

CAREGIVER PORTAL User's Manual



Orange, Osceola and Seminole Counties





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I. Caregiver Portal

The Embrace Families Caregiver Portal is a tool to provide basic information, such as child case manager contact info, Medicaid numbers, wellness information, upcoming staffings, court hearings and documents for the children and youth currently actively placed in your home.

Additionally, basic caregiver information is available, such as relicense date and trainings recorded. Caregivers can also submit relicensing info required through the portal.

Helpful links to resources are also listed under Resources.

The portal is mobile friendly so you can access using your computer, tablet or phone as long as you have an internet connection.





Caregiver Portal

Log in

[Forgot Password?](#)



To reset your password, please enter your email address.

II. Login

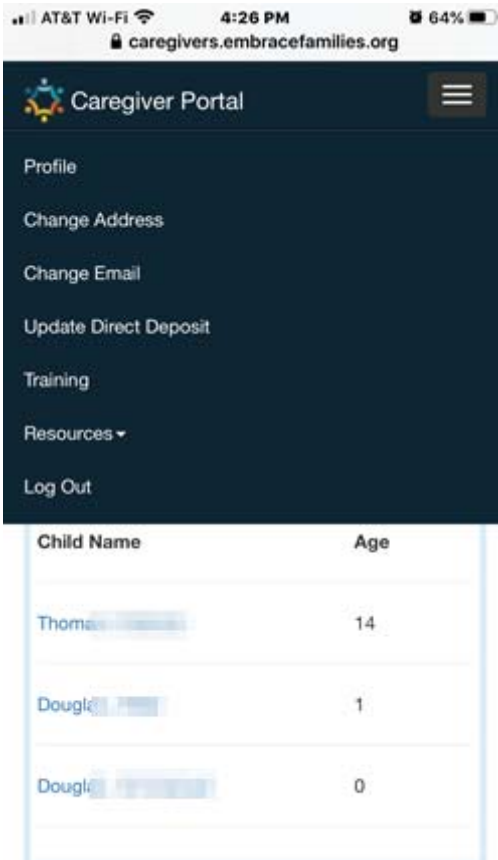
To access the Caregiver Portal, go to <https://caregivers.embracefamilies.org> on your computer or mobile device. Enter your Username in the Username field and your password in the Password field =>Click Login.

If this is your first-time logging into the Caregiver Portal, the password is your FSFN Provider ID. If you do not know your FSFN Provider ID, you can use the [Forgot Password](#) link.

Enter your email address and click "[Request](#)". **If the email you entered matches our records, you will be sent a temporary password.**

III. Menu

From the Menu, you can return to your Profile page, view the ongoing trainings recorded for you and access other Embrace Families Resources, such as the Change Address, Email and Direct Deposit forms.



IV. Profile

From your profile page, you can view your basic info as well as submit caregiver specific documents and view information about the child(ren) and youth in your home.

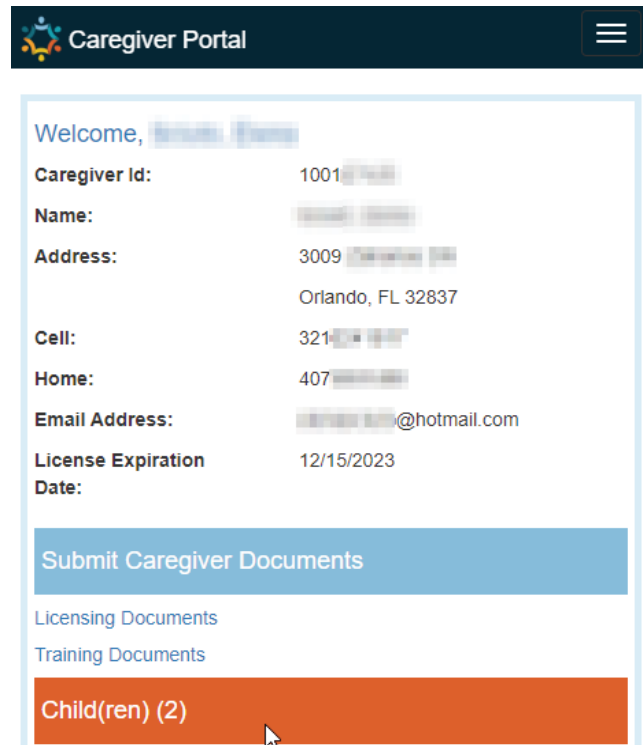
a. Submit Caregiver Documents

Click the appropriate link (Licensing or Training) to email caregiver specific documents to Embrace Families licensing staff.

Note: Child specific documents should be submitted under each child.

b. Child(ren) Placed

Any child(ren) or youth currently placed in your home are listed here. Click a specific child to view more information.



V. Client View

After selecting a child, you will see basic demographic information and case manager contact information.

a. Demographics & Contact Info

Caregiver Portal

Back

Williams, [View Case](#)

Child Id:
101655240

DOB
10/9/2010

Age:
10

SSN:
[REDACTED]

Medicaid Number:
[REDACTED]

Has Siblings Placed Elsewhere?:
Yes

Primary Worker:
Patterson [REDACTED]
Patterson@chsfl.org

b. Wellness

Wellness

Physician:
Lagos Pediatric care/ Norma Guzman

Last Medical Visit:
2/5/2020

Next Medical Due Visit:
2/4/2021

Dentist:
Kisdville Pediatrics

Last Dental Visit:
7/6/2020

Next Dental Visit Due:
2/6/2021

Therapist:
Ms. Kelly

c. Meetings

Meetings

Case Staffing
2/1/2021 11:00:00 AM

d & e. Court and Caregiver Input Form

Court

Dependency Adjudication - Trial
1/27/2021 9:00 AM
Judicial Case #: [REDACTED]

Hearing - Arraignment - Subsequent
1/27/2021 9:00 AM
Judicial Case #: [REDACTED]

Judicial Review - Permanency Hearing
1/27/2021 9:00 AM
Judicial Case #: [REDACTED]

Please consider completing a [Caregiver Input Form](#)

f. Documents

Several child specific document types are available for viewing; if we have received them and if they have been through quality checks. Some case specific documents are also available.

Documents

The following sections/types are shown for the client when available: 'Judicial Reviews', 'Shelter Orders', 'Medical/Mental Health/Substance', 'Consents/Agreements', 'Vital Documents', 'Assessments/Planning', 'Academics'

Dental
Insurance Card
1/1/2019

Medical
Report/Results
3/11/2020

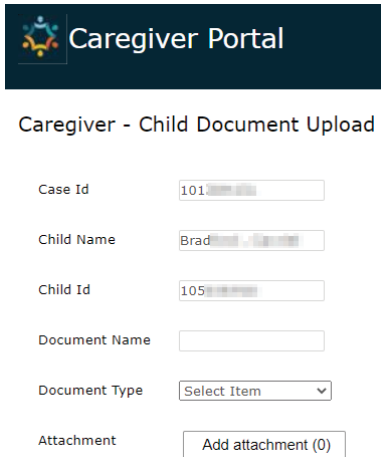
Medical
Insurance Card
1/1/1900

[Upload a child specific document](#)

Other documents are not available to view through the portal as they may require redaction first.

V. Client View (cont'd)

g. Uploading a Child Specific Document



Caregiver Portal

Caregiver - Child Document Upload

Case Id

Child Name

Child Id

Document Name

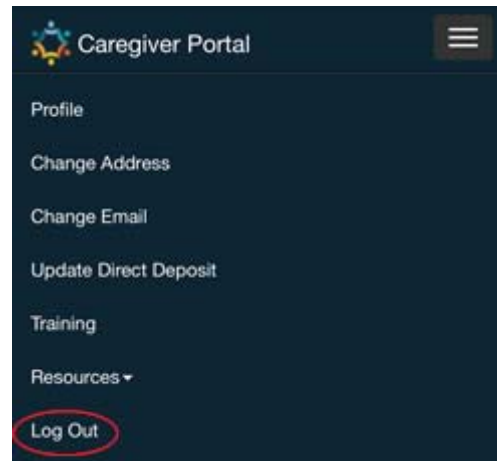
Document Type

Attachment

To upload a child specific document, click the "Upload a child specific document" button. This will open a separate window that will allow you to upload directly to our client resource record. Case ID, Child Name and Child ID will pre-populate. Give the document a name and select the general document type, then click "Submit Form".

Note: To submit caregiver specific documents, use the link on the Caregiver Portal home page.

VI. Logout



VII. Frequently Asked Questions (FAQs)

Q. How do I get to Caregiver Portal?

Caregiver Portal can be accessed with any computer, tablet or phone with an internet connection.

<https://caregivers.embracefamilies.org/>

Note: The "https" must be specified.

Q. How do I set up an account?

a. Foster Home and Relative/ Non-Relative Caregivers

In most cases, an account will automatically be created for you when you are licensed (for licensed caregivers) or when a child is placed in your home (relative/non-relative caregivers) if we have a valid email address for your home.

Your username will be your email address, and your default password will be your Provider ID. If you do not know your provider ID, simply click the "Forgot Password" link to have a temporary password sent to you.

b. Group Home Providers

If you previously set up a MyJumpVault account, your Caregiver Portal account was created using the same username and email address. The default password will be your Provider ID. If you do not know your Provider ID, simply click the "Forgot Password" link to have a temporary password sent to you.

If you never created a MyJumpVault account, you may need to contact your contract manager for your username. The default password will be your Provider ID. If you do not know your Provider ID, simply click the "Forgot Password" link to have a temporary password sent to you.

Q. What if I don't know my password?

The default password will be your Provider ID. If you don't know your Provider ID, simply click the "Forgot Password" link to have a temporary password sent to you.

Q. What if I don't see a child placed in my home?

The clients listed in Caregiver Portal are limited to those that are placed in your home per FSFN. Because of this, a child who was just placed in your home may not appear for up to 2 days.

Q. What documents are available in the Caregiver Portal?

The following sections/types are shown for the client when available: 'Judicial Reviews', 'Shelter Orders', 'Medical/Mental Health/Substance', 'Consents/Agreements', 'Vital Documents', 'Assessments/Planning', 'Academics'.
Note: Documents are quality checked and indexed before they are visible in the portal.

Some case specific documents may contain information that may require redactions; therefore, they are not automatically available via the portal.

Q. Who can I contact if I have trouble with the portal?

For questions regarding Caregiver Portal, contact CaregiverSupport@embracefamilies.org.

Q. What's the difference between MyJumpVault and Caregiver Portal?

Both contain information from FSFN, our state-wide child welfare system of record, and child and case level documents.

MyJumpVault is a statewide system used by multiple CBCs. It captures the needs of our user community statewide.

Caregiver Portal is an Embrace Families system, which can be more easily customized to integrate with other Embrace Families systems.

NOTE: MyJumpVault is being phased out of use in Central Florida.

Administrative Support Center
4001 Pelee Street - Orlando, FL 32817
321.441.2060

Orange County Service Center
5749 Westgate Drive, Ste. 200 - Orlando, FL 32835
321.441.1567

Osceola County Service Center
111 E. Monument Ave, Ste. 501 - Kissimmee, FL 34741
321.442.8487

Seminole County Service Center
2921 South Orlando Ave, Ste. 150 - Sanford, FL 32773
407.688.9650



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