Department of Children's Services

CS-0944: Electronic Record System Request for Providers

Revised: 11/2026

Please confirm that you are using the current version of this form and disregard previous versions.
This form may not be altered without prior approval.

Provider Note: Do not use this form for provider portal access. Use the Provider Portal for placements, referrals, invoicing, and incident reports. Register at https://cfirst.providerportal.dcs.tn.gov

Email Form to: *EI-DCS.ProviderRelations@tn.gov* **This form is required to be filled out electronically**

*** Denotes a required field**

***Employee Type: New User:** ☐ **Terminate Access:** ☐ **Change Access:** ☐

*Agency Corporate Name (Primary Contractor): _____

*Private Provider Agency Leadership/IT Names: _____

*Private Provider Agency Leadership/IT Email(s): _____

*User First Name: _____ * User Last Name: _____

User Middle Initial: _____ Title: _____

*SSN: _____ EN Number: (if available): _____

*Date of Birth: _____ *Gender: ☐ Male ☐ Female

*Telephone Number: _____ *Email: _____

Electronic Record System Supervisor Name: _____

Electronic Record System Supervisor's Telephone Number: _____

If Requesting Electronic Record System Supervisor Access: Will the user need to receive automatic case assignments in the Electronic Record System to assign to others? Yes ☐ No ☐

Indicate Access Requested *(Required for all except termination)

☐ ***Read-Only Access:*** Use this category when the user only needs to view records in C-FIRST. Create/Update access: none. Read-only access: Entire System.

☐ ***Adoption/SPG Contract Provider:*** Edits person, case management, and eligibility records for subsidy work. May serve as a contracted permanency specialist. Create/Update access: Person, Case Management, Eligibility. Read-only access: Entire System.

☐ ***Bright Futures Contract Worker:*** Manages Bright Futures, also known as Extension of Foster Care, cases. Create/Update access: Person, Case Management. Read-only access: Entire System.

☐ ***Bright Futures Contract Supervisor:*** Supervises Bright Futures Contract Workers. Create/Update access: Person, Case Management. Read-only access: Entire System.

☐ ***Contract Case Manager Staff:*** Works FSS or foster care cases as the primary FSW. Create/Update access: Person, Case Management. Read-only access: Entire System.

☐ ***Contracted Case Manager Staff Supervisor:*** Supervises Contract Case Manager Staff. Create/Update access: Person, Case Management. Read-only access: Entire System.

☐ ***Contract Home Study Writer:*** Responds to inquiries and writes or enters home studies in C-FIRST. Create/Update access: Person, Inquiry, Case Management, Provider. Read-only access: Entire System.

☐ ***Assessment Consultant:*** Use this category for COE partners who review CANS and FAST assessments in C-FIRST! Create/Update access: CANS and FAST Assessments. Limited Access to the system.

☐ ***Private Provider Worker:*** Manages private provider foster homes in C-FIRST for the user's organization, including entering new foster homes, entering foster home studies, and maintaining existing foster homes. This role does not include create/update access to person or case management records. Create/Update access: Provider, Inquiry. Read-only access: information related to the user's organization only.

☐ ***Private Provider Supervisor:*** Manages private provider workers in C-FIRST for the user's organization. This role does not include create/update access to person or case management records. Create/Update access: Provider, Inquiry. Read-only access: information related to the user's organization only.

☐ ***Relative Caregiver Worker/Relative Caregiver Family Advocate –*** Contract workers who manage Relative Caregiver cases.

☐ ***Relative Caregiver Supervisor –*** Supervises the contract Relative Caregiver workers.

☐ ***Permanency Specialist –*** Contract worker who acts as a DCS Permanency Specialist.

☐ ***Permanency Specialist Supervisor –*** Supervises the contract Permanency Specialist workers.

☐ ***DHS Worker***

☐ ***Restricted Case Access –*** Must include case ID and justification for access. Case ID: _____

Justification for access:

Electronic Record System training is **required** and can be completed or requested here: ***Electronic Record System Provider Training***

For Terminations Only

Terminated Username: _____

Terminated User EN Number: _____

User Accepting Terminated User's Caseload: _____

Accepting User EN Number: _____

The signature at the bottom of this form certifies the delivery and completion of the training identified for each security access requested. A copy of this request must be maintained in the personnel file of the appropriate staff.

_____	_____	_____
**Agency Staff's Signature*	**Agency Staff's Written Name*	**Date*
_____	_____	_____
**Agency Executive Director's Signature*	**Agency Executive Director's Written Name*	**Date*
_____	_____	_____
DCS Director's Signature (Required for restricted case access request only)	*DCS Director's Written Name*	*Date*
_____	_____	_____
DCS Legal's Signature (Required for restricted case access request only)	*DCS Legal Staff's Written Name*	*Date*