Child Welfare Pre-Service Training

Maltreatment FSFN Computer Instruction

Participant Guide

July 2012
PLEASE NOTE

Access to FSFN person or case information must only occur when there is a legitimate business purpose. FSFN must not be used to access any of the following:

- Persons or cases in the news, or
- Persons or cases about which you are “curious”, or
- Persons or information about your own personal case, or
- Persons or cases of family members, or
- Persons or cases of friends, neighbors or acquaintances, or
- Any other persons or cases for which there is no legitimate business reason for you to access the information.

Please use common sense when accessing FSFN; if you have any questions about the appropriate use of FSFN, please contact your supervisor and/or your agency’s IT Support personnel.

The materials for the Child Welfare Pre-Service Training curriculum were produced by Florida International University for the State of Florida, Department of Children and Families, Office of Family Safety.

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Module 1: FSFN – Intakes

Searching Different FSFN Intake Types

Searching an In-Home Child Intake Using the Intake Number

Log into FSFN. Click Search in Banner Bar.

In the Case Search, complete Intake # Field - Enter Intake # 2007501092

Uncheck Date Restricted box

Click Search - Expand the Seed, Tessa Case Folder

Expand the Intake Icon

Click In-Home intake hyperlink to view intake details.

Search In-Home Child Intake using Person Name

Click Search in Banner Bar. Click Person Tab to conduct a person search

- Search for Tessa Seed
- Enter Seed in last name field
- Enter Tessa in first name field

Click Search - Expand Person Icon for Seed, Tessa

Expand Case Icon - Expand Seed, Tessa Investigation Case

Expand Intake Icon - Click Child Intake In-Home hyperlink to view intake details.
Searching an Institutional Intake

In the Search Group Box
  Select the Case Tab

In the Case Search Intake # Field
  Enter Intake # 2009601228

Uncheck the Data Restricted Box

Click Search
  Expand Moore, Stephen case folder

Expand Intake Icon

Click Child Investigation-Institutional hyperlink to view intake details

OR Conduct Person Search

Click Person Tab of Search

Click Search

Expand Moore, Stephen Person Icon

Expand Moore, Stephen Case Icon

Expand Moore, Stephen Intake Icon

Click Child Investigation-Institutional hyperlink to view intake details

Close Search Window
Searching for Child on Child or other Special Condition Referral

Click **Search** in the **Banner Bar**

On the **Case Tab** in the **Intake # Field** Enter Intake # 2009601212

Click **Search**

Expand **Intake Icon**

**Expand the Garcia, Andrea Case Folder**

**Click Special Conditions Intake to view intake details**

Searching for Request for Assistance: Parent in Need of Assistance

In **Case Search Intake # Field** Enter Intake # 2009601213

Click **Search**

Expand **Intake Icon**

**Expand Browne, Rosemarie Case Folder**

Click **Special Conditions Intake to view intake details**

Close the **Search Window**
Service Referral Child Intake Report: Search for Service Referral

1. Click Search in the Banner Bar
2. In Case Search Intake # Field
   - Enter Intake # 2009601226
3. Uncheck the Date Restricted Box
4. Click Search
   - Expand the Lewis, William Case Folder
5. Expand the Intake Loon
6. Click Service Referral in Home Hyperlink to view intake details
7. Close the Search Window
Searching for Additional/Supplemental Intakes

Click Search in the Banner Bar

In the Case Search, Last Name Field
Enter Morris

In the First Name Field
Enter Jacob

Uncheck the Date Restricted Box

Click Search
Expand the Morris, Jacob Case Folder

Expand the Intake Loon
4 intake Hyperlinks; each with sequence number. Additional/ Supplemental are identified by the TYPE in the top right hand corner of the Intake

Expand the Investigation Icon
Click the Investigation In-Home Hyperlink

Take Intake Tab shows the Initial, Supplemental and Additional Intakes
Module 2: FSFN Safety Planning

Maltreatment Scenario

Sam and Sandra

A neighbor, calls the hotline in December to report that her next door neighbor, Sandra FN1 (1100 Landon Ave, Apt 4 Jacksonville, FL 32207), has had a man named Sam FN2, (DOB 3/15/1978 age 30 Asian Chinese male), living with her in the duplex for the past 8 weeks.

The neighbor reports that in the past three weeks the couple has been constantly fighting, and she has seen 3 young children running from the duplex during the fights.

The woman said last night she heard her neighbor screaming, “Please stop hurting me! Put that knife away!”

While this was happening, the woman noticed that the children were in the backyard, huddled in a steel drum.

The children did not have on outdoor clothing, despite 30 degree weather. About 40 minutes after the fight started, the police arrived, and within 15 minutes they left with the man.

The children ran back to the house only when the police had left the area.

Additional Report

An additional report was received by another neighbor who alleged that Sam was beating the children.

The mother, children, and boyfriend were interviewed, the system was checked for priors, and police reports were researched for additional information.

The mother is Sandra FN1, a 28 year old (DOB 04/01/1980 Asian Chinese female) woman with three children: Robert FN1 DOB 12/30/2000 age 8, Emily FN1 DOB 01/05/2002 age 7, and Christopher FN1 DOB 12/03/2002 age 6; who recently moved into the community and lived in the complex for about one year.

She said that on the night of the reported incident, she was assaulted by her ex-boyfriend, Sam, as she had told him that he could no longer live with her.

Sam grabbed her and slammed her against a wall screaming, “No bitch is going to tell me what I can and can’t do.” He grabbed a knife and threatened to cut her face.

The police were called by neighbors complaining about the noise and her screams.

The police talked briefly to Sandra and to Sam, and then arrested him when he became verbally and physically threatening to them. He was charged with misdemeanor domestic violence and resisting arrest.

The police took him into custody and left quickly, saying they had two other calls. They said they would contact her the next day to get a more complete report, but did not.
At Sandra’s instruction, the oldest child had taken his two siblings to the backyard when the fighting first began.

Sandra was afraid that the oldest child might be hurt if he tried to come to her aid, and she didn’t want the children harmed.

Since it was December, the children became cold while waiting for the fight to end. Sandra thought they had gone to the neighbor’s, but they remained in the backyard. The two younger children became very sick, due to the cold.

Sandra was concerned that the 6 year old might have pneumonia and took her to the doctor yesterday.

Sandra reported she had been married previously for five years. Her ex-husband divorced her for another woman, saying she “spent too much time caring for the babies.”

Her ex-husband pays child support of $150.00 for the three children. The children’s father no longer sees them since he married and moved to the other coast.

With the support of family and friends and a special state program for mothers, Sandra completed her training two years ago as a nursing assistant (she had started her nursing studies prior to her marriage). She received her home health care certificate six months ago.

Two years after her divorce, Sandra met Sam at a club during a birthday party for her girlfriend.

He courted her intensely for three months, appeared to take an interest in the three children, taking them on outings when she had to work, and showering her with small gifts and love.

Sam talked her into letting him move in with the family saying that he would split the rent with her and help her with the children.

Within three months of his moving in, the relationship went bad. Sam’s intense love turned to intense jealousy, and he would go into rages, attacking property and Sandra.

He terrified the children but never struck them. She said, “He knew better than that.” Sandra reported that Sam ran up bills, ignored the children, and became more demanding of her time.

Sam is still in jail serving time for the two charges of domestic violence and resisting arrest. He is expected to remain in jail for 90 days and has been notified that he is to have no contact with the children or Sandra. The PI also notified him of the stipulations of the restraining order injunction that is in place. Sandra has weekly meetings with the domestic violence counselor and has a restraining order in place against Sam; he is to come nowhere near her, her apartment, or her children. Sandra is planning to move into a new apartment at the end of the month to protect herself and her children from Sam when he is released from jail.
Safety Plan

Safety Planning

From Desktop select Create on menu bar

Select Case Work from dropdown menu
Displays Create Case Work page (if family exists in FSFN); can also display by clicking Case Work

From the Planning dropdown, select Safety Plan

Select FN1, Sandra (AD) from list of cases in Case group box

Click Create

Enter narrative in Safety Factor Description group box:

The mother’s paramour, Sam FN2 was arrested for assaulting Sandra FN1. Mr. FN2 was charged with domestic violence and resisting arrest and was immediately taken into custody and transported to the local jail. The children had been previously instructed by their mother to go outside if and when domestic violence started. However, in this instance, the temperature outside was 30 degrees and the children were not dressed appropriately for the conditions. Sandra understands that this may not have been the best solution to keep her children safe and that the family’s safety plan needs to be revised. Sandra contacted the local domestic violence hotline to obtain a series of protective orders against Sam and has agreed to additional services and help in keeping her and the children safe in the home. The risk to the children is controlled as the paramour remains incarcerated, and the mother has taken the necessary actions to protect herself and her children from the batterer.

In Considerations group box
Click Yes to statements 1 through 4

Select Safety Actions tab
Enter narratives into required fields

Field 1: The paramour is incarcerated and was ordered to serve 30 days in jail. Sam was advised by the PI that upon release from jail, he is to have no contact with the children or Sandra and that he must abide by all conditions of the injunction that is in effect. The mother, Sandra FN1, has been meeting with a domestic violence counselor every week and is receiving support and assistance. The DV counselor, Nancy Smith, has assisted Sandra with the development of a plan that outlines the specific actions for her and her children in the event that Sam returns to the home. Sandra is displaying a strong willingness to protect herself and her children from Sam. She is committed to improving the life of her family and will contact authorities in the event that Sam shows up at the residence in addition to following the actions specified in the safety plan. The children have also been counseled and have helped in the creation of the safety plan and understand the specific actions that they need to take if Sam returns to the residence.

Field 2: The PI/CM will visit Sandra and the children weekly to ensure the mother is complying with the domestic violence counseling, and safety plan. The children’s safety will also be assessed during the weekly home visits. The mother has made arrangements to move into another apartment at the end of the week, in an attempt to limit the possibility of Sam locating the family upon his release from jail. The children’s school has been notified that Sam is to have no contact with any of the children.
Safety Planning Continued

From Service Category dropdown field Select Supervision/Observation

In Frequency Field Type “Bi-Weekly”

From Service Type dropdown field Select Supervision/Observation-Other

In Begin Date field Enter 8/27/2008

Click Search hyperlink for Provider Field

Enter “CBC” in Provider/Organization Name field

Clicking Search activates Provider Search Page

From Providers Returned group box, select any active provider available

Select appropriate provider

Click Save

From the Options dropdown, select Safety Plan

Click Go

Review the Safety Plan Document

Click Close and Return to FSFN

Select Approval from the Options dropdown

Click Go

Select Approve

Click the Safety Considerations tab

Click Continue and Save
Launching the Safety Plan

From Safety Actions tab ➔ Select Options dropdown box

Select Safety Plan and click Go ➔ Creates a word document of the Safety Plan

Click Close and Return to FSFN or Click X ➔ Saves the Safety Plan document

Safety Plan Approval

Click Safety Considerations tab to activate tab ➔ Select Approval and Go

From the Options dropdown

Click Approve ➔ Verify your supervisor's name

Click Continue

Click Save ➔ The Safety Plan is located in the Planning icon. Expand the Planning icon to locate the Safety Plan.

Click Close and Refresh the screen to return to the desktop or Click X
FSFN Safety Plan

Case Name
Effective Date

Safety Plan
Case Number
Worker Name

A. SAFETY FACTOR DESCRIPTION
Describe safety concerns that would pose immediate or serious harm or threats of harm. Consider factors that pertain to child vulnerabilities, protective capacities, and signs of immediate or emerging danger.

B. CONSIDERATIONS
Can Judicial In-Home Services work for this family?
Yes  No
The parents/legal custodian is willing for services to be provided and will cooperate with service providers.
The home environment is calm and stable enough for services to be provided and for the service providers to be in the home safely.
Safety actions that control all of the conditions affecting safety can be immediately put in place.
Parent/Legal Custodian resides in the home

C. SAFETY PLAN
1. Describe the specific safety actions to be taken. For each action include the person responsible for the action, when the action will occur, duration, frequency, and person responsible for monitoring the safety plan.
2. Describe how these specific actions provide protection from immediate danger of serious harm, for each child, thus decreasing child vulnerability and increasing protective capacities.
3. Can available resources keep the child(ren) safe in his/her home?
Yes  No
All needed services exist.
Needed services/providers are currently available at the level/time required.

D. SAFETY RESOURCES
Indicate the safety resource(s), the frequency and the amount of time or time period the service is needed to control conditions affecting safety (e.g., 3 x wk./2hrs., or every afternoon from 3:00 to 5:00, one time only, etc.), and the person and/or agency who will provide the service.
<table>
<thead>
<tr>
<th>SIGNATURE - Family Member</th>
<th>Date Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIGNATURE - Family Member</td>
<td>Date Signed</td>
</tr>
<tr>
<td>SIGNATURE - Other</td>
<td>Date Signed</td>
</tr>
<tr>
<td>SIGNATURE - Worker</td>
<td>Date Signed</td>
</tr>
<tr>
<td>SIGNATURE - Supervisor</td>
<td>Date Signed</td>
</tr>
</tbody>
</table>
Power Point Slides

Slide 1

Maltreatments FSFN

Slide 2

Module 1: FSFN Intakes
Objectives

Identify the different types of FSFN Intakes.

Search for FSFN intakes.

Slide 3

FSFN Intake Types

Child Intakes: In-home or Institutional

Special Conditions Referrals

Service Referrals

Additional & Supplemental Intakes
**Slide 4**

**Institutional Intakes**

- Must commence within timeframe established by abuse hotline.
- Must notify each parent/legal guardian of intake receipt & investigation results & findings.

**Slide 5**

**Special Condition Intakes: 4 Types**

- Child on Child Sexual Abuse
- Caregiver Unavailable
- Foster Care Referral
- Parent in Need of Assistance

**Slide 6**

**Child on Child Special Condition Referrals**

- Child on Child Sexual Abuse Assessment
  - must complete w/in 7 days of Hotline Intake receipt
- Case plan or plan for closure
  - develop w/in 30 days of intake receipt
Service Referral Child Intake
Documents administrative services request
Can be created by CBC staff and CPI Specialist
Create an ICPC case
• for incoming home study or
• supervision request or
• to open previously closed service case

Additional Intakes
New information about subjects of an existing intake: a new alleged perpetrator, maltreatment, incident, victim, subject or information requiring immediate attention
INVESTIGATIVE RESPONSE REQUIRED
Sequence number added

Supplemental Intakes
No new allegations of subjects; enhancements to intake already being investigated; improvement in information already reported
NO INVESTIGATIVE RESPONSE REQUIRED
Sequence number added
Module 2: The FSFN Safety Plan

Objectives

Create a FSFN Safety Plan.


Obtain supervisory approval of a Safety Plan.

Safety Plan Status

- **Pending**: a plan was created & requires supervisory approval
- **Ongoing**: a plan has been approved by a supervisor
- **Historical**: status of ongoing plan when a new plan is created
- **Not Approved**: User/supervisor selects “Not Approved” during approval process

Safety Considerations

- Four fields, each with Yes/No radio button
  - Parents cooperative & willing to receive services
  - Safety actions can be immediately taken that will control all safety conditions
  - Home environment is calm & stable enough for service provision & service providers can be in the home safely
  - Parent/legal custodian resides in the home