



Children's Fund Referral Request Submission Guide

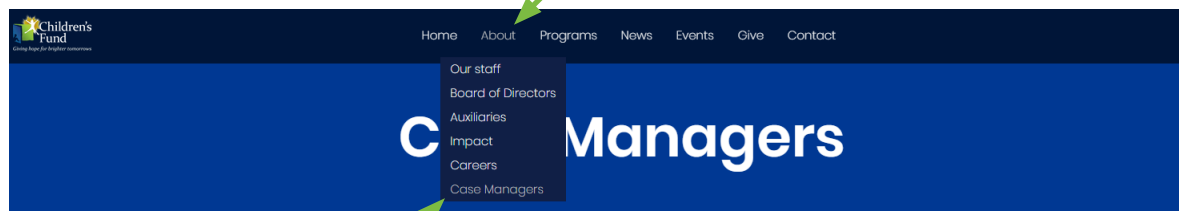
Revised April 5, 2023

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Logging in to Your Account

First, navigate to **www.childrensfund.org** and hover over the **About** section. Select “**Case Managers**” from the dropdown menu.



The Children's Fund **Emergency Needs Program** contributes to the needs of at-risk children by purchasing items such as food, car seats, clothing, shelter, transportation, beds, cribs, education, dental and medical expenses, as well as other items that relate to vital needs.

Our service is conducted through case managers and social workers who operate in county programs such as the Children and Family Services, Department of Public Health, Department of Behavioral Health, Preschool Services Department and through other community-based organizations on a case-by-case basis. The children we serve range from birth to 18 years of age, transitional aged youth (TAY) and foster youth to age 24, and are, in most cases, victims of abuse, neglect, and live in poverty.

It is imperative that our safety net services be available when all other resources are exhausted. Without Children's Fund support, the case managers and social workers would be unable to address needs to help families reach self-sufficiency.

Case Manager Login

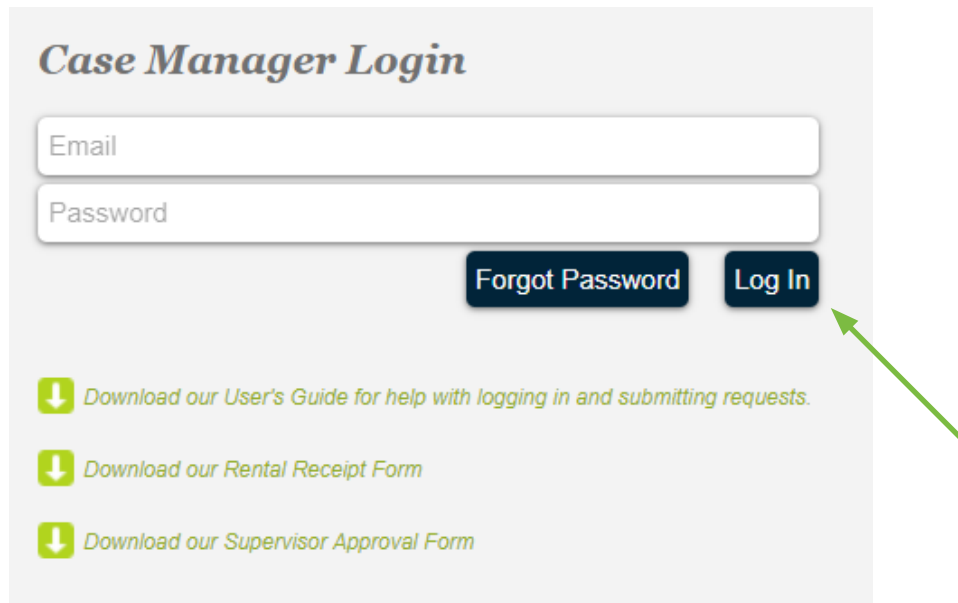
Questions?

Contact Programs Director, Betty Chambers, at Betty@childrensfund.org

Click the “**Case Manager Login**” link

Logging in to Your Account

Enter your **email address** and **password** as provided in your Welcome Email, and click “**Log In.**”





Case Manager Login


Email

Password

[Forgot Password](#) [Log In](#)

 [Download our User's Guide for help with logging in and submitting requests.](#)

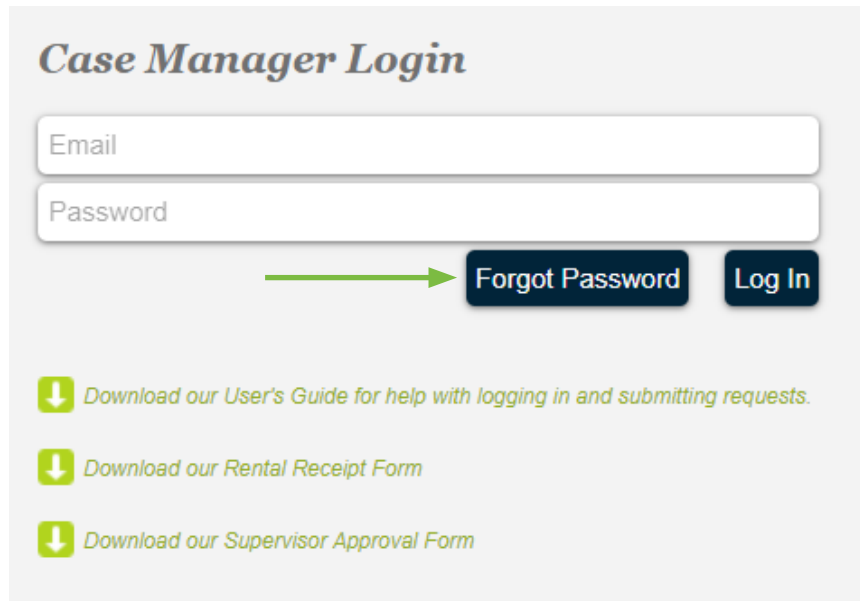
 [Download our Rental Receipt Form](#)

 [Download our Supervisor Approval Form](#)

Resetting Your Password

If you can not log in to your account and will need to reset your password, you can always do this by clicking **“Forgot Password”** underneath the **Log In** fields.

If you are able to log in, skip to **page 10**.

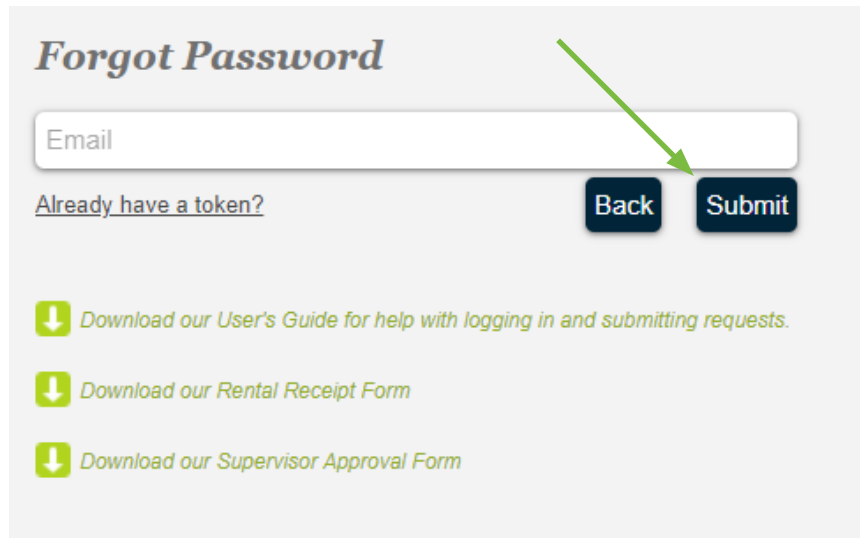


The screenshot shows the 'Case Manager Login' interface. It features two input fields for 'Email' and 'Password'. Below these fields are two buttons: 'Forgot Password' and 'Log In'. A green arrow points from the 'Forgot Password' button to the 'Log In' button. Below the buttons, there are three links, each preceded by a green download icon: 'Download our User's Guide for help with logging in and submitting requests.', 'Download our Rental Receipt Form', and 'Download our Supervisor Approval Form'.

Resetting Your Password

Enter your email and click “**Submit**.” This will send an email to the address provided with instructions to reset your password.

Keep this page open, as you will return to it later.



Forgot Password

Email

[Already have a token?](#)

↓ Download our User's Guide for help with logging in and submitting requests.

↓ Download our Rental Receipt Form

↓ Download our Supervisor Approval Form

Resetting Your Password

Login to your email client, and look for an email from **no-reply@omniplatform.com**. This email will contain a temporary token you can use to login to your account and change your password.

Copy the token from your email, and paste it into the field “**Redeem Token.**” Click “**Redeem**” to access your account.

omniweaver®

Hello,

You are receiving this email because a request was made to reset the **password** for test@omniplatform.com on **Childrens Fund**.

To change your password, please copy and paste the token below into the **Childrens Fund** website.

hgq2kc5f68dmy2xfsc3s4swab8n7vqh369d85j5

LOG IN TO OMNIWEAVER

© 1999-2015, omniplatform.

Skip to **page 11** for instructions on setting your new password.

Redeem Token

hgq2kc5f68dmy2xfsc3s4swab8n7vqh369d85j5

Back

Redeem

↓ Download our User's Guide for help with logging in and submitting requests.

↓ Download our Rental Receipt Form

↓ Download our Supervisor Approval Form

Resetting Your Password

If you can not find the email in your inbox, make sure to check your spam or junk mail folder.

Sometimes filter settings may even delete an email without it ever reaching your spam folder.

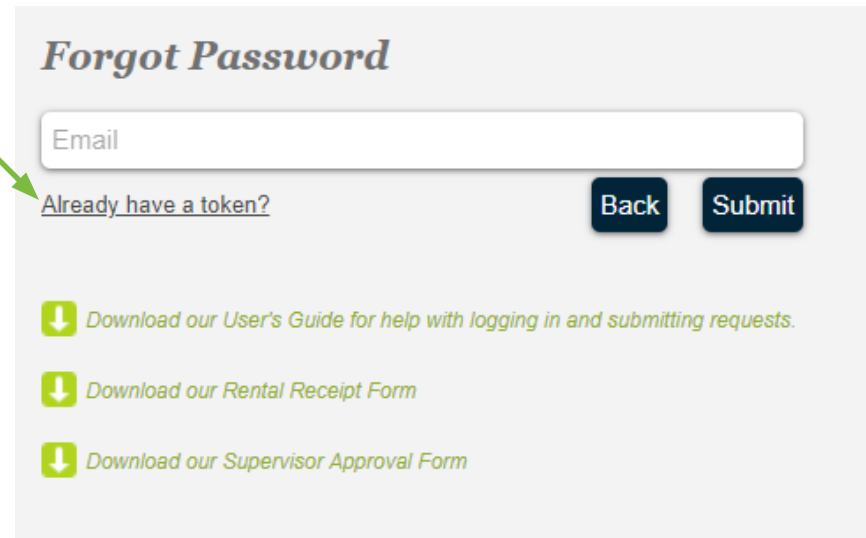
Add “no-reply@omniplatform.com” to your whitelist/safe list to ensure you receive notifications in the future. You may attempt to resend the the reset email by following pages 5-7 above after doing this.

If you have not received an email even after adding the address to your safe list, please contact Children’s Fund and let us know.

Resetting Your Password

If you did not keep the Forgot Password page open, you can Redeem your token by navigating to the Forgot Password page (See pages 1-5) and clicking “**Already have a token?.**”

If you are able to log in, skip to **page 7**.



Forgot Password

Email

[Already have a token?](#)











↓ Download our User's Guide for help with logging in and submitting requests.

↓ Download our Rental Receipt Form

↓ Download our Supervisor Approval Form

My Requests Dashboard

Once you have logged in, you will land in “**My Requests.**” This is the central dashboard where you may monitor the status of any requests you have submitted.

| <i>My Requests</i> | | | | New Request | Account | Sign Out |
|--|----------|----------------|---|-----------------------------|-------------------------|--------------------------|
| Request | Status | Date | Actions | | | |
| O-22-08-1451 Emergency Needs Referral Request | Pending | Aug 3rd, 2022 |   | | | |
| O-21-07-219 Emergency Needs Referral Request | Draft | Aug 8th, 2016 |   | | | |
| O-PR-15-11-80 Emergency Needs Referral Request | Approved | Nov 24th, 2015 |   | | | |
| O-15-10-63 Emergency Needs Referral Request | Draft | Oct 20th, 2015 |   | | | |
| O-15-10-55 Emergency Needs Referral Request | Draft | Oct 8th, 2015 |   | | | |

Account and Password

To update your account information or your password, click on “**Account**” from your dashboard.

Complete any changes, and click “**Submit**.” Your account profile will immediately be updated and reflected in the Children’s Fund database.

Account

BackSign Out

Case Manager Information

First Name

Last Name

Test

User

Agency

OmniPlatform

Primary Phone Number

Ext

(800)335-3848

Alternate Phone Number(s)

Children & Family Services Region

Fax #

Central

First 5 Contract # (if applicable)

Work Address

8801 Research Dr. Irvine, CA

City

Zip Code

Adelanto

92618

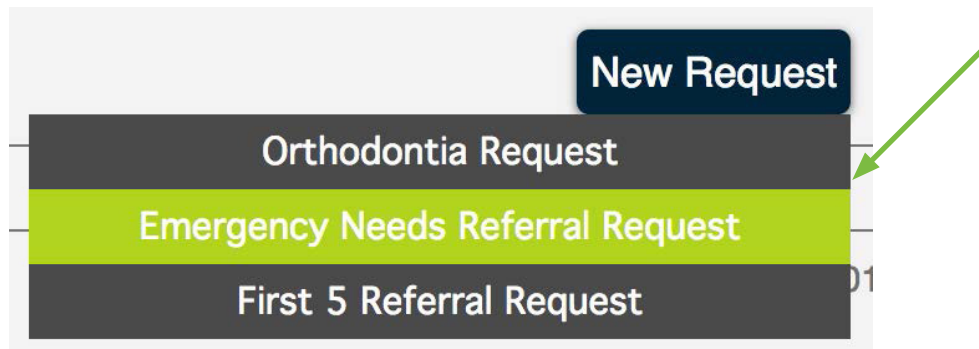
Change Password

Re-Type Password

Submit

Submitting a New Request

To submit a new request, hover over “**New Request**” and select the request you would like to submit.



Submitting a New Request

Complete all fields as you would a paper request. When you reach the end of a section, click the black header of the next section to edit those fields.

Emergency Needs Referral Request Form

Emergency Needs Type

Child and Guardian Information

Child Information

Parent/Guardian Information

Resources Explored

Resources Needed

Resources Explored 1

Resources Explored 2

Resources Explored 3

Financial Information

Total

! Enter all fields as whole dollar (\$) figures"

Total number of adults and children in household

Total Monthly Income

Food Stamps

Field Errors

If a field is not correctly completed, it will be highlighted in a light red.

For example, in the image below, **Contact #** is highlighted. The number entered is not a valid 10 digit number.

Empty fields that are required will also be highlighted this way.

Resources Explored 1

! A minimum of 3 Resources Explored are required.

Agency

Test Agency

Contact Name

Test Contact

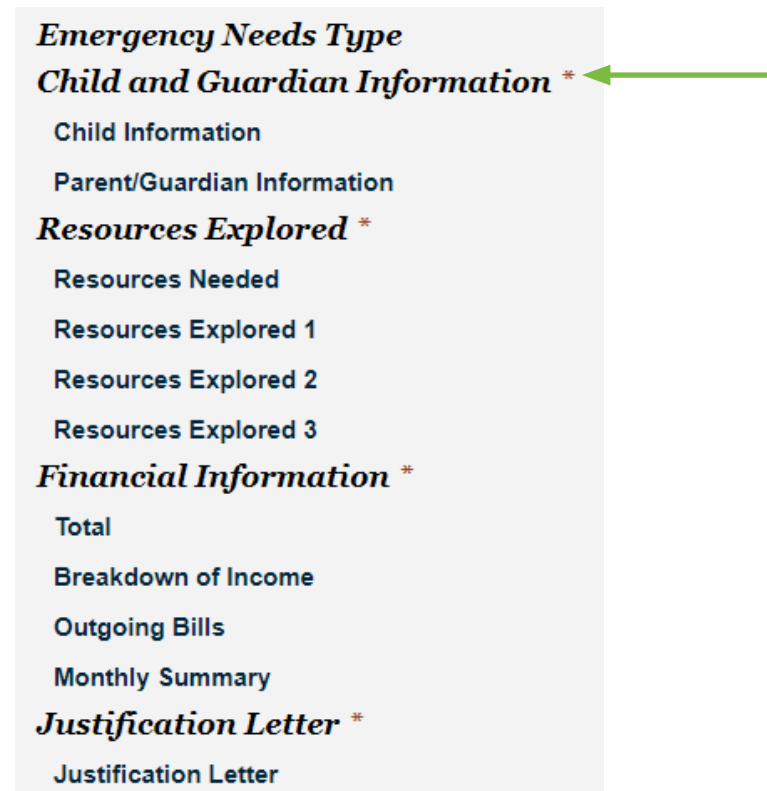
Contact #

1234

Field Errors

All fields must be correctly completed in order to submit your form. When you submit your form, it will highlight any fields that are still incorrect.

To find the incorrect fields, look for an asterisk * next to the section header.



The image shows a list of form sections. The sections are: **Emergency Needs Type**, **Child and Guardian Information ***, **Resources Explored ***, **Financial Information ***, and **Justification Letter ***. Each section has a list of sub-items below it. A green arrow points to the asterisk next to 'Child and Guardian Information *'.

- Emergency Needs Type**
 - Child Information
 - Parent/Guardian Information
- Resources Explored ***
 - Resources Needed
 - Resources Explored 1
 - Resources Explored 2
 - Resources Explored 3
- Financial Information ***
 - Total
 - Breakdown of Income
 - Outgoing Bills
 - Monthly Summary
- Justification Letter ***
 - Justification Letter











Status

You can save or submit your request.

On your dashboard, you will see the status of your request

- Draft: You have saved your request but have not yet submitted
- Submitted: You have submitted your request for approval.
- Pending: Your request is being reviewed and can no longer be edited.
- Approved: Your request has been approved and you should receive further information from Children's Fund soon.

Under actions, you have the option to view the text version of your request, or to edit the request. If the edit button is disabled, you may no longer edit this request and must contact Children's Fund for any further changes.

| <i>My Requests</i> | | | | New Request | Account | Sign Out |
|--|----------|----------------|---|-------------|---------|----------|
| Request | Status | Date | Actions | | | |
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Review

Once you have submitted your form, you may review a text version of your form by using the “View” button under actions on your dashboard.

O-22-08-1451 Emergency Needs Referral Request

BackSign Out

Emergency Needs Type

| | |
|----------------------|-------|
| Emergency Needs Type | Other |
|----------------------|-------|

Case Manager

| | |
|-----------------------------|---------------|
| First Name | Test |
| Last Name | User |
| Primary Phone Number | (800)335-3848 |
| Extension | |
| Alternative Phone Number(s) | |
| Agency | OmniPlatform |

Child and Guardian Information

Child Information

| | |
|---|----------|
| Child's First Name | BJ |
| Child's Last Name | Wimberly |
| Date of Birth | 08/11/11 |
| SS# | 2222 |
| Gender | Female |
| Ethnicity | Black |
| Is this child a dependent/ward of the court? | No |
| If yes, please list the name of the child's Case Worker | |



Approved

If your request is approved, the status on your dashboard will be updated to “Approved”. Once Children’s Fund has finished processing your request and has the necessary resources to fund your request, you will receive a notification of funding.



Contacts

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betty@childrensfund.org

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Program Manager
909-379-6037
amber@childrensfund.org

Children's Fund Office

909-379-0000