



INFORMATION AND REFERRAL (I&R)

TRAINER GUIDE

INFORMATION AND REFERRAL (I&R) – TRAINER GUIDE

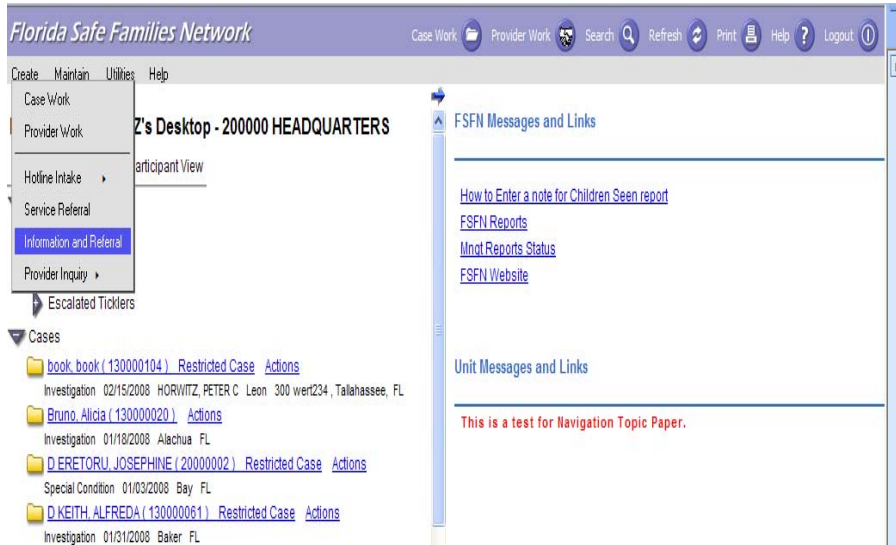
FUNCTIONALITY ADDRESSED:

- This guide outlines the steps to perform key tasks related to documenting **Information and Referral (I&R)** requests within the Florida Safe Families Network (FSFN) application.
- To understand the documentation, management, and printing of information and referral requests that Department of Children and Family (DCF), Community Based Care (CBC) or Sheriff's Office workers receive.

LEARNING OBJECTIVES:

Upon completion of this course, the student will demonstrate the ability to:

- Document an Information and Referral request received via telephone or from outside the system.



DESKTOP WINDOW

1. Review relevant **scenario** information.

- Information and Referral (I & R) supports the documentation, management, and printing of information and referral requests that Department of Children and Family (DCF), Community Based Care (CBC) or Sheriff’s Office workers receive.
- Information and Referral (I&R) provides a method to collect information and track the number of requests seeking referral information and not additional services from DCF, Community Based Care (CBC) or Sheriff’s Office.

NOTES

- **Once an Information and Referral (I & R) is saved, the information is only used to generate aggregate counts or reports by city.**
- **Information and Referrals (I & R) cannot be retrieved or viewed from the desktop.**
- **Information and Referral (I & R) functionality is not linked to the Hotline.**

2. From the **Desktop**, select **Create** on the menu bar.

- A dropdown menu of choices displays.

CREATE INFORMATION AND REFERRAL WINDOW

CREATE INFORMATION AND REFERRAL WINDOW

3. From the dropdown menu select **Information and Referral**

- The **Information and Referral** window displays.
- This window has two group boxes:
 - **Worker:** This section records the worker's name and the date/time of the request.
 - **Inquiry:** This section records the **Type** of call or request received, such as Substance Abuse Information, the **City** of the locale about which information or a referral is being sought and **Action(s) Taken**. The **Action(s) Taken** field has one required dropdown field and two additional dropdown fields.

4. Review **Worker** header group box.

- **Worker** and **Date/Time** information is system generated when the window is accessed.

5. Review **Inquiry** group box.

- This section consists of dropdown fields.
- If the worker selects **Other** as the **Type** of request received, the **Specify "Other"** field becomes a required field and a description of the type of request must be entered.
- Up to three actions taken can be recorded regarding the request.

6. Point out the **Type** dropdown.

- A dropdown menu displays **Type** of information/referral being requested. If **Other** is selected the **Specify "Other"** field becomes a required field and a description of the type of request must be entered.
- **Type** is a required field.

7. Point out the **City** dropdown.

- A dropdown menu of **City** options displays.
- The cities listed are Florida cities.
- **City** is a required field.

CREATE INFORMATION AND REFERRAL WINDOW

NOTE

- If a worker decides during the course of obtaining information for the Information and Referral (I&R), that an Intake or Service Referral is needed, the caller will be instructed to make a call to the Florida Abuse Hotline or the appropriate Community Based Care (CBC).

<p>8. Point out the Action(s) Taken dropdown.</p>	<ul style="list-style-type: none"> ▪ There are three rows with worker selected dropdowns for Action(s) Taken. ▪ At least one action is required.
<p>9. From the Type dropdown field, select Food.</p>	<ul style="list-style-type: none"> ▪ From the Type dropdown field select Food. ▪ Type is a required field.
<p>10. From the City dropdown field, select Tallahassee.</p>	<ul style="list-style-type: none"> ▪ From the City dropdown field select Tallahassee. ▪ City is a required field.
<p>11. From the first line of Action(s) Taken dropdown field, select Answered Question(s).</p>	<ul style="list-style-type: none"> ▪ Document what action was taken to the call. ▪ The first Action Taken is a required field.
<p>12. From the second line of Action(s) Taken, select Ref. to Local Food Pantry.</p>	<ul style="list-style-type: none"> ▪ Document additional information provided.
<p>13. From the third line of Action(s) Taken dropdown, select Ref. to Meals on Wheels.</p>	<ul style="list-style-type: none"> ▪ Document additional information provided.
<p>14. Click the Print button on the banner bar.</p>	<ul style="list-style-type: none"> ▪ A screen print of the Information and Referral (I&R) page can be printed if needed.
<p>15. Click the Save button.</p>	<ul style="list-style-type: none"> ▪ The Information and Referral (I&R) information saves to the FSFN database with date and time. ▪ All fields are now disabled. ▪ FSFN reporting functionality will generate a related report to assist the worker in managing the type of information and referral requests they receive in a given amount of time.
<p>16. Click the Close button.</p>	<ul style="list-style-type: none"> ▪ The Information and Referral (I&R) window closes and the Desktop displays. ▪ The Information and Referral (I&R) cannot be retrieved or viewed from the desktop.