INFORMATION AND REFERRAL

I&R

USER GUIDE

FUNCTIONALITY ADDRESSED:

- This guide outlines the steps to perform key tasks related to documenting **Information and Referral** requests within the FSFN application.

LEARNING OBJECTIVES:

Upon completion of this course, the student will demonstrate the ability to:

- Create an Information and Referral request.

FSFN PAGE/ACTION	TASK DESCRIPTION/NAVIGATION STEPS	NOTES
DESKTOP MENU	▪ Click *Create>Information* and **Referral** from the **Utilities** menu.	The Information and Referral page is used to document the types of calls made to DCF, CBCs or Sheriff's Offices requesting information regarding available services and/or requests for services, as well as, what action(s) were taken (ex. Referral to Department of Education).
INFORMATION AND REFERRAL PAGE		
INFORMATION AND REFERRAL PAGE	▪ Select the type of information of Information and Referral request received such as Domestic Violence Services, Homeless Services, etc. ▪ Select the City in which the services are needed. ▪ Select at least one action taken/referral made. ▪ Save and Close the Information and Referral page.	If the type selected is 'Other,' the user must enter information in the 'Specify 'Other'' field. To produce useful reports for tracking services requested and services unavailable, the user will select the City in which the services are needed. For example, the person calling may live in Tampa, but they are requesting services in Orlando. At least one action taken must be selected, but the user can document up to three actions taken. Information and Referral requests are **not** searchable.

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