Privilege and Certification System
Provider User Guide
Batterers' Intervention Programs

Effective Date: 3/31/2025
Version: 1.1

Mission: to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency.

Revision History

Author	Date	Ver.	Notes
A. Murthy	June 28, 2024	1.0	Initial draft with complete narrative
A. Murthy	Feb 27, 2025	1.1	Modified the initial draft and included the enhancement

Table of Contents

User Guide: Introduction 5
1 Accessing PCS 5
1.1 Sign-In 6
1.2 Terms of Notice 6
1.3 Home Screen 7
2 Provider Application Process 8
2.1 Initiate Application Process 8
2.2 Documents Required 9
2.3 Applicant General Information 10
2.4 Provider General 12
2.5 Administrative Address 13
2.6 Contact 14
2.7 Provider Parent Organization 15
2.9 BIP General Info 16
2.10 Sites 17
2.11 Staff 18
2.12 Attachments 19
2.13 Sign and Submit 20
2.14 Print Application 21
3 Additional Tabs Visible After Application Submission 22
3.1 Discussion 22
3.2 Assignment 22
3.3 Approval 23
4 Provider Closure 24

Table of Figures

Figure 1: Provider Sign-In – Existing User – DCF Web Site 5
Figure 2: Provider Sign-In – Existing User – App Launcher 6
Figure 3: Provider Sign-In – Terms of Notice 6
Figure 4: Home Screen 7
Figure 5: Provider Application Process- Initiate Application Process 8
Figure 6: Provider Application Process- Documents Required 9
Figure 7: Provider Application Process- Applicant General Information 10
Figure 8: Provider Application Process- Applicant General Information – Create a New Application 11
Figure 9: Provider Application Process- Provider General 12
Figure 10: Provider Application Process- Administrative Address 13
Figure 11: Provider Application Process- Contact 14
Figure 12: Provider Application Process- Add Provider Contact 14
Figure 13: Provider Application Process- Provider Parent Organization 15
Figure 16: Application Details- BIP General Info 16
Figure 17: Application Details- Sites 17
Figure 18: Application Details- Sites- New Site 17
Figure 19: Application Details- Staff 18
Figure 20: Application Details- Staff – Add New Staff 18
Figure 21: Application Details- Attachments 19
Figure 22: Application Details- Sign and Submit 20
Figure 23: Application Details- Print 21
Figure 22: Discussion 22
Figure 23: DCF Only- Assignment 22
Figure 24: DCF Only- Approval 23
Figure 25: Manage- Closures 24
Figure 26: View Provider Closure Records 24

User Guide: Introduction

This guide is designed to help registered provider users navigate and utilize the various screens and functionalities available within the Department of Children and Families (DCF) Privilege and Certification System (PCS). PCS is used to request and record certification for Human Trafficking Safe Houses, Domestic Violence Centers, Batterers' Intervention Programs, and associated Privileged Staff.

1 Accessing PCS

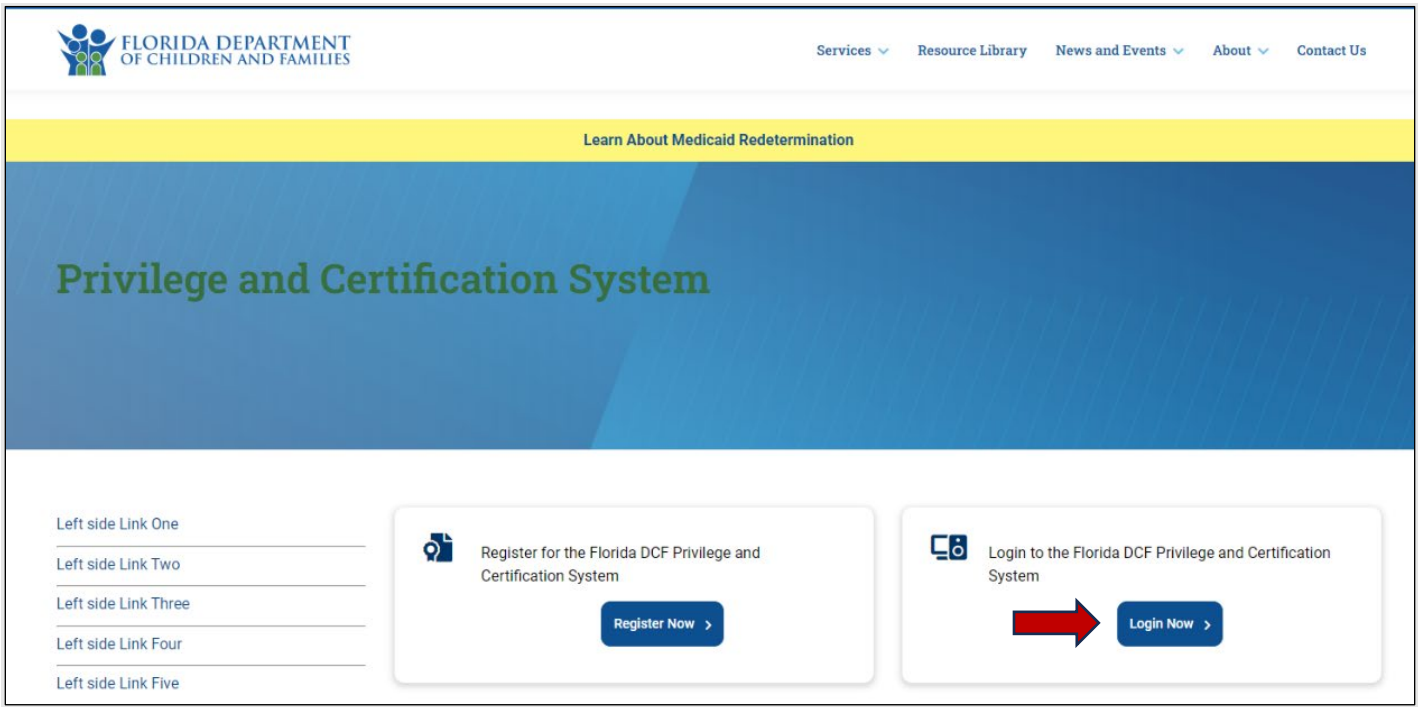


Figure 1: Provider Sign-In – Existing User – DCF Web Site
Existing users with an account can sign in by clicking "Login Now" from the DCF Web Site to access their profile.

1.1 Sign-In

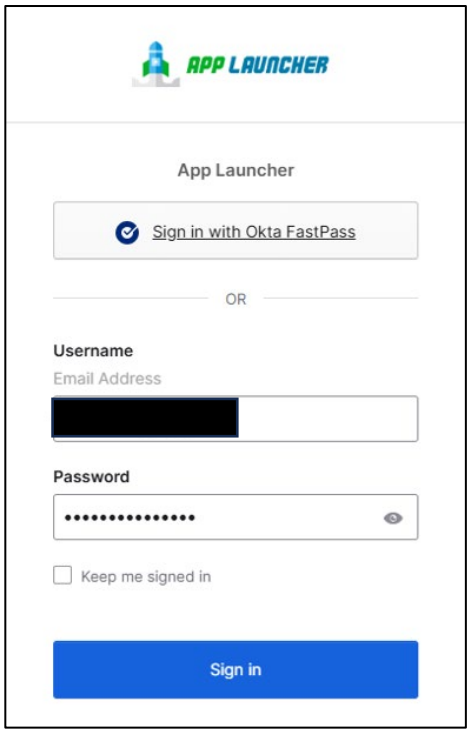


Figure 2: Provider Sign-In – Existing User – App Launcher
Users will be presented with a login screen where they will enter their Username and Password to sign in to PCS. Through this screen, existing users will also be able reset a forgotten password or unlock their account following excessive failed login attempts.

1.2 Terms of Notice

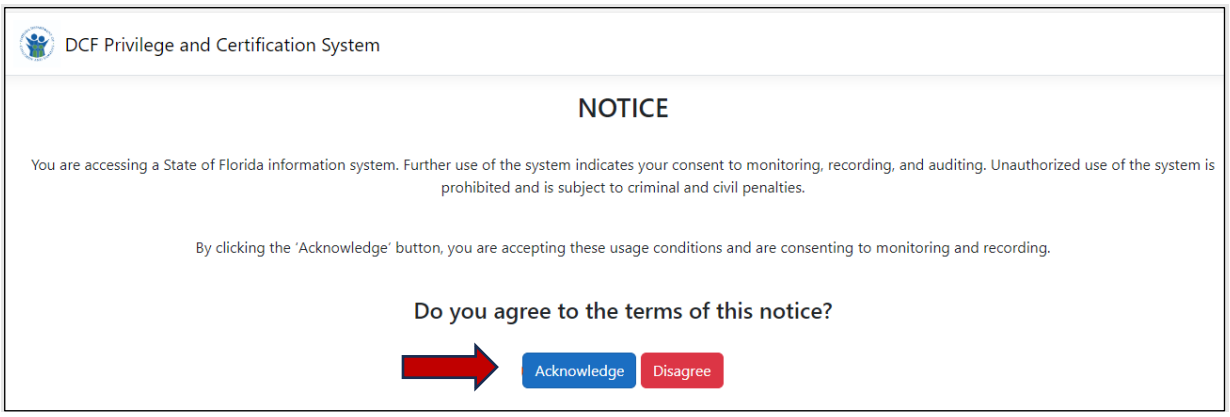


Figure 3: Provider Sign-In – Terms of Notice
Users must either acknowledge the terms of notice to proceed or disagree and be redirected to the DCF Web Site (see **Figure 1**).

1.3 Home Screen

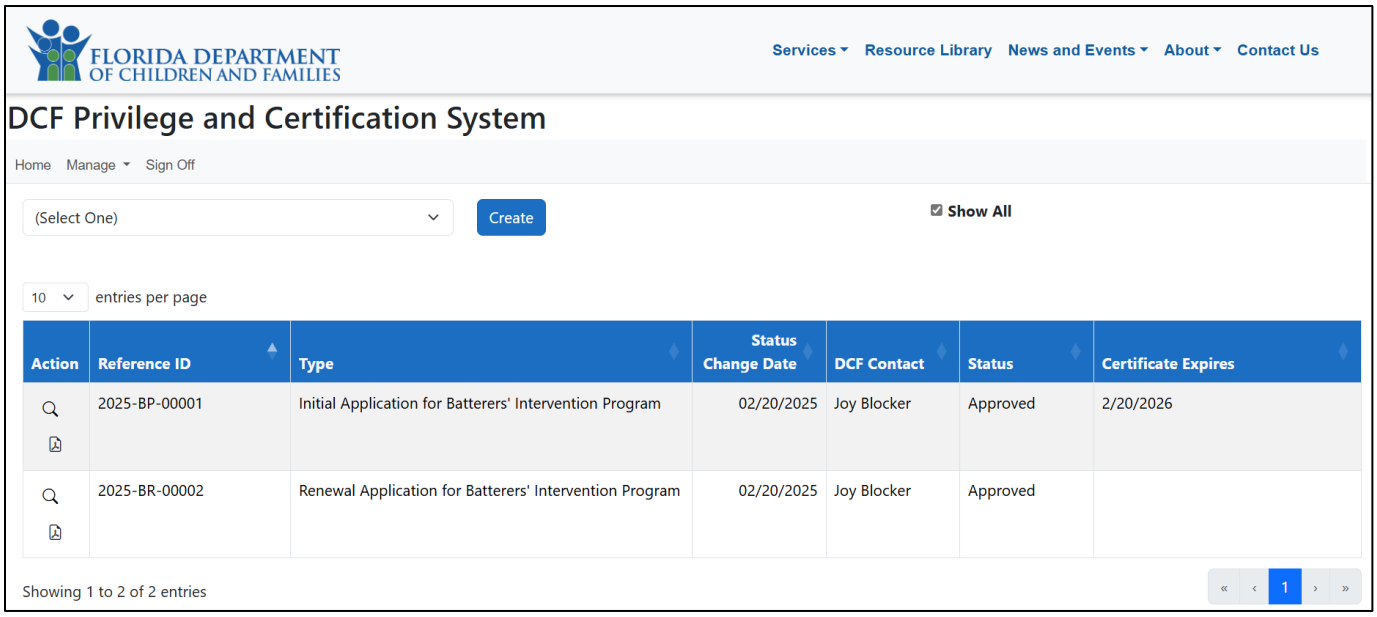


Figure 4: Home Screen

The Home Screen displays key information for managing tasks and applications.

Menu items on the Home Screen include:

- **Home**: Directs users back to the home page.
- **Manage**: Access to additional menu options to support registration of privileged staff, certification, or view information regarding certificate closures.
- **Sign Off**: Securely logs users out of the system.

Other components on the Home Screen include:

- **Create**: Allows users to initiate various applications, including initial applications for domestic violence centers, as well as updates or changes to service locations.
- **Show All**: Checkbox to include display of completed applications in the Data Grid.
- **Data Grid**: Shows application details such as reference ID, type of application, status change date, DCF contact, status, and expiration details of certificates, and an option to view the application, print the application, or print the resulting certificate.

2 Provider Application Process

2.1 Initiate Application Process

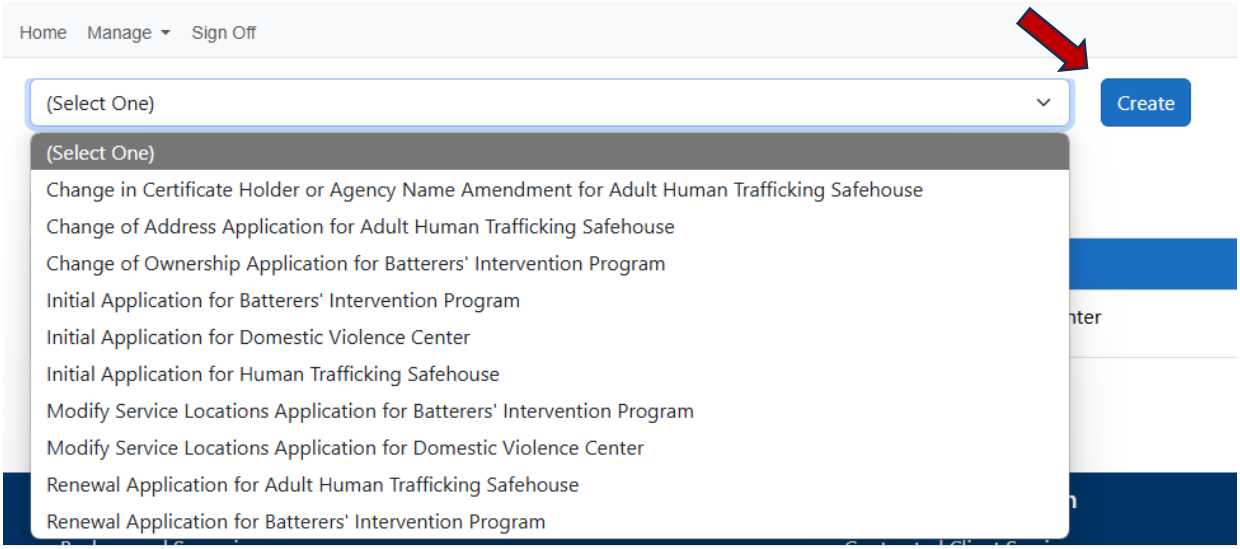


Figure 5: Provider Application Process- Initiate Application Process

To initiate the provider application process, select the appropriate request type from the dropdown menu and proceed by clicking the “Create” button.

2.2 Documents Required

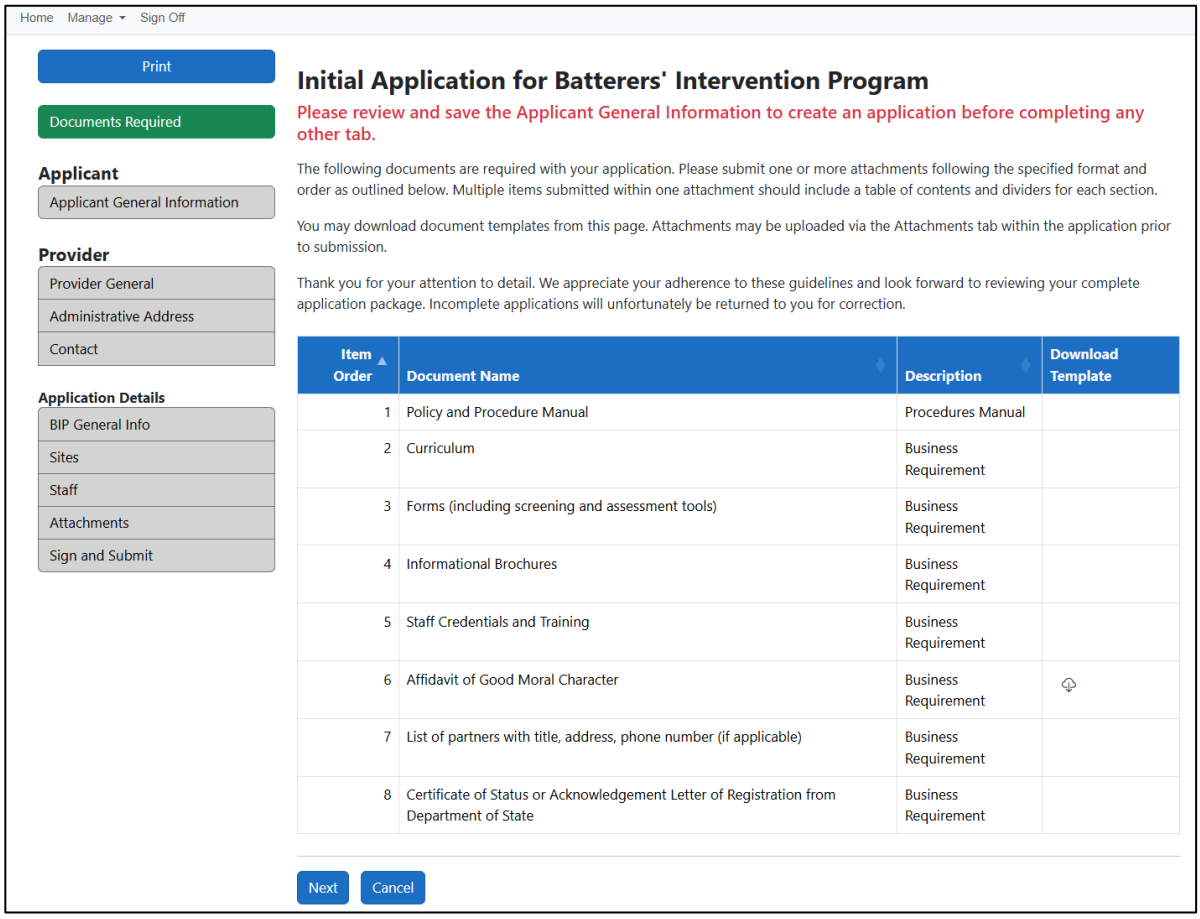


Figure 6: Provider Application Process- Documents Required

The screen features a table detailing the required documents to support the application. It includes columns for Item Order, Document Name, Description, and Download Template. The link in the Download Template column, if present, will allow the user to download a template of the required form for completion. The documents required for submission are different for each application type. Not all application types will require documents to be uploaded.

Note: This is NOT where required documents are uploaded. The actual document upload process will occur in a later step. Click the "Next" button to proceed to the Applicant General Information tab.

2.3 Applicant General Information

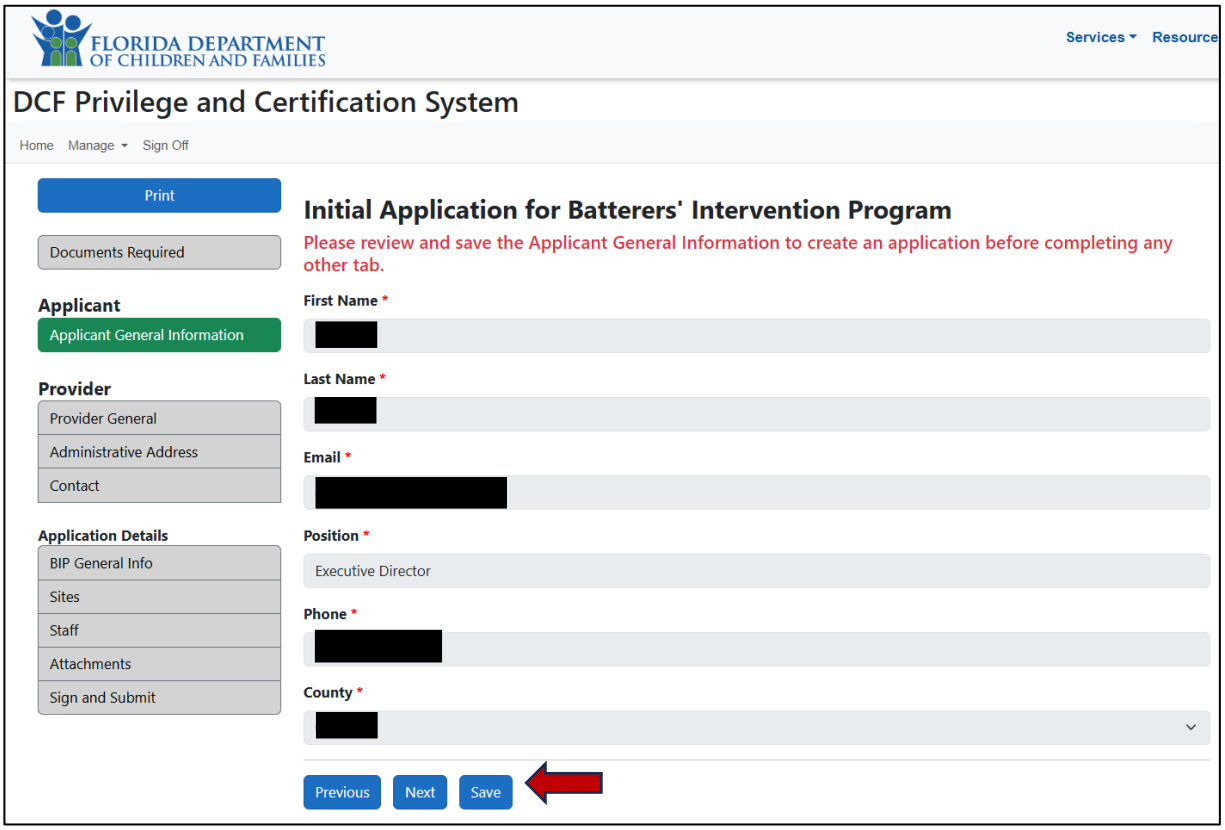


Figure 7: Provider Application Process- Applicant General Information
Click the "Save" button to save the application. The pre-populated information is sourced from the user's registration and is displayed in a read-only format.

Note: It is important to save the application at this stage to commence the application. Data entered on any other tab will be lost if the application is not saved at this step.

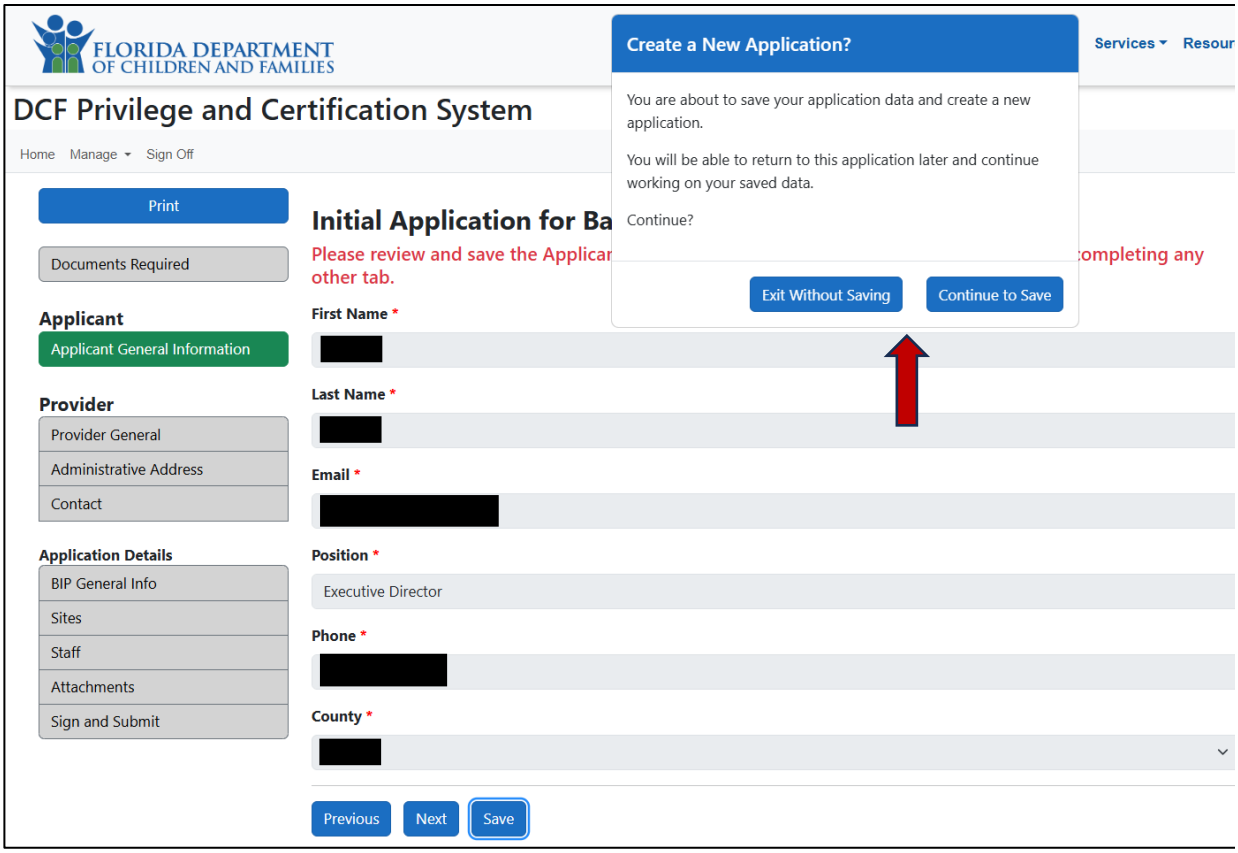


Figure 8: Provider Application Process- Applicant General Information – Create a New Application

User may either click the "Continue to Save" button to create a new entry or the "Exit Without Saving" button which will not save the application data. When "Exit Without Saving" is clicked, data cannot be added to the subsequent tabs, the page will not redirect, and users can continue to view the current application.

2.4 Provider General

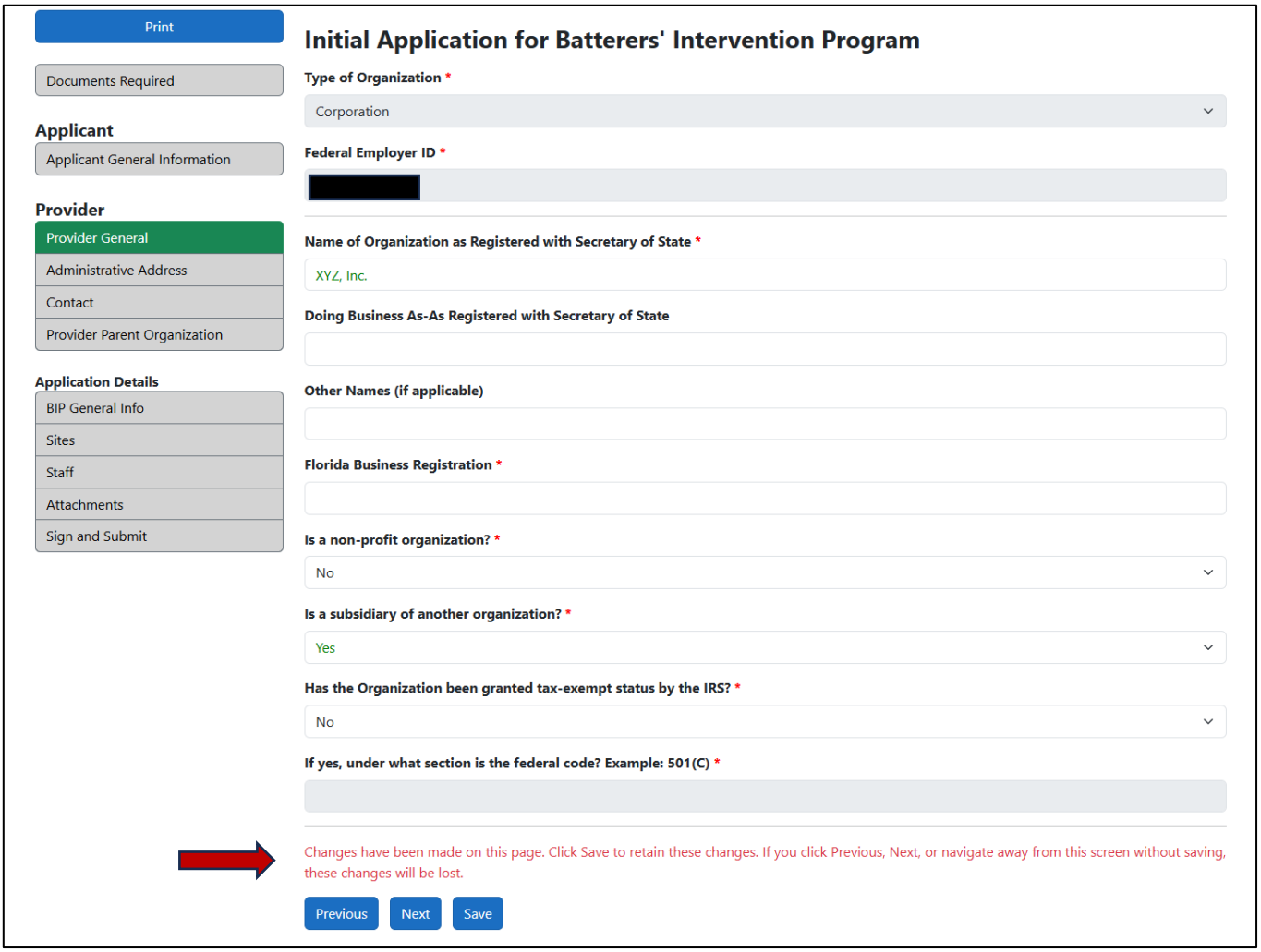


Figure 9: Provider Application Process- Provider General

The Provider General tab is designed to efficiently collect essential information during the provider application process. Information on this screen will pre-populate based on the most recently approved data from the user's registration or application for certification.

Click "Save" to retain any information that may have changed, then "Next" to move forward to the next screen.

2.5 Administrative Address

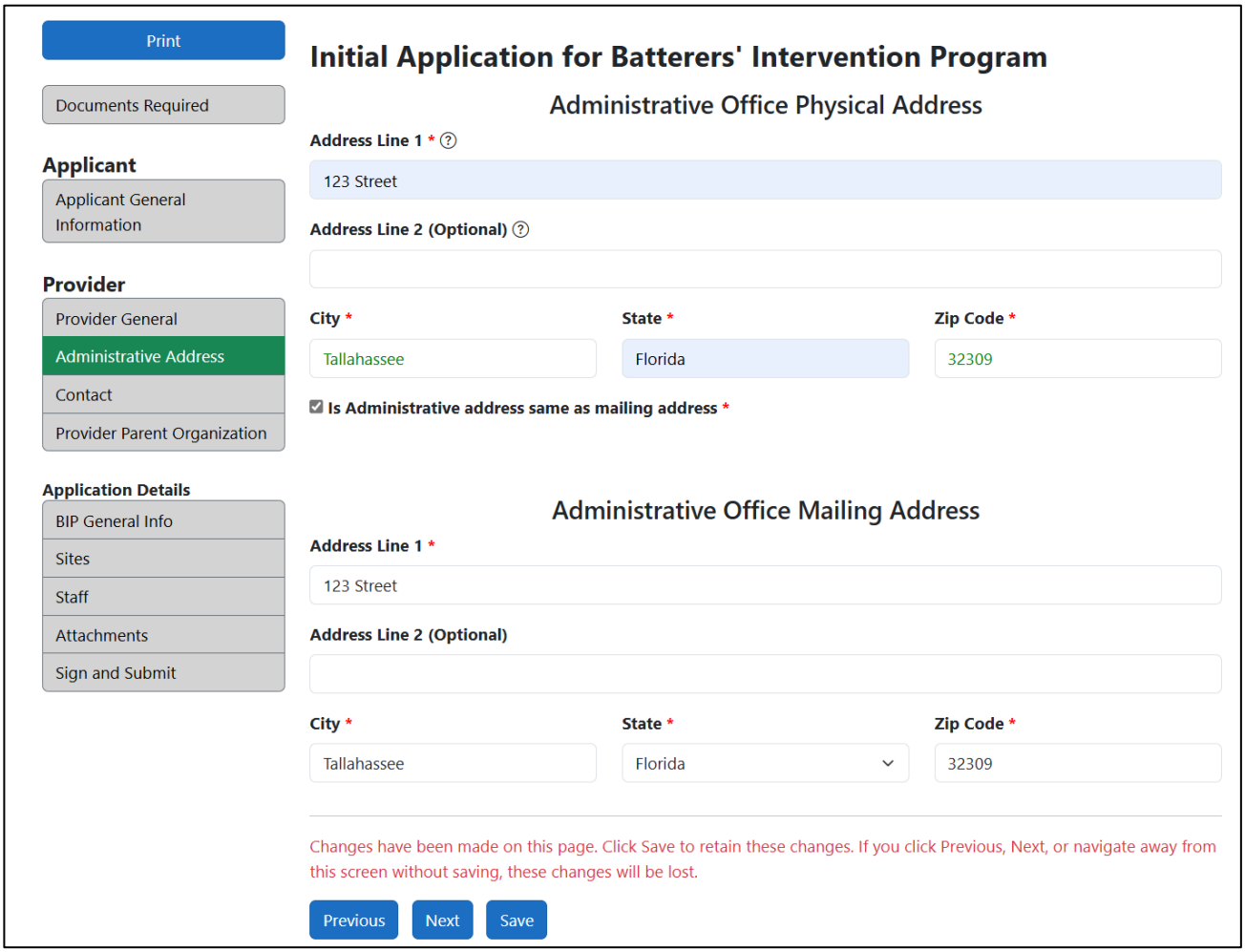


Figure 10: Provider Application Process- Administrative Address

The provider's administrative address is essential for official correspondence and legal requirements. It requires the street address, city, state, and zip code to ensure correct mail delivery. Information on this screen will pre-populate based on the most recently approved data from the user's registration or application for certification.

Click "Save" to retain any information that may have changed, then "Next" to move forward to the next screen.

2.6 Contact

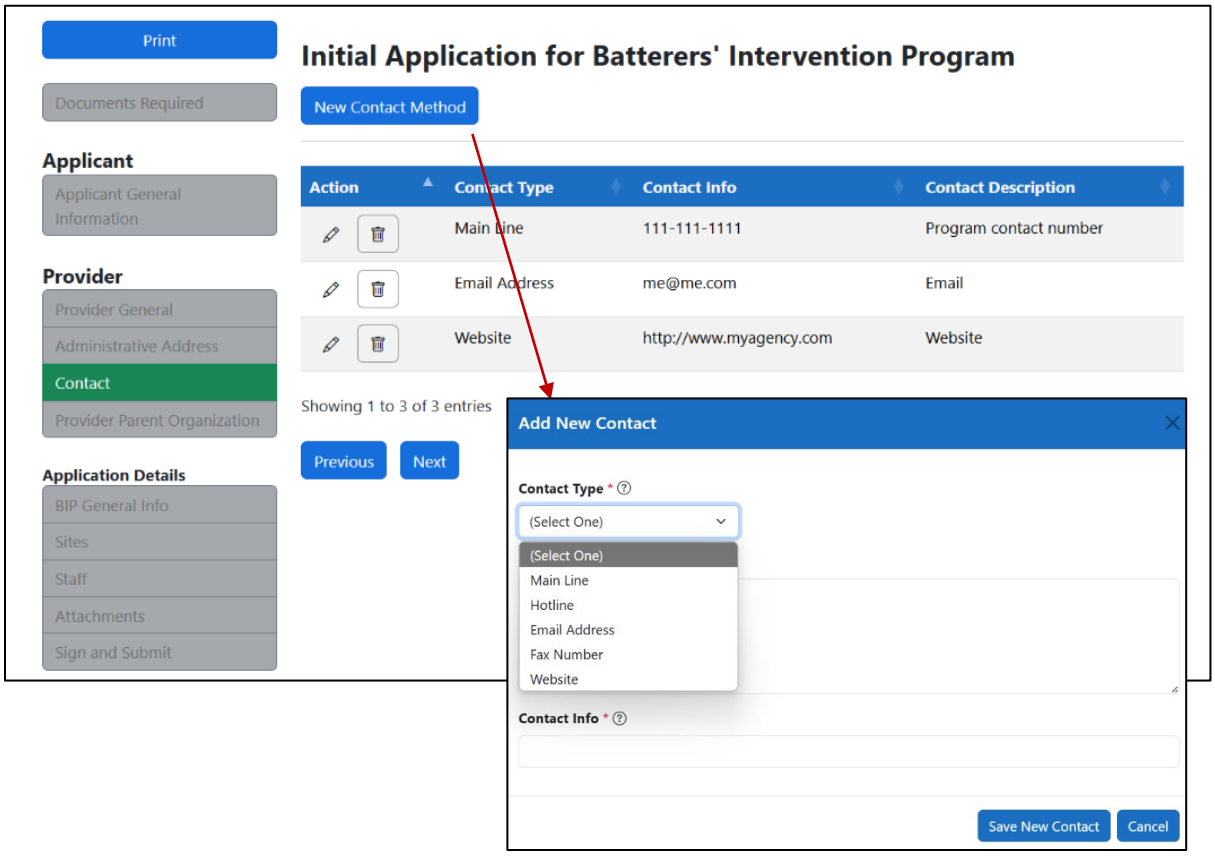


Figure 11: Provider Application Process- Contact
The Contact tab displays a data grid of existing agency contact information entered during the registration process.

Select the "New Contact Method" button to add a new contact to the grid.
Select the Pencil icon in the grid to edit an existing contact.
Select the Trash Can icon in the grid to delete an existing contact.

Figure 12: Provider Application Process- Add Provider Contact
Choose from various Contact Types and enter the relevant details for the chosen contact method, including a description in the free text field, and Save. The new or updated contact information will appear in the data grid, where it can be further modified, viewed, or deleted. All fields are mandatory.

Note: Each provider must have at least one contact record.

2.7 Provider Parent Organization

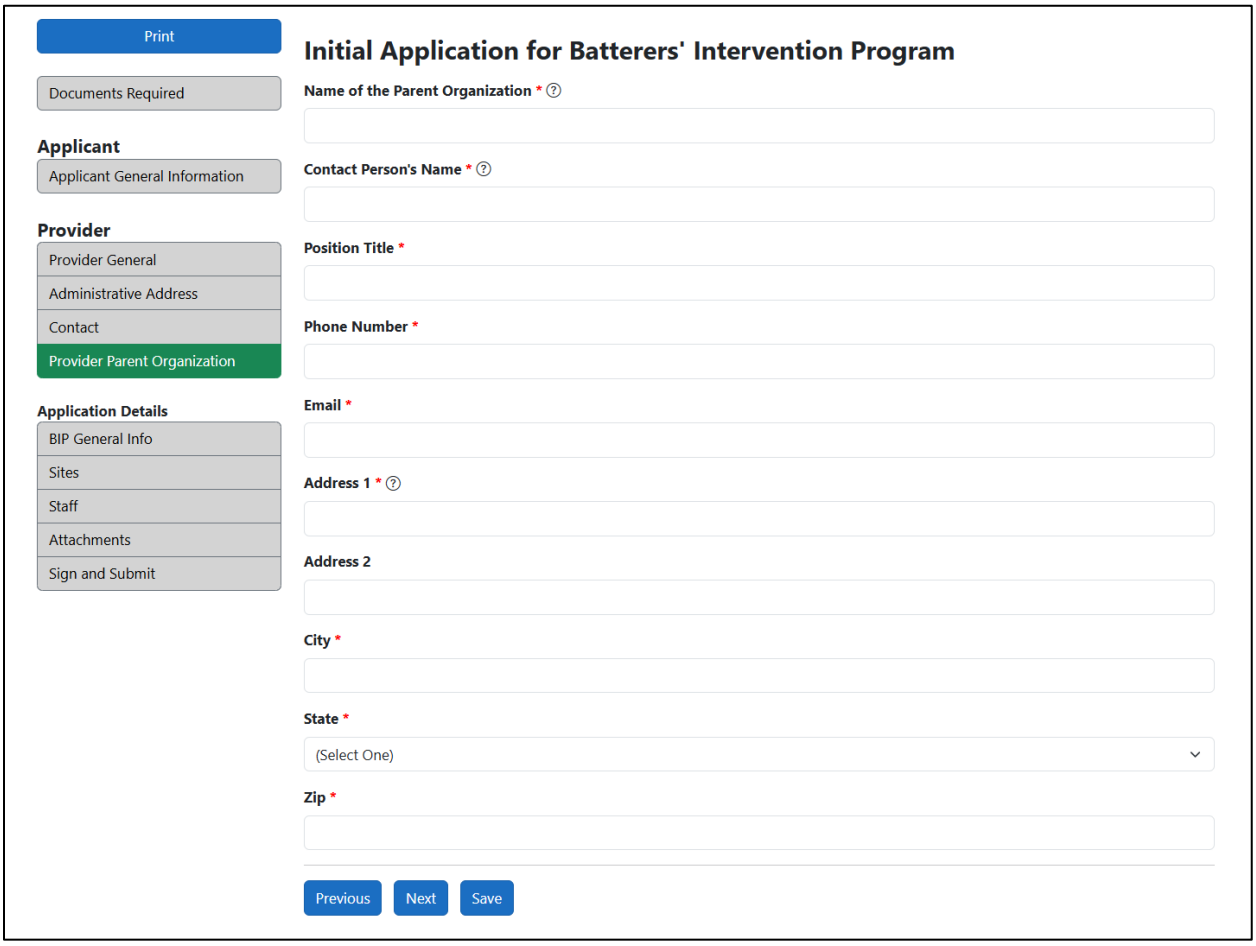


Figure 13: Provider Application Process- Provider Parent Organization

The "Parent Organization" tab is visible only when the registered provider answered yes to “Is a subsidiary of another organization” on the Provider General screen during registration. Information on this screen will pre-populate based on the most recently approved data from the user’s registration or application for certification. Users can edit the pre-populated information to update inaccurate or outdated details and correct errors.

Click “Save” to retain any information that may have changed, then “Next” to move forward to the next screen.

2.9 BIP General Info

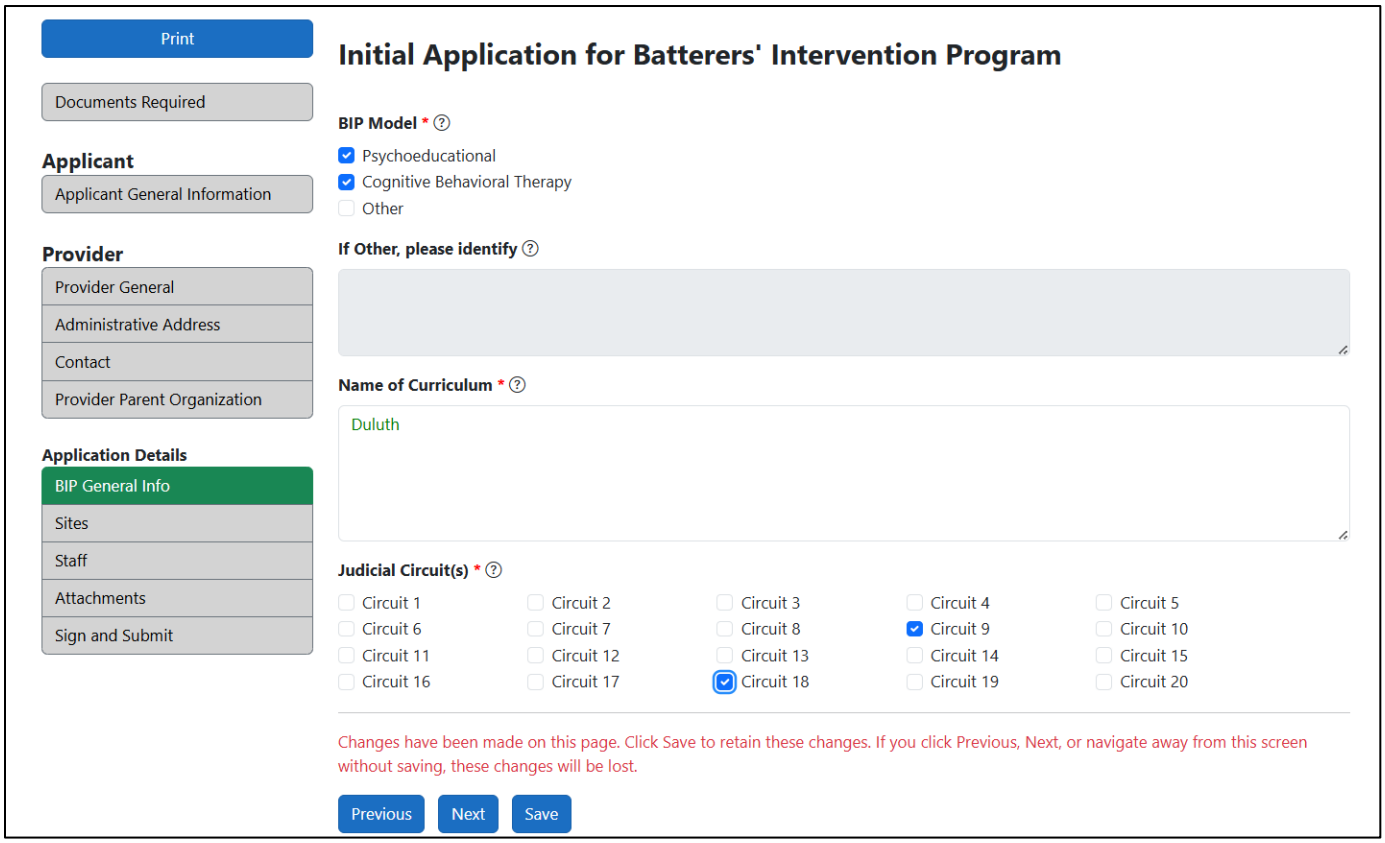


Figure 14: Application Details- BIP General Info

This section captures general information about the batterers' intervention program. All fields are mandatory.

Click "Save," then "Next" to move forward to the next screen.

2.10 Sites

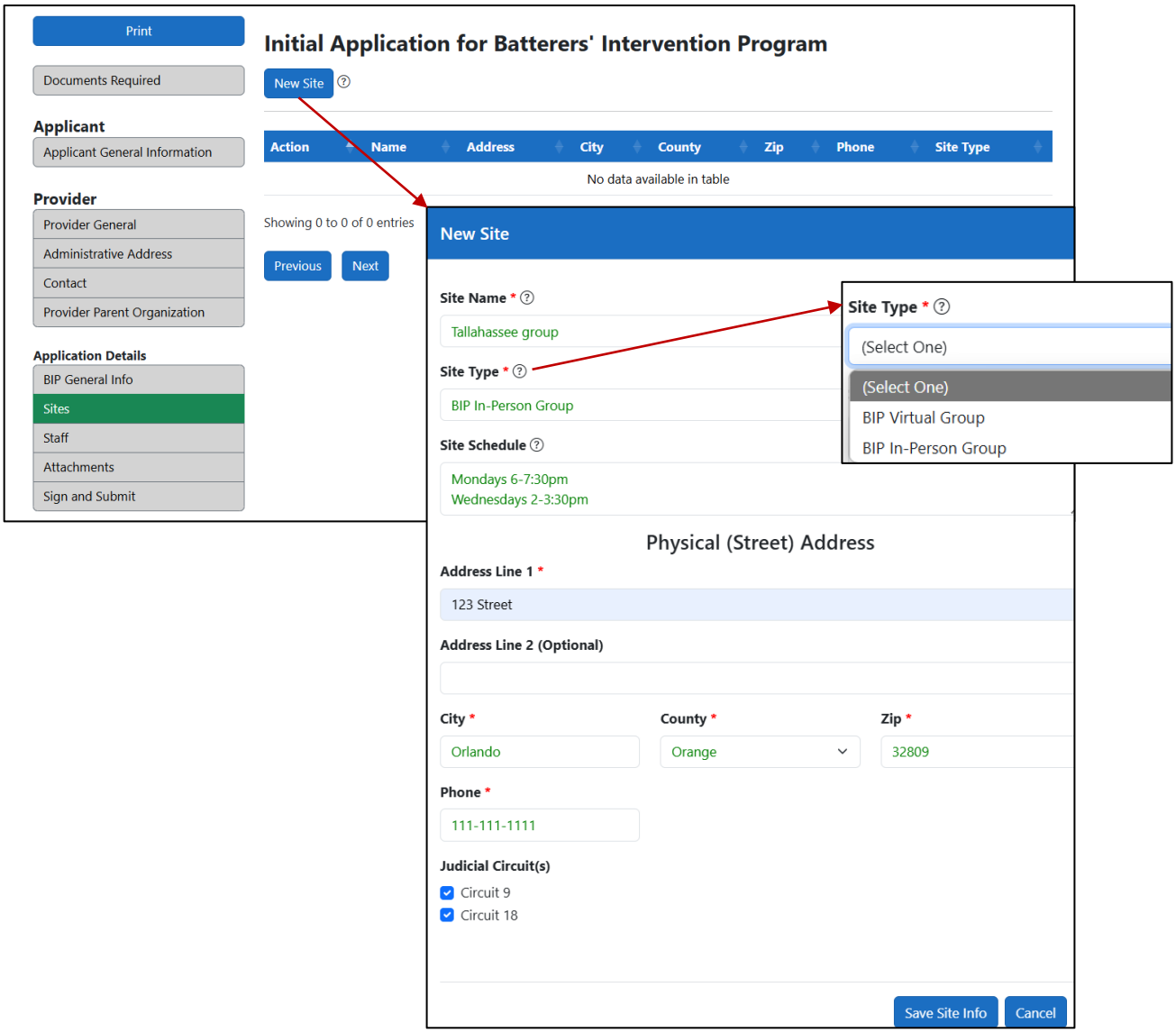


Figure 15: Application Details- Sites
The Sites page mirrors the functionality of the Provider Contact page, displaying a list of sites associated with the provider.

Select the "New Site" button to add a new site to the grid.
Select the Pencil icon in the grid to edit an existing site.
Select the Trash Can icon in the grid to delete an existing site.

Figure 16: Application Details- Sites- New Site
Enter the relevant details for the site and Save. Judicial Circuit(s) are displayed for selection based on those entered and saved on the BIP General Info page. The new or updated information will appear in the data grid, where it can be further modified, viewed, or deleted.

2.11 Staff

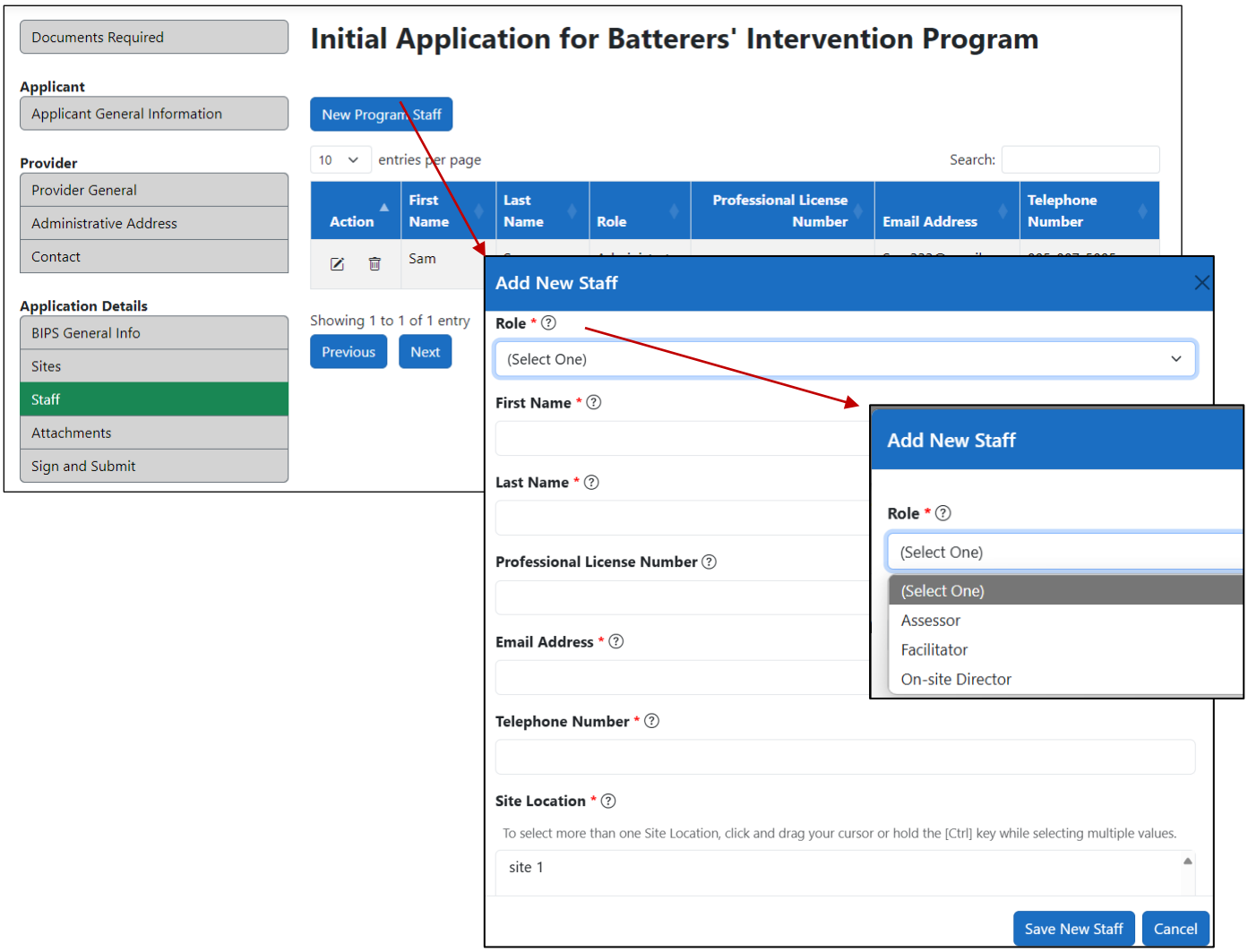


Figure 17: Application Details- Staff
The Staff page mirrors the functionality of the Provider Contact page, displaying a list of staff associated with the provider.

Select the "New Program Staff" button to add a new staff member to the grid.
Select the Pencil icon in the grid to edit an existing staff member.
Select the Trash Can icon in the grid to delete an existing staff member.

Figure 18: Application Details- Staff – Add New Staff
Enter the relevant details for the staff member and Save. Site Location(s) are displayed for selection based on those entered and saved on the Sites page. Each provider will have staff members assigned to them, regardless of the site. These positions may be assigned to one or more sites, but each site does not require staff to be listed. All roles must be entered/created. The new or updated information will appear in the data grid, where it can be further modified, viewed, or deleted.

2.12 Attachments

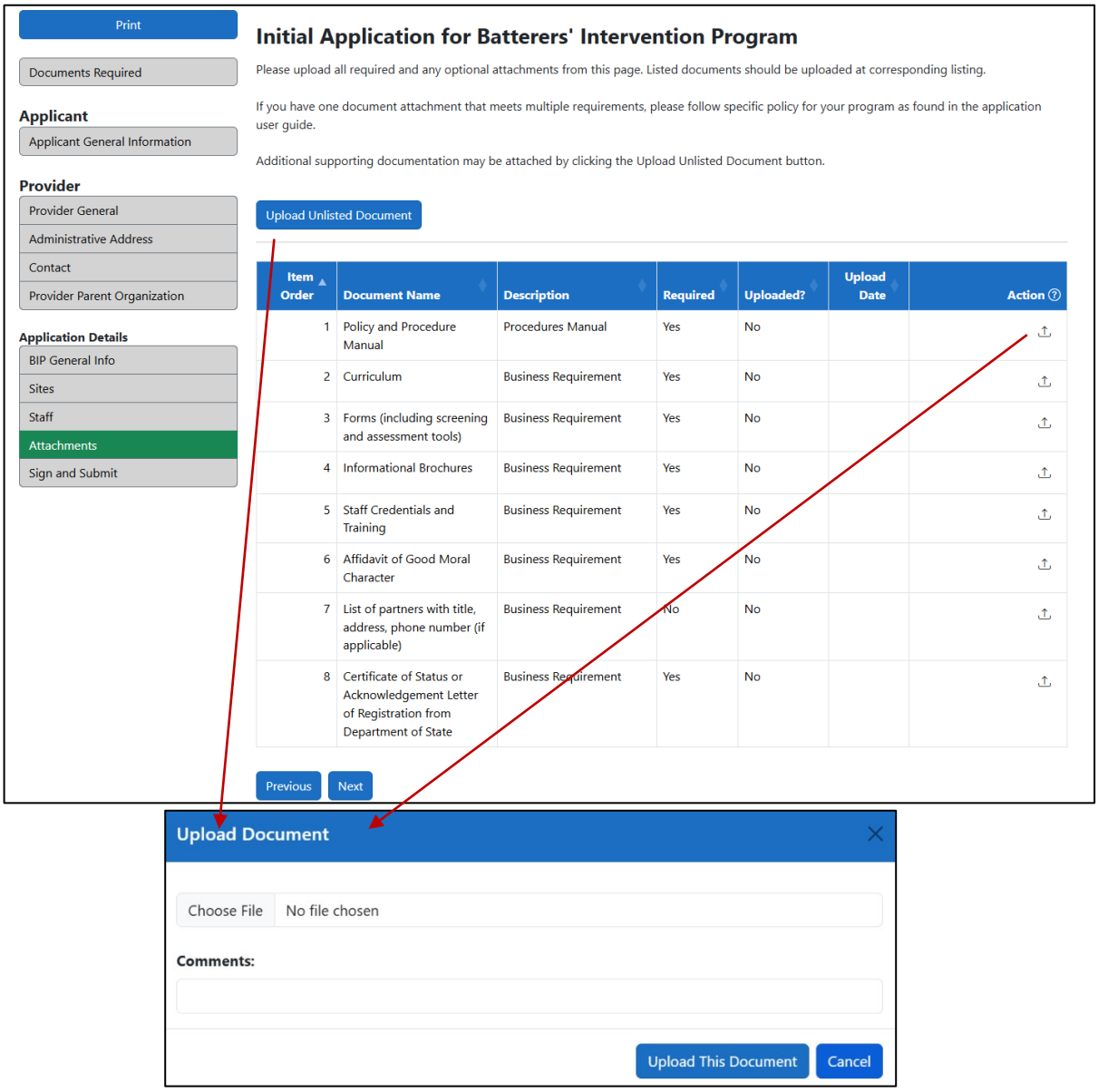


Figure 19: Application Details- Attachments

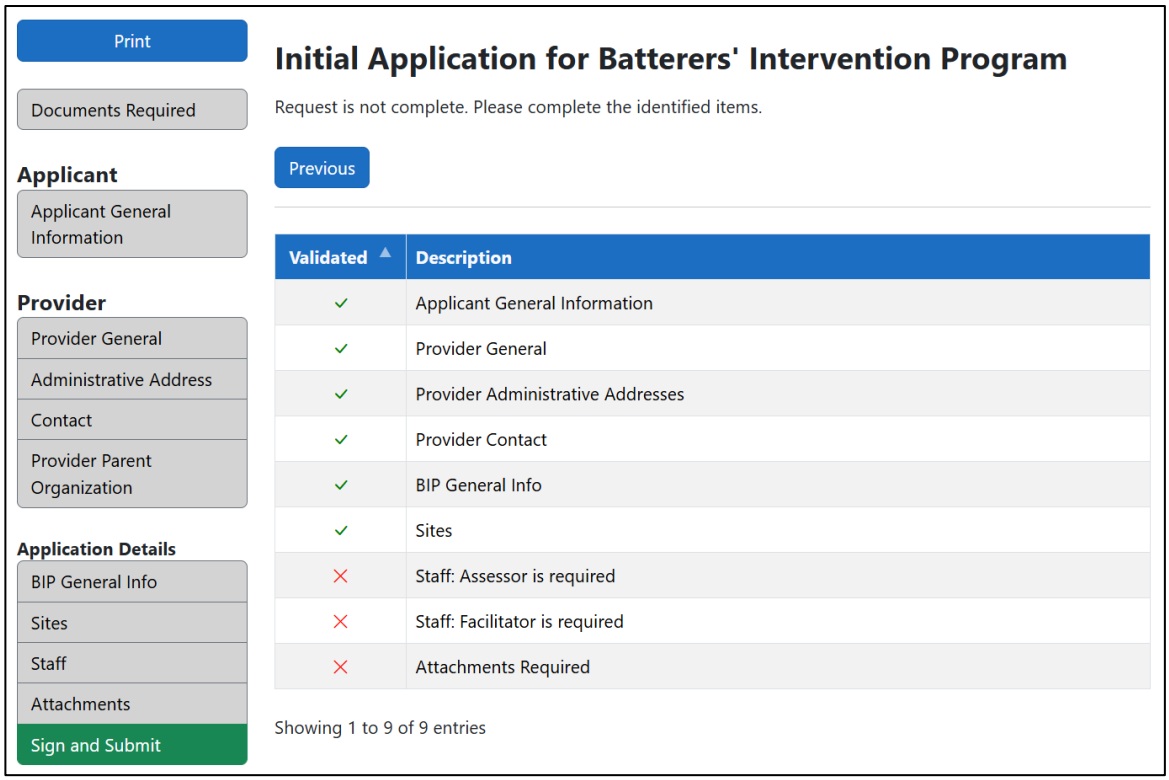
The Provider Attachments tab simplifies the submission and verification of required documents. Users can upload unlisted documents, which will appear dynamically in a grid or table.

Note: All "**required**" documents must be uploaded to submit an application.

If the user has uploaded a single document that meets multiple requirements, they may upload a one-page/one-line statement indicating that the required content is included in another document, and reference that document name. This allows users to streamline their submissions by referencing other documents instead of duplicating content.

The "Upload Unlisted Document" button allows users to submit additional document(s) that may be beneficial to the Department when reviewing the submitted request.

2.13 Sign and Submit



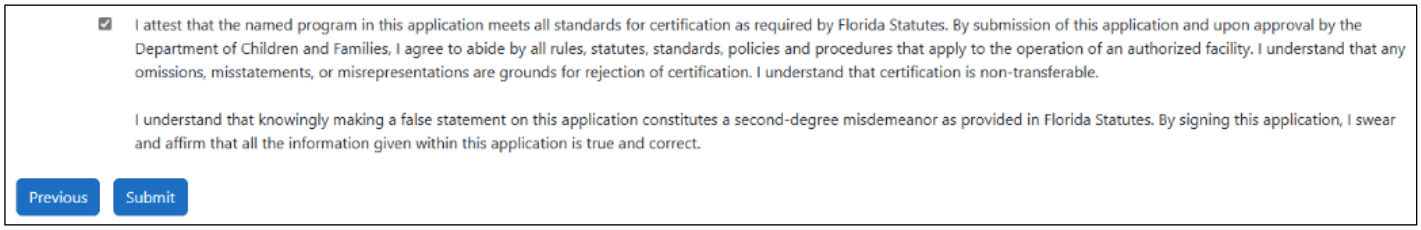


Figure 20: Application Details- Sign and Submit

Validated information will appear with a green checkmark. Missing or incorrect information will appear with a red "X." Once all required information is validated, an attestation will appear. Users should read the attestation statement and select the confirmation checkbox to reflect agreement with the statement. This action makes the "Submit" button appear. Users can then click the "Submit" button to complete and submit the application.

2.14 Print Application

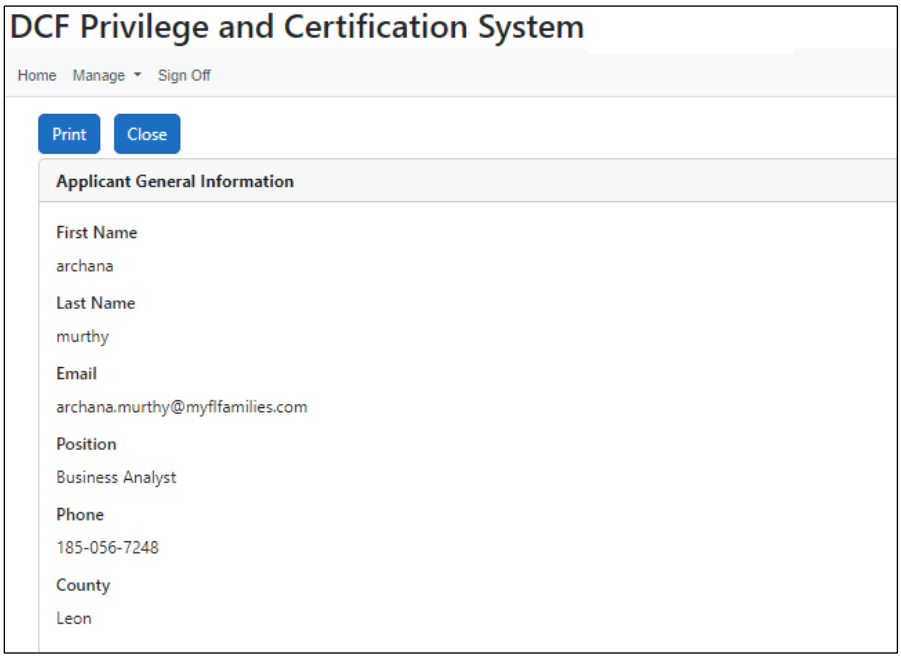


Figure 21: Application Details- Print

Users can print the application at any time by clicking the Print button in the application menu. This allows them to either view the entire application and print it or just view it and close the window by using the Close button.

3 Additional Tabs Visible After Application Submission

There are several additional tabs that may become visible to the provider after the Department processes its application. Unless indicated otherwise, these tabs are read only and displayed only for informational purposes.

3.1 Discussion

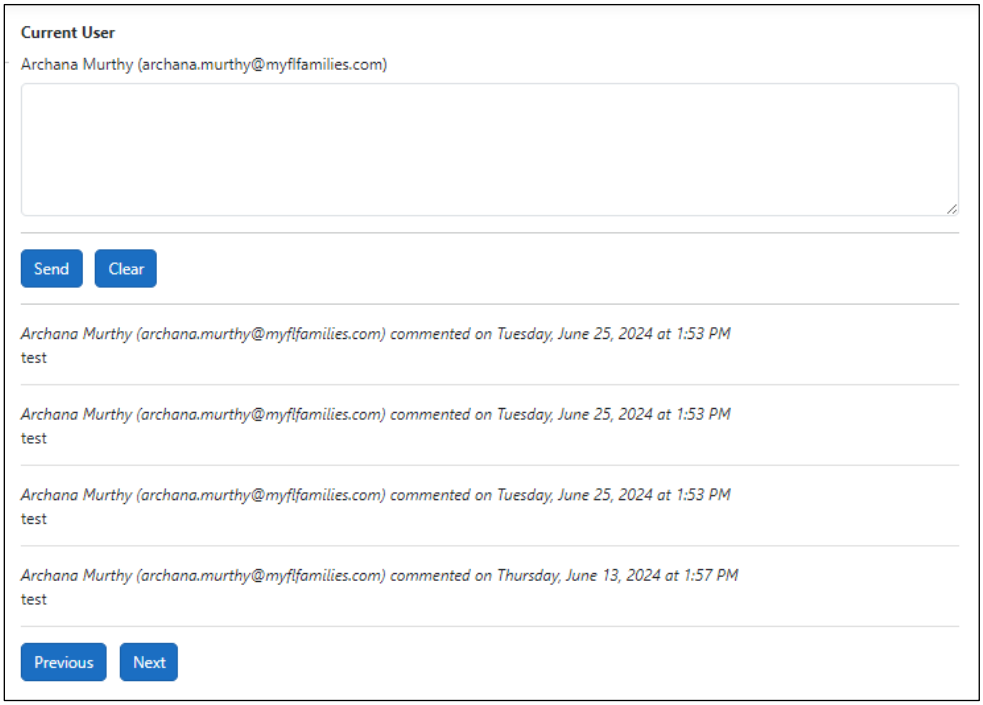


Figure 22: Discussion

The Discussion page enhances interaction between providers and DCF staff. It allows Department and provider staff to send messages to each other and archives all previous communications, displaying them in an organized manner.

3.2 Assignment

Figure 23: DCF Only- Assignment

The Assignment page allows programs to view the Department staff assigned and responsible for reviewing the application and ensuring the program remains in compliance.

3.3 Approval

Figure 24: DCF Only- Approval

The Approval page displays the current status of the application, up to and including Approval.

4 Provider Closure

When a provider's certification has expired, is relinquished, or otherwise not renewed, the Department will process a closure request. The provider will have the capability to view that a closure has taken place.

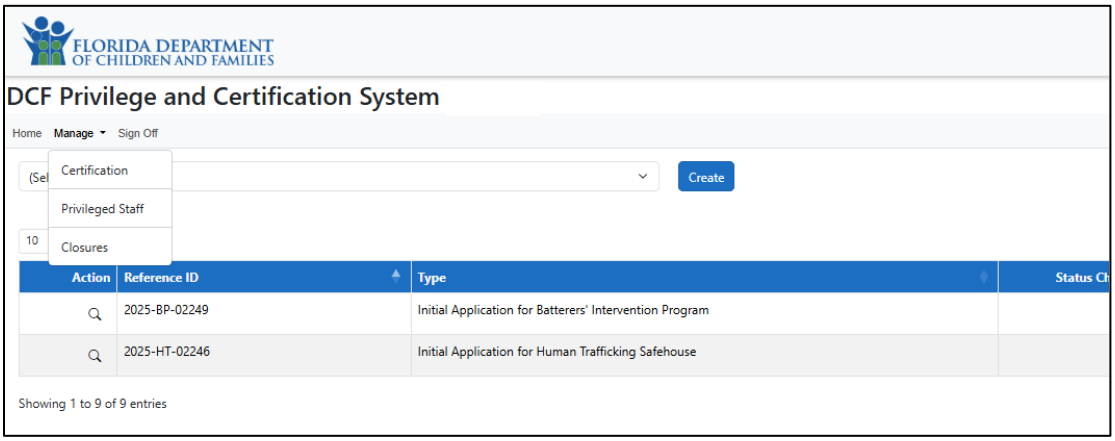


Figure 25: Manage- Closures
To view closure requests, the user may select the "Closures" option from the "Manage" menu.

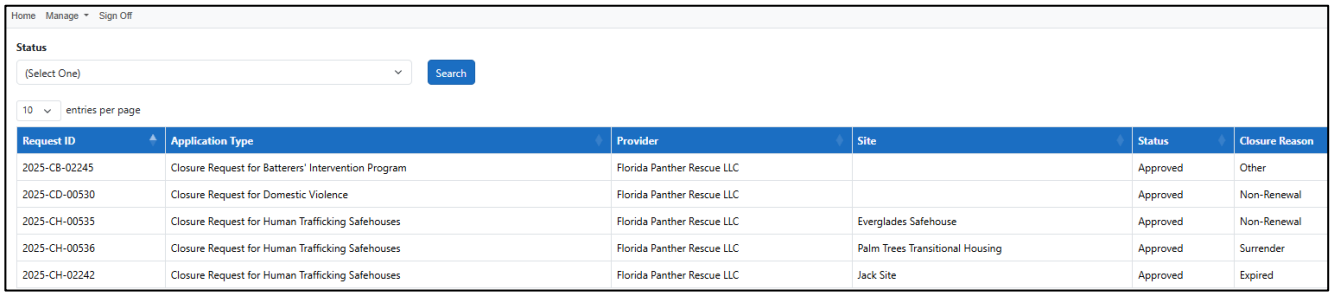


Figure 26: View Provider Closure Records
The Closures screen displays a list of closure requests that have been processed by the Department. The provider can view the data grid and may contact the Department to report any concerns.