## Change History

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<td>Initial Submission</td>
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About FSFN User Guide

The Florida Safe Families Network (FSFN) User Guide helps you understand the steps to complete your work in the FSFN system. This user guide does not cover every system feature built into FSFN, but describes the most commonly used functions to complete your day-to-day work in the FSFN application. This user guide, when used with Online Help and the How Do I Guides, helps you successfully use the FSFN system as a support tool in your important work of safeguarding the safety, permanence, and well-being of children, families, and adults of Florida.

The Intended Audience

This user guide serves a wide audience of FSFN end users who include:

- Hotline Command Center Counselors
- Financial Workers
- Adult and Child Protective Investigators
- Provider Management
- Legal Workers
- Support and Data Entry Staff
- Ongoing Case Managers
- Supervisors
- Adoption Case Managers
- Security Officers/Administrators
- Adoption Specialists
-

Prerequisite Knowledge

This user guide was developed with specific prerequisite expectations. Before reading this guide, read the following information. If you need to refer to additional User Guides, How Do I Guides, or other information, visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us).

- You must have a working understanding of the Florida Department of Children and Families Policies and Practices as related to the use and operation of FSFN.
- You must have a working understanding of the basic FSFN navigation and functionality. See the Multi-Topic Basics User Guide and How Do I Guide.
- If you are a supervisor, also see the Multi-Topic Supervisory User Guide and How Do I Guide.
- Key tasks described in this guide start at the FSFN Desktop, Case Book, or Person Book, unless otherwise noted. If you are unfamiliar with how to navigate to these three (3) pages, see the User Guides for Multi-Topic Basics, Case Book, and Person Book.
The Search page referred to within this user guide is the Search page with four (4) tabs: Person, Case, Provider/Organization, and Worker. This Search page is commonly called the Utility Search or Navigational Search. It is accessed primarily from the Desktop by clicking Search on the Banner or Utilities menu. Other type of searches may be referred to as data retrieval searches. These searches use different search functionality than the Utility Search. For example, the Person Search page provides a method to search for a person and retrieve person data that pre-fills into the page in which you are working. The Person Search page should not be confused with the Search page with the Person tab.

Related Resources
Visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us) for online access to additional resources that support FSFN system end users, including:

- FSFN Project Information
- Online Web-based Training (WBT)
- User Guides
- How Do I Guides (job aids)
- Topic Papers (System Functionality Design)
- Reference Data (Selection Values)

Security Information
FSFN restricts your ability to create, modify, and view specific information through the security profile associated with the Login Profile you used to access FSFN. Specific security is applied across all information. For example, if you do not have authorization to access restricted cases without an assignment, FSFN restricts your access.

If there is special security necessary for a task described in this User Guide, it will be identified.
Post Adoption Services Page Overview

About the Post Adoption Services Page
The Post Adoption Services page provides you with the ability to document Services requested by families who have a finalized adoption. In addition, it allows you to identify Services that you have offered to the family and, ultimately, create the Service, if the family accepts any service offered.

The Post Adoption Services page is created in a post-adoptive FSFN case using a case participant’s Person ID. The page can only be created one time per Person ID across the entire FSFN System. Therefore, if a participant with a Post Adoption Services page is added to another FSFN case, the page will be accessible from the additional FSFN Case, simply because it is based upon the page being linked to your case participant’s Person ID. Note that there is special processing involved when a Split Case, case Merge, Person Merge, or Create New Case after Finalization is performed when there is a Post Adoption Services page. Please refer to the Post Adoption Services page topic paper for more details on this special processing.

A Post Adoption Services page can also ONLY be created in a post-adoptive FSFN case. Upon the initial creation of the Post Adoption Services page, the participant must have a documented Date of Birth and Gender in order for the page to be created and saved. In addition, if the Post Adoption Services page is being created for a participant 18 years of age or older, a validation prompt will be displayed, requiring you to respond prior to continuing to note your understanding of the participant’s age of 18 or above.

The group boxes on the Post Adoption Services page are:

- **General Information** – fields with information pre-filled from the associated Post Adoption Services page and Person Management.
- **Services Requested by Family** – repeating group box with an Insert button to allow for the documentation of Services requested by the adoptive family.
- **Service Request Details** – group box containing fields to indicate if the Service Request resulted in the family being referred for the service, as well as the reason not referred, when applicable.
- **Services Referred** – repeating group box to identify and document which services were referred to the family.
Key Tasks

To create a Post Adoption Services page

1. From the FSFN Command bar, select Create Case Work.
   OR
2. From the Desktop, click Create on the Banner Bar, then click Case Work from the menu.
   OR
   From Case Book, click Create Case Work hyperlink above center group box.
3. The Create Case Work page displays.

4. From the Adoption drop down, select Post Adoption Services page.
5. Select applicable case.
6. Select applicable case participant.

**NOTE:** Multi-selection of participants is not allowed when creating the Post Adoption Services page simply because the Post Adoption Services page is created at the participant level.
7. Click **Create**.

**NOTE:** The Create Case Work page can also be accessed by selecting the Case Work command button from the Banner Bar. In addition, the Create Case Work page can be accessed from Case Book, through which the system derives the Case Name. Case Book is accessed by clicking the Case Book hyperlink for the appropriate FSFN Case within the Cases expand on the Desktop.

**NOTE:** Only 1 Post Adoption Services page per Person ID can be created across the FSFN application. If based on the participant’s Person ID, there is already an existing Post Adoption Services page, a prompt will display instructing you to access the existing Post Adoption Services page to make the necessary updates.

**NOTE:** Upon clicking Create, the system will validate and require a Date of Birth and Gender before the page can be created. To ensure that the Post Adoption Services page is being created in a post-adoptive case, the system will also validate that one of the following conditions has been met:

1. *The participant for whom the Post Adoption Services page is being created is flagged in the database as “post adoptive”; OR*

2. *The Case Type on the associated Maintain Case page in which the Post Adoption Services page is being created is Post Adoption Services, AND the participant is currently receiving an Adoption Subsidy Service associated with that FSFN Case in which the Post Adoption Services page is being created; OR*

3. *The participant’s most recent Removal Episode must be discharged for reason of Adoption Finalization, OR the most recent “completed” Private Adoption page has an Outcome of “Adoption Finalization” AND the Case Type = Post Adoption Services.*

8. The **Post Adoption Services** page displays.
9. Review the information displayed, including the information in the Header group box, which has been pre-filled for your work efficiency.

To access an existing Post Adoption Services page

2. In the center group box drop down, select the Adoption value.
3. The Post Adoption Services page hyperlink displays, as long as a Post Adoption Services page has been created for the associated Person ID.
OR

1. Access Case Book.

2. In the center group box drop down, select the Adoption value.

3. The Post Adoption Services page hyperlink displays for any case participant that has a Post Adoption Services page created and associated with their Person ID.
OR

1. From your Desktop, click on the file icon of the applicable case to view the work associated with the case.

2. Click on the Adoption icon to display hyperlinks to any Post Adoption Services page(s) associated with the case.

3. Select the hyperlink associated with the Post Adoption Services page you wish to access.
To document a Service Requested by the family

1. In the Services Requested by Family group box, click Insert to insert a new row within the repeating group box.

   ![Screenshot of Services Requested by Family group box]

   **NOTE:** A new row will appear with a radio button displayed allowing it to be available for selection when either the user needs to document Service Request Details or when the user has a need to edit the row.

2. Enter all required information into the following columns: Date Requested, Fiscal Agency Receiving Contact, Fiscal Agency Providing Service, Service Type.

3. Conduct a Worker Search to identify which worker should receive a notification of the Service requested, if you desire to notify a worker of the service that was requested.

4. Click Save.

5. Review details of the row inserted to ensure the accuracy of information. If any information is inaccurate or if the row was created in error, select the Delete hyperlink to delete the row.

   **NOTE:** Following the initial Save, a Delete hyperlink will display in the Actions column for the worker or the supervisor of the worker who created the row to Delete any row created in error.

6. In the Service Request Details group box, document the following information for each row inserted into the Services Requested by Family repeating group box. Select the radio button of the desired row and complete the following fields:

   - Was the service referred to the family? Yes/No
   - Reason Not Referred, if answer to above question is No
   - Additional comments, if applicable
   - Date Referred, if answer to first question is Yes
To document Services referred to the family

1. In the Services Referred group box, click Insert to insert a new row within the repeating group box. If a row was documented as ‘Yes’ in the Service Request details box, then the row will be system generated based on the details in the associated row within the Services Requested group box.

2. Enter or edit all required information in the following columns: Fiscal Agency Providing Services, Service Begin Date, and Service Type.

   💡NOTE: For systematically generated rows where the service was identified as Yes for referral in the Services Requested by Family group box, the required rows cited above will be pre-filled and displayed as plain black text.

3. Click Save.

4. Review details of the row inserted to ensure the accuracy of information. If any information is inaccurate or if the row was created in error, select the Delete hyperlink to delete the row.

   💡NOTE: Following the initial Save, a Delete hyperlink will display in the Actions column for the worker or the supervisor of the worker who created the row to Delete any row created in error. The Delete hyperlink will display up until the point that the Service is referred.

5. Click Close.
The Services page

About the Services page

The Services page is an existing page that maintains information about the services that are created in any FSFN case. This page has been modified, however, to display the associated Post Adoption Services ID, if the Service was created from the Post Adoption Services page. Once the Services page is created from a Post Adoption Services page and saved for the first time, the associated Post Adoption Services ID will display as a hyperlink in the upper right hand corner. This link allows you to easily toggle between the associated Post Adoption Services and Services page(s) so that you are able to track services referred in a post adoption case to the services delivered. Note, however, that when accessing the Post Adoption Services page FROM the Services page, the Post Adoption Services page is displayed in view only mode.

When creating the Services page from the Post Adoption Services page, the following fields will be pre-filled from the associated Post Adoption Services page, Services Referred group box; therefore, streamlining and preventing duplication of your work efforts:

- Service Begin Date
- Fiscal Agency Providing Service
- Service Category
- Service Type

Key Tasks

To create a Service from the Post Adoption Services page

1. From the Post Adoption Services page, click the Create Service hyperlink, located in the Services Referred group box.

   ![NOTE] The Create Service hyperlink only displays once the Services Referred group box has been fully documented and the Status = Accepted and the page has been successfully saved. The information documented in the Services Referred group box is necessary, as it is used to pre-fill your associated Services page.

2. The In-Home Services page displays.
3. Review the information displayed on the **Services** tab.

**NOTE:** If any changes are needed to the pre-filled information, you must close the Services page without saving for the first time, make the modification to the associated Post Adoption Services page and then click Create Service hyperlink once again from the Post Adoption Services page.

4. Select a Provider on the **Provider** tab through the Search functionality.

5. Click **Save**.

**NOTE:** It is at this point, after clicking Save, that the Service page and the associated Post Adoption Services pages are linked and stored in the database. You should now see a Post Adoption Services page ID hyperlink in the upper right hand corner of the Services page for you to toggle between the two pages easily.

6. Click on the **Approval** hyperlink in the Actions box to initiate the Approval process.