Case Investigation and Case Management Lifecycle

This course follows a hypothetical case through the Florida Safety Methodology process lifecycle using the Florida Safe Families Network (FSFN) application, from initial contact with the Florida Abuse Hotline, completion of a Present Danger Assessment, FFA-Investigation, FFA-Ongoing, Case Planning and the creation of a Judicial Review.

Intake Change
The Florida Abuse Hotline Portal has been updated with new selections in several vital areas. The FSFN application has been upgraded to match the functionality upgrades in the FSFN Hotline Portal. Enhancements include the elimination of time limits for creating Additional and Supplemental Intake sequences, addition of the “Other” Investigative Subtype, changes to specific maltreatments at the subtype level for Sexual Abuse and Substance Misuse, and new functionality regarding automatic linking of Additional and Supplemental Intake sequences to existing, open Investigations.

Investigation Page
Investigation page enhancements to the FSFN system cover Investigations and Special Conditions Referrals and provide streamlined processing and functionality, enhanced usability, additional validations and automated messages.

Present Danger Assessment (PDA)
The Present Danger Assessment supports Child Protection Investigators in their analyses of present danger to children in alleged abuse, neglect, and abandonment reports. It also supports Case Managers in their analyses of present danger.

Supervisor Consultation
Supervisor Consultation documents the communication and consultation process between child welfare professionals, supervisors and other internal staff expertise. It is available for all types of child protective investigations, including institutional investigations as well as all case management activities. Methods are shown for documenting and viewing a Supervisor Consultation from both a supervisor's and a worker's perspective.

Safety Plan
The Safety Plan is an active, working plan and agreement with the family and safety providers created to manage the safety of children. Methods are shown for uploading or creating Safety Plans in FSFN.

Family Functioning Assessment (FFA) - Investigation
Family Functioning Assessment (FFA) – Investigation supports the application of the Safety Methodology to assess for impending danger. Methods are shown for documenting the FFA - Investigation, including an examination of the FFA - Investigation that informs both the Investigation and the FFA - Ongoing, as well as
the ability to link from the FFA - Investigation to a case participant's historical information domains on the Person Management page. The use of hyperlinks from the FFA to the Medical/Mental Health and Education sections of the child’s record are demonstrated.

**Family Functioning Assessment (FFA) - Ongoing**
Family Functioning Assessment (FFA) - Ongoing supports the Case Manager in the ongoing application of Safety Methodology to assess caregiver protective capacities, child needs and strengths, and the caregiver’s status regarding the stages of change. Methods are shown for documenting the FFA - Ongoing, including an examination of the FFA - Investigation that informs both the Investigation and the FFA - Ongoing, as well as the ability to link from the FFA - Investigation to a case participant's historical information domains on the Person Management page. The use of hyperlinks from the FFA to the Medical/Mental Health and Education sections of the child's record are demonstrated.

**Case Plan Worksheet**
Case Plan Worksheets in FSFN are used to document safety and well-being goals and outcomes, and the detailed plan tasks/activities to achieve plan outcomes. The worksheet will support the plans of all unsafe children who participate in protective services with the DCF, whether or not there is court involvement. This course will also demonstrate how to add or delete case participants as well as members of the family support network if they have a support role in the case plan.

**Progress Update**
The new Progress Update functionality, in combination with the FFA - Ongoing, replaces the current Family Assessment module and supports the Case Manager in updating information domains, caregiver protective capacities, child needs and family stage of change, and progress in achieving case plan outcomes.

**Case Plan Worksheet (Update)**
This course demonstrates the significant new flexibility offered to case managers in FSFN to continuously update and modify the case plan through-out the life of a case as progress is evaluated and plan modifications are needed.

**Legal Documentation**
This module covers FSFN functionality that consolidates the creation and maintenance of court reports into the Legal Documentation page. Key functions and features of the Legal Documentation page include the ability to create a single Case Plan or Judicial Review from a single worksheet and the ability to attach scanned photographs and other supporting case documentation to a court report. The Legal Documentation module also demonstrates how to document the Predisposition Study (PDS) Report Template, which is aligned to the FFA - Ongoing to simplify completion of the PDS.
Judicial Review Worksheet
The Judicial Review Worksheet is used for children under court supervision. A Judicial Review identifies progress toward goals and outcomes for the safety and well-being of all children involved as well as other statutorily established requirements. This module demonstrates how FSFN will pre-populate the Judicial Review with other information already documented and explains how to create a Judicial Review Worksheet for the purpose of filing a Judicial Review Social Study Report with the court.

FSFN Activation Phase Enhancements

Common Functionality Enhancements
Prerequisites:
- Introduction to Safety Decision Making Methodology Enhancements
- Understanding, Creating and Accessing Case and Person Information

The Common Functionality Enhancements course is the introduction to the FSFN enhancements modules. This course highlights multiple beneficial enhancements being implemented in the Activation phase.

Education
The Education module explains many new enhancements, including the display of data and information. This module also explains how to document any exceptional student diagnosis and educational programs in which a child is involved.

Medical Mental Health
The Medical/Mental Health module demonstrates how to access the Person Management page directly from the Medical/Mental Health page as well as identify Medical/Mental Health Conditions on the new Disability Information tab.

Adoptions
The Adoption module illustrates enhancements that revolve around increasing the ability of the worker to capture more pertinent data regarding the adoption process, including family, race, ethnicity, and other information in a more simplified, user-friendly manner.

Independent Living
Enhancements to the Independent Living module include making the Participants name in the header area link to Person Management, the ability to document multiple Life Skills assessed at one time, the listing of Life Skills Assessments by date, and the availability of an associated expando to view collectively all skills assessed for a single assessment date.

Investigation/Special Conditions Referral Workload
The Investigation/Special Conditions Referral Workload page provides Child and Adult Investigators, Case Managers, and Case or Provider Specialists, along with their Supervisors, at-a-glance views of their workloads. The Workload page also gives quick access to pages and tools in FSFN for viewing and maintaining Case, Investigation, or Special Conditions Referral information.