FFA Web Application User Guide

(rev. 6/26/18)

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1. Accessing the FFA Web Application

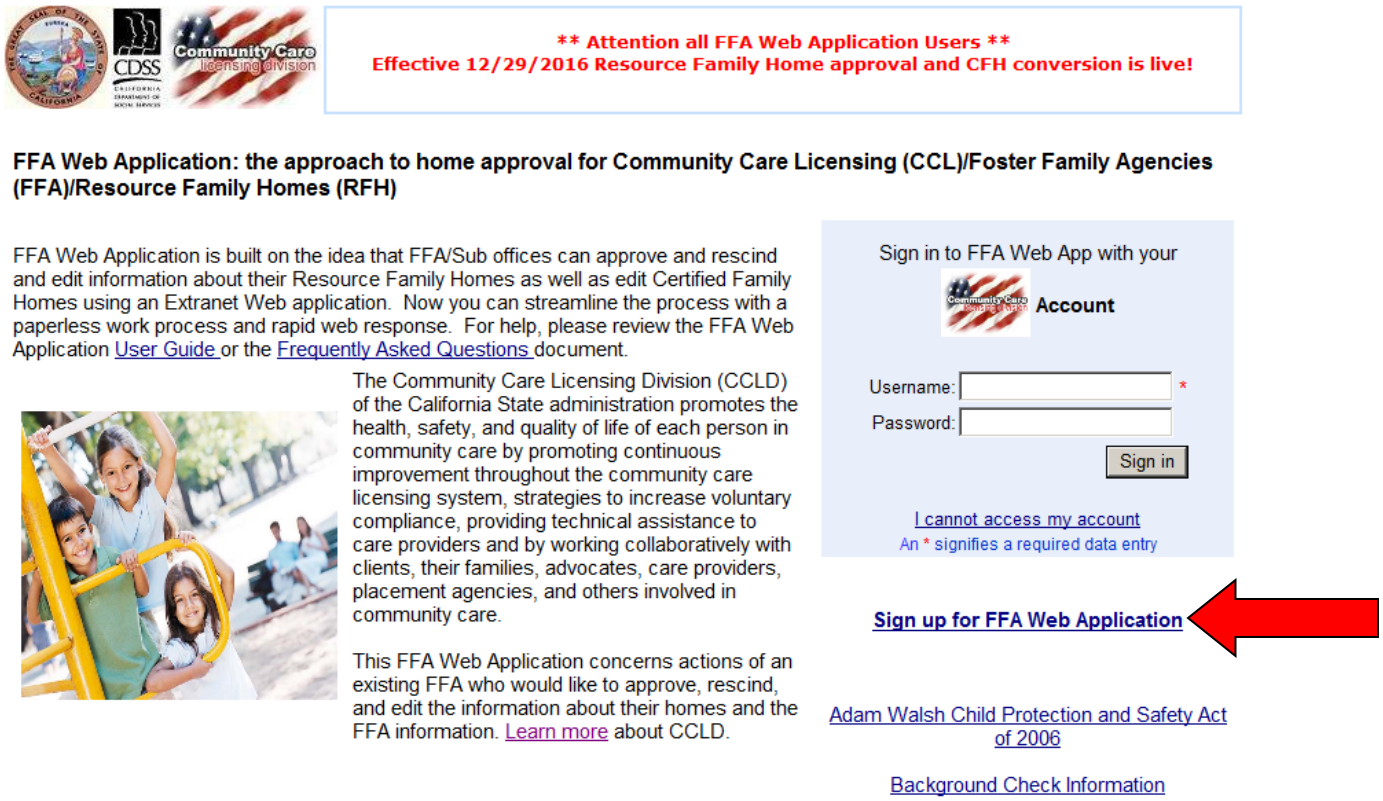
Open your web browser and enter the following URL in the address:

https://secure.dss.cahwnet.gov/ccld/securenet/ffa/Login.aspx

(You may want to bookmark this site or add it to your favorites).

2. Creating a User Account

Access the website and click on "Sign up for FFA Web Application"



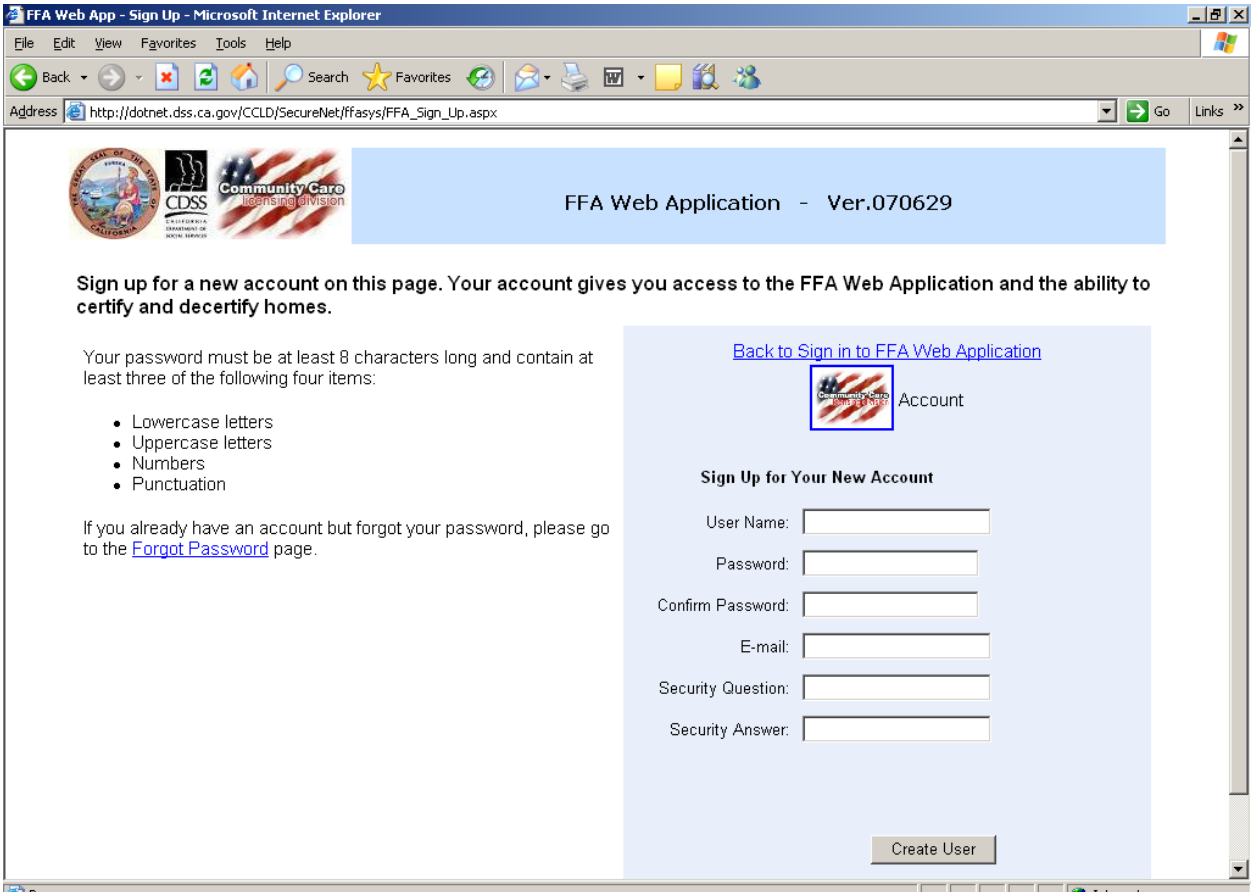
2. Creating a User Account (cont'd)

Enter information in each field.

**Please note: Passwords must be a minimum of eight characters and must contain at least three of the following four items:

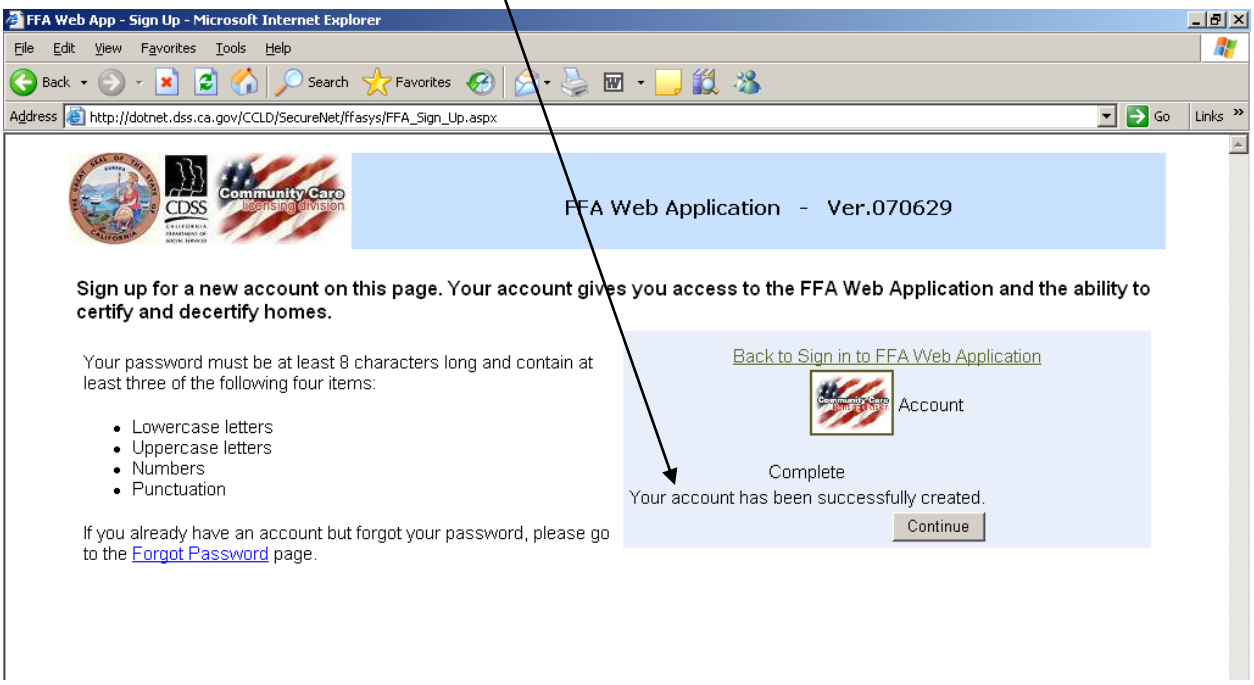
- Lowercase letters
- Uppercase letters
- Numbers
- Punctuation

Click "Create User" to create your account.



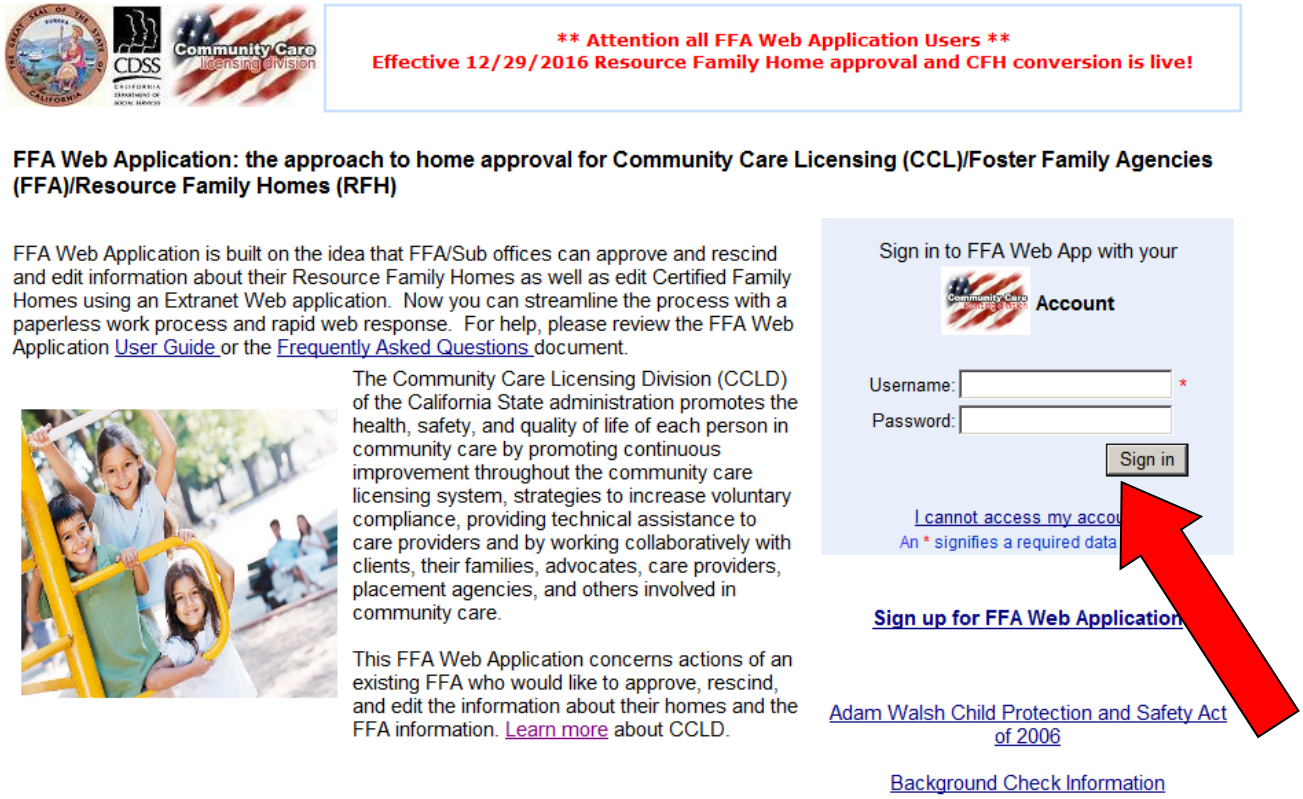
2. Creating a User Account (cont'd)

You should see a message "Your Account has been successfully created."



3. Logging in

Enter your Username and Password, then click “Sign in” button.



4. FFA Tab – Setting up Your FFAs

This is the first screen you will see after signing in. It is called the "FFA Tab".

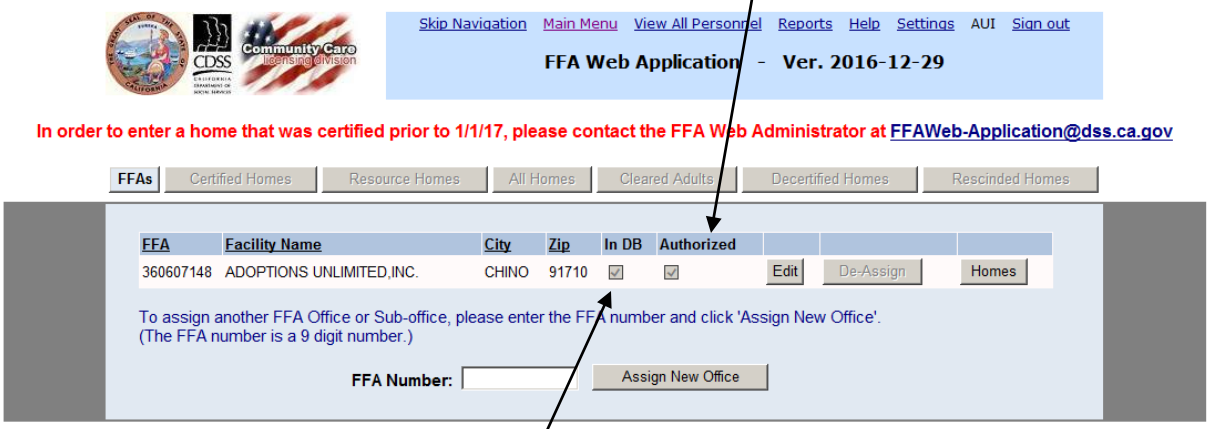
You will need to assign your FFAs to your account. To do this: enter the FFA facility number in this field and click "Assign New Office" button. Repeat this step to add each FFA or sub-office for which you are responsible.

4. FFA Tab – Setting up Your FFAs (cont'd)

After adding your FFAs, they will display on the screen.

The FFA web app administrator will be required to give you authorization to work on the FFAs you added to your account. A check in the "Authorized" column means that you have permissions to make changes to the FFA or sub-office.

After the FFA web app administrator has given the authorization, he or she will send an e-mail confirming that your request to add an FFA has been completed.



A check in the "In DB" column means that the FFA is a valid FFA in the CCLD system.

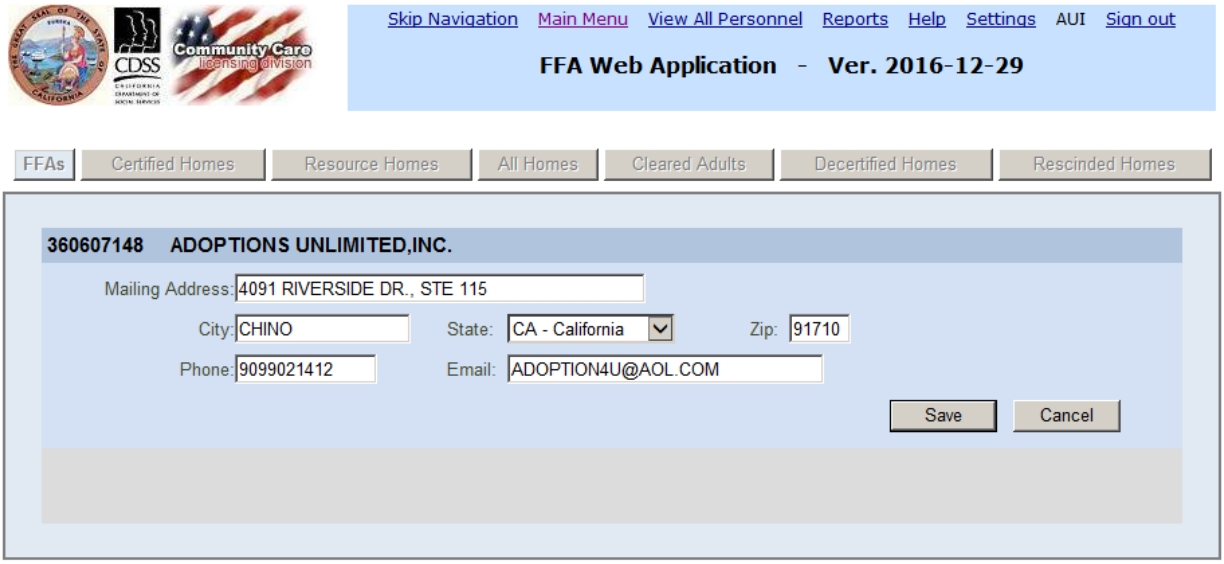
5. Editing FFA Information

To edit FFA information, click on the “Edit” button to the right of the FFA you want to edit.

5. Editing FFA Information (cont'd)

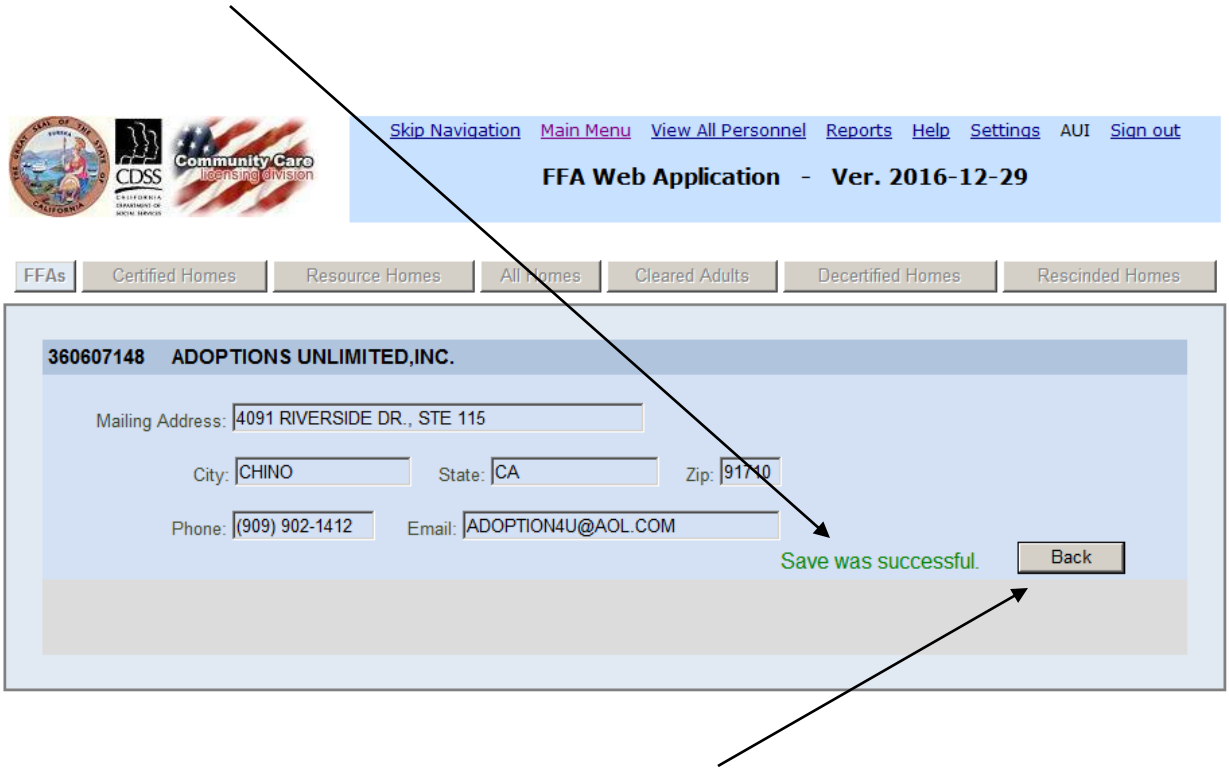
After clicking the "Edit" button, the web app will display the FFA Edit screen. Only the fields available for edit are displayed here.

Place your cursor in the field you wish to edit. When you are finished, click on the "Save" button.



5. Editing FFA Information (cont'd)

After editing your FFA and clicking on the "Save" button, you should see a message, "Save was successful."



To return to the FFA tab, click on the "Back" button

6. FFA Tab – Accessing Resource Family Homes

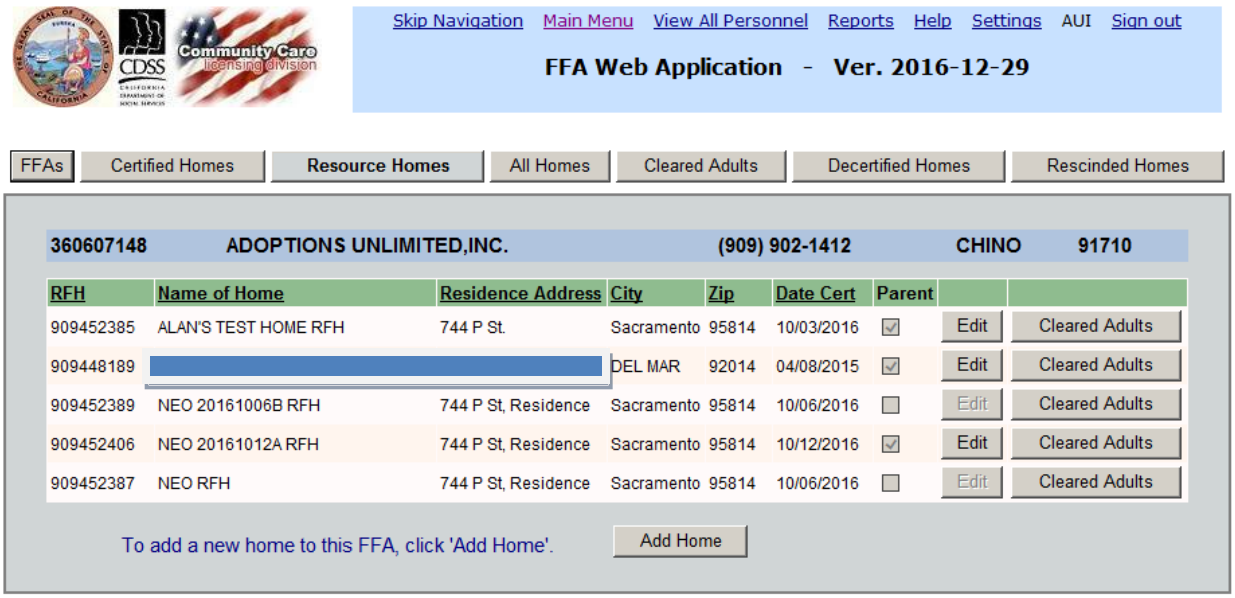
To access the RFHs associated to an FFA, click on the “Homes” button to the right of the FFA. The FFA web app will display the Approved Homes tab.

7. Resource Homes Tab

The Resource Homes Tab displays all approved Resource Homes currently associated to the selected FFA.

On the RFH tab, there are a number of functions available:

- Add a new RFH
- Edit a RFH
- Decertify a RFH
- Transfer a RFH to another FFA within your assigned FFAs
- Associate a cleared adult to a RFH

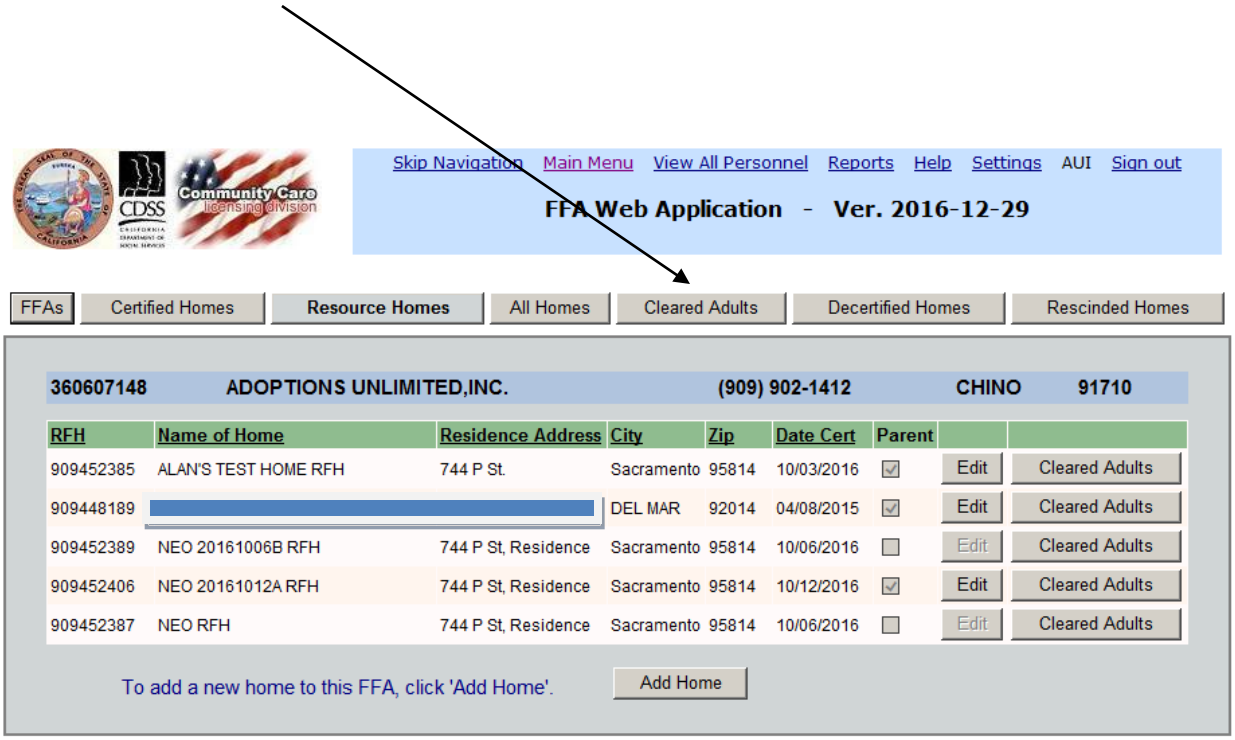


7. Resource Homes Tab

a. Adding a new Resource Family Home

Before approving a new home, you must check to make sure that the individual has received a background clearance.

After you have selected an FFA, click on the “Homes” button. You will now be able to select the “Cleared Adults” tab.



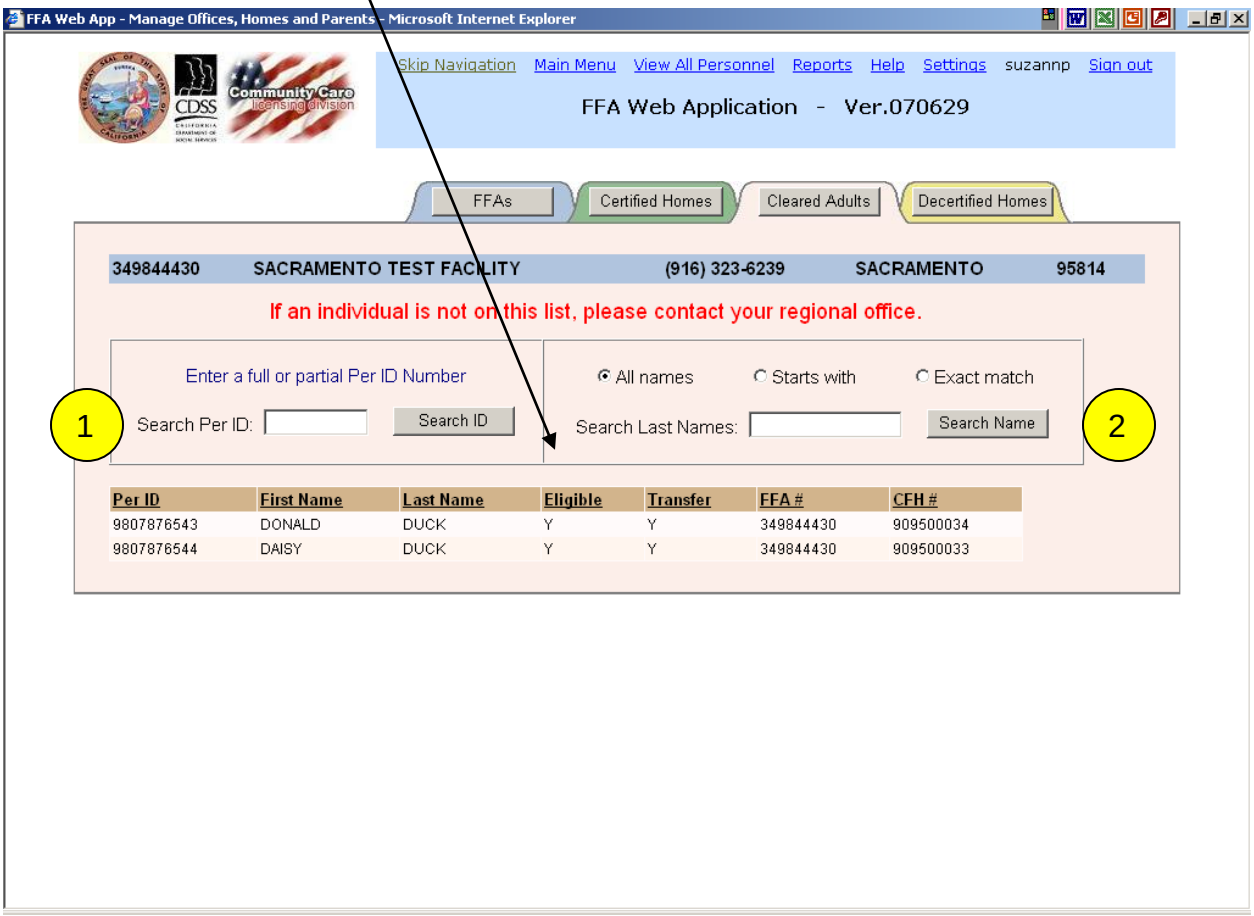
7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

On the "Cleared Adults" tab, all individuals associated to the selected FFA (or sub-office) are displayed. Before adding a new RFH, make sure that the individual has received a background clearance by searching for him/her through the "Cleared Adults" tab.
(a "Y" in the Eligible column means the individual has received a background clearance).

On the Cleared Adults tab, you may search for an individual in three ways:

1) By PER ID
2) By Last Name
3) By scrolling through the list of individuals



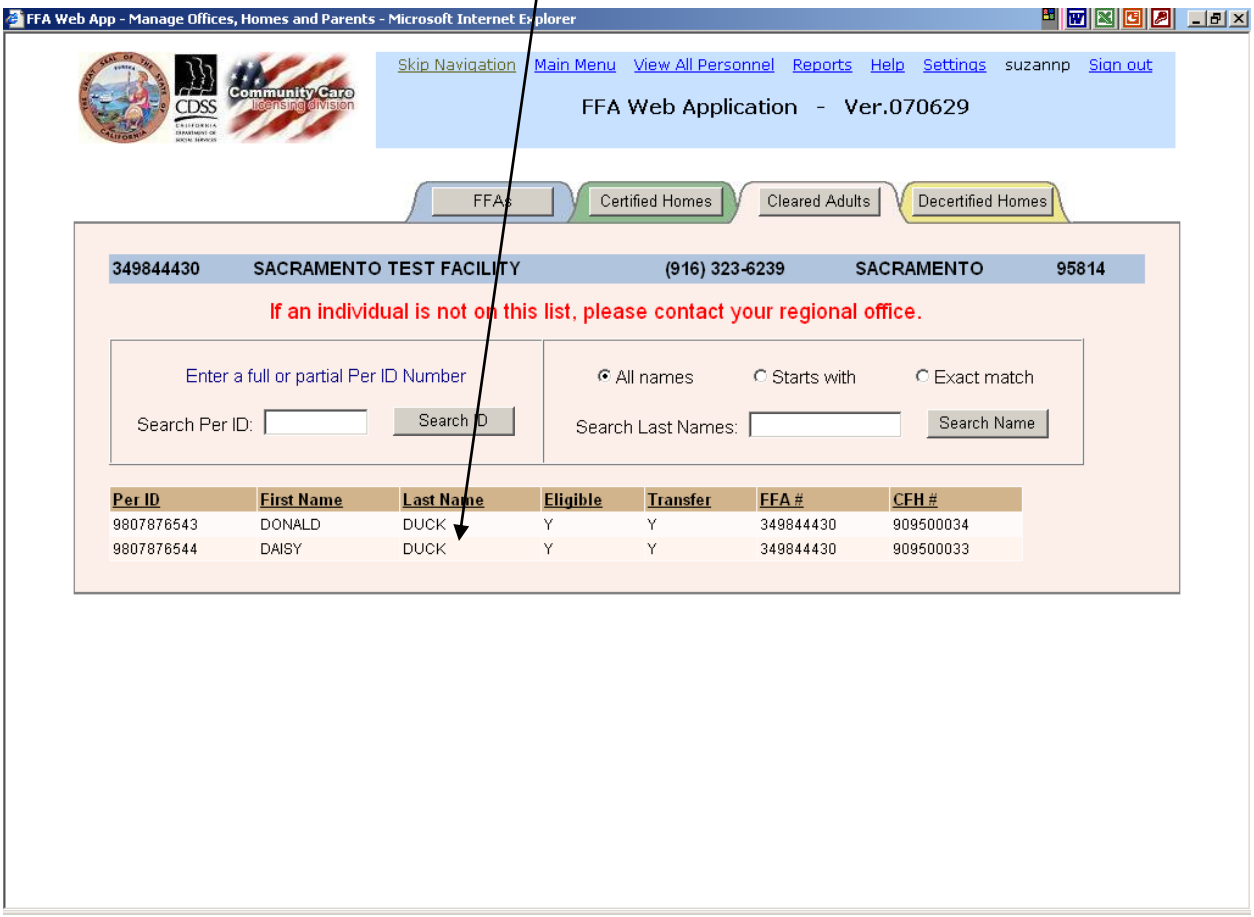
**** Please note: If an individual you are searching for is not found on this list, please contact your local licensing office.**

7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

For this example we are ensuring Daisy Duck has received a background check clearance. She has a "Y" in the "Eligible" column which means she has.

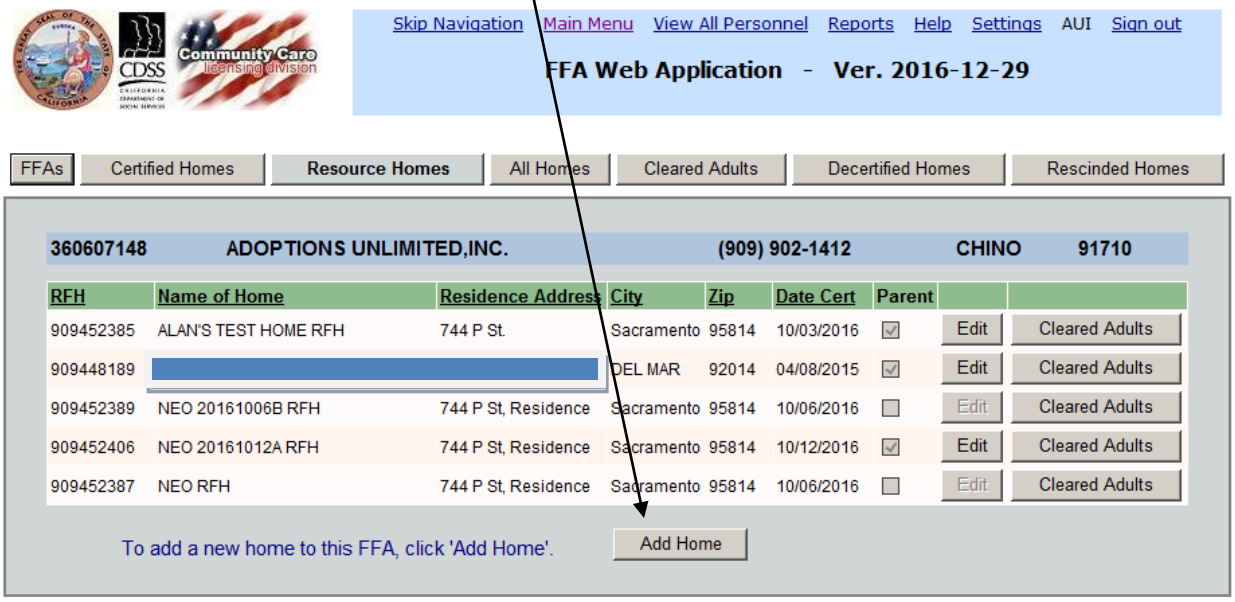
The next step is to add the new home. To do this, go to the Resource Homes tab.



7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

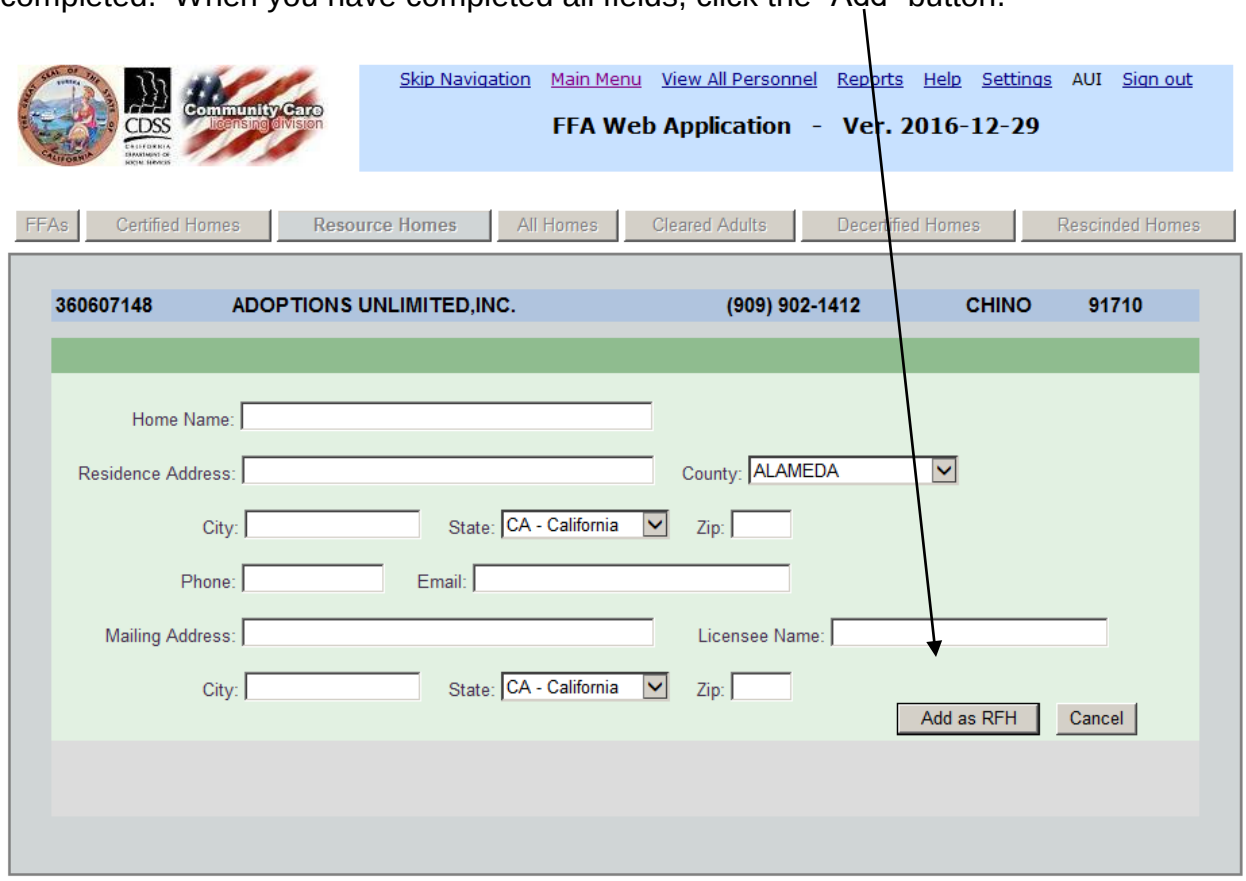
To add a new home, click the "Add Home" button.



7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

The FFA web app will display the "Add Home" screen. All fields on this screen must be completed. When you have completed all fields, click the "Add" button.



After clicking "Add", you should see the message: "Save was successful."

Click the "Back" button to proceed.

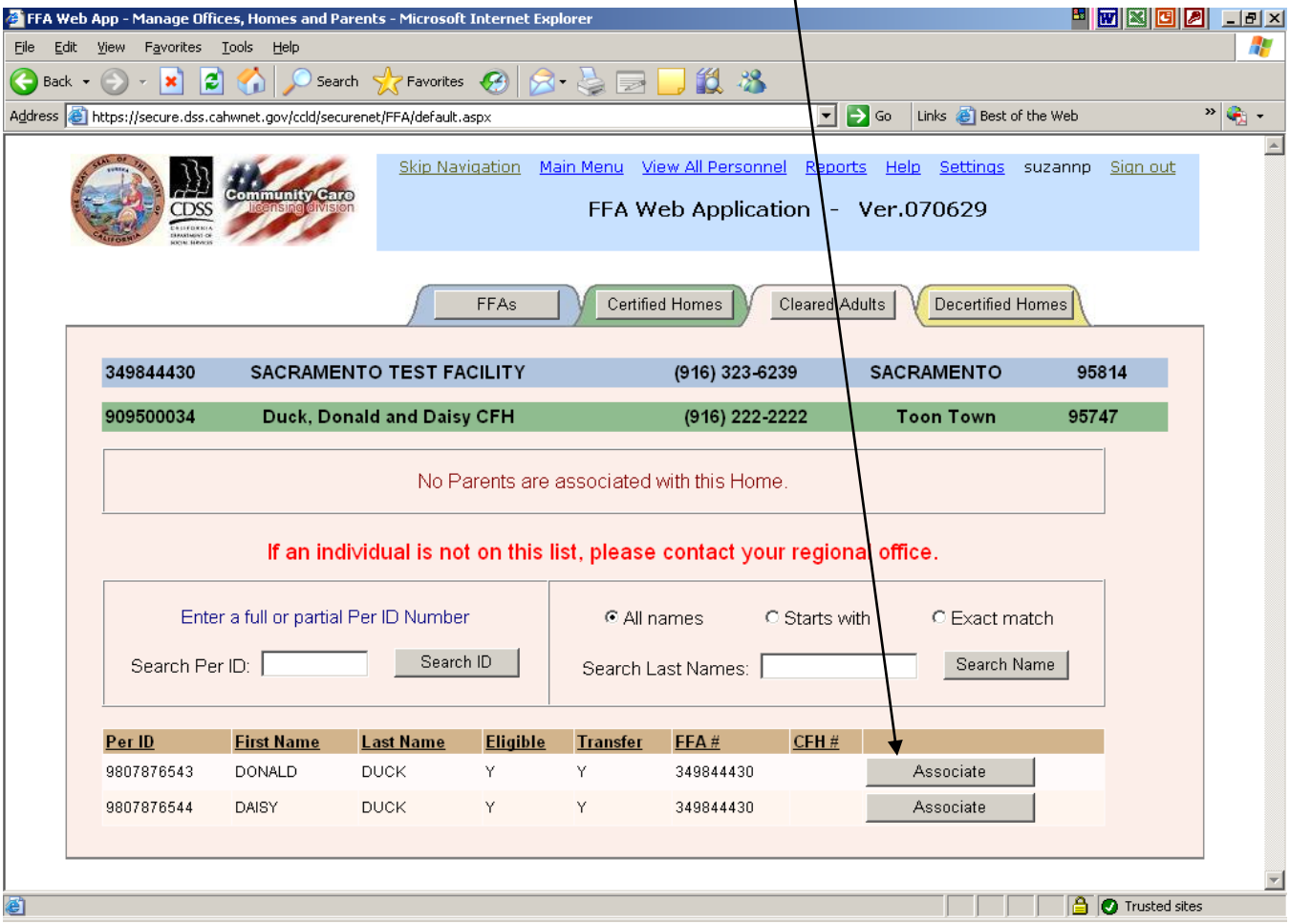
The web app will display the Cleared Adults tab

7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

Next, you need to associate an individual to the RFH that you just added.

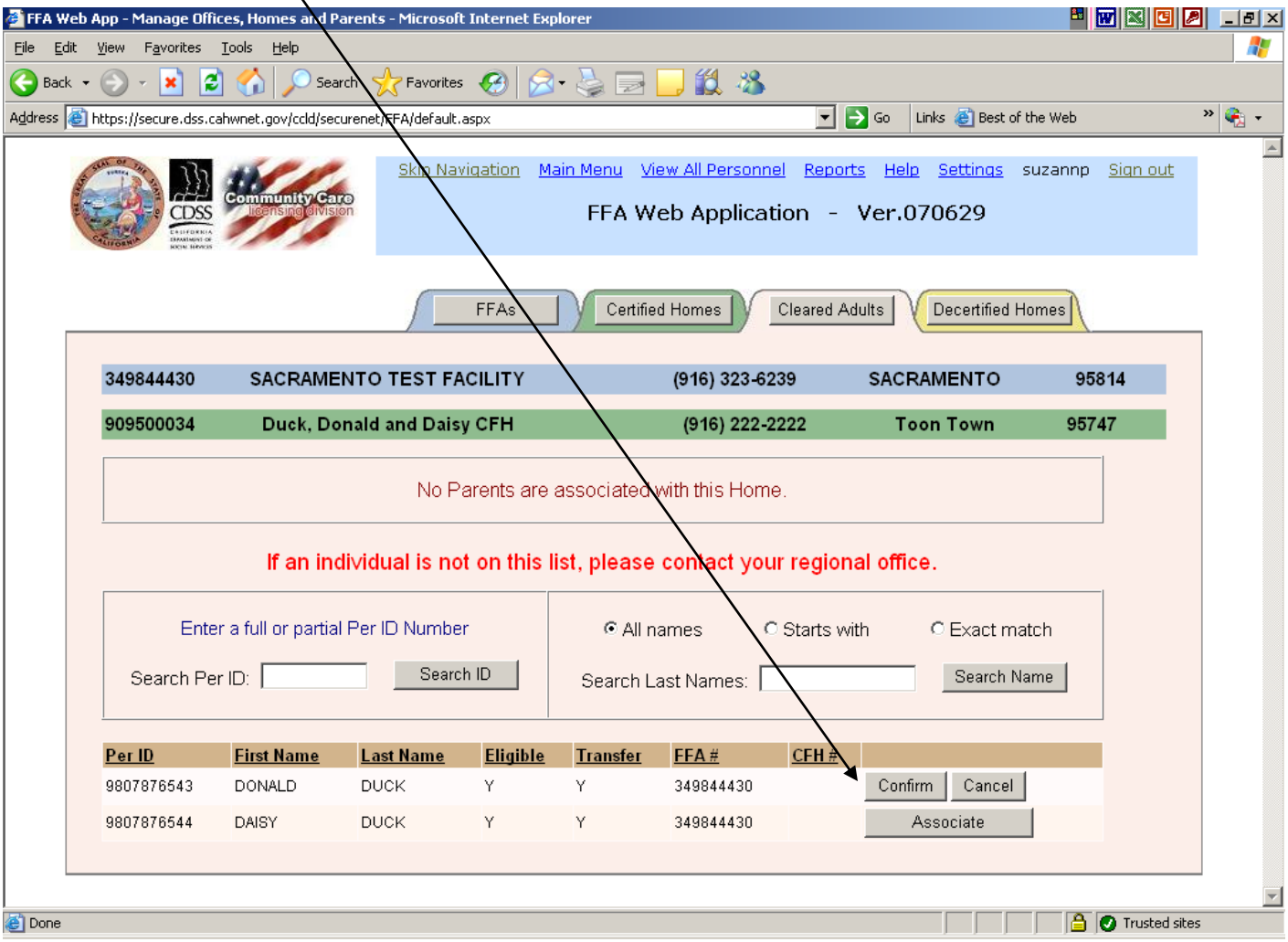
To do this, search for the individual, then click the "Associate" button to the right of the individual.



7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

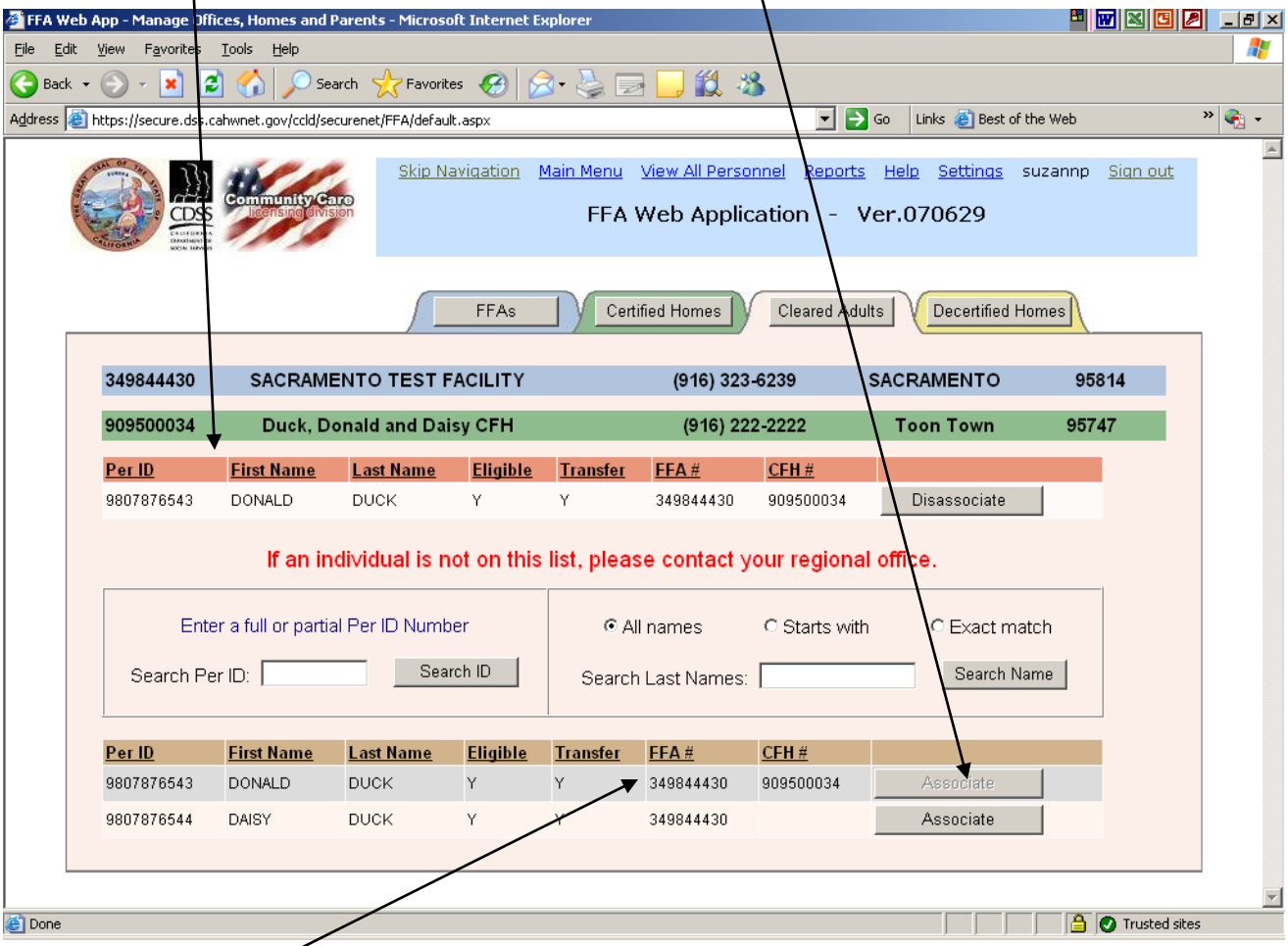
Next, click the "Confirm" button to complete the process. You may click "Cancel" to cancel the process.



7. Resource Homes Tab (cont'd)

a. Adding a new Resource Family Home (cont'd)

After clicking "Confirm", you will see that the "Associate" button has been grayed out and the individual is now associated to the RFH.

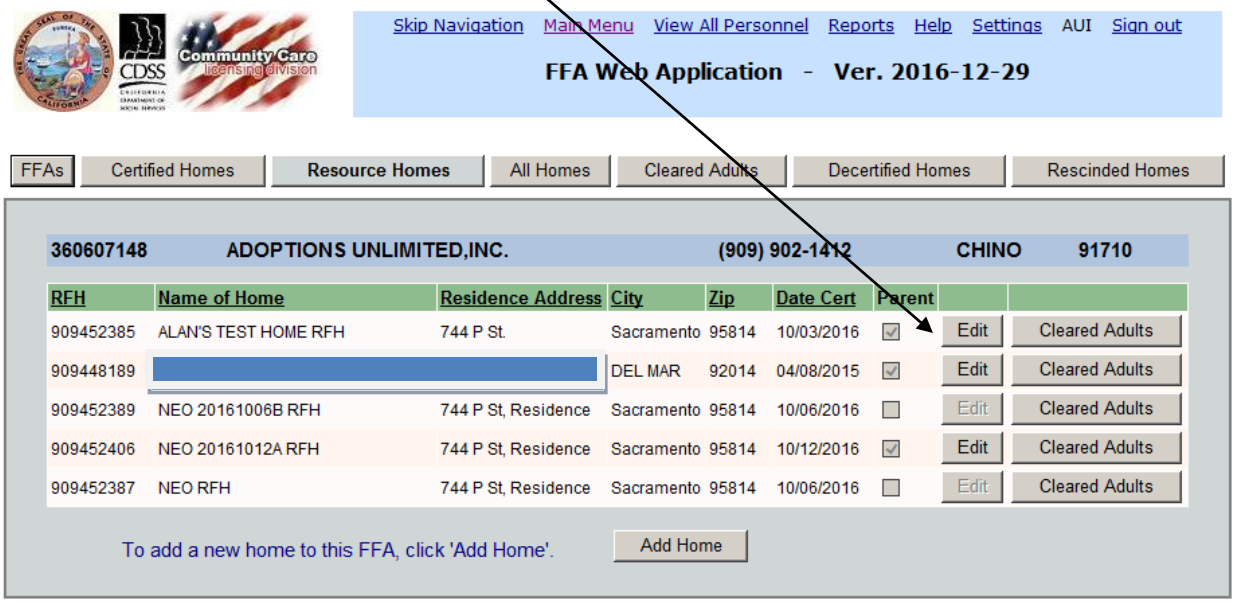


The RFH number is now displayed next to the individual's name.

7. Resource Homes Tab (cont'd)

b. Editing a Resource Family Home

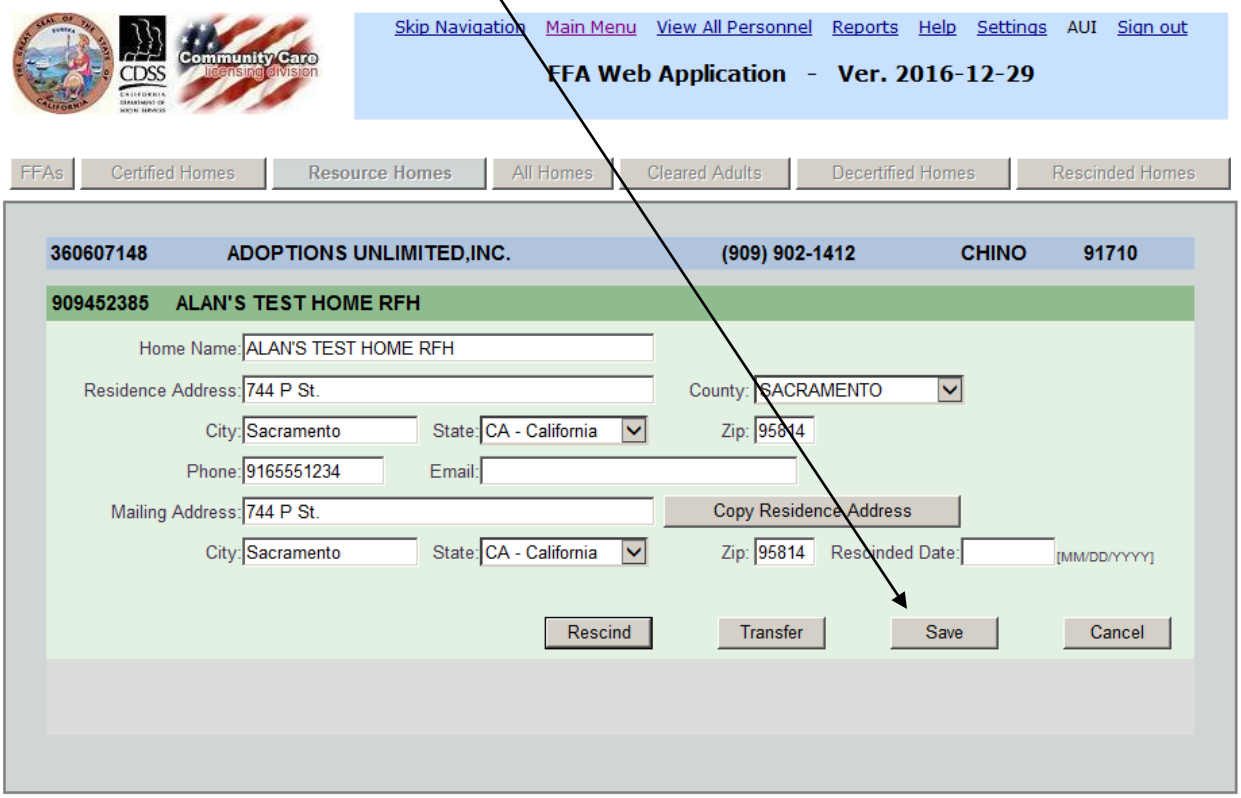
To edit an RFH, click on the "Edit" button to the right of the RFH.



7. Resource Homes Tab (cont'd)

b. Editing a Resource Family Home (cont'd)

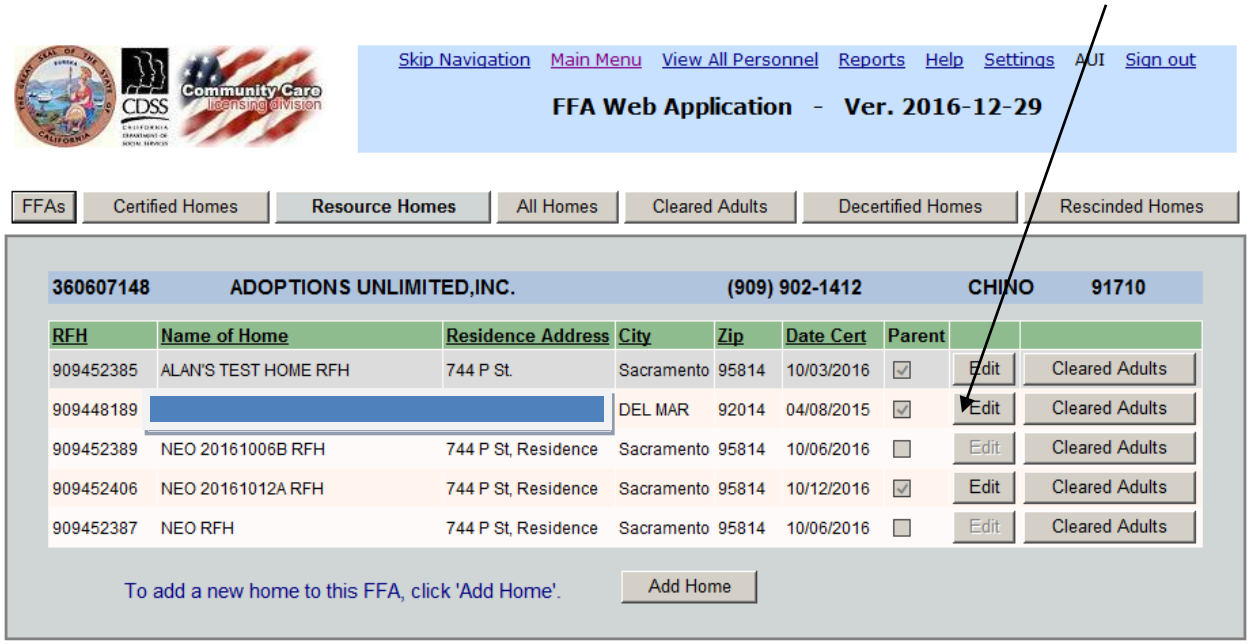
The edit screen is displayed. Any fields on this screen may be edited. When you have made your changes, click the "Save" button.



7. Resource Homes Tab (cont'd)

c. Rescinding a Resource Family Home

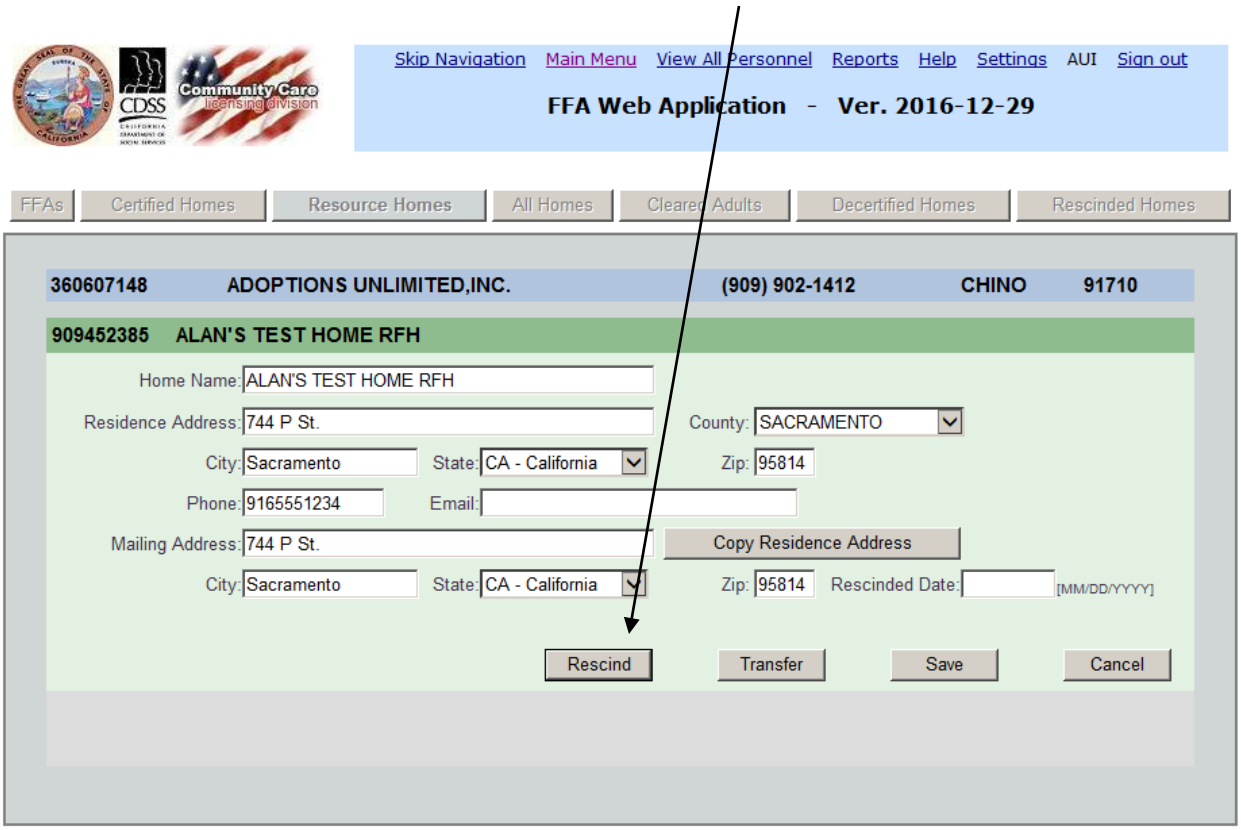
On the Resource Homes tab, find the home you want to Rescind. Click the "Edit" button.



7. Resource Homes Tab (cont'd)

c. Rescinding a Resource Family Home (cont'd)

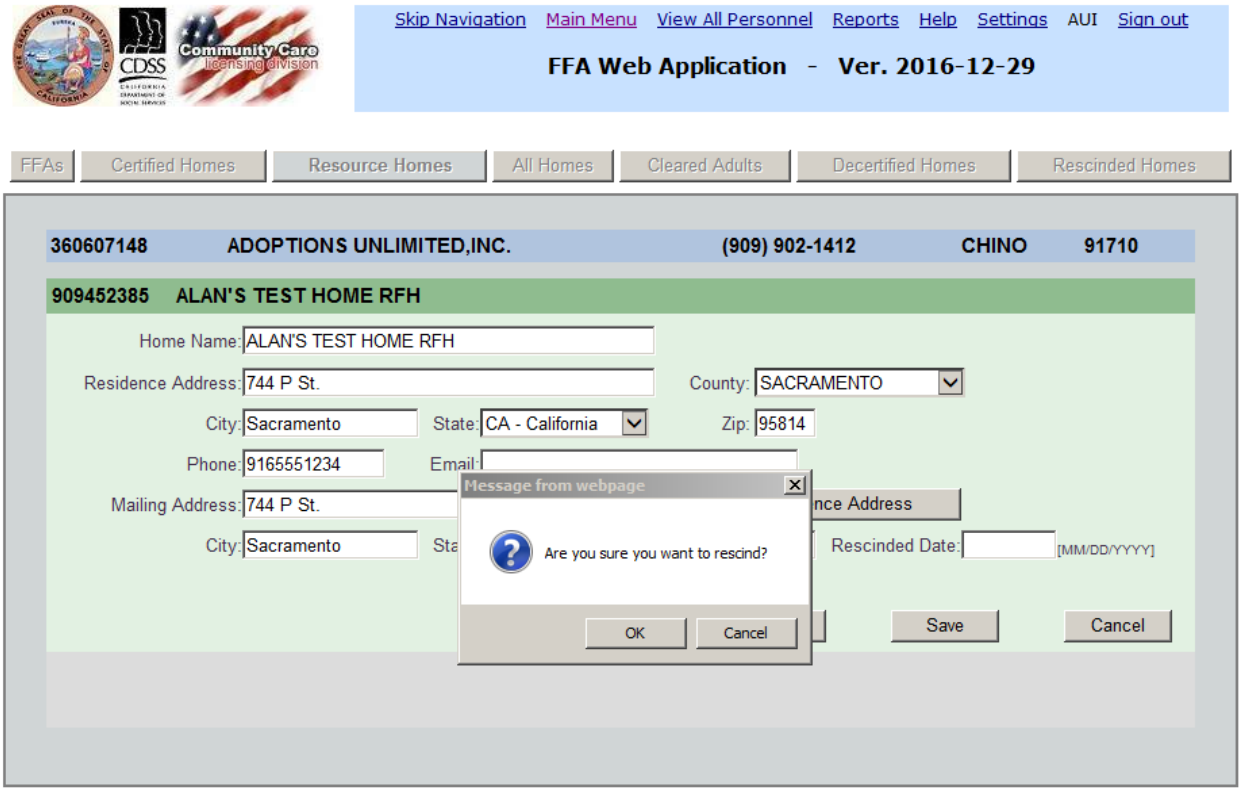
The edit screen will be displayed. Click on the "Rescind" button to decertify the RFH.



7. Resource Homes Tab (cont'd)

c. Rescinding a Resource Family Home (cont'd)

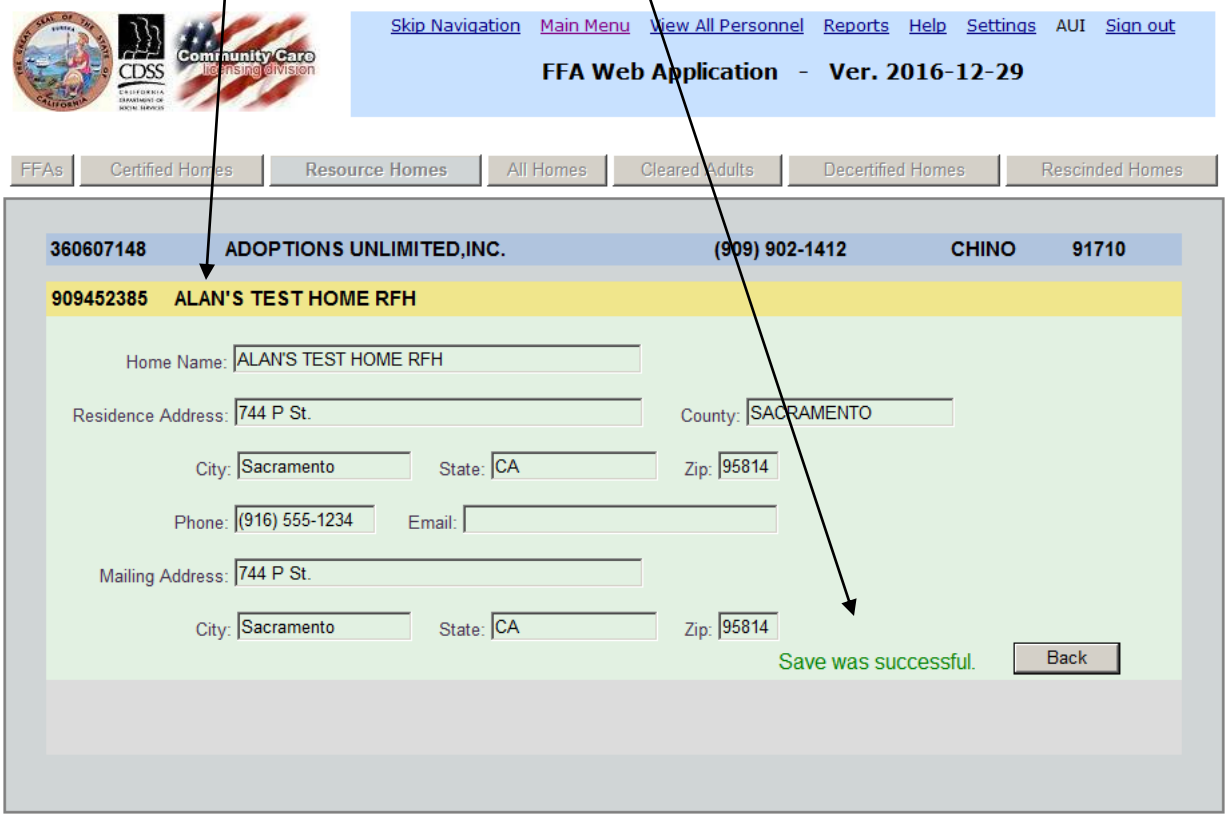
After clicking the "Rescind" button, a dialog box will pop up asking "Are you sure you want to rescind?" Click OK to rescind, or Cancel to cancel the process.



7. Resource Homes Tab (cont'd)

c. Rescinding a Resource Family Home (cont'd)

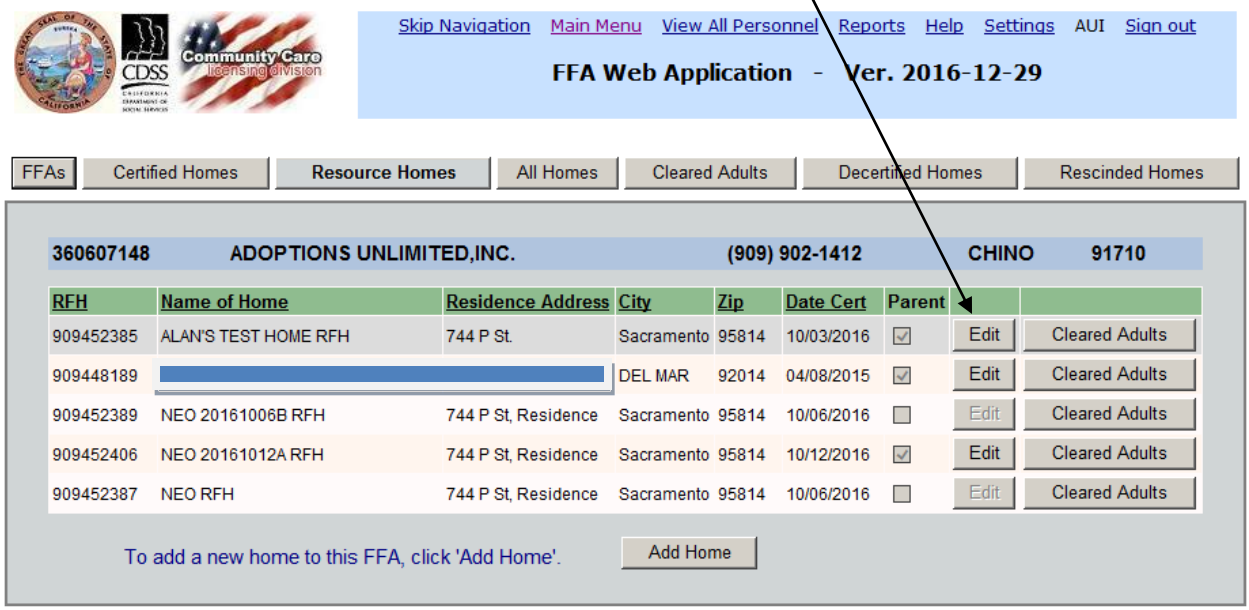
The home is now rescinded. "Save was successful" is displayed, and the home is now highlighted in yellow.



7. Resource Homes Tab (cont'd)

d. Transfer an RFH to another FFA within your assigned FFAs

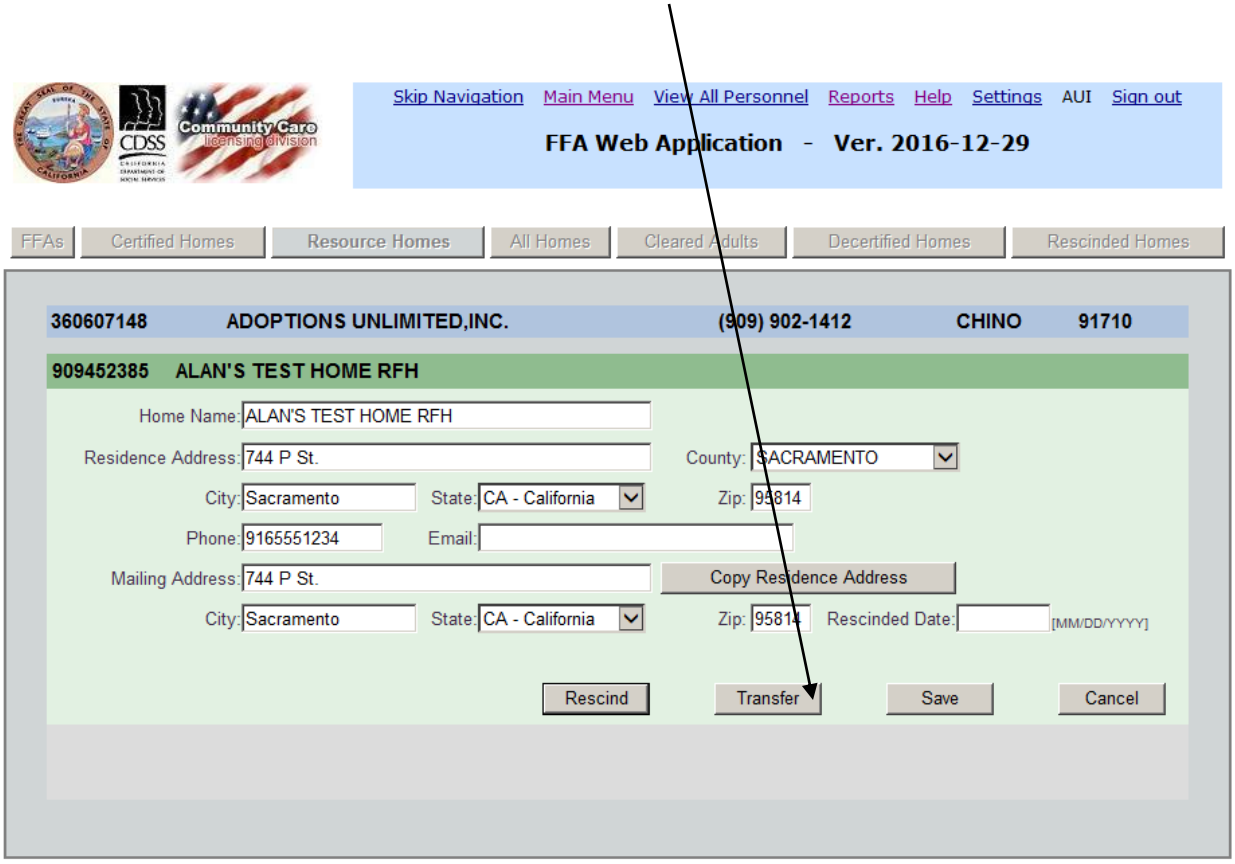
Find the RFH that you want to transfer. Click the "Edit" button.



7. Resource Homes Tab (cont'd)

d. Transfer an RFH to another FFA within your assigned FFAs (cont'd)

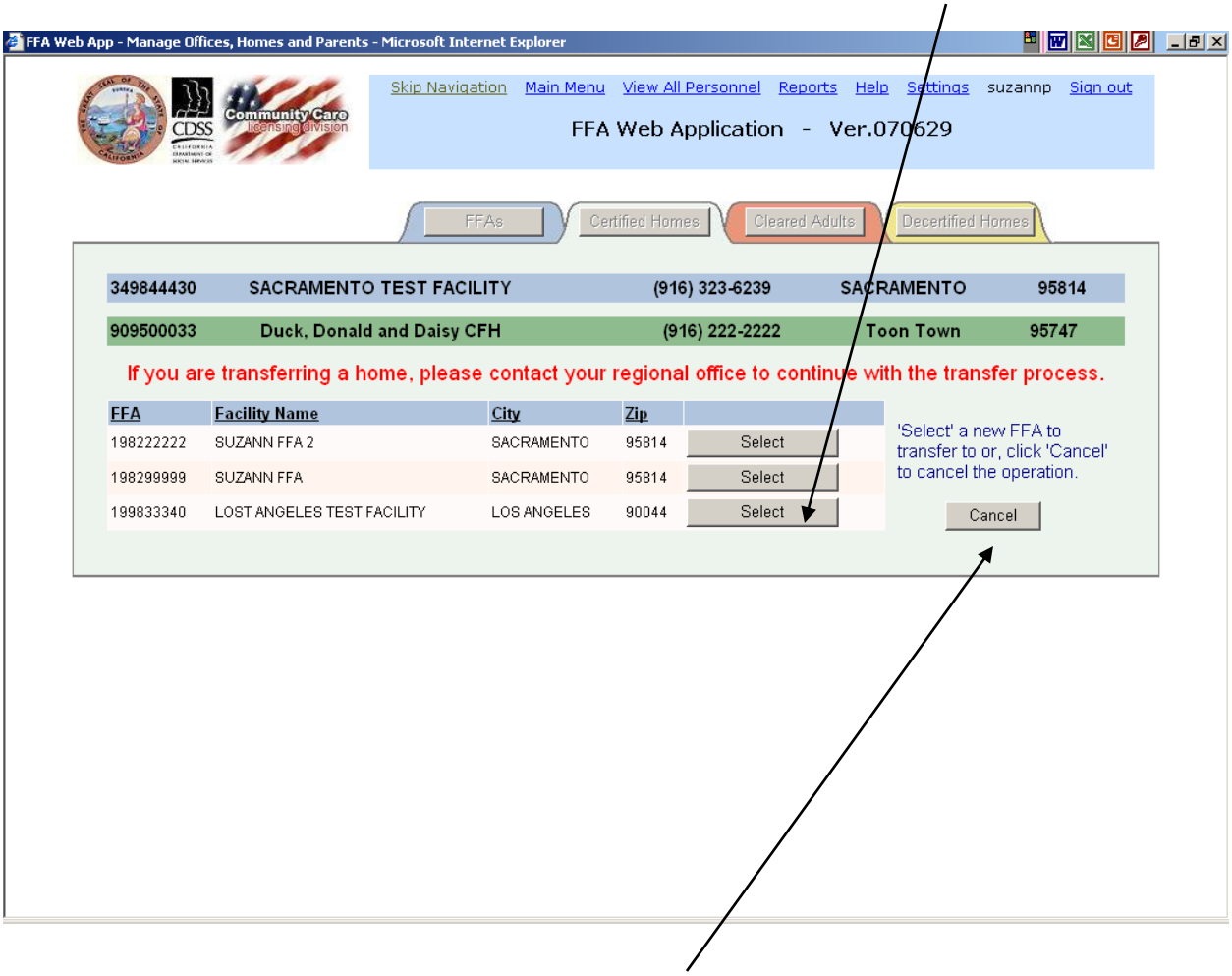
The edit screen is displayed. Click on the "Transfer" button.



7. Resource Homes Tab (cont'd)

d. Transfer an RFH to another FFA within your assigned FFAs (cont'd)

Find the FFA to which you want to transfer the RFH, and click the "Select" button.

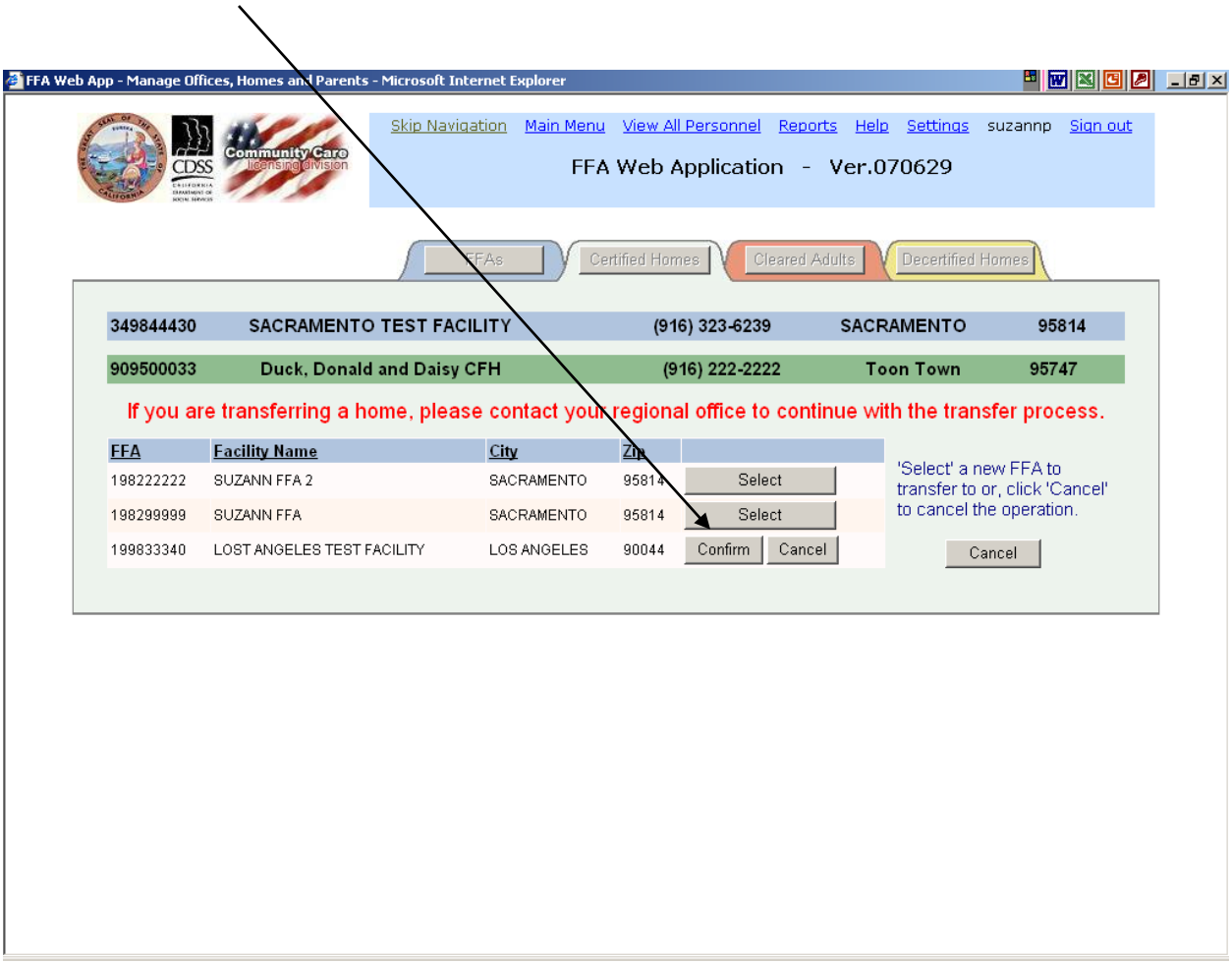


If you want to cancel this operation, click the "Cancel" button.

7. Resource Homes Tab (cont'd)

d. Transfer an RFH to another FFA within your assigned FFAs (cont'd)

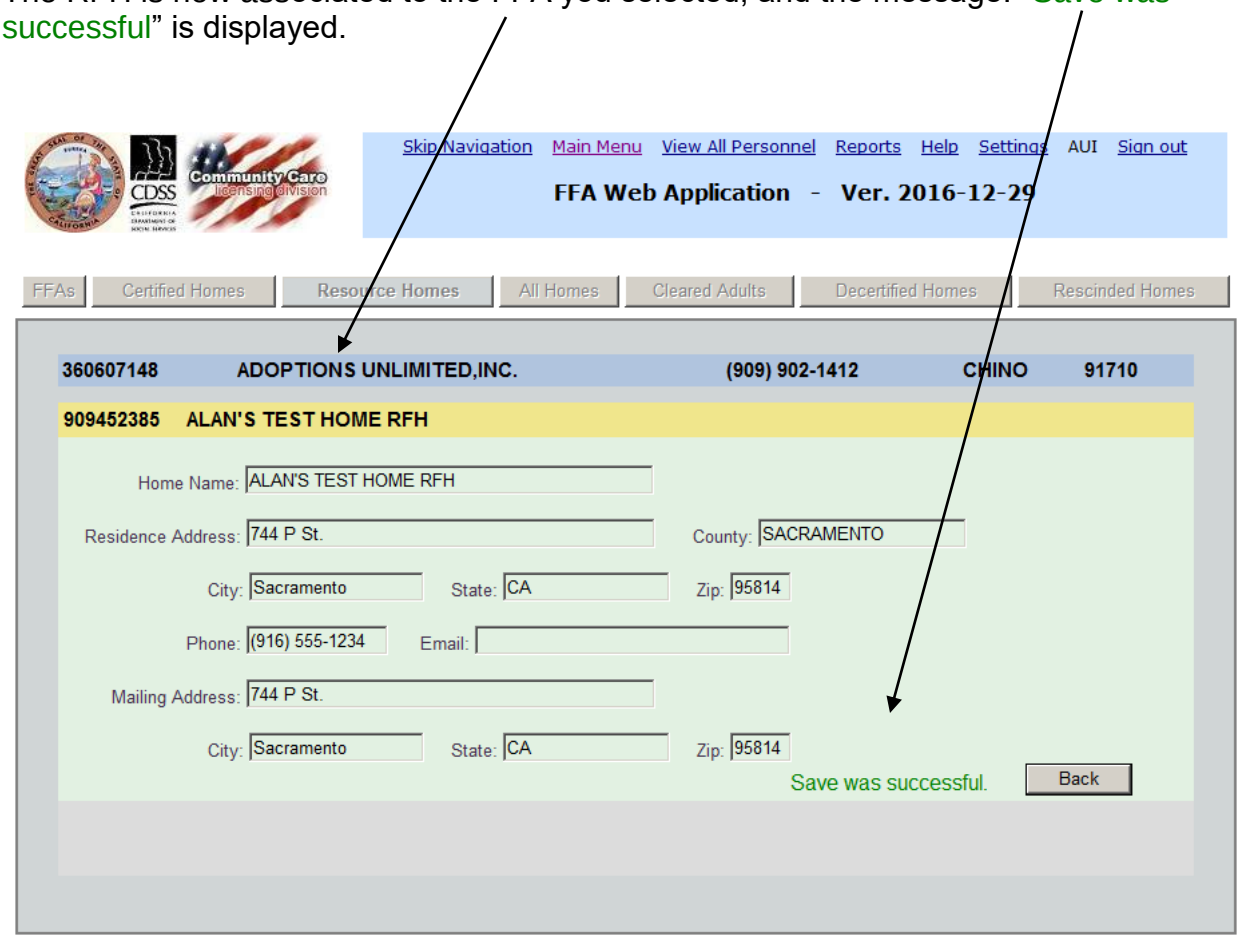
Click the "Confirm" button to complete the process.



7. Resource Homes Tab (cont'd)

d. Transfer an RFH to another FFA within your assigned FFAs (cont'd)

The RFH is now associated to the FFA you selected, and the message: "Save was successful" is displayed.



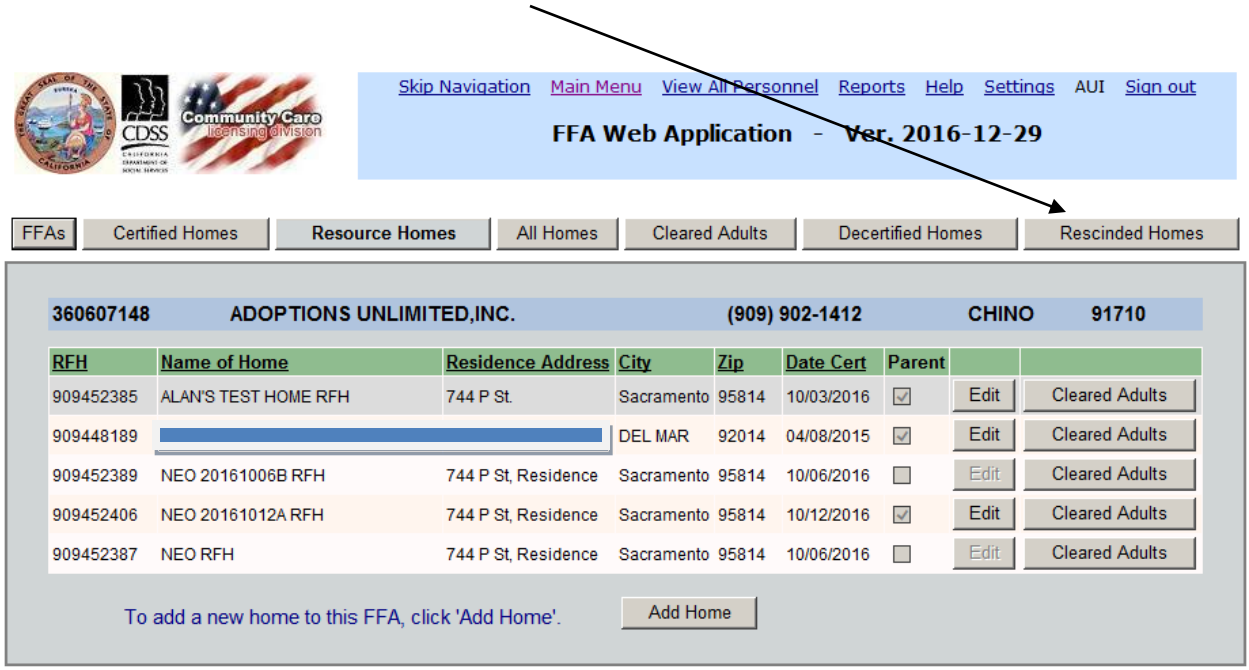
7. Resource Homes Tab (cont'd)
e. Reapproving a Home

To reapprove a home, start by selecting the FFA by clicking the "Homes" button.

7. Resource Homes Tab (cont'd)

e. Reapproving a Home (cont'd)

Next, click on the "Rescinded Homes" tab.



7. Resource Homes Tab (cont'd)

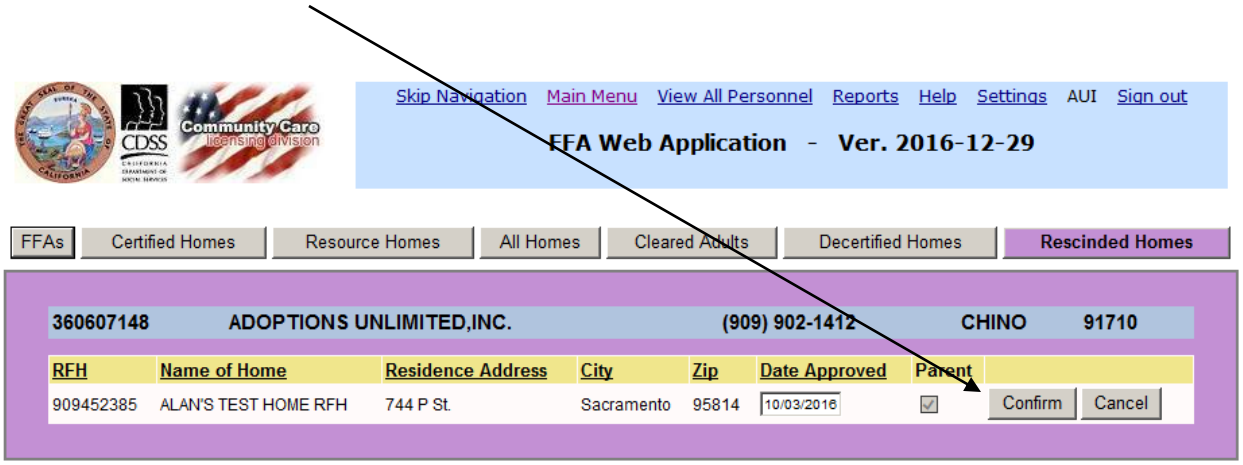
e. Reapproving a Home(cont'd)

Find the home you want to reapprove, then click the "Re-Approve Home" button.

7. Resource Homes Tab (cont'd)

e. Reapproving a Home (cont'd)

Next, click "Confirm" or "Cancel" to complete the process.



7. Resource Homes Tab (cont'd)

e. Reapproving a Home (cont'd)

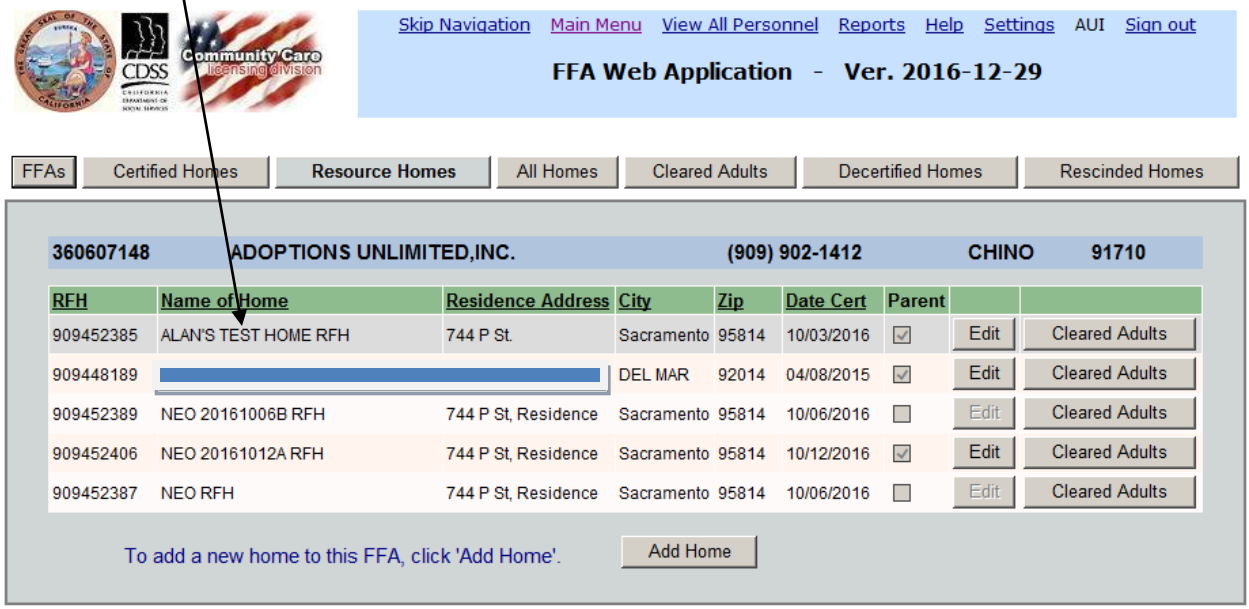
The home you reapproved has been removed from the "Rescinded Homes" tab.

Click on the "Resource Homes" tab to see the newly reapproved home displayed on the list.

7. Resource Homes Tab (cont'd)

e. Reapproving a Home (cont'd)

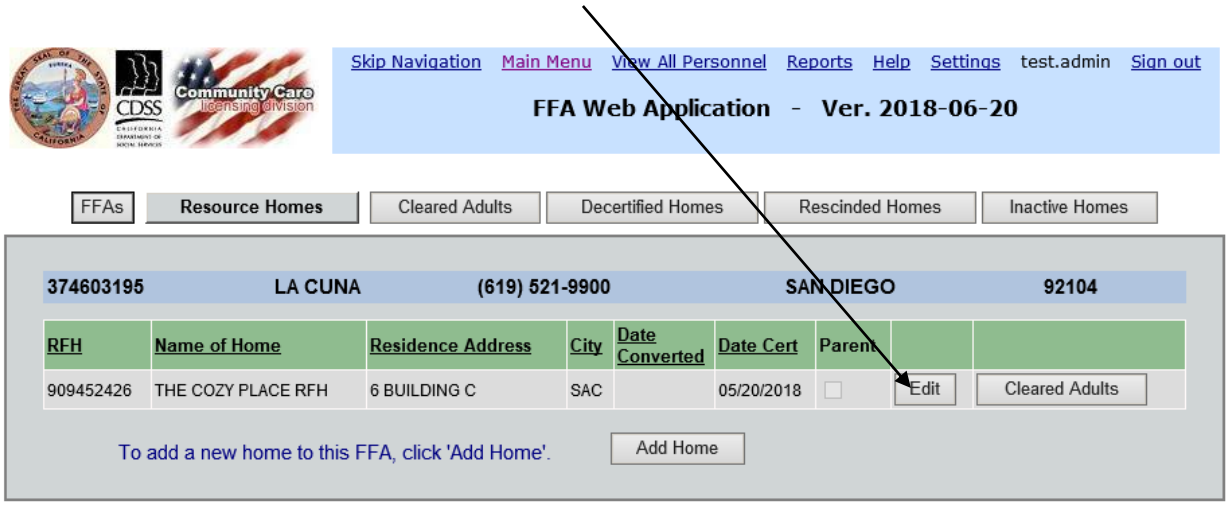
The reapproved home is now displayed on the "Resource Homes" tab.



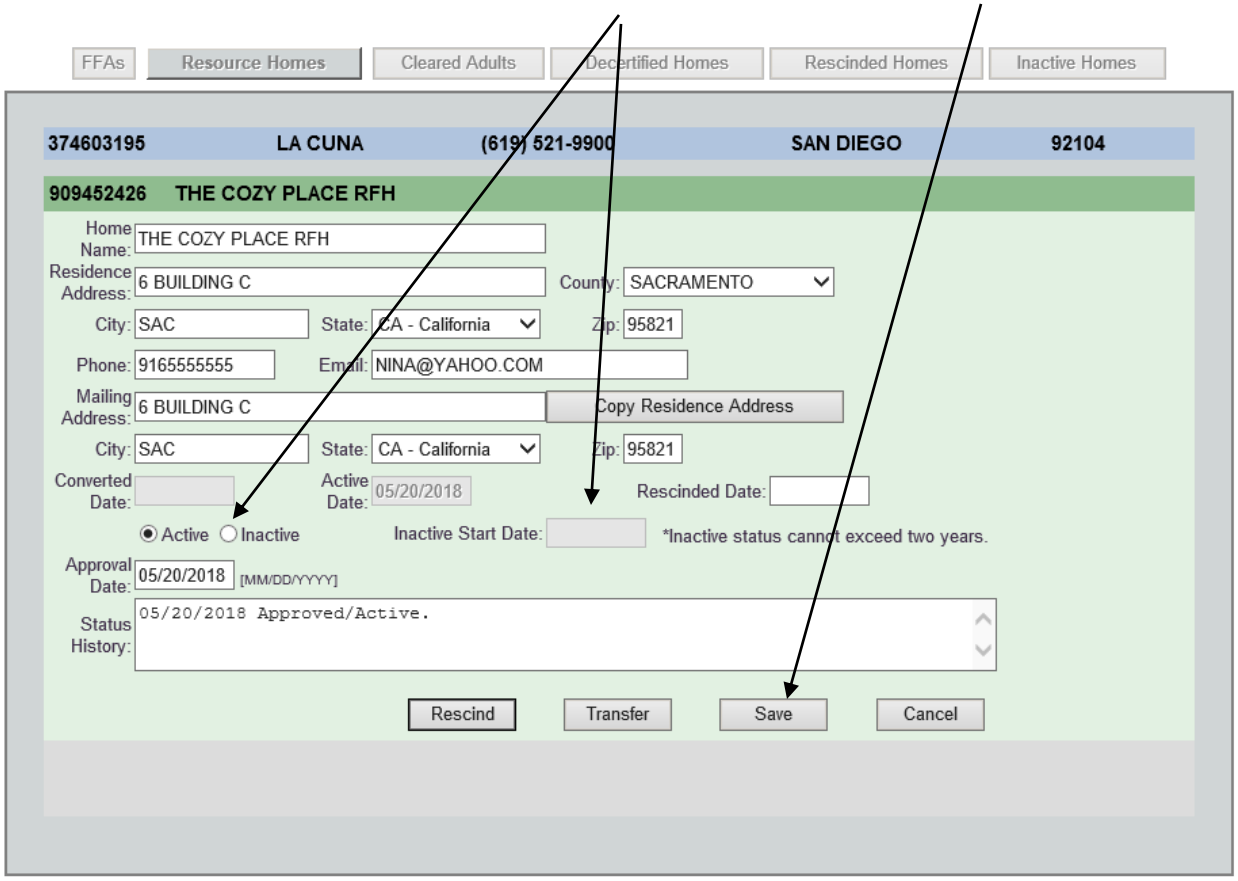
7. Resource Homes Tab (cont'd)

f. Placing an RFH on Active/Inactive status

To assign Inactive status, click on the "Edit" button to the right of the RFH.



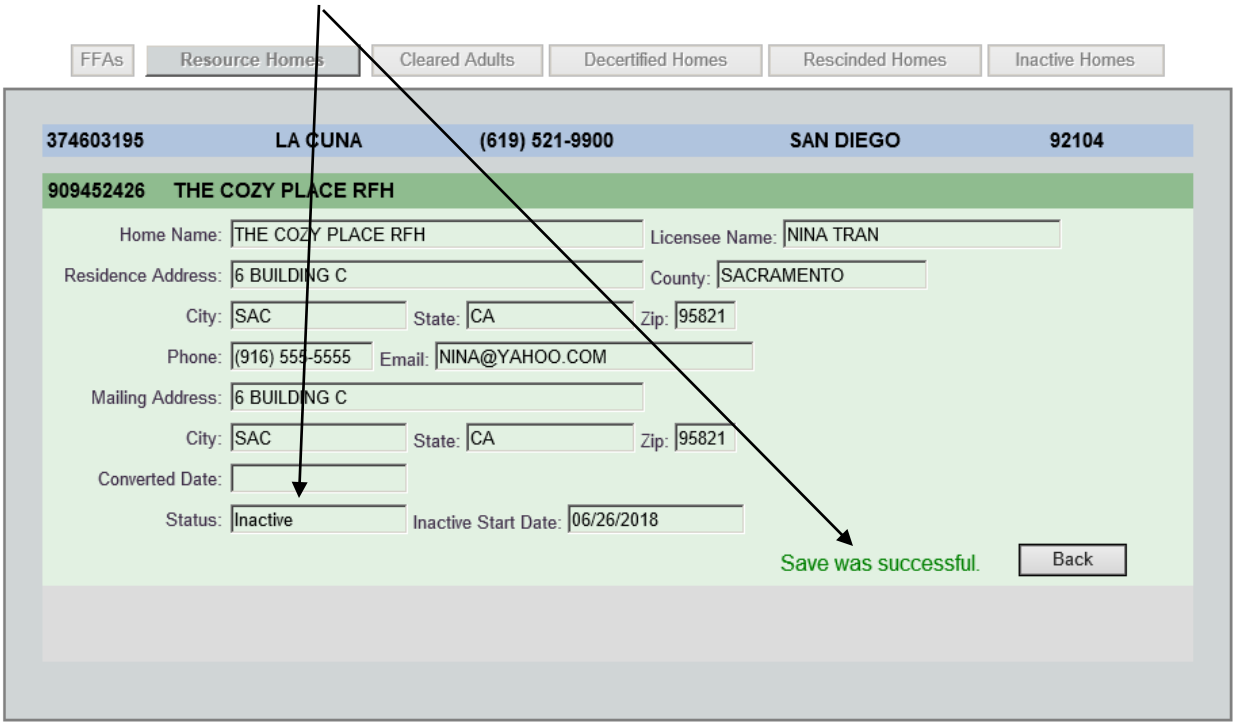
The home will begin in 'Active' status. To change to 'Inactive', toggle the status button, then enter the date the home became inactive. Once entered, click 'save'.



7. Resource Homes Tab (cont'd)

f. Placing an RFH on Active/Inactive status

The system will now show a confirming screen listing the home as 'Inactive'.

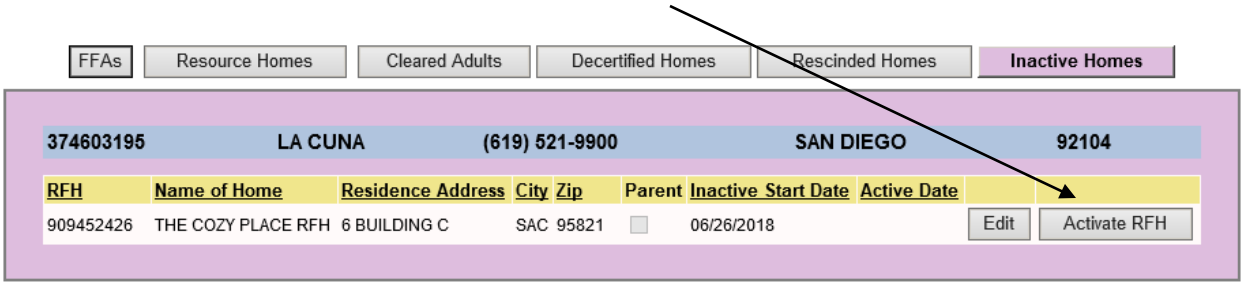


Note that when looking for this home, it will no longer be listed under the 'Resource Homes' tab in the system.

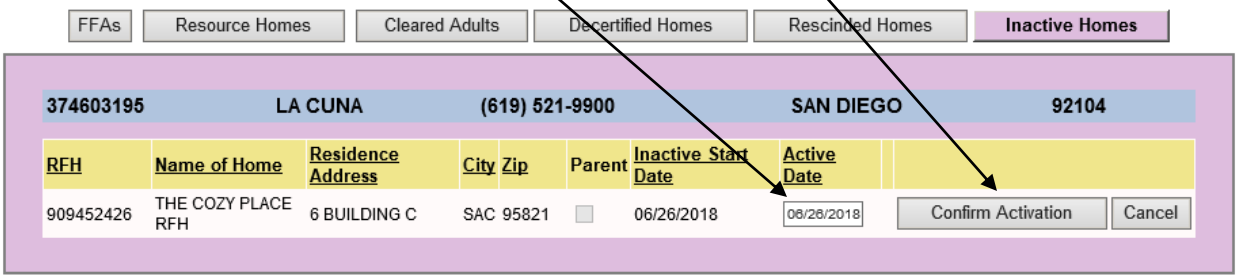
7. Resource Homes Tab (cont'd)

f. Placing an RFH on Active/Inactive status

This home will now be listed under the 'Inactive Homes' tab as shown below. To activate the home, click on the 'Activate RFH' button.



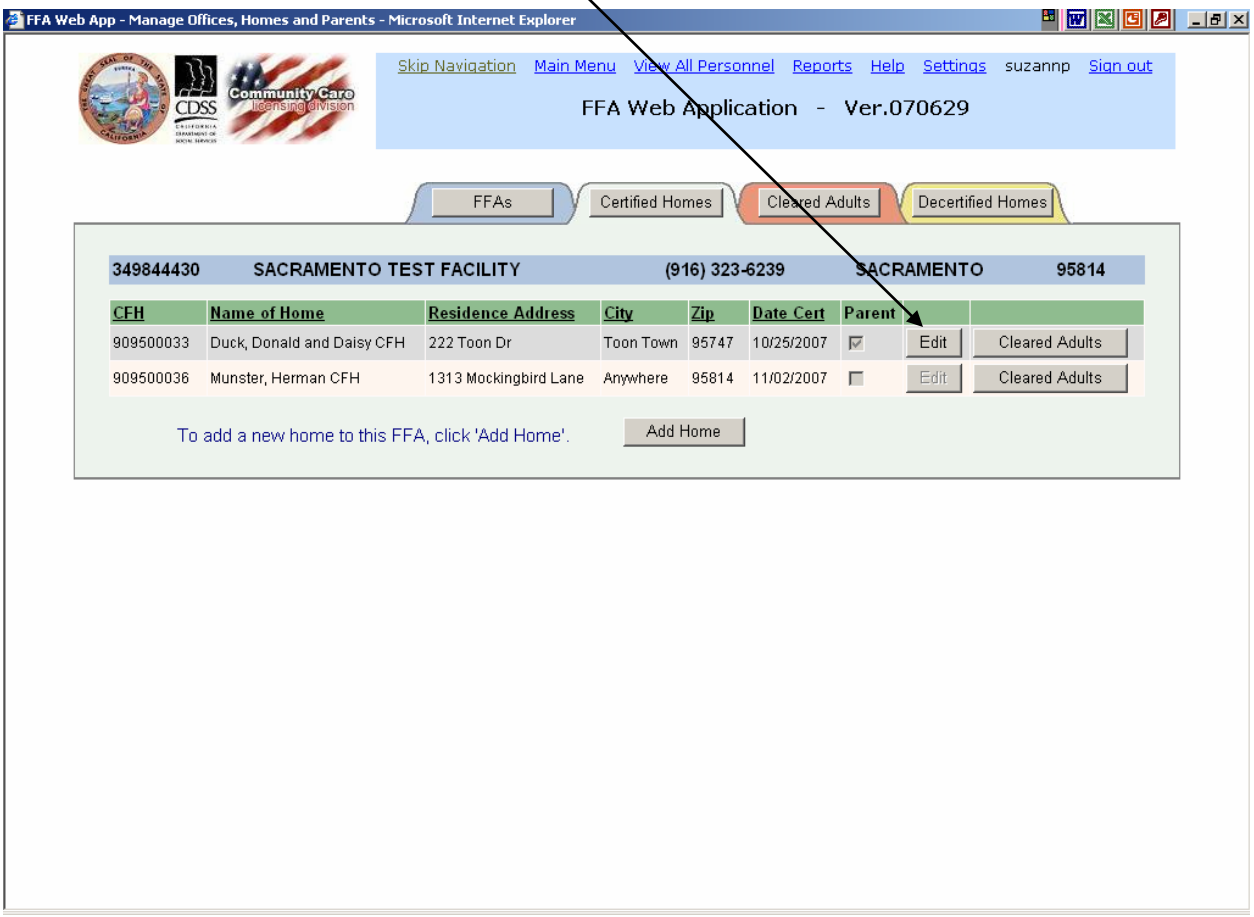
Enter the activation date and press 'Confirm Activation' to complete the process. This will again move the home from the 'Inactive Homes' tab, back to the 'Resource Homes' tab.



8. Certified Homes Tab

a. Converting a Certified Family Home to a Resource Family Home

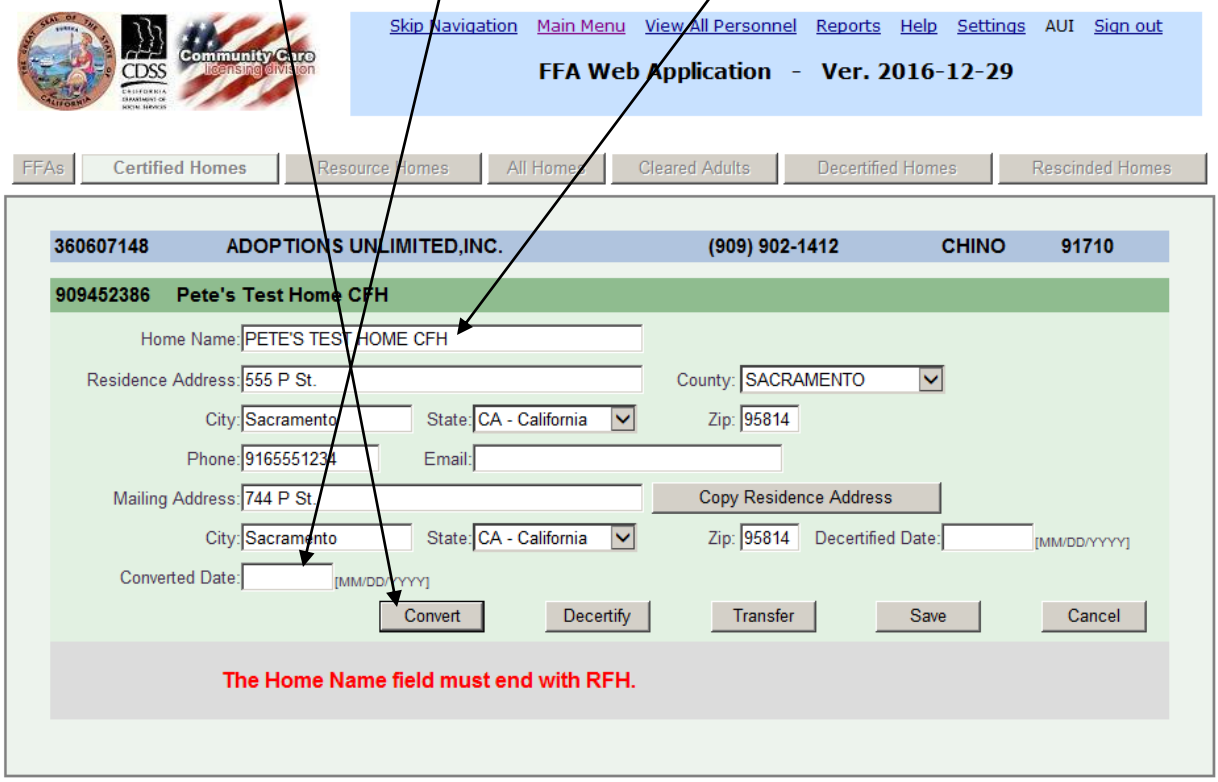
To convert a CFH, click on the “Edit” button to the right of the CFH.



8. Certified Homes Tab

a. Converting a Certified Family Home to a Resource Family Home (cont'd)

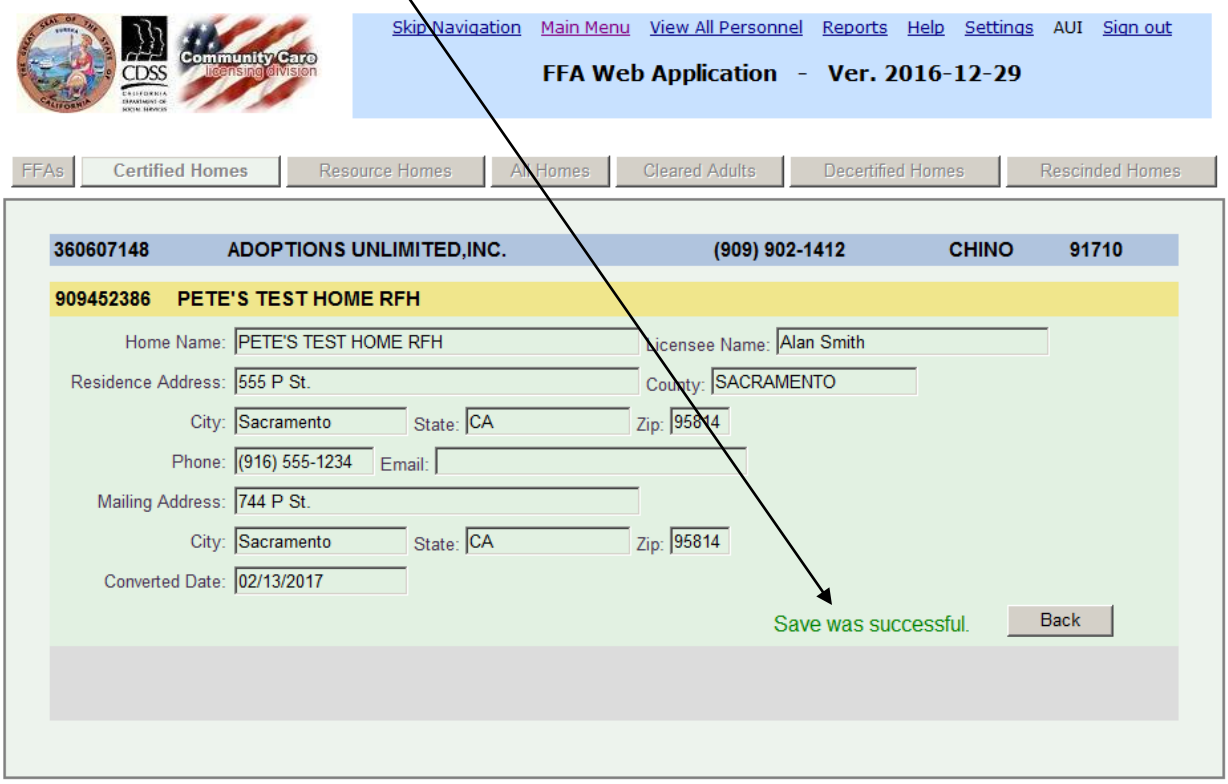
Click on the "Convert" button at the bottom of the screen.
A pop-up window will appear asking you to confirm your choice.
If you have not already changed the Home Name to end in RFH – you will receive a prompt at the bottom of the screen reminding you to do so.
You must also enter the conversion date or you will be prompted to down below.



8. Certified Homes Tab

a. Converting a Certified Family Home to a Resource Family Home (cont'd)

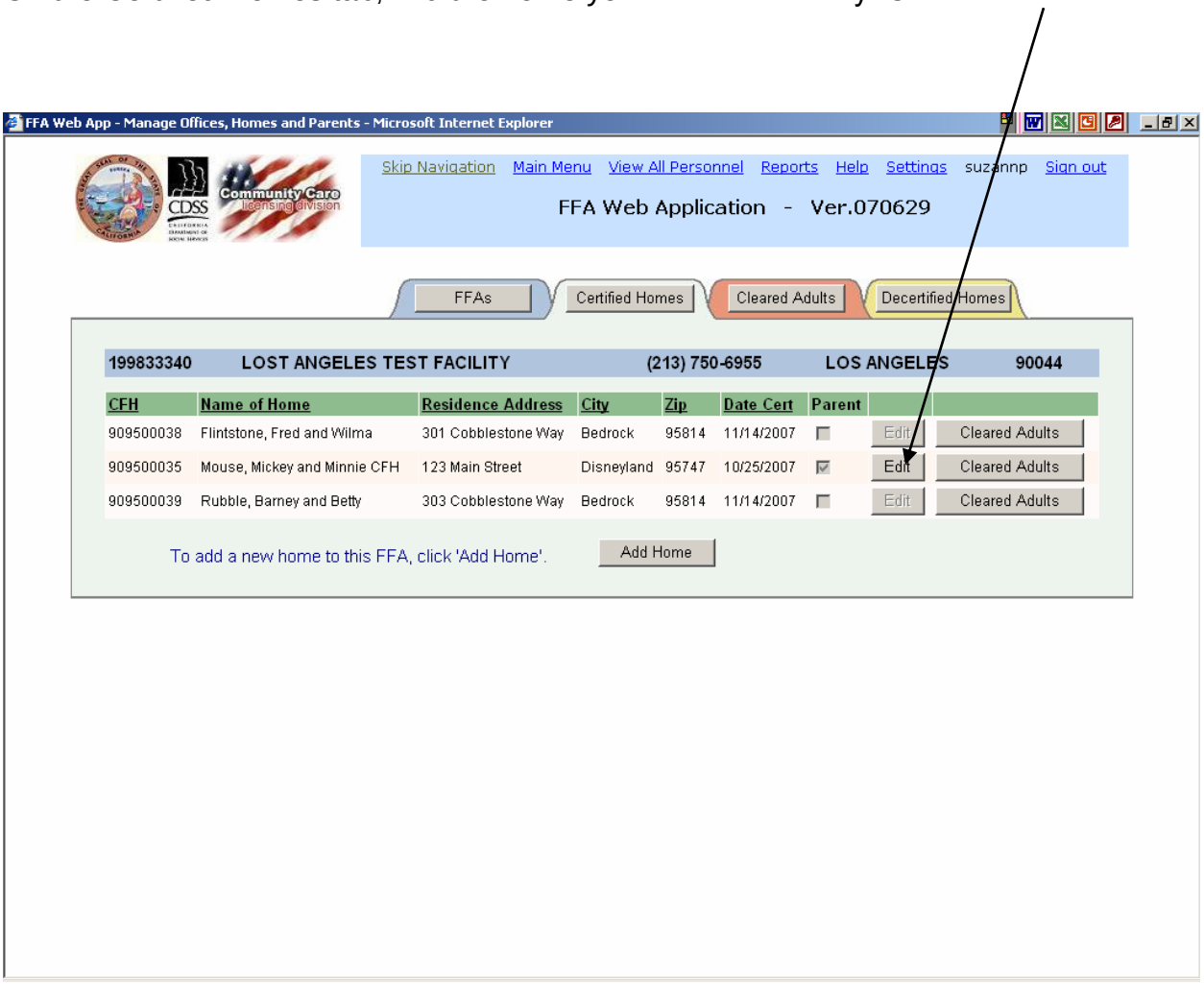
When all necessary fields are entered, you will receive a confirming message at the bottom of the screen.
After pressing the "Back" button, feel free to check the Certified Homes and Resource Homes tabs to make sure the newly converted home is listed correctly.



8. Certified Homes Tab (cont'd)

b. Decertifying a Certified Family Home

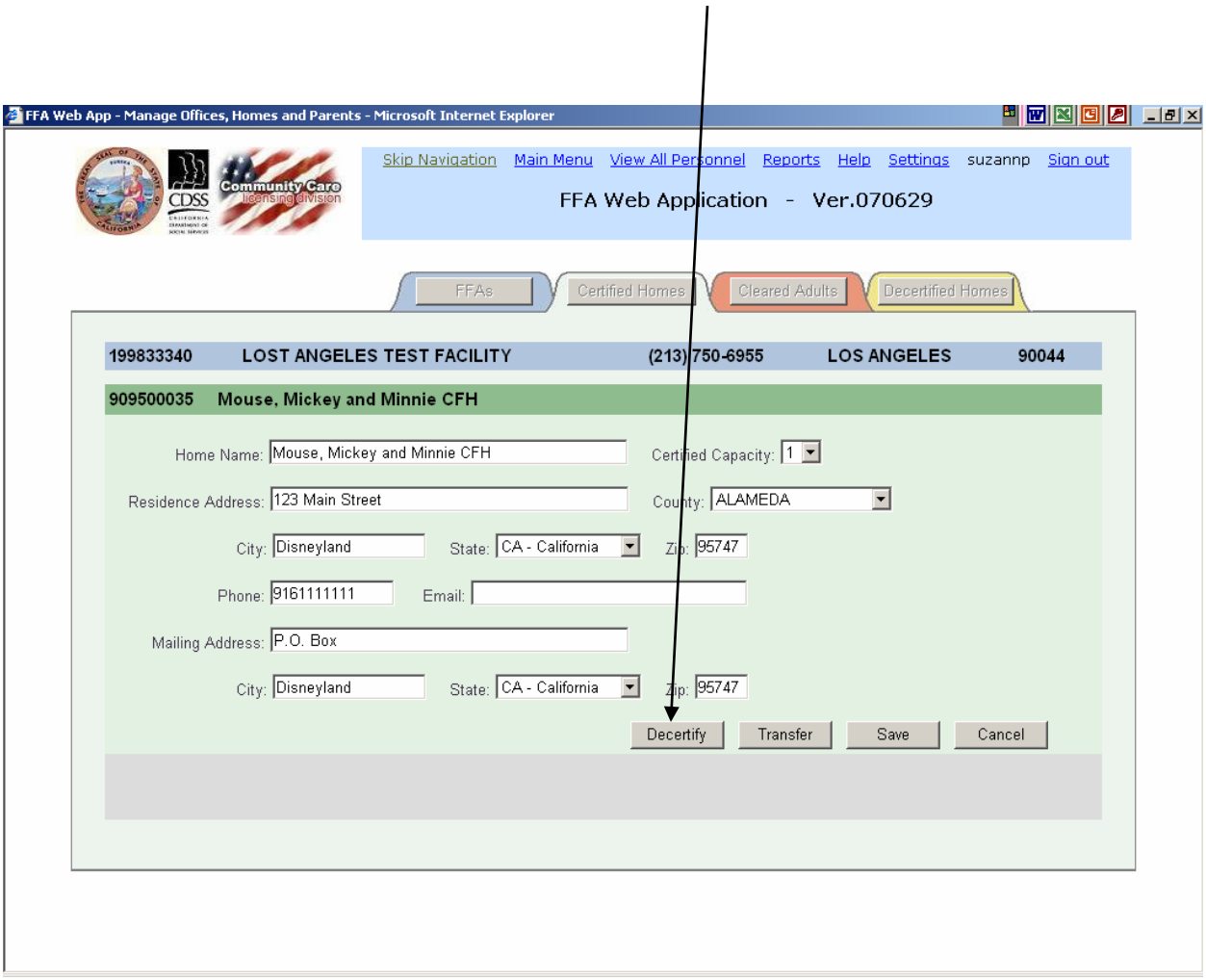
On the Certified Homes tab, find the home you want to decertify. Click the "Edit" button.



8. Certified Homes Tab (cont'd)

b. Decertifying a Certified Family Home (cont'd)

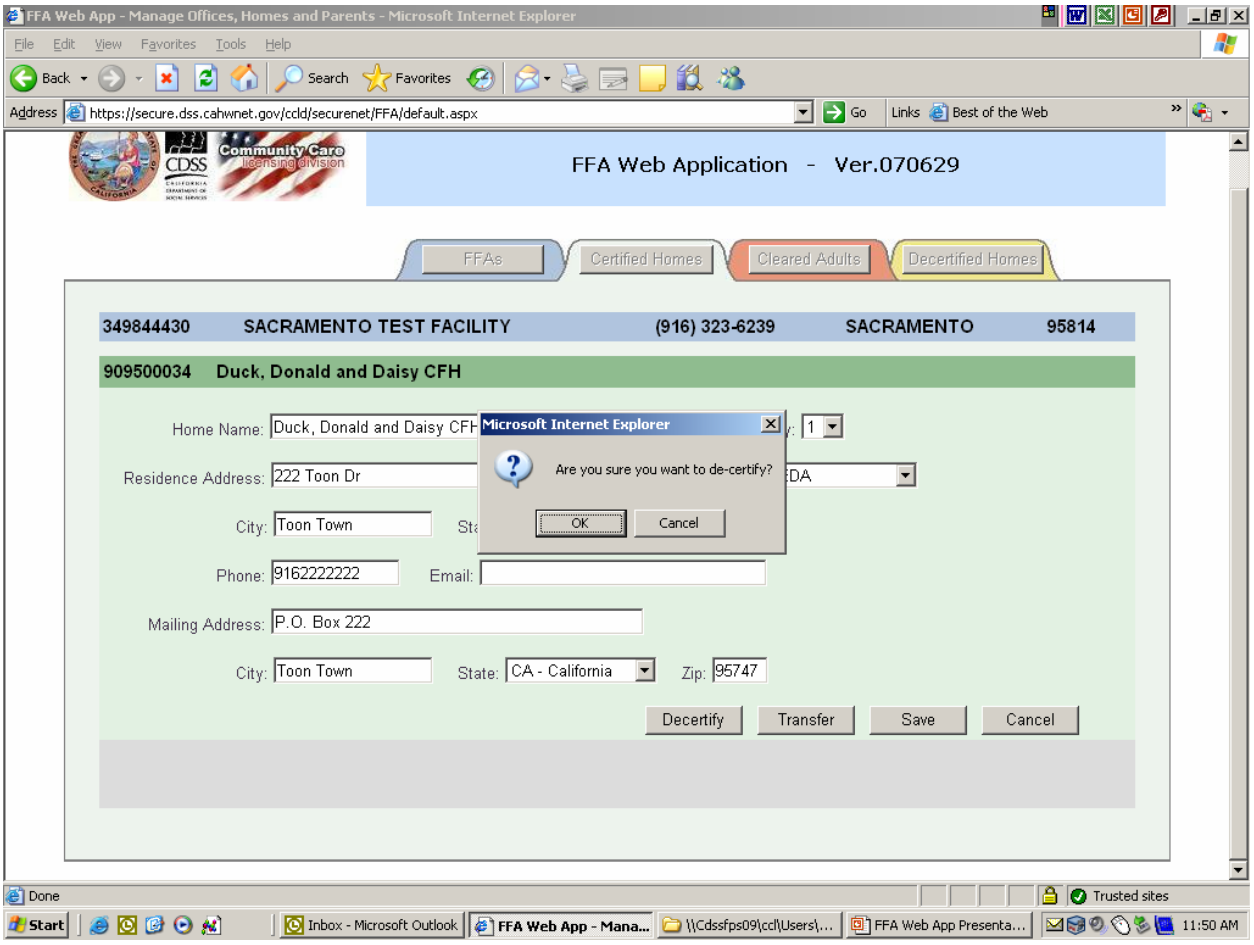
The edit screen will be displayed. Click on the "Decertify" button to decertify the CFH.



8. Certified Homes Tab (cont'd)

b. Decertifying a Certified Family Home (cont'd)

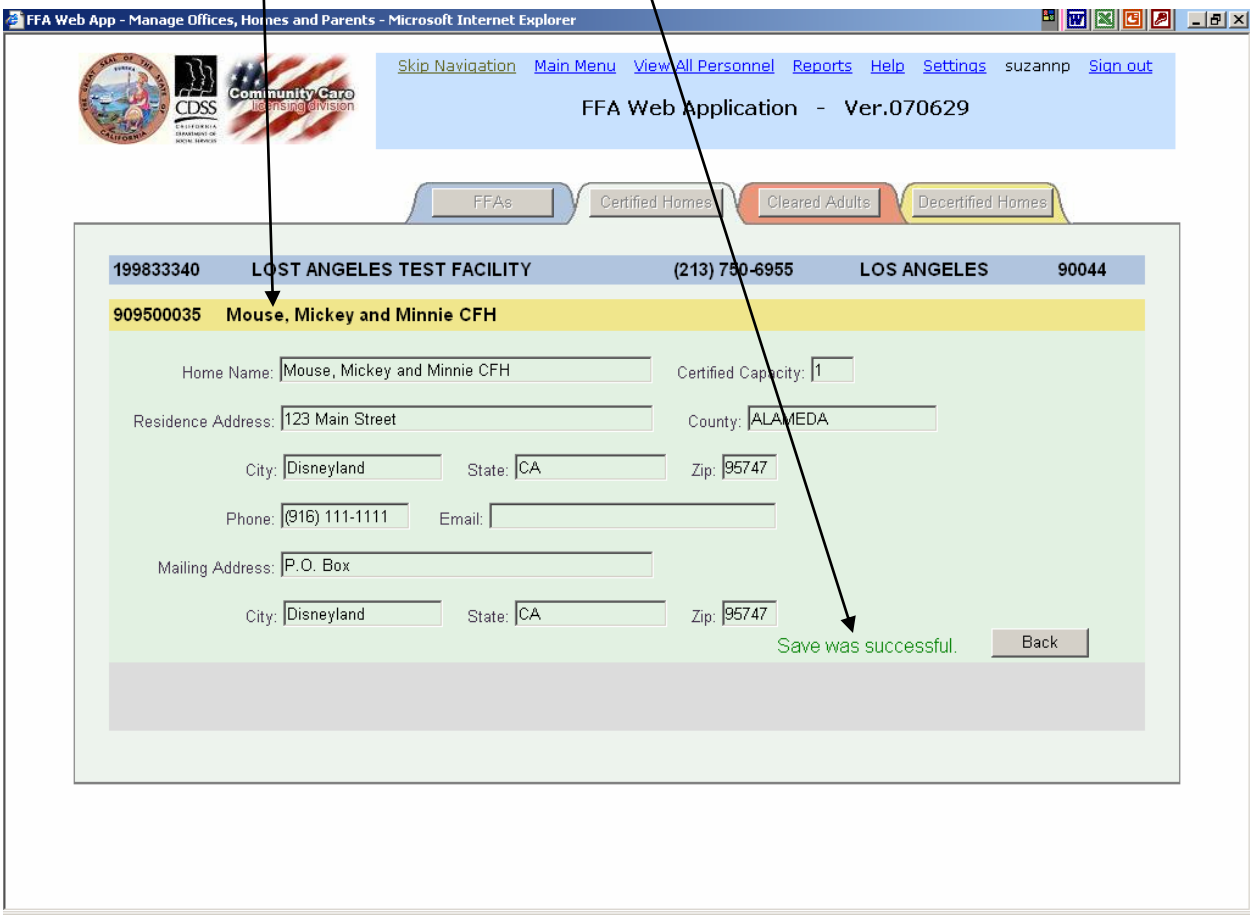
After clicking the "Decertify" button, a dialog box will pop up asking "Are you sure you want to de-certify?" Click OK to decertify, or Cancel to cancel the process.



8. Certified Homes Tab (cont'd)

b. Decertifying a Certified Family Home (cont'd)

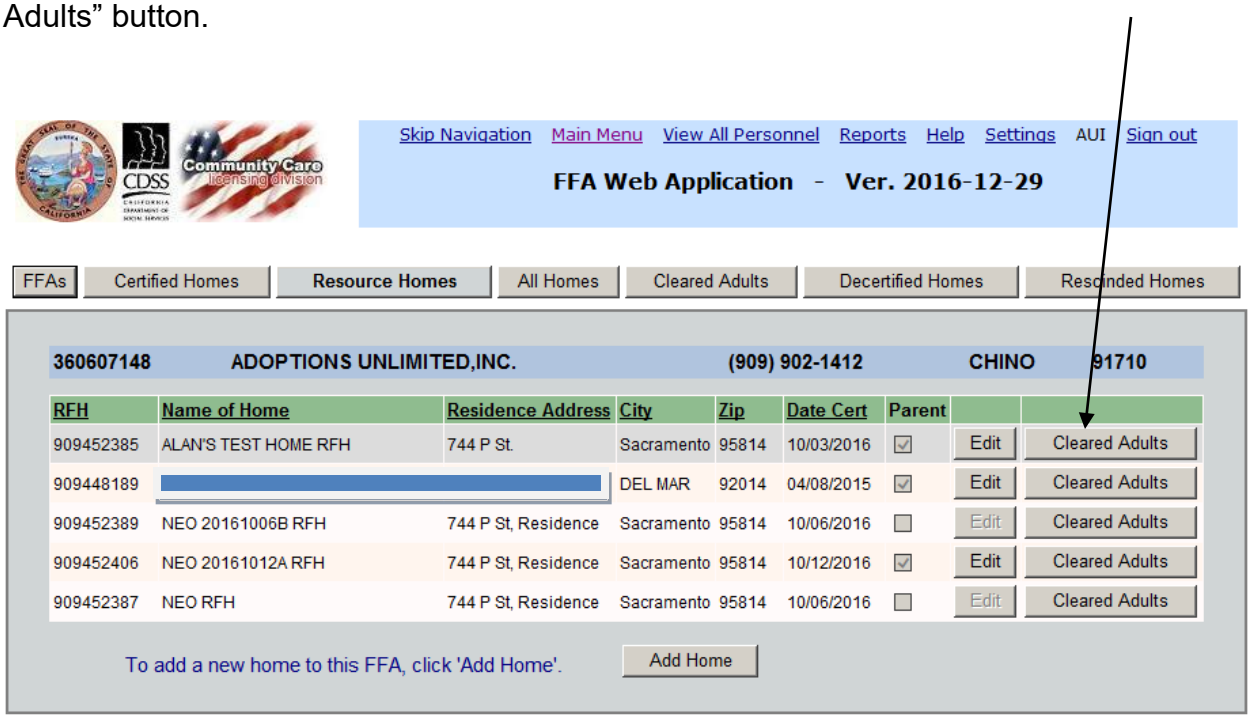
The home is now decertified. "Save was successful" is displayed, and the home is now highlighted in yellow.



9. Associating a Cleared Adult to an RFH

From the “FFA tab”, select the FFA (or sub-office) you wish to work in.

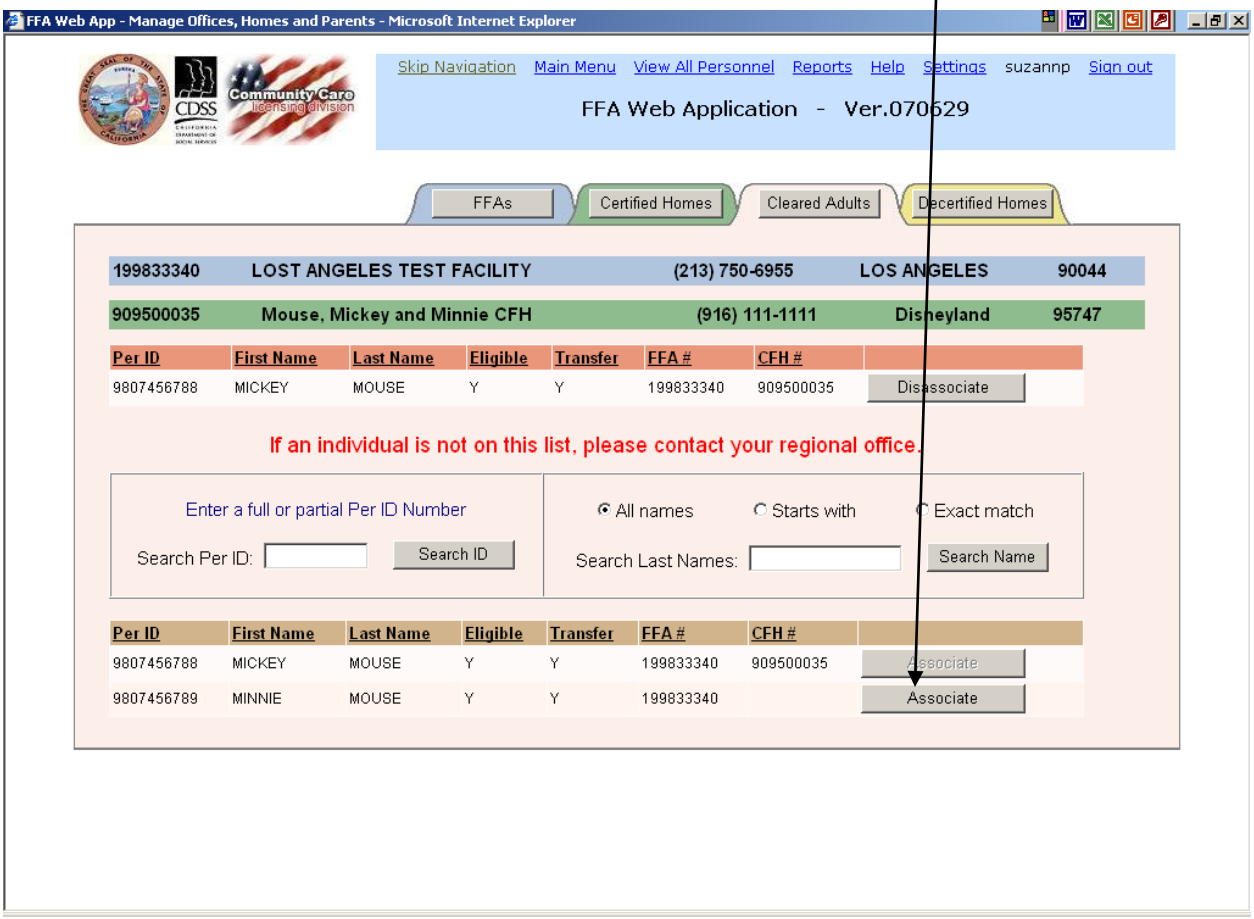
Select the RFH to which you want to associate the cleared adult. Click the “Cleared Adults” button.



9. Associating a Cleared Adult to an RFH (cont'd)

First you must find the individual that you want to associate to the RFH.

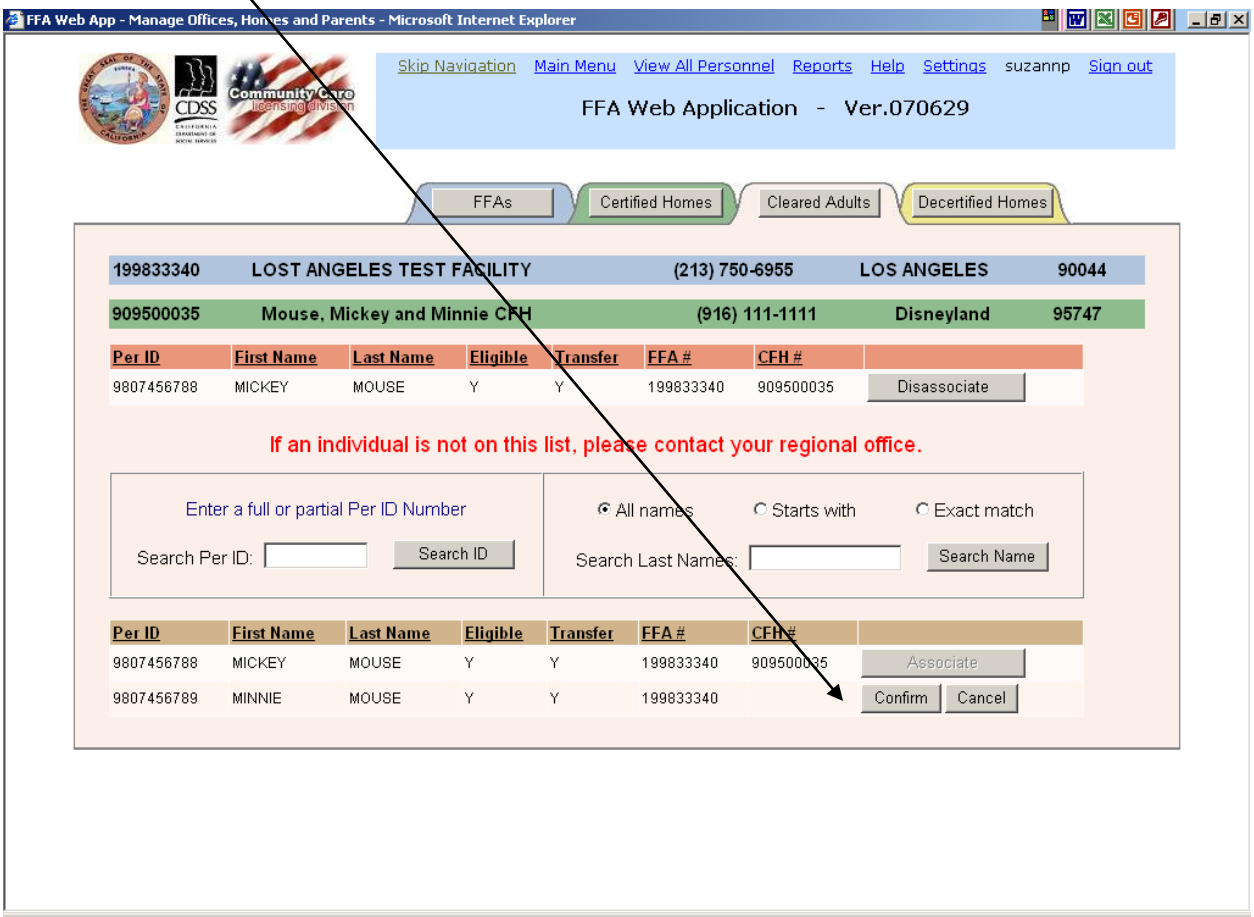
When you find the individual you want to associate, click the "Associate" button to the right.



*For your information, if an individual is already associated to an RFH, the RFH number is displayed and the "Associate" button is grayed out.

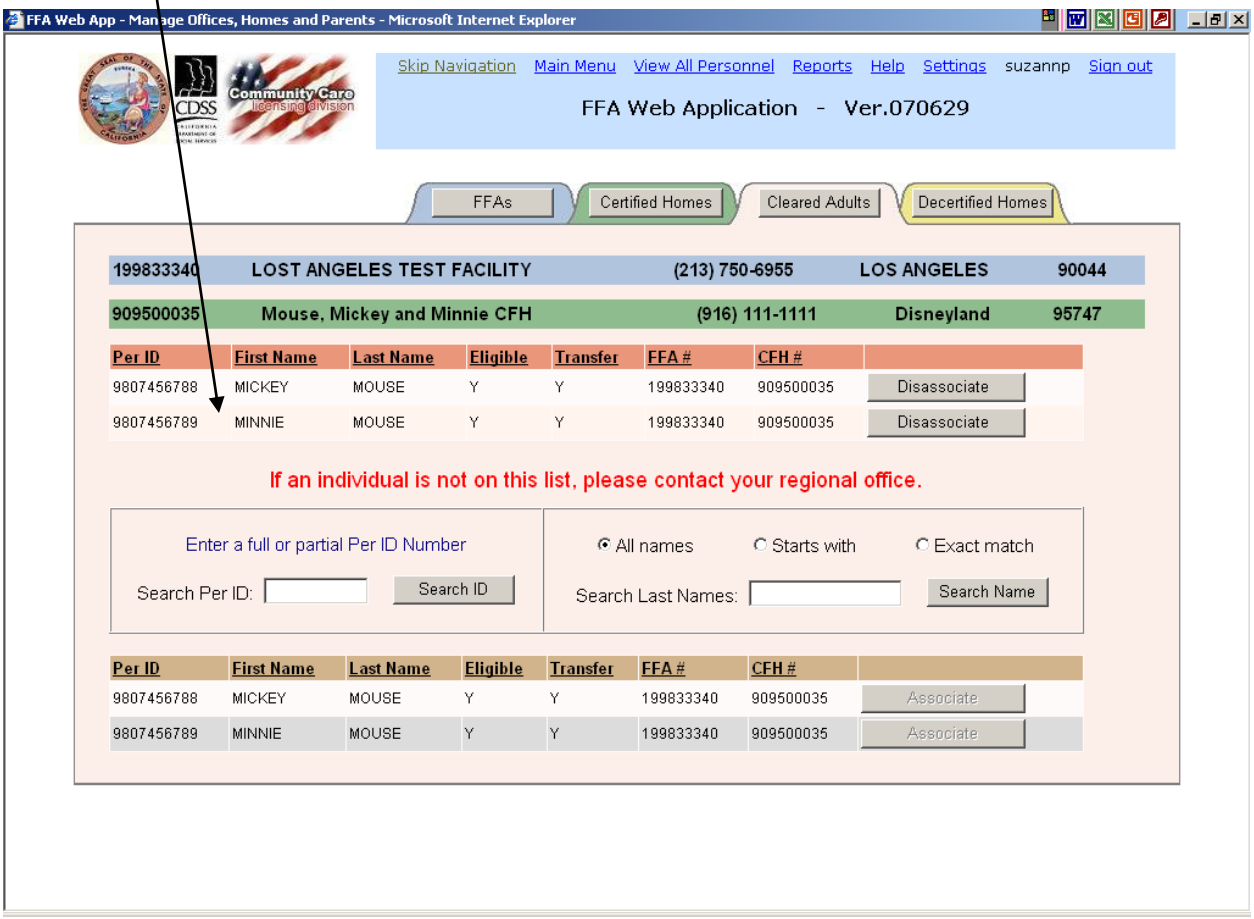
9. Associating a Cleared Adult to a RFH (cont'd)

Click "Confirm" or "Cancel" to complete the process.



9. Associating a Cleared Adult to an RFH (cont'd)

The individual is now associated to the RFH.



10. Links at the top of the screen

a. "Skip Navigation"

The "Skip Navigation" link is a feature available for visually impaired individuals. Click on this link if this applies to you.

10. Links at the top of the screen (cont'd)

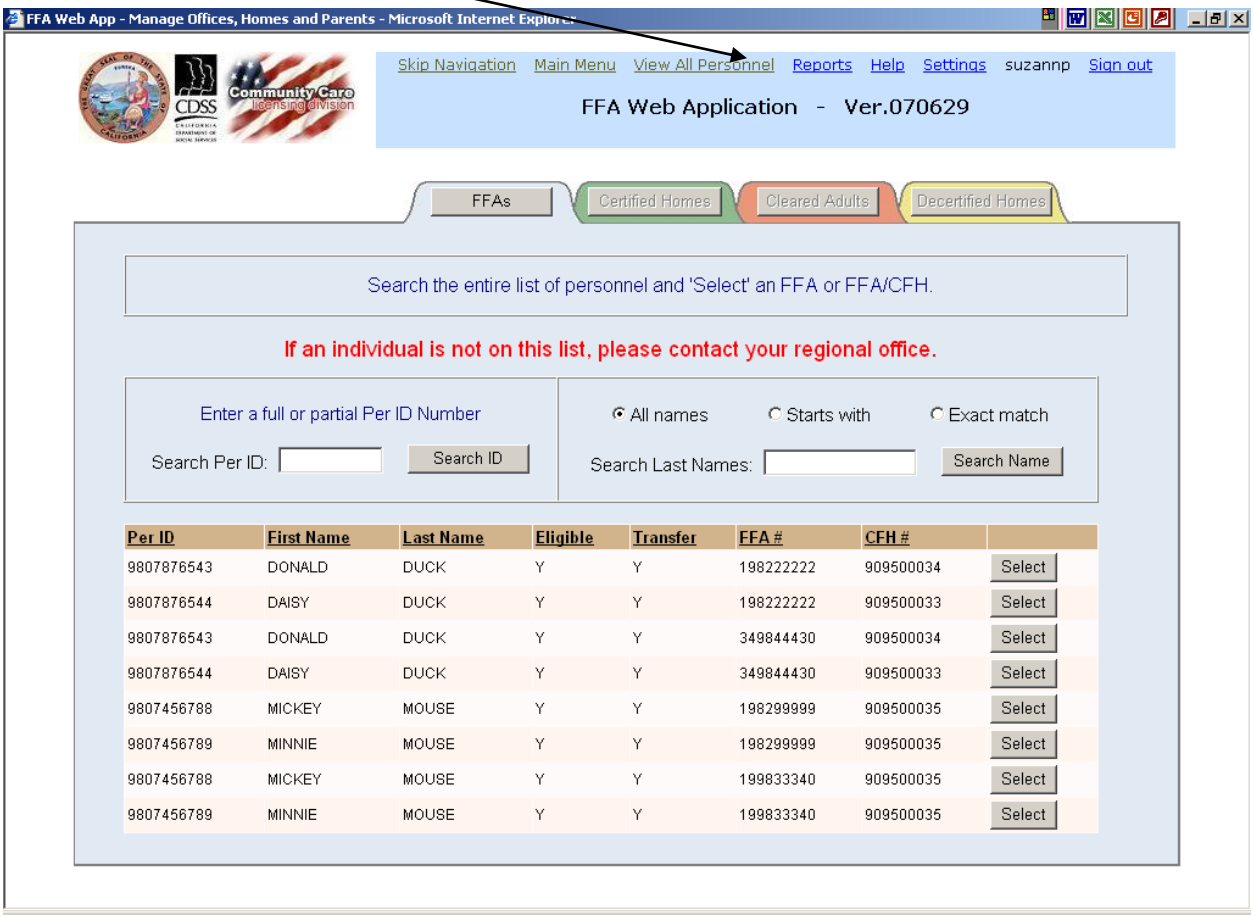
b. "Main Menu"

The "Main Menu" link will direct you to the FFA tab. Click on this link at any time to return to the FFA tab.

10. Links at the top of the screen (cont'd)

c. "View All Personnel"

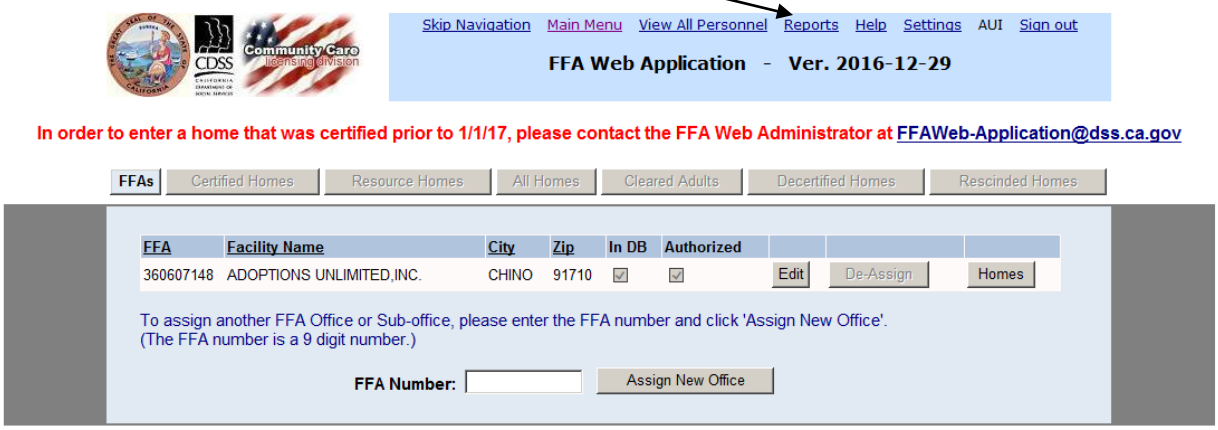
Click on this link to display all individuals associated to your FFAs.



10. Links at the top of the screen (cont'd)

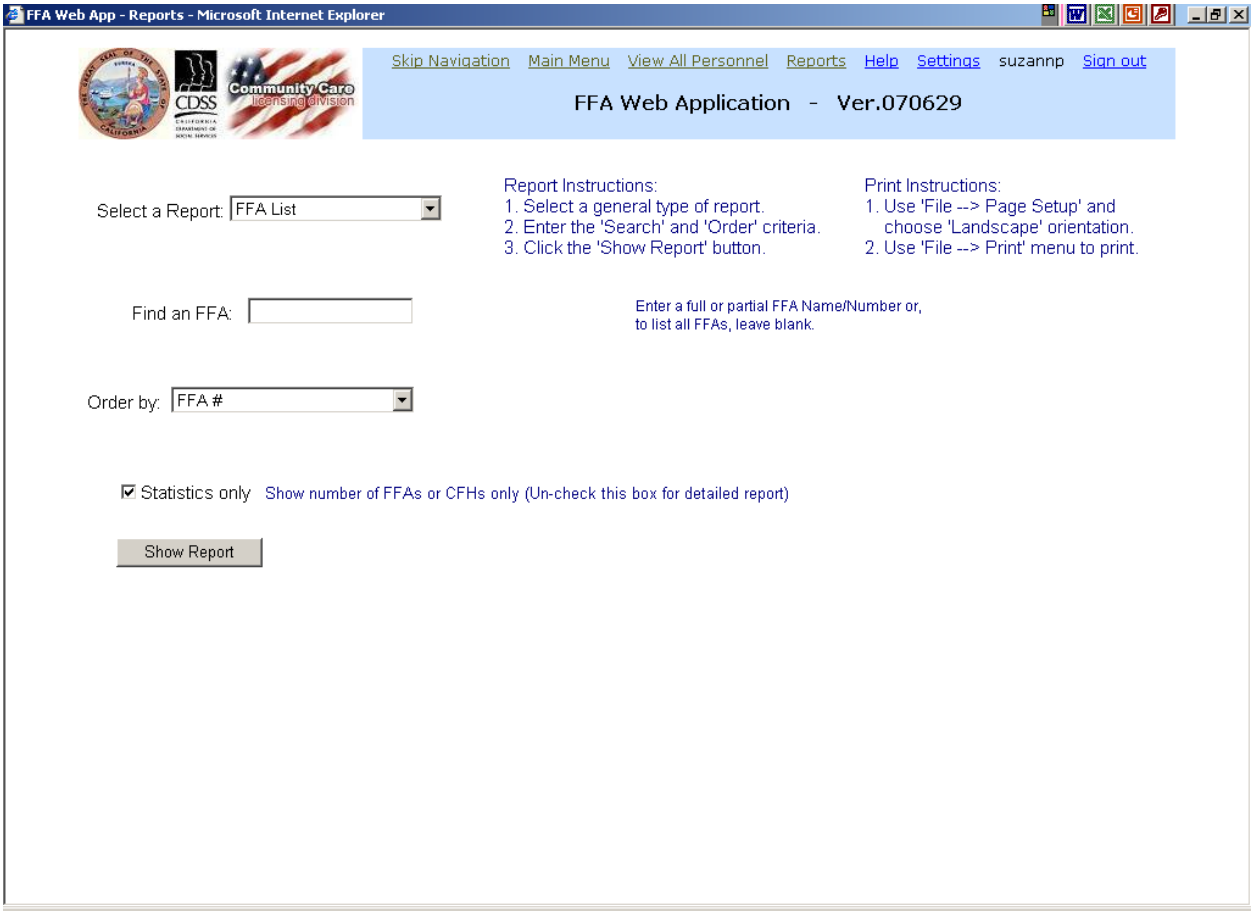
d. "Reports"

To view reports, click on the "Reports" link at the top of the screen.



10. Links at the top of the screen (cont'd)
d. "Reports" (cont'd)

This is the Reports page.



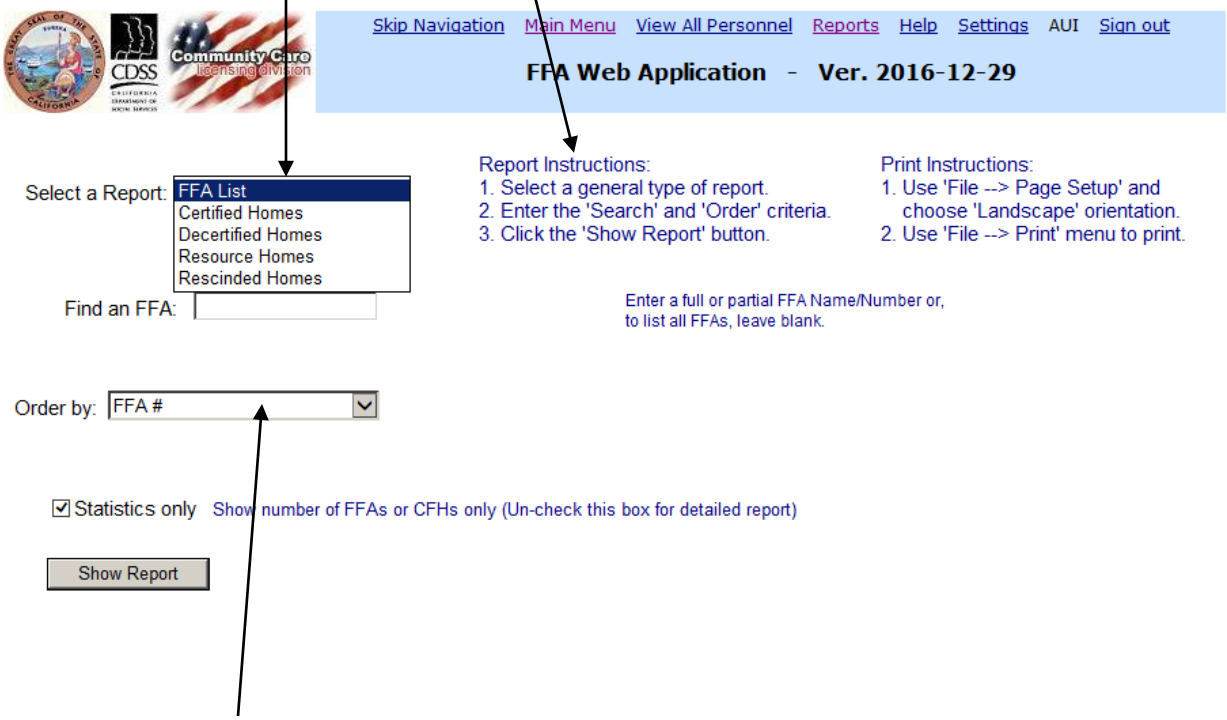
10. Links at the top of the screen (cont'd)

d. "Reports" (cont'd)

Report instructions are listed here:

You may select the type of report you want:

- FFA List
- Certified Home list
- Decertified Home list



You may sort your report in various ways.

- FFA number
- Facility name
- County, then by FFA number
- County, then by facility name

A list of RFHs or Rescinded homes can be sorted by:

- RFH number
- RFH name
- FFA #, then by RFH #
- FFA name, then by RFH name
- County, then by RFH #
- County, then by RFH name

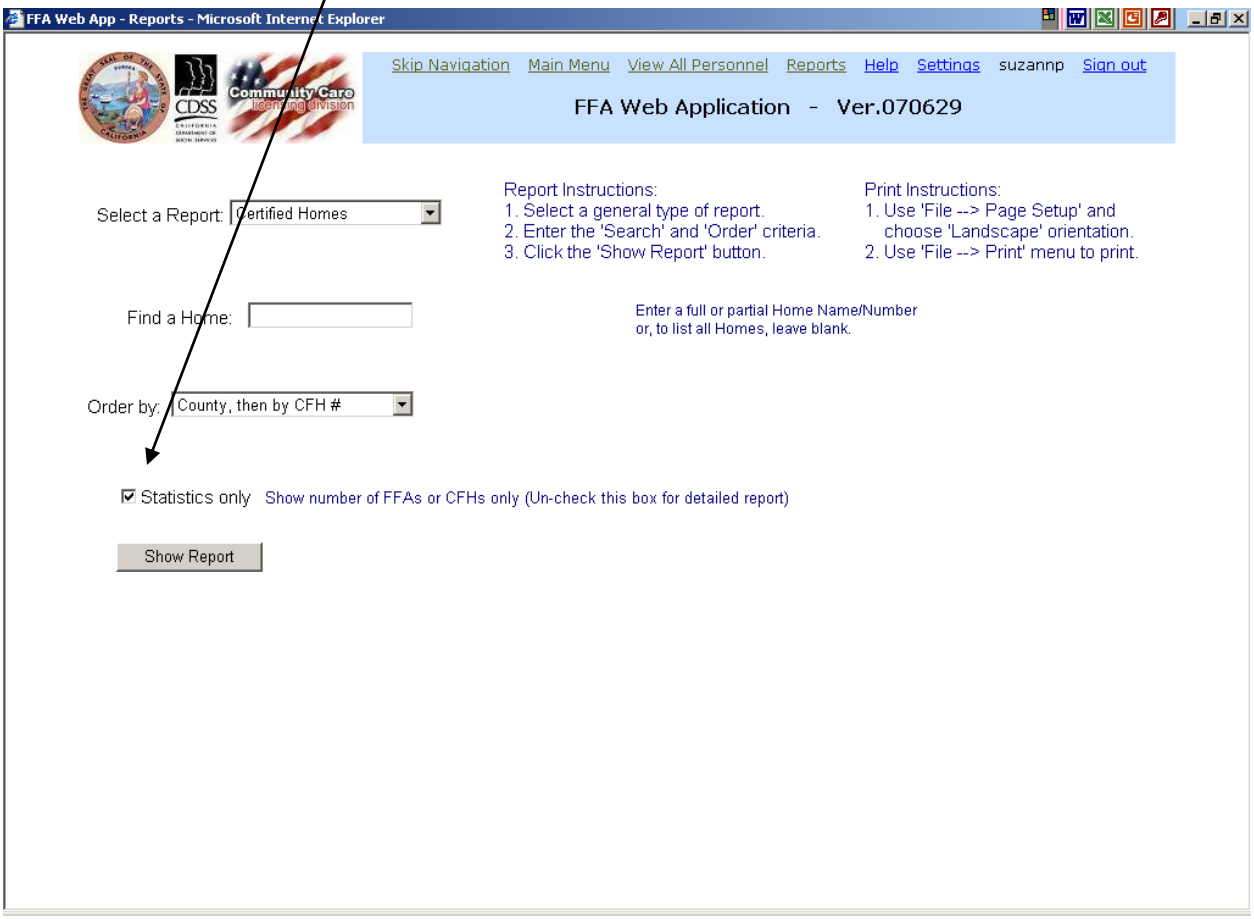
10. Links at the top of the screen (cont'd)

d. "Reports" (cont'd)

After selecting your report type and order criteria, decide if you want a detailed report. If yes, remove the check in this box and click "Show Report".

If you want total numbers only, leave the check box alone and click "Show Report".

See the following pages for examples of a detailed report and a report with totals only.

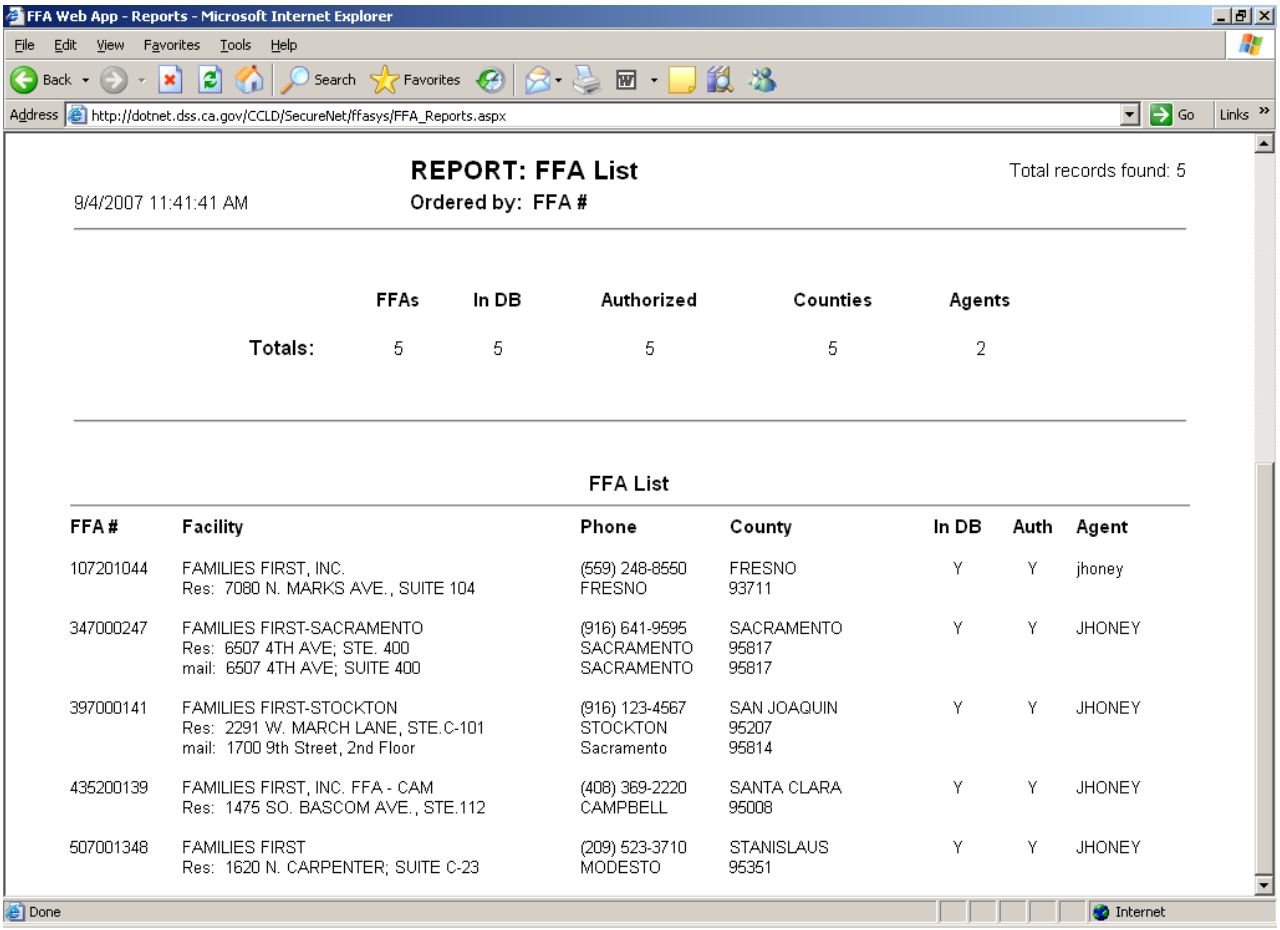


10. Links at the top of the screen (cont'd)

d. "Reports" (cont'd)

i. Report samples

This is a sample of a detailed report.



REPORT: FFA List

Total records found: 5

9/4/2007 11:41:41 AM

Ordered by: FFA #

	FFAs	In DB	Authorized	Counties	Agents
Totals:	5	5	5	5	2

FFA List

FFA #	Facility	Phone	County	In DB	Auth	Agent
107201044	FAMILIES FIRST, INC. Res: 7080 N. MARKS AVE., SUITE 104	(559) 248-8550 FRESNO	FRESNO 93711	Y	Y	jhoney
347000247	FAMILIES FIRST-SACRAMENTO Res: 6507 4TH AVE; STE. 400 mail: 6507 4TH AVE; SUITE 400	(916) 641-9595 SACRAMENTO SACRAMENTO	SACRAMENTO 95817 95817	Y	Y	JHONEY
397000141	FAMILIES FIRST-STOCKTON Res: 2291 W. MARCH LANE, STE.C-101 mail: 1700 9th Street, 2nd Floor	(916) 123-4567 STOCKTON Sacramento	SAN JOAQUIN 95207 95814	Y	Y	JHONEY
435200139	FAMILIES FIRST, INC. FFA - CAM Res: 1475 SO. BASCOM AVE., STE.112	(408) 369-2220 CAMPBELL	SANTA CLARA 95008	Y	Y	JHONEY
507001348	FAMILIES FIRST Res: 1620 N. CARPENTER; SUITE C-23	(209) 523-3710 MODESTO	STANISLAUS 95351	Y	Y	JHONEY

10. Links at the top of the screen (cont'd)

d. "Reports" (cont'd)

i. Report samples (cont'd)

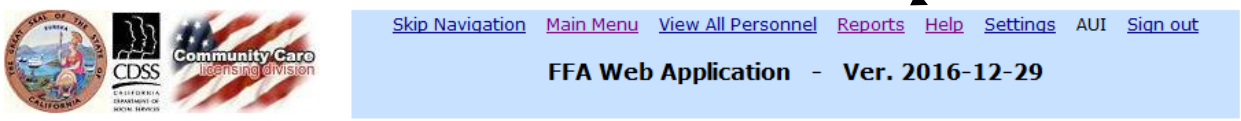
This is a sample of a report with totals only.

10. Links at the top of the screen (cont'd)

e. "Help"

Clicking on the "Help" link will display the CCLD FFA Web App administrator's information.

Contact this individual if you have questions or need assistance.



For help, please review the FFA Web Application User Guide.

You may also wish to review the Frequently Asked Questions.

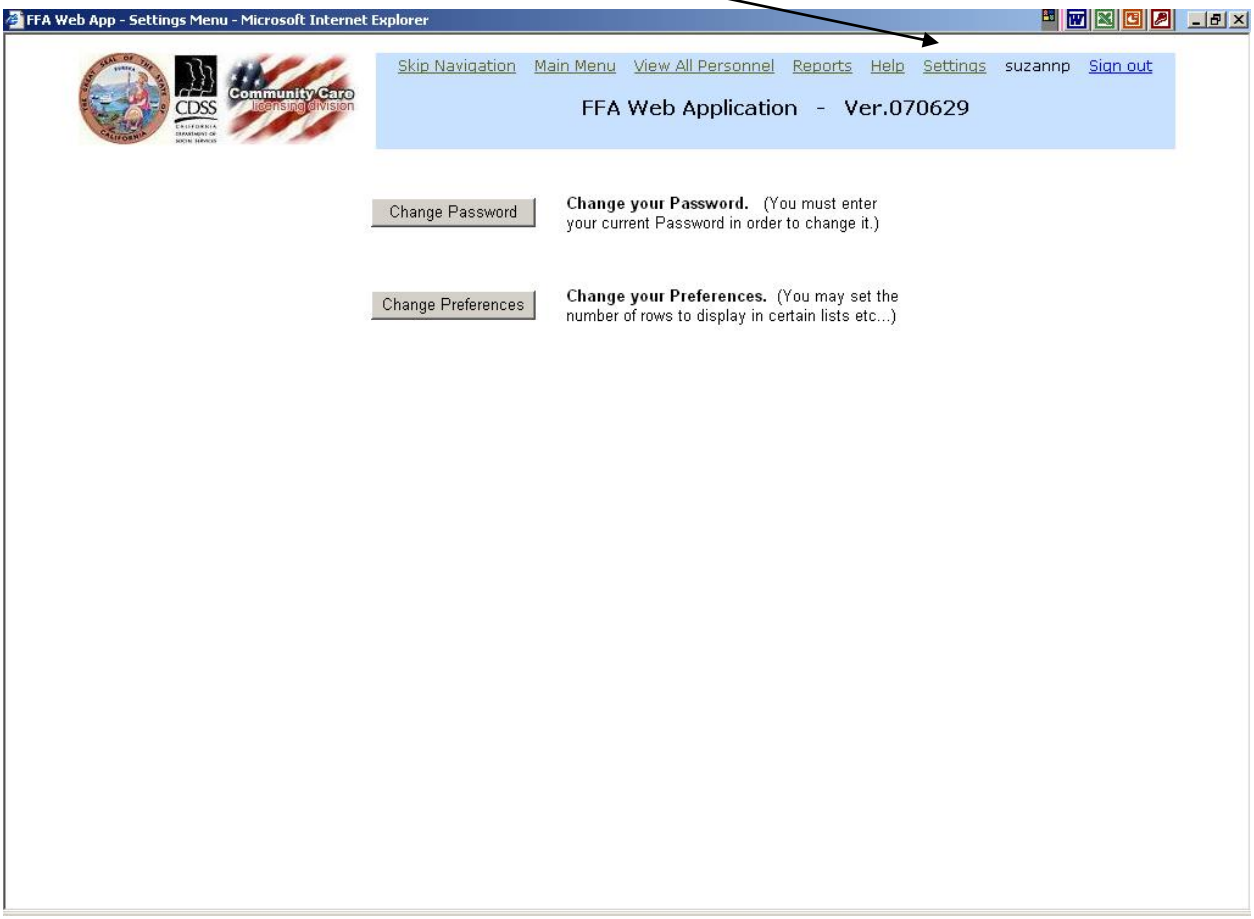
For additional help, please contact the FFA Web App Administrator:

FFAWeb-Application@dss.ca.gov

10. Links at the top of the screen (cont'd)

f. "Settings"

Click on the "Settings" link and you will see the Settings page.



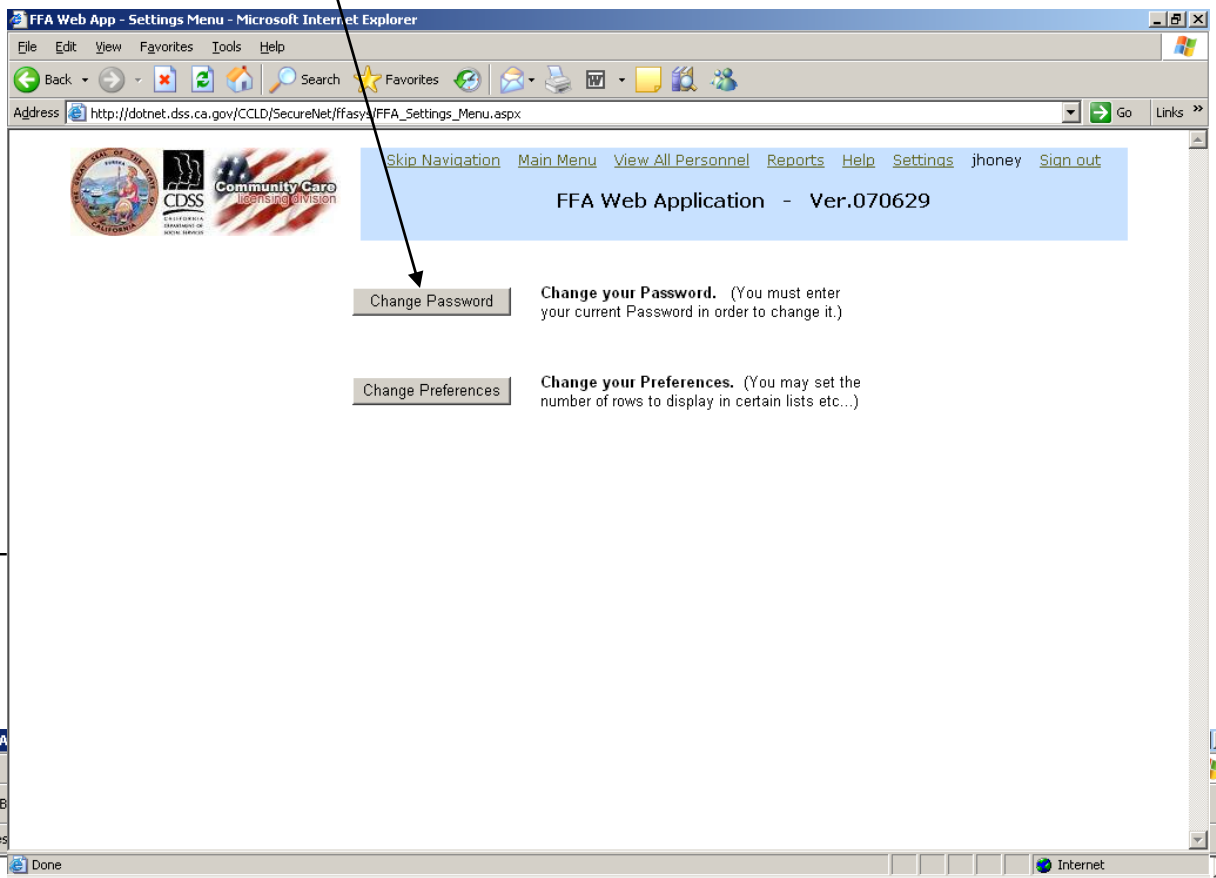
On the Settings page, you can change your password or change your display preferences.

10. Links at the top of the screen (cont'd)

f. "Settings" (cont'd)

i. Change password

Click on the Change Password button to access the Change Password screen.



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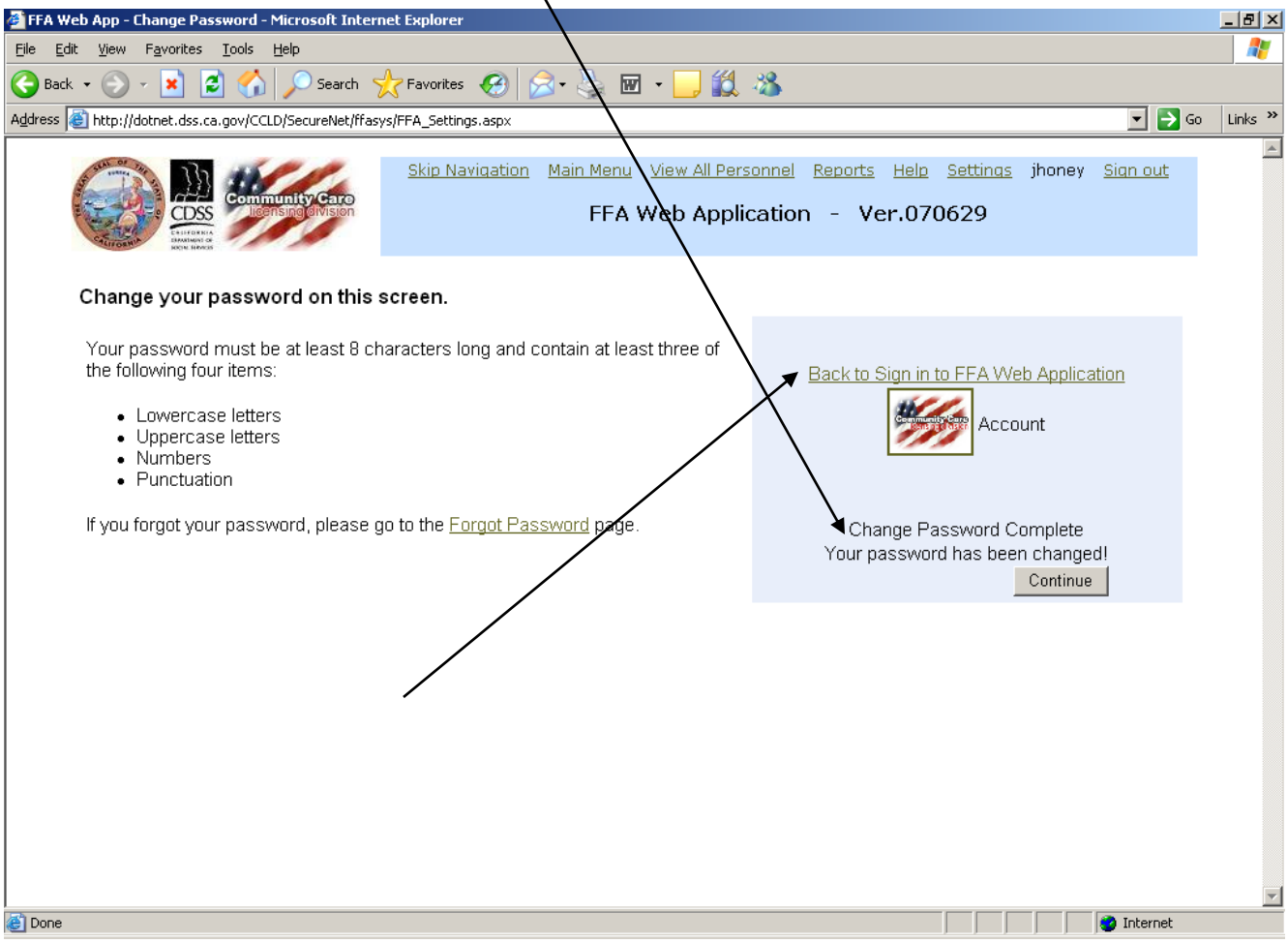
10. Links at the top of the screen (cont'd)

f. "Settings" (cont'd)

i. Change password (cont'd)

After you have changed your password, you should see a confirmation message:

"Change Password Complete
Your password has been changed!"

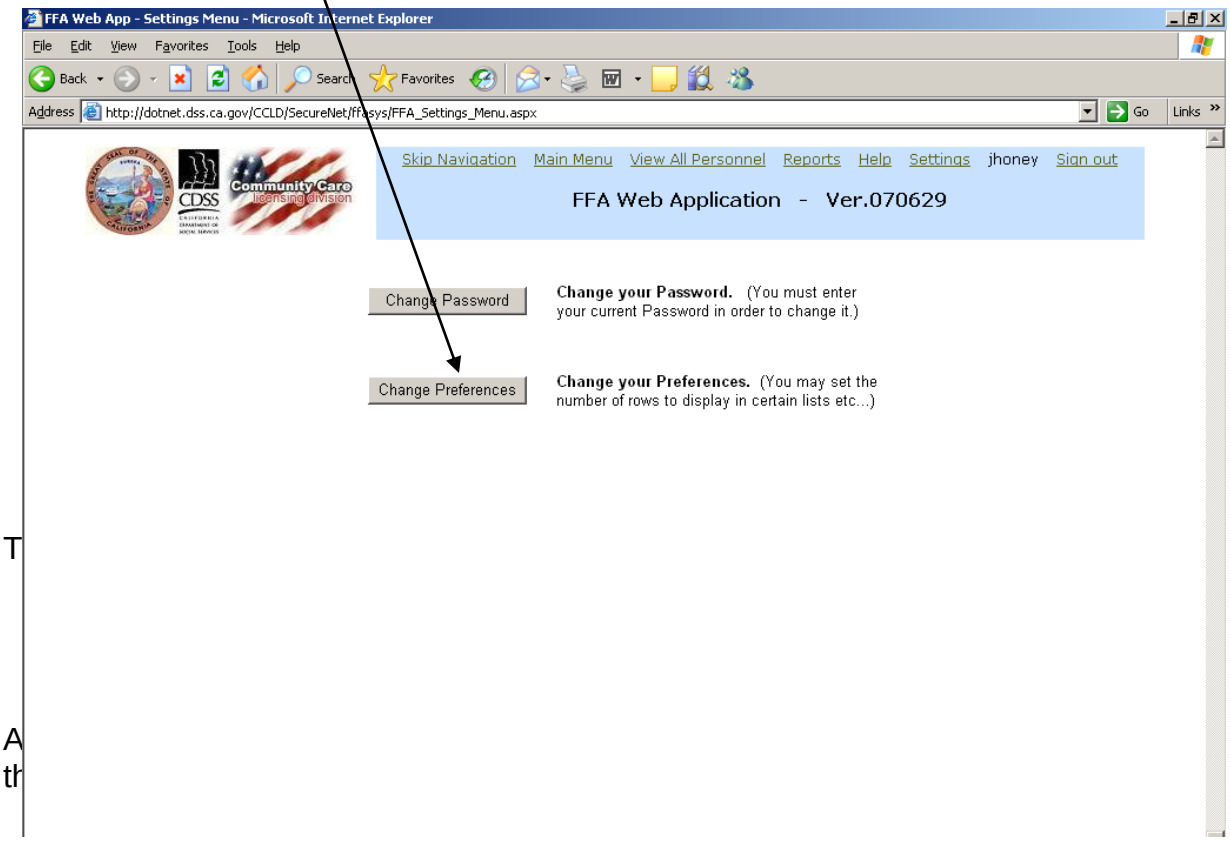


10. Links at the top of the screen (cont'd)

f. "Settings" (cont'd)

ii. Change preferences

Click on the Change Preferences button to access the Change Preferences screen.



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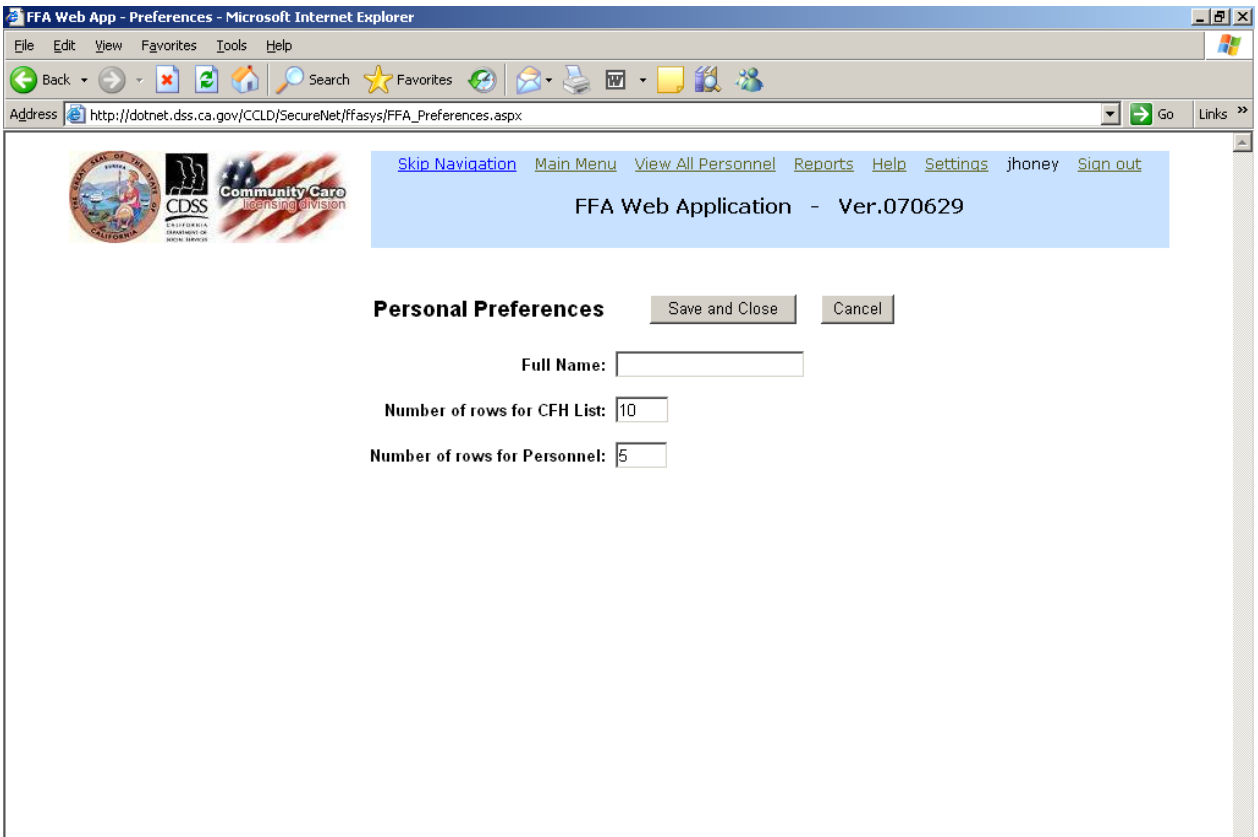
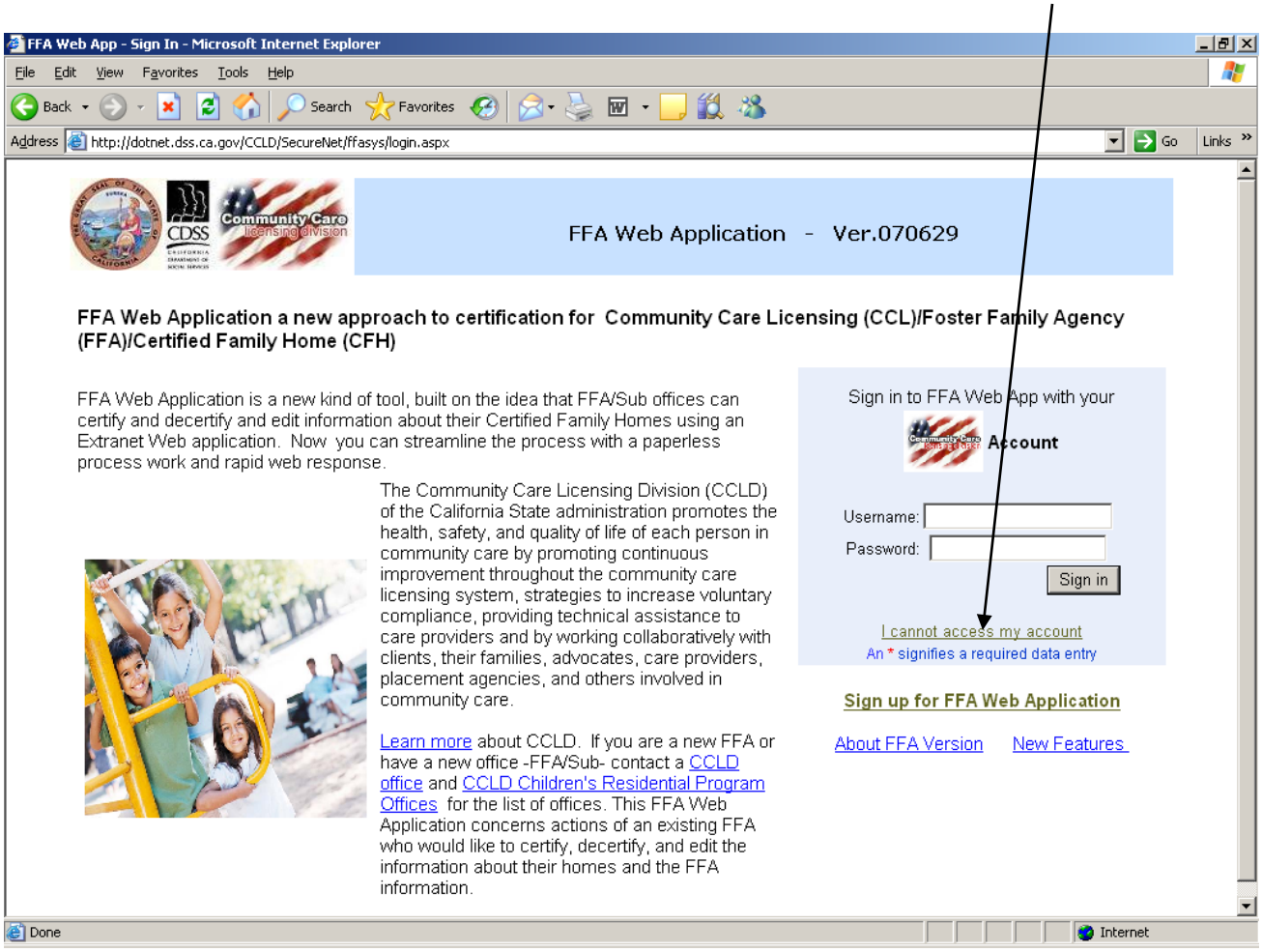


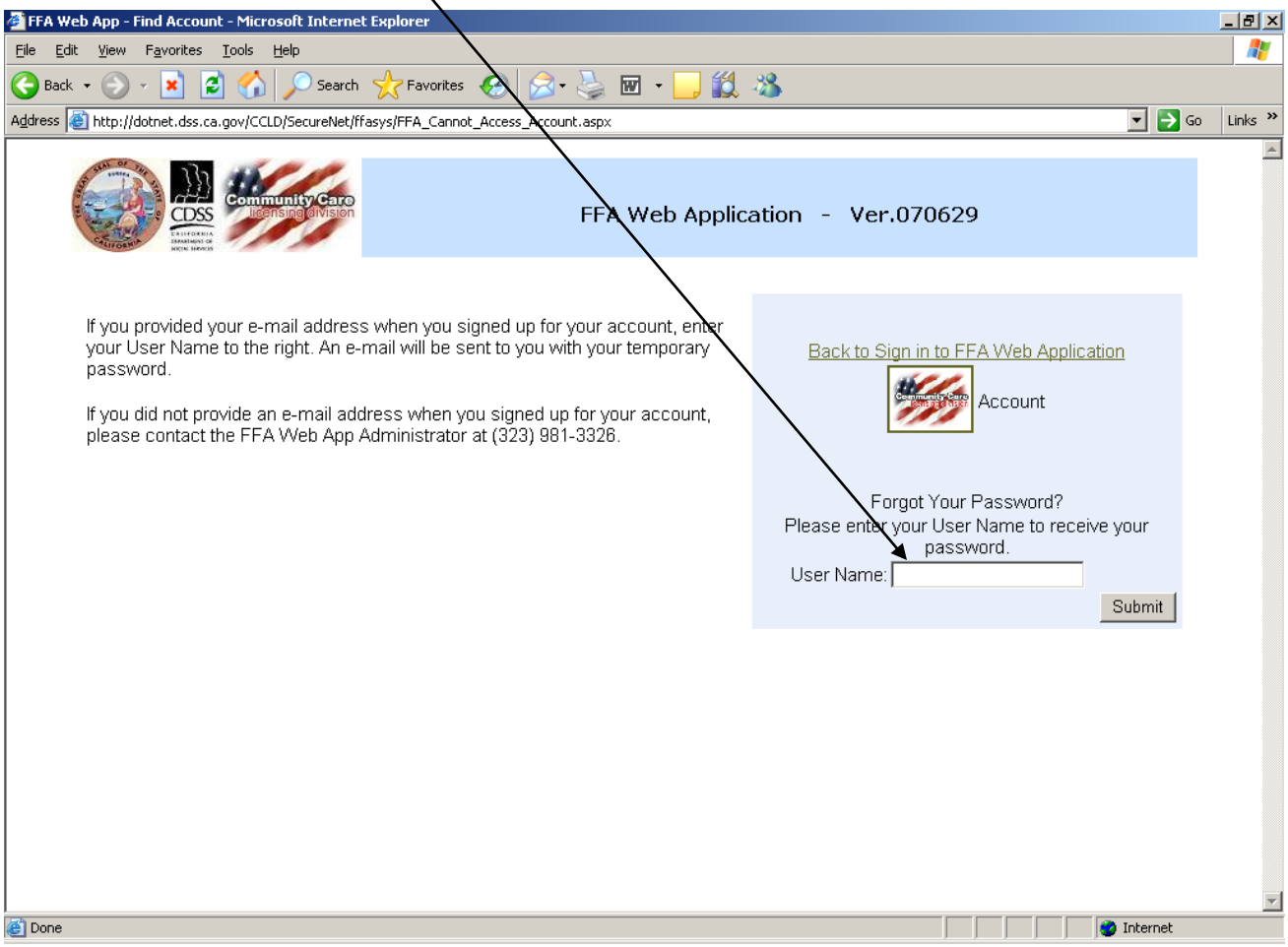
11. Forgot my Password

If you do not remember your password, click on the “I cannot access my account” link.



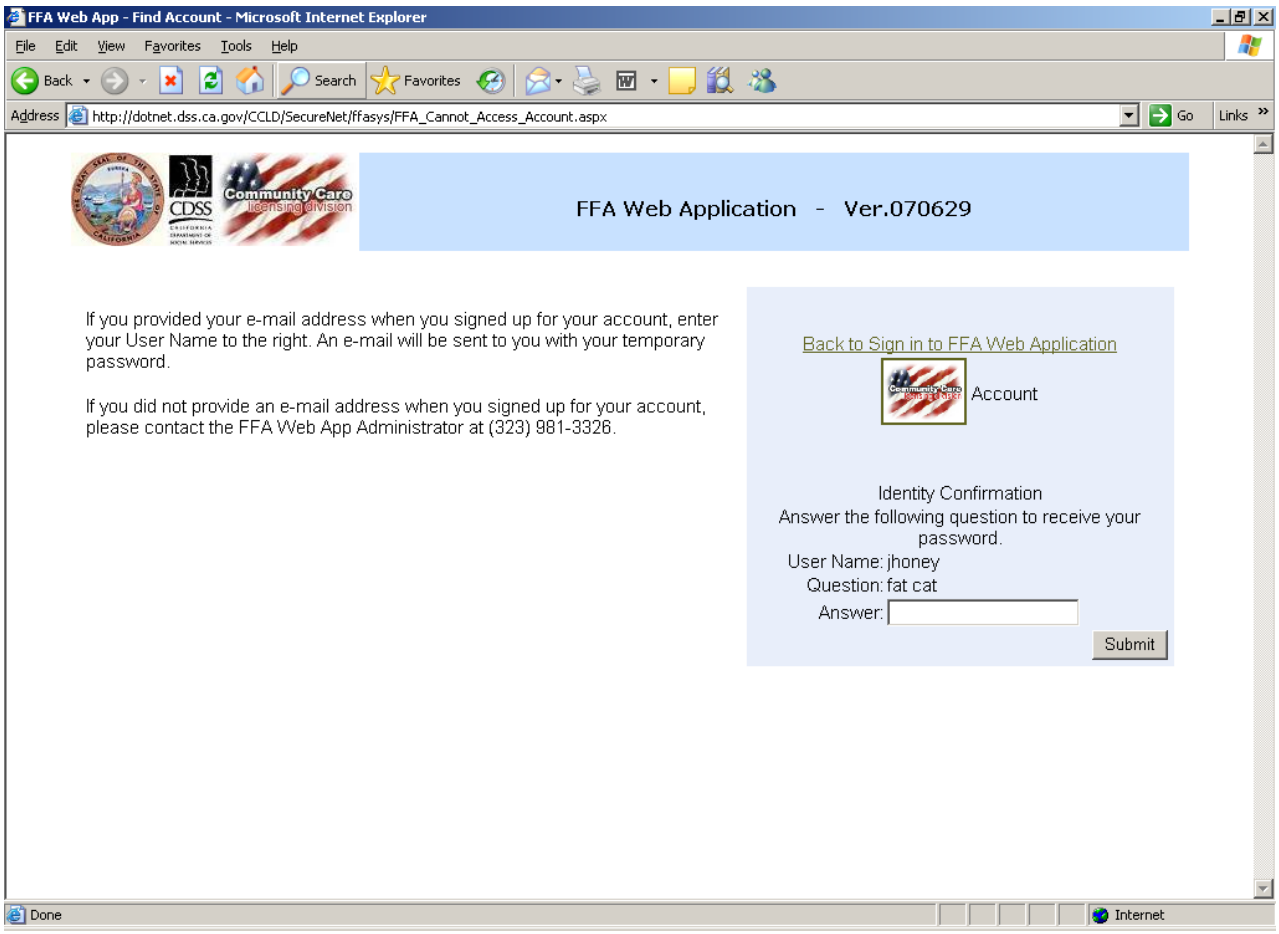
11. Forgot my Password (cont'd)

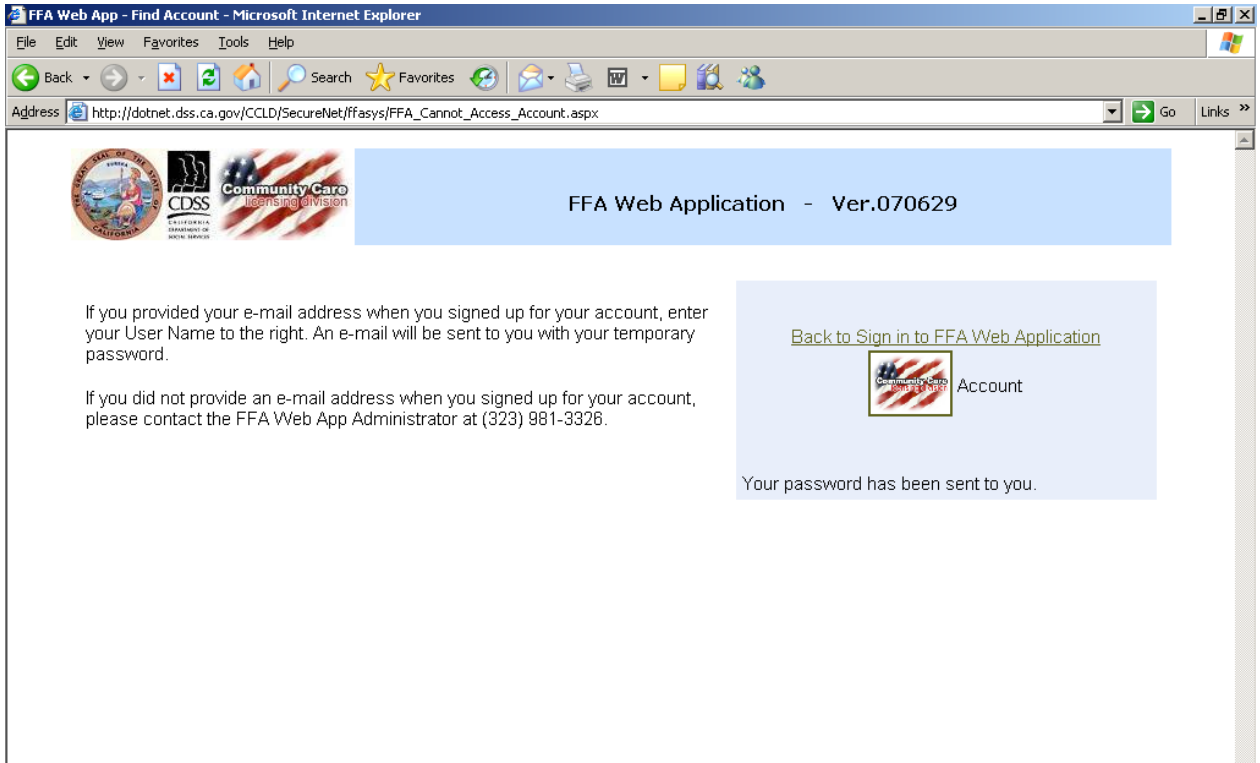
Enter your User Name here and click "Submit".



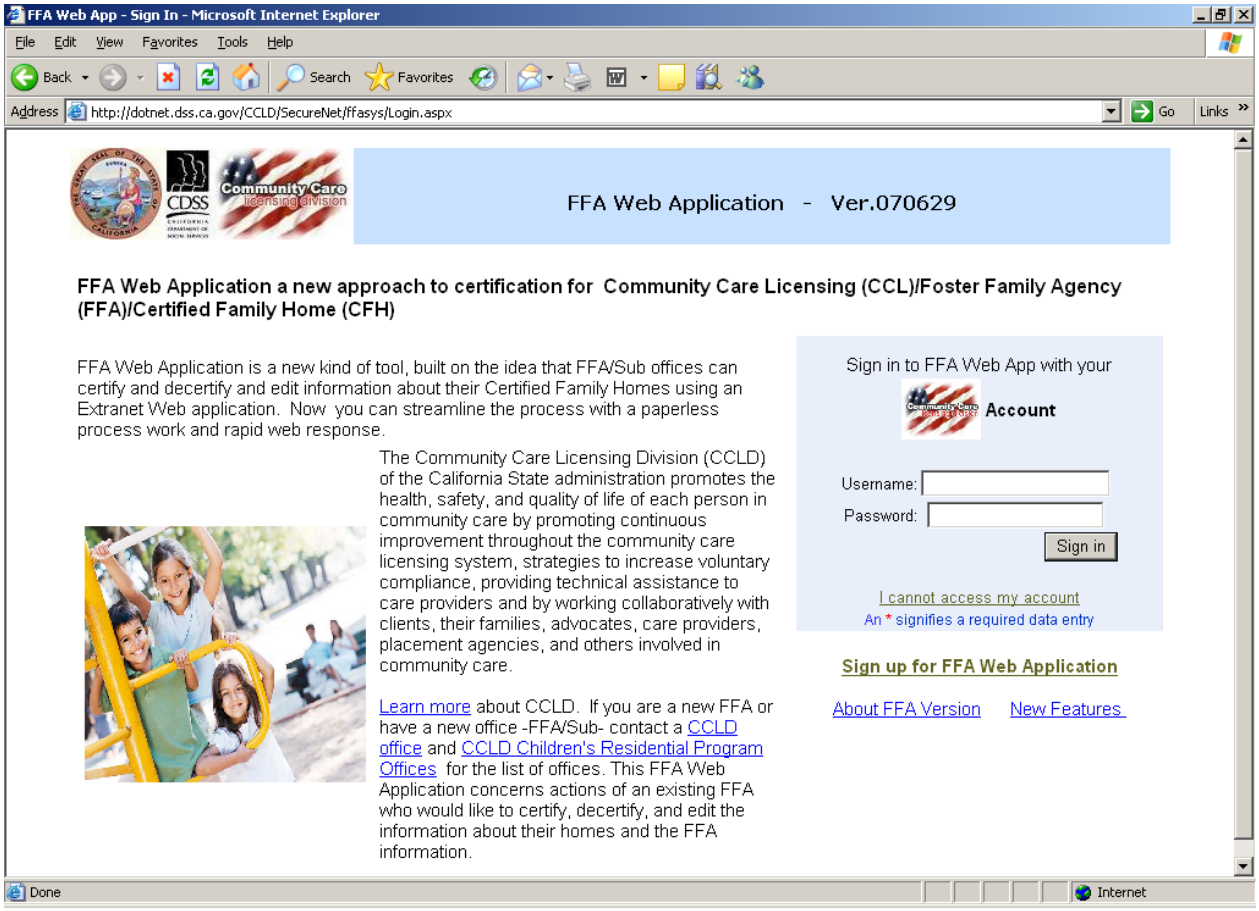
11. Forgot my Password (cont'd)

Notice that your security question is displayed. You will need to answer your security question and click "Submit".





11. Forgot my Password (cont'd)

You will need to sign into the web app using your User Name and temporary password.

If you do not want to keep your temporary password, you may change it by following the "Change password" procedure on page 54.