

## **SEARCH TOOLS**

### **INDEX:**

- A.** Search for Resource ID# in Resource Search.
- B.** Search for Client/Child in Person Search.
- C.** Search for Placement and Payment of Care for Child.
- D.** Search for Eligibility of Care for Child.
- E.** Search for Legal Status
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- G.** Search for Foster Care/Relative/RBWO child when not found in Person Search.
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- I.** Search for a Service Authorization.
- J.** Search for a Contract.
- K.** Search for Case Manager

Notes:

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## A. Search for Resource ID #

1. Click on Resource Tab → Resource Search

Resource Search - Microsoft Internet Explorer

Address: https://shines.dhr.state.ga.us/resource/ResourceSearch/

SHINES

Log Off ? IDS GHP

My Tasks Case Search Financial Reports Resources

Resource Search

Resource Search conditionally required field

**Resource Details**

*When conducting a resource search, one of the following must be entered: Resource Type, Resource Name, Identification Number, or Service.*

Resource Type: [dropdown] Resource Name: [text]

Identification Number: [text] Program: [dropdown]

Category: [dropdown] Service: [dropdown]

**Location/Area Served**

Location  Area Served  Proximity

Region: [dropdown] Proximity Range(miles): [30 dropdown]

Address Ln1: [text] County: [dropdown]

City: [text] State: [Georgia dropdown]

Zip Code: [text]

[Advanced Search](#)

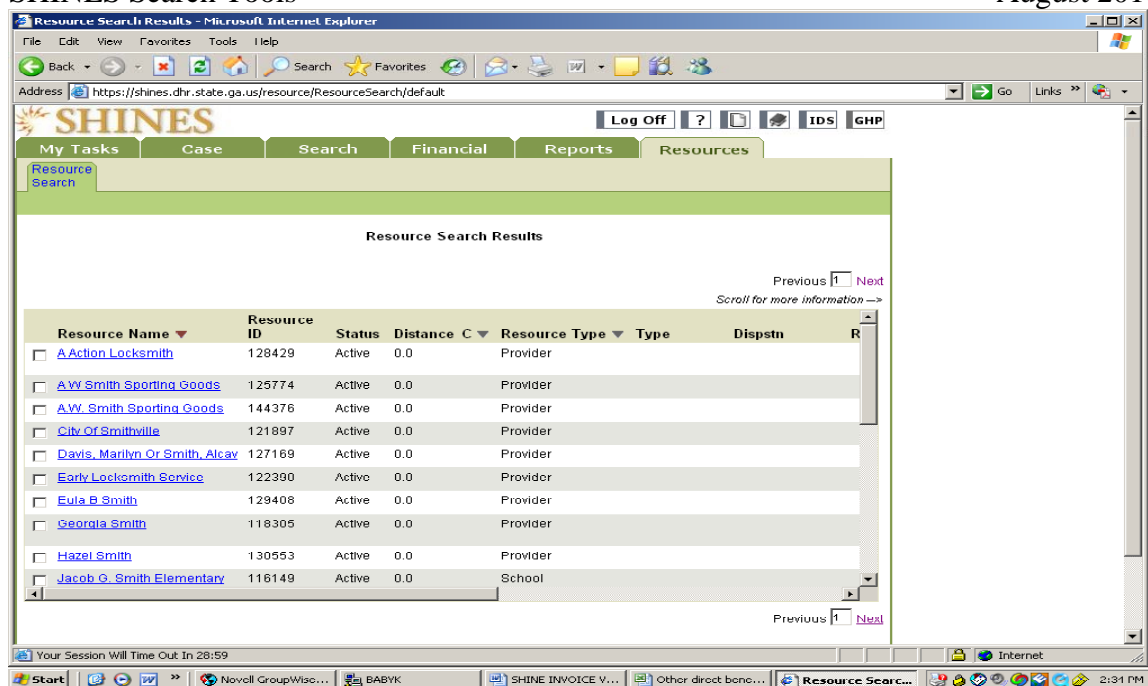
Your Session Will Time Out In 29:16

Start [Internet Explorer] [Novell GroupWise...] [BABYK] [SHINE INVOICE V...] [Other direct bene...] [Resource Search...] [Internet] 2:31 PM

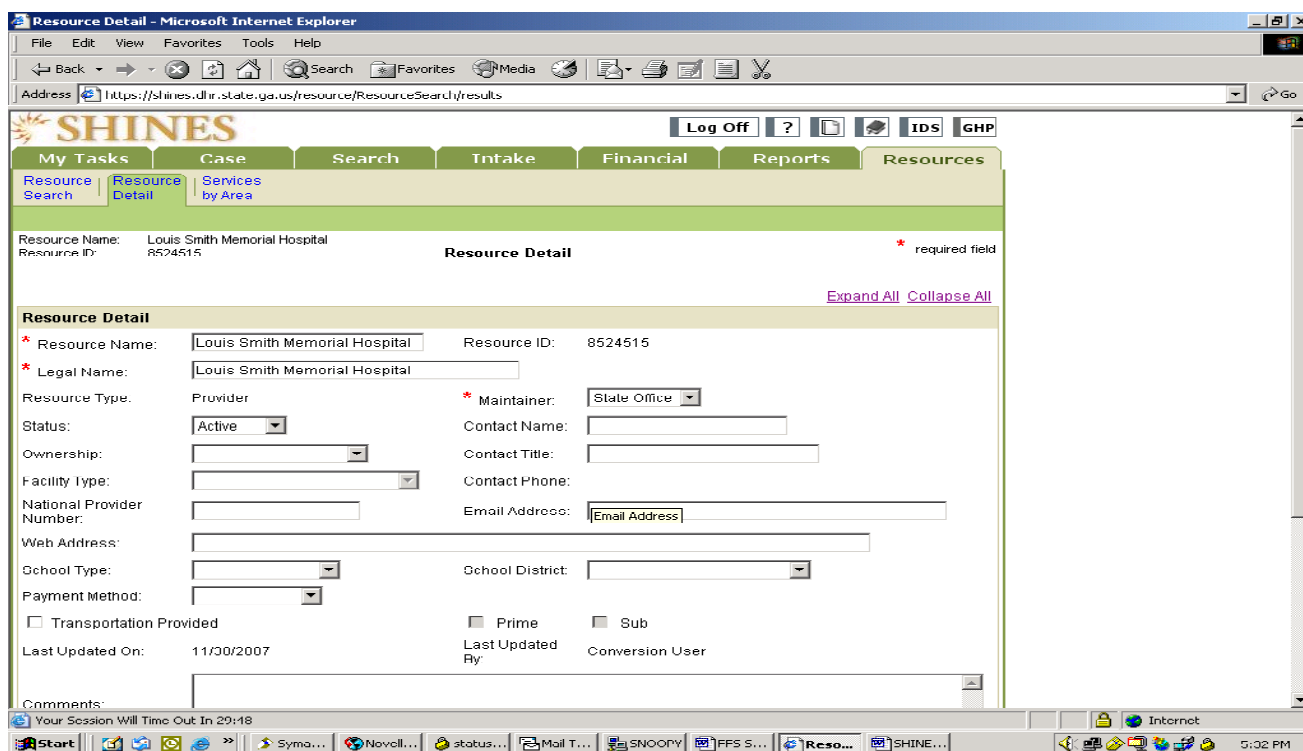
2. Enter last Name, first name, partial name, Resource ID or other criteria.
3. Click on SEARCH button and scroll down for Search Results.

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4. Click on Resource hyperlink → Resource Detail Page

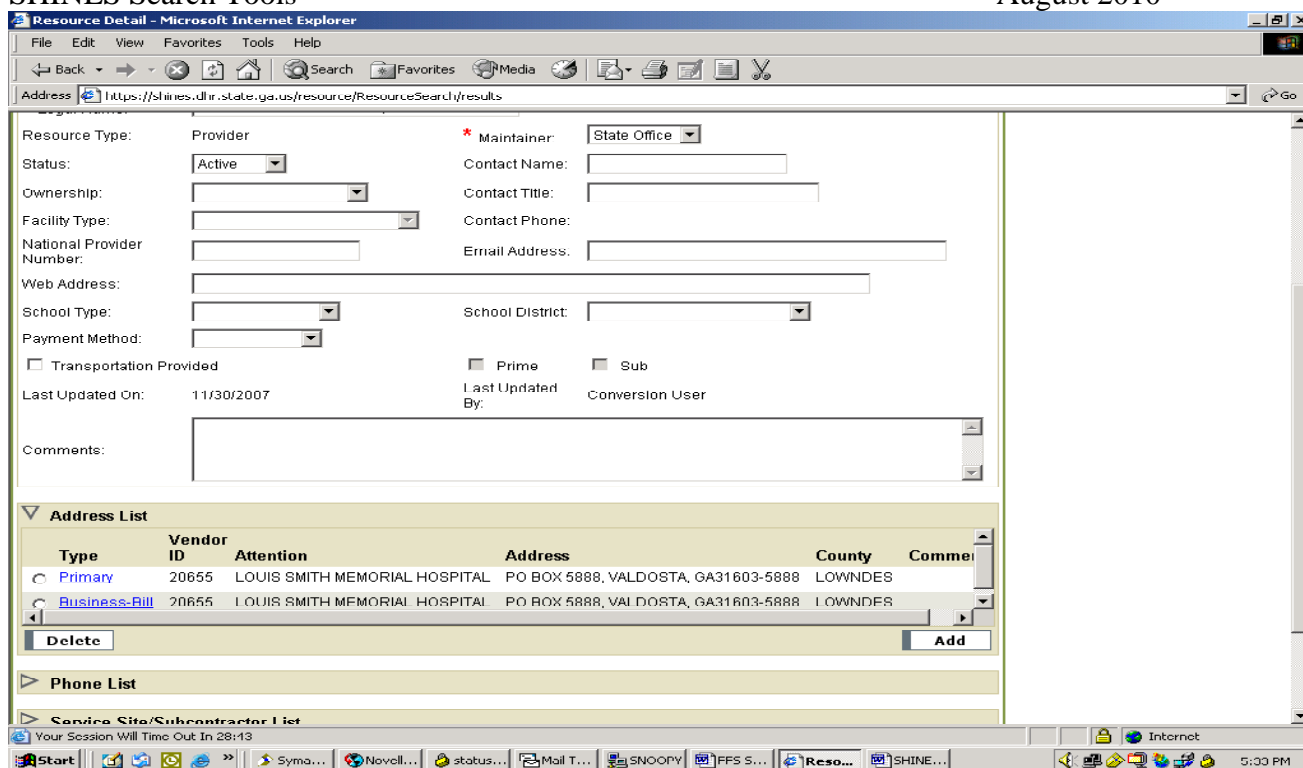


Resource Detail Page – lower section

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5. Check for SMILE vendor ID under Address List.

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**B. Search for Client/Child**

1. Click on SEARCH → Person Search → Person Search Page
  - a. Select from Person Information Search if using name
  - b. Can use Person ID, SSN, other criteria
  - c. Click Search Button

Person Search

Person Information

Person Information Search: Phonetic

Last: First: Middle:

Date of Birth: Age: Gender:

Address

Address Search

Street: City: State: Georgia Zip:

County:

Additional Parameters

Additional Parameters Search

SSN: Person ID: 105358 Phone:

Medicaid No.: Intake Report ID:

Search

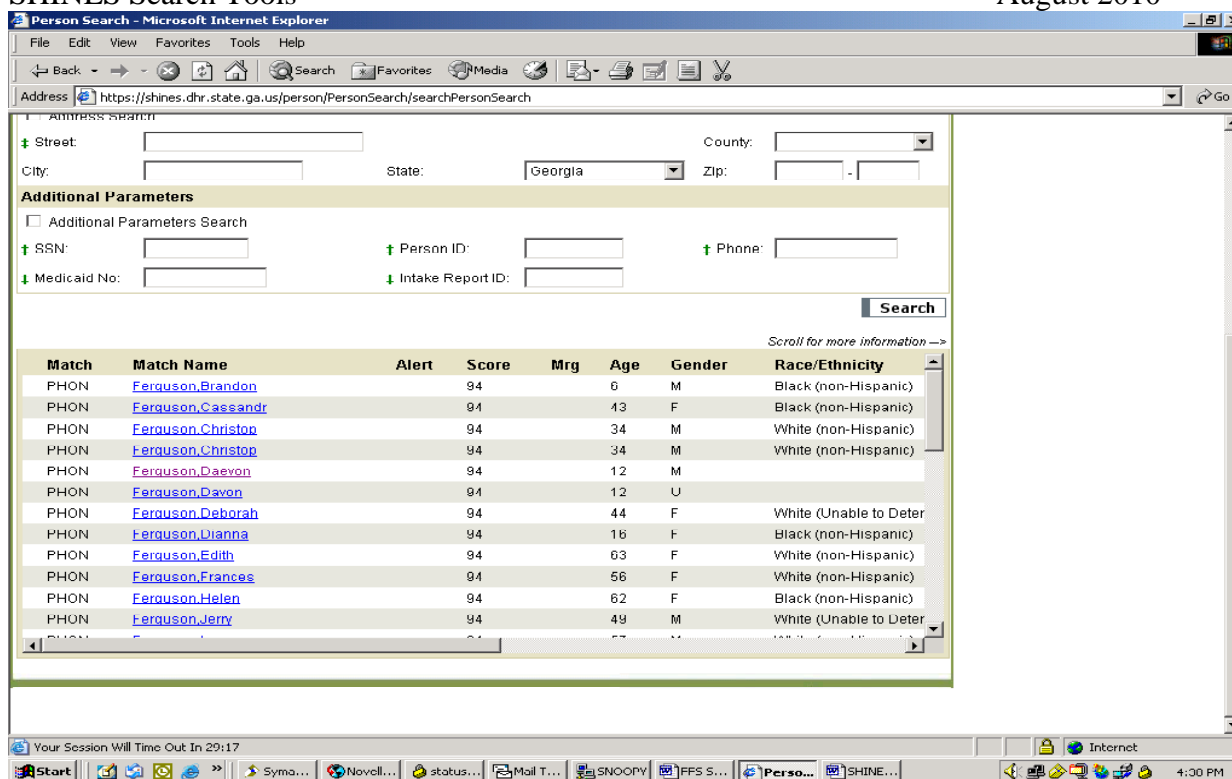
Scroll for more information →

Match	Match Name	Alert	Score	Mrg	Age	Gender	Race/Ethnicity
PARA	<a href="#">Avery, Paula A</a>		100		43	F	White (non-Hispanic)

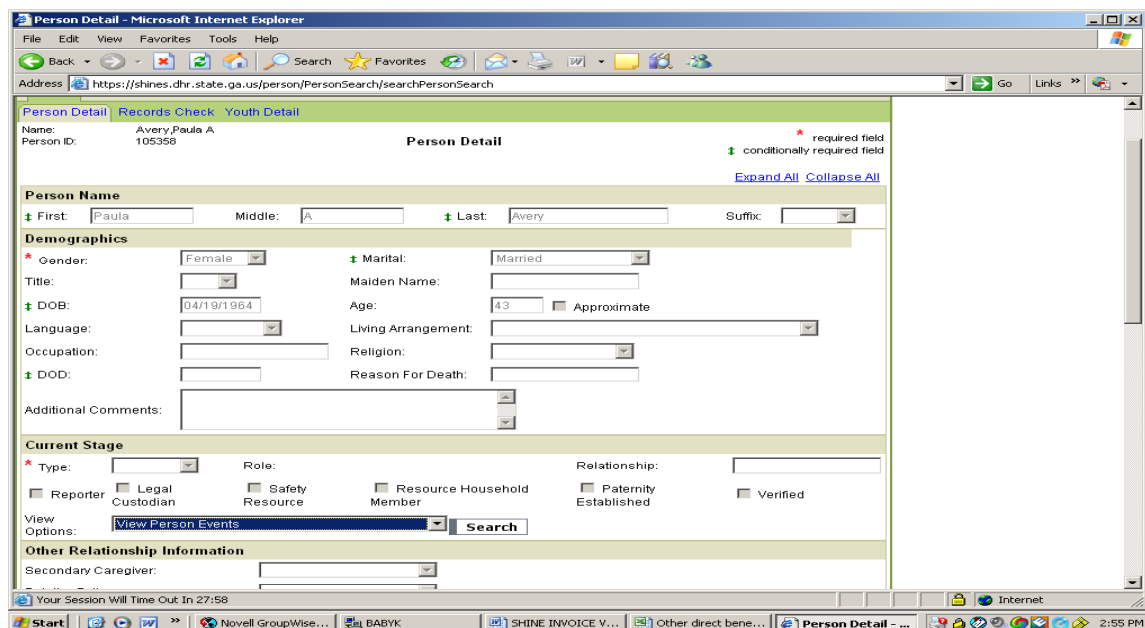
- d. Scroll down for Search Results

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e. Click on hyperlink Name → Person Detail Page



f. Use bar across bottom of screen and scroll over to find Client/Child's Person ID#

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**C. Search for Placement and Payment of Care for Child**

1. Click on SEARCH → Person Search → Person Search Page
  2. Complete Search for Client/Child (Section B, Steps 1-3)
  3. Click on hyperlink Name → Person Detail Page
    - a. Go to Current Stage Section
    - b. Click View Options drop down menu
    - c. Select View Placement Events
- NOTE: If there is not Placement Events option, this is the wrong Person ID.

4. Click on Search

**Person Detail - Microsoft Internet Explorer**

Address: <https://shines.dhr.state.ga.us/person/PersonSearch/searchPersonSearch>

Occupation:  Religion:

‡ DOD:  ‡ Reason For Death:

Additional Comments:

**Current Stage**

Type:  Role:  Relationship:

Reporter  Legal Custodian  Safety Resource  Resource Household Member  Paternity Established  Verified

View Options:  **Search**

**Other Relationship Information**

Secondary Caregiver:

Putative Father:

Legal Father:

Biological Father:

Side of Family:

Special Relationship:

**Additional Information**

Status:

Category:  Case

‡ **Address**

‡ **Phone**

Your Session Will Time Out In 29:38

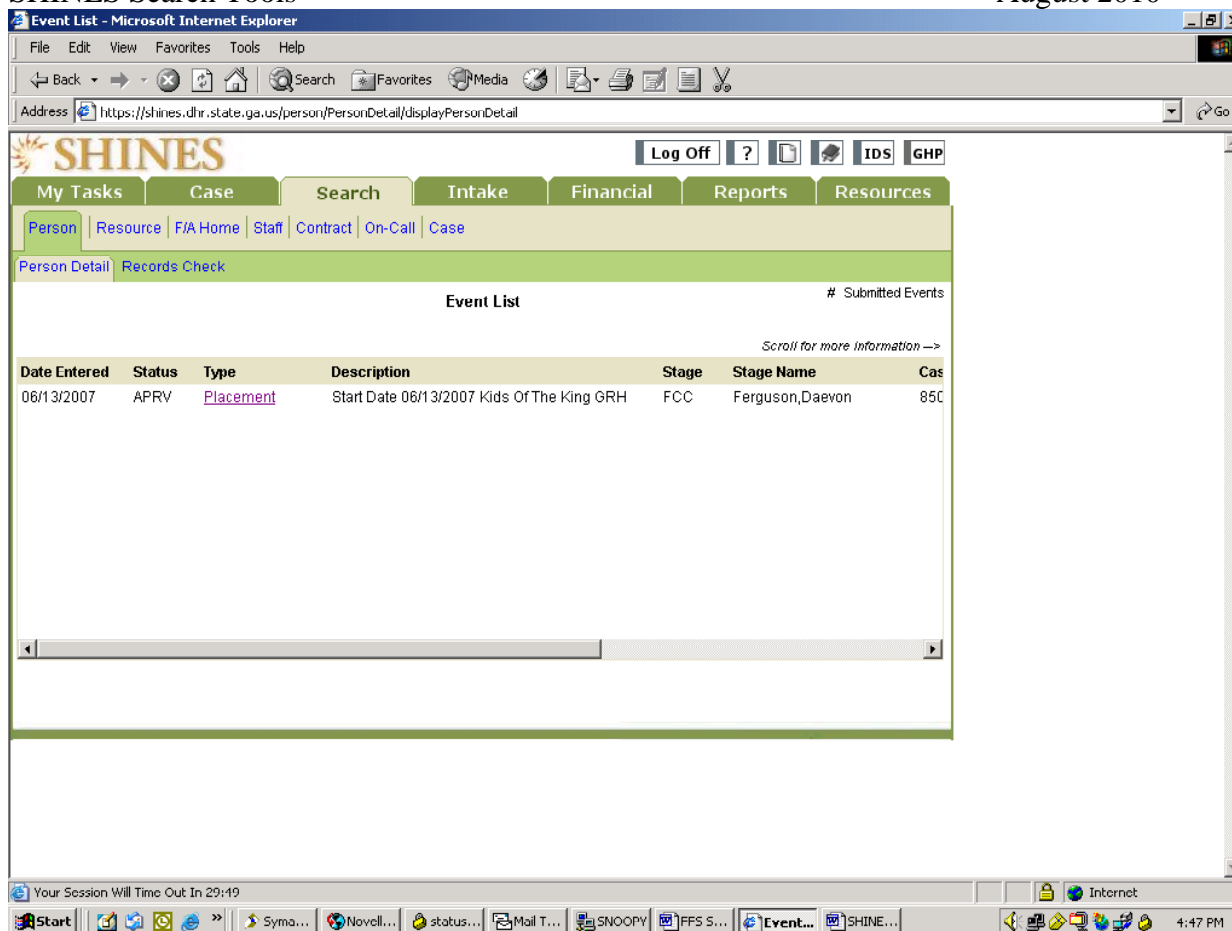
Start | Symba... | Novell... | status... | Mail T... | SNOOPY | FFS S... | Perso... | SHINE... | Internet | 4:43 PM

5. View Placement of Child

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6. Check that the latest placement is approved (APRV).
7. Click on last Placement hyperlink.



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**Placement Information - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://shines.illr.state.ga.us/workload/EventSearch/DisplayEventList>

**SHINES** Log Off ? IDS GHP

**My Tasks Case Search Intake Financial Reports Resources**

Case Summary Person Contacts/Summaries Service Authorization Legal Child Plans Placement History Foster Care Eligibility Case Management

Placement Info Placements for Case Payment of Care Relative Care Assessment

Stage Name: Ferguson, Daevon  
Case ID: R501165

**Placement Information** \* required field  
‡ conditionally required field

[Expand All](#) [Collapse All](#)

**Placement Detail**

\* Start Date/Attempted Date: 06/13/2007 \* Time: 12:00 AM \* Actual/Attempted: Actual

\* Placement Type: Group Home

Contacted By: User, Conversi \* Method: PHN

Temporary Placement  
Temporary Placement Type: [ ]

‡ Temporary Placement Comments: [ ]

**Placement Name**

‡ Agency: [ ] ‡ ID: [ ]

‡ Facility: Kids Of The King ‡ ID: 8507198

Contact: [ ]

Waiver Required  Case  Home ‡ Waiver ID: [ ]

**Placement Information**

Date Last Discharged From Last Foster Care Episode: [ ] Match %: [ ]

Your Session Will Time Out In 29:53

Start | Syma... | Novall... | status... | Mail T... | SNOOPY | TFS S... | Place... | SHINE... | Internet | 4:49 PM

8. Check Placement and Resource ID under Placement Name section.

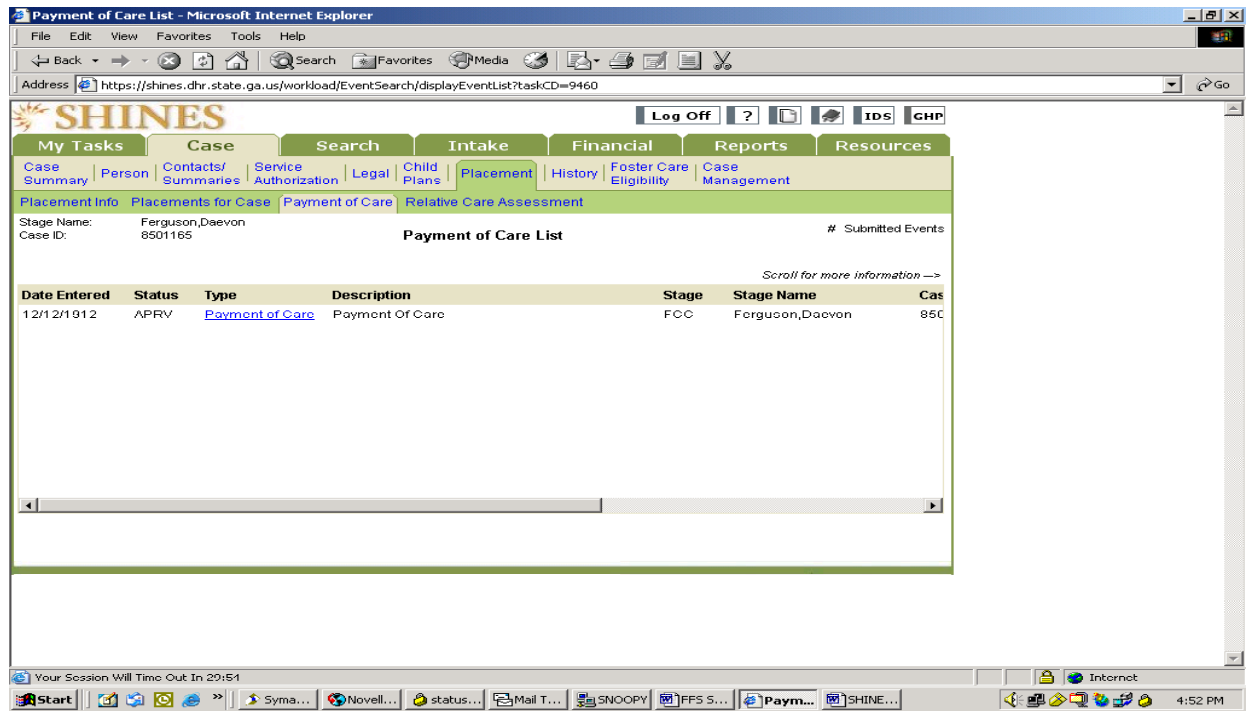
NOTE: When trying to view a placement and a “System Error” appears on the screen, the problem is a “bug” in the system when a Person Merge was performed. Do the following:

- Go to Current Stage Section
- Click View Options drop down menu
- Select View Case List
- Click on the Case Id hyperlink
- Find the person name and should be in FCC stage
- The Placement and Eligibility tabs will be available for viewing.

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9. Click on Payment of Care tab.



10. Check that the Payment of Care is Approved (APRV).

11. Click on latest Payment of Care hyperlink.

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The screenshot shows the SHINES web application interface. The browser window title is "Payment of Care - Microsoft Internet Explorer". The address bar shows the URL: <https://shines.dlr.state.ga.us/workload/EventSearch/displayEventList>. The application has a navigation menu with tabs: My Tasks, Case, Search, Intake, Financial, Reports, Resources. Under the Case tab, there are sub-tabs: Case Summary, Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, Case Management. The current view is "Payment of Care" under the "Placement" sub-tab. The form displays the following information:

Stage Name: Ferguson, Daevon  
Stage ID: 8506400

**Payment of Care**

\* required field  
‡ conditionally required field

**Payment of Care Type**

\* Payment of Care Type: RBWO

**Payment of Care Detail**

\* Start Date: 12/12/1912 ‡ End Date: [ ] Terminate Date: [ ]  
 ‡ Special Add On Rate (FC Only): [ ]  
 Base Per Diem Rate: [ ]  
 Total Per Diem Rate: [ ]  
 ‡ Program Type: CCI CPA ‡ RBWO Program: Base  
 Concurrent Per Diem  
 ‡ Reason For Concurrent Per Diem Type: [ ]  
 ‡ Reason For Special Add-On Rate: [ ]

Your Session Will Time Out In 29:55

Taskbar: Start, Syma..., Novell..., status..., Mail T..., SNOOPY, JFFS S..., Paym..., SHINE..., 4:55 PM

12. Check that the Payment of Care Type agrees with paper invoice.
13. Check the start date – cannot be after the days on the invoice.
14. Check rates against rate on paper invoice. This could change after the SMILE invoice was generated.
15. Check all information under Payment of Care Detail section.

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### D. Search for Eligibility of Care for Child

1. Click on SEARCH → Person Search → Person Search Page
2. Complete Search for Client/Child (Section B, Steps 1-3)
3. Click on hyperlink Name → Person Detail Page
4. Current Stage section → Placements Event List → Placement Detail Page
5. Click on Foster Care Eligibility tab

The screenshot shows a web browser window displaying the SHINES application. The page title is "Eligibility Summary List - Microsoft Internet Explorer". The address bar shows the URL: "http://shines.dlr.state.ga.us/workload/EventSearch/displayEventList?taskCD=3120". The application interface includes a navigation menu with tabs for My Tasks, Case, Search, Intake, Financial, Reports, and Resources. Under the Search tab, there are sub-tabs for Case Summary, Person, Contacts/Summaries, Service Authorization, Legal, Child Plans, Placement, History, Foster Care Eligibility, and Case Management. The Foster Care Eligibility sub-tab is selected, showing an "Eligibility Summary List" for Ferguson, Daevon (Case ID: 85M1165). The table below shows one entry:

Date Entered	Status	Type	Description	Stage	Stage Name	Ca
12/12/11	APRV	<a href="#">Foster Care Eligibility</a>	Eligibility Summary	FCC	Ferguson, Daevon	85

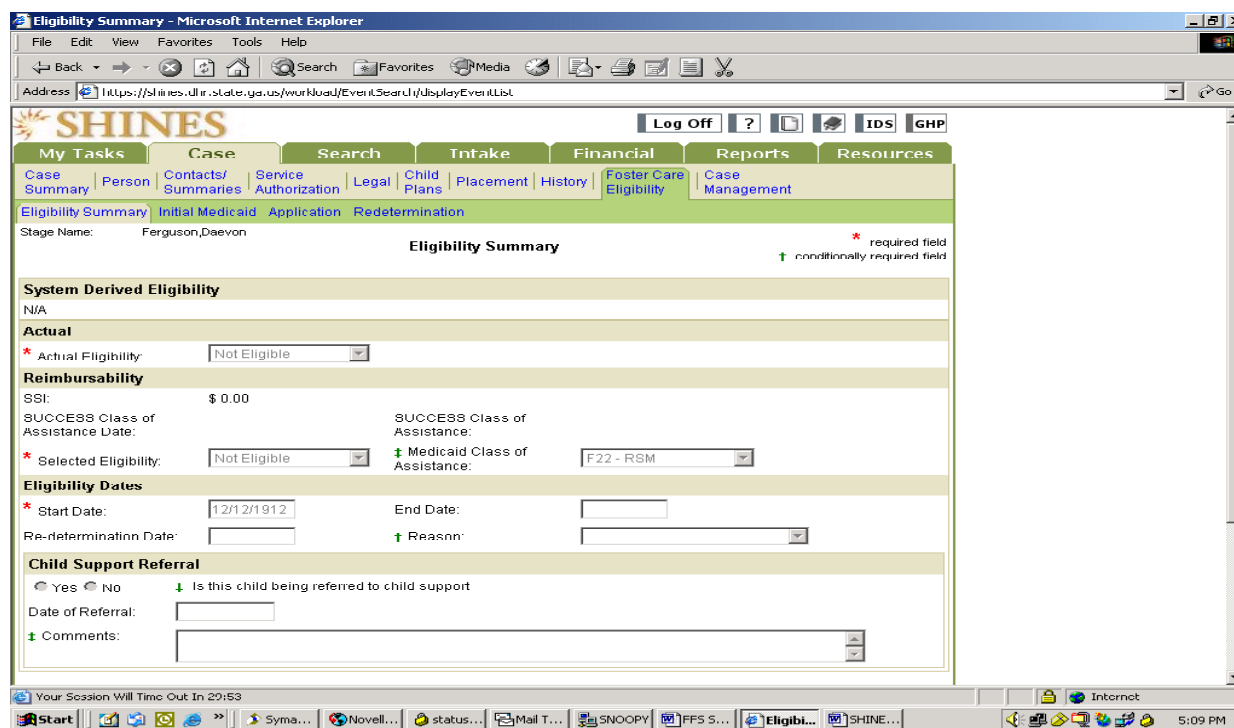
The table also includes a "Scroll for more information" link and a "# Submitted Events" indicator.

6. Click on Foster care Eligibility hyperlink.
7. If Eligibility has not been updated or is blank, the child should be in initial funding.
8. Rev Max should enter the child's eligibility with 45 days, either IV-E or IV-B.

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This child has not had an eligibility determination completed on him.

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## E. Search for Legal Status

1. Click – Search Tab → Person Search

**Person Search** † conditionally required field

**Person Information**

Person Information Search:

‡ Last:  First:  Middle:

‡ Date of Birth:   Age:  Gender:

**Address**

Address Search

‡ Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

‡ SSN:  ‡ Person ID:  ‡ Phone:

‡ CRS or Medicaid/MHN Number:  ‡ Intake Report ID:

**Search**

2. Type PID #

3. Click – Search

**Person Search** † conditionally required field

**Person Information**

Person Information Search:

‡ Last:  First:  Middle:

‡ Date of Birth:   Age:  Gender:

**Address**

Address Search

‡ Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

‡ SSN:  ‡ Person ID:  ‡ Phone:

‡ CRS or Medicaid/MHN Number:  ‡ Intake Report ID:

**Search**

*Scroll for more information -->*

Match	Match Name	Alert	Score	Mrg	Age	Gender	Race/Ethnicity	Person ID
PARA	<a href="#">Brown, Gregory V</a>		100	✓	18	M	Black (non-Hispanic)	10422753

4. Click hyperlink name → Person Detail Page

5. Go to Current Stage Section

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- a. Click view options drop down menu
- b. Select view Legal Status Events

- c. Click on search → Event List

6. Check the latest hyperlink Legal Status the following details will be shown

Event List							# Submitted Events
Date Entered	Status	Type	Description	Stage	Stage Name	Case #	
01/27/2010	COMP	<a href="#">Legal Status</a>	Temporary Voluntary 01/14/2010	FCC	Brown, Gregory V	1046	
07/20/2009	COMP	<a href="#">Legal Status</a>	Temporary Court 07/16/2009	FCC	Brown, Gregory V	1046	

- a. Legal Status = Temporary Voluntary 01/14/2010
- b. Legal County
- c. Status Effective date
- d. Court Order Expiration Date of Order

## F. Search for Citizenship

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## 7. Click – Search Tab → Person Search

**Person Search** † conditionally required field

**Person Information**

Person Information Search:

† Last:  First:  Middle:

† Date of Birth:   Age:  Gender:

**Address**

Address Search

† Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

† SSN:  † Person ID:  † Phone:

† CRS or Medicaid/MHN Number:  † Intake Report ID:

**Search**

## 8. Type PID #

## 9. Click – Search → Person Detail Page

**Person Search** † conditionally required field

**Person Information**

Person Information Search:

† Last:  First:  Middle:

† Date of Birth:   Age:  Gender:

**Address**

Address Search

† Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

† SSN:  † Person ID:  † Phone:

† CRS or Medicaid/MHN Number:  † Intake Report ID:

**Search**

*Scroll for more information -->*

Match	Match Name	Alert	Score	Mrg	Age	Gender	Race/Ethnicity	Person ID
PARA	<a href="#">Brown, Gregory V</a>		100	✓	18	M	Black (non-Hispanic)	10422753

## 10. Click hyperlink name

## 11. Go to Current Stage Section



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**Demographics**

\* Gender: Male | ‡ Marital: Single, Never Married

Title: | Maiden Name:

‡ DOB: 01/14/1992 | Age: 18 |  Approximate

Language: English | Living Arrangement: Group Home/Institution-under DFCS Supervision

Occupation: | Religion:

‡ DOD: | ‡ Reason For Death:

Additional Comments:

---

**Current Stage**

Type: | Role: | Relationship:

Reporter  Legal Custodian  Safety Resource  Member of Resource's Household  Paternity Established  Verified

View Options: | **Search**

---

**Caregiver/Parental Relationship Information for Child**

Putative Father

- a. Click View Options drop down menu
- b. Select View Placement Events

**Demographics**

\* Gender: Male | ‡ Marital: Single, Never Married

Title: | Maiden Name:

‡ DOB: 01/14/1992 | Age: 18 |  Approximate

Language: English | Living Arrangement: Group Home/Institution-under DFCS Supervision

Occupation: | Religion:

‡ DOD: | ‡ Reason For Death:

Additional Comments:

---

**Current Stage**

Type: | Role: | Relationship:

Reporter  Legal Custodian  Safety Resource  Member of Resource's Household  Paternity Established  Verified

View Options: **View Placement Events** | **Search**

---

**Caregiver/Parental Relationship Information for Child**

- c. Click on search → Event List

Event List							# Submitted Events
Date Entered	Status	Type	Description	Stage	Stage Name	Casi	
06/08/2010	COMP	<a href="#">Placement</a>	Start Date 05/21/2010 Chris Kids - S CCI	FCC	Brown, Gregory V	1040	
09/16/2009	APRV	<a href="#">Placement</a>	Start Date 09/16/2009 End Date 05/21/2010 Chris Kids - D GRH	FCC	Brown, Gregory V	1040	
08/21/2009	APRV	<a href="#">Placement</a>	Start Date 07/16/2009 End Date 09/16/2009 Athens-Clarke OTR	FCC	Brown, Gregory V	1040	

- d. Click Hyperlink for current placement → Placement Information

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2. Go to second level Tabs click on Person → Person List

Name	Merge	Search	Age	Gender	Type	Role	Rel/Int	Special Rel	Person ID
<a href="#">Brown, Gregory V</a>	Y	V	18	M	PRN	PC	Self		10422753
<a href="#">Favors, Rodario</a>	N	V	17	M	PRN	NO	Other Non-Related Person		10400176
<a href="#">Roberts, Arthur</a>	N	V	35	M	PRN	NO	Aunt/uncle		10899500
<a href="#">Favors, Latracie E</a>	N	V	42	F	PRN	NO	Primary Caretaker		10400485
<a href="#">Brown, Gregory V</a>	N	V	45	M	PRN	NO	Legal Father		11302320
<a href="#">Roberts, Brenda G</a>	N	V	49	F	PRN	NO	Absent Parent		11302338
<a href="#">Baker, Ebony</a>	N	V		F	COL	NO	Case Manager		17065501

a. Click Hyperlink for child's name → Person List

Name: Brown, Gregory V  
Person ID: 10422753

**Person Name**  
 ‡ First:  Middle:  ‡ Last:  Suffix:

**Demographics**  
 \* Gender:  ‡ Marital:   
 Title:  Maiden Name:   
 ‡ DOB:  Age:   Approximate  
 Language:  Living Arrangement:   
 Occupation:  Religion:

3. Click on 3<sup>rd</sup> Level Tabs → Citizenship and Identity

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The screenshot shows the 'Citizenship and Identity' form for Gregory V. Brown (Person ID: 10422753). The form is divided into several sections:

- Birth Information:** Includes fields for US Birth State (Georgia), Birth County (Clarke), Birth City, Out of State County, Citizenship/Alien Status (US Citizen), Birth Country (United States), Entry Date into the US, and Mother Married at Child's Birth (Unknown). A checkbox for 'Non-US Born' is present.
- Method of Age Verification:** A list of verification methods with checkboxes: US Birth Certificate (checked), Baptismal Certificate, Birth Certificate (Foreign), Evaluative Conclusion, Hospital Certificate, Naturalization/Citizenship Certificate, Permanent Resident Card, and Passport (US).
- Method of Citizenship Verification:** This section is partially visible at the bottom.

Legend: \* required field, † conditionally required field.

- Birth State & City & County
- Citizenship/Alien Status
- Method of Age Verification
- Method of Citizenship Verification
- Identity Verification (Adult)
- Identity Verification (Under 16 Only)
- Permanent Resident/Refugee
- Other Qualified Alien
- Undetermined / Other Status

## G. Search for a Foster Care/Relative/RBWO child when not found in Person Search.

9. Click on Resource Tab → Resource Search

The screenshot shows the 'Resource Search' interface in a Microsoft Internet Explorer browser window. The page title is 'Resource Search - Microsoft Internet Explorer'. The address bar shows the URL: <https://shines.dhr.state.ga.us/resource/ResourceSearch/>. The page features a navigation menu with tabs: My Tasks, Case, Search, Financial, Reports, and Resources. The 'Resources' tab is active, and the 'Resource Search' sub-tab is selected.

The main content area is titled 'Resource Search' and includes a 'Resource Details' section with the following fields:

- Resource Type: [Dropdown]
- Resource Name: [Text]
- Identification Number: [Text]
- Program: [Dropdown]
- Category: [Dropdown]
- Service: [Dropdown]

The 'Location/Area Served' section includes:

- Location (selected), Area Served, Proximity
- Region: [Dropdown]
- Proximity Range(miles): [30]
- Address Ln1: [Text]
- County: [Dropdown]
- City: [Text]
- State: [Georgia]
- Zip Code: [Text]

There is an 'Advanced Search' link and a 'Search' button at the bottom of the form.

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## 10. Search for placement/relative resource.

The screenshot shows the SHINES Resource Search Results page. The browser window title is "Resource Search Results - Microsoft Internet Explorer". The address bar shows "https://shines.dhr.state.ga.us/resource/ResourceSearch/default". The page has a navigation menu with tabs: My Tasks, Case, Search, Financial, Reports, Resources. The "Resources" tab is selected. The main content area is titled "Resource Search Results" and contains a table of results. The table has columns: Resource Name, Resource ID, Status, Distance, Resource Type, Type, and Dispstn. The results are as follows:

Resource Name	Resource ID	Status	Distance	Resource Type	Type	Dispstn
<a href="#">AAction Locksmith</a>	128429	Active	0.0	Provider		
<a href="#">A.W. Smith Sporting Goods</a>	125774	Active	0.0	Provider		
<a href="#">A.W. Smith Sporting Goods</a>	144376	Active	0.0	Provider		
<a href="#">City Of Smithville</a>	121897	Active	0.0	Provider		
<a href="#">Davis, Marilyn Or Smith, Alcar</a>	127169	Active	0.0	Provider		
<a href="#">Early Locksmith Service</a>	122300	Active	0.0	Provider		
<a href="#">Eula B Smith</a>	129408	Active	0.0	Provider		
<a href="#">Georgia Smith</a>	118305	Active	0.0	Provider		
<a href="#">Hazel Smith</a>	130553	Active	0.0	Provider		
<a href="#">Jacob G. Smith Elementary</a>	116149	Active	0.0	School		

11. Click on Resource hyperlink → Resource Detail Page.

12. Click on Placement Provider Detail tab.

13. Click on Placement Log tab.

14. Search for child and Person ID in list of children placed with provider.

### E. Search for Placement Resource when the resource is not found in Resource Search.

1. Click on SEARCH → Person Search → Person Search Page

2. Complete Search for Client/Child

3. Click on hyperlink Name → Person Detail Page

a. Go to Current Stage Section

b. Click View Options drop down menu

c. Select View Placement Events

NOTE: If there is not Placement Events option, this is the wrong Person ID.

4. Click on Search

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Person Detail - Microsoft Internet Explorer

Address: <https://shines.dhr.state.ga.us/person/PersonSearch/search/PersonSearch>

Occupation:  Religion:

† DOD:  † Reason For Death:

Additional Comments:

**Current Stage**

Type:  Role:  Relationship:

Reporter  Legal Custodian  Safety Resource  Resource Household Member  Paternity Established  Verified

View Options:

**Other Relationship Information**

Secondary Caregiver:

Putative Father:

Legal Father:

Biological Father:

Side of Family:

Special Relationship:

**Additional Information**

Status:

Category:  Case

▶ Address

▶ Phone

Your Session Will Time Out In 29:38

Start | Syma... | Novell... | status... | Mail T... | SNOOPY | FFS S... | Perso... | SHINE... | Internet | 4:43 PM

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Event List - Microsoft Internet Explorer

Address: <https://shines.dhr.state.ga.us/person/PersonDetail/displayPersonDetail>

SHINES

Log Off ? IDS GHP

My Tasks Case Search Intake Financial Reports Resources

Person Resource F/A Home Staff Contract On-Call Case

Person Detail Records Check

Event List # Submitted Events

Scroll for more information ->

Date Entered	Status	Type	Description	Stage	Stage Name	Cas
06/13/2007	APRV	<a href="#">Placement</a>	Start Date 06/13/2007 Kids Of The King GRH	FCC	Ferguson, Daevon	850

Your Session Will Time Out In 29:19

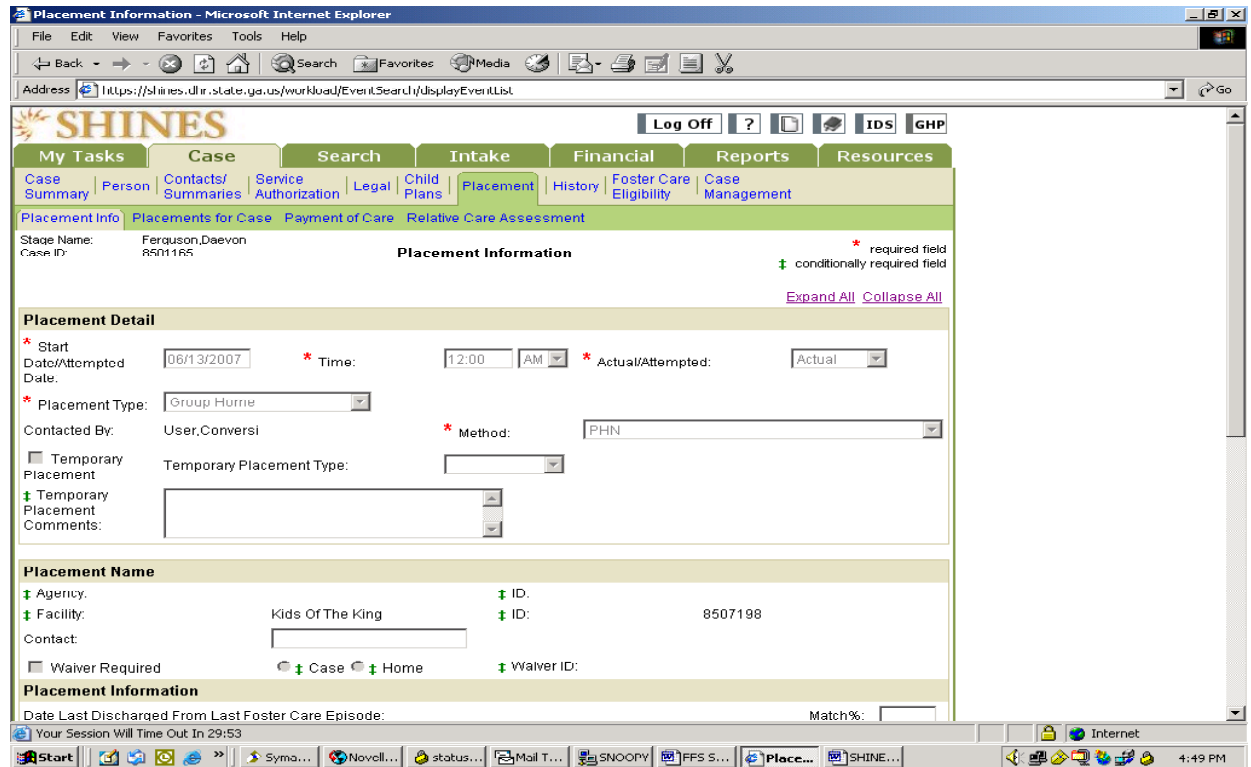
Start | Symba... | Navell... | status... | Mail T... | SNOOPY | FFS S... | Event... | SHINE... | 4:47 PM

5. Click on Placement hyperlink.
6. Check that the latest placement is approved (APRV).
7. Click on last Placement hyperlink.

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5. Check Placement and Resource ID under Placement Name section.

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## L. Search for Service Authorization

1. Click on SEARCH → Person Search → Person Search Page
  - b. Select from Person Information Search if using name
  - c. Can use Person ID, SSN, other criteria
  - d. Click Search Button

The screenshot shows the 'Person Search' page in a Microsoft Internet Explorer browser. The page has a navigation menu with 'Person', 'Resource', 'F/A Home', 'Staff', 'Contract', 'On-Call', and 'Case'. The main content area is titled 'Person Search' and contains a search form. The form has three main sections: 'Person Information', 'Address', and 'Additional Parameters'. The 'Person Information' section includes fields for Last, First, Middle, Date of Birth, Age, and Gender. The 'Address' section includes fields for Street, City, State (set to Georgia), and Zip. The 'Additional Parameters' section includes fields for SSN, Medicaid No., Person ID (set to 105358), Intake Report ID, and Phone. A 'Search' button is located at the bottom right of the form. Below the form is a table with the following data:

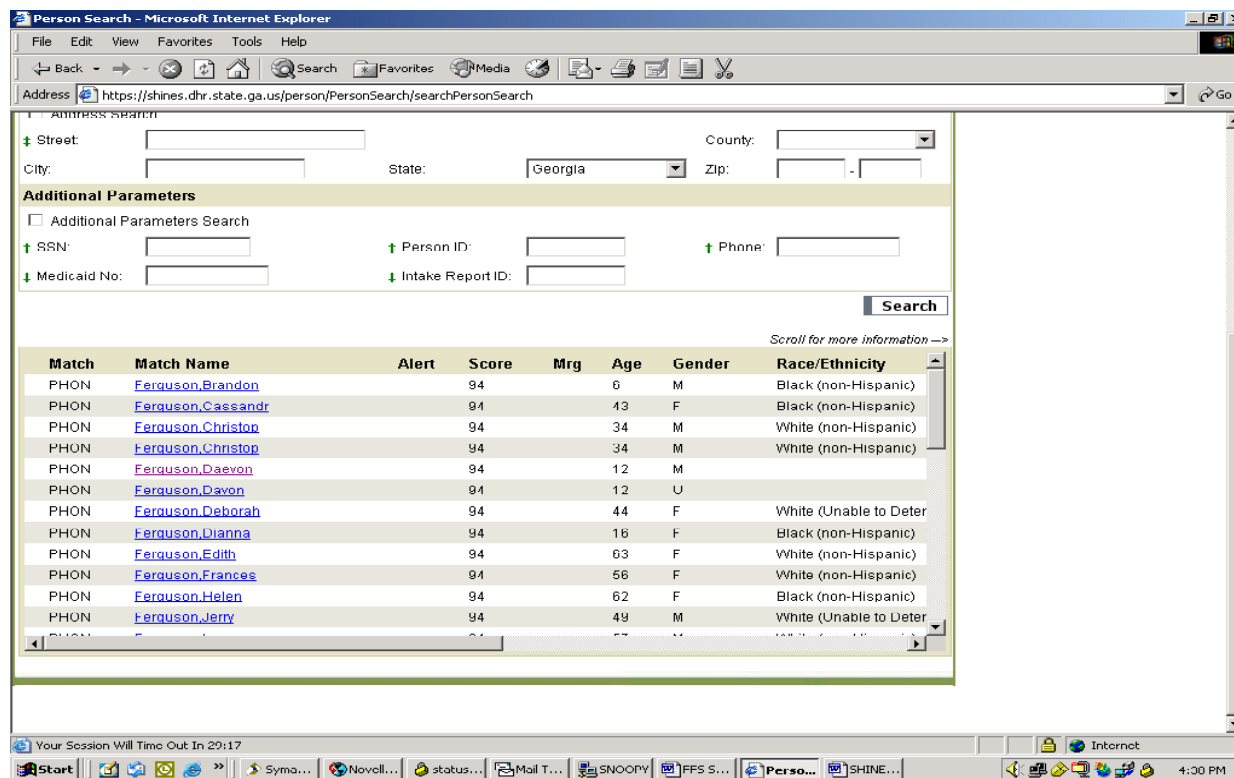
Match	Match Name	Alert	Score	Mrg	Age	Gender	Race/Ethnicity
PARA	<a href="#">Avery, Paula A</a>		100		43	F	White (non-Hispanic)

- e. Scroll down for Search Results

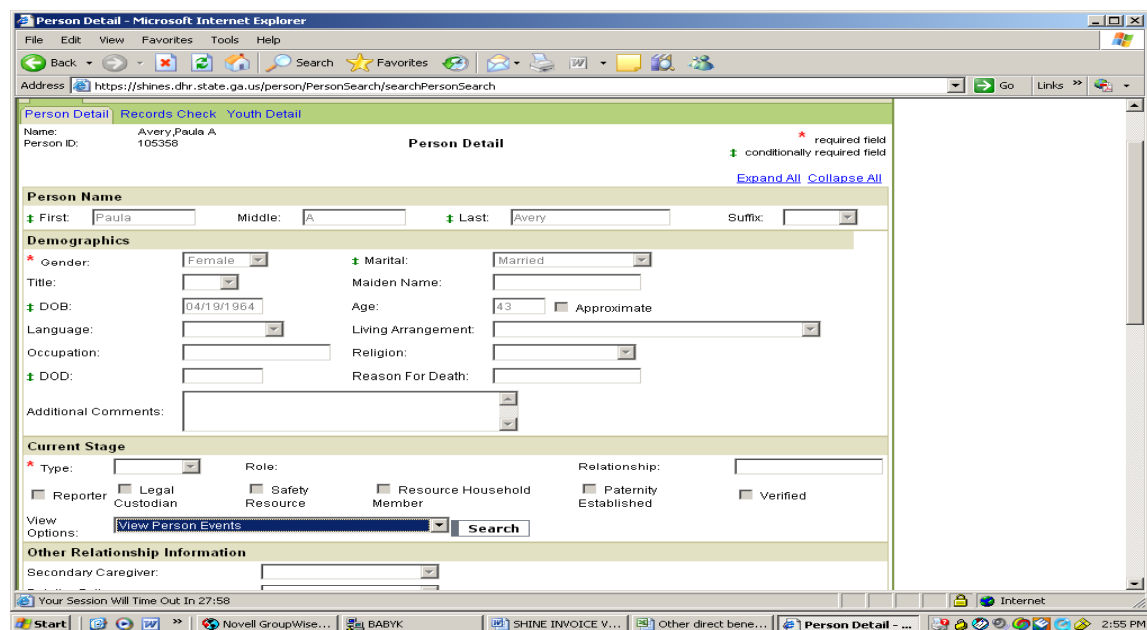


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f. Click on hyperlink Name → Person Detail Page



g. Use bar across bottom of screen and scroll over to note Client/Child's Person ID#.

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- h. Scroll down the Person Detail Page to the Current Stage section.
- i. Click on View Options drop down menu.

The screenshot displays the 'Person Detail' page in Microsoft Internet Explorer. The browser's address bar shows the URL: <https://shines.dhr.state.ga.us/person/PersonSearch/searchPersonSearch>. The page contains several sections:

- Personal Information:** Fields for Occupation, Religion, DOD (Date of Death), and Reason For Death. There is also an 'Additional Comments' text area.
- Current Stage:** A section with a 'Type' dropdown, a 'Role' dropdown, and a 'Relationship' dropdown. Below these are radio buttons for: Reporter, Legal Custodian, Safety Resource, Resource Household Member (checked), Paternity Established, and Verified. A 'View Options' dropdown and a 'Search' button are also present.
- Other Relationship Information:** Fields for Secondary Caregiver, Putative Father, Legal Father, Biological Father, and Side of Family, each with a dropdown menu. A 'Special Relationship' text area is also included.
- Additional Information:** Fields for Status and Category (set to Case).
- Address and Phone:** Expandable sections at the bottom of the page.

The Windows taskbar at the bottom shows the Start button, several open applications (Syma..., Novell..., status..., Mail T..., SNOOPY, FFS S..., Perso..., SHINE...), and the system tray with the time 4:43 PM.

- j. Select View Case List.
- k. Click Search.
- l. View Case List page.
- m. Click on Case ID hyperlink.
- n. View Case Summary page
- o. Click radio button next to the name that has Service Authorization.
- p. Click the Select Stage button
- q. On the Case Summary page reloaded, click the Service Authorization tab on second level.
- r. View the Service Authorization List page.
- s. Click on Service Authorization hyperlink listing the provider authorized for services.
- t. On the Service Authorization, check the Services Detail List for more information on the services authorization.

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Tip A Service Authorization can be for many persons in the same case for multiple services with the one (1) provider. An invoice will be generated for each person on the SA.

If Service Authorization is not shown for person in the search, click on Service Authorization for Case. Will show all Service Authorizations for everyone that is part of the case/

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## M. Search for Contract and Contract Services

1. Financial tab → Contracts tab
2. Contract Search Page

**Contract Search** † conditionally required field

**Contract Search**

† Contract ID:  Region:  County:

† Resource ID:  Function Type:   Budget Limit

From:  To:

*Scroll for more information →*

Resource Name	Contract ID	Vendor ID	Contract Manager	Region
No records exist				

Your Session Will Time Out In 29:36

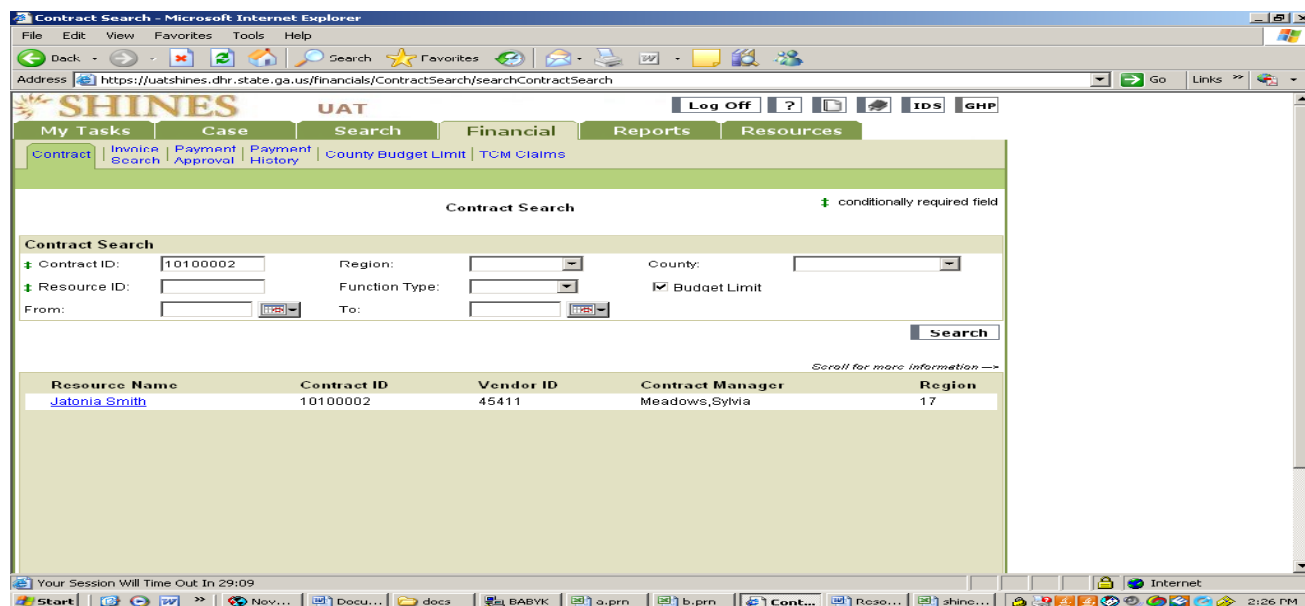
Start | Novell GroupWise Ma... | Contract Search - M... | Resource.Contract Ins... | BABYK | Internet | 7:52 AM

3. Enter Resource ID
4. Click Search
5. On Search Results, click on Resource Name
6. IF more than one contract, view each one.

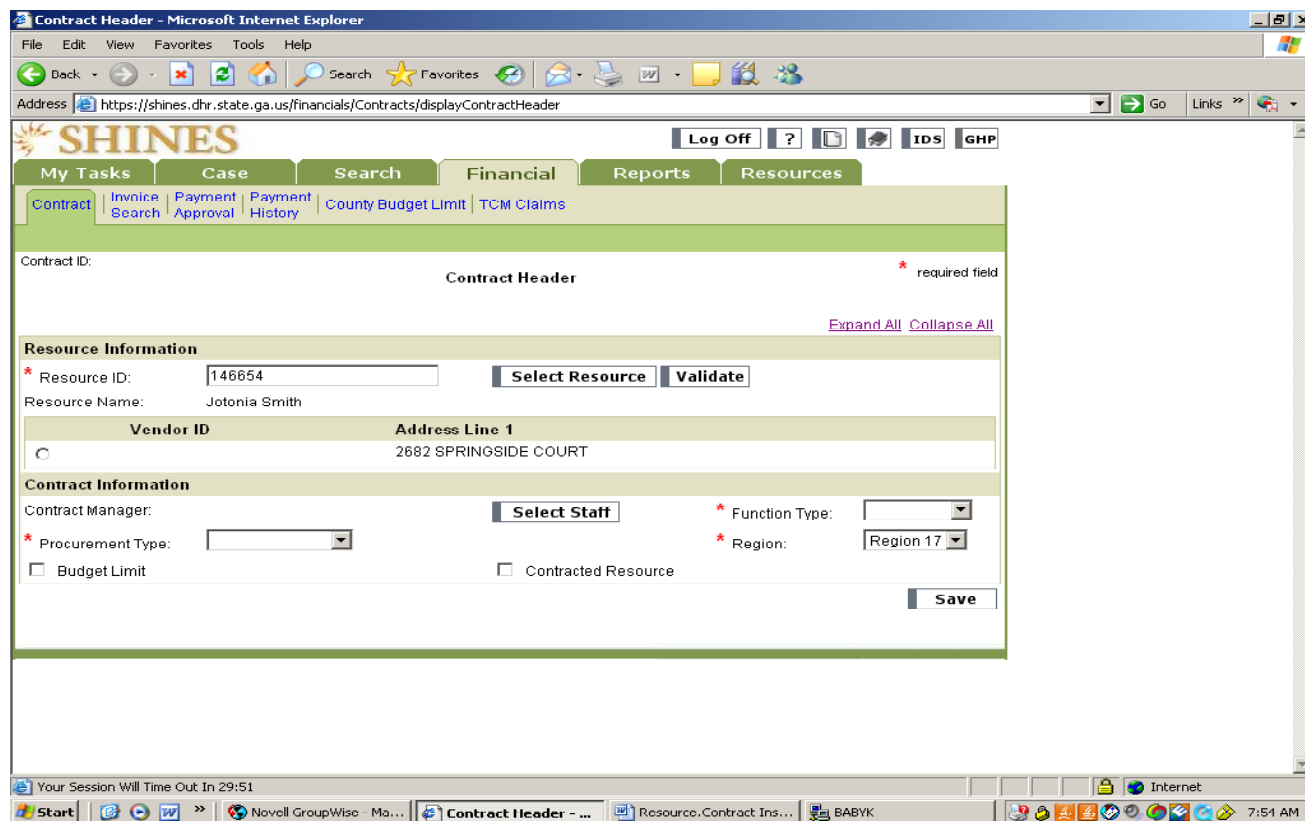
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### 7. View Contract Header page.



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1. Click on Contract Period List section.
2. Review the dates of the Period, look for future dates or early ending dates.
3. Click on last period's radio button.
4. Click Select Period button.
5. Go to Contract Version Section.
6. Review the dates of the Version, look for future dates or early ending dates.
7. Click the radio button next to the 1<sup>st</sup> version on list. (This is the last version added.)
8. Click the Services button.
9. This will show the Contract Services list.
10. At the Contract Header page, click the radio button next to the new version.
11. Click the Services button.
12. This shows all services that have been added to this contract.
13. To find which regions are included to use the contract, click on the number next to the services, such as:  

1 5001
14. This will show the Contract Service Detail for that service.
15. Counties shown should include counties already in the contract with a checkmark. All counties should have a check mark; if not then it needs to be added in a Contract Revision.
16. Continue for all services listed.
17. Check the rates

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**K. Search for Caseworker in SHINES**

1. Go to SHINES
2. Click On Search Tab
3. Click on the Person Search Tab

Person Search ‡ conditionally required field

**Person Information**

Person Information Search:

‡ Last:  First:  Middle:

‡ Date of Birth:   Age:  Gender:

**Address**

Address Search

‡ Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

‡ SSN:  ‡ Person ID:  ‡ Phone:

‡ CRS or Medicaid/MHN Number:  ‡ Intake Report ID:

4. Enter the Client ID
5. Click on Search → Person Search

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**Person Search** ‡ conditionally required field

**Person Information**

Person Information Search:  ▼

‡ Last:  First:  Middle:

‡ Date of Birth:   Age:  Gender:

**Address**

Address Search

‡ Street:  County:

City:  State:  Zip:  -

**Additional Parameters**

Additional Parameters Search

‡ SSN:  ‡ Person ID:  ‡ Phone:

‡ CRS or Medicaid/MHN Number:  ‡ Intake Report ID:

**Search**

*Scroll for more information -->*

Match	Match Name	Alert	Score	Mrg	Age	Gender	Race/Ethnicity	Person ID
PARA	<a href="#">Myers,Deondre</a>		100		16	M	Black (non-Hispanic)	17295258

## 6. Click on Hyperlink of Child's Name → Person Detail

[Person Detail](#) [Records Check](#) [Youth Detail](#)

Name: Myers,Deondre  
Person ID: 17295258

**Person Detail** \* required field  
‡ conditionally required field

[Expand All](#) [Collapse All](#)

**Person Name**

‡ First:  Middle:  ‡ Last:  Suffix:

**Demographics**

\* Gender:  ‡ Marital:

Title:  Maiden Name:

‡ DOB:   Age:   Approximate

Language:  Living Arrangement:

Occupation:  Religion:

‡ DOD:   ‡ Reason For Death:

Additional Comments:

**Current Stage**

Type:  Role: Relationship:

Reporter  Legal Custodian  Safety Resource  Member of Resource's Household  Paternity Established  Verified

View Options:  **Search**

Caregiver/Parental Relationship Information for Child

7. Scroll down to Current Stage Field
8. Go to View Options
9. Using the Drop Down Box Choose – Case List



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10. Click Search → Case List

Attention:  
● Please click a hyperlink to view Case Summary information, including assignment information for all open stages.

Copy !	UTC	Case ID	Case Name	Mrg	Status	Date ▼	Stage ▼	County	Region	Case Mgr ▼
<input type="checkbox"/>		<a href="#">16886247</a>	Whitehead,Deonna		OPN	06/16/2010	Foster Care Family	Cherokee	Region 17	Phillips,Marissa

11. On this page you can see the:

- a. Case ID
- b. Case Name
- c. Case Status
- d. Case Stage
- e. Case County
- f. Case Region
- g. Case Manager

12. This gives you the case manager's name to whom you need to contact.