the certificate on the Sunday following the last service week of the child’s birth month. Create a new certificate to continue past the child’s birth month through the end of the certification.

## VARIABLE SCHEDULE CERTIFICATES

When creating a certificate for a school-aged child where care will be from the same child care provider for the entire certificate period, choose “B” for type of care, regardless of when the certificate is beginning.

The system will direct the user to choose a school calendar for the county and school district the child is attending. If the chosen calendar does not match the county where the family lives, a warning message is displayed...

MAXSTAR SSL - 05:04:55

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry ISSUE CERTIFICATE Sun Sep 18, 06:37

Casehead: ORTIZ, CARMELA CAPS ID: 168384 #2 Cert #: 1169543  
 Child Name: AMANDA ORTIZ DOB: 12/12/1998 Sp Need: N

Begin Care: 09/19/2005 Date Expire: 09/10/2006 UAS Code: 544  
 Provider ID: 33250 Provider Name: JOHNSON, AMAMNDA  
 Prov Relationship: AU Provider Type: Informal  
 Care In Child Home?: N Prov Reg Fee: \$0  
 Authorize Regist Fee: \$0

Type of Care: B Variable Schedule Only  
 Calendar: 3 Atlanta City (Tradition  
 B/A School Full Time Part Time

Negotiated Rate/Override:	0	Prov Charge:	65	100	30
# of Days Per Week:	5	State Rate:	65	106	35
# of Hours Per Day:	5	Child Wkly Fee:	10	N/A	0
Occasional Care/School Closing:	N	Amt to Prov:	0	N/A	30
Primary Certificate:	Y				
Waive Chld Wkly Fee:	N				

Variations: \*\*\* Variable Schedule Certificate \*\*\*

Screen 1 of 1

Enter the provider’s actual weekly charge for before and after and full time care. Then enter the provider’s daily rate for part time care. **YOU WILL NOT BE ABLE TO ENTER A NEGOTIATED RATE WHEN ISSUING A VARIABLE SCHEDULE CERTIFICATE.**

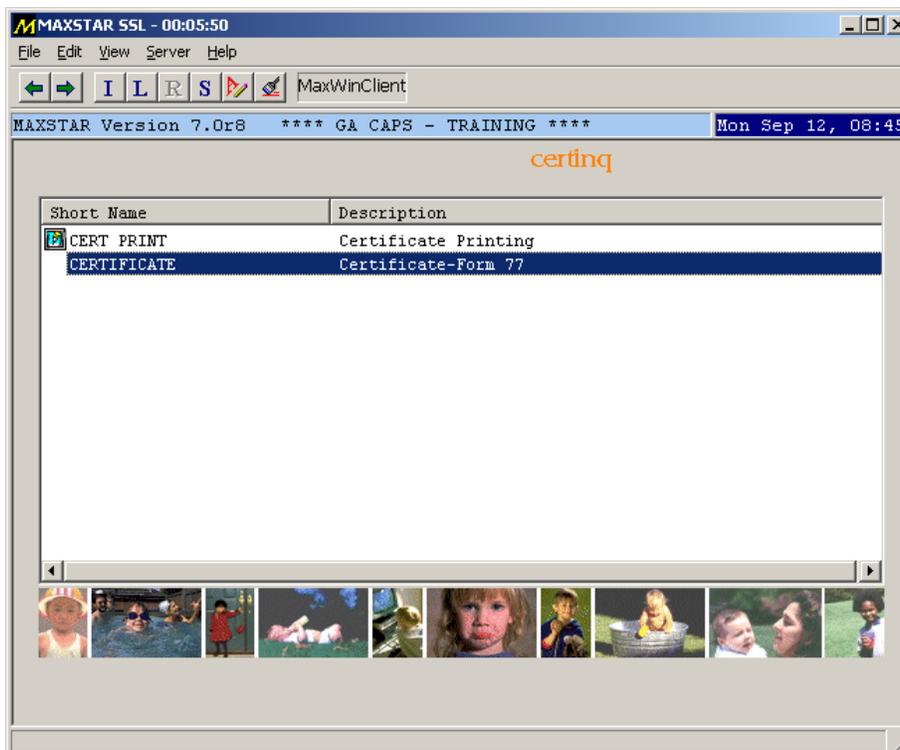
Enter the number of days of authorized care for the week. The Occasional Care/School Closing field will default to “N” and the Primary Certificate field will default to “Y.” These fields CANNOT be changed when creating a Variable Schedule Certificate. The Variations field will default to read “\*\*\*Variable Schedule Certificate\*\*\*”.

Use the VSC for Georgia schools only. If a child attends school in a neighboring state, create a regular certificate.

# How to Print Certificates

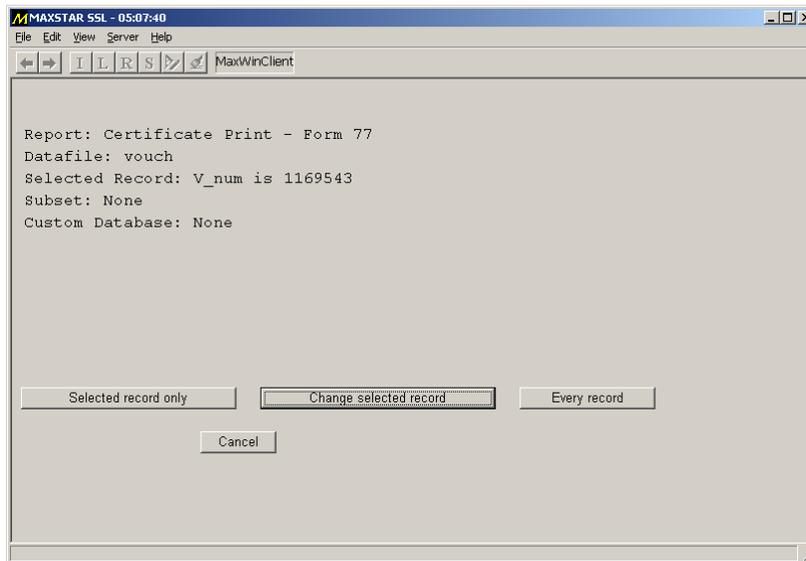


From the Main Menu, highlight Cert Print/Certificate Printing and press Enter.

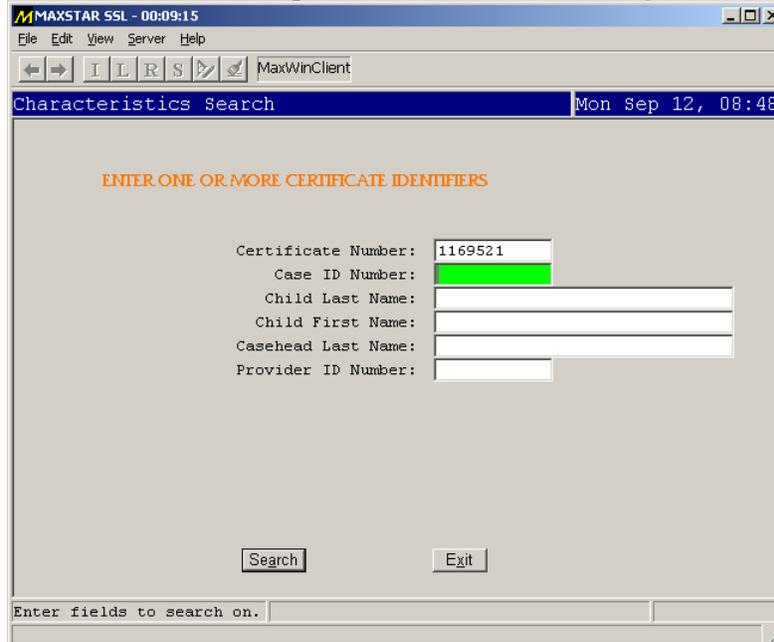


Highlight Certificate- Form 77 and press Enter.

# How to Print Certificates



Move cursor to Change selected record and press enter.

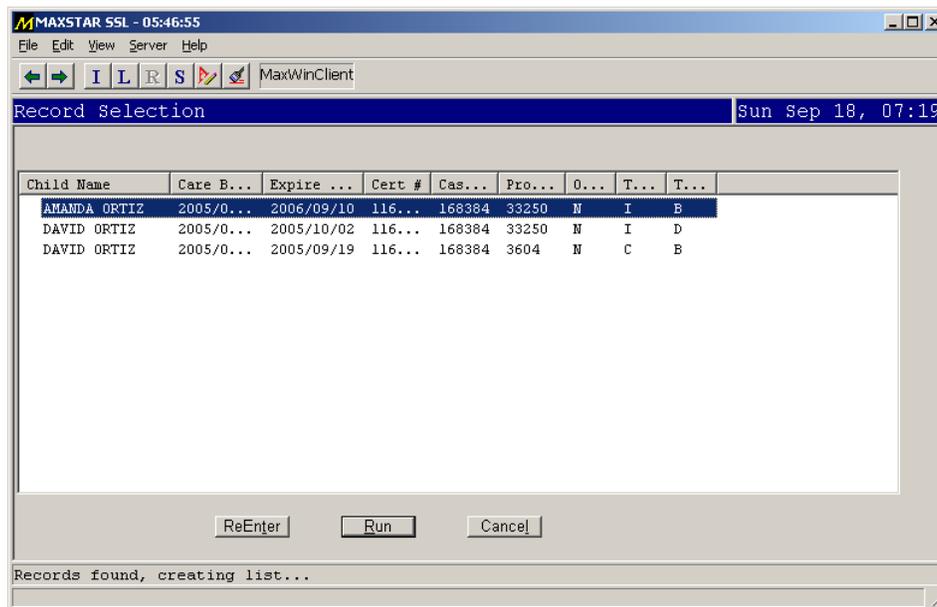


Enter the number of the certificate to print and click on Search. That certificate will appear. Enter the case number or provider number to see all certs associated with a family or provider.

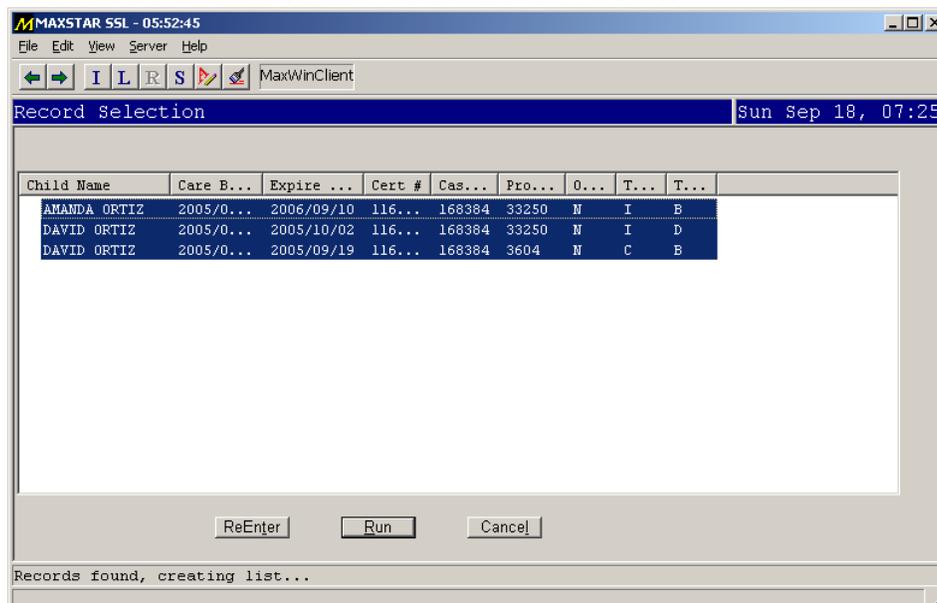
# How to Print Certificates

To print multiple certificates at one time, enter the Case ID or Provider number and click on Search. The Record Selection screen will appear with all certificates that match the criteria entered.

To print multiple certificates without leaving the View Certificate prompt, enter the case ID and highlight the desired certificates by holding the CTRL key and left clicking the mouse. Press the Run key and the first highlighted certificate will appear. Print the certificate and press the ESC key, the next highlighted certificate will appear. Continue until all highlighted certificates are printed.



To select multiple records, hold down the Ctrl key while clicking on the records with the mouse. Select Run.



# How to Print Certificates

**MAXSTAR SSL - 05:57:20** [MaxWinClient]

File Edit Help

Mr. CAMELA ORTIZ  
240 PEACHTREE STREET  
ATLANTA, GA 30303- September 18, 2005

DFCS has approved child care as shown below. We will only pay for child care authorized with this certificate. Clients must report to their case manager at the county DFCS office any changes in their situation. The changes must be reported to DFCS within (10) calendar days of the change. Examples of changes include income, work hours, home address, household members, the cost of care or as stated in policy.

Providers should notify the case manager at the DFCS office if a child in the CAPS program is absent for three or more days in a row. Providers must notify MAXIMUS of any changes in their information immediately. This includes changes in the cost of care, ownership, license, location, etc. Payments will be made in accordance with the child's attendance and the care approved by this certificate.

This Certificate may be terminated for any reason stated in CAPS policy which include, but are not limited to the following:

- . The Provider fails to comply with its responsibilities as stated in the provider handbook
- . The County department has inadequate revenues to sustain the arrangements listed on this certificate
- . The child(ren) no longer participate in the provider's program
- . Mutual Consent
- . If the family is no longer eligible

I. Child Care information Case: 168284 Certificate: 1169543

Child's name AMANDA ORTIZ DOB: 12/12/1998 Authorized: 09/18/2005  
 Type of Care Before & After School Care Begin: 09/19/2005  
 # of days per week 5 Care End: 09/10/2006

II. Family information \*\*\* Recertification Date \*\*\*  
 Child's Parent/Guardian ORTIZ CAMELA 09/10/2006  
 Address 240 PEACHTREE STREET  
 ATLANTA GA, 30303-  
 Telephone (home) (404)601-3250 (work) (404)770-3211

III. Provider # 33250 Type: Informal  
 Name JOHNSON, AMANDA UMS: 544  
 Address 44 GOVERNOR STREET Relation to Child: CH  
 COLLEGE PARK, GA 30337- In Child's Home: No  
 Phone (404)652-9987

IV. CAPS payment and assigned Family Fees

	Actual Provider Weekly charge	CAPS weekly Rate	Child Fee	CAPS Weekly Amt to Prov	Parent Weekly Responsibility	Authorized Registration Fee
Before & After School	65	49	10	39	36	0
Day Care	100	106	10	100	10	
Part Time	30	35	0	30	0	

DFCS has authorized payments for Before and After School Care, Fulltime care in the summer and Part Time Care (school closings). Except as noted below you will be paid accordingly:

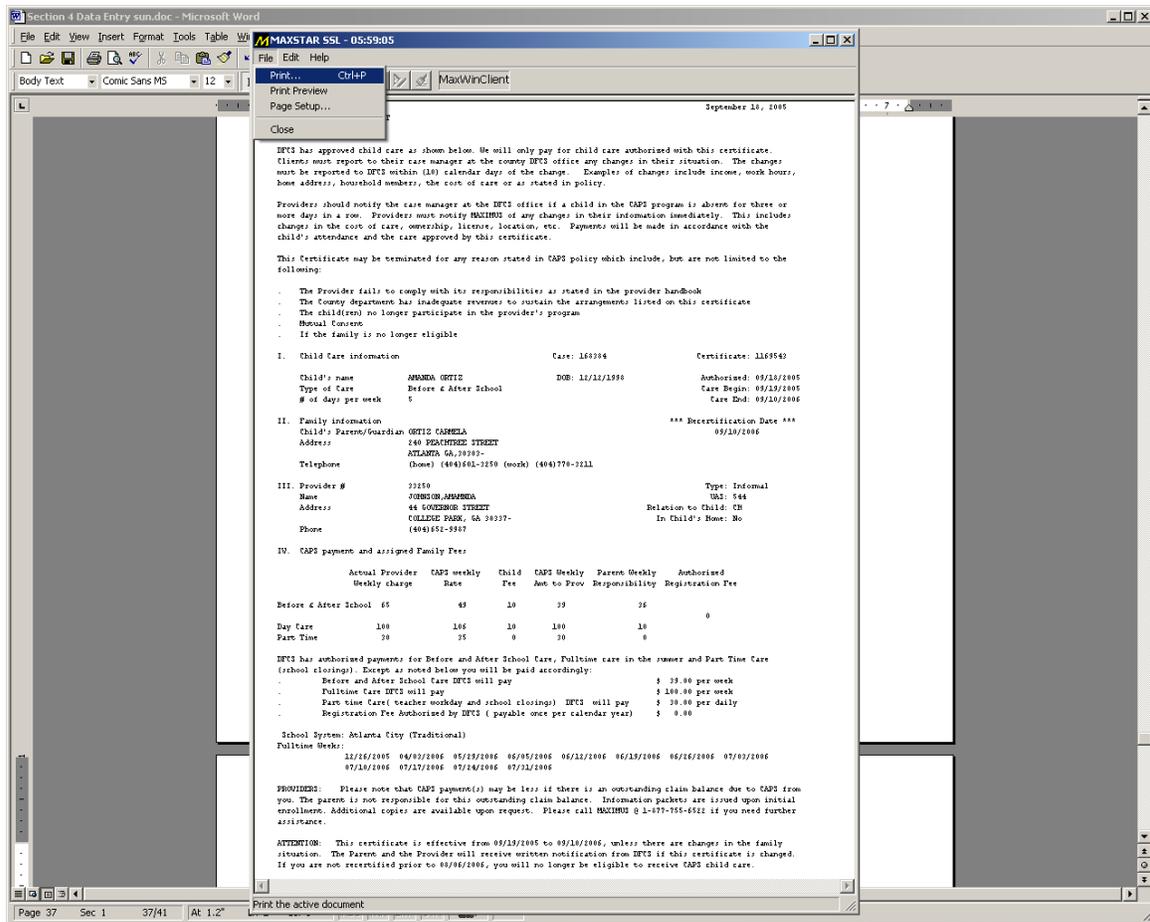
- . Before and After School Care DFCS will pay \$ 39.00 per week
- . Fulltime Care DFCS will pay \$ 100.00 per week
- . Part time Care( teacher workday and school closings) DFCS will pay \$ 30.00 per daily
- . Registration Fee Authorized by DFCS ( payable once per calendar year) \$ 0.00

School System: Atlanta City (Traditional)  
 Fulltime Weeks:  
 12/26/2005 04/02/2006 05/23/2006 06/05/2006 06/12/2006 06/19/2006 06/26/2006 07/03/2006  
 07/10/2006 07/17/2006 07/24/2006 07/31/2006

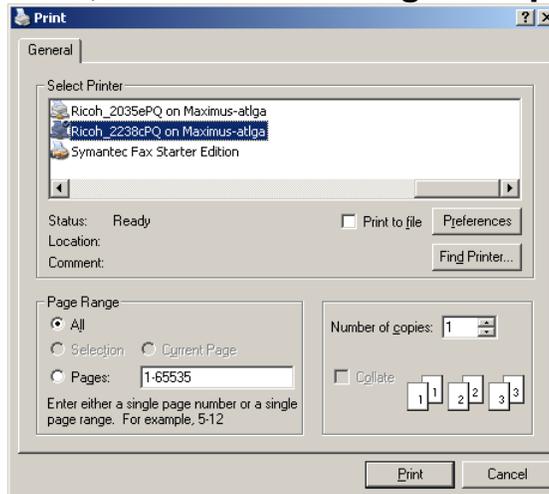
PROVIDERS: Please note that CAPS payment(s) may be less if there is an outstanding claim balance due to CAPS from you. The parent is not responsible for this outstanding claim balance. Information packets are issued upon initial enrollment. Additional copies are available upon request. Please call MAXIMUS @ 1-877-755-6522 if you need further assistance.

ATTENTION: This certificate is effective from 09/19/2005 to 09/10/2006, unless there are changes in the family situation. The Parent and the Provider will receive written notification from DFCS if this certificate is changed. If you are not recertified prior to 08/06/2006, you will no longer be eligible to receive CAPS child care.

# How to Print Certificates



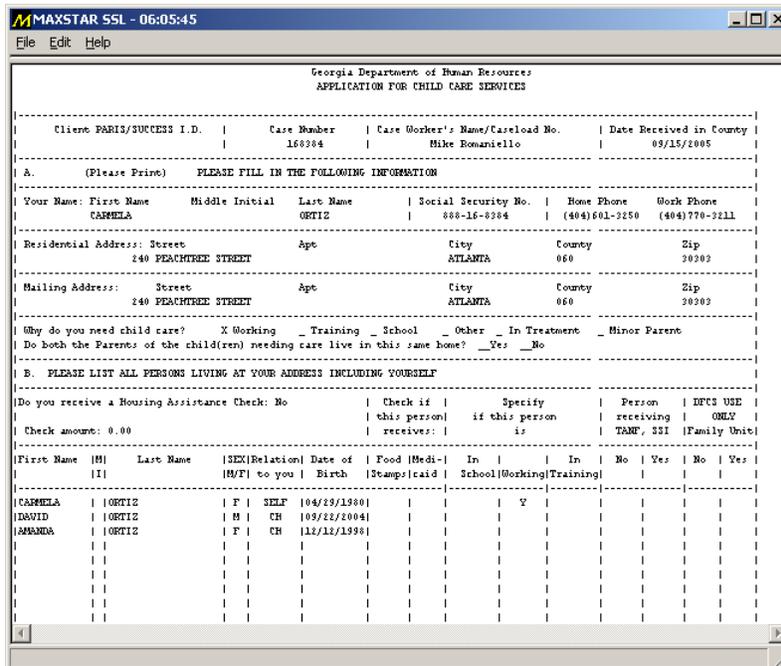
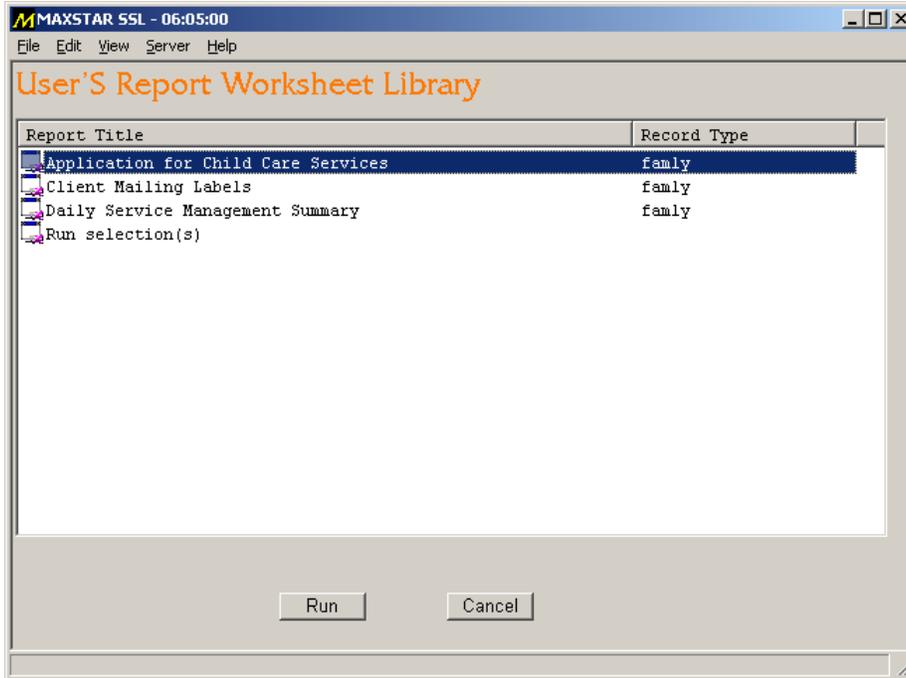
Select File, Print and a dialog box appears:



Select printer wanted and press Print.

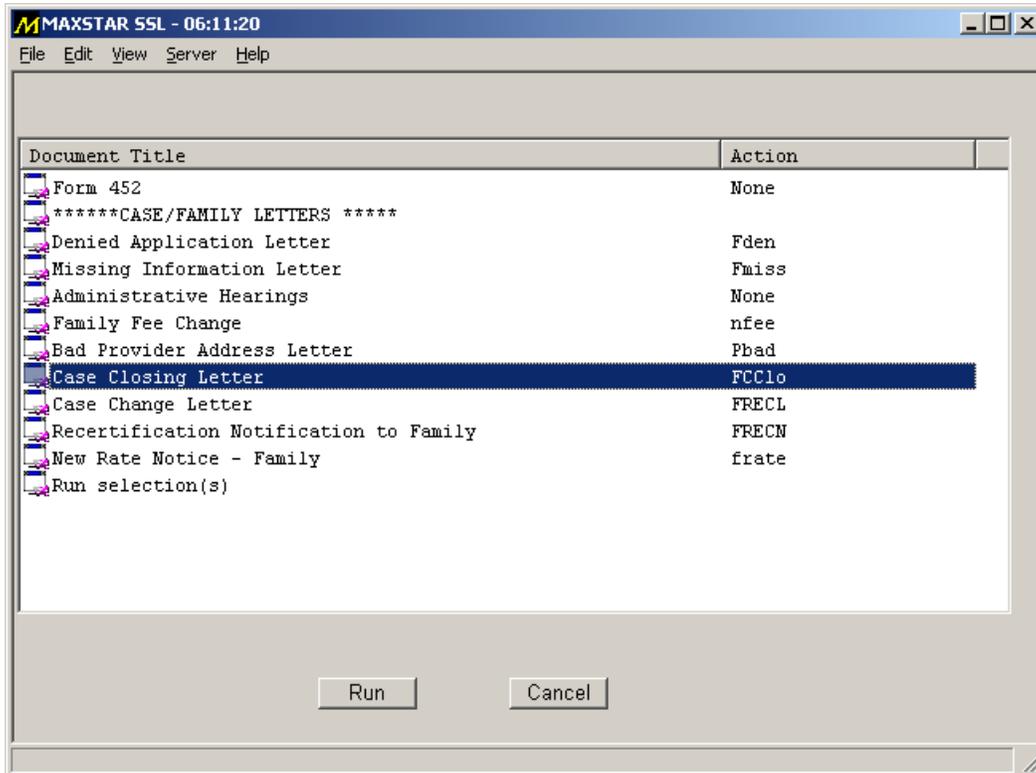
# How to Print Forms and Letters

From the case record, select Document and Form. Choose Application for Child Care Services to print the application for the case entered in MAXSTAR®.

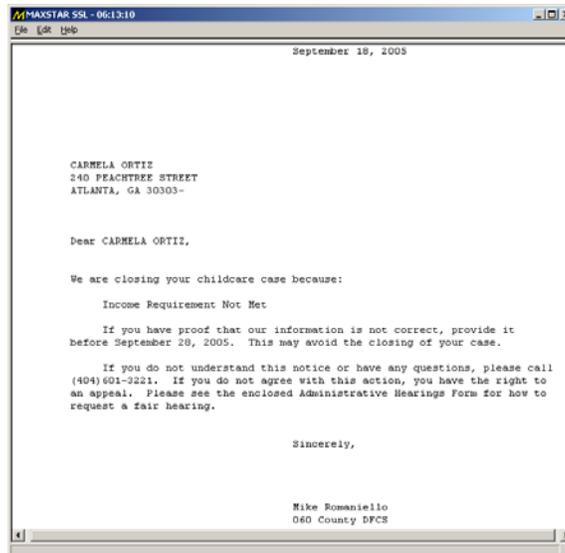


## How to Print Forms and Letters

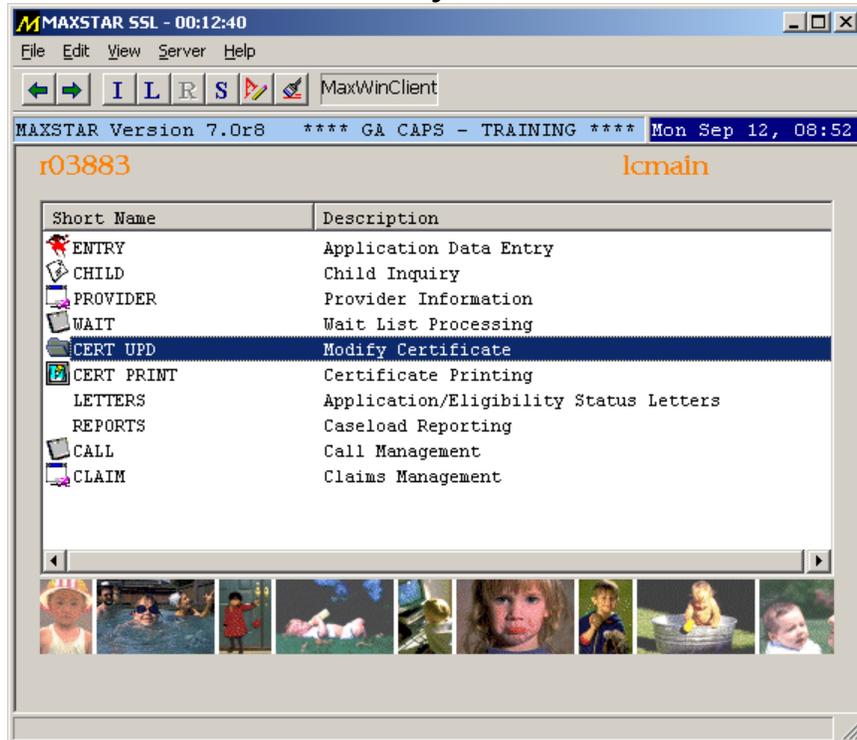
From the case record, select Document and Letter. A selection of letters to send to the client regarding their case is available.



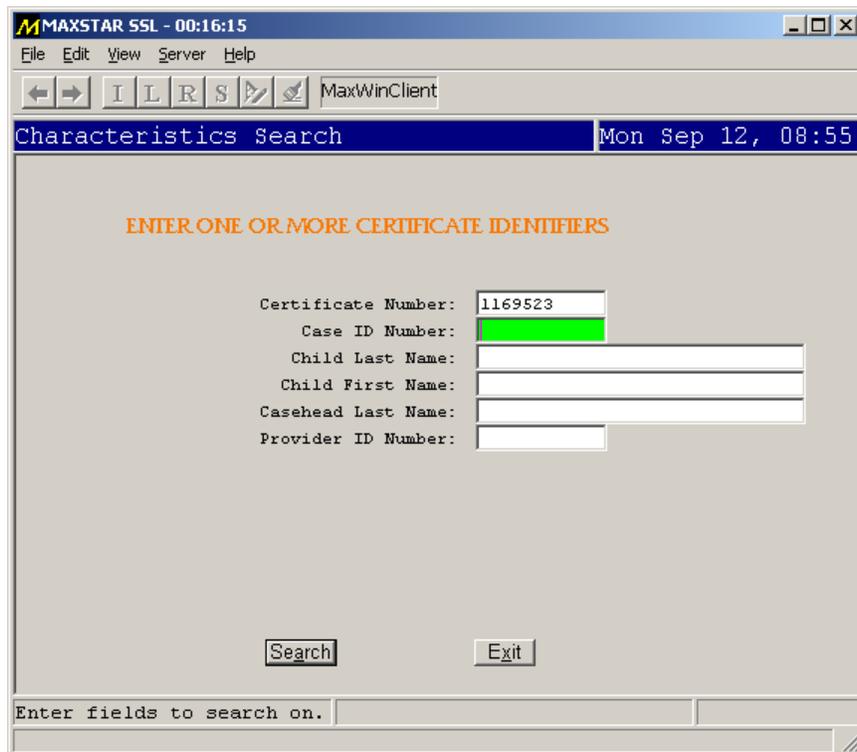
Select Case Closing Letter and press Run to choose a letter to send on a closed case. There must be a case close reason and date in the system for that case.



# How to Modify a Certificate



From the Main Menu, highlight Cert Upd/Modify Certificate and press Enter.



Enter the certificate number, and click on Search.

## How to Modify a Certificate

MAXSTAR SSL - 00:38:10  
File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry MODIFY CERTIFICATE Mon Sep 19, 09:56

Casehead: ORTIZ, CARMELA CAPS ID: 168384 #2 Cert #: 1169543  
Child Name: AMANDA ORTIZ DOB: 12/12/1998 Sp Need: N

Begin Care: 09/19/2005 Date Expire: 09/10/2006 UAS Code: 544  
Provider ID: 33250 Provider Name: JOHNSON, AMAMNDA  
Prov Relationship: AU Provider Type: Informal  
Care In Child Home?: N Prov Reg Fee: \$0  
Authorize Regist Fee: \$0 Last Paid S/W: N/A

Variable Schedule Only  
Type of Care: B Calendar: 3 Atlanta City (Tradition  
B/A School Full Time Part Time

Negotiated Rate/Override: 0 Prov Charge: 65 100 30  
# of Days Per Week: 5 State Rate: 65 106 35  
# of Hours Per Day: 5 Child Wkly Fee: 10 10 0  
Occasional Care/School Closing: N Amt to Prov: 39 90 30  
Primary Certificate: Y  
Waive Chld Wkly Fee: N  
Variations: \*\*\* Variable Schedule Certificate \*\*\*

Screen 1 of 1

**The most common reason to modify a certificate is to stop payments when a case closes before the end of the certification period. To stop payments, expire the certificate for the Sunday after the case closure date. When payments have been made for that service week, the certificate cannot be modified or expired.**

**If no payments have been made on the certificate, it can be expired back to the Begin Care date. This will cancel the certificate and no payments will be made, even though the certificate remains in the system.**

**\*TIP: If you are expiring a certificate back to the Begin Care date and it is a Primary Certificate, you must modify the Primary Certificate field from "Y" to "N" to allow the system to assess the fee to other Primary Certificates.**

## **Why Certificates End**

Listed below are some reasons a certificate would end before the certification period is over.

- **Minor Parent date of birth**
  - **Minor parents are not assessed fees. Once a minor parent reaches 18, fees may apply for any active certificates.**
  
- **Family Fee waived**
  - **Family fees can be waived for 60 days. Certificates for that period will not have a fee, but will need to be re-created after the waiver period.**
  
- **Child's 1<sup>st</sup> or 3<sup>rd</sup> birthday**
  - **DFCS rates to providers change when a child turns one and three. Because this changes the value of the certificate, the system does not allow the creation of a certificate past the end of the month the child turns one or three.**
  
- **Provider's License expiration**
  - **A certificate cannot extend past the license expiration for a provider. A warning will flash at the bottom of the page. The system will not allow creation of a certificate past the provider's license expiration date.**
  
- **Immunization due date**
  - **The system will not allow creation of a certificate past a child's immunization due date.**
  
- **Child ages out of the program**
  - **The system will not allow the creation of certificates past the month the child turns:**
    - **5, for Grandparents Raising Grandchildren (GRG);**
    - **13; or,**
    - **18, if special needs.**

## **Six-Month Eligibility Review**

At initial application, the “Review Compl Date” is populated by MAXSTAR® and is a reminder to the worker of when the six-month eligibility review must be completed.

The six-month review date in MAXSTAR® is the last day of the month, six months after the Application Complete date.

Enter the date the income was verified (for the six-month review) in the Date Income Verified field on Screen 8, Case Milestones.

MAXSTAR® produces a report available by case manager or county which lists “Reviews Due in Date Range” for a specific period. Case Managers and Supervisors are able to pull this report to identify cases due for review for a caseload or a county.

No face-to-face interview is required at the six-month review. The Case Manager sends a state approved letter to the client requesting information about the family’s circumstances and verification of the family’s income and hours of participation in state approved activities. The Case Manager must review any change in information, verify it, and key it into the system to update the client’s record.

Document the six-month review in the Case Activity Log. The six-month review is listed as a Type Action. Include verification, etc.

If the family fee changes, create new certificates. Expire certificates for child with the assigned fee.

## **Recertifications**

MAXSTAR® produces a report of “Recertifications Due in Date Range.” The report lists recertifications that are due in a specific period. Case managers and supervisors are able to pull this report to identify cases due for recertification for a caseload or for the county. Recertification dates in MAXSTAR® are 52 weeks from the Application/Recert complete dates.

MAXIMUS sends a recertification letter to the provider that lists children whose certificates are expiring in the upcoming month. The case manager should send a recertification letter to each client. The letter informs the client he/she is due for a recertification in the next month and states that if they do not complete the recertification timely, their case will close on the certification expiration date. The Case Manager prints and mails the letter on the same day of printing, as a 10-day Adverse Action period is included on the letter. This is a mandatory.

NOTE: Since the letter does not have spaces for appointment times or information that the client needs to bring, the worker should add this to the letter or attach an additional sheet containing this information.

MAXSTAR® records the date the letter is accessed by the Case Manager on the Activity Log. When the client comes in for his/her appointment, complete the “Recert App received” field on the Case Milestones Screen. When all information that has changed since the last review has been entered into the system and saved, the new application can be printed.

When all information is verified and the recertification is complete, update the Case Milestone Screen. On this screen, the “Date Income Verified” and the “Recert Completed” fields are completed. Both of these dates must be the same. Use the date the user keys information into MAXSTAR®. The system will then change the “Review Compl Date” to be six months in the future and the “Recert Due” date is 52 weeks in the future. New certificates can be created, printed, and given to the client and the provider.

It is mandatory that the Case Manager complete the Consumer Education screen. This information is required for federal reporting purposes.

## **CLOSING CASES**

Enter the current date in the Case Closed field on Screen 8, Case Milestones to close a case.

Use F5 to select the reason for closing the case. Enter this code in the Close Reason field.

The system will compose a closure letter to the client with the closure reason. The letter will also give the appropriate adverse action time.

The Case Manager is to print and mail the letter. The letter must be mailed on the same day of printing, as the 10-day adverse action period is included on the letter.

Expire all existing certificates on the case.

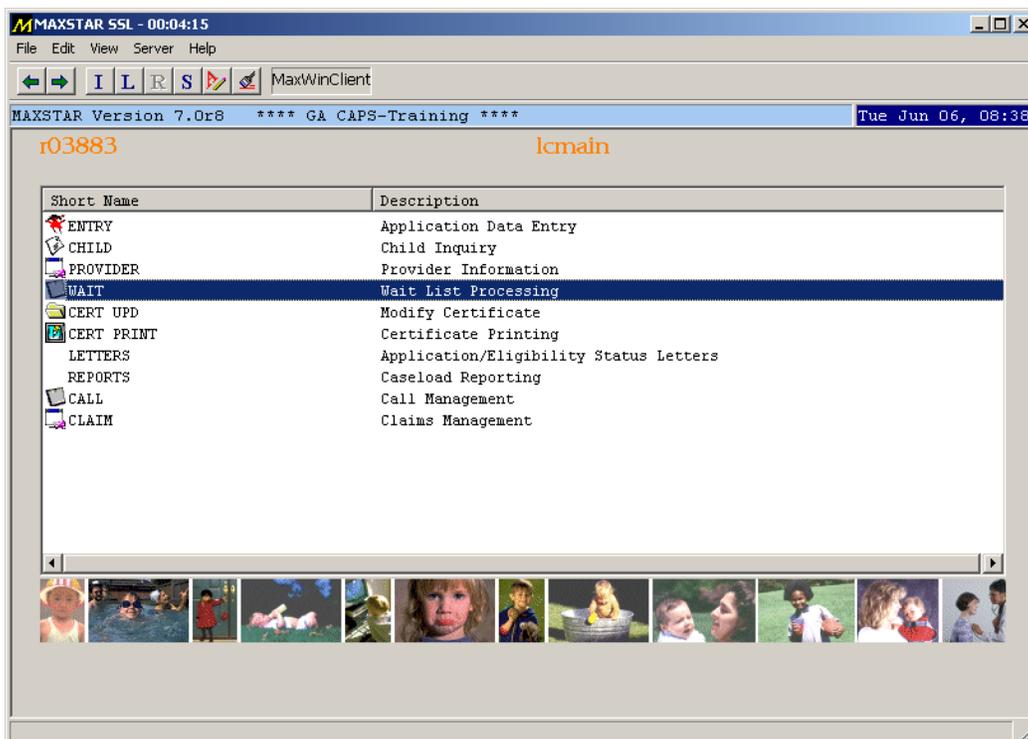
Change eligible field from "Y" to "N."

## **SUSPENSIONS**

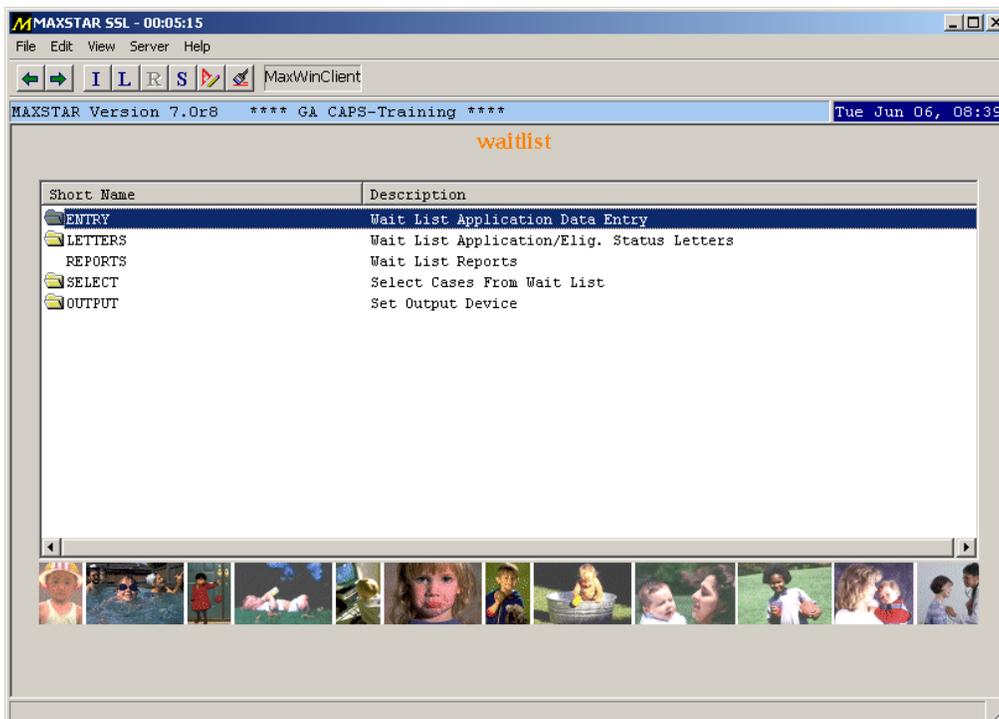
Policy allows the suspension of cases, not to exceed 12 weeks per occurrence. To suspend a case in the system:

- expire all active certificates;
- document the case activity log with information regarding the suspension (i.e., the reason; the length of the suspension; reference written approval filed in case record, etc.)
- the case manager must manually track the suspension period. There are no system alerts or reports for this type action.
- The case will show on reports as active with no certificates.

# Wait List Entry



From the Main Menu, select Wait List Processing. Select Entry.



## Wait List Entry

After doing a characteristic search to find the name of the family to add to the Wait List, there are two screens of data entry.

MAXSTAR SSL - 00:11:30  
File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry WAIT LIST ENTRY Tue Jun 06, 04:12

CAPS Case ID: 203871 CM ID: wait  
Last: ROMANIELLO First: MICHAEL Middle:  
SSN: 888-20-3871 DOB: 10/10/1980 Sex: M Race: 1

Address Line 1: 34 PEACHTREE STREET Home Phone:  
Address Line 2: Work Phone:  
City: ATLANTA  
Zip Code: 30303  
County: 060

TANF Status: A Gross Monthly Income:  
Family Unit: 3 Inquiry Receipt: 06/06/2006  
Added to Wait List: 06/06/2006  
Case Closed: Selected From Wait List:  
Closure Reason: Wait List Review: 06/03/2007

Annual Income: 0.00 Subsidy Level: 1 Updateable: N Priority: 0

Screen 1 of 2

The system automatically populates the case manager ID field with “wait.” Enter the appropriate information for the casehead, including name, DOB, address, county, etc. The “Added to Wait List” field date automatically populates with the date the record is created.

Enter all known income amounts.

Enter the Family Unit size.

## Wait List Entry

MAXSTAR SSL - 00:23:40  
File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry CARE NEEDED/ETHNICITY Tue Jun 06, 04:24

Casehead: ROMANIELLO, MICHAEL CAPS Case ID: 203871 CM ID: wait

Infants Needing Care:  Protective Services:   
Toddlers Needing Care:   
Preschool Needing Care:  Block Grant:   
Schoolage Needing Care:

ETHNIC QUESTIONS

American Indian or Alaskan Native:   
Native Hawaiian or Other Pacific Islander:   
Black or African American:   
Hispanic or Latino:   
White:   
Asian:

Screen 2 of 2  
For Help, press F1

Enter the number of children needing care by age group.

Enter the ethnicity of the casehead.

The case can now be added on the Wait list. Cases are added in chronological order, based on date of inquiry.

To remove someone from the Wait List, enter the date of removal on Screen 1. Record the case number. Exit the Wait List Entry and return to the Main Menu. Select Data Entry and enter the case number on the Characteristics Search screen. On Screen 1 of the case, remove “wait” from the CM ID field and enter the CM ID. Continue to enter information in the case to determine eligibility for child care services.

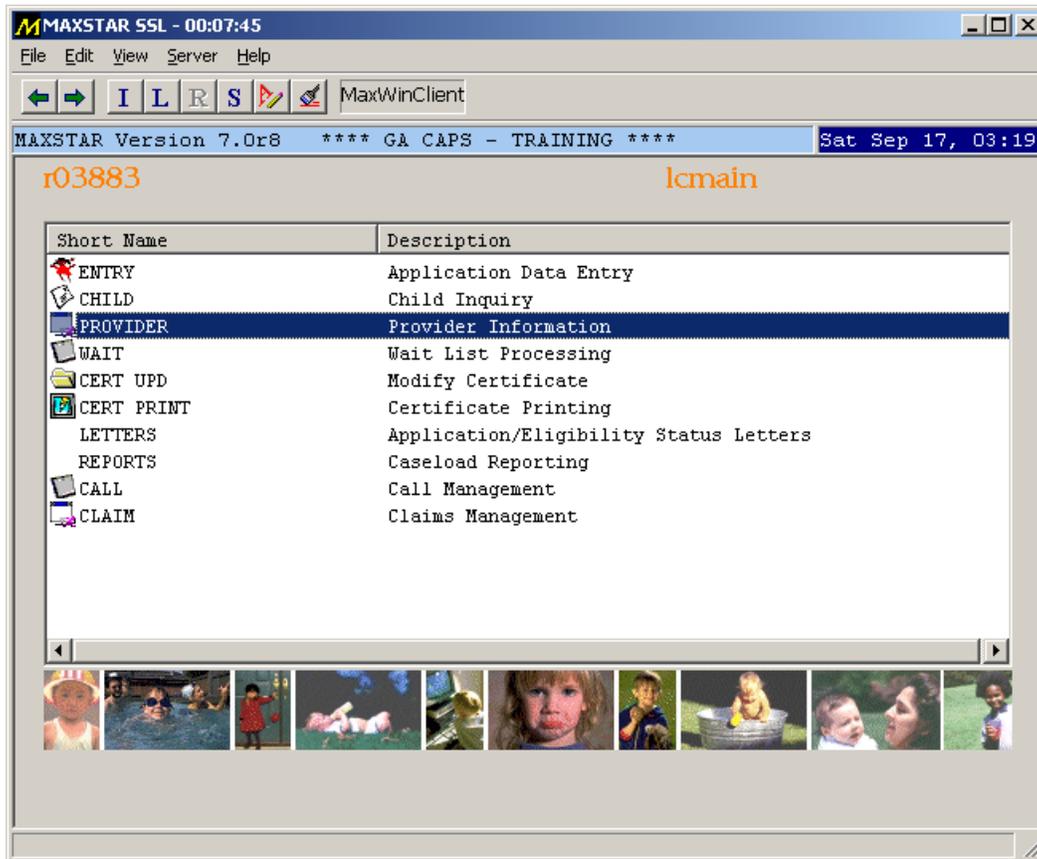
# **MAXSTAR<sup>®</sup> PROVIDER TRAINING**

**This training manual is the property of the Department of Human Resources/Division of Family and Children Services/Childcare and Parent Services Unit, and cannot be reproduced or modified in part or in whole for use in demonstrations, advertisements and/or solicitation without the written consent of the Department.**

## IMPORTANT DEFINITIONS

1. **CAPS** - The Childcare and Parent Services program under the Division of Family Children Services. It provides child care as a support service to low income families to obtain and maintain employment and for children in protective services.
2. **DECAL** - new name of the Office of School Readiness and the Office of Regulatory Services is Bright from the Start: Georgia Department of Early Care and Learning (DECAL). This department licenses and monitors formal providers. It also monitors informal providers that are enrolled with DFCS.
3. **Day Care Center** – commissioned or licensed by DECAL to care for 19 or more children.
4. **Group Day Care Home** – commissioned or licensed by DECAL to provide care for 7-18 children.
5. **Family Day Care Home** – registered by DECAL to provide care for 3-6 children.
6. **Informal Providers** – are not licensed or registered with DECAL but must enroll with DFCS.
  - a. **Relatives** – may keep up to six children who are related to them for pay without having to register with DECAL. Relatives are aunts, uncles, grandparents, great grandparents, and adult siblings of the child. The sibling cannot live in the child’s home. They must enroll with DFCS. They may keep the child in their own home or in the child’s home.
  - b. **Non-relatives** – may keep one or two children for pay who are unrelated to them. They must enroll with DFCS and cannot provide care in the child’s home.

## MAXSTAR® Main Menu



To look at information on providers, simply highlight Provider Information, and press enter or double click on the Provider Information description using your mouse.

## Provider Characteristics Search

The screenshot shows a window titled "MAXSTAR SSL - 00:34:15" with a menu bar (File, Edit, View, Server, Help) and a toolbar with icons for navigation and search. The window title bar also displays "MaxWinClient". The main content area is titled "Characteristics Search" and shows the date "Sat Sep 17, 03:46". Below the title, the text "ENTER ONE OR MORE PROVIDER IDENTIFIERS" is displayed in orange. The form contains several input fields:

- Provider ID Number:
- Center Name or Provider Last Name:
- License Number:
- Provider Tax ID / SSN:
- Provider Type:
- Provider Case Manager:
- Active Y or N:
- County:

At the bottom of the form, there are two buttons: "Search" and "Exit". Below the form, there is a text box labeled "Enter fields to search on." with a small input field.

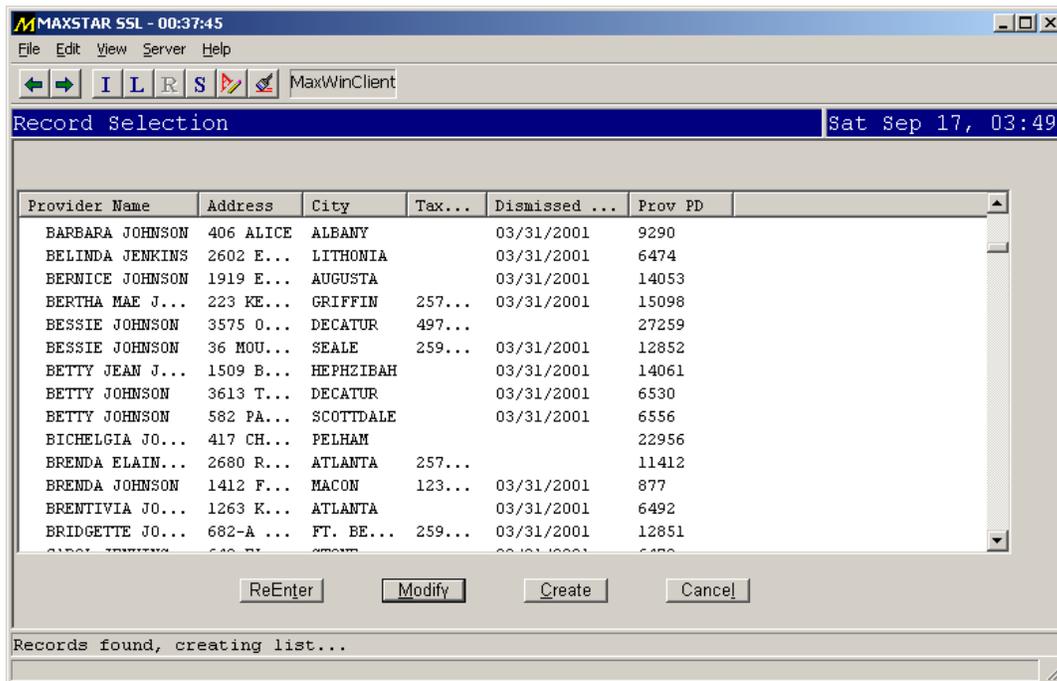
Searching for a provider requires doing a **Characteristic Search**. This determines if a provider exists in the system. A user can search by the provider's ID number, the provider's name, or the provider's Tax ID/SSN. After entering the provider's information, click on the **Search** icon.

If a thorough search shows that the provider is not already established in MAXSTAR®, add the provider to the system. Supervisory access is needed to add formal providers. Case Managers and Supervisors can add informal providers.

**\*TIP: It is important to check for all variations of the provider's name before entering a new provider. Once a provider is in the system, there is no way to delete that provider/ID number.**

**\*TIP: After entering data in any given field, press Enter to save the data.**

## Provider Record Selection



The search uses a soundex algorithm for possible matches in the system and provides a list on the Record Selection Screen. The more exact the information used to search, the more complete the retrieval.

Click on ReEnter to return to the Characteristics Search Screen.

Or

Scroll the list and highlight a name, click on Modify and you will access the existing provider file.

Or

Click on Create and the system will show a new record with only the information entered in the Characteristics Search if the provider must be entered new.

Or

Click on Cancel to return to the Main Menu Screen.

## Provider Demographic Information

MAXSTAR SSL - 00:58:50

File Edit View Server Maxstar Help

EXIT Print Save Add Refresh Undo Redo Help Close

Data Entry Provider Demograph... Sat Sep 17, 04:11

Provider #: 33250 Last Name: JOHNSON First: AMAMMDA  
Provider Type: I Informal GA CAPS Provider DOB: 09/22/1968  
Verify #: N/A

PROVIDER HOME ADDRESS MAILING ADDRESS

Address Line 1: 44 GOVERNOR STREET Line 1: 44 GOVERNOR STREET  
Address Line 2: Line 2:  
City: COLLEGE PARK ST: GA City: COLLEGE PARK  
Zip: 30337 State: GA Zip: 30337  
Telephone: (404)652-9987  
County: 060 Fulton Payment Zone: 1

Owners Name:  
Owners Phone:  
Contact Person:  
Contact Phone:

Email Address: None

Screen 1 of 6

Complete the **Provider Demographic Information Screen** on new providers. Only staff with supervisory access can enter formal providers. MAXSTAR® users with Case Manager access can only enter Informal providers.

**County staff must complete the following information on this screen:**

- The provider's **name** must be entered based on the provider's business name listed on their license or certificate of registration.
- The provider **type** must be entered to indicate the provider's licensing status.
- The provider's **DOB** must be entered for informal providers.
- The provider's **home address** is the actual location where care is being provided.
- The provider's **mailing address** will default to the home address, but can be changed if the provider wishes to use a mailing address.

The **contact person** information and **phone** number, as well as the owner's name and number will be completed by **MAXIMUS staff** to indicate who should be contacted for information.

**DO NOT ENTER CONTACT INFORMATION FOR PROVIDERS!**

## Miscellaneous Provider Information

The screenshot shows a software window titled "MAXSTAR SSL - 01:00:10" with a menu bar (File, Edit, View, Server, Maxstar, Help) and a toolbar. The main area displays the following information:

**Data Entry** Miscellaneous Prov... Sat Sep 17, 04:12

Provider #: 33250 Name: JOHNSON, AMAMNDA  
CCSR Assigned: r03883

Tax ID/SSN: 255555555 2 SSN (XXX-XX-XXXX)

Registrat Fee:   
Current Tier: 1

Web User Id:  Effective:   
Send Provider Packet:  Date Sent:   
Send Provider Pin:  Date Sent: Not Sent

Address Status:  G  
Corrected By: r03883  
Date Mail Returned:   
Date Address Corrected: 09/17/2005

Screen 2 of 6

The **Tax ID/SSN** must be completed with the correct information listed in the W-9 Form. If the ID is an SSN, enter 2 in the field next to the EIN. If not, enter a 1.

The **registration fee** should be entered for all formal providers who charge a registration fee.

Once the correct address is confirmed, a 'G' must be entered into the **address status** field.

## Provider Licensing Information

MAXSTAR SSL - 01:01:30

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry Provider Licensing... Sat Sep 17, 04:13

Prov ID: 33250 Waiver: N/A Exempt from 1099: N

W9 Name: AMAMNDA JOHNSON

License Status	Required Documentaiaon
Enrollment Date: None	W-9 Received Date: [ ]
License Surrender: [ ]	704 Title VI Compliance: N
License Revoked: [ ]	Rights & Responsibilities: N
License Suspended: [ ]	Rates: N
License Resume: [ ]	License/Exemption: N
License Expiration: [ ]	Fire Extinguisher: [ ]
Mailed to Licensing: [ ]	Smoke Detector: [ ]
CPS Screening: C Clear	Monitoring Checklist: N
CPS Screening Date: 09/17/2005	Health & Safety Train: N
IRS Except Reason: [ ]	SS Card/Photo ID: Y
IRS Exception Date: [ ]	CRC Authorization: N N/A
HIPAA Received: [ ]	Finger Print Cards: N
	Original CRC Form: N
	CRC Check Fee: N
	Informal Prov Affidavit: Y

Screen 3 of 6

The **Provider Licensing Info screen** shows the provider's current licensing status. On this screen, the county staff must enter the following information for informal providers:

- The **CPS Screening** and **CPS Screening Date** must be completed by county DFCS staff.
- SSN Card/Photo ID** must be completed after the county has confirmed the provider's information. This includes making a copy of the SS card/photo ID and routing a copy of the documents to MAXIMUS.
- Informal Prov Affidavit** must be completed after the county has confirmed that the provider has signed the affidavit.
- After the county receives the monitoring checklist from DECAL, the Case Manager must complete the **fire extinguisher**, **smoke detector**, and **monitoring checklist** fields.
- All other information on this screen will be entered and updated by MAXIMUS.**

## Provider Directions

MAXSTAR SSL - 01:03:35

File Edit View Server Maxstar Help

EXIT [copy] [save] [print] [refresh] [help] [close]

Data Entry Directions Sat Sep 17, 04:15

Provider #: 33250 Last Name: JOHNSON First: AMAMNDA

DIRECTIONS TO PROVIDER

Starting Point: DFCS Office

DIRECTIONS

Take a left out of office. Continue straight until you reach fork in road. Stay left, thrid house on right.

Screen 4 of 6

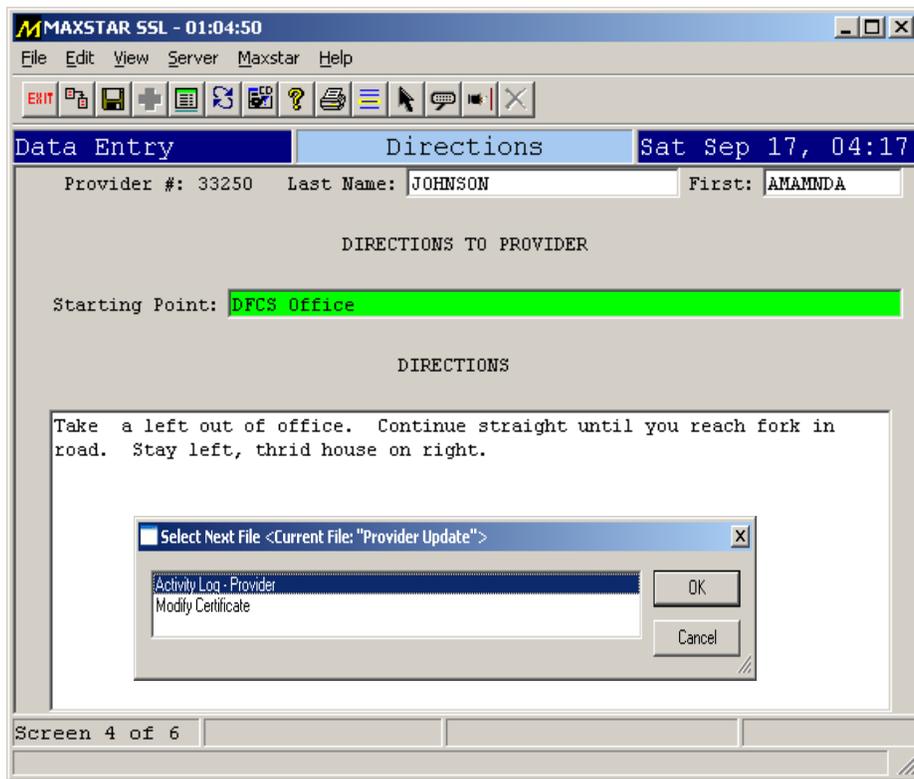
Complete the directions page when entering informal providers.

The **Starting Point** should be a familiar point that can be easily identified. Using a local landmark, major highway, or the local DFCS office as a starting point are best practices.

The **Directions** to the provider's location should be entered in the designated field.

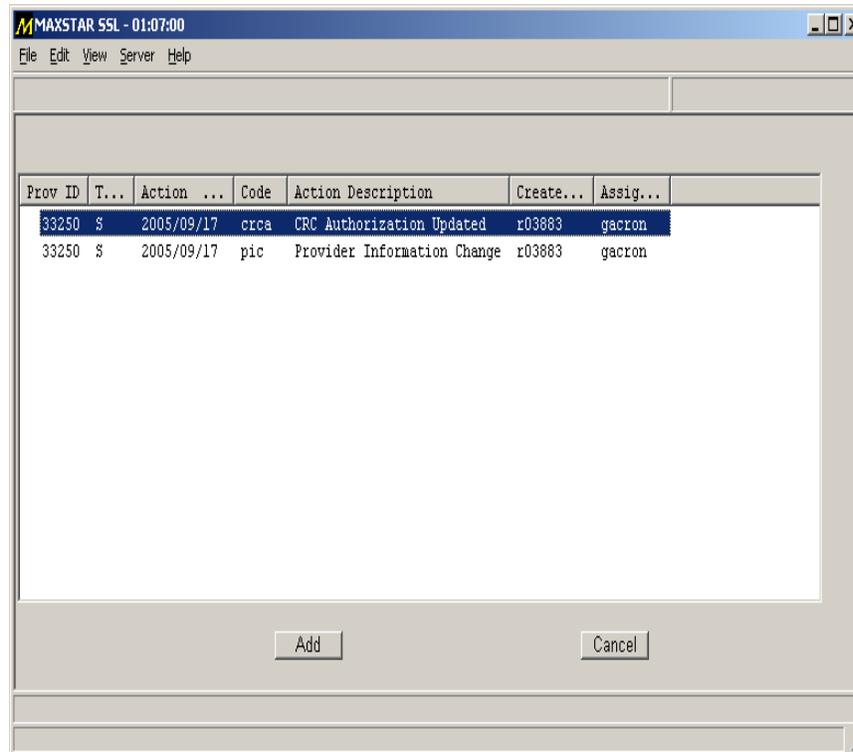
To save the directions and proceed to the next page, the user must press Tab out of the directions field.

## How to Link



Press Ctrl + V to see the provider's activity log or to see a list of the certificates created under this provider's profile.

## Provider Activity Log



The screenshot shows a window titled "MAXSTAR SSL - 01:07:00" with a menu bar containing "File", "Edit", "View", "Server", and "Help". The main area contains a table with the following data:

Prov ID	T...	Action ...	Code	Action Description	Create...	Assig...
33250	S	2005/09/17	crca	CRC Authorization Updated	r03883	gacron
33250	S	2005/09/17	pic	Provider Information Change	r03883	gacron

At the bottom of the window, there are two buttons: "Add" and "Cancel".

By clicking on the link to the Provider's Activity Log, you can view all the provider's activities. The first screen you may see is a listing of the provider's actions. These actions are grouped together according to the action type. By pressing Enter on any highlighted action record, you can view a previous action, or by clicking the **Add** button, create a new action record.

## Action Record

MAXSTAR SSL - 01:08:00

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry Activity Log - Pro... Sat Sep 17, 04:20

Provider: JOHNSON, AMAMNDA CREATED BY: r03883  
Prov ID #: 33250 ON: 09/17/2005  
Phone: (404)652-9987 04:28p

Type Action: **crca** CRC Authorization Updated  
Action Date: 09/17/2005 Call Type: SYSTEM GENERATE  
Expected Action: [Empty Field]  
Priority: 1 Low Client/Prov Call  
Action Assigned To: gacror: USERID, System Location: 060  
Action Completed:  Caller Phone: [Empty Field] Called Parent/Prov:

-----COMMENT-----  
CRC Authorization Changed to N

Call Disposition:  N/A  
Other Explanation: [Empty Field]

Screen 1 of 1 Record 1 of 2 HH:MM xM  
For Help, press F1

The provider's Activity Log allows you to record any action you take for a provider. After entering the Type Action, many of the fields will be pre-populated with dates, times, case manager information, provider information, and action assigned to information. In the Comments field, you can type free-flowing notes that can be read by anyone who accesses this provider's file.

**\*TIP: Before you leave the comments field, to save the information entered, you MUST press Tab to save the record.**

Press Ctrl + U to get back to the provider's profile.

## Provider Tier Information

MAXSTAR SSL - 01:08:20

File Edit View Server Maxstar Help

EXIT Copy Paste Add Print Refresh Help Print List Mouse Keyboard Close

Data Entry Tier Information Sat Sep 17, 04:20

Provider #: 33250 Last Name: JOHNSON First: AMAMNDA

Provider Tier Information

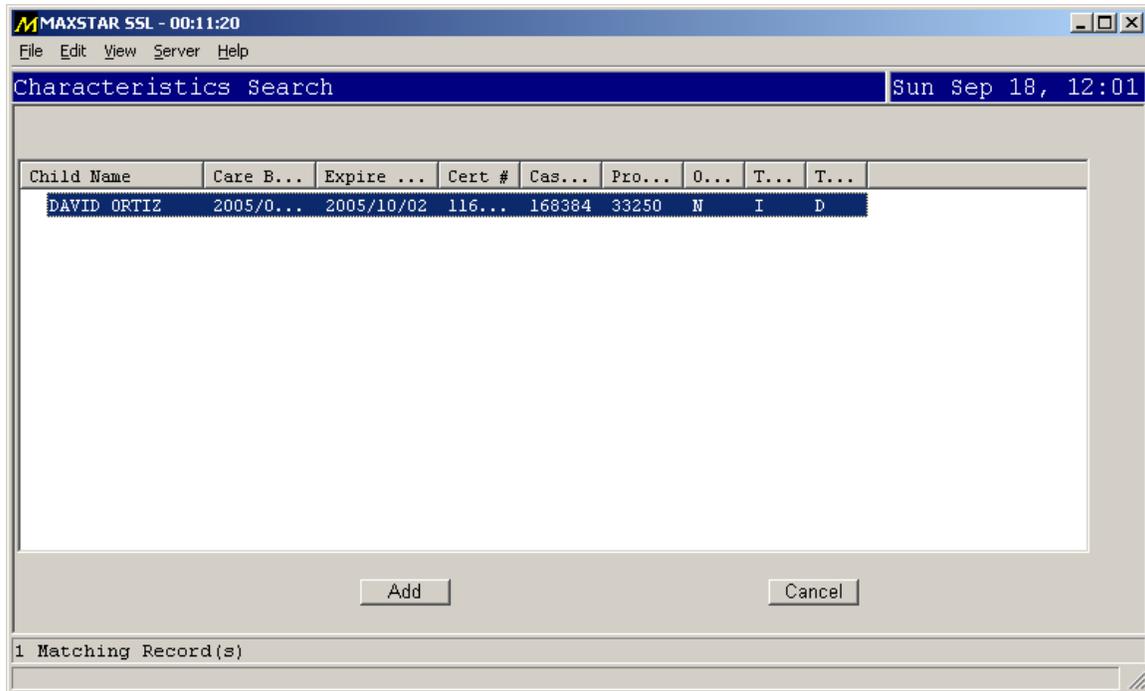
Tier Level	Start	End
*** 1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>

Screen 5 of 6 Expecting "N" at po...

The **Tier Information** allows a user to see if a provider is being paid a tier reimbursement for providing higher quality of services.

While this screen is still a part of the MAXSTAR® system, the tiered reimbursement program has ended. The information on this page shows all providers at the same tier level (1), which is the basic subsidy rate.

## Link to Update Certificate



By pressing CTRL + V, you can link to the Update Certificate screen. Here you can see a list of all the certificates ever created for this provider's profile. To see a particular certificate's information, press Enter on the highlighted certificate.

## Certificate Information

**MAXSTAR SSL - 00:12:05**

File Edit View Server Maxstar Help

**Data Entry**      **MODIFY CERTIFICATE**      Sun Sep 18, 12:02

Casehead: ORTIZ, CARMELA      CAPS ID: 168384      #1      Cert #: 1169542  
 Child Name: DAVID ORTIZ      DOB: 09/22/2004      Sp Need: N

Begin Care: 09/19/2005      Date Expire: 10/02/2005      UAS Code: 544  
 Provider ID: 33250      Provider Name: JOHNSON,AMAMNDA  
 Prov Relationship: AU      Provider Type: Informal  
 Care In Child Home?: N      Prov Reg Fee: \$0  
 Authorize Regist Fee: \$0      Last Paid S/W: N/A

Variable Schedule Only

Type of Care: D      Calendar: N/A

	Day Care	Full Time	Part Time
Negotiated Rate/Override: 0	Prov Charge: 85		
# of Days Per Week: 5	State Rate: 125	0	0
# of Hours Per Day: 9	Child Wkly Fee: 15	15	0
Occasional Care/School Closing: N	Amt to Prov: 70	N/A	
Primary Certificate: Y			
Waive Chld Wkly Fee: N			
Variations:	<input type="text"/>		

Screen 1 of 1    Record 1 of 1

By clicking on the highlighted certificate, you can see all the information for the certificate including case information, provider information, type of care authorized, dates the certificate is authorized for and payment information.

Press Ctrl + U to get back to the provider's profile.

**\*TIP: Please do not modify any information on the certificate using this method to access the certificate. To make modifications to certificates, select the Modify Certificate option from the Main Menu.**

## Provider Claim Information

MAXSTAR SSL - 00:08:10

File Edit View Server Maxstar Help

EXIT [Icons]

Data Entry Provider Claim Inf... Sun Sep 18, 01:40

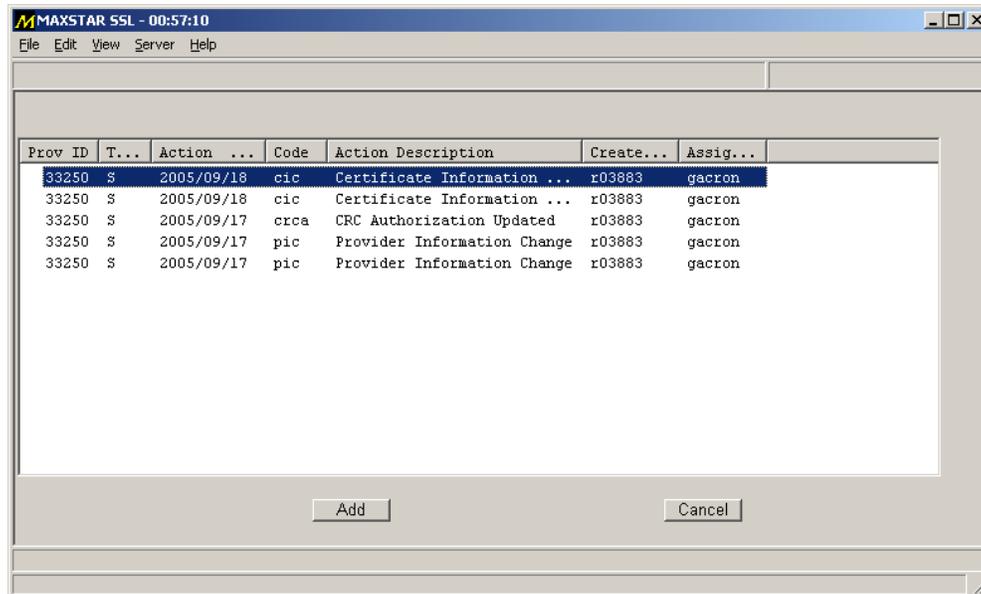
Provider #: 33250 Last Name: JOHNSON

Claim Balance Information	Levy Information
Total Claim Amount:	Holder:
Amount Recoup'ed:	Address:
Amount Lump Sum Repay:	
Reduction Amount:	
Outstanding Balance:	Amount:
Method of Payment:	Collected:
Claim Status:	Balance Due:
Last Claim Payment:	Last Deduction:

Screen 6 of 6

The **Provider Claim Information** allows the user to see at a glance if the provider owes any overpayment and the status of the overpayment recoupment. It will also show any **Levy Information** against the provider. **This page cannot be updated.**

## Communicating with MAXIMUS



The screenshot shows a window titled "MAXSTAR SSL - 00:57:10" with a menu bar (File, Edit, View, Server, Help). The main area contains a table with the following data:

Prov ID	T...	Action ...	Code	Action Description	Create...	Assig...
33250	S	2005/09/18	cic	Certificate Information ...	r03883	gacron
33250	S	2005/09/18	cic	Certificate Information ...	r03883	gacron
33250	S	2005/09/17	crca	CRC Authorization Updated	r03883	gacron
33250	S	2005/09/17	pic	Provider Information Change	r03883	gacron
33250	S	2005/09/17	pic	Provider Information Change	r03883	gacron

At the bottom of the window, there are two buttons: "Add" and "Cancel".

- In order to send a message to MAXIMUS staff about a provider, enter the activity log in the provider record and click on Add.

## Communicating with MAXIMUS

The screenshot shows the MAXSTAR SSL application window. The title bar reads 'MAXSTAR SSL - 01:00:05'. The menu bar includes 'File', 'Edit', 'View', 'Server', 'Maxstar', and 'Help'. The toolbar contains icons for 'EXIT', 'Print', 'Save', 'New', 'Open', 'Close', 'Find', 'Help', 'Home', 'Back', 'Forward', and 'Refresh'. The main window title is 'Data Entry Activity Log - Pro... Mon Sep 19, 03:57'. The form displays the following information:

Provider: JOHNSON, AMAMNDA      CREATED BY: r03883  
Prov ID #: 33250      ON: 09/19/2005  
Phone: (404)652-9987      04:05p

Type Action: Calls4 Call from Provider - Other  
Action Date: 09/19/2005      Call Type: CALL  
Expected Action:   
Priority: 1 Low Client/Prov Call  
Action Assigned To: r03883 Romaniello, Mike      Location: 060  
Action Completed:  Caller Phone:       Called Parent/Prov:

COMMENT

Provider called regarding

Call Disposit  
Other Explanat

Screen 1 of 1

MM/DD/YYYY

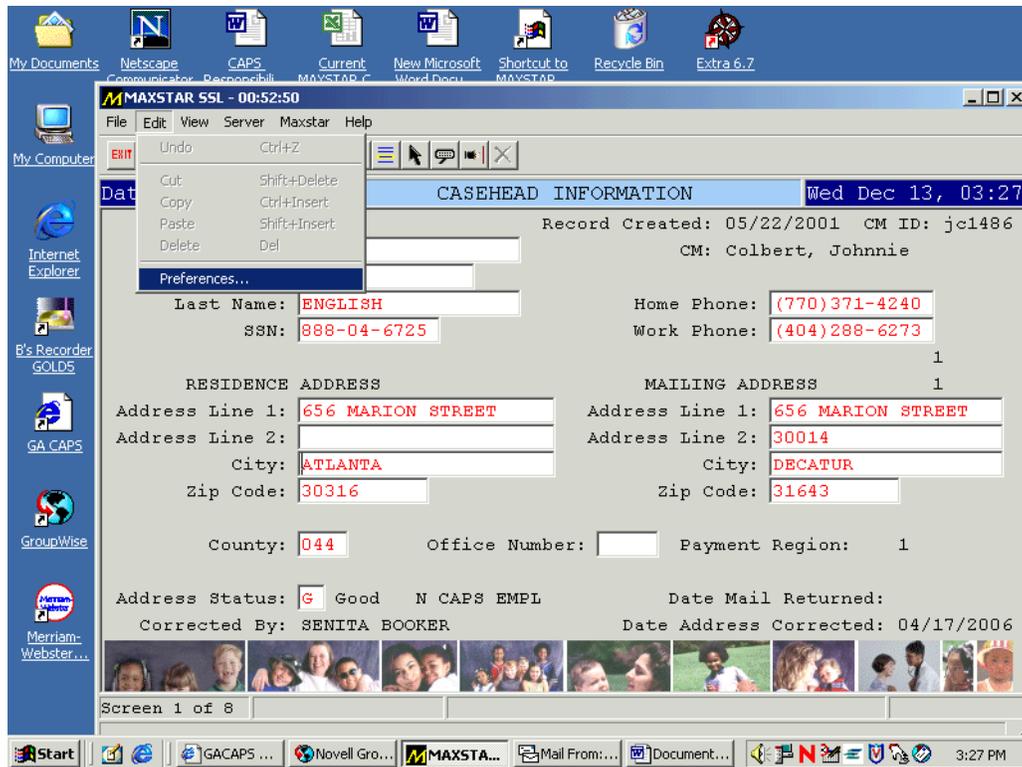
The 'Select Action Completed?' dialog box is open, showing a list of options: C Completed, L Sent to Local Office, N Open, and S Sent to MAXIMUS. The 'S Sent to MAXIMUS' option is selected. The dialog box has 'OK' and 'Cancel' buttons.

- Enter the Action type, for example Call from Provider, and with your cursor in the Action Completed field, press F5. This will display the drop down box with possible choices.
- Highlight and select S Sent to MAXIMUS
- Type your message in the Comment box.
- This notification will appear on a report in the MAXIMUS office the following business day.

# MAXSTAR<sup>®</sup> DATA ENTRY TOOLS

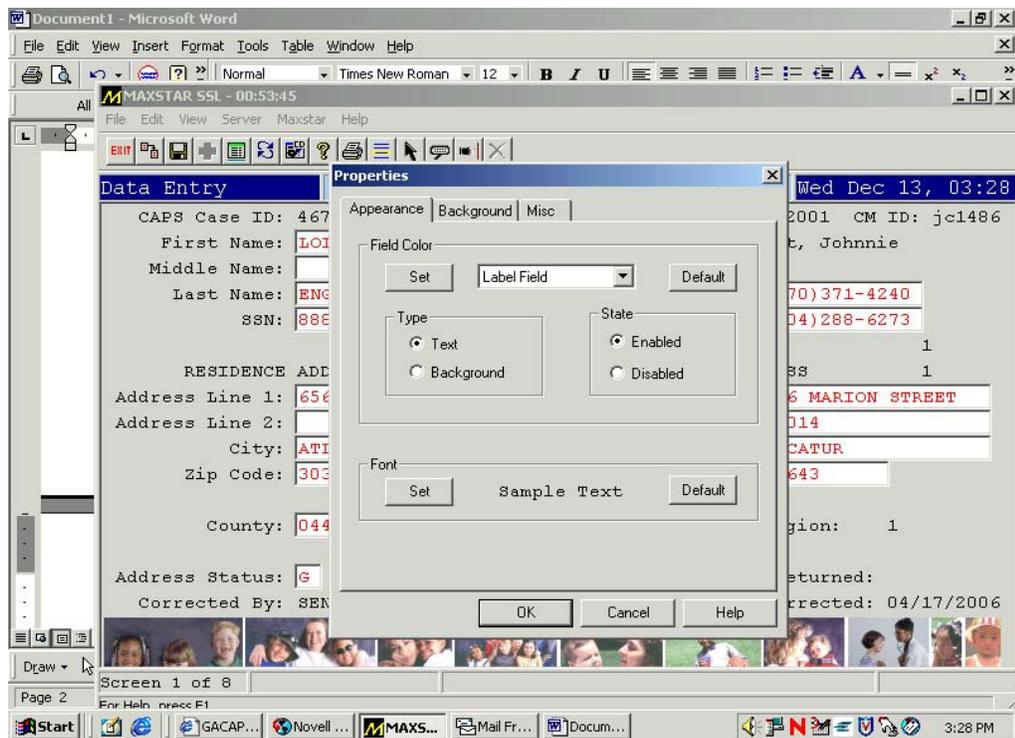
**This training manual is the property of the Department of Human Resources/Division of Family and Children Services/Childcare and Parent Services Unit, and cannot be reproduced or modified in part or in whole for use in demonstrations, advertisements and/or solicitation without the written consent of the Department.**

## How to Highlight the Edit Fields on the MAXSTAR System



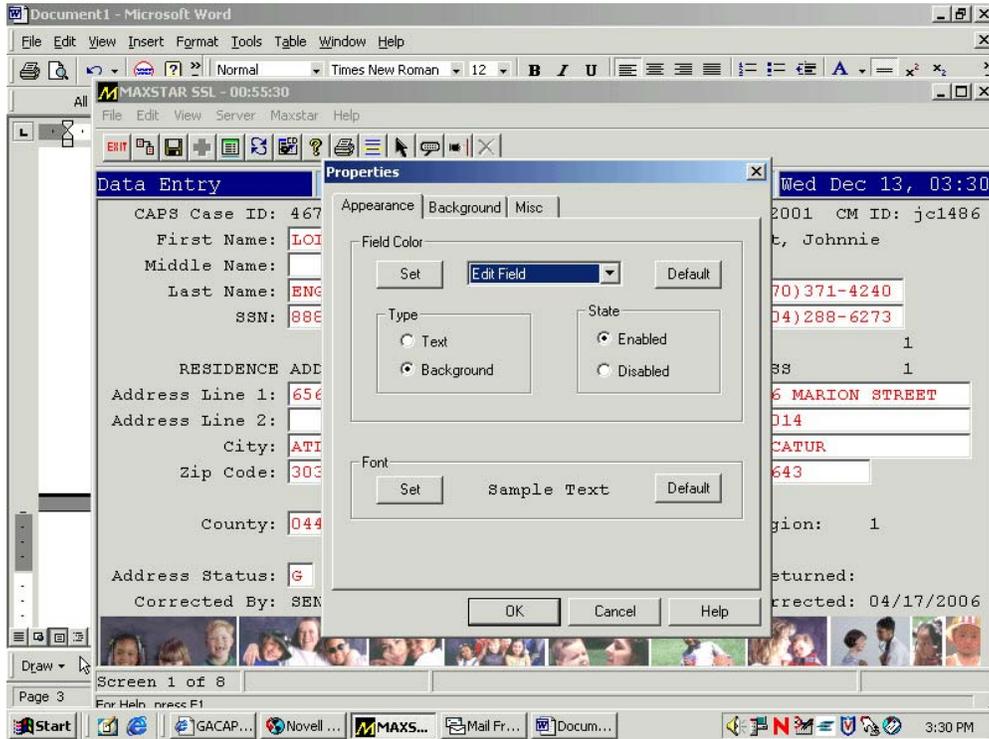
Screen 1

### Click on Edit and Access Preference



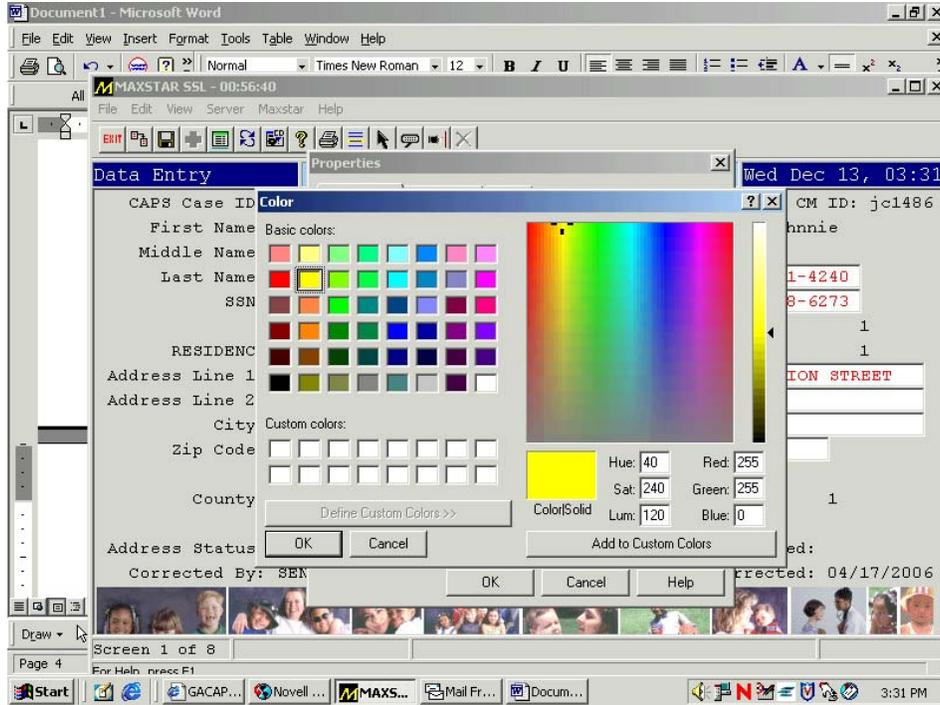
Screen 2

In the Field Color section, change the Set Field to **Edit Field** and the Type to **Background**. Click OK. See Screen 3



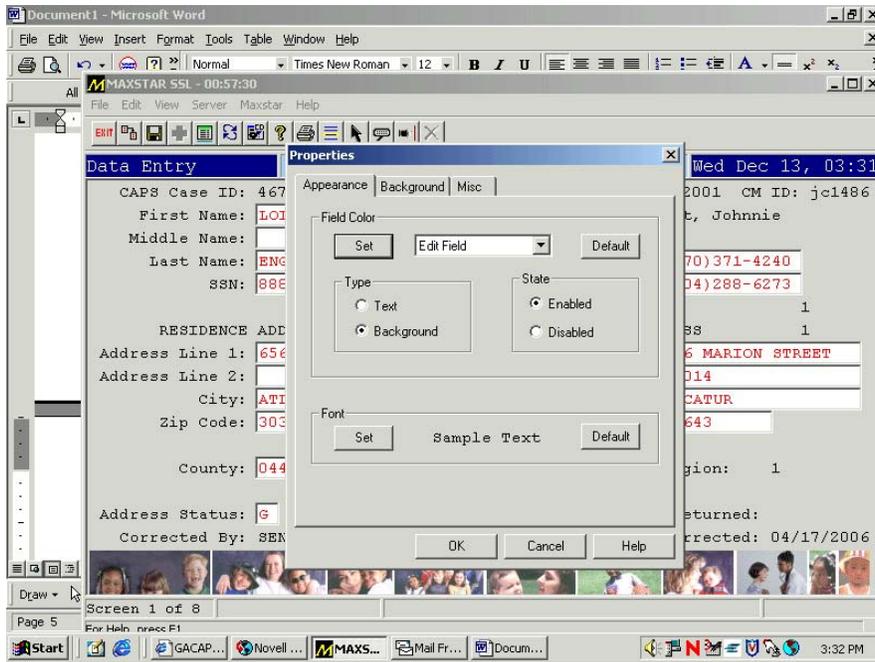
Screen 3

Click on OK.



Screen 4

Choose your desired color. The chosen color will become highlighted and the color will appear in the box below the color chart. Click OK.



Screen 5

Click OK to return to the case.

# Is My MAXSTAR<sup>®</sup> Case OK?

Want to know if you are doing it right? Here is a screen-by-screen evaluation tool to make sure your data entry is going smoothly.

## I. Application Data Entry

### Screen 1:

- Is my casehead's name and address correct?
- Is my casehead's SSN the same as listed on his/her SS card?
- Is my casehead's address current?
- Is my county code correct?

### Screen 2:

- Has my casehead's race been identified?
- Is my casehead a minor parent?
- Is at least one of the ethnicity fields marked with a Y?
- Have I recorded my casehead's Public Assistance (PA) status including start dates, if needed?
- Have I marked a Y for at least one of my casehead's documented activities?
- If needed, have I marked the correct block grant?

### Screen 3:

- Is the employment information current for my casehead?
- Are the work hours listed for my casehead correct?
- Have I entered a Y for Casehead Employment Documented?

### Screen 4:

- Have I completed this page if my casehead is in a training activity and completed this page by marking a Y for Casehead Training Documented?

### Screen 5:

- Have I included everyone in the household (whether in the family unit or not) that is over age 13?
- Is the number in the family unit entered and correct?

### Screen 6 & 7:

- Have I completed these screens for the other parent's activities if they are included in the family unit?

### Screen 8:

- Have I entered the current date in the income verified field?
- Does the case active date (pre-populated) reflect the case's correct date of initial activity based on the client's application?
- Does the application received date reflect the date that the most recent application was received?
- Have I accepted, pended, or denied the case in the case disposition field?

- If granted a waiver, have I waived fees (waive fee field) for the entire case?
- Is the income listed correctly on this screen based on all income entered on each income worksheet?

### **Income Worksheet:**

- Have I completed an income worksheet for every type of income my casehead has received, including countable income such as child support and alimony and excluded income such as TANF and SSI benefits?
- Have I entered the correct number of hours for the hours worked field based on information given from verified wages (pay stubs, employer statements, etc.)? *Hours worked field should only be completed if the income worksheet is based on wages earned through employment. For example, if the worker is completing income based on child support or alimony, there are no number of hours worked.*
- Have I entered the correct income amounts (verified through pay stubs, SUCCESS screens, employer statements, etc.) in the pay stub fields?

### **Child Information:**

#### **Screen 1:**

- Is the child's date of birth correct?
- If the child is special needs, have I marked her/him as such in the special needs field?
- Have I entered the correct relationship in the child's relation to casehead field?
- Is at least one of the child's ethnicity fields marked with a Y?

#### **Screen 2:**

- Is the child's need for care captured correctly?
- Have I marked one child to receive the highest fee?
- Have I entered all children in the household under the age of 13 and whether or not they are in need of care?

### **Certificate:**

- Are the begin care and end care dates correct? For example, does my before/after school care and school holiday full day care certificates only run during the school year?
- Does my summer certificate only have summer months listed?
- Is my UAS code current?
- Have I entered a "Y" in the primary cert field on one certificate for a given time for each child, beginning with the child's certificate I would like the highest fee assessed?

Is my part time care/school holiday certificates marked as occasional care and has the fee been waived?

### **Case Activity Log:**

- Have I documented any extraordinary circumstances and everything necessary to give the case a correct review if read by an outside party?

# Case Data Entry Flow Chart

Below is a flow chart of how a case can be entered in the MAXSTAR® system. It can help the case manager find his or her “flow.” It can be used in conjunction with the “Is my MAXSTAR® case OK” tool to ensure data is entered as smoothly and correctly as possible. If the reader has his or her own “flow” that is working well for them, please use this as further validation. If case entry is not “flowing,” consider this a helpful hints guide to support data entry efforts.

## Order of Case Entry:

After searching to determine that the client has not been previously entered, cases should be entered as outlined below:

### Application:

Screen 1	Casehead Information
Screen 2	Case Programs/Activities
Screen 3	Casehead Employment
Screen 4	Casehead School/Training (if needed)
Screen 5	Other Household Members

At this point CTRL + V to Child Information and add all children under the age of 13. (DO NOT enter certificates for these children. Only complete the 2 screens of the Child Information)

CTRL + U to return to the case. This will take the user back to the last page of data entry.

Screen 6	Other Parent Employment, if needed
Screen 7	Other Parent School/Training, if needed

At this point, CTRL + V to Income Worksheet and enter all countable and excluded income for the entire case. For additional income worksheets (to add more than one source of income), page down on the keyboard to bring up a blank sheet. Remember to enter ALL income before creating a certificate. The system will assess family fees based on the income entered.

CTRL + U to return to the case. This will take the user to the last page of data entry.

### **Screen 8 Case Milestones**

When every necessary field on this screen is complete, follow the directions at the bottom of the screen and “Press CTRL + V to link to child Records and Issue Certificates”

## **Child Information:**

Press CTRL + V from Screen 8, to see all the children entered in the system. Press enter for the first child (usually the youngest) for whom you would like to create a certificate.

Screen 1      Child Information shows the information entered for this child.  
Page down to Screen 2.

Screen 2      Child Need for Care shows this child as having a Need for Care. It also shows that this child is set up to receive the highest fee.

*Note: If the child's need for care changes, such as moving out of the home or aging out, change his/her need for care here and enter a Reason Code.*

IF creating a certificate for this child, follow the instructions at the bottom of the screen and CTRL + V for Certificate.

### **Screen 1:**

Issue Certificate allows the user to create a certificate for this child. On the first page, notice that all the information has N/A listed. DO NOT PANIC. The system is just waiting for the user to give it a little data.

**Enter the Begin Care date.** This is the date that care is to begin for this child with this provider. Care always begins on a MONDAY. Watch what happens after the begin care date is entered. All of the information at the top of the screen populates with the casehead and child's information.

**The Date Expire** is usually pre-populated based on the last week the client is eligible due to recertification. *This date can be changed to reflect the child's date of birth month, the last week of school, job search ending period for the client, etc. Remember when the user changes this date, it will have to end on a SUNDAY. If the child is having a date of birth rate change for ages 1, 3 or 13, the system will flash an edit at the bottom of the screen. This lets the user know to change the Date Expire to reflect the last service week of that child's birth month. Then, if the child is still eligible, create a certificate beginning the first Monday in the next service month following the birth month and let it extend through the end of the certification period with the correct reimbursement rate.*

**Enter the UAS code and provider ID for the child.** If unsure of the provider ID, press F5 (your look-up key) on the keyboard and screen the provider by name or TaxID/SSN. Make sure this provider is not dismissed and is listed at the correct site address.

*Once the user enters the provider's information, some other fields will populate, such as Provider Name, Relationship, and Care in Child's Home.*

If the provider is charging a registration fee, enter it in the **Authorize Regist Fee** field.

Also, enter the provider's actual charge, the type of care and the # of days per week.

If authorizing an occasional care certificate for the child to receive care for school holidays or an occasional weekend, enter a Y in the **Occasional Care** field.

When entering the first certificate, the **Primary Certificate** field automatically defaults to Y. If this is NOT the certificate you want the fee assessed to, replace the Y with an N (no). It is mandatory that the user mark one certificate per child with a "Y" for primary. The first certificate marked with "Y" for primary will receive the family assessed fee. Any remaining fee will be assessed to the next child's certificate marked with "Y" for primary.

If this certificate is for part time care, be sure to enter a "Y" in the **Waive Child Wkly Fee** field.

To write a note on the certificate that you would like your provider and client to be aware of, such as "this certificate is for school holidays only," use the **Variations** field. *Remember, this field is limited.*

Once you have completed all the information on the certificate, CTRL + V to see case information. What you will see is the **Child Need for Care Screen**, showing the certificate just created.

Follow the directions at the bottom of the screen to continue. Press **CTRL + V** to issue another certificate for this child. **Page Down** for Next Child (and issue certificates for remaining children needing care). **Press CTRL + U** to get back to the case.

Once all certificates for all children needing care are complete, CTRL + U to get back to your case. Document everything that was done. Once back in the case, press CTRL + V, and go to the **Case Activity Log**.

Remember, you must mark at least one certificate per child as a primary certificate. If there are no certificates marked with a "Y" for primary, you will not be able to save the record. You must do the following:

- Go to MAXSTAR® and Exit.
- At the Main Menu, go to Modify Certificate.
- Enter the case number where there are no primary certificates marked.
- Go to the first certificate you would like to have the fee assessed.
- Mark the certificate with "Y" for primary.
- Save the record.

Continue until you have marked one certificate primary for each child.

Go back to the Case Data Entry to continue to create any additional certificates, if needed.

### **Case Activity Log**

*When you get to the case activity log, you will see that some activities have already taken place. This is because the system has automatically entered some "logs" for you showing changes you have made. To get to a blank log, click on **Add**.*

### **Screen 1:**

**Activity Log.** You will again see information at the top of the page with N/A listed. Press PF5 to determine what type of action to create or simply type "Notes" into the Type Action field. The information for the case will appear, along with dates, times, priority, action assigned to, and action complete.

The final step is to document all the actions taken on this case. Consider this as you would document on your old Contact Sheet, Form 452. Use the free flowing **Comment** field to enter all circumstances, both usual and unusual surrounding this case. *Remember, in order to save any documentation in the Comment field, the **Tab** key on your keyboard. **This is the only way to save comments.***

After documenting the case and pressing **Tab** to save comments, press CTRL + U to get back to your case. At this point, the case should be complete. If any important data is missing, the system will alert the user when you try to save the case. To save the case, go to the toolbar, click on MAXSTAR®, and scroll down to save or click on the disk on the toolbar.

**Now your MAXSTAR® Case should be OK!**

## REMINDERS

\*\*If the suspension of subsidized care is approved, the case can be suspended in MAXSTAR® by expiring all active certificates, documenting all pertinent information concerning the suspension in the Case Activity Log, informing the Case Head and notifying the provider that any fees charged during this period are to be negotiated between the Case Head and the provider, and creating a tickler file to track the suspension. You do not close the case unless the client does not contact you prior to the end of the suspension or the client is determined ineligible.

\*\*The system will not include the current family fee on any new certificates if certificates with the Primary designation exist in the future. These certificates may begin and end on the same day, but because of the Primary certificate designation and beginning in a future service week, the system cannot process the new family fee. In order to correct the certificates that contain the incorrect Primary designation, go to the Main Menu and pull Modify Certificate. Enter the CASE Number to identify all certificates for the case, review all certificates with a future begin care date and change the Primary designation to "N" on certificates with an end date the same as the begin care date. When all certificates in the case are reviewed and required changes made, the system will correctly assign the family fee.

\*\*You probably have a case with a Minor Parent as the case head. MAXSTAR® calculates the 18<sup>th</sup> birthday of the minor parent and assigns the Recert Due date based on that information. You must reassess this family unit's case information after the case head's 18<sup>th</sup> birthday to continue eligibility through the end of the certification period and assign the appropriate family fee.

\*\*The MAXSTAR Desk Guide has been updated to include Navigation Tips, Provider Training, Navigating MAXSTAR®, Data Entry Tools, Provider Claims, MAXSTAR® Reports, and MAXSTAR® Alerts. Contact your Program Specialist to order copies.

\*\*Certificates entered in the system with UAS Codes 516 must have a Case PA Status of “T” for TANF Applicant and Certificates with UAS Codes 517 and 556 must have a Case PA Status of “C” for Current TANF. The Case PA Status is located on screen 2-Case Programs/Activities of the Case Head Information screens.

\*\*The Waive End Date is calculated by the system to be the 60<sup>th</sup> day from the date that the family fee was waived. MAXSTAR® has an edit that will not allow a certificate to be created past the Waive End Date on Screen 8. If the Waive End Date is not valid, change the Waive Family Fee field to “N” and the Waive End Date will change to N/A and you will be able to create certificates. If the date does not change to N/A, enter a “Y” in the Waive Family Fee field using the F5 option and Save, Exit out of the case to the Main Menu and re-enter the case, using the F5 option for the Waive Family Fee field, enter an “N”, the Waive End Date should update to N/A.

\*\*The MAXSTAR® user ID must be expired when childcare employees transfer to other counties, programs or terminate employment. Project Coordinators must contact the FixProb Help Desk at 1-888-604-8398 or click on NETWORK SERVICES on the GACAPS MAXSTAR Application Page to send an E-mail.

\*\*If there is a need to change the system users name, telephone number, level of access, or password, complete the “Request For MAXSTAR ID For State Employees” and fax to GACAPS DBA, 703-251-8240. All requests must have supervisor or management approval.

\*\*After certificates are issued, MAXIMUS is the only entity that can make changes to Screen 1 – Provider Demographic Information. Counties have access to change selected fields on Screen 3 – Provider Licensing Info, regarding Health and Safety requirements and Screen 4 – Directions. If changes are needed on the Provider Screens after certificates are issued, contact MAXIMUS through the County Communications Link. See MAXSTAR System Alert # 9 for instructions.

\*\*Only case managers and supervisors should have the level of access to make changes in the MAXSTAR® System. Other system users should have “Read Only” access. Project Coordinators must follow instructions in # 2 on this page to change the level of access.

\*\*Make sure that your MAXSTAR® screens are centered on your computer so that the field below the screen number is visible. Important edit messages are generated in this field and the information will assist you in completing the case action correctly.



Correct



Adjust your screen

\*\*To print multiple certificates without leaving the View Certificate prompt, enter the case ID and highlight the desired certificates by holding the CTRL key and left clicking the mouse. Press the Run key and the first highlighted certificate will appear. Print the certificate and press the ESC key, the next highlighted certificate will appear. Continue until all highlighted certificates are printed.

\*\*Detailed information is required in the Comments section, particularly around situations pertaining to case closures, certificates, and changes that affect the level of care. Remember to use the Case Activity Log as you would your Form 452 to document case changes.

# **MAXSTAR<sup>®</sup> REPORTS**

## Reports Available Through MAXSTAR® (as of 9/2005)

**General Guidelines:** From the Reports menu, there are several reports to run which will assist in case management. Depending on the report, you may need to enter certain information.

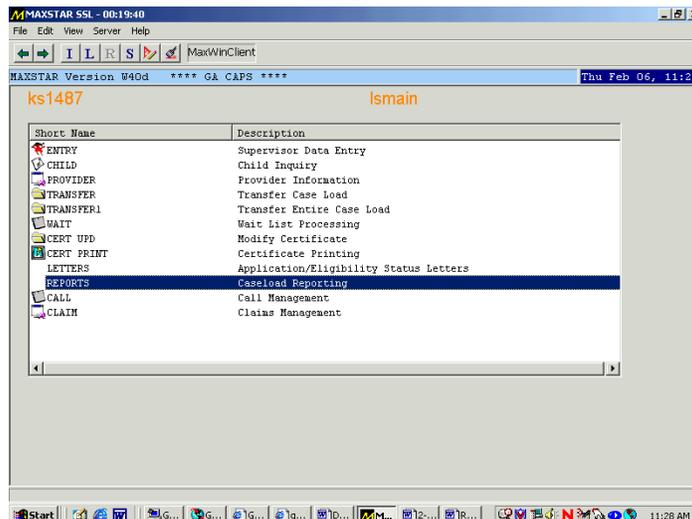
### II. Here are some things to remember when selecting reports...

- County codes must be 3 digit numeric (example: 001)
- Any item entered with letters must be in all caps
- **ALL:** usually designates statewide lists
- **ALL:** under status means providers with both **N** and **Y** status
- Status **Y:** means a provider is currently in active status
- Status **N:** means a provider is not currently in active status
- Fiscal reports can be pulled by counties for their own county or region and state-level staff can pull for specific counties or for all counties
- Any county-level user can pull fiscal reports for their own county
- Many non-fiscal reports can be pulled by county users even if the provider is located outside the client's county
- On the computer screen, page numbers are listed. When you print, depending on the size of the font, your printer, etc, the page numbers may be different on the printed copy.
- Most reports need to be set up to print in font size 8, landscape setting. Some individual computer adjustments may need to be made before printing. To change font size, go under edit, preferences, and font. To change from "portrait" setting, change page setup and print configuration.
- **N/A** refers to "information not available" **NOT** to "information not applicable"!

### Report Summary

The following pages give a brief summary of each report that is currently available on MAXSTAR®. In addition to the summaries are screen prints and an example of each report. As of September 2005, there are more than 40 reports available on MAXSTAR®.

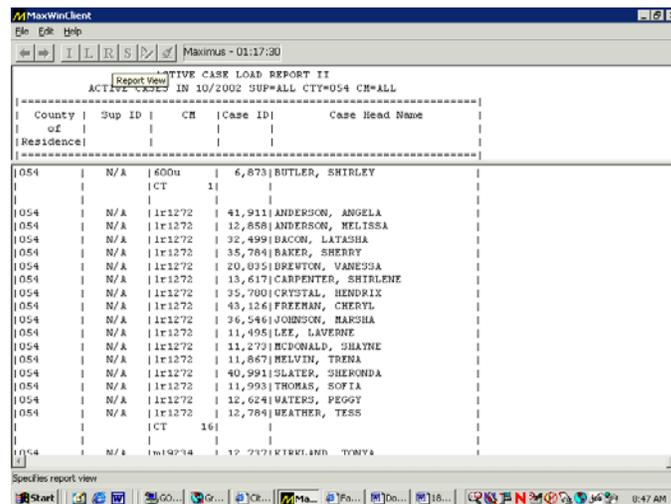
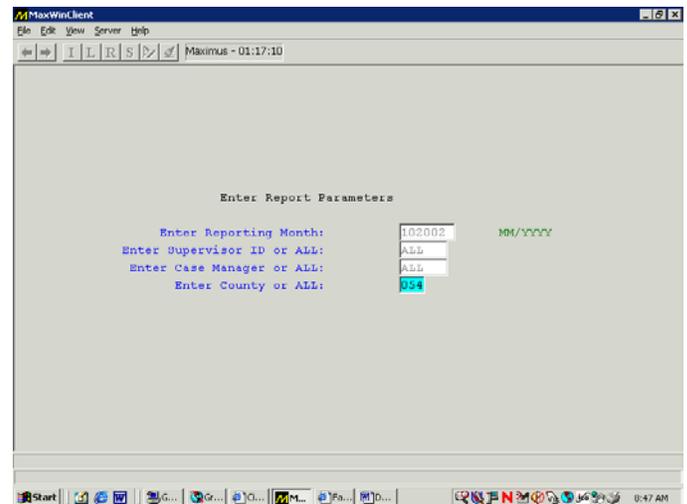
To enter the report menu select "REPORTS" from the main menu.





## Active Case Load Report II

This report is an unduplicated list of cases for a particular case manager. Case head names are listed in alphabetical order by last name. Although not as detailed as the "Active Case Load Report I", this report can provide a more accurate count of caseloads and can be used for identifying cases for accuracy reviews. A case head total is given at the end of the report for each case manager. When the report is pulled for all supervisors and all case managers, a county total is given at the end of the report. **An example is attached.**

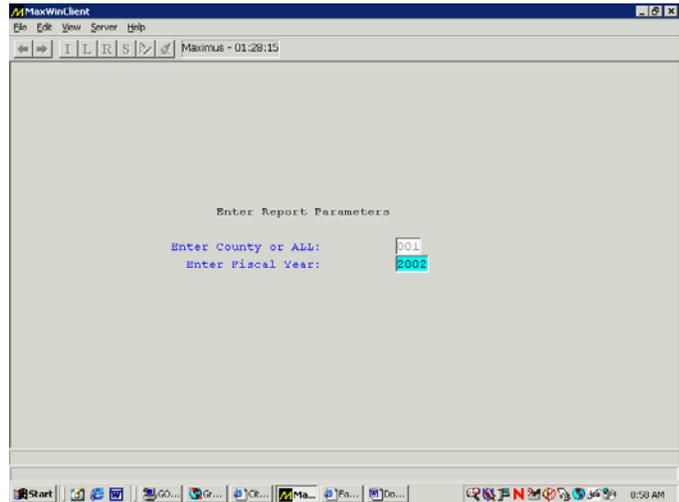


## Budget Summary Report – By County

This management-level report is an abbreviated version of “Budget Summary Report – by UAS.” It shows by county or state, the number of children in care, the number of active certificates, the UAS allocations (based on State fiscal entries for the county), obligations (based on all active certificates in system) and amount spent (based on payments recorded in the system) as of the date the report is pulled for the requested fiscal year.

This report will list all summary information on one page whereas the “Budget Summary Report – by UAS” lists each UAS code on a separate page. Counties can only pull their data but State level consultants can pull county or statewide data. This report is an important tool for managers to use to stay within their allocations. **An example is attached.**

(**Note:** The obligations column will be more useful in the future, than right now, once the procedures for “occasional care certs” are changed. Some counties have several “occasional care” certs per child, and the system currently adds all of those to equal the total listed in this column.)



The screenshot shows the MaxWinClient interface displaying the 'BUDGET SUMMARY REPORT -BY COUNTY' for County 001 for 2002. The report shows a table with columns for County, UAS, # Children, # Certs, Amt Allocated, Amt Obligated, Amt Spent, and % Obligated. The data is as follows:

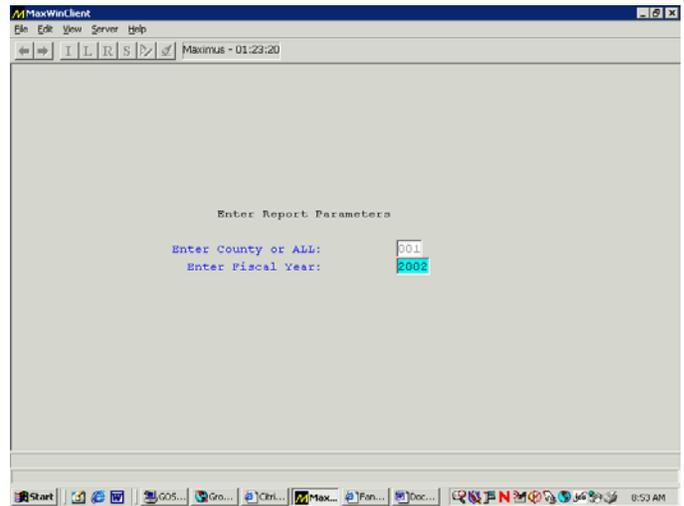
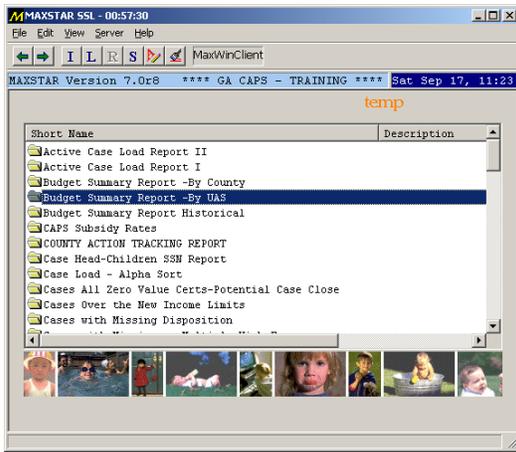
County	UAS	# Children	# Certs	Amt Allocated	Amt Obligated	Amt Spent	% Obligated
001	1516	8	31	2,185	6,473	4,739	28
001	1517	15	57	19,977	27,222	19,070	13
001	1535	21	48	9,111	17,610	13,950	15
001	1544	173	477	234,554	235,055	106,426	10
001	1555	31	31	0	591	296	N/A
CT	5	TO 220	TO 616	TO 265,027	TO 207,761	TO 225,209	
CT	5	TO 220	TO 616	TO 265,027	TO 207,761	TO 225,209	

Legend:  
 TO = Total    CT = Count    AV = Average  
 MN = Minimum    MX = Maximum    SD = Std Dev

# Budget Summary Report – By UAS

This management-level report shows by county or state, the number of children in care, the number of active certificates, the UAS allocations (based on State fiscal entries for the county), obligations (based on all active certificates in system) and amount spent (based on payments recorded in the system) as of the date the report is pulled for the requested fiscal year. Counties can only pull their own data but State-level consultants can pull county or statewide data. This report is an important tool for managers to use to stay within their allocations.

**(Note:** The obligations column will be more useful once the procedures for “occasional care certs” are changed. Some counties have several “occasional care” certs per child, and the system currently adds all of those to equal the total listed in this column.)



MaxWinClient  
File Edit Help  
Maximus - 01:21:15

BUDGET SUMMARY REPORT -BY UAS  
FOR COUNTY OF 001 FOR 2002 AS OF 11/05/2002

UAS	County	# Children	# Certs	Amc Allocated	Amc Obligated	Amc Spent	Obligate
516	001	8	31	2,185	6,473	4,739	25
CT	1	0	31	2,105	6,473	4,739	
Page 1							
517	001	15	57	19,977	27,232	19,878	13
CT	1	15	57	19,977	27,232	19,878	
Page 2							
535	001	21	48	9,111	17,610	13,950	15
CT	1	21	48	9,111	17,610	13,950	
Page 3							
544	001	173	477	234,554	235,855	186,426	10
CT	1	173	477	234,554	235,855	186,426	
Page 4							
555	001	3	3	0	591	296	N/A
CT	1	3	3	0	591	296	
Page 5							
CT	5	220	616	265,027	207,761	225,209	

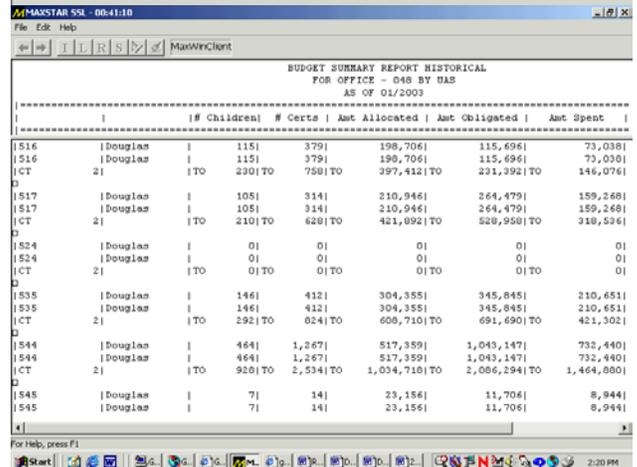
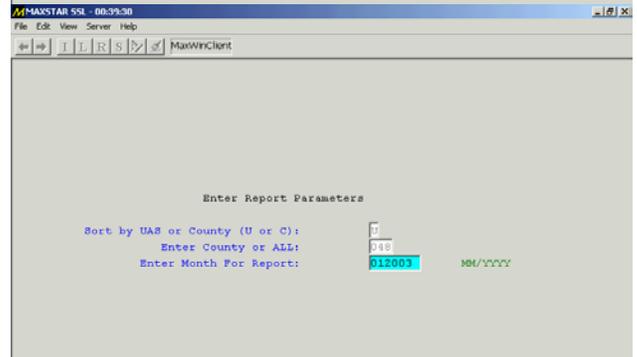
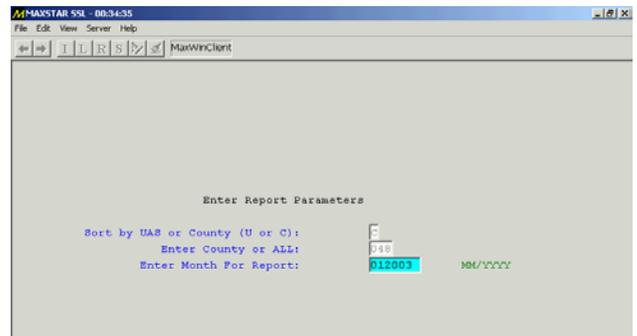
Legend:  
TO = Total    CT = Count    AV = Average  
MN = Minimum    MX = Maximum    SD = Std Dev

1.

# Budget Summary Report Historical

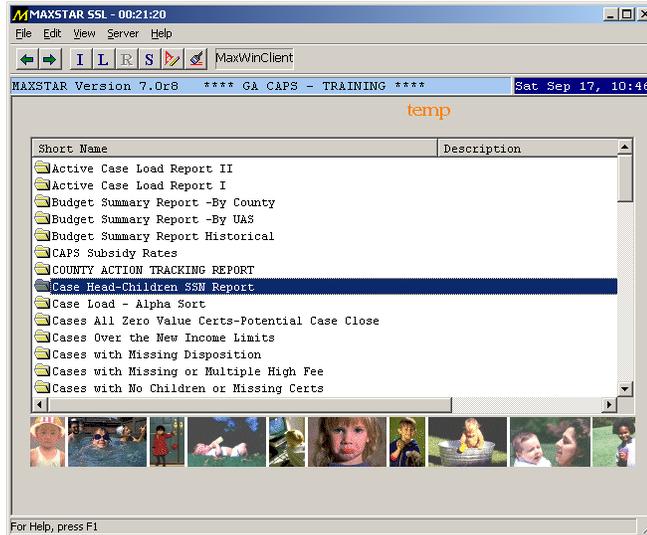
This management-level report is an abbreviated version of "Budget Summary Report – by UAS" and shows by county or state, the number of children in care, the number of active certificates, the UAS allocations (based on State fiscal entries for the county), obligations (based on all active certificates in system) and amount spent (based on payments recorded in the system) as of the date the report is pulled for the requested fiscal year.

If sorted by county this report will list all summary information on one page. If sorted by UAS code this report will list the summary information for each UAS code on a separate page. The information is the same. Counties can only pull their data but State level consultants can pull county or statewide data. This report is an important tool for managers to use to stay within their allocations. (**Note:** The first service month available for this report is January 2003. As we move forward you will be able to pull the report for additional months, however no service months prior to January 2003 will not be available.)



# Case Head-Children SSN Report

This report lists the case head and all children in the case social security numbers. This report can be used to identify SSN discrepancies that exist in cases that cause possible errors in reports, including SSN's that contain entries other than numerical data. This report can be pulled by county or statewide. It can also list children with active or inactive certificates.



The screenshot shows the MAXSTAR 5SL - 00:01:00 application window displaying a table titled 'CASE HEAD-CHILD SSN REPORT'. The table has columns for Case ID, Case Head Name, SSN, Child Name, and Child SSN. The data is as follows:

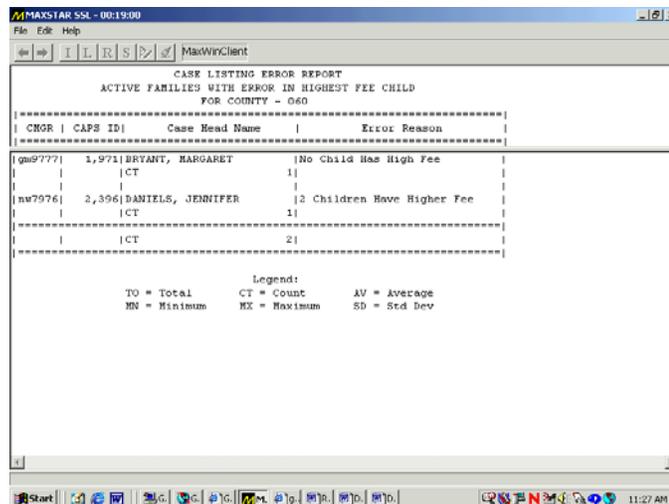
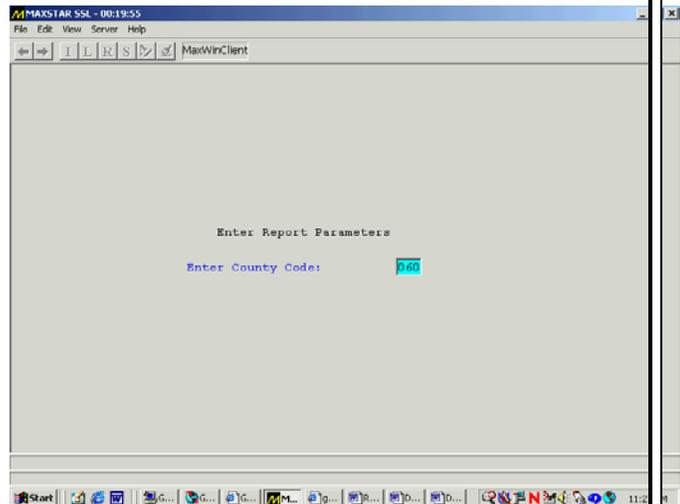
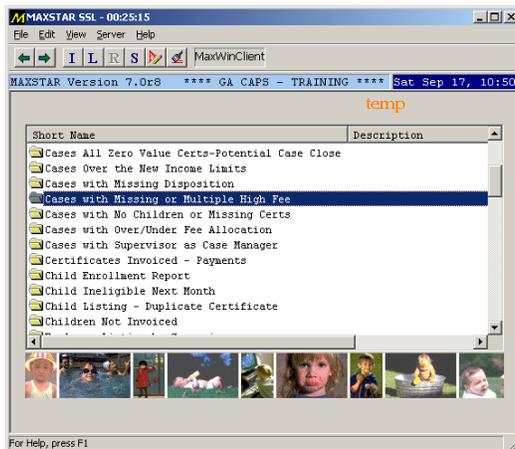
Case ID	Case Head Name	SSN	Child Name	Child SSN
007 1365071	36,187180BERTI, ROBERTO L	155-65-7955	JAYTON V B. JACKSON	187-14-1241
007 1365071	36,187180BERTI, ROBERTO L	155-65-7955	SHIRAZ A. JACKSON	187-14-1591
007 1365071	36,187180BERTI, ROBERTO L	155-65-7955	IVY	
007 1365071	180180BERTI, ASHLEY BROOK	155-41-5124	RYAN D. BERTI	187-14-1311
007 1365071	180180BERTI, ASHLEY BROOK	155-41-5124	ANDREW BERTI	185-09-7341
007 1365071	6,750123B, KATHLEEN T	155-40-0111	ASHLEY BRUCELY	182-44-9071
007 1365071	6,750123B, KATHLEEN T	155-40-0111	CHRISTINA BRUCELY	182-44-9091
007 1365071	6,810100BOSTON, JUDY A	155-40-7511	ROBERT COSTANTINO	185-09-7241
007 1365071	7,124100BESSE, ANGELITA C	183-68-0161	BRUCE D. BISS	183-07-0101
007 1365071	7,124100BESSE, ANGELITA C	183-68-0161	RYAN L. BISS	183-05-1621
007 1365071	7,124100BESSE, ANGELITA C	183-68-0161	CHRISTOPHER S. BISS	183-09-0741
007 1365071	7,124100BESSE, ANGELITA C	183-68-0161	STEPHEN B. BISS	183-05-1641
007 1365071	7,124100BESSE, ANGELITA C	183-68-0161	STEPHEN B. BISS	183-05-1671
007 1365071	7,181100BESS, BRADON	158-44-9971	STEPHEN B. BISS	185-09-0401
007 1365071	7,181100BESS, BRADON	158-44-9971	STEPHEN B. BISS	181-01-9421
007 1365071	7,401000BETHANY, ANANDA	155-41-6109	KATHLEEN BETHANY	181-01-1741
007 1365071	7,401000BETHANY, ANANDA	155-41-6109	BRUCE D. BETHANY	187-02-7101
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9121
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9171
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9181
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9191
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9201
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9211
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9221
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9231
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9241
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9251
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9261
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9271
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9281
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9291
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9301
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9311
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9321
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9331
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9341
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9351
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9361
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9371
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9381
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9391
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9401
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9411
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9421
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9431
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9441
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9451
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9461
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9471
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9481
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9491
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9501
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9511
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9521
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9531
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9541
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9551
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9561
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9571
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9581
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9591
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9601
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9611
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9621
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9631
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9641
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9651
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9661
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9671
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9681
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9691
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9701
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9711
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9721
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9731
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9741
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9751
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9761
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9771
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9781
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9791
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9801
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9811
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9821
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9831
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9841
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9851
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9861
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9871
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9881
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9891
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9901
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9911
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9921
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9931
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9941
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9951
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9961
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9971
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9981
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-9991
007 1365071	6,684100BETHANY, DELAUNDA	155-40-3971	STEPHEN B. BISS	184-01-1001



## Cases with Missing or Multiple High Fee

This report is pulled by county gives a listing of any cases that have an error concerning the assignment of the highest assessed fee. For example a case may be listed on this report when a the highest fee has not been assigned to any of the children in the case or when the highest fee has been assigned to more than one child.

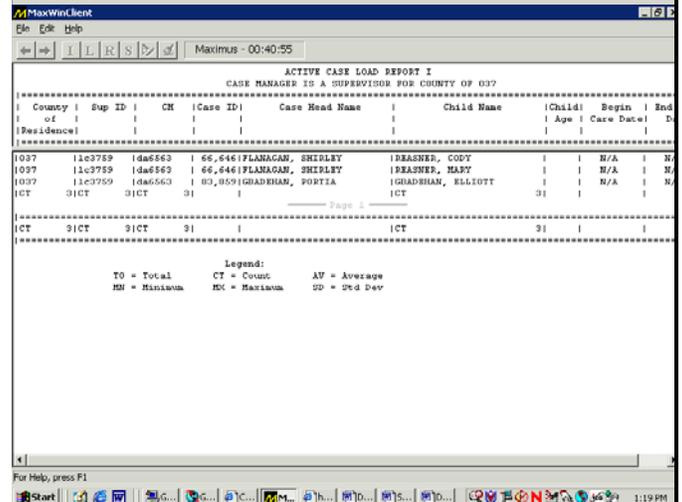
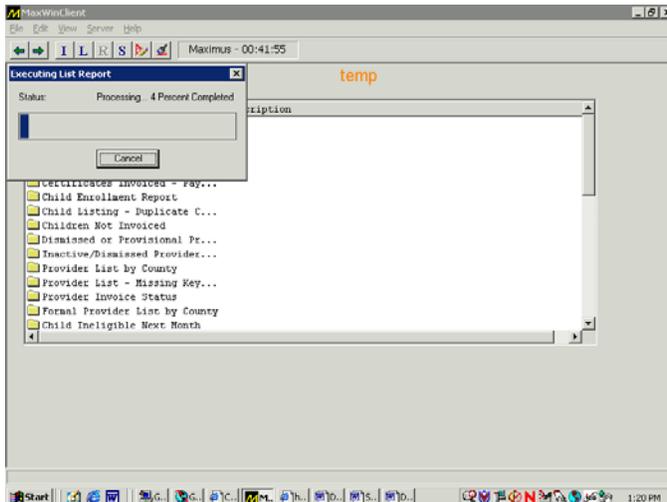
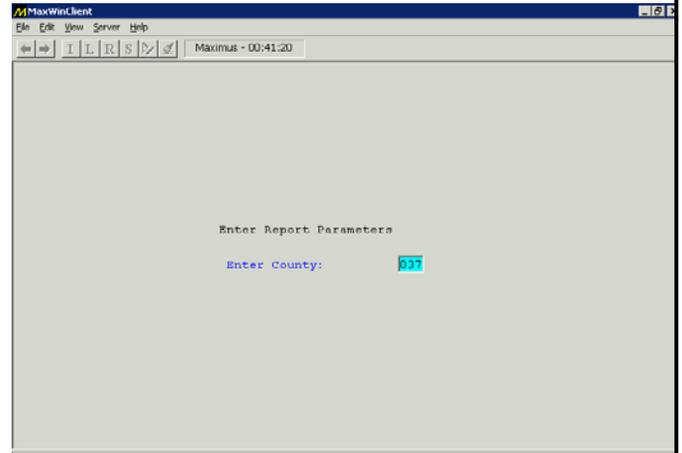
The ability to manually assign the highest assessed fee to a particular child became effective 2-3-2003 as explained in the MAXSTAR® SYSTEM ALERT #15 dated 1-14-2003. **An example is attached.**





## Cases with Supervisor as Case Manager

This caseload report shows by county any cases managed by a person with supervisor access in MAXSTAR® as well as cases in the process of being transferred from another county. It may be useful to counties to show caseloads covered by a supervisor in a worker's absence, or to show the extent the supervisor is involved in direct caseload activities. **An example is attached.**



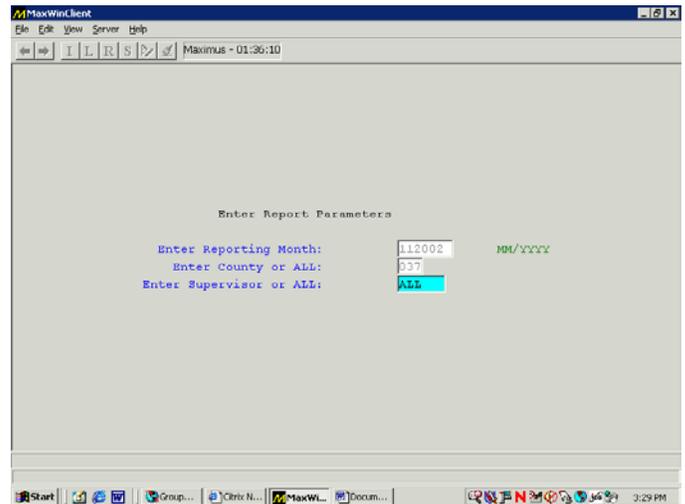
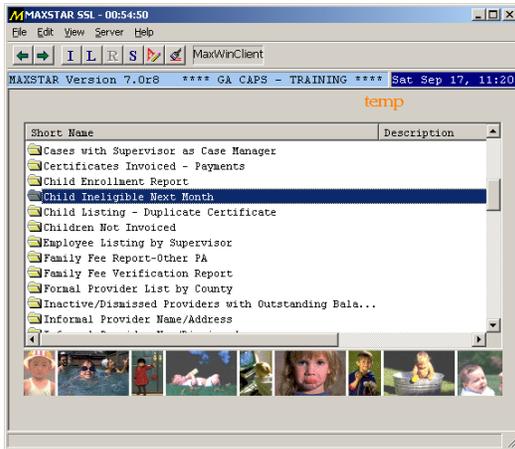




## Child Ineligible Next Month

This report lists all children with active certificates who have a certificate that expires the month the report is pulled. The report can be pulled for a specific county or all counties or for a specific supervisor or all supervisors. **An example is attached.**

**Note:** Since this report is pulled based on when children's certificates end, it is not the same as the report that lists cases with a recertification due. Examples of other situations that will cause a child to be listed on this report include: a child's birthday during the report month results in a weekly rate change; the start or finish of the school year causing a change in the type of care authorized.

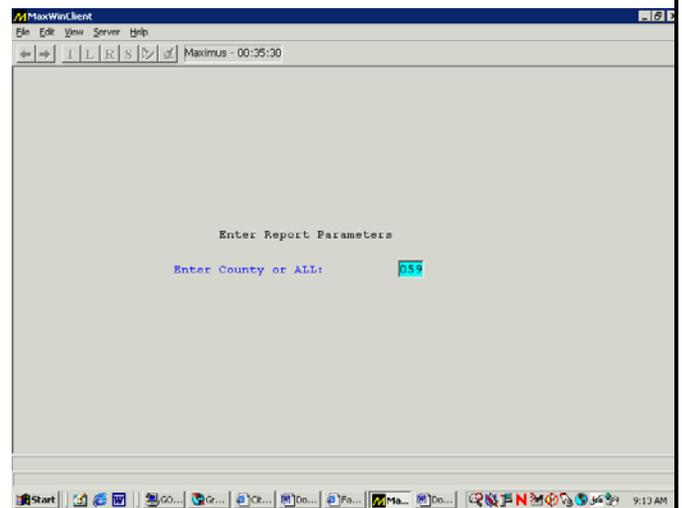
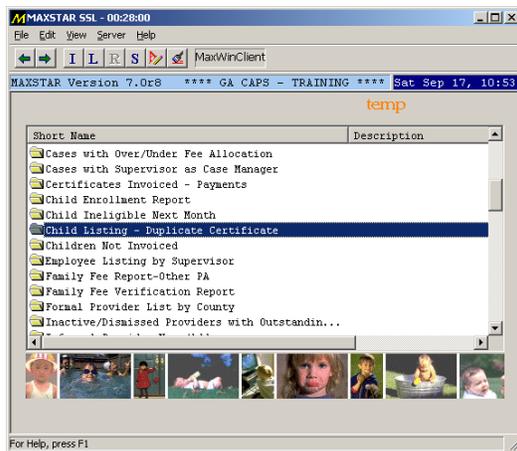


CHILD INELIGIBLE NEXT MONTH  
ACTIVE CERT IN 11/2002 BUT NOT NEXT MO & SUP=ALL CTY=037

County	Supervisor	CM	Case ID	Child #	Child Name	Day of Birth	Max Cert End
037	1c3759	qo6470	1025	1	PIERCE, ANTRAVENO	01/29/1996	11/24/2002
037	1c3759	qo6470	1025	2	BARRETT, ANQUIONNE	07/23/1998	11/24/2002
037	1c3759	qo6470	1025	3	BARRETT, SHAIKEN	01/26/2000	11/24/2002
037	1c3759	qo6470	1025	4	BARRETT, RAHEED	10/30/1996	11/24/2002
037	1c3759	qo6470	1033	1	JOHNSON, DARIUS	02/18/1997	11/05/2002
037	1c3759	qo6470	1033	3	CARNEGIA, WILLIAM	08/20/1991	11/05/2002
037	1c3759	qo6470	1033	4	CARNEGIA, DARYL	09/31/1992	11/05/2002
037	1c3759	qo6470	1033	5	CARNEGIA, SHANTQUA	12/31/1993	11/05/2002
037	1c3759	qo6470	14051	12	DEBERRY, DEJANAE	06/21/1992	11/03/2002
037	1c3759	qo6470	14851	3	DEBERRY, DELFONE	01/12/1996	11/03/2002
037	1c3759	qo6470	120139	1	SAFF, TATIANA	06/15/2000	11/10/2002
037	1c3759	qo6470	6342	1	BROWN, DAVONTLE	01/15/1994	11/17/2002
037	1c3759	qo6470	6342	12	SMITH, TIMOTHY	06/21/1992	11/17/2002
037	1c3759	qo6470	6342	14	WOOTEN, REGINA	01/25/1996	11/17/2002
037	1c3759	qo6470	64171	1	JONES, AISJAH	05/22/2001	11/17/2002
037	1c3759	qo6470	64344	1	YARBRODGE, MONTANA	05/08/2001	11/24/2002
037	1c3759	qo6470	64642	1	TOFF, DAVID	09/10/2001	11/24/2002
037	1c3759	qo6470	67212	1	FRANKLIN, JEFFERY	11/03/2001	10/07/2002
037	1c3759	qo6470	60135	1	WALEON, VIVICA	02/19/1990	11/03/2002
037	1c3759	qo6470	72031	1	HARVEY, MARCEL	11/09/2001	08/25/2002
037	1c3759	qo6470	1026	3	LINDSEY, STEVEN	06/05/1994	11/10/2002
037	1c3759	qo6470	1826	4	LINDSEY, JUSTIN	09/19/1999	11/10/2002
037	1c3759	qo6470	1026	5	LINDSEY, JUSTIN	03/23/2001	11/10/2002

## Child Listing – Duplicate Certificate (Note: this report, when pulled, is titled “Child Listing – Duplicate Payments / Duplicate Cert Exists for \_\_\_ County”)

This report shows some potential problem cases for all case managers in a county. It may be appropriate, based on policy, for some children to have duplicate certificates, so those children on the report may not need to have anything changed in the system. However, in reviewing this report, the case manager can see at a glance all children for whom duplicate certificates were issued, along with the certificate number, the care begin and end dates, the amount to the provider and the type of care. This report can be useful in determining if errors exist which need correction. **A county specific example is attached.**



CHILD LISTING - DUPLICATE PAYMENTS  
DUPLICATE CERT EXISTS FOR 059 COUNTY

County	Case Manager	Child Name	CASE ID	Child Number	Cert ID	Prov ID	Cert Begin	Cert End	Amount	Type
059	is0672	CHAMBERS, TIMOTHY	48,615	11,334,629	16,527101/28/2002106/09/2002				131	P
059	is0672	CHAMBERS, TIMOTHY	48,615	11,394,514	16,527101/28/2002106/09/2002				221	B
059	is0672	CHAMBERS, TIMOTHY	48,615	11,394,492	16,527105/27/2002106/09/2002				571	D
059	is0672	CHAMBERS, TIMOTHY	48,615	11,394,150	16,527106/10/2002108/11/2002				551	D
059	is0672	CHAMBERS, TIMOTHY	48,615	11,196,509	16,527106/18/2001108/12/2001				321	B
059	is0672	CHAMBERS, TIMOTHY	48,615	11,394,171	16,527108/12/2002105/04/2003				131	P
059	is0672	CHAMBERS, TIMOTHY	48,615	11,394,173	16,527108/12/2002105/04/2003				301	B
059	is0672	CHAMBERS, TIMOTHY	48,615	11,196,517	16,527108/13/2001106/02/2002				131	P
059	is0672	CHAMBERS, TIMOTHY	48,615	11,340,509	16,527112/31/2001103/06/2002				621	D
059	is0672	VAUGHN, DESTIN	08,090	11,470,404	16,400105/05/2003108/17/2003				621	D
059	is0672	VAUGHN, DESTIN	08,090	11,470,425	16,400108/26/2002105/04/2003				571	D
059	is0672	WOOD, SAMANTHA	20,430	21,122,021	16,413103/12/2001104/29/2001				71	P
059	is0672	WOOD, SAMANTHA	20,430	21,122,011	16,413103/12/2001104/29/2001				321	B
059	is0672	WOOD, SAMANTHA	20,430	21,122,015	16,413103/12/2001104/29/2001				301	P
059	is0672	WOOD, SAMANTHA	20,430	21,62,042	16,413110/02/2000103/11/2001				301	P
059	is0672	WOOD, SAMANTHA	20,430	21,72,606	16,413112/11/2000103/11/2001				571	D
059	is0672	WOOD, SAMANTHA	20,430	21,72,584	16,413112/18/2000103/04/2001					

Page 1 of 1

Legend:  
 TQ = Total    CT = Count    AV = Average  
 MM = Minimum    MC = Maximum    TD = Std Dev

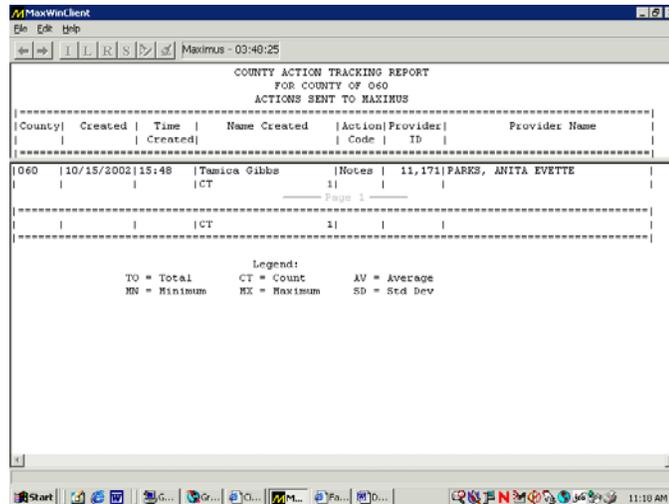
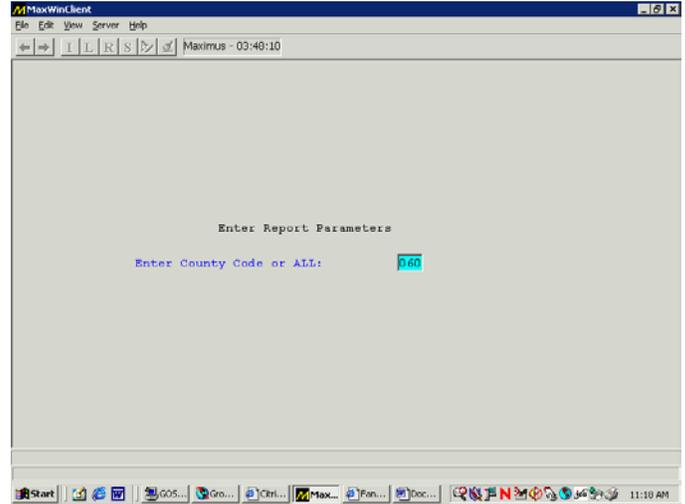
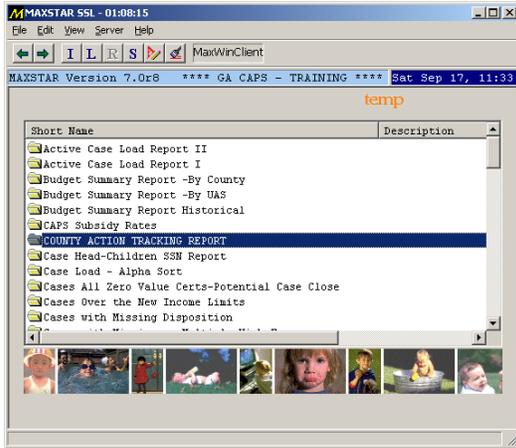
## **Children Not Invoiced**

**(NOTE: This report is not currently available.)**

This report is currently only available statewide. Enter the report month, and it will show all children not invoiced or who did not attend authorized care for any service week within that particular service month. It can be helpful to identify follow-up needed by the case manager if there are problems with either the case or the provider profile.

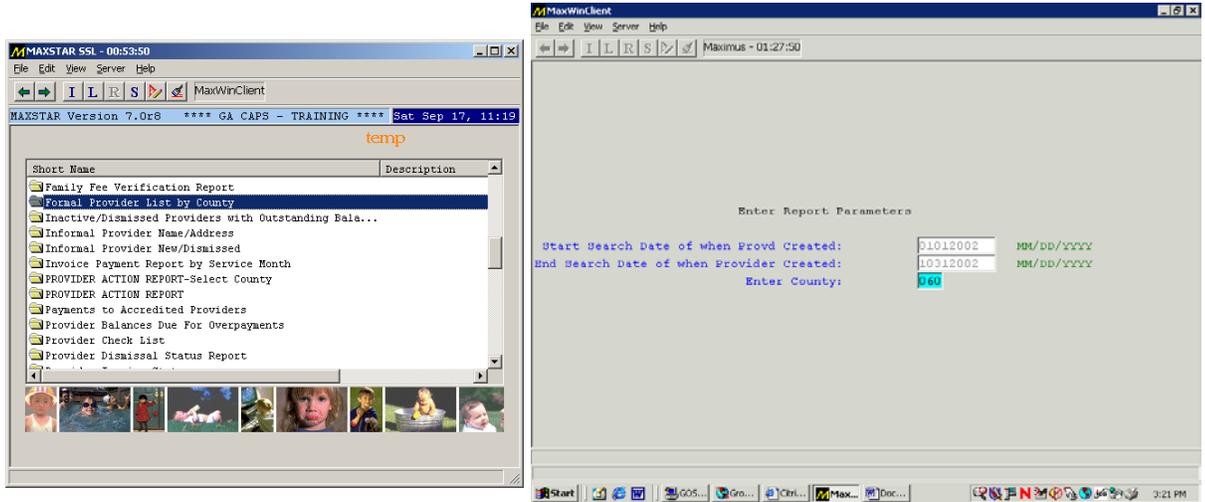
# County Action Tracking Report

This report details the county actions that have been sent to MAXIMUS by county staff. The report includes the following information: county number, date created, time created, name of staff that created the action, the action code, the provider ID #, and the provider name. **An example is attached.**



# Formal Provider List by County

This report is different from the Provider List by County in that informal providers are not included and because the case manager can pull the report for a specified period for a particular county. This report can be a useful management tool such as if you are interested in identifying new providers entered into the system within specified period.

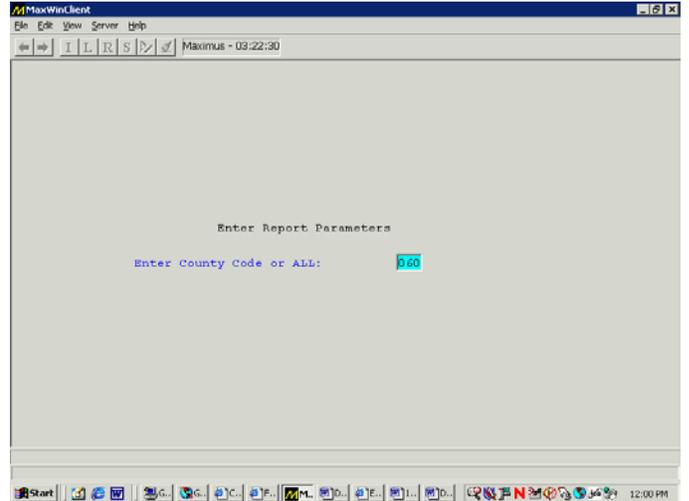


The screenshot shows the 'FORMAL PROVIDER LIST BY COUNTY' report. The report is titled 'FORMAL PRINTED ON 06 OCT 2002 01:28:25'. It contains a table with columns for County, Provider ID, Provider Name, Provider Address 1, Provider City, Provider State, and Provider Zip. The data is filtered for County 060 (DeKalb County). The table lists various providers such as 'LAWRENCE, ANN', 'SMALL, ANDREW', 'LAWRENCE, MONIKA', etc.

County	Provider ID	Provider Name	Provider Address 1	Provider City	Provider State	Provider Zip
060	127749	LAWRENCE, ANN	10475 SPRINGDALE DR	ATLANTA	GA	30321
060	124962	SMALL, ANDREW	10442 LAWRENCE RD	ATLANTA	GA	30321
060	124692	LAWRENCE, MONIKA	12175 CHANTON AVENUE	ATLANTA	GA	30321
060	124699	SHALGO, GABRIEL	12772 BUCKINGHAM ROAD	DECATUR	GA	30034
060	124225	SHALGO, GABRIEL	12772 BUCKINGHAM ROAD	DECATUR	GA	30034
060	124312	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124316	STEP TRUCK DEVELOPMENT CENTER	12744 SPRINGDALE RD	ATLANTA	GA	30321
060	124344	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124345	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124346	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124347	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124348	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124349	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124350	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124351	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124352	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124353	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124354	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124355	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124356	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124357	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124358	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124359	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124360	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124361	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124362	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124363	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124364	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124365	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124366	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124367	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124368	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124369	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124370	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124371	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124372	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124373	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124374	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124375	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124376	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124377	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124378	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124379	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124380	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124381	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124382	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124383	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124384	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124385	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124386	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124387	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124388	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124389	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124390	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124391	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124392	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124393	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124394	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124395	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124396	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124397	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124398	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124399	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124400	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124401	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124402	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124403	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124404	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124405	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124406	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124407	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124408	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124409	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124410	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124411	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124412	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124413	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124414	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124415	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124416	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124417	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124418	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124419	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124420	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124421	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124422	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124423	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124424	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124425	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124426	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124427	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124428	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124429	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124430	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124431	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124432	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124433	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124434	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124435	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124436	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
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060	124439	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124440	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124441	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124442	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124443	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124444	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124445	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124446	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124447	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
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060	124449	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124450	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124451	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124452	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124453	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124454	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124455	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
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060	124457	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124458	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124459	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124460	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124461	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124462	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
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060	124469	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124470	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124471	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124472	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124473	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124474	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124475	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124476	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124477	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124478	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124479	SMITH, IN THE DEPT	12726 PLAY SQUARE RD	ATLANTA	GA	30321
060	124480	SMITH, IN THE DEPT	12726 PLAY			

## Inactive/Dismissed Providers with Outstanding Balances

This report, generated by a specific county, specifically reflects any providers in inactive or dismissed status for which an outstanding claim has not been recouped. This report is necessary for county staff that will need to follow up with those providers to obtain repayment, per existing overpayment policies.



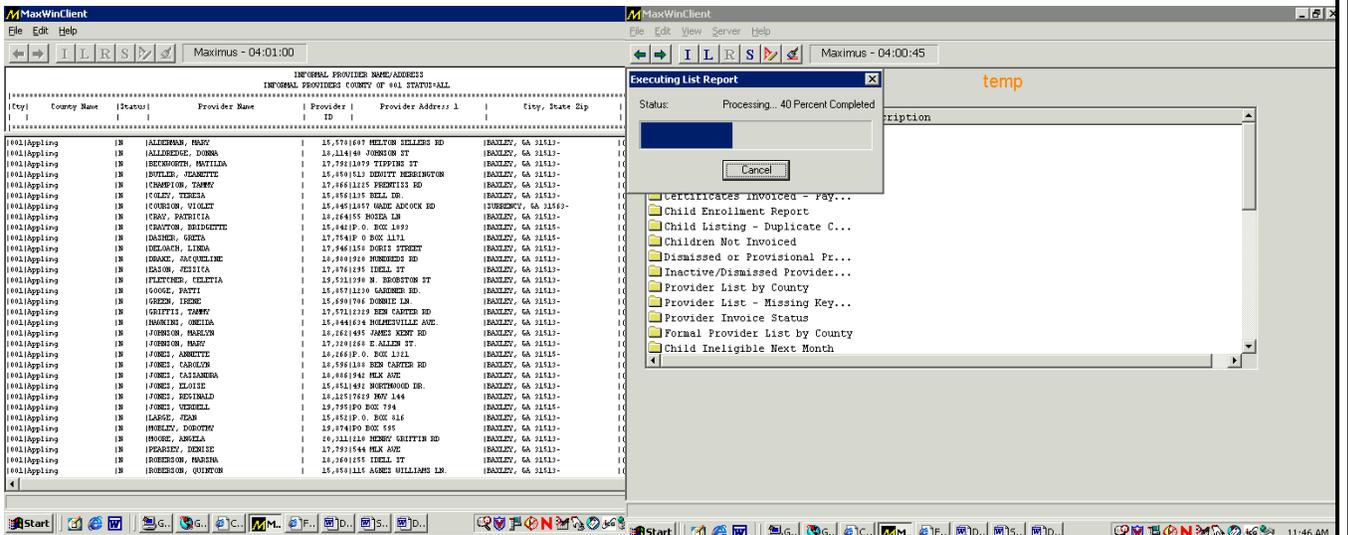
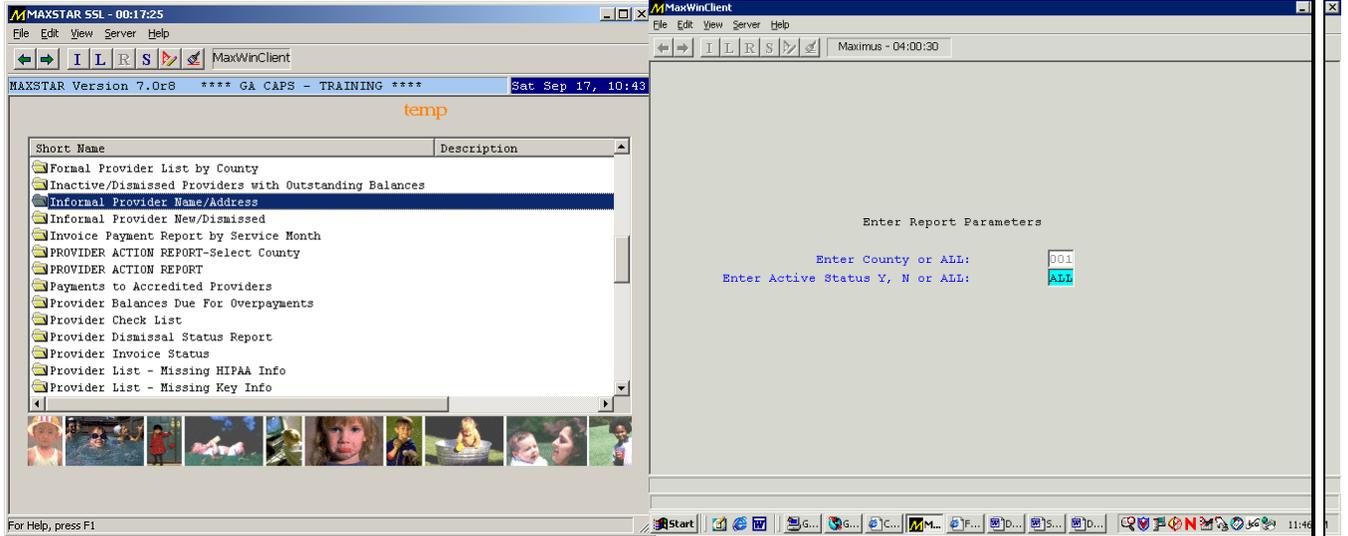
The screenshot shows the report output in a text-based table format. The title is 'INACTIVE/DISMISSED PROVIDERS WITH OUTSTANDING BALANCES' and the county is 'CTY=060'. The table has columns for County, Provider ID, Provider Name, Provider Tax ID/SSN, and Recoupment Balance. The data is as follows:

County	Provid ID	Provider Name	Provid Tax ID/SSN	Recoupment Bal
060	110015	JOHNSON, SHAPON DENIS	1253063036	1941
060	111064	CADE, MARGARET R.	095448461	2251
060	111075	MITCHELL, CATHERINE	1522121960	2601
060	116427	TRAVIS LEARNING CENTER	1582412347	3201
060	116785	EAST ATLANTA / DERALS, TODAY'S CHIL	582527332	4,0801
060	12978	BEEFORD PINES DAYCARE CENTER	1581169016	5951
060	18296	ST. MARK DAY CARE CENTER	1581450699	4651
CT	7 CT	7		TO 6,1391

Legend:  
 TO = Total    CT = Count    AV = Average  
 MN = Minimum    MX = Maximum    SD = Std Dev

# Informal Provider Name/Address

This report shows, by county or statewide, all active and inactive informal providers. Depending on the information requested there are numerous options for the report format. It is helpful for counties to have complete lists of informal providers who are being used and helpful for DECAL to have the lists in order to complete health and safety monitoring visits.

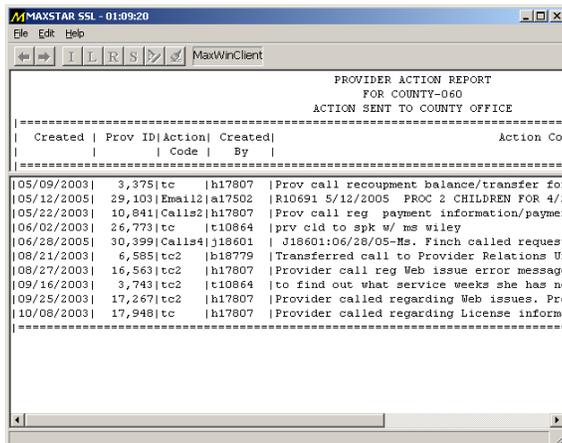
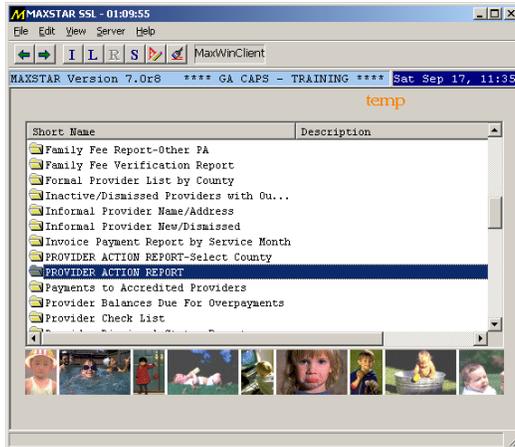






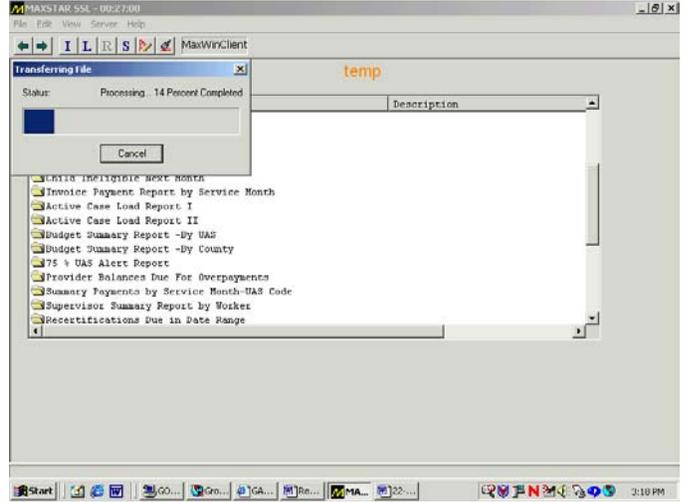
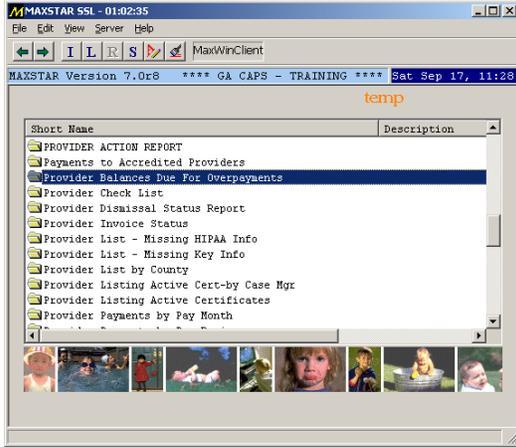
## Provider Action Report

This report details the provider actions sent by MAXIMUS to county staff. When MAXIMUS becomes aware of changes to a provider's information, a provider action log will be created to notify the county. County staff should pull this report periodically to see if there are any provider actions requiring county action.



## Provider Balances Due For Overpayments

This report displays the recoupments due from providers. The report lists the provider ID number, provider name, total claim amount, total repayments, total balance, and the date the information was last updated. **An example is attached.**



MAXSTAR SSL - 00:07:25

PROVIDER BALANCES DUE FOR OVERPAYMENTS  
PROVIDER BALANCE GREATER THAN ZERO

Prov ID	Prov Name	Total Amount Due	Total Repayments	Total Balance	Last Updated
26	CHILDREN TODAY (TUCK)	90	0	90	01/31/2003
CT		90 TO	0 TO	90	
29	CREECH ENT INC DBACH	72	0	72	01/31/2003
CT		72 TO	0 TO	72	
42	DAVIS SISTERS ALWAY,	50	13	37	01/31/2003
CT		50 TO	13 TO	37	
55	YMCA METROPOLITAN AT	38	0	38	01/31/2003
CT		30 TO	0 TO	30	
09	LA PETITE ACADEMY-PUI	229	0	229	01/31/2003
CT		228 TO	0 TO	228	
124	SEVEN OAKS ACADEMY	647	0	647	01/31/2003
CT		647 TO	0 TO	647	
126	SHELTERING ARMS (WEB)	85	0	85	01/31/2003
CT		85 TO	0 TO	85	
151	WOODS CHLD DEVELOPM	424	172	252	01/31/2003

MAXSTAR SSL - 00:18:30

PROVIDER BALANCES DUE FOR OVERPAYMENTS  
PROVIDER BALANCE GREATER THAN ZERO

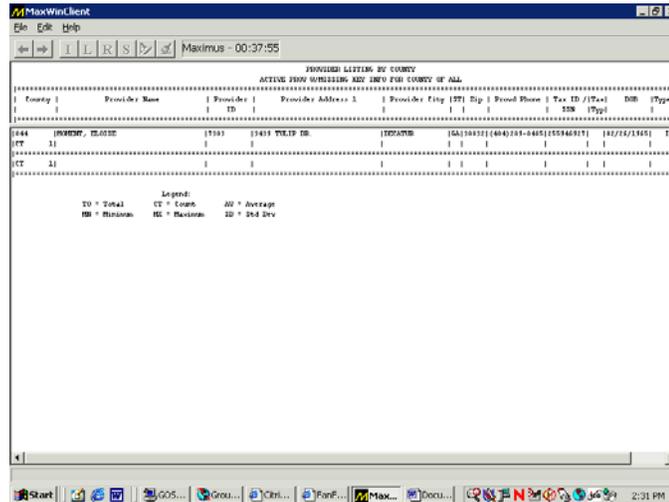
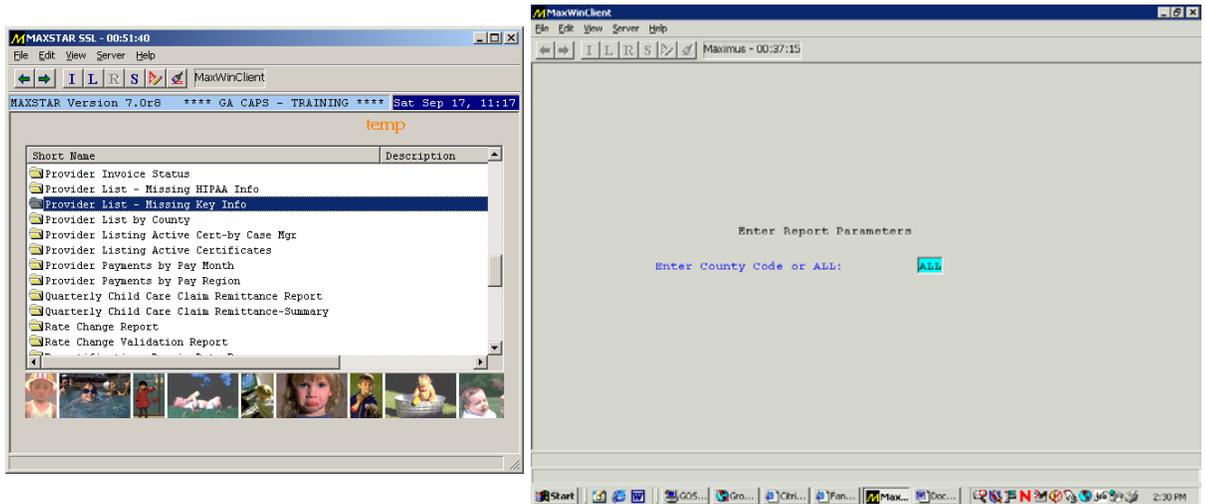
Prov ID	Prov Name	Total Amount Due	Total Repayments	Total Balance	Last Updated
25,385	CHILDREN'S UNIVERSE	750	0	750	01/31/2003
CT		750 TO	0 TO	750	
25,386	CHILDREN'S UNIVERSE	4,444	2,029	2,415	01/31/2003
CT		4,444 TO	2,029 TO	2,415	
25,387	CHILDREN'S UNIVERSE	650	118	532	01/31/2003
CT		650 TO	118 TO	532	
25,388	CHILDREN'S UNIVERSE	2,526	1,110	1,416	01/31/2003
CT		2,526 TO	1,110 TO	1,416	
25,509	WATTS, NANCY	296	0	296	01/31/2003
CT		296 TO	0 TO	296	
CT		1,342 TO	2,879,217 TO	534,334 TO	2,330,659

Legend:  
 TO = Total      CT = Count      AV = Average  
 MN = Minimum      MX = Maximum      SD = Std Dev



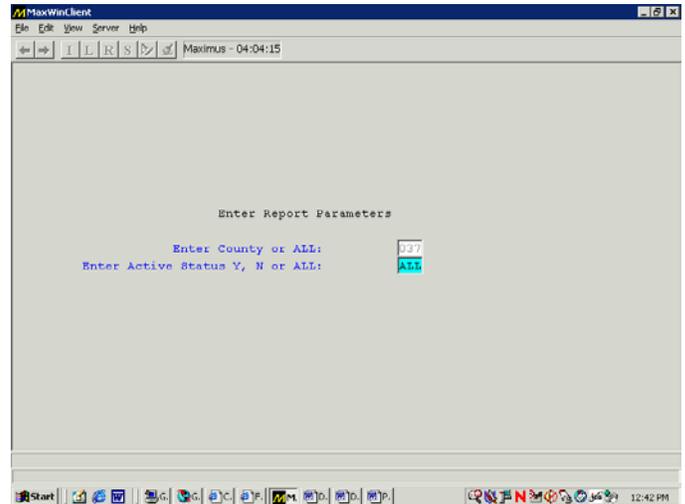
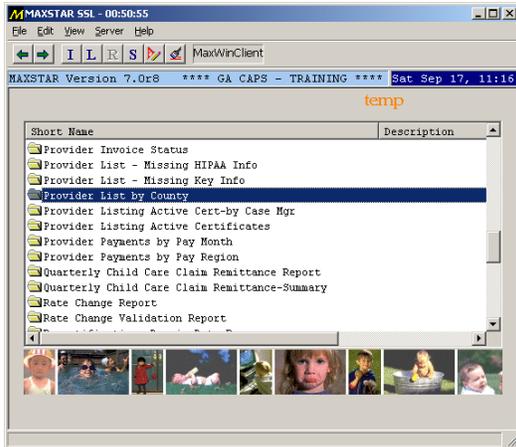
## Provider List – Missing Key Info

This report, generated by a specific county or statewide, shows any providers with missing key information on their provider profiles. It is an important report, because sometimes information missing in the system can prevent a payment from being issued.



## Provider List by county

This report lists all providers providing care *in* the indicated county. Since it is generated based on the provider's location, when a client uses a provider located in another county, the provider will show up on that other county report. This comprehensive list can be pulled for active and/or inactive providers, by a specific county or statewide. It also shows the total number of providers providing care in the county.



County	Prov	Provider	Provider Name	Prcvd Address 1	Prcvd City	Prcvd	Prcvd Phone	ID	Mbl
IN	125631	INGRAM	164170000 FUTURE DR	SPRANG	125647	(219) 546-4700			
IN	125634	ISABRYTT, JESSIE	1614 S HERRINGTON AVE	INDLE	125630	(219) 536-7737			
IN	125635	ISCOMER, LINDA	1616 BOLDING STREET	INDLE	125639	(219) 536-2659			
IN	125636	JOVINGTON, LINDA	1214 COLUMEL STREET	SPRANG	125677	(219) 546-6474			
IN	125674	JOHNS, LISA	1242 LOVETT ST	SPRANG	125677	(219) 546-7612			
IN	125672	JOHSTEN, CAROL	1616 W 37th ST	INDLE	125639	(219) 536-7489			
IN	125676	JIMMON, ERIN	1712 W 3RD ST	INDLE	125639	(219) 536-2242			
IN	125677	JONHNS, CINDY	1242 W 3RD STREET	INDLE	125639	(219) 536-7669			
IN	125678	JONHNS, LAYTON	17 O BOX 215	LENDLE	125677	(219) 546-4762			
IN	125688	JONLTON, ANNEE	170 RUE 145	INDLE	125639	(219) 536-2644			
IN	125687	JONHNS, LISA MAE	1552 END ST	SPRANG	125647	(219) 546-4557			
IN	125674	JONHNS, DANARA	1216 W 37th ST	INDLE	125639	(219) 536-7756			
IN	125717	KLARBERG, JANEY	170 BOX 144	INDLE	125639	(219) 546-5097			
IN	125711	KLIC, GLOEIA	1416 N 21st ST	INDLE	125639	(219) 536-7352			
IN	125719	KLONIA 2 DAY CARE	1712 S WOODRIF AVE	INDLE	125639	(219) 536-7322			
IN	125714	KLUTZ, WILLEN	12145 COUNTRY PARK RD	INDLE	125639	(219) 536-6622			
IN	125727	KUNZIN, DEANE	170 BOX 774	INDLE	125639	(219) 536-7669			
IN	125728	KUNZIN, JENNIFER	107 S BOX 57	INDLE	125639	(219) 536-2255			
IN	125740	KUNZIN, CATHERINE	170 BOX 614	INDLE	125639	(219) 536-7795			
IN	125743	KUNZIN, GLENN	107 S BOX 774	INDLE	125639	(219) 536-7799			
IN	125744	KUNZIN, SARAH	17 O BOX 744	INDLE	125639	(219) 536-7742			
IN	125747	KUNZIN, FRANCES	11143 TRENCH STREET	INDLE	125639	(219) 536-1819			
IN	125759	KUNZIN, CHRISTINE	107 S BOX 144A	INDLE	125639	(219) 536-7769			
IN	125758	KUNZIN, TEREIA	1193 GLENE ST	INDLE	125639	(219) 536-7648			
IN	125759	KUNZIN 2 ALC DAY CARE	16154 KENNEDY RD	INDLE	125639	(219) 147-4615			
IN	125758	KUNZIN, ROSA	1714 BROAD ST	LENDLE	125677	(219) 546-4217			
IN	125763	KUNZIN, JENNIFER	1616 N WINDHAM ST	INDLE	125639	(219) 536-7789			
IN	125762	KUNZIN, JANE	1145 W 37th ST	INDLE	125639	(219) 536-4851			
IN	125764	KUNZIN, JANELLA	1702 E 21st ST	INDLE	125639	(219) 536-8031			
IN	125765	KUNZIN, RIVVY	1205 W 37th STREET	INDLE	125639	(219) 536-1828			
IN	125767	KUNZIN, DONNIE	170 RUE 145	LENDLE	125677	(219) 546-4683			
IN	125768	KUNZIN, GLENN FRANK	1645 W 3RD ST	INDLE	125639	(219) 536-7724			

- 2.
- 3.
- 4.

## **Provider Listing Active Certificates**

This report list all active certificates for a provider with case head name, certificate begin and end dates, and type of care. The user will be able to identify duplicate and/or overlapping certificates, the number of certificates issued per child for a particular period, and the number of active certificates for a provider in a given month. This report can be pulled by county or statewide, by provider and by service month.

**(NOTE: Although there is an option to enter ALL providers, this is discouraged since is will produce a list of ALL providers in the MAXSTAR® database with active certificates.)**





# Statewide Provider Listing-Alpha Sort

This report lists all providers included in the statewide database in alphabetical order.

MAXSTAR Version 7.0r8 \*\*\*\* GA CAPS - TRAINING \*\*\*\* Sat Sep 17, 11:37

temp

Short Name Description

- Reviews Due in Date Range
- School Vacation Calendar List
- Statewide Provider Listing-Alpha Sort
- Summary Payments by Service Month-UA...
- Supervisor Summary Report by Worker
- Test New 801 Amounts & hours
- Tier Over/Under Payment Report
- Tier Provider Listing
- Unduplicated-Tier Payments
- 75 % UAS Alert Report
- Regional Caseload and Expenditures#
- Services to Special Needs Children#

MAXSTAR SSL - 00:43:50

File Edit Help

MAXWinClient

STATEWIDE PROVIDER LISTING-ALPHA SORT

STATEWIDE DATABASE

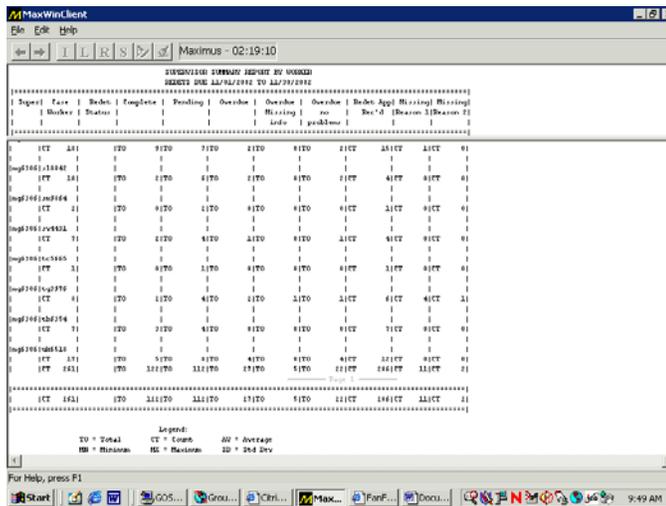
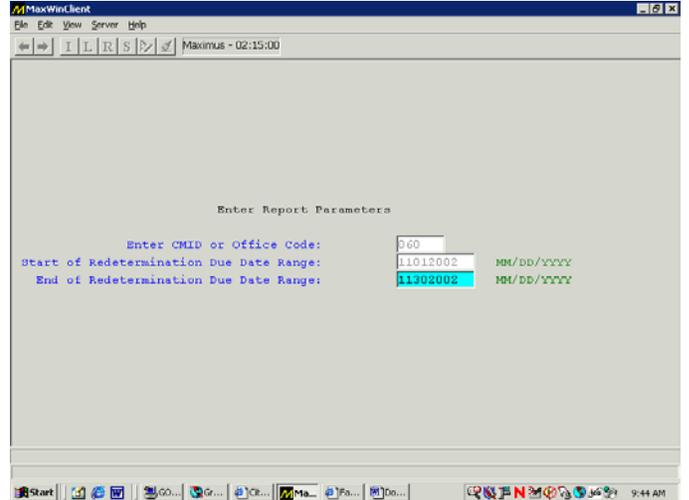
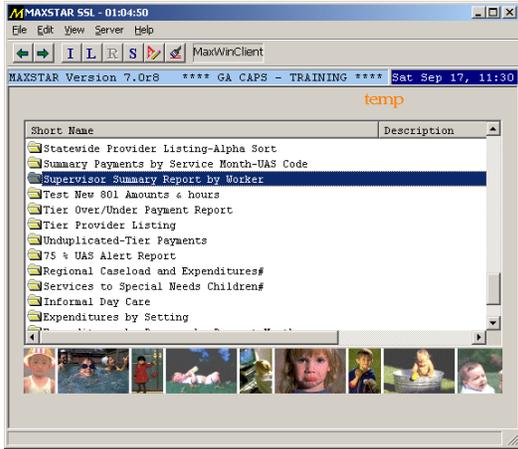
Provider/Listing Name	Address 1	City/State/Zip
100 YEARS HAPPY CHILDREN DAY CARE CENTER ALTEA WOODS	TELEAH, GA 31752	
14-UP'S CENTER INC. 104 BUNKERS OF AMERICAS STREET	ROSEMOUNT, GA 31524	
1A CHILD'S WORLD 44	1343 WOOD DR	DALTON, GA 30726
1A CHILD'S WORLD ACADEMY	1242 WOOD DRIVE	DALTON, GA 30726
1A CHILD'S WORLD DAYCARE	1P O BOX 95	1107070N, GA 30467
1A KIDS WORLD ENTERPRISES INC	14733 OLD HWY 210	11040VILLE, GA 30451
1A KIDS WORLD ENTERPRISES INC	102174933 OLD HWY 210	11040VILLE, GA 30451
1A KIDS WORLD ACADEMY III	17442 BOWLING GREEN DR	1117070N, GA 30467
1A KIDS ACADEMY INC	11019 COBB FOUNDRY	1100000N, GA 30124
1A S.C. DEVELOPMENT CENTER	1404 WEST WALN STREET	1171007N, GA 31559
1ABC CHILD CARE CENTER	1P O BOX 314	1111111N, GA 31615
1ABC CHILDRENS	1P O BOX 914	1111111N, GA 31615
1ABC CHILDRENS CENTER (BETHLEHEM)	1P O BOX 314	1111111N, GA 31615
1ABC CHILDRENS ACADEMY	1455 WHIPPPOORWILL HWY	1111111N, GA 31615
1ABC DAY CARE	180 BOX 177	1111111N, GA 31615
1ABC DAY CARE	1419 KENNEDY CIRCLE	1111111N, GA 31615
1ABC DAYCARE AND LEARNING CENTER	11155 BOX 111 N	1111111N, GA 31615
1ABC DAYCARE AND LEARNING CENTER	1811455 BOX 111 N	1111111N, GA 31615
1ABC DAILY LEARNING CENTER INC	11015 BOWLINGWINE CIRCLE	1111111N, GA 31615
1ABC LEARNING CENTER	1100 BOWLINGWINE BLVD	1111111N, GA 31615
1ABC LEARNING CENTER	1504 NORTH PINE ST	1111111N, GA 31615
1ABC LEARNING 2 CENTER	180 BOX 192	1111111N, GA 31615
1ABC LEARNING LIFE CENTER	1P O BOX 154	1111111N, GA 31615
1ACADEMY FOR LITTLE PEOPLE	1670 SHADON AVENUE	1111111N, GA 31615
1ACTION ONE CHILD DEV.	1111111N, GA 31615	
1ADAMS CHILDREN HOME DAYCARE	1517 LITTLE WILSON DR	1111111N, GA 31615
1ADA H CENTER	1P O BOX 117	1111111N, GA 31615
1ADA HOME CHILDRENS	167 SHADON AVENUE	1111111N, GA 31615
1ADAMS CHILDREN OF DEVA DC	11000 WOOD BRIDGE	1111111N, GA 31615
1ADAMS INC. MANAGEMENT L	1504 BRITTON AVENUE	1111111N, GA 31615
1ADAMS LEO CENTER	180 BOX 15	1111111N, GA 31615
1ADAMS PINE SERVICES INC	1516 GREENWICH STREET	1111111N, GA 31615
1ADAMS, ADVICE	1ADAMS DAY CARE	1111111N, GA 31615

2:23 PM



# Supervisor Summary Report by Worker

This report details the total amount of recertifications due for a particular case manager during a particular month. This report can be pulled for a specific case manager or for an entire county.

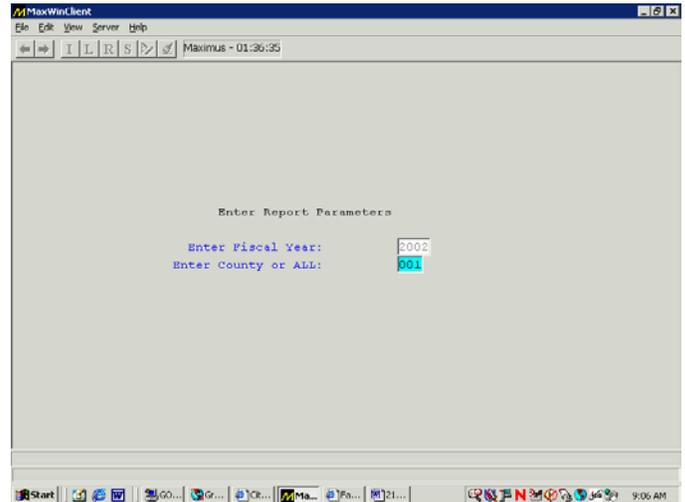
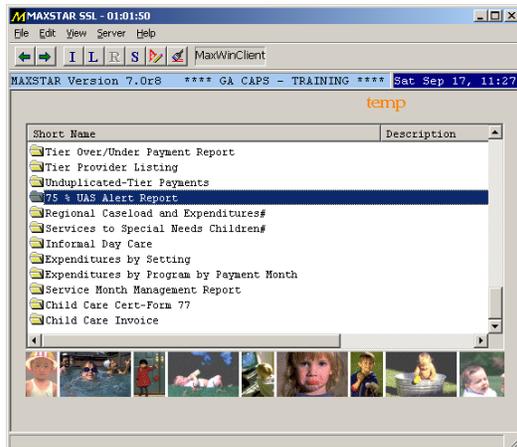






## 75% UAS Alert Report

This management-level report identifies all counties with fund sources that have reached the threshold of either spending or obligating 75% of the State fiscal allocation, as of the date the report is pulled. It is an important report for administrators, fiscal analysts, and supervisors for assessing expenditures and need for additional funds for the fiscal year.



75% UAS ALERT REPORT  
 YF=2002 CTY=001 AS OF 11/05/2002

County	UAS	FY Allocation	Encumbered	FY Amt Paid	% Obligated	% Spent
001	516	2,105	6,470	4,739	296	217
001	517	19,977	27,232	19,878	136	100
001	525	9,111	17,610	13,950	193	153
001	544	234,554	235,855	186,426	101	79
CT	4	TO 265,027	TO 207,170	TO 224,993		

-----Page 1-----

Legend:  
 TO = Total      CT = Count      AV = Average  
 MN = Minimum    MX = Maximum      SD = Std Dev

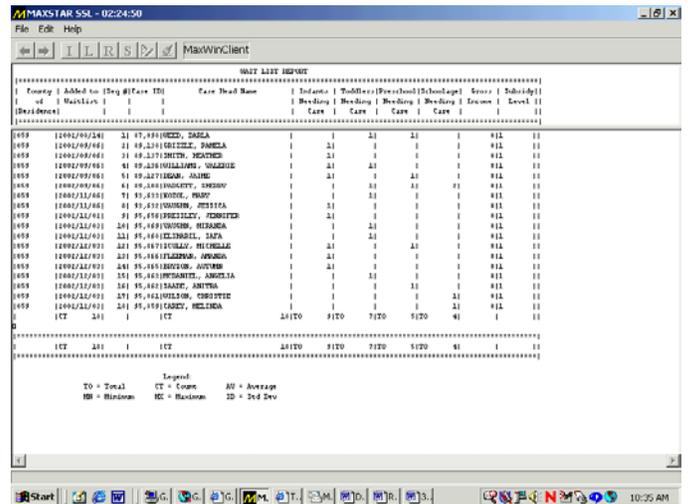
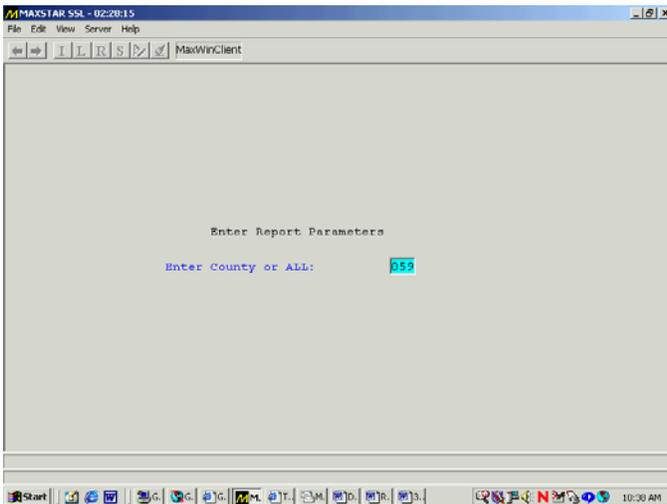
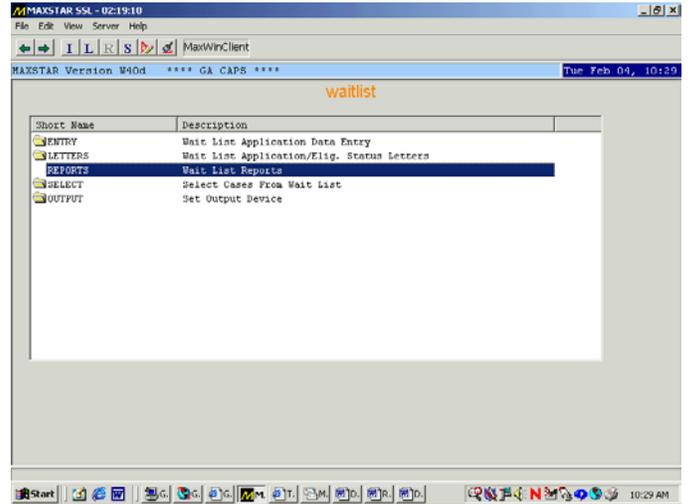
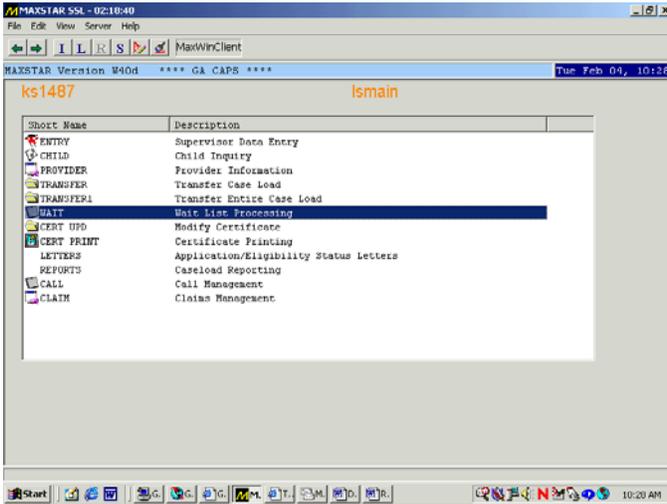


# Child Care Invoice

(NOTE: This report is not currently available.)

## Wait List Reports

This report is accessed from the main menu by selecting "Wait List Processing" and then selecting "Wait List Reports." This report will show cumulative data about who is on the waiting list for a specific county or statewide, with the oldest inquiries listed first. This report will provide county and statewide totals.



## **Regional Caseload and Expenditures**

**(NOTE: This report is not currently available.)**

This is a summary report of expenditures, particular for the counties within the various DHR regions of the state. It is available to users with regional level or higher levels of access.

### **Services to Special Needs Children #**

**(NOTE: This report is not currently available.)**

This report will list all children who have been identified as having “special needs” as defined in policy. Note: There are currently no children listed in Phase I counties who meet the criteria for appearing on this report.

### **Informal Day Care**

**(NOTE: This report is not currently available.)**

### **Expenditures by Setting**

**(NOTE: This report is not currently available.)**

### **Expenditures by Program by Payment Month**

**(NOTE: This report is not currently available.)**

### **Service Month Management Report**

**(NOTE: This report is not currently available.)**

# **MAXSTAR<sup>®</sup> TRAINING HANDOUTS**

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## Childcare Certificate Timeline

If a school-aged child does not qualify to use a Variable Schedule Certificate (VSC), then certificates must be created for the school year as well as for summer. Each child must have a primary certificate, and these are marked below with a P. In order for a provider to be paid for school closings and breaks, a Part Time care certificate should be created for each time period that there is a Before and After cert. The Part Time certificate should be marked for Occasional Care with a Y, as shown below.

When creating multiple certificates for a school-aged child, use the grid below as a guide. The numbers next to each type of certificate indicate the sequence to create them.

<b>School Year</b>	<b>Summer</b>	<b>School Year</b>
(P) Before and After (1)	(P) Day care (3)	(P) Before and After (4)
(Y) Part Time (2)		(Y) Part Time (5)

## Practice Exercise # 1

Andrea (your Last Name)  
75 Lawrenceville Hwy.  
(Your town), GA Your Zip

Home 229-476-2390

System assigned SSN

DOB 1/18/1981

### **Employment**

Longhorn Steakhouse  
M-F 7-4  
417 Main Street  
(Your Town)  
229-443-2908

### **Work Hours**

Week 1	27 hours	\$175.50
Week 2	26 hours	\$169
Week 3	32 hours	\$208

Housing Assistance \$285/month

Child support \$240 month from Kelli's father

### **Children**

Kayla 2/27/06 (Daycare cert for the year)

Jason 4/16/98 (Variable schedule cert)

Kelli 3/12/99 (Before and After, part time, and summer care --school ends 5/18/07, begins 8/6/07)

## Practice Exercise # 2

John (your County Name)  
75 Dawson Rd.  
(Your town), GA Your Zip

Home 229-674-8755

System assigned SSN  
DOB 6/28/1989

Minor parent

Work

Advanced Auto  
M-Th 7-3  
234 Oak Street  
Augusta, GA  
229-443-2908

Advanced Auto Week 1 - 18 hours - \$132  
Week 2 - 15 hours - \$108  
Week 3 - 20 hours - \$119  
Week 4 - 21 hours - \$123

School  
Augusta Tech  
T-F 5-8 pm

Alimony \$220/month

James 6/27/06 (full time day care certificate for the year)  
Sheila 3/24/01 (Variable schedule cert)  
Denise 8/7/00 (Before and after, part time, and summer care --school ends  
5/18/07, begins 8/6/07)

Rates:

Full-time care - \$100 week  
Before & after school - \$45 week  
Part-time care - \$10 day

Authorize a registration fee for each child.

## **Provider Exercise #1**

**Instructions: Enroll this provider in the MAXSTAR® system  
Training Environment.**

### **Provider Information:**

**First Name - Sharon**

**Last Name - (Your Last Name)**

**Provider Type – Informal**

**Date of Birth – 09/21/1954**

**Address – Your county office address**

**Telephone Number – Your work number**

**Choose your county**

**SSN – 255-90- XXXX (use the last four digits of your SSN)**

**This provider completed the Informal Provider Affidavit,  
provided a photo ID.**

**CPS completed their screening today and did not have any  
information on file. The provider lives with her two adult  
children. The residence where care is to be given is north on  
Route 10 from the DFCS office for two miles, turn right at the  
Shell station and go two blocks, turn left and go to the second  
house on the right.**

**NOTE : Supervisory access is needed to enroll formal providers;  
case managers may only enroll informal providers.**

**When creating a formal provider (Center, Group Home or  
registered Family Day Care Home), DO NOT ENTER ANY MORE  
INFORMATION, after entering the provider's authorized  
registration fee. The provider profile is complete.**

# **MAXSTAR<sup>®</sup> SYSTEM ALERTS**

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Alert Number	SUBJECT
#1	Do Not Extend the End Care Date on the Modify Certificate Screen.
#2	Enter the Daily Rate when Completing a Certificate for Occasional Care.
#3	Provider's Registration Fee and the Authorized Registration Fee Added to the Certificate.
#4	How to Add Names to the Inquiry List.
#5	New Changes Made to the Provider Update Screen to Enroll Providers that are not in MAXSTAR® Counties.
#6	Provider Information "Grandfather Clause."
#7	How to Use the MAXSTAR® System to Research Provider Payment Inquiries.
#8	Correction of the Health and Safety Information in the Piloting Through MAXSTAR® User's Guide and Policies and Procedures Affected by Automation.
#9	County Communications Link to MAXIMUS.
#10	Notification when a MAXSTAR® Provider Closes, Changes Ownership, or Their License is Revoked.
#11	How to Close a Case on the MAXSTAR® System.
#12	MAXSTAR® System Updates and Modifications.
#13	How to Transfer Cases Between MAXSTAR® Counties.
#14	Using the Occasional Care Certificate.
#15	Manual Selection of the Highest Child Fee Added to the MAXSTAR® System.
#16	Data Quality of the MAXSTAR® System.
#17	Edit Installed to Prevent Duplicate and/or Overlapping Certificates.
#18	Authorized Hours of Care Added to MAXSTAR®.
#19	Communications Process for Provider Payment Research.
#20	Instructions for Family Fee Changes.
#21	Frequently Asked Questions Concerning MAXSTAR® Modifications and the New Family Fee – 01/09/2004.
#22	Family Fee Weekly Update – 01/16/2004
#23	MAXSTAR® Modifications for Supplemental Supervision – 03/15/2004
#23A	MAXSTAR® Modifications for Supplemental Supervision Clarifications and Update – 04/01/2004.
#24	How to Enroll a "Statewide" Provider into the "GACAPS" Provider Database.
#25	Change in Payment Zone Logic For Providers – 05/01/2005
#26	MAXSTAR® Modifications – 7/21/2005.
#27	TANF Diversion – 09/15/2005
#28	System Modifications for Variable Schedule Certificates – 9/30/2005
#29	MAXSTAR® Modifications – 11/30/2005
#30	MAXSTAR® Modifications for Citizenship Requirements, Declared Emergencies, and the Missing Information Letter – 4/28/2006.
#31	MAXSTAR® Modifications for Grandparents Raising Grandchildren, the New Weekly Assessed Family Fee Scale and the New Maximum Allowable Family Income – 8/01/2006.
#32	Modifications to the Child Enrollment Report and Case Activity Log and Creation of Grandparents Raising Grandchildren Reports.
#33	Archived Records on the MAXSTAR System
#34	Instructions for Submission of copies of Social Security and Photo Identification for Informal Providers
#35	MAXSTAR Enhancements and System Updates