How do I…Child Investigation

Updated 9/27/07

Receiving Unit Intake Assignments

Child Investigation How do I…Guide

How Do I…?	Selections	Tips & Guidelines
View Receiving Unit List	▪ From the desktop, select appropriate Receiving Unit option: ▪ *Utilities > Receiving Unit List > Child Intakes.* ▪ From the Receiving Unit Intake pop-up, select appropriate county from the Receiving County dropdown. Intakes for the particular county displays in the Intakes group box.	*Column heading displayed as hyperlinks can be sorted. The sort is alphabetical unless it is a date field. The date field is sorted in reverse chronological order.*
Accept an Intake (self-assign)	▪ From the Receiving Unit Intake page, select the checkbox for the intake, and then click **Accept**. ▪ Click the **Close** button. OR	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Assign an Intake to an Investigation Worker from Receiving List	▪ From the Receiving Unit Intake page, select the checkbox for the intake. ▪ Click the Search hyperlink located at the bottom of the pop-up. ▪ Enter the employee's name (i.e. Investigator), and then click **Search**. ▪ Select the radio button for the appropriate worker, and then click **Continue**. The selected worker's name displays next to the Search hyperlink on the Receiving Unit Intake pop-up. ▪ Select the appropriate Assignment Definition from the drop-down (**Child Investigations**) ▪ Select the Responsibility from the drop-down, **Investigations**. ▪ Select the Role from the drop-down, **Primary** ▪ Click **Assign**, and then **Close**.	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*

Update Primary & Secondary Investigator Designation

Child Investigation How Do I…Guide

How Do I…?	Selections	Tips & Guidelines
Update Primary or Secondary Investigator designation for an Investigation	▪ On the **Child Investigation or Special Conditions Referral** page, select the *Intakes* tab ▪ From the Unit and Investigators group box, select search worker for the Primary or Secondary investigator. The worker search page launches. ▪ Search for the worker that is the Primary or Secondary investigator for this piece of work. ▪ Select the radio button for the appropriate worker profile. ▪ Select **Continue**. ▪ Select **Save** on the *Child Investigation or Special Conditions Referral* page.	*The Primary Investigator designation is pre-filled with the worker that creates the Child Investigation or Special Conditions Referral.* *The Primary Investigator designated on the Intakes tab will display as the Primary Investigator on all FSFN reports.* *The Primary Investigator designation is not a Case Assignment. A Case Assignment is still required for the Case to appear on the desktop of the worker and to allow the worker access to edit and create work within the Case.*

How Do I…?	Selections	Tips & Guidelines
Link an initial Intake to an Investigation	▪ From the Desktop menu, select *Create* > *Case Work*. ▪ Select *Child Investigation* from the Investigation dropdown list in the Create Case Items field. ▪ From the Case list, select the *Case* in which you will create an investigation. ▪ Click **Create**. The Abuse Intake Link page appears ▪ From the Intake Reports field Click the radio button next to the Intake you want to link to the investigation. ▪ Click **Continue**. The Child Investigation page opens and defaults to the Abuse Intake tab. ▪ The *Investigative Sub Type* displays from the Intake. If it is incorrect, it should be changed here at this time. ▪ Click **Save**. ▪ Click **Close**.	*When an Investigation is in progress, select the appropriate Case expando on your Desktop, and then select the case hyperlink.* *The selected Investigative Sub Type remains the same for all the Investigation tabs.*

How Do I…?	Selections	Tips & Guidelines
Create an Initial Commencement Case Note	▪ From the Desktop menu, select *Create > Case Work*. ▪ Select *Child Commencement (Initial)* from the Investigation dropdown list in the Create Case Items field. ▪ Select the Case from the Cases group box, and then select Participants from the Case Participants group box. ▪ Click **Create**. The Case Note page displays. ▪ Enter all required fields. (Blue) ▪ Enter narrative. ▪ **If face to face contact also occurred**: Click the Add Face-to-Face Contacts hyperlink which will automatically expand the Contact Information expando. ▪ Scroll down using the scroll bar on the right hand side. ▪ Select the *Invs/Assessment Number* from the Invs/Assessment Number dropdown box. ▪ For each participant row, select the *Face-to-Face Contact* type (Attempted, Completed, or Not Attempted) from the Face-to Contact dropdown box. ▪ For each subject seen enter the *Contact Date/ Time*. For attempted face-to-face contacts, select the *Reason Not Seen*. ▪ To remove a participant row from the Contact Information, click the Delete hyperlink next to the subject's name you are wishing to delete. ▪ Click **Save**, and then click **Close**.	*An initial commencement Case note is created for an initial Investigation*

Create a Face-to-Face Case Note	▪ From the Desktop menu, select Create > Case Work.
	▪ Select *Child Initial Face-to-Face Contact* from the Investigation dropdown list.
	▪ Select a *Case* from the Cases group box, and then select *Participants* from the Case Participants group box.
	▪ Click **Create**. The Case Note page displays.
	▪ Enter the *Contact Begin Date/Time.*
	▪ If applicable, select additional participants.
	▪ Click the Add Face-to-Face Contacts hyperlink, which will automatically expand the contact information expando.
	▪ Scroll down using the scroll bar on the right hand side.
	  ▪ Select the *Invs/Assessment Number* from the Invs/Assessment Number dropdown box.
	  ▪ For each participant row, select the *Face-to-Face Contact* type (Attempted, Completed, or Not Attempted) from the Face-to Contact dropdown box.
	  ▪ For each subject seen enter the *Contact Date/ Time*. For attempted face-to-face contacts, enter the *Reason Not Seen*.
	  ▪ To remove a participant row from the Contact Information, click the Delete hyperlink next to the subject's name you are wishing to delete.
	▪ Enter the *Narrative*.
	▪ Click **Save**, and then click **Close**.	

Create Subsequent Case Notes	▪ From the Desktop menu, select *Create>Case Work*. ▪ Select Child Investigation Note from the Investigation dropdown list in the Create Case Items field. ▪ Select the Case from the Cases group box, and then select Participants from the Case Participants group box. ▪ Click **Create**. The Case Note page displays. ▪ Select the *Category*: Child Investigations ▪ Select the *Type* ▪ Enter required fields marked in blue. ▪ Enter narrative. ▪ If you do not have a *Face-to-Face Contact*, click the *Contact Information* expando. ▪ Select the *Inv/Assessment number* from the Contact Information group box. ▪ Click **Save**, and then click **Close**. ▪ **To add face to face contacts refer to Create a Face to Face Case Note section**	

Create an **Initial In Home** Safety Assessment	▪ Click on the Cases expando ▪ Click on the Case Icon for the Case you are working. ▪ Click on the Investigation Icon. ▪ Click on the Investigation hyperlink for your case. ▪ Go to Options dropdown box (bottom left) and select Create Initial In Home Safety Assessment ▪ Click Go	*An Investigation cannot be approved until at least an Initial Safety Assessment and Background History is completed.*

Document Signs of Present Danger	▪ Click on the Signs of Present Danger Tab. Answer each question by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative describing the signs of present danger consistent with your responses in the implications for child safety box. This should correspond with your yes, no, or unknown answers.
		The Report Information group box pre-fills with information documented in the Intake and Investigation.

Document Child Vulnerability	▪ Select the *Child Vulnerability* tab.
	▪ Click the Expando to display child vulnerability questions.
	▪ Answer each question for each participant listed, by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative describing the child's vulnerability consistent with your responses in the implications for child safety box.	

Document Protective Capacities	▪ Select the *Protective Capacities* tab.
	▪ From the Protective Capacities group box, answer each question by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative describing the protective capabilities consistent with your responses in the implications for child safety box.
		Responses to the 12 factors are required, including a narrative.

Document Safety Action	▪ Select the *Safety Action* tab.
	▪ In the Safety Action group box, if applicable:
	  ▪ Check No immediate action needed and enter a date **OR**
	  ▪ Check the Reasonable efforts to locate children and family checkbox, and then enter the explanation in the narrative text box. Adjust the date **AND/OR**
	  ▪ Check the Safety plan to ensure safety of child(ren) checkbox **AND/OR**
	  ▪ Check either the In-Home or Out-of-Home checkbox.
	    ▪ If In-Home is checked, then answer the appropriate questions by placing a check in the appropriate checkbox, and then enter the explanation in the narrative text box. Adjust the date.
	    ▪ If Out-of-Home is checked, you will get the message, 'An out-of-home placement must be created for each child removed'.
	    ▪ Click **Close** on the message.
	    ▪ Select 'Yes' or 'No' for Emergency Removal for each participant listed.
	    ▪ Enter date shelter petition filed.
	    ▪ Indicate grounds for removal and reasonable efforts and/or grounds for expedited TPR (if any).
	▪ Click **Save**.
	▪ Click Close
		The Safety Actions are documented by placing a check in a checkbox, recording the date, and providing a narrative explanation.
		
		See the Out of Home Placement guide for related information.

Create a Relative Caregiver	▪ From the desktop, click Create from the main menu>Provider Inquiry>Person ▪ Enter the Last and First Names of your Relative Caregiver. ▪ Click Search ▪ The message, 'No matching data found for the criteria specified' displays. Click Close. ▪ Click Create. ▪ Enter all demographics including a street address in the county where you are placing the child and a zip code. Enter a Home Phone number. ▪ Click Continue. ▪ Click the Suggested Address radio button. ▪ Click Continue. ▪ If there is another Relative Caregiver, repeat the search, create (including address, zip and phone). ▪ At the bottom of the screen, click Continue. ▪ Select the Role Caregiver 1 (and Caregiver 2 if there is a second caregiver). ▪ Click the Basic Tab. ▪ Select Marital Status and Primary Language if not designated when you created the Person Record. ▪ Select the Inquiry Type (Investigation) ▪ In the Worker group box, click the Accept button. ▪ Select a Reason. ▪ Click Save. ▪ Click Close.	

Create a Placement with a Relative Caregiver.	▪ Click *Case Work* on the banner. ▪ From the *Placement* drop-down, select *Out of Home Placement*. ▪ Click on your case name. ▪ Click on one of the children to be placed. ▪ Click **Create**. ▪ Enter/Select *Date of Removal*. ▪ Select one or more of the *Removal from Home Reasons* (must be at least one of the reasons in red). ▪ Click **Continue**. ▪ Enter *the Time of Removal* and AM/PM. ▪ From the *Manner* drop-down, select a manner of removal. ▪ From *Primary Caregiver* (removed from), select a person (mother) ▪ Select *Caregiver Structure*. ▪ Select a *Secondary Caregiver* removed from (if there are two parents). ▪ Select/Enter *Placement Begin Date and Time* ▪ Select the *Placement Type*. ▪ Select the *Placement Setting*. ▪ Click on the *Provider Tab*. ▪ Click **Search**. ▪ Enter at least the Last Name of your Relative Provider. ▪ Click **Search.** ▪ Select the radio button for your provider. ▪ Click **Continue.** ▪ Select the *Relationship* of Child to Caregiver. ▪ Click **Sav**e. ▪ Click **Close**. Repeat this process for as many children as need to be placed in this case.	
Approve the Placement (Supervisory task)	▪ Click *Approvals* expando ▪ Click *My Approvals* expando. ▪ Click on the *Case* Icon. ▪ Click on the *Placement* Icon. ▪ Click on the **Worker's name hyperlink**. ▪ From the *Options* drop-down, select **Approva**l. ▪ Click **Go**. ▪ In the *Approval Decision* group box, select the **Approve** radio button. ▪ Click **Continue**. ▪ Click **Save**. ▪ The message, ''Would you like the address of the provider to update the child's current primary address?' Will display. ▪ Click **Yes**. ▪ Click **Close**. Repeat this process for as many placements as exist for this worker.	

Create Additional Actions	▪ From the Desktop, click the **Cases** expando, select the case, and then click the **Case** icon. ▪ Click the **Investigation** icon, and then click the <u>Investigation</u> hyperlink. The Investigation page displays ▪ Select the *Intakes* tab. ▪ Select *Additional Actions* from the **Options** dropdown list and then click **Go**. The Child Additional Actions page displays. ▪ Check appropriate boxes in the Child Additional Actions group box. ▪ Enter a narrative description for the additional action(s). ▪ Click **Save**, and then click **Close**.	*Indicate remaining actions to be completed during an investigation.*
Overall Safety Assessment	▪ From the desktop, refresh by clicking on your *Case Icon* to collapse it. ▪ Click on the *Case Icon* again. ▪ Click on the *Investigation Icon*. ▪ Click on your *Investigation Icon*. ▪ Click on the *Initial In Home Safety Assessment* hyperlink. ▪ Select the *Overall Safety Assessment* tab. ▪ Enter a narrative describing the overall safety assessment based upon the interaction of the factors identified through Signs of Present Danger, Child Vulnerability, and Protective Capacities. ▪ Click **Save** (narrative should now display gray)	*Completion of the Overall Safety Assessment is required prior to submission for Supervisory Review.*
Submit for Supervisory Review	▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go. ▪ If you have omitted any step, Validation Errors will be displayed. Click on the message and drag it so it is visible but not in the way of your desktop. ▪ Click on each tab where there is a validation error and complete that work. ▪ Click Save. ▪ Click on Overall Safety Assessment tab. ▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go.	*FSFN sends an automated message to supervisor requesting review.*

Supervisory Review (done by Supervisor role)	▪ From the desktop, click on the *Workers* expando. ▪ Click on the name of the worker whose work you need to approve. ▪ Click on the *Case Icon* containing the submitted work. ▪ Click on the *Investigation Icon*. ▪ Click on the *Initial Safety Assessment Submitted* hyperlink. ▪ Click on the *Supervisory Review Tab*. ▪ Select *Agree* or *Disagree* for each section. ▪ Enter text in *Further Actions Needed*. ▪ If any areas were Disagree, scroll down and click on the *Supervisory Comments* expando and enter text for that section. It will be highlighted. ▪ Click on the *Second Party Review* expando. Note that the Decision has been made based on answers to the first 3 Tabs of the Safety Assessment. ▪ Scroll down to the *Supervisor Information* group box. ▪ Click **Search** ▪ Enter the Last Name of the Second Party Reviewer. ▪ Click **Search** ▪ From the *Workers Returned* group box, select the radio button for the worker. ▪ Click **Continue**. ▪ Click **Save.** A reminder pop-up will display, 'Supervisory Review has not been completed' ▪ Click **Close.** ▪ From the *Options* drop-down, select *Supervisory Review Completed*. Click **Go**.
Complete a **Second Party Review**	▪ Click on the *Cases* expando. ▪ Click on the *Case* folder for the case to be reviewed. ▪ Click on the *Investigation Icon*. ▪ Click on the specific *Investigation Icon* for the investigation to be reviewed. ▪ Click on the most recent (top) *Initial In Home Safety Assessment Submitted*. ▪ Click on the *Second Party Review Tab*. ▪ Select *Agree* or *Disagree* to each section of the Safety Assessment Information. ▪ Enter text in the *Further Actions Needed*. ▪ If any were Disagree, click on the expando for *Second Party Reviewer Comments* and enter text in the highlighted boxes. ▪ Click **Save**. ▪ Click **Options**. ▪ Select *Second Party Review Completed*. ▪ Click **Go**.

Link an **Additional or Supplemental** Intake to an Investigation	▪ Expand the Cases expando ▪ Click the yellow folder next to the Case name you wish to link an additional or supplemental Intake to. ▪ Click the Investigation icon ▪ Click the blue hyperlink for Child Investigation. ▪ From the Intakes tab, select *Link Additional Intakes* from the Options dropdown list. ▪ Click **go**. The Intake Link page displays. ▪ Select the associated Intake from the list displayed. ▪ Click **Continue**.	*The Intake Link pop-up displays a listing of additional or supplemental intakes (associated with the Initial Intake already linked to the Investigation) that haven't already been associated with the investigation. These additional and supplemental intakes are intakes that have been created from the initial intake that was originally linked to the Investigation.*
Create a Commencement Case Note for an Additional Intake	▪ From the Desktop menu, select *Create > Case Work*. ▪ Select *Child Commencement (Additional)* from the Investigation dropdown list. ▪ Select a *Case* from the Cases group box, and then select Participants from the *Case* Participants group box. ▪ Click **Create**. The Case Note page displays. ▪ Enter the *Contact Begin Date/Time.* ▪ **If face to face contact occurred**: Click the Add Face-to-Face Contacts hyperlink which will automatically expand the *Contact Information* expando. ▪ Scroll down using the scroll bar on the right hand side. ▪ Enter the *Invs/Assessment Number* from the Invs/Assessment Number dropdown box. ▪ For each participant row, select the *Face-to-Face Contact* type (Attempted, Completed, or Not Attempted) from the Face-to Contact dropdown box. ▪ For each subject seen enter the *Contact Date/ Time*. For attempted face-to-face contacts, enter the *Reason Not Seen*. ▪ To remove a participant row from the Contact Information, click the Delete hyperlink next to the subject's name you are wishing to delete. ▪ Enter the *Narrative*. ▪ Click **Save**, and then click **Close**.	*An Additional commencement Case note is created for an Investigation after an additional intake is linked to the investigation.*
Create an Updated In-Home Safety Assessment	▪ Open the Investigation ▪ The Intakes tab displays ▪ From the **Options** dropdown, select *Create Update In Home Safety Assessment*, and then click **Go**. The Updated Safety Assessment page displays. (The previously entered data will display.)	*When you create an Updated Safety Assessment, FSFN pre-fills the Updated Safety Assessment with information from the Initial Safety Assessment. FSFN the then changes Initial Safety Assessment status to historical. This allows for a historical record and prevents the creation of more than one Safety Assessment for an investigation.*
Complete an Updated In-Home Safety Assessment	▪ Review each tab and update new information as needed in the Updated Safety Assessment. ▪ Click **Save**. ▪ Request supervisory review. See instructions for *Submit for Supervisory Review.* ▪ Click **Close**.	*Refer to the initial In-Home Safety Assessment for specific steps to complete tasks in the Safety Assessment.*

Background History

How Do I…?	Selections	Tips & Guidelines
Create a Background History	▪ Select *Background History* from the **Options** dropdown list, and then click **Go**. The Background History page displays.	*Required for all Investigation Sub Types (In-Home and Institutional).*
Document Criminal Records	▪ From the Background History page, the *Criminal Records* tab displays. ▪ Enter the date the background check was received for each participant. ▪ Enter the Criminal History Summary and Implications for Victim Safety narrative. ▪ To add additional records checks click Insert. ▪ Check box for participant(s) being added. ▪ Click Continue. ▪ Enter the date the background check was received for each participant. ▪ Click **Save**.	*Pre-fills all participants in the investigation who are age 12 or older.* *Narrative entered will pre-fill on the Results tab.*
Document Prior Intakes/Service Records	▪ Select the Prior *Intakes/Service Records* tab. ▪ Enter appropriate text in the Implications for Victim Safety. ▪ Click **Save**.	*Select a Prior Report/Intake, and then select the View hyperlink to view historical intakes involving persons included in a current investigation.* *Narrative entered will pre-fill on the Results tab*

How Do I…?	Selections	Tips & Guidelines
Select the Living Arrangement of the Children and Family Characteristics	▪ Select the *Basic* tab. ▪ Select the *Living Arrangement of the Children at **Time of Incident***. ▪ Select all applicable *Family Characteristics*.	*The information on this tab is not required prior to saving.*
Update a Participant's Intake Role	▪ Select the *Participants* tab. ▪ If any participant has the role CH (Child in the Home), the role link can be clicked and Victim selected. Any other roles can only be designated through Final Role. ▪ Do not select a Final Role until the Investigation is complete.	*The only roles available to change will be an initial role of "child in home".*
Add a Participant to an Investigation	▪ Select the *Participants* tab. ▪ Click **Insert**. ▪ From the participant pop-up, click the checkbox next to the participant you want to add. ▪ Click **Continue**.	*You can only add participants who exist in the Case. If the new participant exists in the Case, you can insert that participant.* *If the person does not exist in the Case, you need to first add a new person to the Case through the Maintain Case page. After you complete the add person steps, you can insert the participant into the Investigation.*
Initial role for Participant added to an Investigation	▪ Select the Edit Roles hyperlink next to the participant added to the Investigation. The Roles pop-up page displays. ▪ Click the role checkbox to select or deselect a role. ▪ Click **Continue**. Returns to the Participant tab.	
Remove a Participant from an Investigation	▪ Select the *Participants* tab. ▪ Select the Remove hyperlink in the Participant's row. Select 'Yes' to the message, 'Are you sure you want to remove this Investigation Participant?' ▪ The Participant Removal pop-up page displays. ▪ Select a *Reason*. ▪ Click **Continue**. Returns to the Participant tab.	
Add an Allegation finding	▪ Select the *Allegations/Findings* tab. ▪ Select a *Finding* for each maltreatment for each child. ▪ Enter the Incident Date. ▪ Select the Caregiver Responsible, if verified. ▪ Check the Fatality checkbox if the maltreatment resulted in death. ▪ Enter the narrative associated with a new allegation. ▪ Click **Save**.	*Click the Delete hyperlink to remove an allegation row added during the investigation.*

How Do I…?	Selections	Tips & Guidelines
Add an additional Allegation	▪ Select **Insert** on the Allegation/Findings tab. The Add Allegations Selection pop-up page displays. ▪ Select the victim(s). ▪ Select the Maltreatment Code. ▪ Click **Add Allegations**. ▪ Click **Save**. ▪ Click **Close**. ▪ Expand the Allegation Narrative expando. ▪ Add narrative to field allegations narrative box. ▪ Click **Save.**	*You can multi-select victims and allegations by holding down the Ctrl + Alt key.*
Add Notifications	▪ Select the *Contacts/Notifications* tab. ▪ From the Notifications group box, click **Insert** to add a new row. ▪ Click and select an *Agency Name/Role*. ▪ Enter the Date and Time of Action. ▪ Enter Person Notified. ▪ Enter Affiliation, if appropriate (not a required field). ▪ Enter Comments, if appropriate (not a required field). ▪ Click **Save**.	*View information in the Contacts group box by selecting the hyperlink next to the appropriate name in the Type column.*

Enter Recommended Disposition and Narrative	▪ Select the *Recommended Disposition* tab.
	▪ For each victim add your recommended disposition:
	  ▪ Click the Expando next to the victim's name.
	  ▪ Select the radio button if Intervention Services are needed.
	  ▪ Check the checkbox for each Service Recommended
	  ▪ Enter a disposition narrative for the Investigation in the Recommended Disposition Narrative box.
	  ▪ Click **Save**.	

Review Results	▪ Select the *Results* tab. ▪ From the Determination dropdown, select a Determination. ▪ Review the results summary narrative for each results expando.	*Click the Implications for Child Safety Expando icon to view narratives for Child Safety, Overall Safety Assessment, and Summary/Findings.*
Submit the Approval Request to Close the Investigation	▪ From the *Intake* tab, select *Approval* on the **Options** dropdown list, and then click **Go**. The Approval History page displays. ▪ Select the Approval radio button. ▪ Click the **Continue** button. The Investigation page displays. ▪ Click **Save**, and then click **Close**.	*An Investigation cannot be approved until an Initial Safety Assessment and Background History is completed.*

Child Investigation

How Do I…?	Selections	Tips & Guidelines
Close the Investigation (Supervisory task)	▪ Refresh the desktop. Click on the *Cases* expando. ▪ Select the *Case Icon* for the case to be closed. ▪ Select the *Updated Assessment Submitted* hyperlink. ▪ From the *Options* drop-down, select Approval. ▪ Click **Go**. ▪ Select the radio button next to *Approve.* ▪ Click **Continue.** ▪ Refresh the desktop and the Investigation will display 'Closed'.	

Child Investigation How do I…Guide

Special Conditions Referral

How Do I…?	Selections	Tips & Guidelines
View Receiving Unit List	▪ From the desktop, select appropriate Receiving Unit option: ▪ *Utilities > Receiving Unit List > Child Intakes.* ▪ From the Receiving Unit Intake pop-up, select appropriate county from the Receiving County dropdown. Intakes for the particular county displays in the Intakes group box.	*Column heading displayed as hyperlinks can be sorted. The sort is alphabetical unless it is a date field. The date field is sorted in reverse chronological order.*
Accept a Special Conditions Referral (self-assign)	▪ From the Receiving Unit Intake page, select the checkbox for the intake, and then click **Accept**. ▪ Click the **Close** button. OR	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Assign a Special Conditions Referral to an Investigation Worker from Receiving List	▪ From the Receiving Unit Intake page, select the checkbox for the intake. ▪ Click the <u>Search</u> hyperlink located at the bottom of the pop-up. ▪ Enter the employee's name (i.e. Investigator), and then click **Search**. ▪ Select the radio button for the appropriate worker, and then click **Continue**. The selected worker's name displays next to the <u>Search</u> hyperlink on the Receiving Unit Intake pop-up. ▪ Select the appropriate Assignment Definition from the drop-down (**Child Investigations**) ▪ Select the Responsibility from the drop-down, **Investigations**. ▪ Select the Role from the drop-down, **Primary** ▪ Click **Assign**, and then **Close**.	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*

Special Conditions Referral

How Do I…?	Selections	Tips & Guidelines
Create a Special Conditions Referral	▪ From the Desktop menu, select *Create>Case Work*. The Create Case Work page displays. ▪ Select *Special Conditions Referral* from the Special Conditions Referral dropdown list. ▪ Select a *Case*. ▪ Click **Create**. The Intake Link page displays. ▪ Click the checkbox(es) next to the Intake(s) you want to link to the special conditions referral. ▪ Click **Continue**. The Special Conditions Referral page opens and defaults to the Referral Information tab.	
View or Update an Existing Special Conditions Referral	▪ From the Desktop, click the **Cases** Expando, then select the appropriate Case icon. ▪ Click **Special Conditions Referral** icon. ▪ Select the Special Conditions Referral hyperlink. The Special Conditions Referral Page displays.	
Add an additional Participant	▪ Select the *Participants* tab. ▪ Click **Insert**. The Participant Selection pop-up page displays. ▪ Check the checkbox next to each person you want to add to the special conditions referral, and then click **Continue**. ▪ Click **Close** ▪ From the Participant tab, click **Save**.	*If the person is not listed on the Participant Selection pop-up, then you must go to the Maintain Case page, add the person to the case via the Person Management page, and then go back and add the participant to the special conditions referral via the Participant Selection pop-up page.*
Remove a Participant	▪ Select the *Participants* tab. ▪ Select the Remove hyperlink in the Participant's row. Select 'Yes' to the message, 'Are you sure you want to remove this Referral Participant?' ▪ The Participant Removal pop-up page displays. ▪ Select a *Reason*. ▪ Click **Continue**. Returns to the Participant tab.	
Update Intake Roles	▪ Select the *Participant* tab. ▪ Select the Service Roles dropdown next to the participant. ▪ From the Roles group box, check the appropriate Role Description checkbox(es) ▪ Click **Save** and then **Close**.	*Up to five roles may be selected for each participant.*

Special Conditions Referral

How Do I…?	Selections	Tips & Guidelines

Add Notifications	▪ Select the *Contacts/Notification* tab.
	▪ In the Notification group box, click **Insert**.
	▪ From the new row, enter notification details:
	  ▪ Select the Agency Name/Role, which is required.
	  ▪ Enter the Date/Time of Action.
	  ▪ Enter the name of the Person Notified.
	  ▪ Enter the Affiliation.
	  ▪ If applicable, enter Comments.
	▪ Click **Save**.
		All information in the Contacts group box is view-only.

Complete Results	▪ Select the *Results* tab.
	▪ Enter a results summary narrative for both the Request for Assistance Referral and Service Recommended expandos.
	  ▪ Click the Expando to display the summary narrative field(s):
	  ▪ Enter a narrative summary.
	▪ Click **Save**, and then click **Close**.	

Child on Child Assessment

Child Investigation How do I…Guide

How Do I…?	Selections	Tips & Guidelines
View Receiving Unit List	▪ From the desktop, select appropriate Receiving Unit option: ▪ *Utilities > Receiving Unit List > Child Intakes.* ▪ From the Receiving Unit Intake pop-up, select appropriate county from the Receiving County dropdown. Intakes for the particular county displays in the Intakes group box.	*Column heading displayed as hyperlinks can be sorted. The sort is alphabetical unless it is a date field. The date field is sorted in reverse chronological order.*
Accept a Special Conditions Referral (self-assign)	▪ From the Receiving Unit Intake page, select the checkbox for the intake, and then click **Accept**. ▪ Click the **Close** button. OR	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*

How Do I…?	Selections	Tips & Guidelines
Assign a Special Conditions Referral to an Investigation Worker from Receiving List	▪ From the Receiving Unit Intake page, select the checkbox for the intake. ▪ Click the Search hyperlink located at the bottom of the pop-up. ▪ Enter the employee's name (i.e. Investigator), and then click **Search**. ▪ Select the radio button for the appropriate worker, and then click **Continue**. The selected worker's name displays next to the Search hyperlink on the Receiving Unit Intake pop-up. ▪ Select the appropriate Assignment Definition from the drop-down (**Child Investigations**) ▪ Select the Responsibility from the drop-down, **Investigations**. ▪ Select the Role from the drop-down, **Primary** ▪ Click **Assign**, and then **Close**.	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Create a Child on Child Assessment	▪ Open the Special Conditions Referral ▪ From the Options dropdown, select *Child on Child Assessment*, and then click **Go**.	*Indicate remaining actions to be completed during an investigation.*

Complete Safety Factors (1-9)	▪ Select *Safety Factors* (1-9) tab, *Offense Characteristics.*
	▪ Click each Expando to review the safety factor.
	▪ Enter your response to each question for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Offense Characteristics Narrative text box.
	▪ Click **Save**.	

Complete Safety Factors (10-16)	▪ Select *Safety Factors* (10-16) tab, *Child Maltreatment History*.
	▪ Click each Expando to review the safety factor.
	▪ Enter your response to each question 10-13 for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Child Maltreatment Narrative text box.
	▪ Enter your response to each question 14-16 for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Social and Interpersonal Skill and Relationships Narrative text box.
	▪ Click **Save**.	

How Do I…?	Selections	Tips & Guidelines

Complete Safety Factors (17-26)	▪ Select the Safety Factors (17-26) tab.
	▪ Click each Expando to review the safety factor.
	▪ Enter your response to each question 17-18 for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Sexual Knowledge and Experience narrative box.
	▪ Enter your response to each question 19-21 for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Academic and Cognitive Functioning Narrative text box.
	▪ Enter your response to each question 22-26 for each participant displayed by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative in the Mental Health Issues Narrative text box.
	▪ Click **Save**.	

Complete Treatment Needs	▪ Select the Treatment Needs tab. ▪ Select the appropriate treatment needs identified in the Treatment Needs group box ▪ If the Treatment Needs Determined check box is checked, a drop down will appear for each participant. If applicable, enter a description of the treatment need in the Description narrative box, ▪ Complete the Treatment Needs Narrative text box. ▪ Click **Save.** .	*Treatment Needs must be chosen for both the victim and the alleged juvenile sex offender.*
Complete Assessment Outcome	▪ Select the *Assessment Outcome* tab ▪ Click each applicable checkbox to document the assessment outcomes ▪ For each outcome checked, a drop down will appear for each participant. . ▪ Click **Save**.	
Record Services/Compliance	▪ Select the *Services/Compliance* tab. ▪ Check either Family is Compliant with Service Needs or Family is not Compliant with Service needs, ▪ If Family is not Compliant with Service Needs is checked, you must input a date for applicable notifications. ▪ Complete the Services/Compliance Narrative box. . ▪ Click **Save**.	

How Do I…?	Selections	Tips & Guidelines
View Receiving Unit List	▪ From the desktop, select appropriate Receiving Unit option: ▪ *Utilities > Receiving Unit List > Child Intakes.* ▪ From the Receiving Unit Intake pop-up, select appropriate county from the Receiving County dropdown. Intakes for the particular county displays in the Intakes group box.	*Column heading displayed as hyperlinks can be sorted. The sort is alphabetical unless it is a date field. The date field is sorted in reverse chronological order.*
Accept a Special Conditions Referral (self-assign)	▪ From the Receiving Unit Intake page, select the checkbox for the intake, and then click **Accept**. ▪ Click the **Close** button. OR	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Assign a Special Conditions Referral to an Investigation Worker from Receiving List	▪ From the Receiving Unit Intake page, select the checkbox for the intake. ▪ Click the Search hyperlink located at the bottom of the pop-up. ▪ Enter the employee's name (i.e. Investigator), and then click **Search**. ▪ Select the radio button for the appropriate worker, and then click **Continue**. The selected worker's name displays next to the Search hyperlink on the Receiving Unit Intake pop-up. ▪ Select the appropriate Assignment Definition from the drop-down (**Child Investigations**) ▪ Select the Responsibility from the drop-down, **Investigations**. ▪ Select the Role from the drop-down, **Primary** ▪ Click **Assign**, and then **Close**.	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Create a Request for Assistance	▪ Open the Special Conditions Referral ▪ From the Options dropdown, select *Request for Assistance Assessment*, and then click **Go**. ▪ From the Request for Assistance Referral narrative group box, enter a narrative description for the request for assistance. ▪ In the **Recommended Services group box** check all applicable checkboxes. ▪ In the Services Recommended Explanation group box, enter a narrative description for the service recommendation. ▪ If the child is removed from the home, go to the Removal Information tab. Enter a narrative description in the Emergency Removal of Children narrative box, and complete the Grounds for Removal, Reasonable Efforts and Grounds for Expedited TPR (if TPR is applicable). ▪ Click **Save**, and then click **Close**.	*Report Information pre-fills from the Special Conditions Referral page.*

How Do I…?	Selections	Tips & Guidelines
View Receiving Unit List	▪ From the desktop, select appropriate Receiving Unit option: ▪ *Utilities > Receiving Unit List > Child Intakes.* ▪ From the Receiving Unit Intake pop-up, select appropriate county from the Receiving County dropdown. Intakes for the particular county displays in the Intakes group box.	*Column heading displayed as hyperlinks can be sorted. The sort is alphabetical unless it is a date field. The date field is sorted in reverse chronological order.*
Accept an Initial Institutional Investigation (self-assign)	▪ From the Receiving Unit Intake page, select the checkbox for the intake, and then click **Accept**. ▪ Click the **Close** button. OR	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Assign an Initial Institutional Investigation to an Investigation Worker from Receiving List	▪ From the Receiving Unit Intake page, select the checkbox for the intake. ▪ Click the Search hyperlink located at the bottom of the pop-up. ▪ Enter the employee's name (i.e. Investigator), and then click **Search**. ▪ Select the radio button for the appropriate worker, and then click **Continue**. The selected worker's name displays next to the Search hyperlink on the Receiving Unit Intake pop-up. ▪ Select the appropriate Assignment Definition from the drop-down (**Child Investigations**) ▪ Select the Responsibility from the drop-down, **Investigations**. ▪ Select the Role from the drop-down, **Primary** ▪ Click **Assign**, and then **Close**.	*Once the Intake has been accepted by the Receiving Unit Worker, the CI Unit worker assignment to the case ends and the Receiving Unit Worker assignment begins.*
Link an initial Intake to an Investigation	▪ From the Desktop menu, select *Create > Case Work*. ▪ Select *Child Investigation* from the Investigation dropdown list in the Create Case Items field. ▪ From the Case list, select the *Case* in which you will create an investigation. ▪ Click **Create**. The Abuse Intake Link page appears ▪ From the Intake Reports field Click the radio button next to the Intake you want to link to the investigation. ▪ Click **Continue**. The Child Investigation page opens and defaults to the Abuse Intake tab. ▪ The *Investigative Sub Type* displays from the Intake. If it is incorrect, it should be changed here at this time. ▪ Click **Save**. ▪ Click **Close**.	*When an Investigation is in progress, select the appropriate Case expando on your Desktop, and then select the case hyperlink.* *The selected Investigative Sub Type remains the same for all the Investigation tabs.*

Create an Initial Commencement Case Note	▪ From the Desktop menu, select *Create > Case Work*. ▪ Select *Child Commencement (Initial)* from the Investigation dropdown list in the Create Case Items field. ▪ Select the Case from the Cases group box, and then select Participants from the Case Participants group box. ▪ Click **Create**. The Case Note page displays. ▪ Enter all required fields. (Blue) ▪ Enter narrative. ▪ **If face to face contact also occurred**: Click the Add Face-to-Face Contacts hyperlink which will automatically expand the contact information expando. ▪ Scroll down using the scroll bar on the right hand side. ▪ Select the *Invs/Assessment Number* from the Invs/Assessment Number dropdown box. ▪ For each participant row, select the *Face-to-Face Contact* type (Attempted, Completed, or Not Attempted) from the Face-to Contact dropdown box. ▪ For each subject seen enter the *Contact Date/ Time*. For attempted face-to-face contacts, select the *Reason Not Seen*. ▪ To remove a participant row from the Contact Information, click the Delete hyperlink next to the subject's name you are wishing to delete. ▪ Click **Save**, and then click **Close**.	*An initial commencement Case note is created for an initial Investigation*
Create an Initial Institutional Safety Assessment	▪ Click on the Cases expando. ▪ Click on the Case folder for your investigation. ▪ Click on the Investigation Icon under your case. ▪ Click on the Investigation hyperlink to display the *Intakes* tab. ▪ Verify the Investigative Sub Type selection is *Institutional*. ▪ From the Options dropdown list, select *Create Initial Institutional Safety Assessment*, and then click **Go**. The Initial Institutional Safety Assessment page displays	*To open an existing Safety Assessment from your Desktop, click the Cases Expando, then select the appropriate Case icon. Click the Investigation icon. Select the Initial Institutional Safety Assessment hyperlink.*

Child Factors	▪ The *Child Factors* tab will be the default tab.
	▪ From the Child Factors group box, answer each question for each participant displayed, by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative description of the child factors.
	▪ Click **Save**.	

Facility Factors	▪ Select the *Facility Factors* tab.
	▪ From the Facility Factors group box, answer each question by selecting one of the following values:
	  ▪ Yes
	  ▪ No
	  ▪ Unknown
	▪ Enter a narrative description of the facility factors.
	▪ Click **Save**.	

Safety Actions	▪ Select the *Safety Actions* tab.
	▪ If *No Safety Actions Needed* is checked, then the Safety Action requirement is complete.
	▪ Enter the Date of Decision, and then click **Save**.
	▪ If *No Safety Actions Needed* is unchecked, then complete applicable safety actions.
	▪ For each safety action checked, enter the
	  ▪ Date of Decision
	  ▪ Person Responsible
	  ▪ Explanation.
	▪ Click **Save**.	

Overall Safety Assessment	▪ Select the *Overall Safety Assessment* tab. ▪ Enter a narrative describing the overall safety assessment. ▪ Click **Save**.	
Submit for Supervisory Review	▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go. ▪ If you have omitted any step, Validation Errors will be displayed. Click on the message and drag it so it is visible but not in the way of your desktop. ▪ Click on each tab where there is a validation error and complete that work. ▪ Click Save. ▪ Click on Overall Safety Assessment tab. ▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go.	*FSFN sends an automated message to supervisor requesting review.*

Supervisory Review (done by Supervisor role)	▪ From the desktop, click on the *Workers* expando. ▪ Click on the name of the worker whose work you need to approve. ▪ Click on the *Case Icon* containing the submitted work. ▪ Click on the *Investigation Icon*. ▪ Click on the *Initial Safety Assessment Submitted* hyperlink. ▪ Click on the *Supervisory Review Tab*. ▪ Select *Agree* or *Disagree* for each section. ▪ Enter text in *Further Actions Needed*. ▪ If any areas were Disagree, scroll down and click on the *Supervisory Comments* expando and enter text for that section. It will be highlighted. ▪ Click on the *Second Party Review* expando. Note that the Decision has been made based on answers to the first 3 Tabs of the Safety Assessment. ▪ Scroll down to the *Supervisor Information* group box. ▪ Click **Search** ▪ Enter the Last Name of the Second Party Reviewer. ▪ Click **Search** ▪ From the *Workers Returned* group box, select the radio button for the worker. ▪ Click **Continue**. ▪ Click **Save.** A reminder pop-up will display, 'Supervisory Review has not been completed' ▪ Click **Close.** ▪ From the *Options* drop-down, select *Supervisory Review Completed*. Click **Go**.	
Complete a **Second Party Review**	▪ Click on the *Cases* expando. ▪ Click on the *Case* folder for the case to be reviewed. ▪ Click on the *Investigation Icon*. ▪ Click on the specific *Investigation Icon* for the investigation to be reviewed. ▪ Click on the most recent (top) *Initial In Home Safety Assessment Submitted*. ▪ Click on the *Second Party Review Tab*. ▪ Select *Agree* or *Disagree* to each section of the Safety Assessment Information. ▪ Enter text in the *Further Actions Needed*. ▪ If any were Disagree, click on the expando for *Second Party Reviewer Comments* and enter text in the highlighted boxes. ▪ Click **Save**. ▪ Click **Options**. ▪ Select *Second Party Review Completed*. ▪ Click **Go**.	
Create a Background History	▪ Select *Background History* from the **Options** dropdown list, and then click **Go**. The Background History page displays.	*Required for all Investigation Sub Types (In-Home and Institutional).*

Document Criminal Records	▪ From the Background History page, the *Criminal Records* tab displays. ▪ Enter the date the background check was received for each participant. ▪ Enter the Criminal History Summary and Implications for Victim Safety narrative. ▪ To add additional records checks click Insert. ▪ Check box for participant(s) being added. ▪ Click Continue. ▪ Enter the date the background check was received for each participant. ▪ Click **Save**.	*Pre-fills all participants in the investigation who are age 12 or older.* *Narrative entered will pre-fill on the Results tab.*
Document Prior Intakes/Service Records	▪ Select the Prior *Intakes/Service Records* tab. ▪ Enter appropriate text in the Implications for Victim Safety. ▪ Click **Save**. ▪ Click **Close**.	*Select a Prior Report/Intake, and then select the View hyperlink to view historical intakes involving persons included in a current investigation.* *Narrative entered will pre-fill on the Results tab*
Select the Living Arrangement of the Children and Family Characteristics	▪ Select the *Basic* tab. ▪ Select the *Living Arrangement of the Children at* ***Time of Incident***. ▪ Select all applicable *Family Characteristics*.	*The information on this tab is not required prior to saving.*
Add an Allegation finding	▪ Select the *Allegations/Findings* tab. ▪ Select a *Finding* for each maltreatment for each child. ▪ Enter the Incident Date. ▪ Select the Caregiver Responsible, if verified. ▪ Check the Fatality checkbox if the maltreatment resulted in death. ▪ Enter the narrative associated with a new allegation. ▪ Click **Save**.	*Click the Delete hyperlink to remove an allegation row added during the investigation.*
Add Notifications	▪ Select the *Contacts/Notifications* tab. ▪ From the Notifications group box, click **Insert** to add a new row. ▪ Click and select an *Agency Name/Role*. ▪ Enter the Date and Time of Action. ▪ Enter Person Notified. ▪ Enter Affiliation, if appropriate (not a required field). ▪ Enter Comments, if appropriate (not a required field). ▪ Click **Save**.	*View information in the Contacts group box by selecting the hyperlink next to the appropriate name in the Type column.*

Enter Recommended Disposition and Narrative	▪ Select the *Recommended Disposition* tab.
	▪ For each victim add your recommended disposition:
	  ▪ Click the Expando next to the victim's name.
	  ▪ Select the radio button if Intervention Services are needed.
	  ▪ Check the checkbox for each Service Recommended
	  ▪ Enter a disposition narrative for the Investigation in the Recommended Disposition Narrative box.
	  ▪ Click **Save**.	

Review Results	▪ Select the *Results* tab. ▪ From the Determination dropdown, select a Determination. ▪ Review the results summary narrative for each results expando.	*Click the Implications for Child Safety Expando icon to view narratives for Child Safety, Overall Safety Assessment, and Summary/Findings.*
Submit for Supervisory Review	▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go. ▪ If you have omitted any step, Validation Errors will be displayed. Click on the message and drag it so it is visible but not in the way of your desktop. ▪ Click on each tab where there is a validation error and complete that work. ▪ Click Save. ▪ Click on Overall Safety Assessment tab. ▪ From the Options dropdown list, select *Submit for Supervisory Review*, and then click Go.	*FSFN sends an automated message to supervisor requesting review.*
Supervisory Review (done by Supervisor role)	▪ From the desktop, click on the *Workers* expando. ▪ Click on the name of the worker whose work you need to approve. ▪ Click on the *Case Icon* containing the submitted work. ▪ Click on the *Investigation Icon*. ▪ Click on the *Initial Safety Assessment Submitted* hyperlink. ▪ Click on the *Supervisory Review Tab*. ▪ Select *Agree* or *Disagree* for each section. ▪ Enter text in *Further Actions Needed*. ▪ If any areas were Disagree, scroll down and click on the *Supervisory Comments* expando and enter text for that section. It will be highlighted. ▪ Click on the *Second Party Review* expando. Note that the Decision has been made based on answers to the first 3 Tabs of the Safety Assessment. ▪ Scroll down to the *Supervisor Information* group box. ▪ Click **Search** ▪ Enter the Last Name of the Second Party Reviewer. ▪ Click **Search** ▪ From the *Workers Returned* group box, select the radio button for the worker. ▪ Click **Continue**. ▪ Click **Save.** A reminder pop-up will display, 'Supervisory Review has not been completed' ▪ Click **Close.** ▪ From the *Options* drop-down, select *Supervisory Review Completed*. Click **Go**.	

Complete a **Second Party Review**	▪ Click on the *Cases* expando. ▪ Click on the *Case* folder for the case to be reviewed. ▪ Click on the *Investigation Icon*. ▪ Click on the specific *Investigation Icon* for the investigation to be reviewed. ▪ Click on the most recent (top) *Initial In Home Safety Assessment Submitted*. ▪ Click on the *Second Party Review Tab*. ▪ Select *Agree* or *Disagree* to each section of the Safety Assessment Information. ▪ Enter text in the *Further Actions Needed*. ▪ If any were Disagree, click on the expando for *Second Party Reviewer Comments* and enter text in the highlighted boxes. ▪ Click **Save**. ▪ Click **Options**. ▪ Select *Second Party Review Completed*. ▪ Click **Go**.	
Submit the Approval Request to Close the Investigation	▪ From the *Intake* tab, select *Approval* on the **Options** dropdown list, and then click **Go**. The Approval History page displays. ▪ Select the Approval radio button. ▪ Click the **Continue** button. The Investigation page displays. ▪ Click **Save**, and then click **Close**.	*An Investigation cannot be approved until an Initial Safety Assessment and Background History is completed.*
Close the Investigation (Supervisory task)	▪ Refresh the desktop. Click on the *Cases* expando. ▪ Select the *Case Icon* for the case to be closed. ▪ Select the *Updated Assessment Submitted* hyperlink. ▪ From the *Options* drop-down, select Approval. ▪ Click **Go**. ▪ Select the radio button next to *Approve.* ▪ Click **Continue.** ▪ Refresh the desktop and the Investigation will display 'Closed'.	
Case Closure Request	▪ Click on the hyperlink for the case in which you just closed the investigation. ▪ Change the Case name, as appropriate. Policy may be to name the case for the provider. ▪ Select the *Service Role* for each participant. Click Save. ▪ Click on the *Closing History Tab*. ▪ From the *Options* drop-down, select *Submit Case Closure Request*. Click **Go**. ▪ Click the checkboxes *Request for Closure* and *Check here if Closing Checklist is Not Applicable*. ▪ Select a *Reason* (for Closure). ▪ Enter text in the *Closure Summary* field. ▪ Click **Save**. ▪ From the *Options*, select *Approval*. Click **Go**. ▪ Click **Close**	***After the Case Closure Batch has run, the Supervisor can complete Case Closure.***

Case Closure **after the Case Closure Batch has run**. (Supervisory task)	▪ From the Supervisor desktop, expand the *Approvals>My Approvals> Case folder* for the case being closed. ▪ Click on the *Case Closure* Icon. ▪ Click on the *Investigator's name hyperlink*. ▪ Click on the *Closing History Tab*. ▪ Click on the *Accepted* hyperlink. ▪ From the *Options* drop-down, select *Approva*l. Click **Go.** ▪ In the *Supervisor Approval* page, select the *Approve* radio button. Click **Continue**. ▪ Click **Close**. ▪ Click back into the case and note that the hyperlink now shows 'Historical'.

How Do I…?	Selections	Tips & Guidelines
Change an Unknown to a Person Not Known to FSFN	▪ From the desktop, select the Case Name hyperlink. ▪ From the Participants Tab of the Case, select the Insert button. ▪ Type in the Last Name and First Name of the person and select the Search button. The system displays the Validation Errors message, "No matching data found for the criteria specified. If there are Persons Returned, scroll through the list to assure your person is not there. Select the Close button. ▪ From the Participants Tab, click on the hyperlink for the Unknown person. ▪ Enter all known demographics for the person. ▪ Select the Address Tab. Select the Edit. Select the Yes button on the Web Page Dialog message. Enter all known address information. Select the Continue button. Select the Suggested Address radio button and select the Continue button. ▪ Select the Save button. The system displays, 'You have updated the person's name. Do you want to create an AKA record for the previous name?'. Select the No button. ▪ Select the Close button. ▪ Repeat the process for any Unknown persons. ▪ If the Case Name is Unknown, Unknown, in the Case Last and First Name fields, overtype the name, following the Case Naming Convention. ▪ Select the Save button.	
Change an Unknown to a Person Known to FSFN	▪ From the desktop, select the Case Name hyperlink. ▪ From the Participants Tab of the Case, select the Insert button. ▪ Type in the Last Name and First Name of the person and select the Search button. ▪ The System returns Persons who are potential matches. Scroll through the list to find your person. ▪ Click on the Select hyperlink next to the correct name. ▪ Select the Continue button. ▪ Select the Service Role for the named person. ▪ Select the Remove hyperlink next to any unknowns updated through this process. ▪ Select Yes to the message. ▪ Select the Save button. ▪ Select the Remove hyperlink next to the Unknown whose name you updated. Select Yes to the message. ▪ If the Case Name is Unknown, Unknown, in the Case Last and First Name fields, overtype the name, following the Case Naming Convention. ▪ Select the Save button. ▪ Select the Close button. ▪ Expand the Case icon. Expand the Investigation icon. ▪ Select the Investigation hyperlink. ▪ Select the Participants Tab. ▪ Select the Insert button. ▪ Select the checkbox for the name you added. ▪ Select the Continue button. ▪ Select the Edit Roles hyperlink next to the name of the person you have just added. ▪ Select any appropriate Roles. ▪ Select the Continue button. ▪ Select the Remove hyperlink next to the Unknown you updated. ▪ Select Yes to the message. ▪ Select the Reason for Removal from Investigation. ▪ Select the Continue button. ▪ Select the Save button.	