Person Provider Inquiry
How Do I … Guide

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The Florida Safe Families Network (FSFN) How Do I Guide helps you understand the steps to complete your work in the FSFN system. It is a desk reference and companion document to other supporting resources such as, User Guides and Online Help. Visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us) for additional resources.

How Do I…

Create a Person Provider Inquiry

How Do I…?	Selections	Tips & Guidelines
Create a Person Provider Inquiry Search	• From Desktop menu, click **Create** > **Provider Inquiry** > **Person**. • **Search Person** page displays. • Enter search criteria, and then click **Search**. • If there is a match, click **Select** hyperlink to add desired Person(s) in **Persons Returned** group box. Alternatively, click **Merge** to add them to **Merge Person** page where comparison and possible merge activity can be completed. – Once search and selection process is complete continue with steps below. – Click **Add Participant**. • Click **Continue** to return to **Person Provider Inquiry** page pre-filled with participant information, or click **Close** to end Search process. • If there is not a match, click **Create**. • **Create Person** page displays. • If, while creating a Person Provider a duplicated SSN is discovered, **Potential Person** page will open displaying duplicates. All returned duplicates must be expanded and viewed before a new person record can be created. • Click **Delete** hyperlink to remove a person searched from **Participants** group box.	*To create a new person provider, you must first search to verify the provider does not already exist in FSFN. This avoids duplication of providers and person records in FSFN.* *Click the expando to enter additional search criteria.* *Use the Search Precision feature to refine (High setting) or expand (Low setting) your search. Remember, High equals an exact match.* *The Select Merge hyperlink allows the user to place up to three people into the "Merge (#)" bucket. This allows the user to initiate a request to merge duplicates that present themselves in the search process and compare the person data of up to 3 persons to help fine tune their search results.* *The person merge process is controlled by security with some users only able to view the candidates for Merge, others able to request the merge, and those who can complete the process.*

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Merge a person when a duplicate SSN is encountered	• Review all potential participants on **Potential Person Match** page. If merge is needed, click **Merge** button. • Using **Search Utility**, access person using **Person** tab. • Click person's name hyperlink. • Correct SSN or click **Merge** button to enter Merge workflow • Select correct persons to merge. • Click **Save**. • Click **Close**.	
Create a Person Provider Member	• Complete a **Person Provider Inquiry** search for participant. • For no matching search results, click **Create**. • **Create Person** page displays. • Enter applicable person information, address, and phone. • Click **Continue**. • **Address Normalization** page displays. • Select a radio button to indicate **Suggested Address or User Entered Address** • Click **Continue**. • **Provider Inquiry Search** page displays. • Scroll down to **Participants** group box. • Click **Delete** hyperlink to remove a person, if needed. • Click **Edit** hyperlink to edit any of participant's information on **Create Person** page. • Click **Continue**. • **Person Provider Inquiry** page displays.	*To open an existing Person Provider Inquiry, click the Intake expando icon on the Desktop to display pending Person Provider Inquiry.* *If duplicate SSN displays, follow above instructions.*

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How Do I…?	Selections	Tips & Guidelines
Complete the Member tab	• Click **Member** tab. • Select a **Role** for each household member. • To add a participant, click **Add/Edit** button. • **Person Provider Inquiry** page displays. • To edit participant information, click **Add/Edit** button. • **Person Provider Inquiry** page displays. – Click **Edit** hyperlink next to participants name. – **Create Person** page displays. • To remove a participant, click **Add/Edit** button. • **Person Provider Inquiry** page displays. – Click **Delete** hyperlink to remove participant from **Participant** group box. • Select **Yes** or **No** radio button for **SSN Verified** field for each non-household member. • Select **Role** for each non-household member. • Click **Insert** to add participants to **Non-Household Member** group box. • Click participant's name to edit their information on **Person Management** page.	*There must always be a Caregiver 1 for a person provider.* *When deleting a participant, the user will receive validation message: "Are you sure you delete currently selected information?"*

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How Do I…?	Selections	Tips & Guidelines
Complete the Basic tab	• Click **Basic** tab. • From **Home Information** group box, select **Language and Marital Status** for Caregiver 1. • From **Inquiry Information** group box, select **Inquiry Type**, and then select **Primary** and **Secondary Referral Sources**. • From **Worker** group box, verify status as **Pending**. • Click **Save**. • Click **Close**.	*Only while the status is Pending will the provider information display under Intakes on your Desktop.* *After the inquiry is performed, a decision is made to either accept or not accept the potential provider.*
Approve the Person Provider Inquiry	• From Desktop, click **Intakes** expando icon. • Click **My Intakes** expando. • Click **Person Provider Inquiry** hyperlink requiring completion. • **Person Provider Inquiry** page displays. • From **Basic** tab's **Worker** group box, make a selection: **Accepted** or **Not Accepted**. • Select a value from **Reason** drop down. • Click **Save**. • Click **Close**. • Close **Intakes** expando.	*If the status change is Approved, the system places the Person Provider under the Desktop Provider expando.* *You must complete the Home and Resource tabs of the person provider.*

Create the Unified Home Study		
Create the Unified Home Study	• From **Person Provider Inquiry** page within **Actions** list box, click **Unified Home Study** hyperlink. • Complete required fields for all tabs within Unified Home Study. • Within **Text** list box, click **Unified Home Study hyperlink** to launch **Unified Home Study template**, if applicable. • Save page.	*The UHS can be created at the Hotline when an Emergency Placement is requested.* *The Unified Home Study cannot be launched from the Person Provider Inquiry page unless the page has been saved.*
Request Background Checks	• Access **Unified Home Study**. • Click **Background Check Information** tab. • Select **Background Check?** check box next to participant name. • Select radio button to note if Fingerprints results have been received. • Enter date fingerprint results were received. • Select a fingerprint status from drop down. • Click **Request Background Check** button.	*User will have to answer the appropriate questions per the request type before the background check request can be submitted.*