
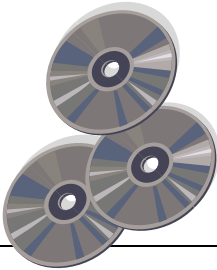


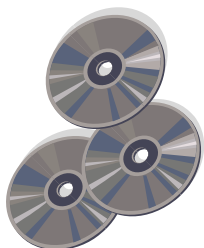
A tall palm tree with a slender trunk and a full, green canopy of fronds, set against a clear, light blue sky. The tree is positioned on the left side of the page, extending from the bottom to the top.

**Pre-Service
Florida Safe Families Network
(FSFN) Navigation Training
for Protective Investigators
and Services**

**Trainer Handouts
2009**

Computer Skills Handout

Computer Skills		
Floppy Disk		<ul style="list-style-type: none">• Use computer mostly for e-mail or to play solitaire• Don't have high-speed internet• Slow on the keyboard
CD-DVD		<ul style="list-style-type: none">• Had own computer for years• Can type fairly well- but look at the keys• Know how to download and save to disks
Flash Drive		<ul style="list-style-type: none">• Excellent on the keyboard• Has a my-space/facebook page• Owns a flash drive• Don't remember not owning a computer
Super User		<ul style="list-style-type: none">• Same as flash drive• Has used and understands FSFN





FSFN “How To” Quick Reference Card

Searches:

[Search icon on the Banner Bar] OR Menu Bar [Utilities > Search]

Note: Select the corresponding tab for the type of search being done. Searches can be done by case, person, provider/organization or worker.

Entering Notes:

1. To enter notes on an assigned case...

[Cases > Actions > Create Case Note > Continue > Enter Info > Save > Close]

2. To enter a note on ANY case in FSFN...

[Search > find the case, person or provider > Actions > Create Case Note > Enter Info > Continue]

Notes: To include other contacts that are not participants in the case (i.e. probation officer, principal, etc.)... scroll down on the Case Notes page and click “Insert”. To enter the monthly face to face home visit, select the children seen before saving and closing.

Viewing and/or Printing a Single Note or a Note Report:

[Search > find the case, person or provider > Actions > Case Note Criteria Search > Continue > enter the criteria being sought > Search]

1. To view and/or print an individual note

[Click the “View” or “Print” hyperlink next to the note type]

2. To view and/or print all of the notes

[Options > View all Notes > Go]

Note: A specific date range can be selected, as can specific note categories and types, and specific participants within the case.

Medical/Mental Health Profile page is where the child’s Medical Profile, Medications, Mental Health Profile and the Medical History can be viewed or updated.

1. Creating the Medical/Mental Health Profile

[Create > Case Work > Medical/Mental Health > Medical Profile > select case > select participant > create > enter the information > Save > Close]

2. Updating/Maintaining the Medical/Mental Health Profile

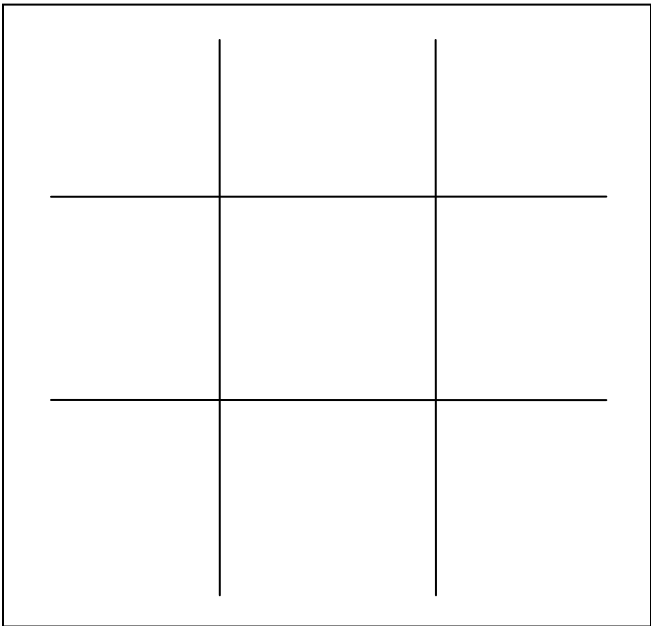
[Cases expando > Case icon > Medical/Mental Health icon > select the child’s hyperlink > update info > Save > Close]

Note: Information on multiple tabs can be created/updated before saving and closing.

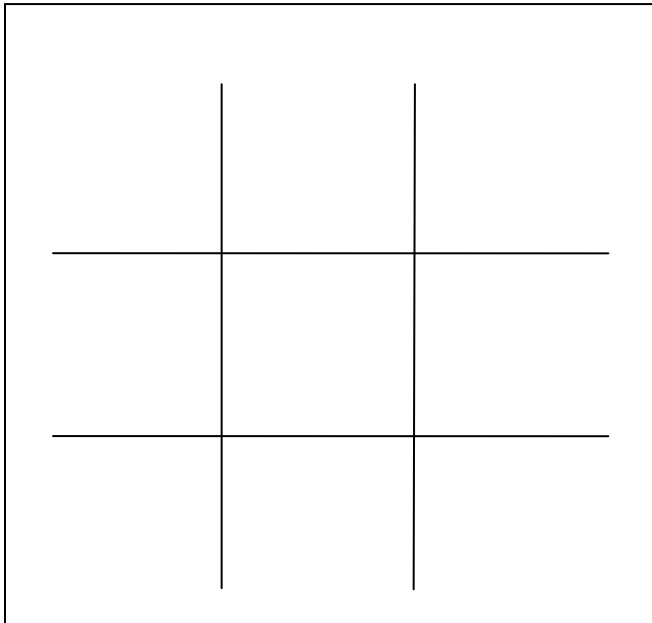
Other Contacts is where any additional contacts that are not entered as case participants can be entered (i.e. police officer, principal, teacher, etc.).

[Select the case hyperlink > Professional/Other Contacts tab > Insert > Save > Close]

GAME 1: TIC-TAC -TOE	
1.	Wildcard
2.	Banner Bar
3.	Expandos
4.	Feather
5.	Seed Data
6.	Provider
7.	SACWIS
8.	AFCARS
9.	Living Arrangement



GAME 2: TIC-TAC-TOE	
1.	Participant
2.	Investigation
3.	Narrative
4.	Menu Bar
5.	Date Restricted
6.	Manual
7.	Search
8.	Children
9.	Intake



Pass out game cards for Game #- Instruct participants to put the numbers 1-9 in the boxes, in any order they wish, on their card. Explain that you will say a definition and they are to choose the word that the definition applies to and put an X in the box with that number. You may want to practice one to start.

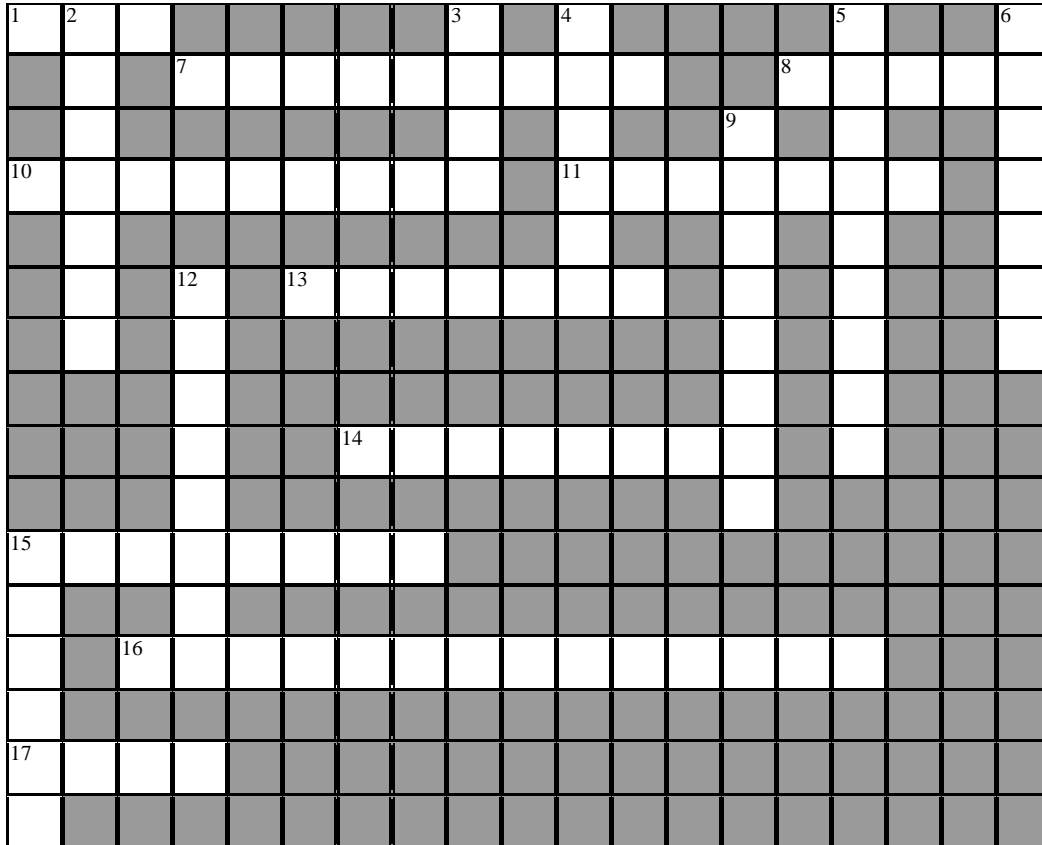
GAME 1: TIC-TAC-TOE Definitions

1.	Wildcard	an asterisk used in Search
2.	Banner Bar	the bar along the top of the desktop
3.	Expandos	little blue triangles
4.	Feather	the icon for ticklers
5.	Seed Data	the data placed in the training scenario
6.	Provider	A placement, person or organization
7.	SACWIS	Statewide Automated Child Welfare Information System
8.	AFCARS	Adoption and Foster Care Analysis and Reporting System
9.	Living Arrangement	refers to an in home case

GAME 2: TIC-TAC-TOE Definitions

1.	Participant	a person who is active in the case
2.	Investigation	a CPI creates this
3.	Narrative	a case note
4.	Menu Bar	the bar directly below the banner bar
5.	Date Restricted	when checked displays the last 30 days of work
6.	Manual	a type of tickler
7.	Search	one of the most important functions of FSFN
8.	Children	all adults must have a relationship to these
9.	Intake	received at the Hotline

FSFN CROSSWORD



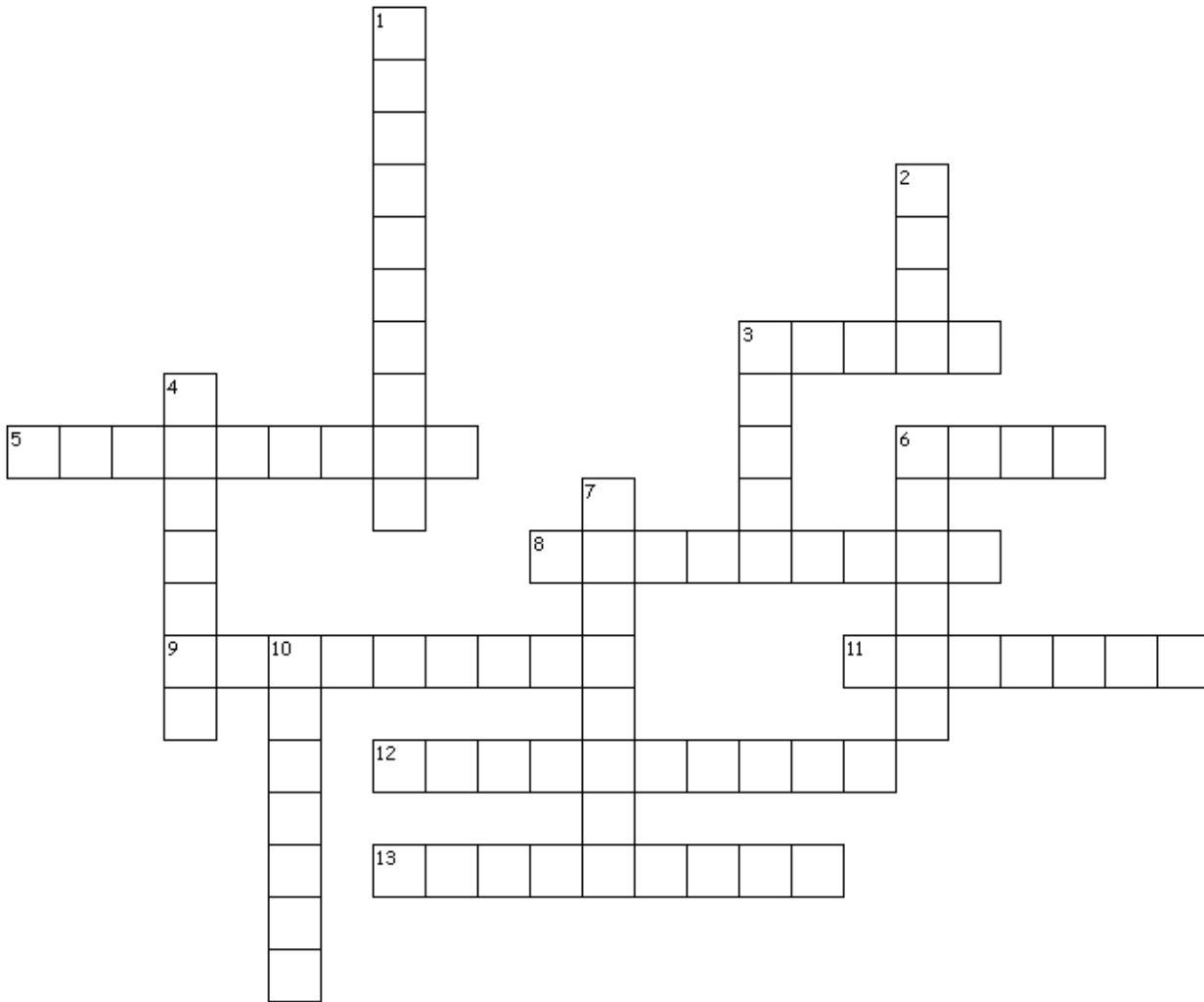
ACROSS

1. The text color that denotes AFCARS information
7. A blue word that turns red when you hover over it
8. Ctrl + V
10. A Name used for documentation notes
11. You can search for and create notes by clicking on this hyperlink
13. The icon that represents a tickler
14. The section of the desktop to access all of the information that you create
15. The term for training data information (2)
16. You click this icon to write a commencement note (3)
17. Ctrl + C

DOWN

2. A little blue triangle
3. The background color for FSFN required information
4. The term used when a case comes from the hotline
5. Help is located here (2)
6. You can perform a Search from the Banner Bar or this (2)
9. An asterisk in Search.\
12. A term for a Relative Caregiver or Foster Parent
15. The first step to take when creating person or provider

WORD CONNECT



Across

- 3. Ctrl + P =
- 5. Maintain Case can be found if you click on the case name
- 6. Ctrl + S =
- 8. Spell Check is found here
- 9. An Active Child must be in a Living Arrangement or this type of placement
- 11. Click on this hyperlink to search for or create a note
- 12. The goal of all cases
- 13. The icon you click to create a Living Arrangement

Down

- 1. You would find this type of history in the Investigations Options Box
- 2. Florida Safe Families Network
- 3. Ctrl + V =
- 4. Where the Outliner is located
- 6. One of the most important functions in FSFN
- 7. Maintain Case can be accessed by clicking on this hyperlink
- 10. A feather icon

FSFN CROSSWORD ANSWER KEY

ACROSS

1. The text color that denotes AFCARS information. **RED**
7. A blue word that turns red when you hover over it. **HYPERLINK**
8. Ctrl + V.= **PASTE**
10. A Name used for documentation notes. **NARRATIVE**
11. You can search for and create notes by clicking on this hyperlink. **ACTIONS**
13. The icon that represents a tickler. **FEATHER**
14. The section of the desktop to access all of the information that you create.

OUTLINER

15. The term for training data information **SEED DATA**
16. You click this icon to write a commencement note. **CREATE CASE WORK**
17. Ctrl + C.= **COPY**

DOWN

2. A little blue triangle. **EXPANDO**
3. The background color for FSFN required information. **BLUE**
4. The term used when a case comes from the hotline. **INTAKE**
5. Help is located here. **BANNER BAR**
6. You can perform a Search from the Banner Bar or this. **MENU BAR**
9. An asterisk in Search. **WILDCARD**
12. A term for a Relative Caregiver or a Foster Parent. **PROVIDER**
15. The first step to take when creating a person or provider. **SEARCH**

CROSS CONNECT ANSWER KEY

ACROSS

3. Ctrl + P = **PRINT**
5. Maintain Case can be found if you click on the case name **HYPERLINK**
6. Ctrl + S = **SAVE**
8. Spell Check is found here **BANNER BAR**
9. An Active Child must be in a Living Arrangement or this type of placement **OUT OF HOME**
11. Click on this hyperlink to search for or create a note **ACTIONS**
12. The goal of all cases **PERMANENCY**
13. The icon you click to create a Living Arrangement **PLACEMENT**

DOWN

1. You would find this type of history in the Investigations Options Box **BACKGROUND**
2. Florida Safe Families Network **FSFN**
3. Ctrl + V = **PASTE**
4. Where the Outliner is located **DESKTOP**
6. One of the most important functions in **FSFN SEARCH**
7. Maintain Case can be accessed by clicking on this hyperlink **CASE NAME**
10. A feather icon **TICKLER**

FSFN Word Search

S R E H T A E F G T C I S H B
N E R D L I H C W A S N I O L
W D E S K T O P S D A V W W A
O I D D E W E E S P P E C D U
D V M X D K M R V A V S A O N
L O I F X A A Q R I B T S I A
L R R D N C T T T K M I O G M
I P D A F D I A N S I G D U G
R T G A B C R A S I R A N I D
D E T C I R T S E R E T A D M
R A M P A E E T H E T I P E A
L H A N O K R N A T N O X V D
L N S E A R C H N S I N E S P
T F C F X O A D R A C D L I W
W R F D O W O Y R A B U N E M

AFCARS
CASE MANAGER
DESKTOP
FEATHER
INTERIM
MENU BAR
PROVIDER
SEED DATA

ASTERISK
CHILDREN
DRILL DOWN
HOW DO I GUIDE
INVESTIGATION
NARRATIVE
SACWIS
WILDCARD

BANNER BAR
DATE RESTRICTED
EXPANDOS
INTAKE
MANUAL
PARTICIPANT
SEARCH
WORKER

FSFN Word Search Solution

S R E H T A E F + + C I S H +
N E R D L I H C + A + N I O L
W D E S K T O P S + + V W W A
O I + D E + + E S + P E C D U
D V + + D K M R + A V S A O N
L O + + + A A + R I + T S I A
L R R + N C T T T K M I O G M
I P + A F + I A N S I G D U +
R + G A B C R + + I R A N I +
D E T C I R T S E R E T A D +
R + + P A E E + + E T I P E +
+ + A N + K + N + T N O X + +
+ N S E A R C H N S I N E + +
T + + + + O + D R A C D L I W
+ + + + + W + + R A B U N E M

(Over,Down,Direction)

AFCARS(4,9,NE)
ASTERISK(10,14,N)
BANNER BAR(11,15,NW)
CASE MANAGER(11,1,SW)
CHILDREN(8,2,W)
DATE RESTRICTED(14,10,W)
DESKTOP(2,3,E)
DRILL DOWN(1,10,N)
EXPANDOS(13,13,N)
FEATHER(8,1,W)
HOW DO I GUIDE(14,1,S)
INTAKE(10,9,NW)
INTERIM(11,13,N)
INVESTIGATION(12,1,S)
MANUAL(15,7,N)
MENU BAR(15,15,W)
NARRATIVE(4,12,NE)
PARTICIPANT(11,4,SW)
PROVIDER(2,8,N)
SACWIS(13,6,N)
SEARCH(3,13,E)
SEED DATA(1,1,SE)
WILDCARD(15,14,W)
WORKER(6,15,N)

FSFN - Keyboard Shortcuts		
How Do I...?	Selections	Tips & Guidelines
Copy Text	In the appropriate text box, highlight the text using your mouse. Hold down the Ctrl and C keys on the keyboard.	<i>You may also copy text from word processing documents to FSFN using these steps.</i>
Paste Text	In the destination text box, place your cursor in the box by single clicking. Hold down the Ctrl and V keys on the keyboard.	<i>You may also paste text from FSFN into word processing documents using these steps.</i>
Print Screen	Instead of selecting Print icon on the banner, hold down the Ctrl and P keys on the keyboard.	<i>This action will print the displayed page.</i>
FSFN Logoff	Instead of selecting Logout icon on the banner, hold down the Alt and F4 keys on the keyboard.	<i>This action will log out of FSFN system application.</i>
Move to Next Field	Place your cursor in a field on the page. Select the Tab key.	<i>This will place your cursor in the next user-entered field.</i>
Move to Previous Field	Place your cursor in a field on the page. Hold down the Shift key and select the Tab key.	<i>This will place your cursor in the previous user-entered field.</i>
Select a Check Box	Select the Tab key to navigate to the correct check box, and then select the space bar to check the desired value. Select the Tab key to move to the next field.	<i>This will select a checkbox.</i>
Select Values From Dropdowns	To highlight a value from a long drop down list, select the first letter of your desired value.	<i>If the desired value is further down the list, you can also use the Down arrow. Select the</i>
Select Buttons or Tabs	Hold down the Alt key and the key for the underlined letter of the button or tab you want to select. Alt S = Save Alt C = Close Alt I = Insert	<i>For example, since Create displays with the 'C' underlined, hold down the Alt and C keys on the Keyboard.</i>
Switch From FSFN to Other Application	Hold down the Alt and Tab keys. You will have a menu of open applications from which to choose. Holding down the Alt key, keep selecting the Tab key until you have selected the page you wish to display.	<i>This will allow you to have multiple windows open, and allow you to quickly toggle between application/windows.</i>

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Banner Bar

Financial Work Case Work Provider Work Search Refresh Print Help Logout

Hand Book Print Audit Spell Check Help

Outliner Expandos "pieces of work"

- Related People
- Intakes
- Assignment
- Interim Child Information
- Investigation
- Medical/Mental Health
- Narrative
- Placement/Services
- Basic
- Licenses
- Members
- Parent Agency

Create Financial Items

- Placement
- Eligibility
- Invoice/Check
- Utilities
- Overpayment
- Payment
- Reimbursement
- Trust Accounts

Create Provider Items

- Administrative
- License
- Maintenance
- Narrative

Create Case Items

- Administration
- Adoption
- Education
- Eligibility
- Family Assessment
- File Cabinet
- Forms
- Investigation
- Independent Living
- Legal
- Medical/Mental Health
- Meeting
- MCR
- Narrative
- Placement
- Planning
- Special Conditions Refer

The screenshot shows the Florida Safe Families Network web application interface. At the top is a blue banner bar with navigation links: Financial Work, Case Work, Provider Work, Search, Refresh, Print, Help, and Logout. Below this is a menu bar with links: Create, Maintain, Utilities, and Help. The main content area is divided into sections: "Role/ Your Name - ID# - District" with a "Date Restricted" checkbox and "Participant View" option; "Ticklers" with sub-sections "My Ticklers", "Manual Ticklers", and "Escalated Ticklers"; "Cases"; "Providers"; "Workers"; "Approvals"; "Intakes"; and "Call Records". On the right side, there are sections for "FSFN Messages and Links" (with a message about December 12th-14th), "FSFN Website", and "Unit Messages and Links". Callouts with arrows point to the Banner Bar, Menu Bar, Messages and Links, Expandos (pointing to the left sidebar), and Outliner (pointing to the main content area).