

SM06h: Supervisor Consultation

May 12, 2017

Change History

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08/03/2013		QA and styles update	FSFN Enhancement Team	Each Section
07/27/2015	CR580	Updates made to Supervisor Consultation Pop-Up page	FSFN Enhancement Team	All Sections
08/05/2015	CR580	Updated Screen shots	FSFN Enhancement Team	Screenshots
10/21/2015		Reviewed content, compared to current functionality and made updates where needed.	Leah Dienger	Entire Document
12/08/2015		Final Review for Supported Platforms	Kortney Rudd	Entire Document
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1.1.Introduction

The Supervisor Consultation Topic Paper supports the consultation process that occurs between a worker and their supervisor when working within a Child Investigation, Family Functioning Assessment (FFA) – Ongoing, or Progress Update.

The functional design of the Supervisor Consultation page represents enhancements to the existing Child Investigation module, and includes functionality for the new Family Functioning Assessment (FFA) – Ongoing and Progress Update modules, resulting from the Child Protection Transformation and SACWIS Compliance Project. These enhancements and additions support the following goals of the Child Protection Transformation and SACWIS Compliance Project to facilitate the safety of children and families:

- Improve quality and consistency of decision making
- Gain efficiencies through enhanced technology

For changes that are related to system pages and existing functionality addressed in this topic paper, user interfaces denoting enhancements and related processing and documents are provided below. Unless otherwise noted, it is assumed the standard Audit function is turned on for all pages identified throughout this document.

For implementation, the following logic will be employed when determining if the Supervisor Consultation page will be available for creation:

- If the creation of the Child Investigation page is performed by a worker with an existing, applicable Security User Group, the previous Investigation functionality will be maintained and the Supervisor Consultation hyperlink will not be available.
- If the creation of the Child Investigation page is performed by a worker with a new, applicable FSDMM Security User Group, new Investigation functionality will be used and Supervisor Consultation hyperlink will be available.
- Due to a phased implementation, the following logic applies:
 - If the user is working within a region that has not received the rollout of the new functionality, s/he will create the existing Family Assessment page, which does not contain the new Supervisor Consultation page.

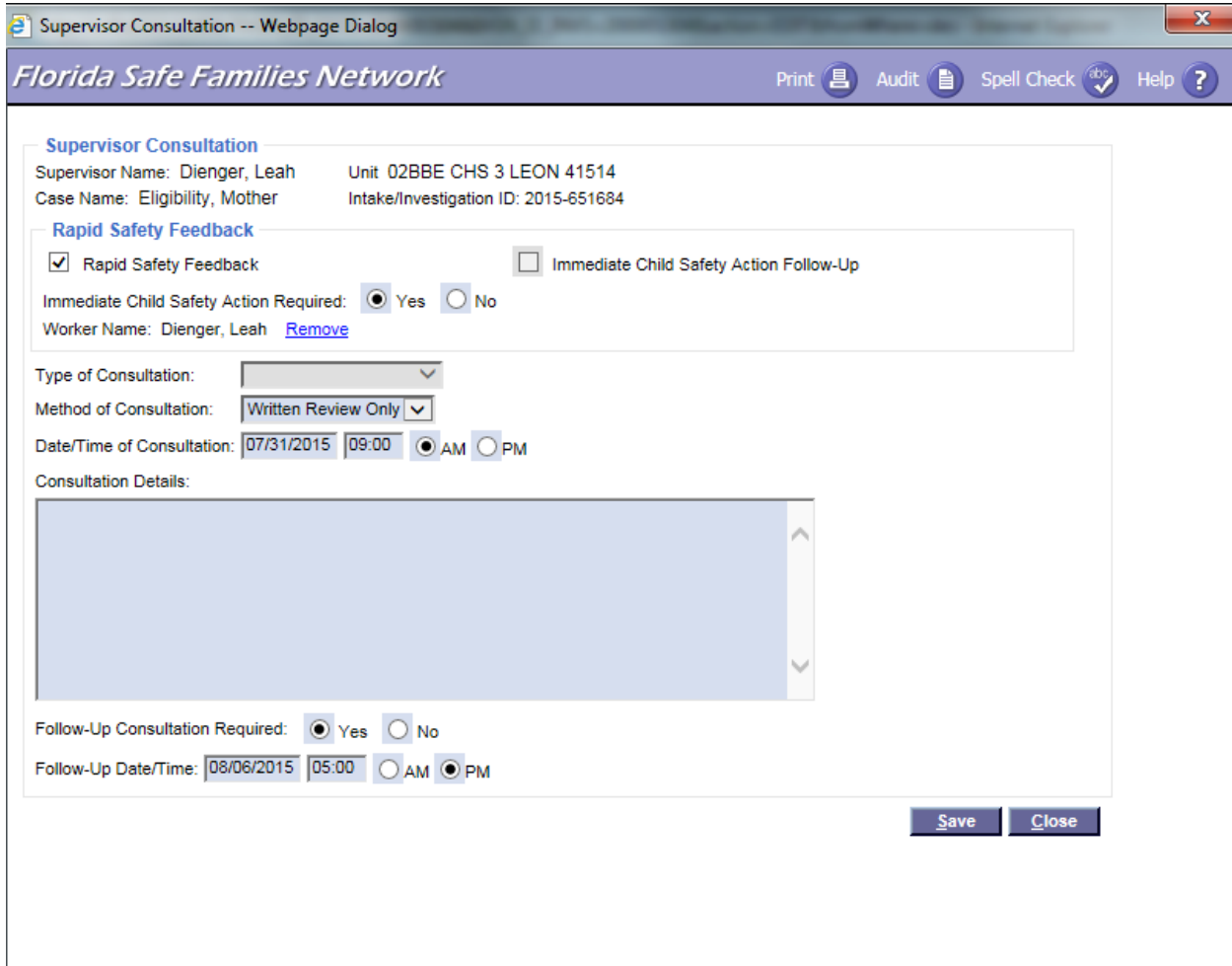


- If the user is working within a region that has received the rollout of the new functionality and the Family Assessment page existed (create date) prior to implementation, the Supervisor Consultation page will not be available.
- If the user creates a new Family Functioning Assessment (FFA) – Ongoing or Progress Update page, which is only available following implementation, the Supervisor Consultation hyperlink will be available for selection from both pages within the Actions and Text (notifications and templates) List Box.

The FSFN Supervisor Consultation module includes the process that supports the consultation that occurs between a worker and supervisor when working within the Child Investigation, Family Functioning Assessment (FFA) – Ongoing, and Progress Update modules. The user interfaces outlined in this topic paper support the effective management and processing of Supervisor Consultations throughout the life of a Child Investigation, as well as throughout the life of a Case Managers' work with the family while involved with the Department, via the FFA – Ongoing and Progress Update modules. The changes outlined within this document are being made to the FSFN system to support the Child Protection Transformation and SACWIS Compliance Project goals.

1.2. Pages

1.2.1. Pop-Up – Supervisor Consultation page



Supervisor Consultation -- Webpage Dialog

Florida Safe Families Network Print Audit Spell Check Help

Supervisor Consultation
 Supervisor Name: Dienger, Leah Unit 02BBE CHS 3 LEON 41514
 Case Name: Eligibility, Mother Intake/Investigation ID: 2015-651684

Rapid Safety Feedback
 Rapid Safety Feedback Immediate Child Safety Action Follow-Up
 Immediate Child Safety Action Required: Yes No
 Worker Name: Dienger, Leah [Remove](#)

Type of Consultation:
 Method of Consultation:
 Date/Time of Consultation: 07/31/2015 09:00 AM PM

Consultation Details:

Follow-Up Consultation Required: Yes No
 Follow-Up Date/Time: 08/06/2015 05:00 AM PM

[Save](#) [Close](#)

1.2.2. Pop-Up Overview

Page Navigation

The Supervisor Consultation pop-up page is available for creation from all Child Investigation pages, regardless of the Investigative Sub Type. This includes In-Home, Institutional, and Other. The Supervisor Consultation page can be created multiple times throughout the life of a Child Investigation, up to the point at which the Child Investigation is submitted for approval for closure and becomes frozen. The creation of the Supervisor Consultation page occurs once the user clicks the Supervisor Consultation hyperlink within the Actions and Text list box.



The Supervisor Consultation pop-up page is also available for creation from all FFA-Ongoing and Progress Update pages. The Supervisor Consultation page can be created multiple times for an FFA-Ongoing or Progress Update, even beyond the submission for approval and the page becomes frozen. The Supervisor Consultation hyperlink within the Actions and Text list box is available until the FSFN Case is approved for closure.

The Supervisor Consultation page also provides Practice Experts with functionality to identify Rapid Safety Feedback, as well as capture the details regarding the Immediate Child Safety Action Follow-Up. This functionality has been added to identify when a Rapid Safety Feedback Review/ Consultation is performed and when there may be an immediate child safety action that is required and Immediate Child Safety Action Follow-Up to be performed.

Once the Supervisor Consultation page is created and successfully saved, it can be subsequently accessed from the Desktop within the Child Investigation or Assessment and Planning work icons. It can also be accessed from the Child Investigation, Case Book or Person Book by selecting Investigations/ Special Conditions Referrals or Assessment and Planning from the center group box drop down. Furthermore, users can create the Supervisor Consultation page via the Search page in order to provide flexibility across units.



1.2.3. Pop-Up Information

FSFN Header	Print Icon	When the print icon is selected and a Print Screen is made, it includes all data on the screen including any details beneath a scroll bar; “all” means every field on this screen.
Group Box:	Supervisor Consultation	
Fields:	Supervisor Name	Displays the supervisor name, unit, and unit number of the worker who creates the Supervisor Consultation Pop-Up Page; System derived from user information of the person who created the Supervisor Consultation.
	Unit	Displays the unit number of the worker who creates the Supervisor Consultation Pop-Up Page. The data is captured at the time of create. Should the user change names or units, the name, unit name, and number is not changed on the Supervisor Consultation pop-up page.
	Case Name	Displays the Case Name of the associated FSFN Case; Text display is Last Name, First name, Middle Name in plain black text; System derived based on the FSFN case associated to the Child Investigation, FFA-Ongoing, or Progress Update Page from which the Supervisor Consultation page was launched.
	Intake/Investigation	Displays appropriate ID of the page it was launched from (Intake/Investigation, FFA-Ongoing, or



		Progress Update). This field label dynamically changes based on the page from which the Supervisor Consultation page is launched, i.e. Child Investigation, FFA-Ongoing, or Progress Update ID. The Rapid Safety Feedback fields will display on Supervisor Consultations across all three pages; System derived ID based on the Page from which the Supervisor Consultation page was launched.
Group Box:	Rapid Safety Feedback	
Fields:	Rapid Safety Feedback	Check Box for those with appropriate security to indicate with a checkmark if Rapid Safety Feedback applies. Conditionally enabled and user selectable ONLY by users with the appropriate security AND only if the Immediate Child Safety Action Follow-Up check box is selected; otherwise disabled and grayed out.
	Immediate Child Safety Action Follow-Up	Check Box for those with appropriate security to indicate with a checkmark if Immediate Child Safety Action Follow-up applies. Conditionally enabled and user selectable ONLY by users with appropriate security AND only if Rapid Safety Feedback is NOT selected; otherwise disabled and grayed out. If the user has the appropriate security and Immediate Child Safety Action Follow-Up is enabled, it can only be selected and saved if a previous Supervisor Consultation exists associated to that specific Investigation ID, FFA-Ongoing ID or Progress Update ID, where the Rapid Safety Feedback was selected; if one does not exist, upon attempting to save the Supervisor Consultation page the user will receive a validation message that a previous Supervisor Consultation page must exist



Florida Safe Families Network

		where the Rapid Safety Feedback check box is selected.
	Immediate Child Safety Action Required	Identifies if an Immediate Child Safety Action is required. Conditionally enabled and the selection of Yes or No is required in order to save the Supervisor Consultation page when the Rapid Safety Feedback check box is selected OR when the Immediate Child Safety Action Follow-Up check box is selected; otherwise disabled and grayed out; no default value.
	Worker Name	System derived name of worker creating the Supervisor Consultation Pop-Up page.
	Worker Search	Hyperlink used to Search for a worker; displayed only if the Immediate Action Required is Yes. Upon clicking the hyperlink, the standard Worker Search page is displayed where any worker can be searched and selected. In addition, once a worker is searched and selected, upon returning to the Supervisor Consultation page, the worker name will be displayed in plain black text directly to the right of the Worker Name field label and the Worker Search hyperlink will be replaced with a Remove hyperlink with a Remove hyperlink. Upon clicking the Remove hyperlink, the worker selected will be removed and the Remove hyperlink will be replaced with the Worker Search hyperlink.
Group Box:	Supervisor Consultation	
Fields:	Type of Consultation	Drop down that captures type of consultation. Values include: Pre-Commencement; Initial; 2 nd Tier Consultation; Follow-Up and Closure; only 1



		Initial can be created per Child Investigation. If the Rapid Safety Feedback or Immediate Child Safety Action Follow-Up check box is selected this drop down becomes disabled and grayed out; otherwise, enabled and required. A null value is displayed if either of the identified check boxes are selected which results in this drop down being disabled and grayed out.
	Method of Consultation	Drop down that captures method of consultation; enabled; required; user selected; no default. Values include: File Review; In Person; Phone; Web Conference; Written Review Only. The value of Written Review Only is ONLY displayed and available for selection if the Rapid Safety Feedback check box is selected; otherwise this value is hidden. The value of File Review is only available for selection if page was launched from FFA-Ongoing and Progress Update; otherwise this value is hidden.
	Date/Time of Consultation	Captures the date and time of the Supervisor Consultation; enabled; required; user entered. Must be less than or equal to current system date and time (no future date). Right clicking on the date field displays the calendar function.
	Consultation Details	Captures the consultation details; enabled; required; user entered.
	Follow-Up Consultation Required	Radio button selection to allow indication if a follow-up is required; enabled; required; no default; the selection of one is required. If Yes is selected, the Follow-Up Date/Time is enabled and required.
	Follow-Up	Captures the date and time that the follow-up is



	Date/Time	required. When 'Yes' is selected for Follow-Up Consultation Require, enabled, required, and user entered; if 'No', disabled and not user modifiable. Must be greater than current system date and time (no past date). Right clicking on the date field displays the calendar function.
	Save	Saves the Supervisor Consultation Pop-Up Page. Save processing is set up so that it does the following in addition to enforcing the required fields, as well as maintaining any other existing edits upon Save: upon selecting Save if the Immediate Child Safety Action Required is Yes, but a Worker has not been searched and selected, a validation message is displayed indicating that a worker must be searched and selected when the Rapid Safety Feedback check box is selected; in addition, upon saving the following prompt must be displayed: You are saving the Supervisor Consultation page. All fields will be frozen, disabled and grayed out. Do you wish to continue? <Yes><No>; if Yes is selected the processing will complete and page frozen, and user will remain on the Supervisor Consultation page; if No is selected, the user will remain on the Supervisor Consultation page with nothing saved and the page will remain enabled for modifications to be made; finally, upon clicking Save the edits and validations will be processed first and ONLY if all validations are met will the pop-up then be displayed asking if the user is sure they wish to save.
	Close	Closes the Supervisor Consultation Pop-Up Page without saving. Upon close processing, the user is returned to the page from which the Supervisor Consultation page was launched.



1.1.1.1.1. Background Processing

- While the Investigation is “open”, the Supervisor Consultation hyperlink will be available for selection from the Actions and Text (Notifications and Templates) List Box section on the Child Investigation Page via the Utility Search page.
- While the FSFN Case is “open”, the Supervisor Consultation hyperlink will be available for selection from the Actions and Text (Notifications and Templates) List Box section on the FFA-Ongoing or Progress Update Page via the Utility Search page.
- Because the Supervisor Consultation page can be created from the Child Investigation (FSDMM), FFA – Ongoing or Progress Update through Search, all functionality related to these fields must be maintained when Supervisor Consultation is created through Search.
- When created from the Child Investigation page (FSDMM):
 - Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is ‘Yes’ on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:
 - A Rapid Safety Feedback Supervisor Consultation has been documented for this Investigation and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this Investigation for Approval. <Close>
 - Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.
 - The existing edit will remain regarding the standard “follow-up” process whereby an Investigation cannot be submitted for approval if the follow-up hasn’t been documented. However, the new Immediate Child Safety Action



Follow-Up check box will satisfy that edit as well as Immediate Child Safety Action Required. Both can be satisfied with the 1 Supervisor Consultation. HOWEVER.....if a standard 2nd Tier Consultation type is documented and Immediate Child Safety Action Required on a previous Supervisor Consultation was Yes, the Rapid Safety Feedback edit on the Investigation will NOT be satisfied and an Immediate Child Safety Action Follow-Up Consultation MUST be documented before the Child Investigation (FSDMM) can be submitted for Approval.

- Because the Supervisor Consultation page can be created from the FFA – Ongoing or Progress Update after these pages have been approved and frozen, all functionality related to these fields must be maintained when Supervisor Consultation is created for an approved FFA – Ongoing or Progress Update.
- When created from the FFA-Ongoing:
 - Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is ‘Yes’ on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:
 - A Rapid Safety Feedback Supervisor Consultation has been documented for this FFA - Ongoing and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this FFA - Ongoing for Approval. <Close>
 - Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.
 - If the FFA – Ongoing has already been approved when the Supervisor Consultation page is created, this edit will be moot and not be enforced.



The user will have the ability to document the Rapid Safety Feedback and Immediate Child Safety Action Follow-Up Supervisor Consultations and the related automated message will be generated still.

- The existing Supervisor Consultation Task Due when a Follow-Up is documented will also be satisfied by the creation of a Supervisor Consultation page where the Immediate Child Safety Action Follow-Up check box is selected.
- When created from a Progress Update:
 - Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is 'Yes' on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:
 - A Rapid Safety Feedback Supervisor Consultation has been documented for this Progress Update and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this Progress Update for Approval. <Close>
 - Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.
 - If the Progress Update has already been approved when the Supervisor Consultation page is created, this edit will be moot and not be enforced. The user will have the ability to document the Rapid Safety Feedback and Immediate Child Safety Action Follow-Up Supervisor Consultations and the related automated message will be generated still.



- The existing Supervisor Consultation Task Due when a Follow-Up is documented will also be satisfied by the creation of a Supervisor Consultation page where the Immediate Child Safety Action Follow-Up check box is selected.
- Rapid Safety Feedback check box is conditionally enabled and user selectable ONLY by users with the appropriate security; otherwise disabled and grayed out.
- Immediate Child Safety Action Follow-Up check box is conditionally enabled and user selectable ONLY by users with the appropriate security; otherwise disabled and grayed out.
- When the Rapid Safety Feedback or Immediate Child Safety Action Follow-Up check box is selected, the Type of Consultation drop down is disabled and grayed out, not user modifiable, and background processing will accept a null value.
- When Rapid Safety Feedback check box is selected, then a new value of “Written Review Only” is displayed and available in the Method of Consultation drop down for user selection; otherwise it is hidden. This “Written Review Only” value is only available for selection when the Rapid Safety Feedback check box is selected by those with appropriate Security.
- When Immediate Child Safety Action Required radio button selection is ‘Yes’, then the Search hyperlink is available for user to search and select a Child Safety Action Follow-Up reviewer (FSFN Worker). Once a Child Safety Action Follow-Up reviewer is selected, the reviewer will be alerted, in addition to the reviewer’s Supervisor, as well as the Parent Unit - Supervisor.
- Upon clicking the Worker Search hyperlink, the standard Worker Search page is displayed; any worker can be searched and selected; Once a worker is searched and selected, upon returning to the Supervisor Consultation page the worker name will be displayed in plain black text directly to the right of the Worker Name field label and the Worker Search hyperlink will be replaced with a Remove hyperlink.
 - Upon clicking the Remove hyperlink the worker selected will be removed and the Remove hyperlink will be replaced with the Worker Search hyperlink.
- **IMPORTANT NOTE 1:** if there is a modification to the Rapid Safety Feedback check box selection and the check box was originally selected and then de-selected, the Type of Consultation drop down will be enabled and required; the Immediate Child Safety Action Required selection will be made null, disabled and grayed out; the Worker Search hyperlink will be hidden and if a Worker was selected they will be removed from the page and database so that if Yes were selected once again the worker name would not re-display; Written Review Only will no longer be displayed in the Method of Consultation drop down and if it was selected the drop down will be made null.



- **IMPORTANT NOTE 2:** if there is a modification to the Immediate Child Safety Action Follow-Up check box selection and the check box was originally selected and then de-selected, the Type of Consultation drop down will be enabled and required; the Immediate Child Safety Action Required selection will be made null, disabled and grayed out; and the Worker Search hyperlink will be hidden and if a Worker was selected they will be removed from the page and database so that if Yes were selected once again the worker name would not re-display.
- **IMPORTANT NOTE 3:** If the Immediate Action Required is Yes and then changed to No, the Worker Name selected would be made null and removed from the database and the Worker Search hyperlink will be hidden again; if the user were to select Yes again they would have to re-search the appropriate Worker.
- Upon submitting the Investigation for closure, if "yes" is selected for follow-up required on the Supervisor Consultation, an Investigation closure edit will prevent closure without a newly documented Supervisor Consultation. The following error message will display:
 - A Supervisor Consultation must be completed before submitting closure. <OK>

1.1.2. Save Processing

- Upon clicking Save, if all required fields are not documented the following error message will display:
 - Please enter data for all required fields [field name]. <OK>
- Upon successfully saving the Supervisor Consultation page, if a Worker was searched and selected for the Worker Name field related to the Immediate Child Safety Action Required, an automated message is generated and sent to the worker identified, his or her supervisor, as well as the Parent Unit - Supervisor. Furthermore, the Automated Message sent is the Child Investigation or FFA – Ongoing/ Progress Update Automated Message based on which page the Rapid Safety Feedback was documented for.
- If a user with appropriate security selects the Immediate Child Safety Action Follow-Up check box and a previous Supervisor Consultation does not exist associated to that specific Investigation ID, FFA - Ongoing ID or Progress Update ID, where the Rapid Safety Feedback check box was selected upon attempting to save the Supervisor Consultation page the user will receive the following validation message:
- A previous Supervisor Consultation page must exist where the Rapid Safety Feedback check box is selected. <Close>



- Upon selecting Save, if the Immediate Child Safety Action Required is Yes, but a Worker has not been searched and selected, the following validation message is displayed: A worker must be searched and selected when Immediate Child Safety Action Required is identified as Yes. <Close>
- Upon saving the following validation prompt must be displayed:
- You are saving the Supervisor Consultation page. All fields will be frozen, disabled and grayed out. Do you wish to continue? <Yes><No>
- If Yes is selected, the processing will complete and page frozen, and user will remain on the Supervisor Consultation page;
- If No is selected, the user will remain on the Supervisor Consultation page with nothing saved and the page will remain enabled for modifications to be made.
- Upon clicking Save, the edits and validations will be processed first and ONLY if all validations are met and no errors are to be displayed, will the pop-up then be displayed asking if the user is sure they wish to save.
- Upon successfully saving the Supervisor Consultation page all fields will become disabled.
- Upon successfully saving, if a Follow-Up Consultation Date/Time is documented, a Task Due will appear on the worker's desktop that is identified as the Primary Investigator on the Intakes tab of the Child Investigation page.
 - Regardless of the Type of Consultation, the Task Due will only be removed from the worker's desktop once a subsequent Supervisor Consultation page is documented for the applicable Investigation page.
- Upon successfully saving, if a Follow-Up Consultation Date/Time is documented, a Task Due will appear on the worker's desktop that is identified as the Primary Worker for the FSFN Case in which the FFA-Ongoing or Progress Update page exists.
 - Regardless of the Type of Consultation, the Task Due will only be removed from the worker's desktop once a subsequent Supervisor Consultation page is documented for the applicable FFA – Ongoing or Progress Update page.



1.1.3. CRUD Matrix

Table Name	Create	Read	Update	Delete
ACCESS_REPORT		X		
CASE_MASTER		X		
DOC_NARRATIVE	X	X		
INVESTIGATION		X		
INVS_SUPVR_CNSLTN	X	X		
ORG_UNIT		X		
ORG_WORKER_ROLE		X		
TICKLER	X	X		X



1.2. Inventories

1.2.1. Reference Data

Reference Values

FSFN Page:	Supervisor Consultation Pop-up	
Tab Name:	N/A	
Field Name:	Method of Consultation	
	Values	Status
	File Review (FFA – Ongoing and Progress Update only)	New
	Phone	New
	In Person	New
	Web Conference	New
	Written Review Only (only if Rapid Safety Feedback check box is selected)	New



FSFN Page:	Supervisor Consultation Pop-up	
Tab Name:	N/A	
Field Name:	Type of Consultation	
	Values	Status
	Initial	New
	Follow-up	New
	Closure	New
	Pre-Commencement (Child Investigation only)	New
	2nd Tier Consultation (Child Investigation only)	New

1.2.2. Automated Messages

Description #1: Notification to the selected worker, their supervisor and the Parent Unit – Supervisor that an Immediate Child Safety Action Follow-Up Consultation is needed when created from a Child Investigation (FSDMM)

- Subject: Rapid Safety Feedback – Immediate Child Safety Action Follow-Up Required <Case ID> <Investigation ID>
- Automated Message Text: Case ID < > for Investigation ID < > has been flagged as Rapid Safety Feedback. An Immediate Child Safety Action Follow-Up is required before the Investigation can be approved for closure. Please review the identified Case and Investigation and document when the Immediate Child Safety Action Follow-Up Consultation has occurred.
- Automated Message Description: The automated message is sent to the selected Worker, their Supervisor and the Parent Unit – Supervisor once the Supervisor Consultation page has been successfully saved. This automated message only applies and is sent when the Rapid Safety Feedback check box has been selected and the Immediate Child Safety Action Required is identified as Yes, at which point the user is required to search and select the appropriate worker.



Description #2: Notification to the selected worker, their supervisor and the Parent Unit – Supervisor that an Immediate Child Safety Action Follow-Up Consultation is needed when created from an FFA – Ongoing or Progress Update

- Subject: Rapid Safety Feedback – Immediate Child Safety Action Follow-Up Required <Case ID>
- Automated Message Text: Case ID < > has been flagged as Rapid Safety Feedback. An Immediate Child Safety Action Follow-Up is required before the FFA – Ongoing or Progress Update can be approved for closure. Please review the identified Case and FFA – Ongoing or Progress Update and document when the Immediate Child Safety Action Follow-Up Consultation has occurred.
- Automated Message Description: The automated message is sent to the selected Worker, their Supervisor and the Parent Unit - Supervisor once the Supervisor Consultation page has been successfully saved. This automated message only applies and is sent when the Rapid Safety Feedback check box has been selected and the Immediate Child Safety Action Required is identified as Yes, at which point the user is required to search and select the appropriate worker.

1.2.3. Checklists

- None

1.2.4. Tasks Due

- Please refer to the Child Investigation, Family Functioning Assessment – Ongoing and Progress Update Topic Papers for the Tasks Due created which are related to the Supervisor Consultation page.

1.2.5. Notifications

- None

1.2.6. Text Templates

- There are no templates associated with this specification.

1.2.7. Reports

- All new fields AND all new reference values captured on the Supervisor Consultation page, other than narrative text fields, must be added to the Data Mart, Data Warehouse and Data Universe.

1.2.8. Triggers

- None



1.2.9. Batch Programs

- N/A

1.2.10. Requirement References

REQ Number	Requirement Description
REQT 1	Upon implementation of the changes identified if there is an existing, “Pending” FSDMM Child Investigation the modifications will be available upon creating a new Supervisor Consultation from that Child Investigation
REQT 2	Upon implementation of the changes identified if there is an existing FSDMM Child Investigation that has been submitted for Approval but not Approved by the Supervisor yet, if a new Supervisor Consultation is created prior to Approval the modifications will be available
REQT3	Upon implementation of the changes identified, for all existing, frozen Supervisor Consultations the modifications will not be displayed.
REQT4	The modifications to the Supervisor Consultation page apply to Child Investigations (In-Home; Other; Institutional), FFA – Ongoing and Progress Update
REQT5	Include new values in the Method of Consultation drop down specifically related to Rapid Safety Feedback
REQT6	Fields on the Supervisor Consultation page must be moved around and re-aligned to ensure streamlined flow of information
REQT7	Add a new check box labeled "Rapid Safety Feedback" that is conditionally enabled and user selectable ONLY by users with the appropriate security; otherwise disabled and grayed out.
REQT8	Add a new check box labeled "Rapid Safety Feedback" that is conditionally enabled and user selectable ONLY by users with the appropriate security and if the “Immediate Child Safety Action Follow-Up” check box is NOT selected; otherwise disabled and grayed out.



REQ Number	Requirement Description
REQT9	Add a new check box labeled “Immediate Child Safety Action Follow-Up” that is conditionally enabled and user selectable ONLY by users with the appropriate security and if the “Rapid Safety Feedback” check box is NOT selected; otherwise disabled and grayed out; in addition, modify the Type of Consultation drop down so that if the Rapid Safety Feedback or Immediate Child Safety Action Follow-Up check box is selected this drop down becomes disabled and grayed out; otherwise enabled and required and works as it does today; if the user has the appropriate security to select the “Immediate Child Safety Action Follow-Up” check box, it can only be selected and saved if a previous Supervisor Consultation exists associated to that specific Investigation ID, FFA - Ongoing ID or Progress Update ID, where the Rapid Safety Feedback check box was selected; if one does not exist, upon attempting to save the Supervisor Consultation page the user will receive a validation message that a previous Supervisor Consultation page must exist where the Rapid Safety Feedback check box is selected.
REQT10	Add a new field labeled Immediate Child Safety Action Required that has a Yes and No radio button selection; conditionally enabled and the selection of Yes or No is required in order to save the Supervisor Consultation page when the Rapid Safety Feedback or Immediate Child Safety Action Follow-Up check box is selected; otherwise disabled and grayed out; no default value.
REQT11	Include a new field labeled Worker Name which provides a Worker Search hyperlink; Worker Search hyperlink is conditionally displayed ONLY if the Immediate Action Required is Yes; otherwise the Worker Search hyperlink is NOT displayed.
REQT12	As indicated, the Worker Search hyperlink only displays if the Immediate Action Required is Yes; upon clicking this hyperlink the standard Worker Search page is displayed; any worker can be searched and selected; in addition, once a worker is searched and selected, upon returning to the Supervisor Consultation page the worker name will be displayed in plain black text directly to the right of the Worker Name field label and the Worker Search hyperlink will be replaced with a Remove hyperlink; upon clicking the Remove hyperlink the worker selected will be removed and the Remove hyperlink will be replaced with the Worker Search hyperlink.
REQT13	Add the value Written Review Only to the Method of Consultation drop down and it is ONLY available for selection if the Rapid Safety Feedback check box is selected; all pre-existing functionality related to this drop down is maintained unless otherwise stated in this Functional Specification Document.



REQ Number	Requirement Description
REQT14	Modify the save processing so that it does the following in addition to enforcing the required fields, as well as maintaining any other existing edits upon Save: upon selecting Save if the Immediate Child Safety Action Required is Yes, but a Worker has not been searched and selected, a validation message is displayed indicating that a worker must be searched and selected when the Immediate Child Safety Action Required is identified as Yes; in addition, upon saving the following prompt must be displayed: You are saving the Supervisor Consultation page. All fields will be frozen, disabled and grayed out. Do you wish to continue? <Yes><No>; if Yes is selected the processing will complete and page frozen, and user will remain on the Supervisor Consultation page; if No is selected, the user will remain on the Supervisor Consultation page with nothing saved and the page will remain enabled for modifications to be made; finally, upon clicking Save the edits and validations will be processed first and ONLY if all validations are met will the pop-up then be displayed asking if the user is sure they wish to save.
REQT15	Unless explicitly stated in this Functional Specification Document, existing functionality will not be modified or removed.
REQT16	All changes identified in this section related to the Supervisor Consultation page apply to the Supervisor Consultation page when it is created from the Child Investigation (FSDMM), FFA – Ongoing or Progress Update.
REQT17	Because the Supervisor Consultation page can be created from the Child Investigation (FSDMM), FFA – Ongoing or Progress Update through Search, all functionality related to these fields must be maintained when Supervisor Consultation is created through Search.
REQT18	Because the Supervisor Consultation page can be created from the FFA – Ongoing or Progress Update after these pages have been approved and frozen, all functionality related to these fields must be maintained when Supervisor Consultation is created for an approved FFA – Ongoing or Progress Update.
REQT19	Rapid Safety Feedback check box is conditionally enabled and user selectable ONLY by users with the appropriate security; otherwise disabled and grayed out.
REQT20	When the Rapid Safety Feedback or Immediate Child Safety Action Follow-Up check box is selected, the Type of Consultation drop down is disabled and grayed out, not user modifiable.



REQ Number	Requirement Description
REQT21	When Rapid Safety Feedback check box is selected, then a new value of “Written Review Only” is available in the Method of Consultation drop down for user selection. This “Written Review Only” value is only displayed and available for selection when the Rapid Safety Feedback check box is selected by those with appropriate Security.
REQT22	When Immediate Child Safety Action Required radio button selection is ‘Yes’, then the Worker Search hyperlink is available for user to search and select an Child Safety Action Follow-Up reviewer (FSFN Worker). Once a Child Safety Action Follow-Up reviewer is selected, the reviewer will be alerted via an automated email message, in addition to the reviewer’s Supervisor and the Parent Unit - Supervisor.
REQT23	Include a new group box labeled “Rapid Safety Feedback” which contains specific fields related to Rapid Safety Feedback.
REQT24	<p>Upon clicking the Worker Search hyperlink, the standard Worker Search page is displayed; any worker can be searched and selected; Once a worker is searched and selected, upon returning to the Supervisor Consultation page the worker name will be displayed in plain black text directly to the right of the Worker Name field label and the Worker Search hyperlink will be replaced with a Remove hyperlink.</p> <p>Upon clicking the Remove hyperlink the worker selected will be removed and the Remove hyperlink will be replaced with the Worker Search hyperlink.</p>
REQT25	IMPORTANT NOTE: if there is a modification to the Rapid Safety Feedback check box selection and the check box was originally selected and then de-selected, the Type of Consultation drop down will be enabled and required; the Immediate Child Safety Action Required selection will be made null, disabled and grayed out; the Worker Search hyperlink will be hidden and if a Worker was selected they will be removed from the page and database so that if Yes were selected once again the worker name would not re-display; Written Review Only will no longer be displayed in the Method of Consultation drop down and if it was selected the drop down will be made null.
REQT26	IMPORTANT NOTE: If the Immediate Child Safety Action Required is Yes and then changed to No, the Worker Name selected would be made null and removed from the database and the Worker Search hyperlink will be hidden again; if the user were to select Yes again they would have to re-search the appropriate Worker.



REQ Number	Requirement Description
REQT27	All existing Save Processing that is triggered when Save is selected is being maintained unless explicitly stated otherwise.
REQT28	Upon successfully saving the Supervisor Consultation page, if a Worker was searched and selected for the Worker Name field related to the Immediate Action Required, the automated message identified in Section 2.4.2 is generated and sent to the worker identified as well as his or her Supervisor and the Parent Unit - Supervisor. Furthermore, the Automated Message sent is either the Child Investigation or FFA – Ongoing/ Progress Update Automated Message based on which page the Rapid Safety Feedback was documented for.
REQT29	If a user with appropriate security selects the Immediate Child Safety Action Follow-Up check box and a previous Supervisor Consultation does not exist associated to that specific Investigation ID, FFA - Ongoing ID or Progress Update ID, where the Rapid Safety Feedback check box was selected upon attempting to save the Supervisor Consultation page the user will receive the following validation message: A previous Supervisor Consultation page must exist where the Rapid Safety Feedback check box is selected. <Close>
REQT30	Upon selecting Save if the Immediate Child Safety Action Required is Yes, but a Worker has not been searched and selected, a validation message is displayed indicating that a worker must be searched and selected when the Immediate Child Safety Action Required is identified as Yes.
REQT31	Upon saving the following validation prompt must be displayed: You are saving the Supervisor Consultation page. All fields will be frozen, disabled and grayed out. Do you wish to continue? <Yes><No> If Yes is selected the processing will complete and page frozen, and user will remain on the Supervisor Consultation page; If No is selected, the user will remain on the Supervisor Consultation page with nothing saved and the page will remain enabled for modifications to be made.
REQT32	Upon clicking Save the edits and validations will be processed first and ONLY if all validations are met and no errors are to be displayed, will the pop-up then be displayed asking if the user is sure they wish to save.
REQT33	A new Action labeled “Rapid Safety Feedback” will be added to the existing Supervisor Consultation Security Resource and that Action will contain the ability to select the Rapid Safety Feedback check box.



REQ Number	Requirement Description
REQT34	A new Security Profile will be created labeled Supervisor Consultation - Rapid Safety Feedback and will contain the Security Resource of Supervisor Consultation and will have the Create, Edit/Update and Rapid Safety Feedback Actions selected.
REQT35	This Security Profile will be added to the applicable Security User Groups that the Department identifies should have it.
REQT36	A new Action labeled “Immediate Child Safety Action Follow-Up” will be added to the existing Supervisor Consultation Security Resource and that Action will contain the ability to select the Immediate Child Safety Action Follow-Up check box.
REQT37	A new Security Profile will be created labeled Supervisor Consultation – Immediate Child Safety Action Follow-Up and will contain the Security Resource of Supervisor Consultation and will have the Create, Edit/Update and Immediate Child Safety Action Follow-Up Actions selected.
REQT38	This Security Profile will be added to the applicable Security User Groups that the Department identifies should have it.
REQT39	Update the repeating table in the Supervisor Consultation Summary group box on the Child Investigation (FSDMM) Intakes tab to include 2 additional columns directly to the left of the Actions columns labeled Rapid Safety Feedback and Immediate Child Safety Action Follow-Up; they should reflect as shown in the associated mock-up.
REQT40	Continue system derive the Type of Consultation column in the Supervisor Consultation Summary group box in the same manner, but must now accept a null value and display as null if there is not a Type of Consultation selected on the Supervisor Consultation page.
REQT41	The new Rapid Safety Feedback column in the Supervisor Consultation Summary group box is system derived based on the associated Supervisor Consultation page; if the Rapid Safety Feedback check box is selected this field will be system derived as Yes; otherwise system derives as No.
REQT42	The new Immediate Child Safety Action Follow-Up column in the Supervisor Consultation Summary group box is system derived based on the associated Supervisor Consultation page; if the Immediate Child Safety Action Follow-Up check box is selected this field will be system derived as Yes; otherwise system derives as No.



REQ Number	Requirement Description
REQT43	<p>Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is ‘Yes’ on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:</p> <p>A Rapid Safety Feedback Supervisor Consultation has been documented for this Investigation and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this Investigation for Approval. <Close></p> <p>Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.</p>
REQT44	<p>The existing edit will remain regarding the standard “follow-up” process whereby an Investigation cannot be submitted for approval if the follow-up hasn’t been documented. However, the new Immediate Child Safety Action Follow-Up check box will satisfy that edit as well as Immediate Child Safety Action Required. Both can be satisfied with the 1 Supervisor Consultation. HOWEVER.....if a standard 2nd Tier Consultation type is documented and Immediate Child Safety Action Required on a previous Supervisor Consultation was Yes, the Rapid Safety Feedback edit on the Investigation will NOT be satisfied and an Immediate Child Safety Action Follow-Up Consultation MUST be documented before the Child Investigation (FSDMM) can be submitted for Approval.</p>
REQT45	<p>All new fields AND all new reference values captured on the Supervisor Consultation page, other than narrative text fields, must be added to the Data Mart, Data Warehouse and Data Universe.</p>
REQT46	<p>Automated messages must be created to address when Immediate Action Required is identified on a Rapid Safety Feedback Supervisor Consultation.</p>



REQ Number	Requirement Description
REQT47	Edits to ensure an Immediate Child Safety Action Follow-Up are required in order to approve the FFA – Ongoing or Progress Update must be added as defined.
REQT47.1	<p>Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is ‘Yes’ on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:</p> <p>A Rapid Safety Feedback Supervisor Consultation has been documented for this FFA - Ongoing and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this FFA - Ongoing for Approval. <Close></p> <p>Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.</p> <p>If the FFA – Ongoing has already been approved when the Supervisor Consultation page is created this edit will be moot and not be enforced. The user will have the ability to document the Rapid Safety Feedback and Immediate Child Safety Action Follow-Up Supervisor Consultations and the related automated message will be generated still.</p>
REQT47.2	The existing Supervisor Consultation Task Due when a Follow-Up is documented will also be satisfied by the creation of a Supervisor Consultation page where the Immediate Child Safety Action Follow-Up check box is selected.



REQ Number	Requirement Description
REQT47.3	<p>Upon clicking the Approval hyperlink within the Actions panel, if the Immediate Child Safety Action Required radio button selection is 'Yes' on a Supervisor Consultation page AND there was not a subsequent Supervisor Consultation page documented where the Immediate Child Safety Action Follow-Up check box is selected, then the system must generate the following validation message:</p> <p>A Rapid Safety Feedback Supervisor Consultation has been documented for this Progress Update and there is not a subsequent Immediate Child Safety Action Follow-Up Consultation documented. Please ensure the necessary Supervisor Consultation has been completed before you can submit this Progress Update for Approval. <Close></p> <p>Because you can have multiple Supervisor Consultations where the Immediate Action Required is Yes, subsequent is determined by comparing the Consultation Date and Time of the current Supervisor Consultation being documented to the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes. The current Consultation Date and Time must be greater than the Consultation Date and Time of the last (most recent) Supervisor Consultation where the Immediate Child Safety Action Required radio button selection was Yes.</p> <p>If the Progress Update has already been approved when the Supervisor Consultation page is created this edit will be moot and not be enforced. The user will have the ability to document the Rapid Safety Feedback and Immediate Child Safety Action Follow-Up Supervisor Consultations and the related automated message will be generated still.</p>
REQT47.4	<p>The existing Supervisor Consultation Task Due when a Follow-Up is documented will also be satisfied by the creation of a Supervisor Consultation page where the Immediate Child Safety Action Follow-Up check box is selected.</p>
REQT48	<p>IMPORTANT NOTE: if there is a modification to the Immediate Child Safety Action Follow-Up check box selection and the check box was originally selected and then de-selected, the Type of Consultation drop down will be enabled and required; the Immediate Child Safety Action Required selection will be made null, disabled and grayed out; and the Worker Search hyperlink will be hidden and if a Worker was selected they will be removed from the page and database so that if Yes were selected once again the worker name would not re-display.</p>
REQT 49	<p>The system must provide fields for the supervisor to document a required follow up.</p>



REQ Number	Requirement Description
REQT 50	The system must be updated to include a new security resource for Supervisor Consultation and be associated with Acting Supervisors and Supervisors for both CPI and Case Manager.
REQT 51	The system must allow an Acting Supervisor or Supervisor to create the Supervisor Consultation page without the need for the request to be created first.
REQT 52	The system must capture the following on the Supervisor Consultation page: Method of Consultation (e.g. Phone, In Person); Date and Time of consultation in addition to completed date/time stamp; type of consultation (i.e. 2 nd Party Review) and also ensure that the Follow Up Consultation does not generate an automated message but appears on the worker's task due calendar.