



Texas Child-Centered Care (T3C) System:

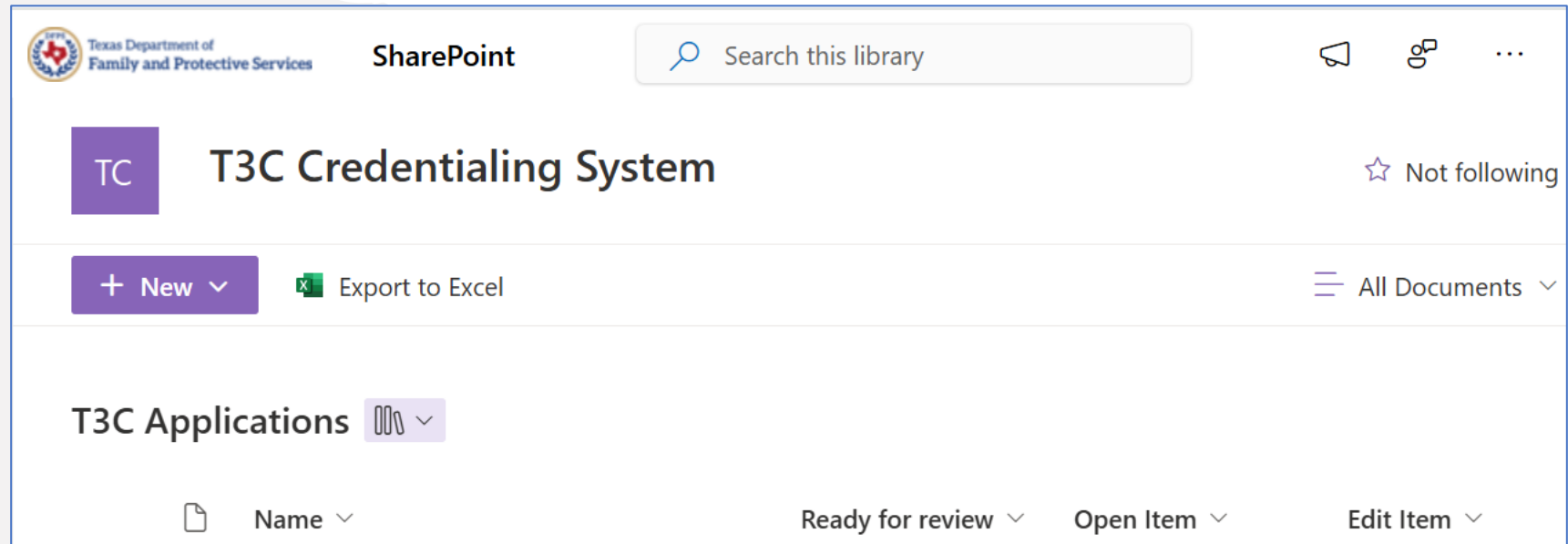
The T3C Credentialing Platform

DFPS Stakeholder Webinar

December 16, 2024

Welcome & Agenda

- Thank you for joining today's webinar hosted by the DFPS T3C Project Management Office.
- Today we will be providing an overview of navigating the T3C Credentialing Platform, which opened to accept Interim Credential applications on December 10th.



The screenshot shows a SharePoint library interface. At the top left is the Texas Department of Family and Protective Services logo. The page title is 'T3C Credentialing System'. A search bar contains the text 'Search this library'. Below the title, there is a '+ New' button and an 'Export to Excel' button. A 'T3C Applications' folder is visible. At the bottom, there are columns for 'Name', 'Ready for review', 'Open Item', and 'Edit Item'.



Before We Get Started

- Today's Webinar is being recorded, and the recording along with a copy of the PowerPoint presentation will be posted on the DFPS T3C Webpage: https://www.dfps.texas.gov/Texas_Child_Centered_Care/whats_new.asp.
- The TEAMS chat feature for this Webinar is not enabled, if you have questions about today's presentation or about the *T3C System Blueprint* or the T3C System in general, please e-mail them to dfpstexaschildcenteredcare@dfps.texas.gov. This mailbox is closely monitored, and we will respond to your questions.
- The T3C Project Management Office maintains a current list of Frequently Asked Questions (FAQs) on the DFPS T3C System webpage. We encourage everyone to routinely review the FAQs to learn more about the effort.
- To access a copy of the **latest** version of the *T3C System Blueprint* please visit: https://www.dfps.texas.gov/Texas_Child_Centered_Care/documents/t3c_blueprint.pdf



The T3C Credentialing Platform

- The T3C Credentialing Platform is a web-based application that requires a provider to register for access, based on their HHSC-CCR Permit (aka License) number. The Platform will allow the provider to upload documentation supporting their application to be Credentialed for T3C Service Packages and Add-On Services.
- The current iteration of the Platform is built using Microsoft SharePoint as the foundation. The Platform can be utilized from a computer with any operating system, but individuals with Microsoft Office experience may find it easier to use.
- DFPS has developed a detailed set of step-by-step instructions for using the Platform, titled “T3C Credentialing Platform Provider Job Aid”, which can be found on the same webpage as the link to register for the Platform. The instructions available on the website as of 12/16/24 have been refined after further feedback, so it is recommended that you use that version.
- The first step in DFPS reviewing a Provider’s Credentialing Application is determining their eligibility. Providers should review the eligibility requirements for the Interim and Full Credential, which can be found in the most recent edition of the *T3C System Blueprint* under the Credentialing section, prior to beginning the application process.



The T3C Credentialing Platform

- As of December 10, 2024, the Platform is open for Providers to begin preparing for their Credential application process. Providers have the ability to complete the registration process to obtain access to the Platform, then over a period of time, upload files gradually as they complete their preparations.
 - The DFPS Credentialing Division will not review any files uploaded to the Platform until the Provider has uploaded all of their documentation, and has indicated in the Platform that their completed and signed Application, and all supporting files, are present and ready for review.
 - Providers need to ensure that their completed and signed Application is not one of the DRAFT preview versions that DFPS posted.
 - DFPS anticipates releasing a DRAFT preview of the CPS and GRO Applications for Full Credential in December, 2024. There will be an announcement when Providers will be able to submit completed applications for the Full Credential with the required attachments to the Platform in January 2025.
 - It is highly recommended that the Provider also keep the final documents that they upload to the Platform staged together in a single place on their computer system, as DFPS will be removing all uploaded documents from the Platform once the Provider indicates that they are ready for review. If DFPS requests enhancements to documentation, Providers will be required to upload a new version of the edited document with the date of new upload in the file name.

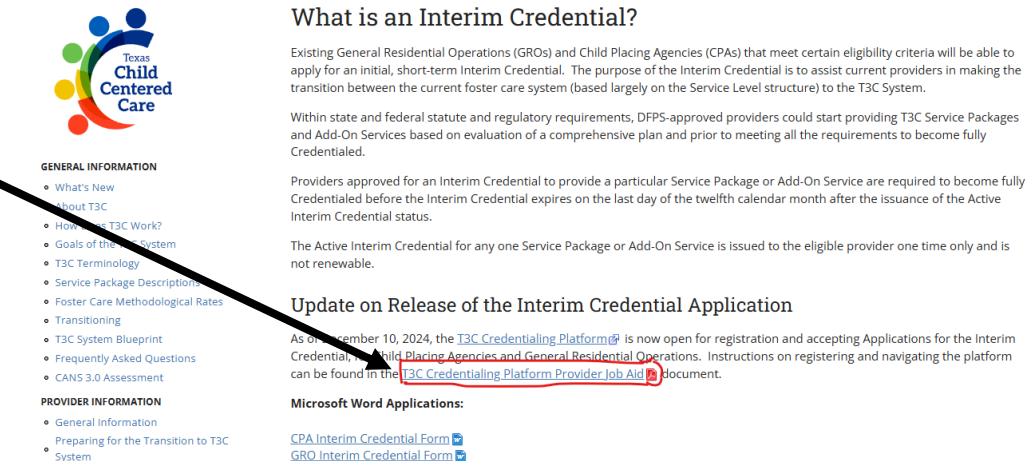
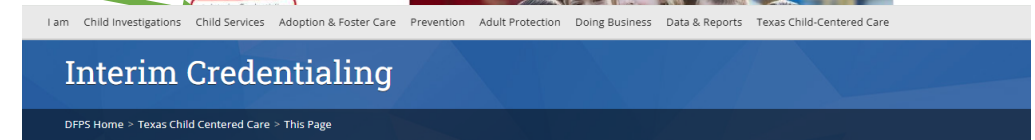
Locating the T3C Credentialing Platform Provider Job Aid

1) Visit www.dfps.texas.gov

2) Look for Texas Child Centered Care on top of Page

3) Scroll down, and under the heading Provider Information on the left hand side, click on “Interim Credentialing”

4) Click on the link to the instructions document titled “T3C Credentialing Platform Provider Job Aid” to download.





Preparing to Register

Prior to starting the registration process, the individual completing the registration should log out of all email systems except the one that will serve as the primary email address.

The individual that will be completing the registration should ensure that they have the following information ready:

- Primary email address for Credentialing purposes
 - This will serve as the Provider's log-in name for this Permit number on the Platform.
 - Can be an individual's email address or a group email box that multiple staff can access. Can be a Provider-specific company network email or an email address from a common service, like Gmail.
 - The individual completing the registration must have ongoing access to the Primary email address, and must have access to a working cell phone and the ability to download the Microsoft Authenticator app there to complete the Multi-Factor Authentication process if prompted to do so during the registration process.
- Permit Number
- Provider's Legal Name
- First and last name, title, and phone number of the Primary Contact for Credentialing purposes
- Backup/Alternate Contact's name, title, phone number, and email address



An Important Note for Providers that hold multiple Permits:

Each HHSC-permitted entity **has to have** a separate, distinct primary email address that is exclusive to each Permit number.

Providers holding multiple Permits (such as a GRO and a CPA, or two+ GROs) *can* have the same Alternate Contact email, but the Primary Contact email *must be different* for each permit.

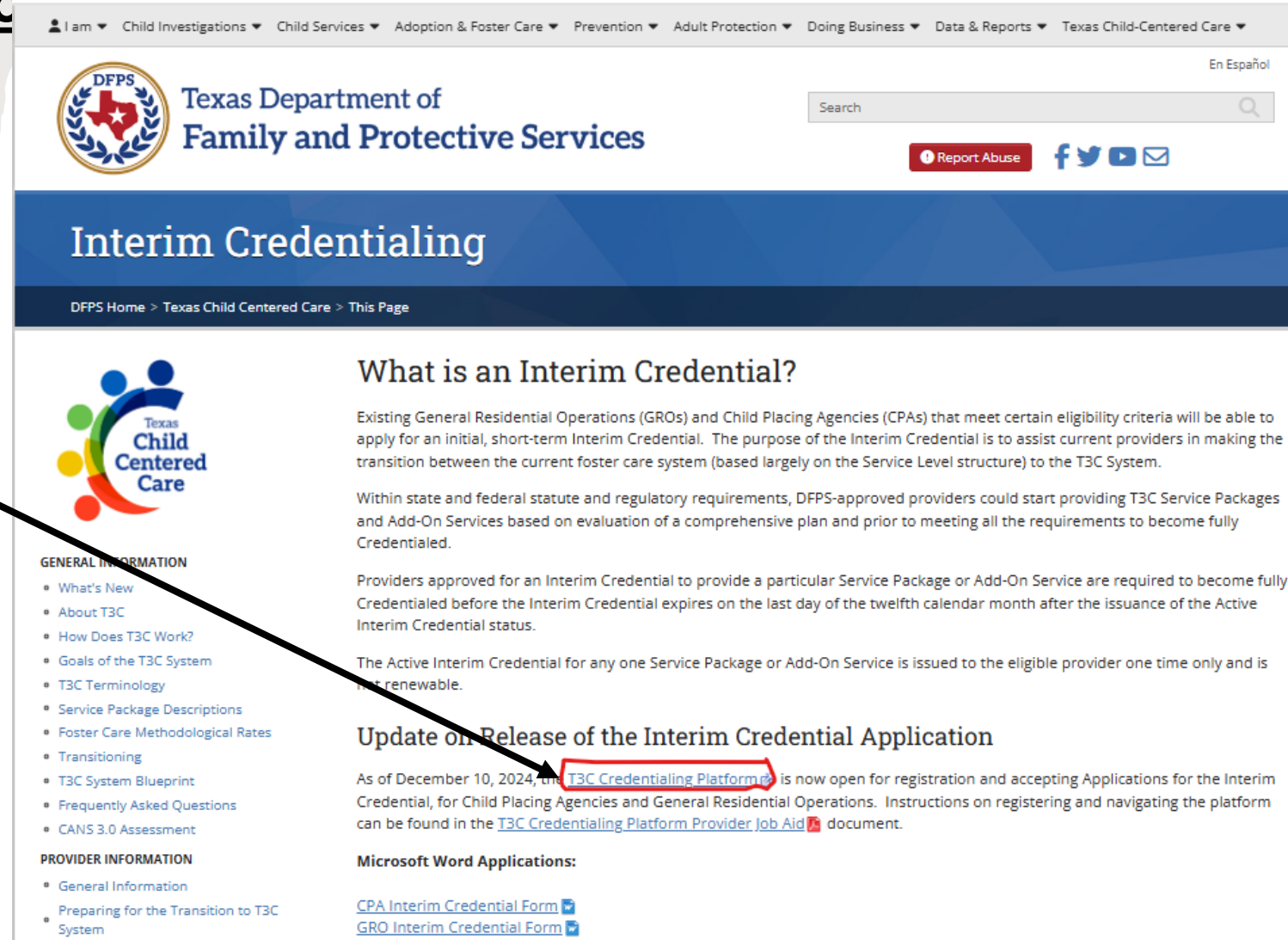


The T3C Credentialing Platform Registration Process

How to Access the T3C Credentialing Platform Registration

On the Interim Credentialing page, the same webpage as the T3C Credentialing Platform Provider Job Aid, there is a link to the Registration for the T3C Credentialing Platform.

You will only use this link, and only perform the registration process, **once** for each Permitted entity.

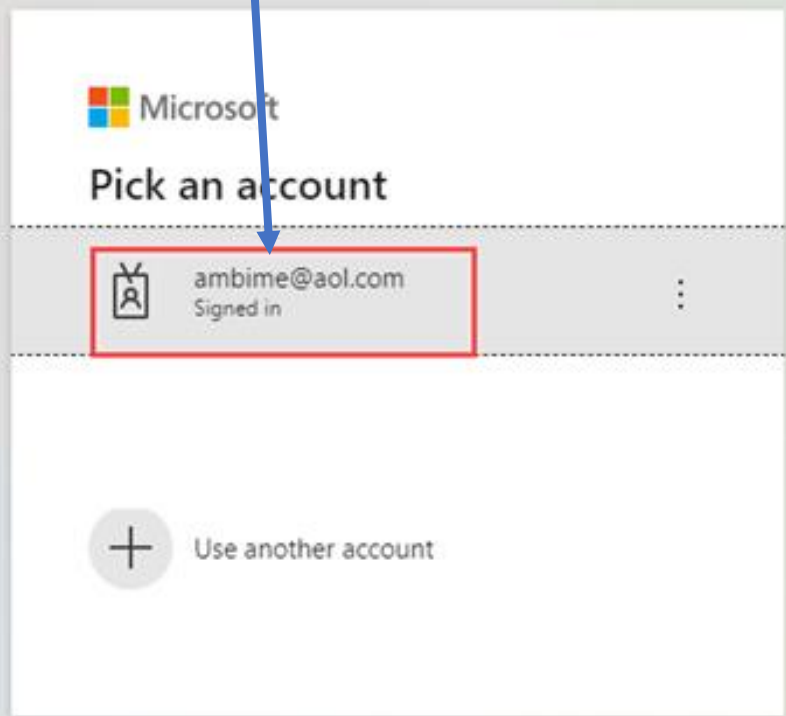


The screenshot shows the Texas Department of Family and Protective Services (DFPS) website. The header includes navigation menus for various services like Child Investigations, Child Services, and Adoption & Foster Care. The main content area is titled "Interim Credentialing" and features a "Texas Child Centered Care" logo. The page is divided into sections: "What is an Interim Credential?" and "Update on Release of the Interim Credential Application". In the update section, the text states: "As of December 10, 2024, the **T3C Credentialing Platform** is now open for registration and accepting Applications for the Interim Credential, for Child Placing Agencies and General Residential Operations. Instructions on registering and navigating the platform can be found in the [T3C Credentialing Platform Provider Job Aid](#) document." A red box highlights the "T3C Credentialing Platform" link, and a black arrow points from the text on the left to this link. Below the update section, there are links for "CPA Interim Credential Form" and "GRO Interim Credential Form".

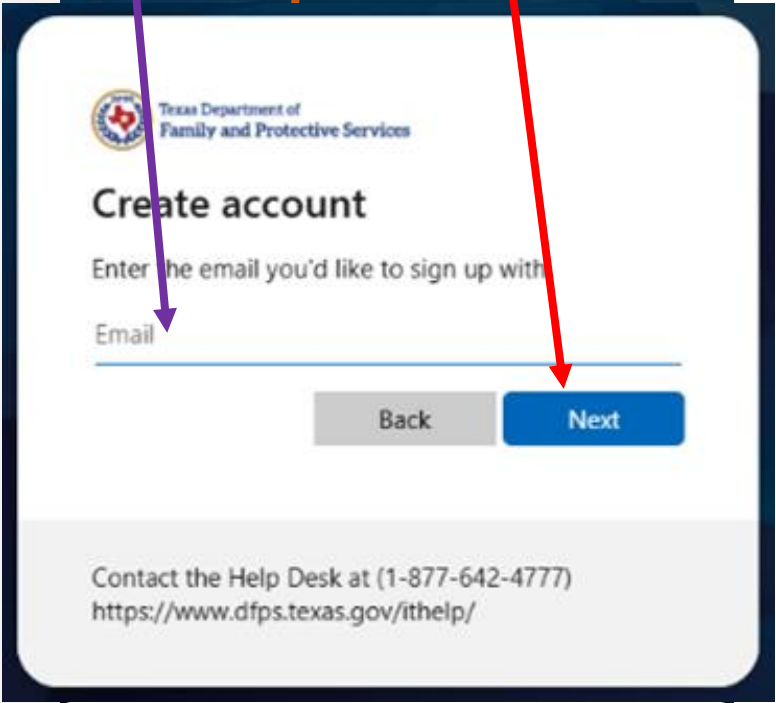
Registration Step 1 – Primary Email Address

Upon clicking the link to the Platform Registration site, you will see one of these three Microsoft pop-up screens, depending on factors such as the type of email used as the Primary Email address and if you are currently logged into any email system other than the Primary. Double check that you spell the email address correctly.

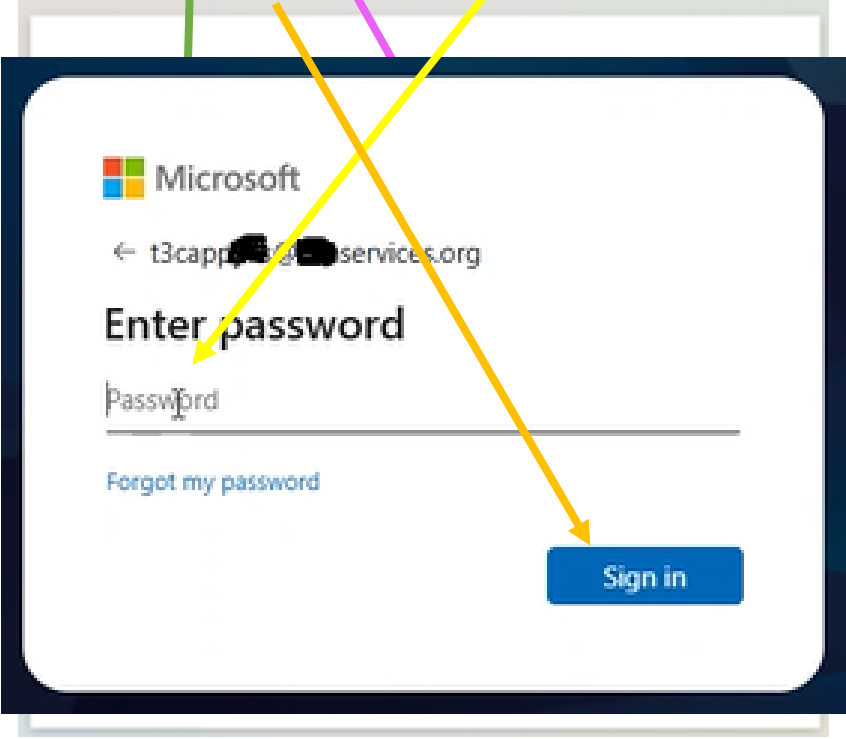
Form A- Click on the Primary Email Address.



Form B- Click on the blue hyperlink "Create one!" On the next screen, type in the Primary Email Address, and click "Next".



Form C- Type in the Primary Email Address, and click "Next". On the next screen, type in your network password to access the Primary Email Address, and click "Sign In".



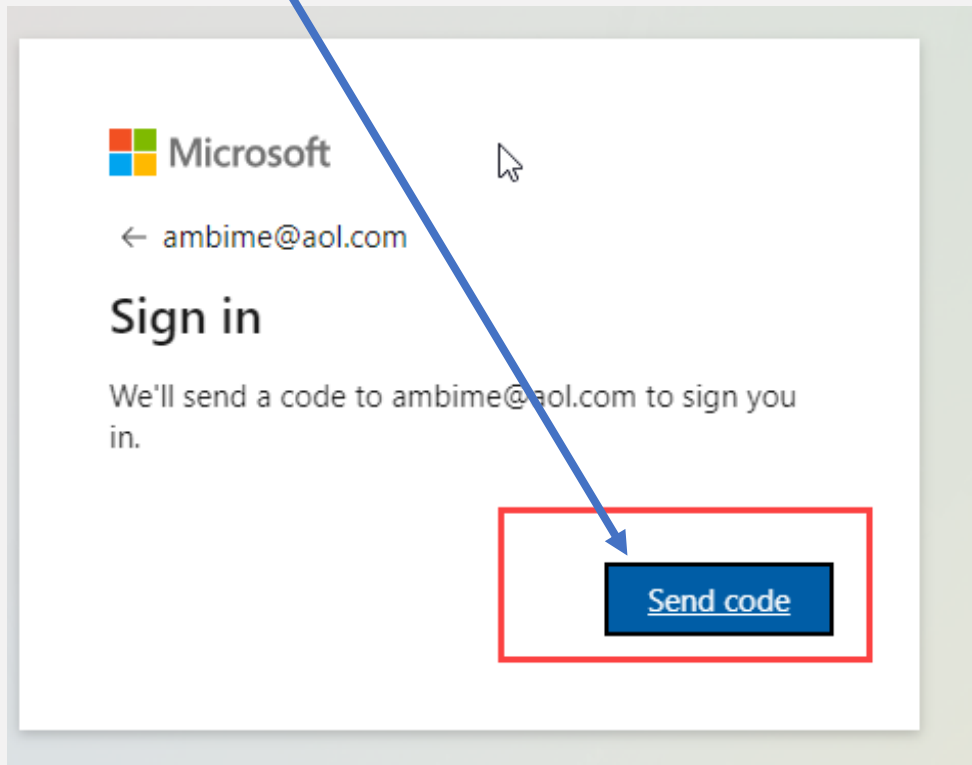
Registration Step 2 – Send Code to Primary Email

A new pop-up window will appear.

Click the button to “Send code”:

This action will allow the Registration system to verify that the Primary Email is active, by sending a unique code to the Primary Email account that you have identified.

The email’s Subject Line will be **“Your DFPS account verification code”**. Be sure to check your Spam folder if it doesn’t appear in the Inbox within a minute.

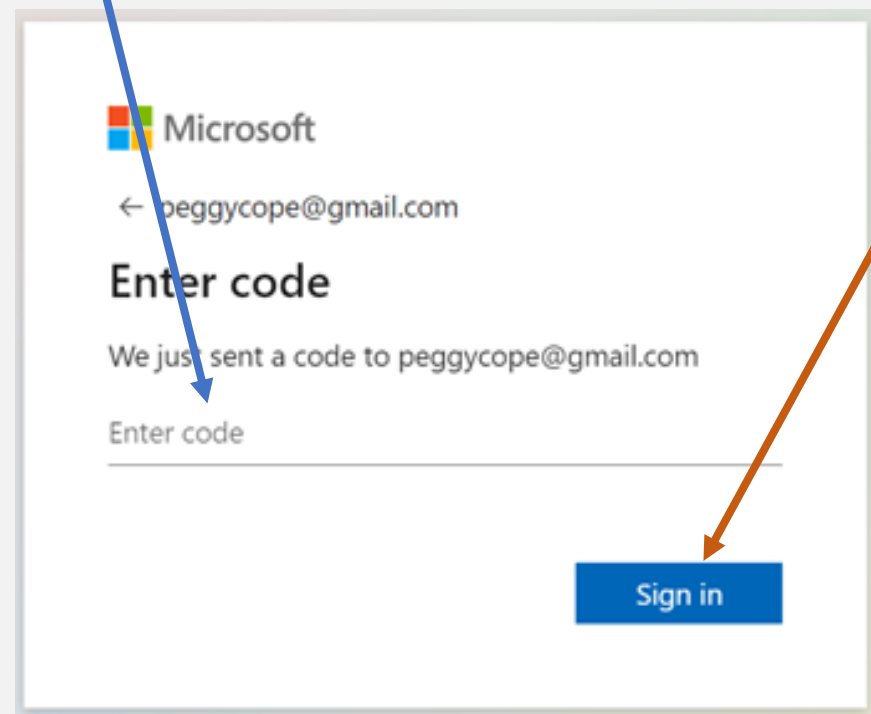


Registration Step 3 – Enter Code from Primary Email

A new pop-up window will appear.

Enter the code that was sent to the Primary Email, then click “Sign in”:

This action must be completed within 10 minutes of generating the code or the system will time out.



Registration Step 4 – Self-Registration Data

A new Microsoft pop-up screen will appear, prompting you to enter the data that you gathered during your preparations. All fields are required.

License Number- Type Permit Number

Operation/Agency Name- Type Provider's Legal Name

Operation/Agency Type- Select either "Child Placing Agency" or "General Residential Operation"

Provider Primary Contact for Credentialing- Type Title, First and Last Name, and Phone Number.

Provider Alternate Contact for Credentialing- Type Email address, Title, First and Last Name, and Phone Number.

Double check all of your typing.
Then click "Continue".



Add more details

You can use this email to sign in next time.

ambime@aol.com

*License Number (Facility Number)

*Operations/Agency Name

*Operation/Agency Type

*Title

*First Name

*Last Name

*Phone Number

*Alternate Email address

*Alternate Title

*Alternate First Name

*Alternate Last Name

*Alternate Phone Number

Cancel

Continue

Note that the Alternate Contact will not have a separate log-in ability from the Primary Contact, it is for identifying a back-up communication contact only.

Registration Step 5 – Provisioning

If all of your data was entered correctly, a new Microsoft pop-up window will appear.

DO NOT exit or click the “Refresh” button.

The provisioning process to verify and set up your account can take up to 5 minutes, please be patient.



Texas Department of
Family and Protective Services

Your account is being provisioned...🔄

This process will take approximately three minutes to complete, please do not leave or refresh this page. When the process is complete, a blue hyperlink will appear below, and you will click on it to enter the Credentialing Portal.

Registration Success

When the process has successfully completed, the screen will update to include a link to the Credentialing Platform.

From now on, you will be able to access your account on the T3C Credentialing Platform by using the post-registration link: <https://dfpstx.sharepoint.com/sites/T3CCS/T3C%20Applications/Forms/My%20Docs.aspx> and



The screenshot shows a confirmation message from the Texas Department of Family and Protective Services (DFPS). At the top left is the DFPS logo, which features a red star on a white map of Texas inside a circular seal with the letters 'DFPS' above it. To the right of the logo, the text reads 'Texas Department of Family and Protective Services'. The main heading in the center is 'Your account has been provisioned.' Below this, a paragraph of text states: 'This process will take approximately three minutes to complete, please do not leave or refresh this page. When the process is complete, a blue hyperlink will appear below, and you will click on it to enter the Credentialing Portal.' At the bottom, there is a blue hyperlink 'Link to access to T3C Credentialing Application' enclosed in a red rectangular border.

Registration Troubleshooting

If you receive an error after entering the Self-Registration Information:

License Number- The Permit Number is validated against DFPS records based on HHSC data, so if the Permit Number was entered incorrectly, you will get language like this.

Duplicate License Number- You can only register each Permitted entity once. Verify that you entered the Permit Number correctly, and that no one else with your organization has previously registered that Permit Number.

If your Provisioning Screen doesn't update to include the link to the Credentialing Platform within 5 minutes, or you have corrected the error identified by the error message above and re-attempted by clicking "Continue" but continue to get the same error:

Please email the DFPSProviderCredentialing@dfps.texas.gov box and include the following information:

- Primary Contact Name
- Phone Number
- Email Address used to attempt self-registry
- HHSC License number
- Description of Issue or Error Message Language



Add more details

The license number that you have entered is not valid. Please check for errors in entry, and ensure that you have used the number located on your Texas HHSC Child Care Licensing permit in the field for "License Number". If you are an out-of-state provider, or have checked your entry and re-attempted with a repeated error message, please contact DFPSProviderCredentialing@dfps.texas.gov

You can use this email to sign in next time.

ambime@aol.com

253627

Lutheran Social Services

CPA

Operations Analyst

Simone

Noble

5125551212

ambime@aol.com

Operations Support

Robert

Williams

5125555252

Cancel

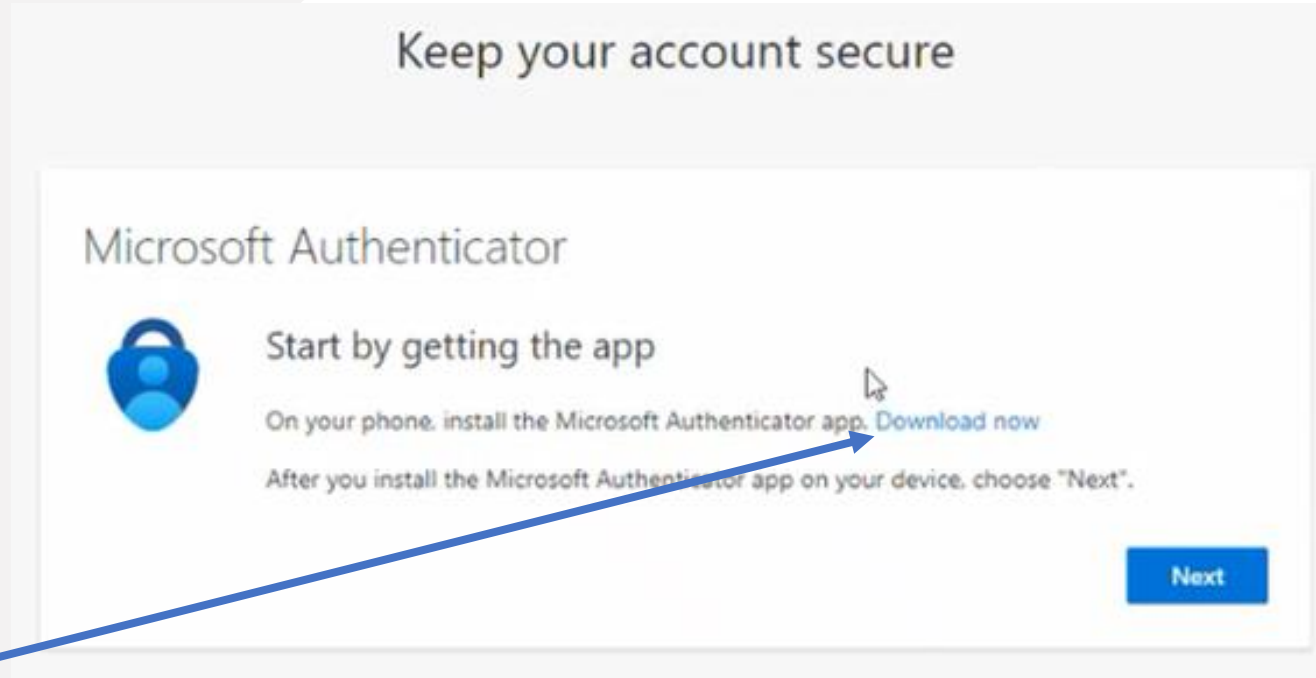
Continue

Establishing Multi-Factor Authentication

After you click on the link to the Credentialing Platform

<https://dfpstx.sharepoint.com/sites/T3CCS/T3C%20Applications/Forms/My%20Docs.aspx>

there may be some instances where the current configuration of the Platform will prompt the Provider to establish Multi-Factor Authentication (MFA) following a successful provisioning process, to “Keep your account secure” via the Microsoft Authenticator app with a pop-up similar to this.



Clicking on the “Download now” hyperlink, a new browser tab opens to walk the Provider through a series of screens to complete the process of downloading the app on your cell phone. Once that is complete, the Provider would close the second browser window and return to this page to click “Next” and go through the process of connecting the App to the Platform, or it will result in only temporary access to the Platform.

In a future configuration of the Platform, this action may be more widely required, and more in-depth instructions would be provided when those updates are rolled out.

Setting Up the Application- Step 1

This is the initial page that the provider will see upon logging in the first time, before taking any action. Click the 'New' button near the top left corner of the page, and select "T3C Application Document" from the resulting dropdown.

The screenshot shows the Microsoft 365 interface for a SharePoint document library named "T3C Credentialing System - QA". At the top left, there is a blue header with the Microsoft 365 logo and a search bar. Below the header, the library name "T3C Credentialing System - QA" is displayed, along with "Private group" and "All Documents" filter options. A toolbar contains buttons for "+ New", "Upload", and "Export to Excel". A dropdown menu is open under the "New" button, showing "T3C Application" as the selected option. The main content area shows a folder icon labeled "This folder is empty". The bottom right corner features the "Texas Department of Family and Protective Services" logo and the "SharePoint" branding, along with the "T3C Credentialing System" title and another "New" button.

This is the only time that you will use the 'New' button, unless you submit a subsequent application for additional Service Packages or Add-On Services later on.

Setting Up the Application- Step 2

A page appears to prompt you to name your 'New Document Set', which is a type of file grouping similar to a folder. Enter the name of the permitted entity in the "Name" field (marked as 1). Then click the "Save" button at the bottom right on the screen (4 below):

Microsoft 365

Search this site

New Document Set: T3C Application Documents

Site contents

Spelling...

1 Name *
Application Description

2 Ready for Review
Application Comments

3 Application Status
Assigned To

For DFPS Compliance User only

Add >

< Remove

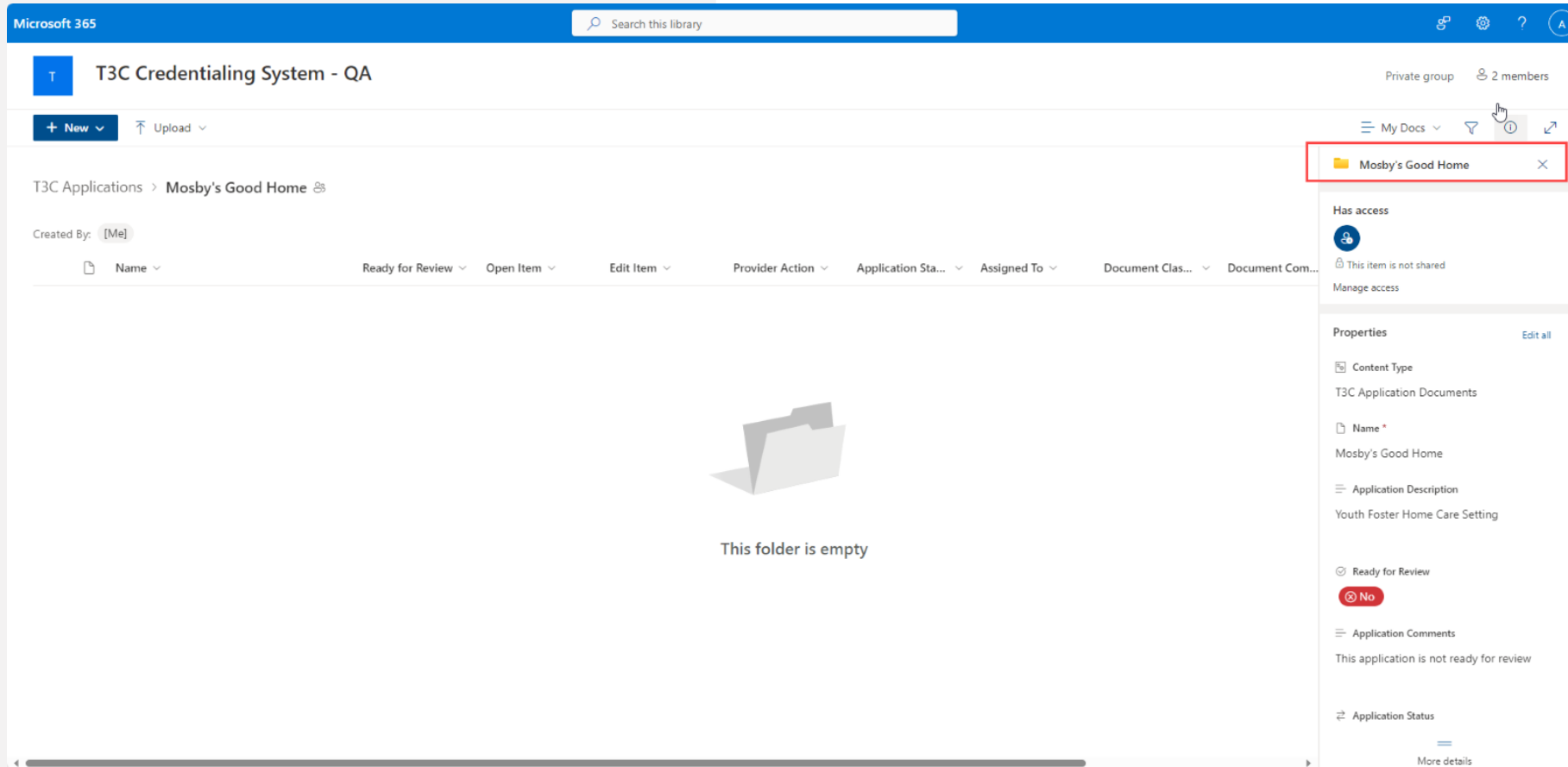
4 Save Cancel

Note for providers holding multiple permits- be sure to enter the name of each permitted entity in a way that will distinguish them from each other.

You can enter a description in the "Application Description" field, but it is not required. You should not try to change the "Ready for Review" drop-down at this time.

Within Your Application

After clicking the “Save” button, you will be inside your empty folder, and may or may not see an informational sidebar on the right side of the screen (with your folder name where the red box below is). You can click the “X” in the top right corner of the informational sidebar to remove it. You are ready to start uploading documents.





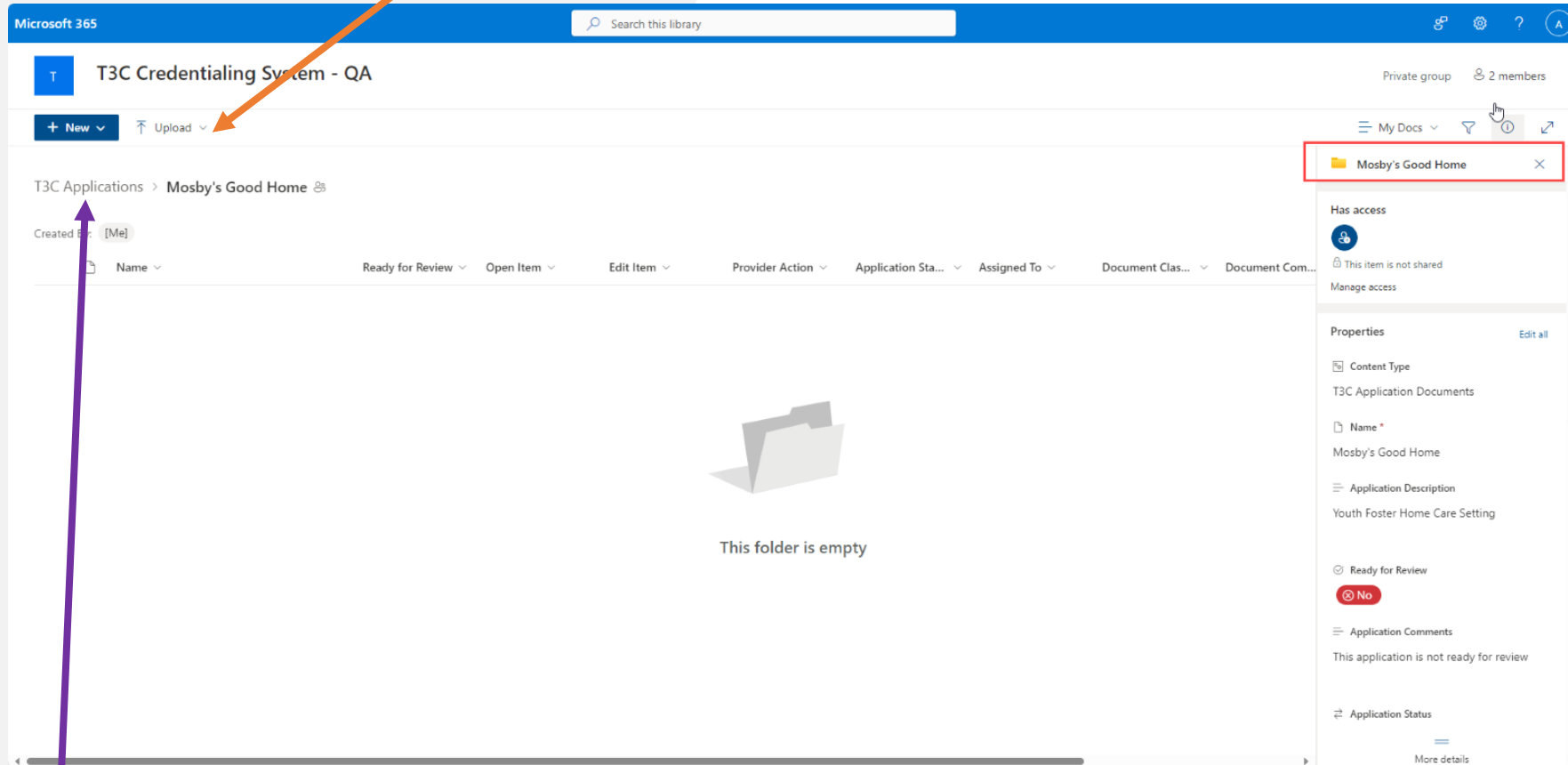
Preparing to Upload Supporting Documentation

We strongly recommend that the first document that you upload is your application. This ensures that if there are any issues identified by DFPS as you are starting your upload process, we can identify whose documents they are and reach out via the contact information on your application to provide Technical Assistance.

- The Provider will be able to upload files up to 2 gigabytes in the following file types: Adobe portable document format (.pdf), Microsoft office documents (such as .doc; .docx; .xls; or .ppt), and images (such as .bmp; .gif; .jpg; .jpeg; .png; and .tif).
- Files created in other operating systems besides Microsoft and not saved as .pdf will not be able to be reviewed.
- File names should be no more than 50 characters total in length. If the contents of a file only pertain to one Section of the application, utilizing the section number in the file name is encouraged to speed the review process.
- The Provider must ensure that their completed and signed application is among the documents uploaded prior to indicating readiness for DFPS review.

Uploading a Document- Step 1

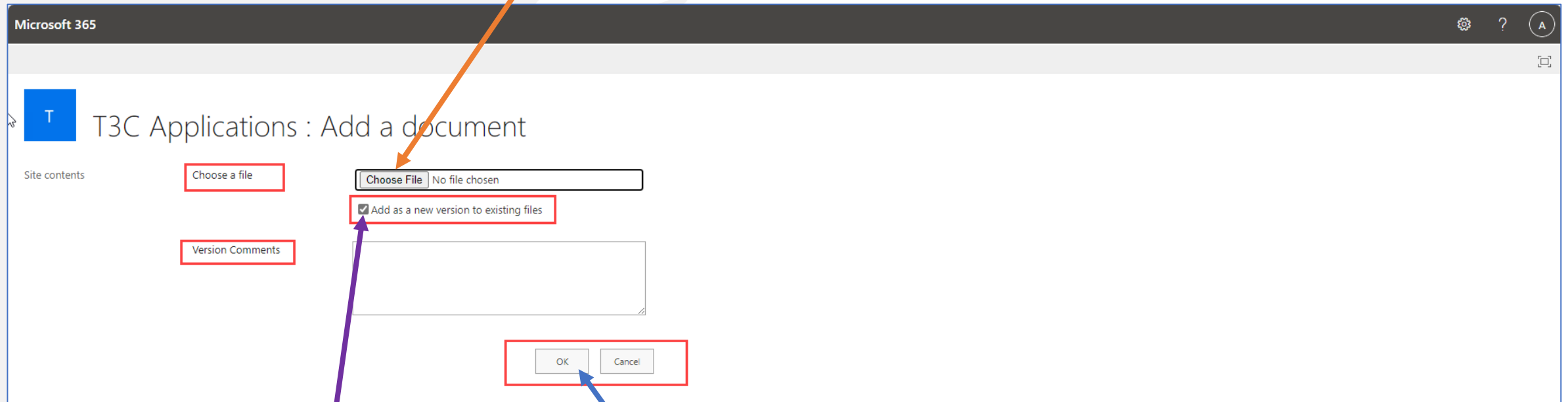
Move your cursor to the top left corner of the page, to the right of the “New” button, where it says “Upload” with a colored arrow pointing up to a line to the left of it. “Upload” will take a gray shade when you hover over it with your cursor and a single drop-down, “Files”, will appear beneath it. Click on the “Files” option to start the document upload process.



If you log out before uploading any documents, upon returning to the Platform, you will need to verify that you Have navigated down into your folder before uploading by checking that your folder name is to the right of the “T3C Applications >” label.

Uploading a Document- Step 2

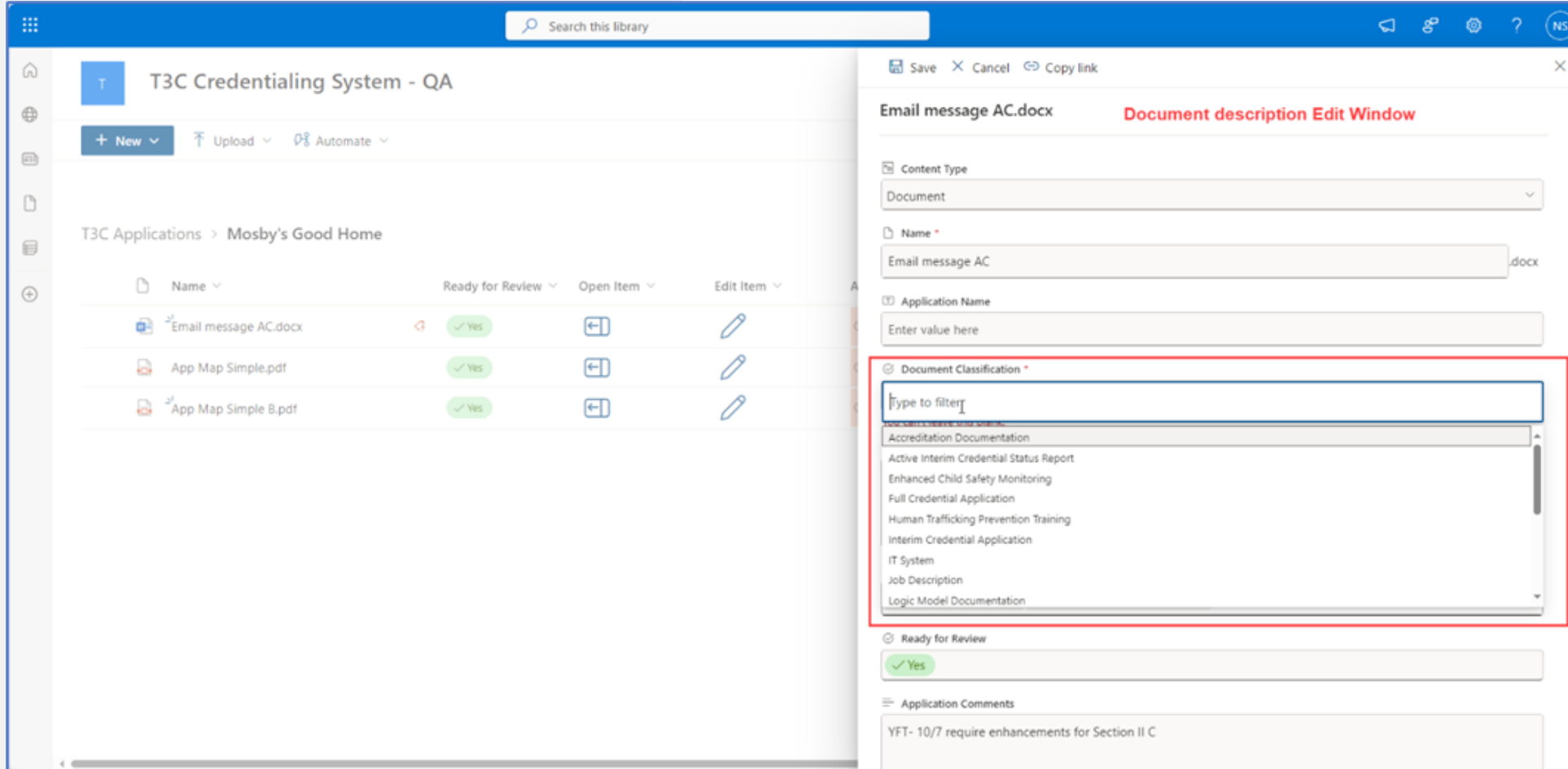
On the page that appears, click the gray “Choose File” button, and navigate to select one or more files from your computer system to upload.



For uploading the initial version of a document, make sure that the checkbox for “Add a new version to existing file” is *not* checked. Then click “OK”.

Uploading a Document- Step 3

The 'Document Description Edit Window' will appear.



If you selected multiple files to upload at once, edits made in this window initially will only apply to the first file.

Uploading a Document- Step 3 Continued

At the top of the Document Description Edit Window, the 'Content Type' field and 'Name' field of your single selected file will pre-fill based on the file name.

Further down, you will be required to select an option from the "Document Classification*" field, which is a dropdown that appears when you click on the field. This allows you to identify a general category for the file, to further assist the reviewers in navigating your documents.

You have the option to put a description of what the document contains in the "Document Description" field, but it is not required.

You don't need to enter anything in the rest of the fields.

Then you can scroll to the bottom and click the "Save" button.

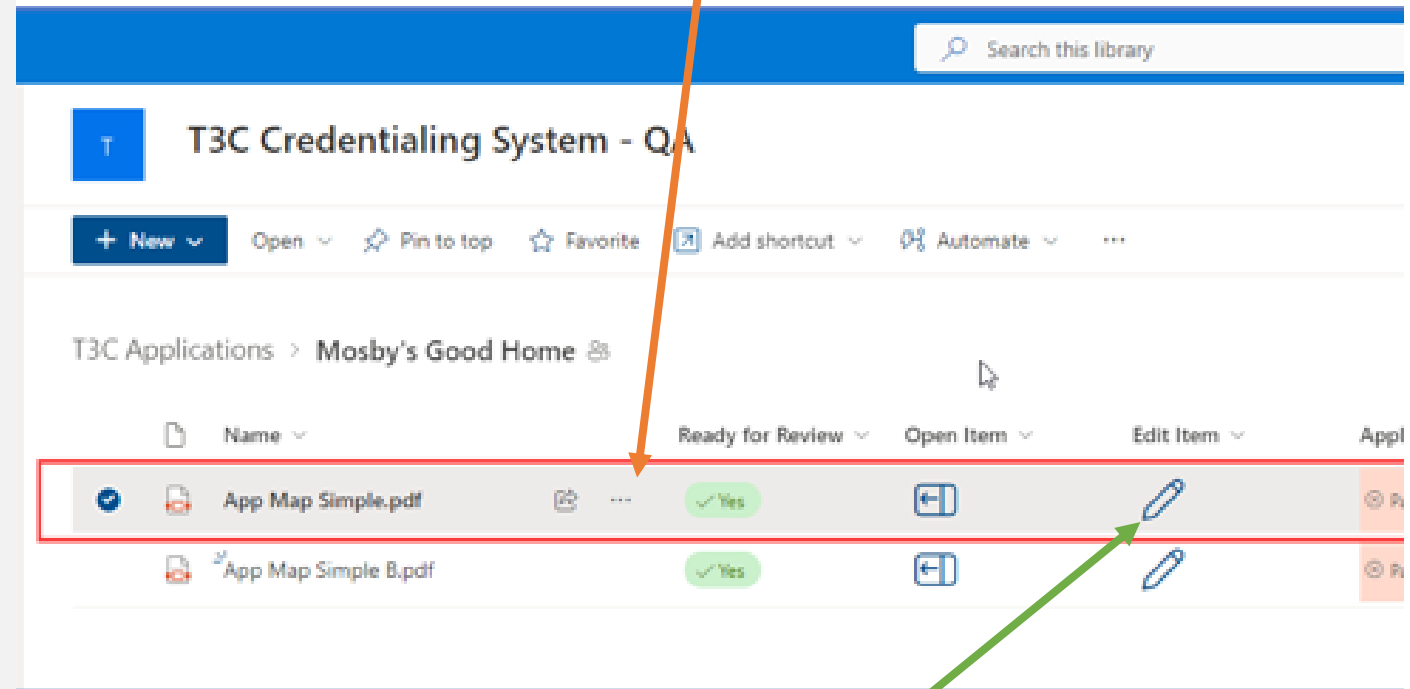
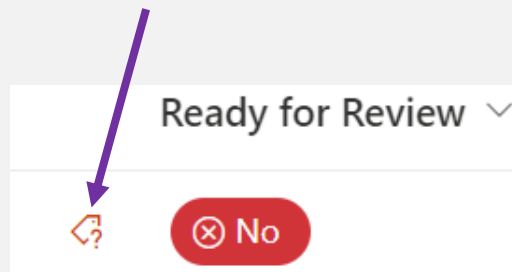
The screenshot shows a window titled "Email message AC.docx" with a subtitle "Document description Edit Window". At the top, there are buttons for "Save", "Cancel", and "Copy link". Below the title bar, there are several input fields:

- Content Type:** A dropdown menu with "Document" selected.
- Name:** A text input field containing "Email message AC" followed by ".docx".
- Application Name:** A text input field with the placeholder "Enter value here".
- Document Classification:** A dropdown menu that is currently open, showing a search bar with the placeholder "Type to filter" and a list of categories: Accreditation Documentation, Active Interim Credential Status Report, Enhanced Child Safety Monitoring, Full Credential Application, Human Trafficking Prevention Training, Interim Credential Application, IT System, Job Description, and Logic Model Documentation.

An orange arrow points from the text above to the "Content Type" field, and a purple arrow points from the text above to the "Document Classification" dropdown menu.

Checking Uploaded Files

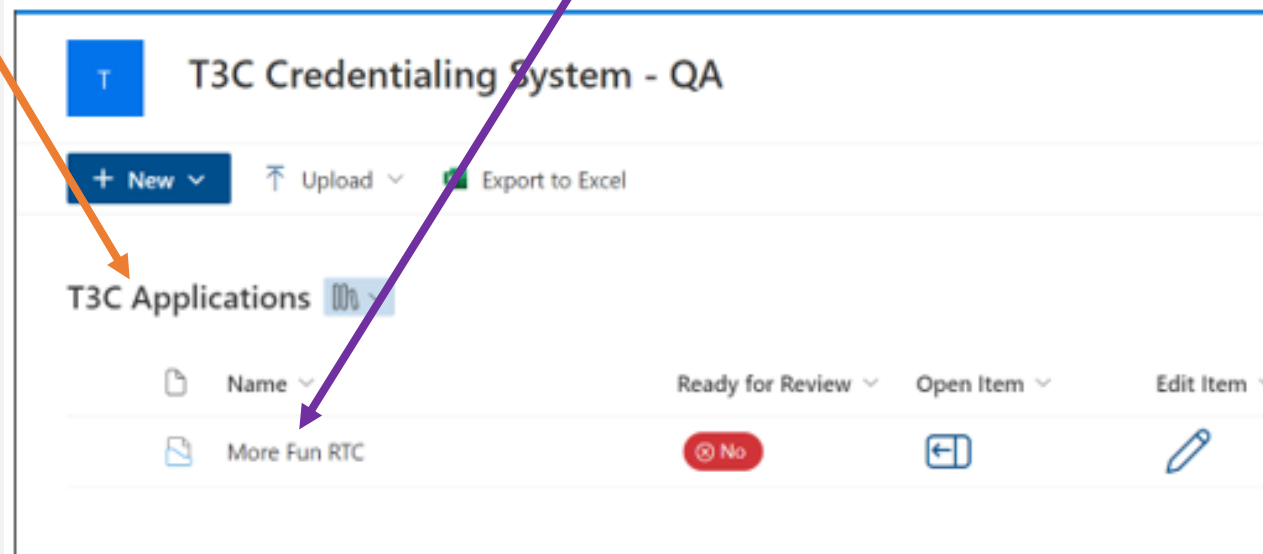
To verify whether a file has had a Document Classification assigned, look to the right of the file name, almost under the next column. If there is an icon of a red ID tag with a question mark, then the file needs to have a Document Classification assigned.



To enter the 'Document Description Edit Window' for a single file after the initial upload, click on the pencil icon on the file's row under the column labeled 'Edit Item'.

Navigating Uploaded Files- After Logging Back Into the Platform 1

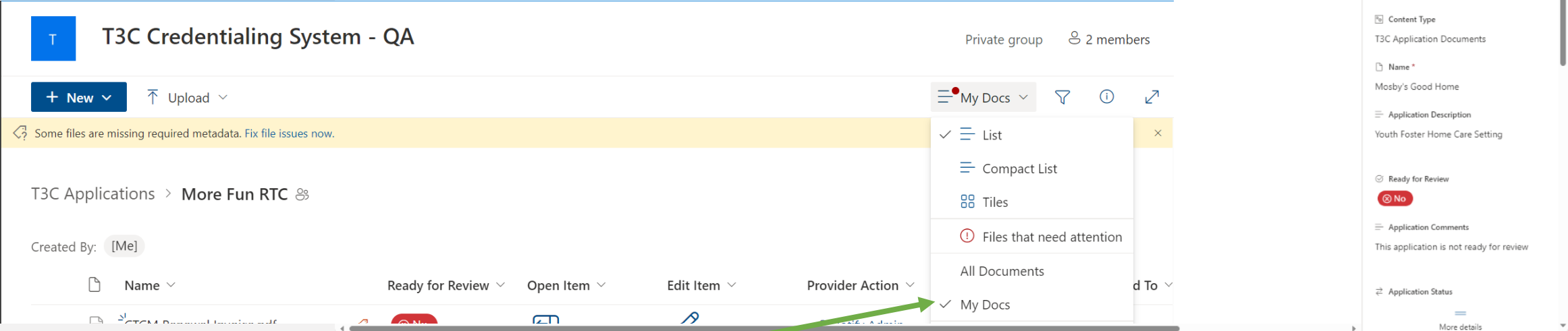
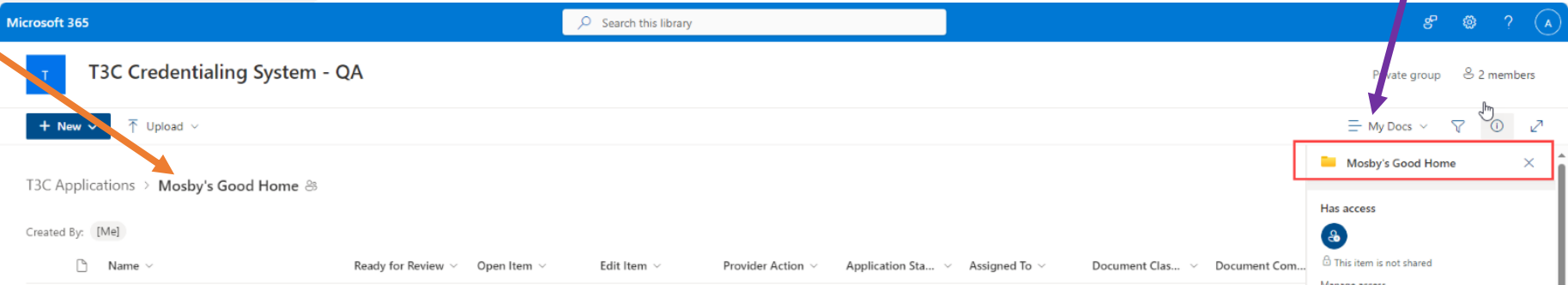
When you return to the Platform after leaving it, you will enter on the Application Folder level. You will see only the 'T3C Applications' label, until you click on your named Document Set folder to enter it.



Make sure not to upload files until after you enter your named Document Set folder.

Navigating Uploaded Files- After Logging Back Into the Platform 2

If you don't see documents in your Folder that were previously uploaded, and you have not yet identified your Application as 'Ready for Review', you may need to adjust the view. Towards the upper right-hand corner of the screen, you may see three horizontal lines to the left of a 'My Docs' button that has a drop-down arrow to its right.



When you click on the 'My Docs' button, there will be options in the drop-down list including "All Documents" and "My Docs". If there is a checkmark next to "My Docs", click on "All Documents". This should force all uploaded files in the Folder to be visible once more.

Navigating Uploaded Files

When your Document Set Folder has visible uploaded documents, there are columns with various pieces of useful information that can be quickly viewed. The columns can be expanded and compacted by hovering in the space between the column headers so that a dual-ended arrow \longleftrightarrow appears allowing you to adjust the column sizing.

The screenshot displays a document management interface for a folder named "T3C Credentialing System - QA". The interface includes a search bar, navigation icons, and a table of documents. The table has the following columns and data:

1 Name	2 Ready for Review	3 Open Item	4 Edit Item	5 Application Sta...	6 Assigned To	7 Document Clas...	8 Document Com...	9 + Add column
App Map Simple.pdf	✓ Yes	↩	✎	⊗ Partial Rejection		IT System		
App Map Simple B.pdf	✓ Yes	↩	✎	⊗ Partial Rejection	Peggy Cope (YFT); Jonathon Shepard (DFPS)	Organization Chart		

An orange arrow points from the text above to the space between the "Application Sta..." and "Assigned To" column headers, where a dual-ended arrow is visible, indicating the column resizing handle.

Navigating Uploaded Files

The numbered columns in the screenshot correspond to the numbers explaining the information below.

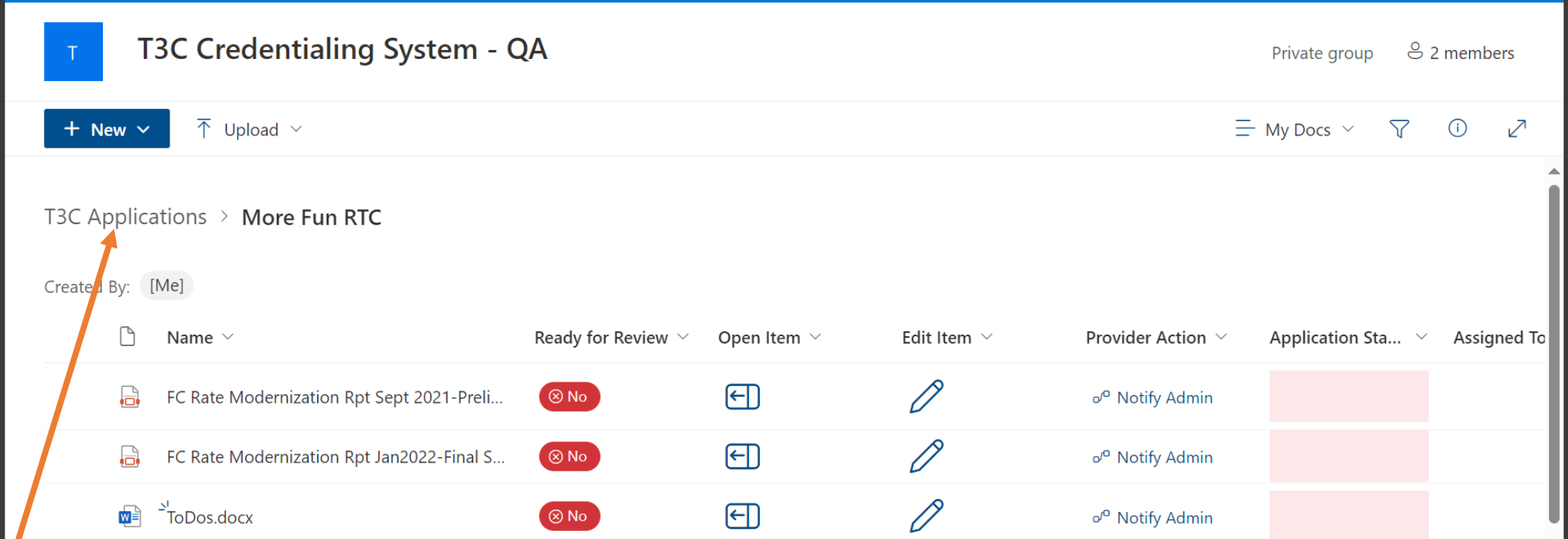
The screenshot shows a document management interface for a group named "T3C Credentialing System - QA". The interface includes a search bar, navigation icons, and a table of documents. The table has the following columns: "Name", "Ready for Review", "Open Item", "Edit Item", "Application Sta...", "Assigned To", "Document Clas...", "Document Com...", and "+ Add column". Two documents are listed: "App Map Simple.pdf" and "App Map Simple B.pdf". The "Ready for Review" column shows a green checkmark for both. The "Application Sta..." column shows "Partial Rejection" for both. The "Assigned To" column shows "Peggy Cope (YFT); Jonathon Shepard (DFPS)" for the second document. The "Document Clas..." column shows "IT System" for the first and "Organization Chart" for the second. Red numbered callouts (1-9) point to the "Name" column, the "Ready for Review" button, the "Open Item" button, the "Edit Item" button, the "Application Sta..." column, the "Assigned To" column, the "Document Clas..." column, the "Document Com..." column, and the "+ Add column" button respectively.

1	2	3	4	5	6	7	8	9
Name	Ready for Review	Open Item	Edit Item	Application Sta...	Assigned To	Document Clas...	Document Com...	+ Add column
App Map Simple.pdf	✓ Yes	🔍	✎	⊗ Partial Rejection		IT System		
App Map Simple B.pdf	✓ Yes	🔍	✎	⊗ Partial Rejection	Peggy Cope (YFT); Jonathon Shepard (DFPS)	Organization Chart		

1. "Name" – the document name, which you can click on to view the document.
 2. "Ready for Review" button – the provider clicks this button to turn it to green when a document is ready for review.
 3. "Open Item" button – can also be used to open the selected document.
 4. "Edit Item" button – used to open the "Document Description Edit Window" for the selected document, allowing the provider to update selections, descriptions, and review/enter comments.
 5. Application Status – displays the current review status of the applicant, as indicated by the Reviewers.
 6. Assigned To – displays the Reviewers whom the applicant has been primarily assigned to (although they may not be the only Reviewers to work with the application).
 7. Document Classification – displays the classification that the provider has assigned to the selected document.
 8. Document Comments – displays any comments added to the selected document, by the provider or the Reviewers.
- You may also see a 'Created By' column that displays the email "name" of the primary contact who uploaded it.

Ready For Review- Step 1

When all documents – including the signed Interim Credential Application document, as well as all supporting documentation noted throughout the Application – have been uploaded, *no further edits need to be made*, and all files have the required Document Classification selected so that there are no error messages, then the provider may be ready to move on. The provider should review the documents present in the Document Set folder a final time – the entirety of all of the documents must be ready, or the provider is not ready to indicate that the documents are ‘Ready for Review’.



From within the Document Set Folder the provider needs to navigate up a level to the Application Folder view. Look at the label near the top left corner of the page, beneath the “New” button. Remember that your current location is what is to the right of the “>”, so you are currently within your folder. To go up to the Application Folder level, click on “T3C Applications”.

Ready For Review- Step 2

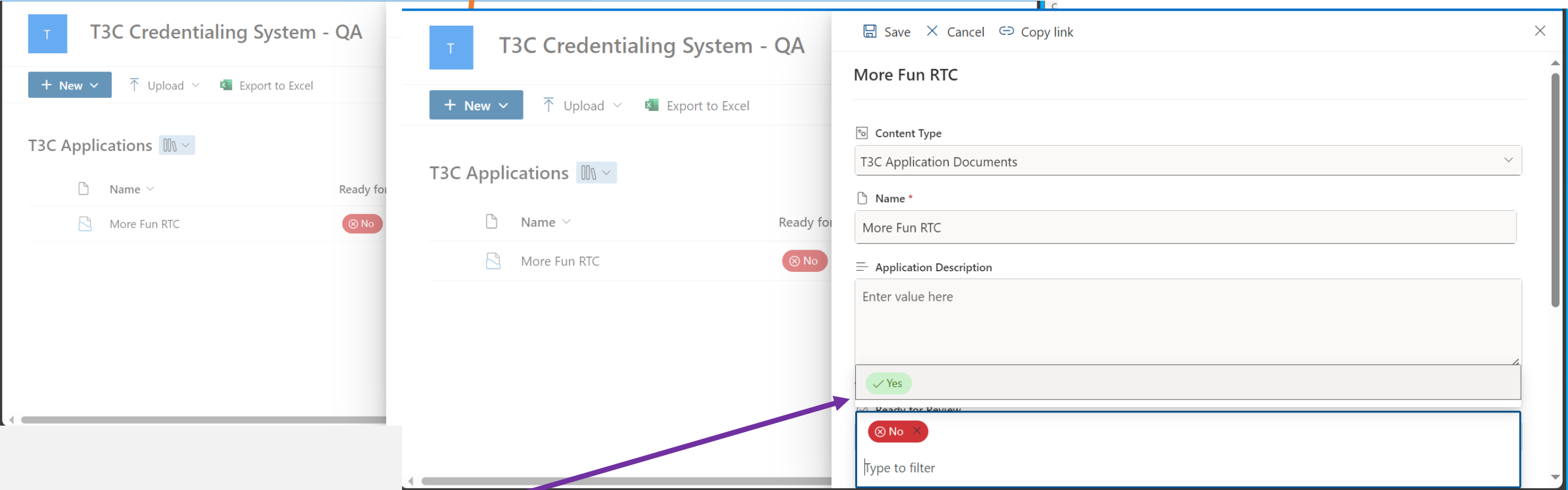
Now that you are on the Application Folder Level view, navigate to the 'Application Description Edit Window' by clicking on the pencil icon under the 'Edit Item' column.

The screenshot shows a SharePoint interface for a folder named "T3C Credentialing System - QA". At the top, it indicates "Private group" with "2 members". Below this is a toolbar with options: "+ New", "Upload", and "Export to Excel". On the right, there are filters for "All Documents" and other icons. The main content area is titled "T3C Applications" and contains a table with the following columns: "Name", "Ready for Review", "Open Item", "Edit Item", "DFPS Admin Action", "Application Sta...", and "Assigned T".

Name	Ready for Review	Open Item	Edit Item	DFPS Admin Action	Application Sta...	Assigned T
More Fun RTC	No			Notify Provider		

Ready For Review- Step 3

In the Application Description Edit Window, scroll down to the 'Ready for Review' field. Since this is your initial submission of your documents for review, this will currently be either blank, or colored red and set to "No".



Click on the button, and select the green "Yes" version of the button. Then you can scroll to the bottom of the window and click the "Save" button




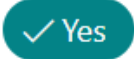



Notes on Ready For Review

After the Application Folder has been set to 'Yes' for the "Ready for Review" status and you log out, upon your next log-in, all of the documents within the Application Folder will also have converted to 'Yes' for "Ready for Review" status.

Once the Application Folder has been set to 'Yes' for the "Ready for Review" status, the provider is **not** to make any edits or add additional documents until after the review is complete and the provider receives instructions to their primary email address on next steps, because the application has been queued for the Interim Credential eligibility review. The Credentialing Platform does have a viewable record of changes made, and failure of the provider to refrain from making changes after setting the "Ready for Review" status to 'Yes' could result in Rejection of the provider's current Application.

Application Status

The provider will know that their eligibility review has begun when the primary contact email receives an auto-generated notification with the Subject Line “Review Initiated of T3C Application”. The Provider does not need to take any action in response to this email, it is for informational purposes only.

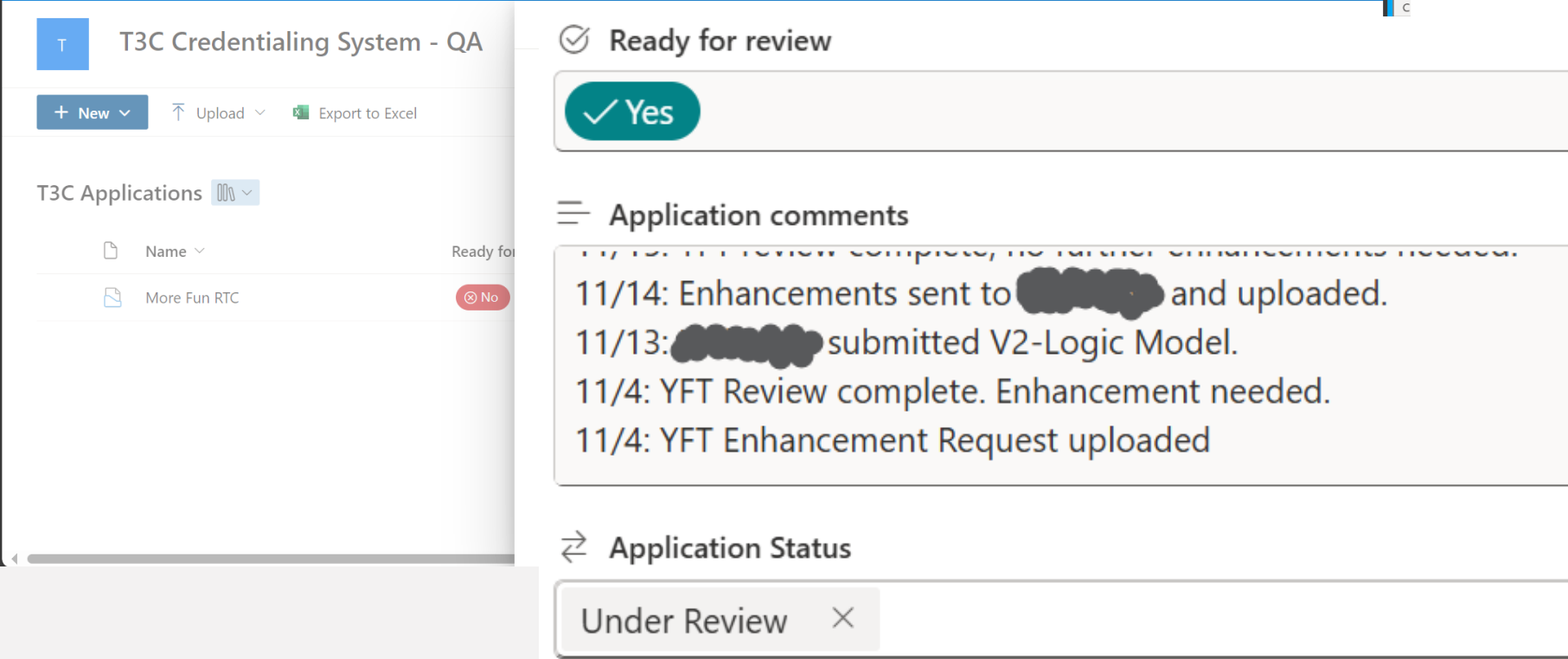
Ready for review ▾	Open Item ▾	Edit Item ▾	Application Sta... ▾
			
			 Under Review

If the Provider does log in to the Platform before receiving an email notification with a request for enhancements from DFPSProviderCredentialing@dfps.texas.gov, you will find that you can no longer view your uploaded documents, as they have been moved to a separate folder for review to ensure version control. However, the Provider would see that the ‘Application Status’ field now reflects a status of “Under Review”.

Viewing Feedback From Reviewers- Step 1



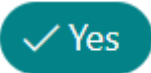


Upon receiving an instructional email to the primary contact email address from DFPS or YFT to log in to the Credentialing Platform to review feedback and any requests for enhancements, which will have a limited time frame to be completed, the provider should immediately log in to the Platform.

On the Application Folder level, the Provider should access the 'Application Description Edit Window', by clicking on the pencil icon under the column labeled "Edit Item", their "Application Comments" field will display the start of a running log of the key touchpoints in the review process by DFPS and YFT. The most recent actions will be at the top.



Viewing Feedback From Reviewers- Step 2

The Provider should navigate into their Document Set folder. There should be one or more documents uploaded by the reviewers, DFPS and YFT. The documents will have a label in the 'Document Classification' column, identifying them as either "DFPS-Provider Feedback" or "YFT-Provider Feedback".

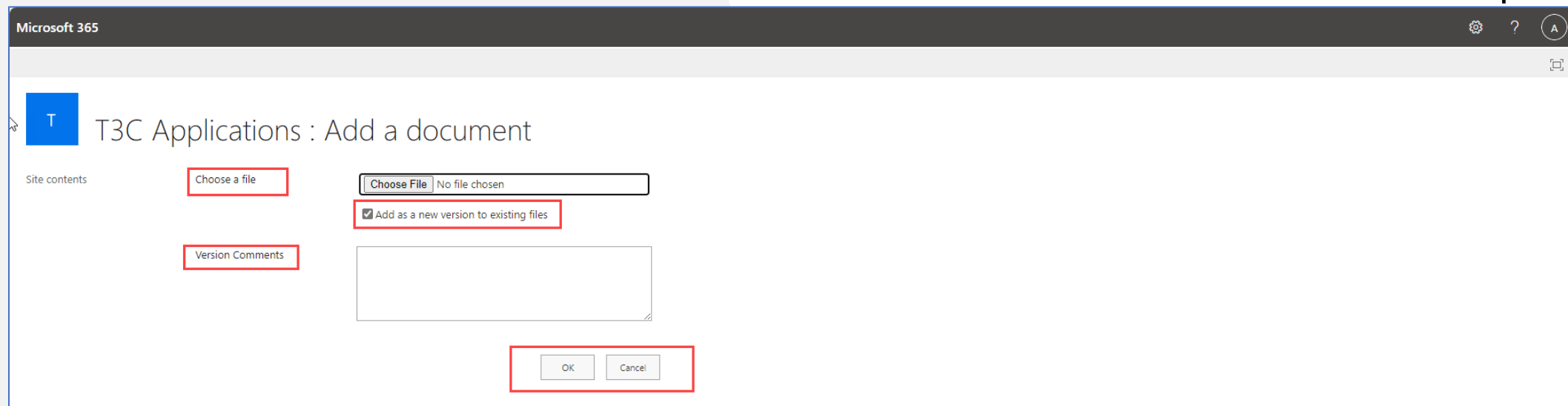
 Name ▾	Ready for review ▾	Open Item ▾	Edit Item ▾
 GRO Enhancement Request 11.14.2024.docx	 Yes		

The Provider should open the document/s and review the Technical Assistance provided and address the requests for enhancements, ensuring that they understand the deadline for completion. The Provider does not need to enter any response.

Viewing Feedback From Reviewers- Step 3

The Provider should promptly make the edits to address all of the requested enhancements to the document outside of the Credentialing Platform. The Provider should save the edited file with a new file name as indicated by the request for enhancements, ensuring that it **includes a date of upload at the end**.

The Provider uses the same actions to upload the edited files to the Document Set folder, selecting the “Upload” button and the “Files” drop-down that appears beneath it. Click the gray “Choose File” button, and navigate to select the updated/ enhanced version of the currently uploaded file. Since the provider is uploading the updated/enhanced version of a document, make sure that the checkbox for “Add a new version to existing file” is checked, and you have option to enter comments in the “Version Comments” field. Then click “OK”. You will need to indicate a Document Classification for the file after uploading.



Notes on Responding to Feedback From Reviewers

When all updates are complete, and you have uploaded the new versions of any files, as well as any new additional supporting documentation into your Document Set folder in the Credentialing Platform, then send an email to DFPSProviderCredentialing@dfps.texas.gov with the subject line “{Provider Name} Enhancements Ready” by the deadline indicated.

Note: Failure to meet the deadline, failure to address all areas of Technical Assistance with enhancements, or a lack of good faith effort resulting in a lack of significant progress over time can result in Rejection of the Application.



- On behalf of the T3C Project Management Office, thank you so much for attending today's webinar.
- We would love to hear from you! Please email any questions, comments, or feedback about the T3C System Blueprint or this webinar to dfpstexaschildcenteredcare@dfps.texas.gov.
- As a reminder we will be posting a copy of the PowerPoint and a recording of the webinar on the DFPS T3C webpage, which can be accessed by following https://www.dfps.texas.gov/Texas_Child_Centered_Care/
- If you have not already done so, please make sure to subscribe for news and updates on T3C on the DFPS webpage by registering your email address

The screenshot shows the DFPS website header with the Texas Department of Family and Protective Services logo and name. Below the header is a blue banner for "Texas Child-Centered Care (T3C)". The main content area includes an "Overview" section with the heading "What is Texas Child-Centered Care?" and a paragraph describing T3C as a transformation of the foster care system. On the right side, there is a "SUBSCRIBE" button and a form to "Sign up for Texas Child-Centered Care News:" with an "email address required" input field and a "Submit" button. A red arrow points from the text in the list above to the "SUBSCRIBE" button and the email registration form.