Questions for CR-348 Family Support

1. **Do you have to create a separate Family Support page for each child?**
   
   Yes.

2. **Does the function allow for the creation of all pages at once when there are multiple children?**
   
   No, the page must be created individually for each child.

3. **Can a Family Support page be created for the parent?**
   
   No, even if you are providing services to the parent, it is for the benefit of the child.

4. **Are notes at the family level? Can you attach all children on the case notes?**
   
   The status comments on each child's Family Support page do not carry to other pages. Once the Family Support case exists, Case Notes should be used to track activity and on that page all children should be included in the Case notes.

5. **Who will have to security to create the Family Support page - can the CPI create the page?**
   
   Anyone who creates Living Arrangement or Out of Home Placement can create the Family Support Page.

6. **To complete family support work through financial work will the worker role have to be financial?**
   
   Yes, the worker must have the proper security to access the Family Support Page via Create Financial Work. Please refer to the FSFN Security Matrix that describes which User Groups have access to which Security Profiles. It is available on the FSFN Website at http://fsfn.dcf.state.fl.us/docs/FSFNSecurityProfileMatrix.pdf.

7. **Are Case Plans and Family Assessments required for Family Support cases?**
   
   No, these are not required; however, you may choose to use these FSFN tools once the Family Support case is open in FSFN.

8. **Does this new function/screen need to be created for Parent in Need of Assistance (PNA) reports?**
   
   If during the course of the PNA Assessment, it is determined that Family Support is needed, you would create the Family Support page to identify services will be provided to the family. The Special Conditions Referral, with the type of Parent in Need of Assistance, should be utilized to document the assessment activities and the Family Support page only opened if ongoing support services will be provided to the family.

9. **Special conditions referrals, PNA are used by CPI, not services. Are you now saying PNA would go to services to start? If continued as it is now, CPI would do PNA and then refer to CBC for services?**
   
   There is no change in the way cases are assigned. Family Support is still handled by CBCs.
10. Is there a new role we need to indicate for new users?

Yes, there is a new Security Profile, Job Class and Assignment Responsibility for Family Support specialists; however, you may choose to use any existing user who has a Security Profile with access to the Family Support page. As noted above, existing profiles who have access to the Out of Home Placement and Living Arrangement pages also have access to the new Family Support page.

11. Will the FSFN reports like CARS and others be updated to reflect this new case type?

The reports listed in the PowerPoint are the only ones changed, and this includes the CARS report. The CARS report provides detailed listing of all children and will include the new type of Family Support. Note that not all columns will contain data for these children since not all the activity is required for Family Support.

12. Regarding families who are identified strictly as community families- will a report need to be generated through the hotline? If we are diversion workers who do not have access to generate a living arrangement what would the next course of action be?

If a family makes direct contact with the CBC for family support services, a Service Referral Intake will be used to document the intake information and create the Family Support Case. If during the course of providing the service, maltreated is discovered, you would contact the hotline to report the abuse or neglect and initiate an investigation.

13. Once the DCF investigation is closed and the Family Support Worker is primary then a new investigation commences, is status as primary worker automatically transferred back to the CPI or does the FS worker need to transfer the case back?

There are no automatic transfers of cases. Local procedures will dictate the handoff to the new worker.

14. Are the children included in the count for the scorecard Item #3 for Family Preservation?

No.

15. Who will create the families in the family support page so that a diversion program can record in-home activities with the family in FSFN?

Local procedures dictate who creates this page.

16. Will a report be available regarding risk factors for the family support cases?

There is no new report in FSFN; however, the information is included in the reporting universe, so that you can create your own report.

17. Specifically what information on each child will need to be entered on the Family Support page as referenced in the May 31 webinar?

During the Gearing Up Webinar, high-level information was provided regarding the information entered for each child on the Family Support page. During the FSFN Webinar, the required fields were presented. For additional detail regarding the information on the page, please refer to the Family Support Topic Paper, available on the FSFN Website System Documentation - Topic Papers.
Questions for CR-335 Add DOB to Financial Reports

1. You mentioned the "Refresh" ability for the Pending Invoice Report. Will that affect all modifications that have been made? Or just the DOB aspect?

On the Pending Invoice Report changes made on-line using the Pending Invoice Page are reflected real-time in the report. The reference to refreshing is to the status of invoice itself, not any changes to the DOB.