Florida Safe Families Network

Risk Assessment
User Guide

May 20, 2015

Prepared for
State of Florida Department of Children and Families
<table>
<thead>
<tr>
<th>Release # Date</th>
<th>CR # or Incident #</th>
<th>Change Description</th>
<th>Author(s)</th>
<th>Section Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>R3a 03/30/2014</td>
<td>SR 13</td>
<td></td>
<td>FSFN Projects Team</td>
<td>Initial Draft</td>
</tr>
<tr>
<td>04/12/2014</td>
<td></td>
<td>Incorporated feedback from DCF</td>
<td>FSFN Projects Team</td>
<td>Entire Document</td>
</tr>
<tr>
<td>03/20/2015</td>
<td>CR 510</td>
<td>Updated the Final Risk Level functionality</td>
<td>FSFN Enhancement Team</td>
<td></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:

- Child Protective Investigators
- Ongoing Case Managers
- Supervisors

Prerequisite Knowledge
This user guide was developed with specific prerequisite expectations. Before reading this guide, please 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 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 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 to 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)
**Risk Assessment Overview**

This User Guide describes the Florida Safe Families Network (FSFN) system functionality of the Risk Assessment. The Risk Assessment supports the investigation of allegations that involve abuse, neglect, abandonment, or situations where there is a threat of harm to children.

The Risk Assessment is one component of the Florida Safety Decision Making Methodology (FSDMM) used by child Protection Investigators (CPIs) and Case Managers to guide decision-making relevant to child safety during initial child protection intervention and support a FSFN user more efficiently.

The current Risk Assessment page represents changes to FSFN resulting from the Child Protection Enhancement and SACWIS Compliance Project. Enhancements to FSFN support the following program goals to facilitate the safety of children and families:

- Improve quality and consistency of decision making
- Eliminate redundant processes and re-work
- Gain efficiencies through enhanced technology

FSFN functionality associated with the Risk Assessment provides the following benefits for CPIs and Case Managers, including supervisors:

- Supports assessment and decision making regarding risk of future maltreatment
- Provide consistent mechanism to document the analysis and determine services level
- Allows more client interface for evaluating family needs and ensuring appropriate review and consultation when determining level of prevention and support services given the determined risk level
- Provides the ability to print the Risk Assessment as an output
- Provides a more streamlined approach to the functionality associated with the Risk Level Override pop-up page
- Prevent artificial inflation related to the number of overrides performed
- Provide access to the Initial Family (Household) Risk Assessment of Child Abuse/Neglect Definitions documentation directly from the Risk Assessment Online Help file, which is accessed from FSFN
About the Risk Assessment Page
The Risk Assessment represents one tool of the FSDMM practice model within FSFN that will support CPI’s with the analysis of risk of future maltreatment in a household where abuse, abandonment are alleged.

The Risk Assessment represents one component of the FSDMM used by CPI and Case Managers to guide decision making during initial child protection intervention and continued remediating services, and support a more efficient system user interface.
### Florida Safe Families Network

**Risk Assessment**

**User Guide**

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**Case Information**
- **Case Name:** Dick, Daffy
- **Case ID:** 20000367
- **Assessment Date:** 03/13/2014
- **Risk Assessment ID:** 20000084
- **Worker Name:** Redd, Kendrick
- **Investigation ID:** 2014-665402
- **Completed Date:** 00:00:00
- **Final Risk Level:**
- **Scoring Risk Level:**

---

**Participants**

<table>
<thead>
<tr>
<th>Participant Name</th>
<th>Person ID</th>
<th>Date of Birth</th>
<th>Estimated Age</th>
<th>Primary Caregiver</th>
<th>Secondary Caregiver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dick, Daffy</td>
<td>200000754</td>
<td>02/01/1974</td>
<td>40</td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Dick, Baby</td>
<td>200000755</td>
<td>05/01/2010</td>
<td>3</td>
<td></td>
<td><img src="check" alt="" /></td>
</tr>
</tbody>
</table>

---

**Neglect**

<table>
<thead>
<tr>
<th>N1. Current complaint is for neglect</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N2. Prior investigations (assign highest score that applies)</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>One or more, abuse only</td>
<td>1</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>One or two for neglect</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three or more for neglect</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N3. Household has previously received ongoing child protective services</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N4. Number of children involved in the child abuse/neglect incident</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>One, two of three</td>
<td>0</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>Four or more</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N5. Age of youngest child in the home</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 or older</td>
<td>0</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>Under 2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N6. Primary caregiver provides physical care consistent with child needs</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>0</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N7. Primary caregiver has a historic or current mental health problem</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>1</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>N8. Primary caregiver has historic or current alcohol or drug problem</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not applicable</td>
<td>0</td>
<td><img src="check" alt="" /></td>
<td>1</td>
</tr>
<tr>
<td>One or more apply (mark applicable item and add for score):</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol (current or historic)</td>
<td>1</td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Current (within the last 12 months)</td>
<td></td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Historic (prior to last 12 months)</td>
<td></td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Drug (current or historic)</td>
<td>1</td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Current (within the last 12 months)</td>
<td></td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
<tr>
<td>Historic (prior to last 12 months)</td>
<td></td>
<td><img src="check" alt="" /></td>
<td></td>
</tr>
</tbody>
</table>

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**Risk Assessment**

**May 20, 2015**

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About creating a Risk Assessment

You can create a new Risk Assessment from the Child Investigations page by clicking the Risk Assessment hyperlink within the Actions list box. Only one Risk Assessment can be created per Child In-Home Investigation. Therefore, once the Risk Assessment hyperlink is selected and Risk Assessment page saved, the page will be “created” and anytime the Risk Assessment hyperlink is subsequently selected from the Child In-Home Investigation page, the same Risk Assessment page will be launched with the information already captured and saved.

The Risk Assessment hyperlink is not displayed for Child Institutional or Other Investigations; it is ONLY available for Child In-Home Investigations. Therefore, if the user toggles from In-Home to Other or Institutional or vice versa, the hyperlink will display or not display accordingly.

Until the Risk Assessment hyperlink has been selected from the Child In-Home Investigation and successfully saved for the first time, the Risk Assessment page will not be saved to the database. Once successfully saved for the first time, the Risk Assessment page will be saved to the database and each time the Risk Assessment hyperlink is selected from the Child In-Home Investigation, the same Risk Assessment page will be called from the database and launched.

To create a Risk Assessment from the Investigation (Investigation accessed from Desktop)

1. From the FSFN Outliner, click the Case expand icon.
2. Under the Cases expando, click the applicable Case Folder icon.
3. Under the Case Folder icon, click the Investigation icon to display all Investigations associated to the applicable FSFN Case.
4. Under the Investigation icon, click the appropriate Investigation hyperlink to display the Investigation page.
5. On the **Investigation** page, click the **Risk Assessment** hyperlink from the **Actions** group box.

6. The **Risk Assessment** page displays in **Create** mode.

**Note**  Once the Risk Assessment hyperlink is selected and Risk Assessment page saved, the page will be "created" and anytime the Risk Assessment hyperlink is subsequently selected from the Child In-Home Investigation page, the same Risk Assessment page will be launched with the information already captured and saved.
To complete a Risk Assessment Header

1. On the Risk Assessment page, enter a date in the Assessment Date field.

**Note** The Assessment Date can be a past date or the current date, but cannot be a future date.

**Note** The Case Name field will be pre-filled for you as a hyperlink and will launch the Maintain Case page in edit mode if it is accessed from the Desktop, the Case Book page, or the Person Book page. Additionally, the FSFN Case ID, Worker Name, and Investigation ID fields will also be pre-filled.
To Identify Potential Risks to a Child

1. On the Risk Assessment page, each index (abuse and neglect) is completed regardless of the type of allegation(s) reported or investigated.

<table>
<thead>
<tr>
<th>Neglect</th>
<th>Score</th>
<th>Abuse</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>N1. Current complaint is for neglect</td>
<td></td>
<td>A1. Current complaint is for abuse</td>
<td></td>
</tr>
<tr>
<td>☐ No.</td>
<td>0</td>
<td>☐ No.</td>
<td>0</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>1</td>
<td>☐ Yes</td>
<td>1</td>
</tr>
<tr>
<td>N2. Prior investigations (assign highest score that applied)</td>
<td></td>
<td>A2. Number of prior abuse investigations</td>
<td></td>
</tr>
<tr>
<td>☐ None</td>
<td>0</td>
<td>☐ None</td>
<td>0</td>
</tr>
<tr>
<td>☐ One or more, abuse only</td>
<td>1</td>
<td>☐ One</td>
<td>1</td>
</tr>
<tr>
<td>☐ One or two, neglect only</td>
<td>2</td>
<td>☐ Two or more</td>
<td>2</td>
</tr>
<tr>
<td>☐ Three or more for neglect</td>
<td>3</td>
<td>(actual number: _ )</td>
<td></td>
</tr>
<tr>
<td>N3. Household has previously received ongoing child protective services</td>
<td></td>
<td>A3. Household has previously received ongoing child protective services</td>
<td></td>
</tr>
<tr>
<td>☐ No</td>
<td>0</td>
<td>☐ No</td>
<td>0</td>
</tr>
<tr>
<td>☐ Yes</td>
<td>1</td>
<td>☐ Yes</td>
<td>1</td>
</tr>
<tr>
<td>N4. Number of children involved in the child abuse/neglect incident</td>
<td>0</td>
<td>A4. Prior injury to a child resulting from child abuse/neglect</td>
<td>1</td>
</tr>
<tr>
<td>☐ One, two or three</td>
<td>0</td>
<td>☐ No</td>
<td>0</td>
</tr>
<tr>
<td>☐ Four or more</td>
<td>1</td>
<td>☐ Yes</td>
<td>1</td>
</tr>
</tbody>
</table>

2. Answer the questions appropriately N1 – N10 & A1 – A10, using the hover definitions.

- **Note**: Hover definitions have been provided by the Department of Children and Families to allow the user to hover over each question to view an abbreviated definition when answering each risk question.
- **Note**: The investigator must make every effort throughout the investigation to obtain the information needed to answer each assessment question through review of written historical case material, interviews with all family members and collateral contacts. If information cannot be obtained to a specific item, the item must be scored as “0”.

The risk instrument is based on an evaluation of abuse/neglect cases that examined the relationships between family characteristics and the outcomes of subsequent confirmed abuse and neglect. The instrument does not predict recurrence; it simply assesses whether a family is more or less likely to have another abuse/neglect incident without intervention by the agency. One important result of the research is that a single index should not be used to assess the risk of both abuse and neglect. Different dynamics are present in abuse and neglect situations. Hence, separate indices are used to assess the future probability of abuse or neglect, although both indices are completed for every family under investigation for child maltreatment.
To Save the Risk Assessment

1. Click **Save**
   a. The **Risk Assessment** saves with a **Pending** status
      OR
1. Select the **Complete** check box in the **Risk Assessment Header**.

   **Note**: If you select the Complete check box and do not complete all required fields, and have not attached an Imaging page and documented each question, FSFN does not allow the Risk Assessment page to save successfully and generates a standard validation error message.

   **Note**: Failing to select the Complete check box prior to saving the Risk Assessment page results in no trigger in FSFN to process the validation edits; if the Complete check box is not selected, the page saves with a Pending status.

2. Click **Save**.

3. Click **Yes** or **No** to the validation message upon completing the **Risk Assessment** all fields will become frozen. Are you sure you wish to continue?

   **Note**: If you click Yes, FSFN closes the validation message, saves the Risk Assessment, and returns you to the Risk Assessment page that is not permanently frozen. If you select No, FSFN closes the validation message and returns you to the Risk Assessment page, which remains enabled.

4. Click **Close**.

   **Note**: The Risk Assessment page permanently freezes once the supervisor approves the Investigation for closure.

   **Note**: The Risk Assessment becomes permanently frozen and the supervisor cannot clear the Complete check box once the supervisor approves the FSFN case for closure. Re-opening the FSFN case allows the user to clear and modify the Complete check box as needed.
Scored Risk Level

About the Scored Risk Assessments Level

1. Once the user has documented the responses in full for all Neglect statements (N1 – N10), the Total Neglect Score is automatically calculated by the system but is only displayed on the Risk Assessment page.

2. Once the user has documented the responses in full for all Abuse statements (A1 – A10), the Total Abuse Score is automatically calculated by the system but is only displayed on the Risk Assessment page.

3. Scored Risk Level assigns the family’s scored level based on the highest score on either the neglect or abuse index, using the appropriate chart from: Low, Moderate, High, and Very High.

   **Note**: System derived from the risk level determined by the system based on the N and A selections and applicable scores, displaying whichever level is higher.

   **Note**: If the Scored Risk Level is Very High, the Final Risk Level, which is captured on the associated Risk Level Override page, will automatically be coded as Very High and will automatically populate this field as Very High without requiring the user to access the Risk Level Override pop-up page.

4. The Total Neglect and Total Abuse Score can be located under the N10 & A10 statements.

   **Note**: If a change is made to statements N1 – N10 or A1 – A10, the system will automatically update the calculations, and if the Total Abuse or Total Neglect Scores were displayed, the system will automatically update the scores(s) accordingly. This is a dynamic change and will happen immediately, “live” on the page.
5. The **Scored Risk Level** is located in the **Risk Assessment Header**.

**About the Risk Level Override Pop-up Page**

1. Access the **Risk Assessment** Page
2. In the **Actions and Text list box**, click the **Risk Assessment Override** hyperlink
3. The **Risk Level Override pop-up** page displays.

4. The Risk Level Override captures all scoring information once all applicable N1 – N10 and A1 – A10 responses have been made. It provides the total Neglect and Abuse
Scores, the overall Scored Risk Level, and provides for the documentation of policy overrides and a discretionary override, if applicable.

5. The Policy Override group box contains additional questions/statements to determine if the scored risk level should be higher than what was calculated based on the criteria identified in items 1 – 4.

6. The Discretionary Override group box allows the user to perform a discretionary override in the event the current Final Risk Level should be higher based on worker’s professional judgment.

7. The Final Risk Level is system derived based on the hierarchy identified within the group boxes above.

8. Selecting the Save button the user will be able to save the pop-up page immediately.

Note: If a change is made to either: the statements N1-N10 or A1-A10 which results in a change to the Scored Risk Level OR information on the Risk Level Override pop-up page which results in a change to the Scored Risk Level or Final Risk Level, the system will automatically update the Scored Risk Level and/or Final Risk Level fields captured in the Case Information header group box.
About Printing the Risk Assessment Page
The user can print a blank Risk Assessment with the header pre-filled by selecting Risk Assessment from the Text (notifications and templates) list box, prior to documenting any information on the Risk Assessment page. This will launch the output document. Once launched, the user can print the word document, only the data in the header pre-fills in the template at this point. In addition, the user can document all fields and then launch the template output which will pre-fill all information from the FSFN Risk Assessment page.

If you complete additional information on the Risk Assessment page, the template pre-fills with the additional data and you can print the Risk Assessment with more data.

To Launch and Print the Risk Assessment Template
1. Access the Risk Assessment page.
2. In the Actions and Text list box, click the Risk Assessment hyperlink.

3. The Risk Assessment template displays.
To access the Risk Assessment from Case Book (Assessment and Planning)

1. From the FSFN Outliner, click the Cases expand icon.
2. Next to the appropriate Case, click the Case Book hyperlink.
3. In the center panel drop down, select Assessments and Planning.

4. The Risk Assessment hyperlink will be displayed and indented under the applicable Child Investigation for which it was created.
To access the Risk Assessment from Case Book (Investigations/Special Conditions Referrals)

1. From the FSFN Outliner, click the Cases expand icon.
2. Next to the appropriate Case, click the Case Book hyperlink.
3. In the center panel drop down, select Investigation/Special Conditions Referrals.

4. The Risk Assessment hyperlink will be displayed and indented under the applicable Child Investigation for which it was created.
To access the Risk Assessment from Person Book (Assessment and Planning)

1. From the Desktop, select the Participant View check box.
2. Expand the Outliner, click the Cases expand icon.
3. Click the Person Book hyperlink for the appropriate case participant.
4. In the center panel drop down, select Assessment and Planning.

5. The Risk Assessment, whereby the person, whose Person Book page is being accessed, is included as a participant on the Risk Assessment page will be displayed.

   This is captured in the Participants group box on the Risk Assessment page and populates with all participants documented in the associated Investigation.
To access the Risk Assessment from Person Book (Investigations/Special Conditions Referral)

1. From the Desktop, select the Participant View check box.
2. Expand the Outliner, click the Cases expand icon.
3. Click the Person Book hyperlink for the appropriate case participant.
4. In the center panel drop down, select Investigations/Special Conditions Referral.

5. The Risk Assessment will be displayed and indented under the applicable Child Investigation for which it was created.

Note: Please note that if the Child Investigation page is displayed on Person Book then the associated Risk Assessments will be displayed.
To access the Risk Assessment from the Desktop using the Assessment and Planning icon or the Investigation icon

1. From the FSFN Outliner, click the Cases expand icon.
2. Under the Cases expando, click the applicable Case Folder icon.
3. Under the Case Folder icon, click the Assessment and Planning icon or Investigation icon.
4. From the Assessment and Planning icon select the appropriate Risk Assessment hyperlink.
   OR
   From the Investigation icon, expand the appropriate Child Investigation icon, and then select the Risk Assessment hyperlink.

5. Any Risk Assessment pages displayed will also be displayed in Participant View, under the applicable participant, if they are identified on the Risk Assessment page within the Participants group box.

NOTE: This same outliner will be employed on the Search page when drilling down on anywhere the Assessment and Planning and Investigations are accessed from: Case tab, Person tab, Provider tab and Worker tab.
To access an existing Risk Assessment from Search

1. From the **Banner**, click the **Search** icon.
   OR
   From the **Utilities menu**, select **Search**.
2. Conduct a **Case Search**.

   ![Search Criteria](image)

3. Under the **Outliner**, click the **Case Folder** icon to display case information.
4. Under the **Case Folder** icon, click the **Assessment and Planning** icon.
5. Under the **Assessment and Planning** icon, select the applicable **Risk Assessment**.
   OR
   Under the **Investigation** icon, select the **Investigation** and then select the **Risk Assessment**.
6. The **Risk Assessment** page launches and displays in view-only mode.
Investigation/Special Conditions Referral Workload

1. From the Utilities, select “Investigations/Special Conditions Referral Workload” from the drop down.

2. The Investigation/Special Conditions Referral Workload will capture an additional column for Risk Assessment.

   **Note** This will provide workers and supervisors a quick glance to determine if the Risk Assessment has been created yet or not, and if created, whether it is Pending or Completed.

   **Note** Furthermore, if completed the worker and supervisor will quickly see what the Final Risk Level was.