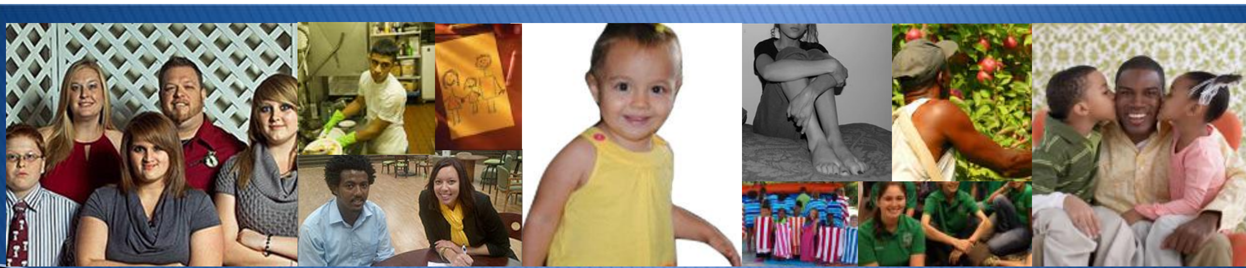


Florida Safe Families Network

Service Authorization
User Guide

May 10, 2014

Prepared for
State of Florida Department of Children and Families

Change History

Release # Date	CR # or Incident #	Change Description	Author(s)	Section Modified
R3a 05/04/2014	Transformation	Requires updates for Q3	FSFN Projects Team	

Table of Contents

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:

- Adult and Child Protective Investigators
- Financial Workers
- Hotline Criminal Investigation (CI) Unit
- Legal Workers
- Ongoing Case Managers
- Provider Management
- Security Officers/Administrators
- Supervisors
- Support and Data Entry Staff

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)

Service Authorization

The FSFN Service Authorization module includes the process for creating and maintaining Service Requests and Authorizations and their association with the Case Plan and Payment activity.

Service Authorization can be launched from Create Case Work and Case Plan Worksheet. Once it has been created, it can be accessed from the Financial Activity page, Case Book, Person Book, the Case Outliner, Provider Outliner, and the Approval Outliner. A user with the appropriate security can scan documents and attach images.

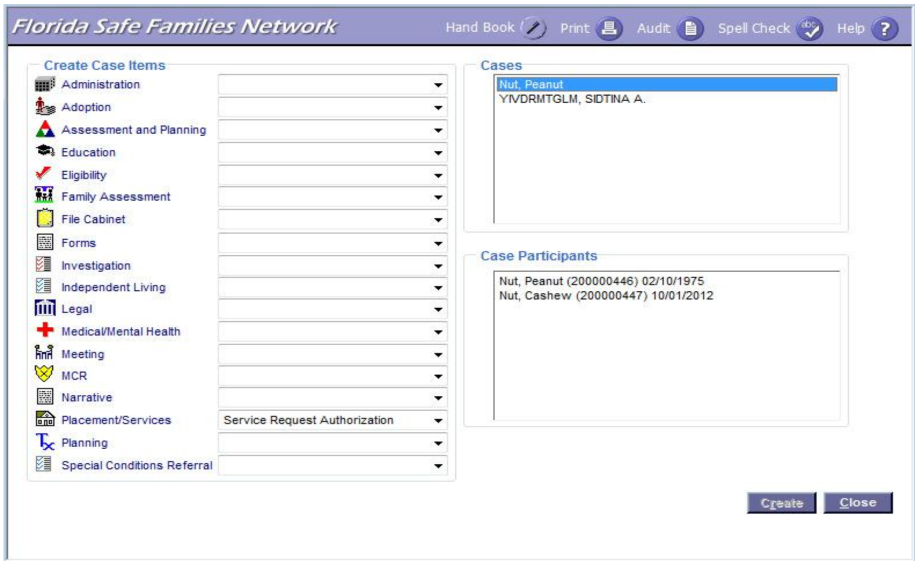
About Service Authorization

This guide outlines the steps to perform key tasks to create and maintain a Trust Account on behalf of children who are in legal custody of the state.

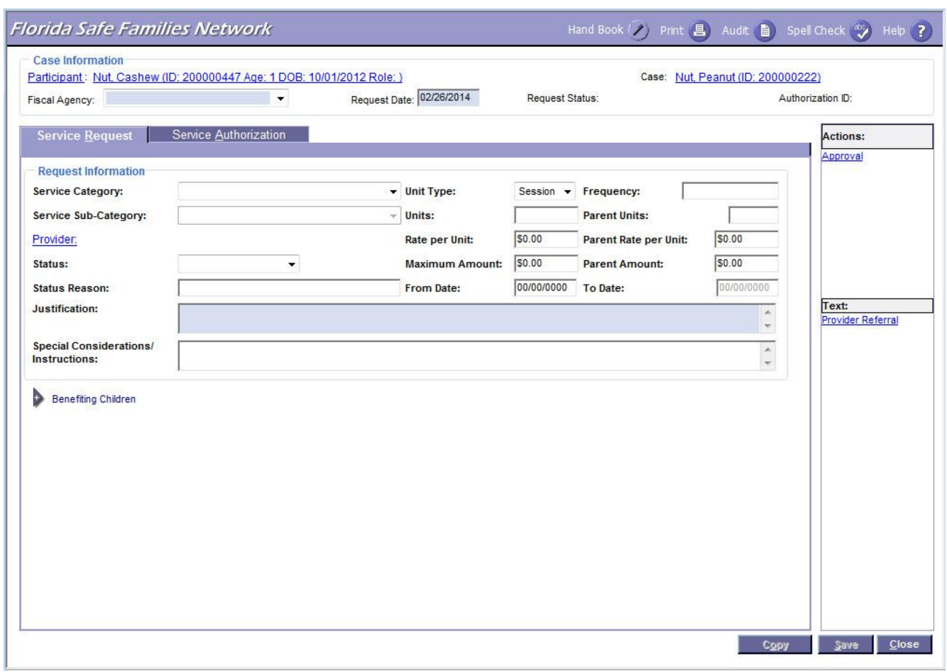
Key Tasks

To Create a Service Authorization Page

1. From the Desktop, select **Create**.
2. Select **Case Work**.
3. From the Case Work page, select the **Placement**/**Services** drop down.
4. Select **Service Request Authorization**.
5. From **Cases** group box, select ***Case.***
6. From **Case Participants** box, select ***Participant***.
7. Click **Create**.



The Service Authorization page displays.



The Service Authorization can also be accessed from the following:

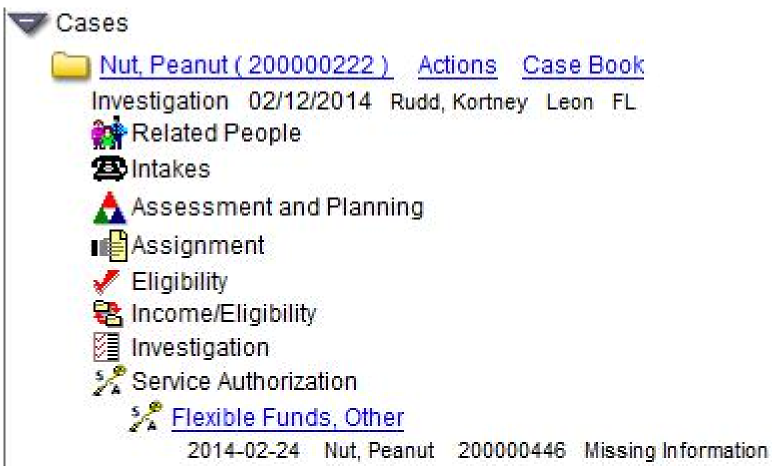
- From the Desktop, select **Financial Work** icon.
- Select **Placement**/**Services** dropdown.
- Click **Continue**.
- Complete information.

OR,

- Access **Case Plan Worksheet** page.
- Select **Outcomes** tab.
- Select the **Authorization** hyperlink.

To View a Service Authorization Page

1. From the user Desktop, select the **Case** folder icon.
2. Select the **Service Authorization** icon.
3. Select the applicable Service Authorization hyperlink to launch the Service Authorization page.



The Service Authorization can also be accessed from the following:

- From the user Desktop, select **Provider** expando.
- Select the applicable Provider.
- Select **Service Authorization** icon.
- Select the applicable Service Authorization hyperlink to launch the Service Authorization page.

OR,

- Access the **Financial Activity Page.**
- Service Authorizations are displayed in the **Results** group box.
- Select **Edit** or **View** hyperlink (whichever is applicable) next to the Service Authorization to view.

- The applicable Service Authorization is launched in View or Edit mode.

OR,

- Access **Case Book**.
- Select **Service Authorization** from the center dropdown.
- Select the applicable Service Authorization hyperlink.

OR,

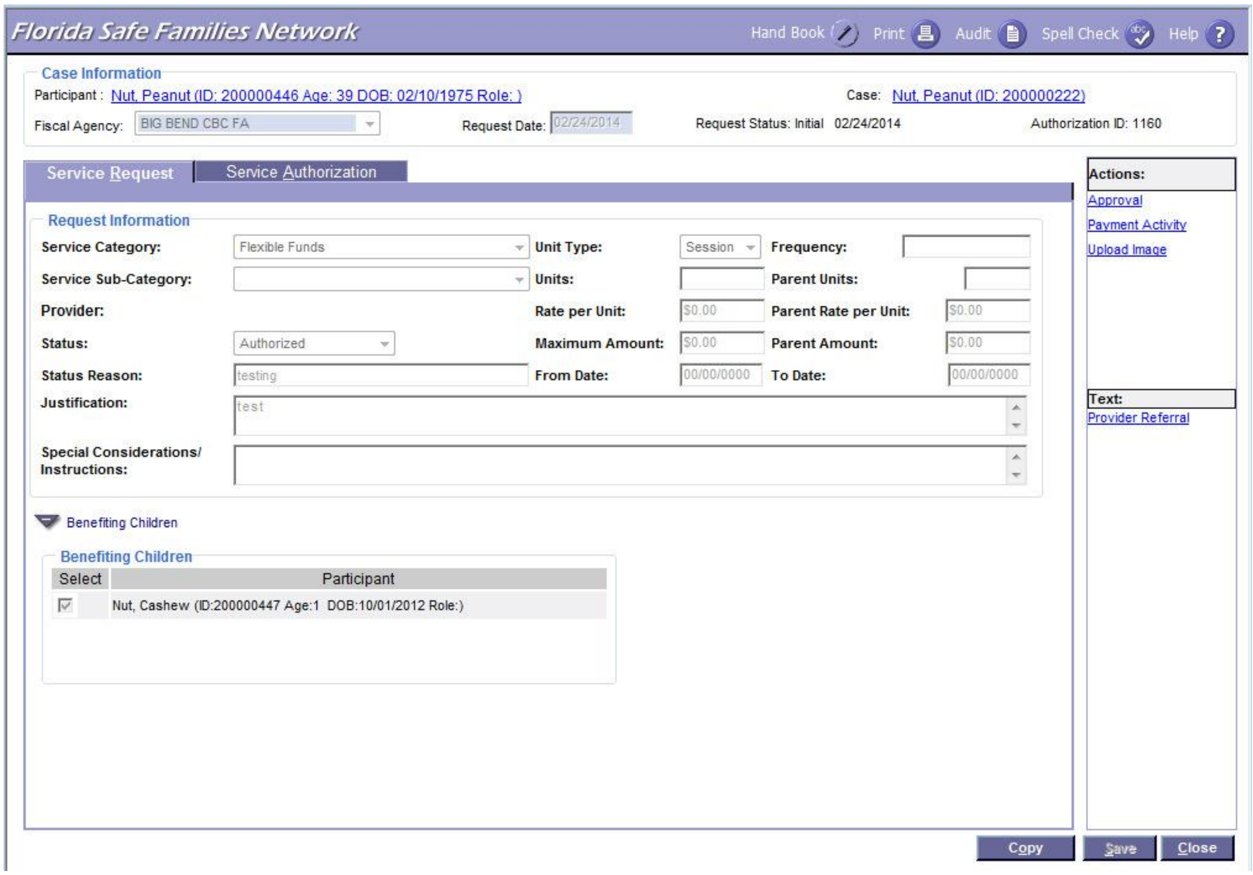
- Access **Person Book**.
- Select **Service Authorization** from the center dropdown.

  Select the applicable Service Authorization hyperlink.

Document Service Request Tab

1. From the Service Authorization page, select a **Fiscal Agency** from the drop down in the header.
2. Select the **Service Category** and the **Service Sub Category**.
3. Select the **Unit Type**.
4. Enter the Frequency for the service request.
5. Enter the number of units.
6. Enter the number of units the parent agrees to pay for in the **Parent Units** field.
7. Launch the **Provider** hyperlink to retrieve the Provider.
8. Enter the **Rates per Unit**.
9. Enter the amount for the portion of the rate per unit that the parent agrees to pay for in the **Parent Rate per Unit** field.
10. Select the applicable **Status** from the drop down.
11. Enter the total amount requested for authorization in the **Maximum Amount** field.
12. Enter parent's portion of the total amount the applicable Service Authorization in the **Parent Amount** field.
13. Select the **Status Reason**, if applicable.
14. Enter **From Date** to indicate when the requested service is expected to start.
15. Enter **To Date** to indicate when the requested service is expected to end.
16. Enter Special/Considerations Instructions to provide additional information regarding the request.

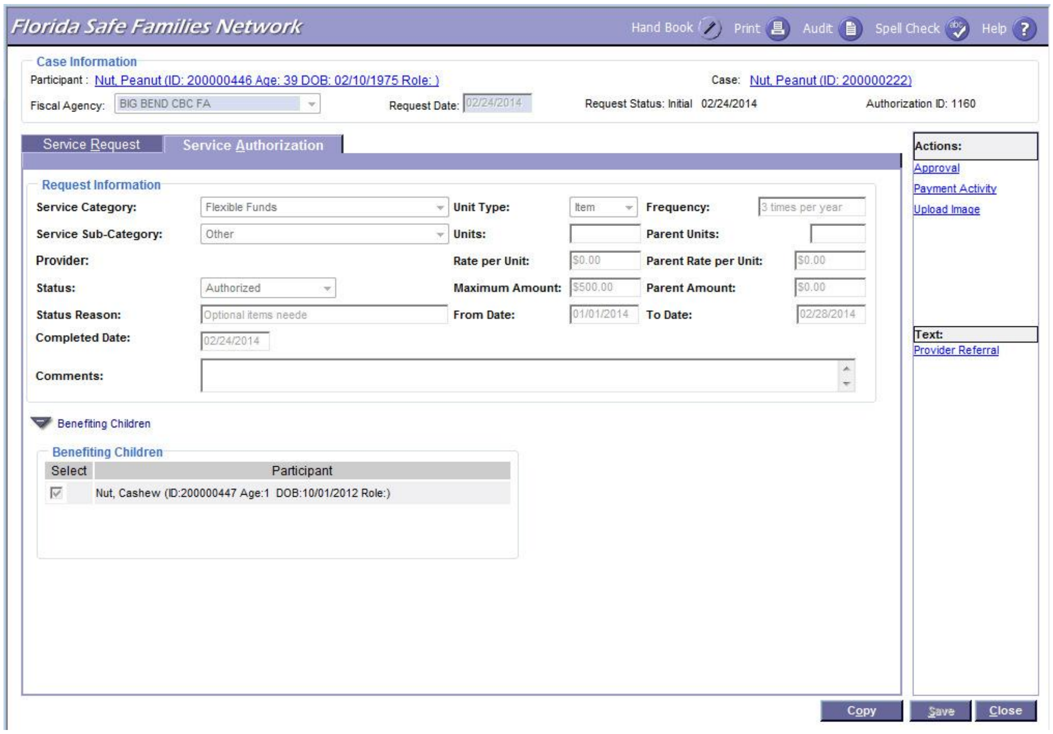
17. Select **Benefitting Children** Expando.
18. Click **Save**.
19. Submit the Service Request for **Approval**.
20. Click **Close**.



Document Service Authorization Tab

Once the Service Request is approved:

1. From the Service Authorization page, select the **Service Authorization** tab.
2. All fields pre-fill from the approved Service Request.
3. Modify fields where applicable.
4. Click **Save.**
5. Click **Close**.



All fields are prefilled from the Service Request tab, however the user is able to modify the fields if necessary.

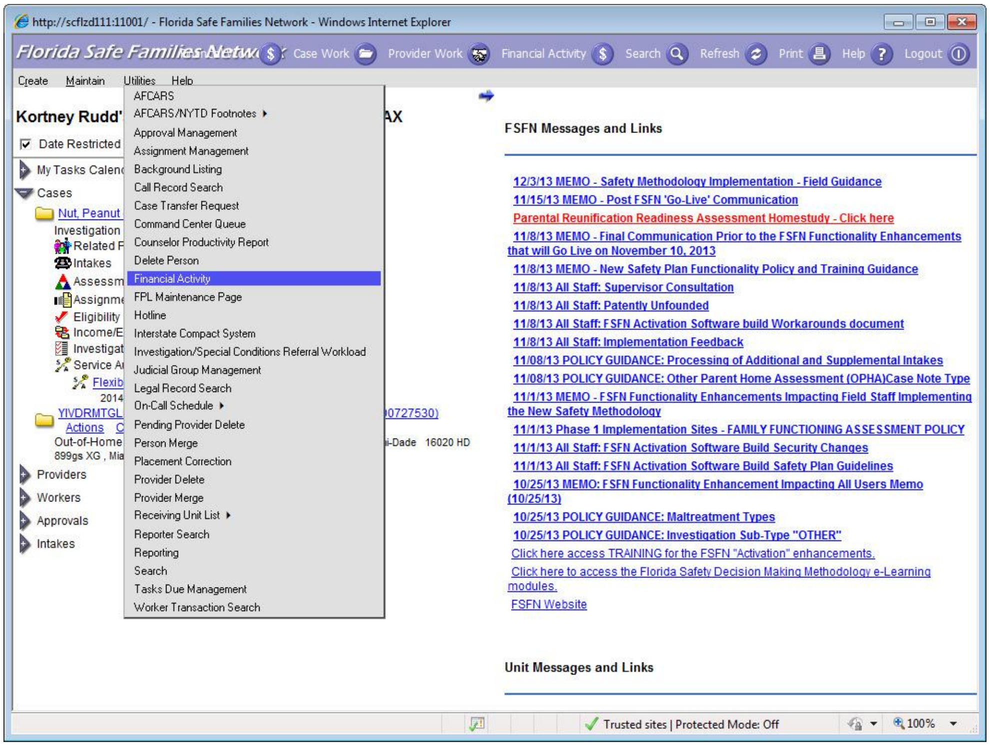
Access Financial Activity Page

1. From the user Desktop, select **Utilities.**
2. Select **Financial Activity**.

OR,

3. From the user Desktop, select **Financial Activity** icon.

Financial Activity page displays.


http://scflzd111:11001/ - Florida Safe Families Network - Windows Internet Explorer
Case Work
Provider Work
Financial Activity
Search
Refresh
Print
Help
Logout
Create
Maintain
Utilities
Help
AFCARS
AFCARS/NYTD Footnotes
Approval Management
Assignment Management
Background Listing
Call Record Search
Case Transfer Request
Command Center Queue
Counselor Productivity Report
Delete Person
Financial Activity
FPL Maintenance Page
Hotline
Interstate Compact System
Investigation/Special Conditions Referral Workload
Judicial Group Management
Legal Record Search
On-Call Schedule
Pending Provider Delete
Person Merge
Placement Correction
Provider Delete
Provider Merge
Receiving Unit List
Reporter Search
Reporting
Search
Tasks Due Management
Worker Transaction Search
Date Restricted
Cases
Providers
Workers
Approvals
Intakes
FSFN Messages and Links
12/3/13 MEMO - Safety Methodology Implementation - Field Guidance
11/15/13 MEMO - Post FSFN 'Go-Live' Communication
Parental Reunification Readiness Assessment Homestudy - Click here
11/8/13 MEMO - Final Communication Prior to the FSFN Functionality Enhancements that will Go Live on November 10, 2013
11/8/13 MEMO - New Safety Plan Functionality Policy and Training Guidance
11/8/13 All Staff: Supervisor Consultation
11/8/13 All Staff: Patently Unfounded
11/8/13 All Staff: FSFN Activation Software build Workarounds document
11/8/13 All Staff: Implementation Feedback
11/08/13 POLICY GUIDANCE: Processing of Additional and Supplemental Intakes
11/08/13 POLICY GUIDANCE: Other Parent Home Assessment (OPHA)Case Note Type
11/1/13 MEMO - FSFN Functionality Enhancements Impacting Field Staff Implementing the New Safety Methodology
11/1/13 Phase 1 Implementation Sites - FAMILY FUNCTIONING ASSESSMENT POLICY
11/1/13 All Staff: FSFN Activation Software Build Security Changes
11/1/13 All Staff: FSFN Activation Software Build Safety Plan Guidelines
10/25/13 MEMO: FSFN Functionality Enhancement Impacting All Users Memo (10/25/13)
10/25/13 POLICY GUIDANCE: Maltreatment Types
10/25/13 POLICY GUIDANCE: Investigation Sub-Type "OTHER"
Click here access TRAINING for the FSFN "Activation" enhancements.
Click here to access the Florida Safety Decision Making Methodology e-Learning modules.
FSFN Website
Unit Messages and Links
Trusted sites | Protected Mode: Off
100%