Effective 6/27/2011, the following modifications to the automated messaging functionality will improve the efficiency of the Intake and Investigation electronic notification processes in the Florida Safe Families Network (FSFN). These modifications support current policy and practice for system based notification of new intakes and investigations involving post adoption finalization cases, licensed providers or cases under active supervision. The automated notification system is designed to ensure timely transfer of critical information and an appropriate and effective response by those assigned to and associated with the effected cases.

Policy regarding notification of new intakes and investigations involving
• post adoption finalization cases,
• institutional investigations on Department licensed facilities providers, or
• cases under the active supervision of the Department

may be reviewed at the cites below. Please become familiar with existing policy in conjunction with this guidance.

65C-29.003 (3) (a) (3) Child Protective Investigations and Post Adoption
65C-29.004 (4) (c) Institutional Child Protective Investigations.
65C-30.015 (1) New Reports Received, Removal and Placement of Children

Prior to 6/27/2011:

FSFN provides an automated electronic notification functionality that alerts designated staff when intakes and investigations are received on cases involving providers, post adoption cases and participants in cases under active supervision. The current automated message has a text field populated by the system with information derived by the module’s background processing and includes the name of the worker whose actions generated the notification.

Currently, electronic notifications involving post adoption cases are, with few exceptions, sent to Revenue Maximization workers. The electronic notification sent to these workers does not include language directing them to notify or to involve adoptions staff in order to assist in an assessment of the needs and services for the family. Florida Administrative Code requires that adoptions staff assist in the assessment of services needed in these post adoption cases.

After 6/27/2011:

The modifications to the existing automated notification process have altered certain specific language found in the electronic messages and the information and guidance
they contain. The “To” field will be populated and the Automated Message will still be routed to the appropriate recipient(s). Recipients are staff with open assignment to the case or provider. The “From” field will always contain FSFN@DCF.STATE.FL.US, but the name of the worker whose actions generated the email will not be included in the “Sent From: FSFN/” field that is actually within the body of the email.

Automated notifications of new intakes and investigations involving post adoption finalization cases will continue be provided, electronically, to the worker assigned to the case. Because the assigned workers are often Revenue Maximization workers, rather than adoptions staff, the electronic message will now include specific language and guidance for forwarding the new information to adoptions staff. The notification states that if the worker receiving an automated message involving a post adoption finalization intake or investigation is not an Adoptions Specialist, they must follow specific protocol to provide notification to the appropriate adoptions staff. The automated message provides guidance for responding to a notification involving a post adoption finalization case. Florida Administrative Code requires that Child Protective Investigations and Adoptions staff work in collaboration on intakes and investigations involving post adoption finalization cases to determine appropriate services and intervention.

Staff with an active, open assignment to a case will receive electronic notification of a new intake or investigation, including the addition of a new participant or an intake involving a provider. This includes staff with assignment to a licensed provider or to open case management services. Staff is directed to “…review FSFN or contact their local investigative office”. Contacting the Abuse Hotline is generally not necessary or indicated. Staff should review the information contained in FSFN and contact the local investigations office to discuss appropriate response and collaboration. The new language is intended to ensure that staff, first, familiarize themselves with the new information and that appropriate communication and collaboration take place between investigations and case management staff on cases involving foster care, post adoptions and open case management.