

# **Child Welfare Pre-Service Training**

## **Orientation 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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The materials for the **Child Welfare Pre-Service Training** curriculum were formatted and edited by the Child Welfare Training Consortium at the University of South Florida.

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## **FSFN Website**

### **FSFN Resources/Information**

- FSFN Online
  - Location of training sandbox, security forms, user profile information
- FSFN Reports
  - Contains information about the reports in FSFN
- Training
  - Location of web based training, User Guides, How Do I Guides, Job Aids and Site Contacts
  - User Guides and How Do I Guides must be referenced prior to calling the Helpline.

### **These demos should be completed by you at your own pace:**

- Forms
- Desktop Changes
- Meetings
- Person Merge and Delete
- Unified Home Study

### **Agendas, Minutes and Reports**

- Information regarding helpdesk reports, meetings, status reports and conference calls

### **Technical Information**

- Includes information on the system and how to create shortcuts, etc.

### **FSFN Contacts**

- Contact information for FSFN personnel; workers are never to contact CGI directly.

## **FSFN Web Based Training Courses**

### **Hotline Intake and CI Unit Course**

- procedures for child and adult intake
- other intake and referral processes
- criminal background check

### **Child Investigation Course**

- using FSFN in the receiving unit and for on call schedules
- documenting investigative processes and findings, for In-Home and institutional investigations
- completing special conditions referrals and child on child assessments

### **Ongoing Case Work Course**

- using FSFN in day to day case work
- completing Service Referrals
- documenting service provision
- Interim Child Screen information
- Living Arrangements and Out-of-Home placements
- creating providers
- completing the Medical/Mental health profile

### **Supervisory Course**

- using supervisor security profile to transfer cases
- closing cases
- performing the approval process in FSFN
- managing unit messages and links

### **Provider Course**

- using the Provider module to create service and placement providers
- updating provider information
- assigning providers to workers

### **Reports Course**

- using the Business Objects reporting tool interfaced with FSFN to access management, performance and financial reports generated from FSFN data

## **FSFN On-Line Security**

### **User Groups**

- Determine the user's ability to access pages and reports.
- Determine the user's ability to view, create, update, delete information and to execute approvals of specified pieces of work.
- Made up of one or more security profiles.

### **Security Profiles**

- Defines security for one or more system resources and can be pages and/or reports.
- Identifies the types of system resources (pages, reports, ad hoc report views) that are accessible.
- Allows access to specific FSFN modules and related data.

### **Job Classes**

- Defined in the system with designation if users with a specific job class can make case and provider assignments.
- Defines the level of approval authority.

### **Worker Assignments**

- Defines the specific case or provider that can be updated.
- Not every worker receives FSFN assignments, so the assignment of the worker to a unit/user group is the minimum requirement to gain access to the system.
- FSFN associates every authorized user by linking their unique Florida user ID to a corresponding unique FSFN Employee ID.
- The user is associated with one or more worker unit assignments; which is associated to a user group with one or more security profiles.
- Each security profile contains the pages that the worker unit assignment can view and/or modify.

### **Employee Definition**

The employee definition contains specific information about the individual employee:

- Login ID
- Work contact information
- Unit assignments
- Job class
- Security user group

## Confidentiality Statement

Please read the following statement and provide your signature in the space indicated.

### Florida Safe Families Network (FSFN) Confidentiality Notice:

Florida Safe Families Network is Florida's method of receiving child abuse reports, documenting investigations, and recording all casework services provided to protect children. Florida Safe Families Network contains confidential and privileged information not to be shared with anyone unless authorized as defined in Chapter 39.202 F.S. Additionally, authorized individuals may only access those records for which there is a work related need to know.

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Print Name

Signature

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Date

Position/Agency

Circuit


## FSFN - Keyboard Shortcuts

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




# FSFN Quick Reference Tool


-  Help
-  Search
-  Print screen
-  Case work
-  Provider work
-  Audit
-  Refresh
-  Log out
-  Error

 [Cases Expando](#)


Use this tab to view and update cases assigned to you and the work associated with these cases.

 [Providers Expando](#)

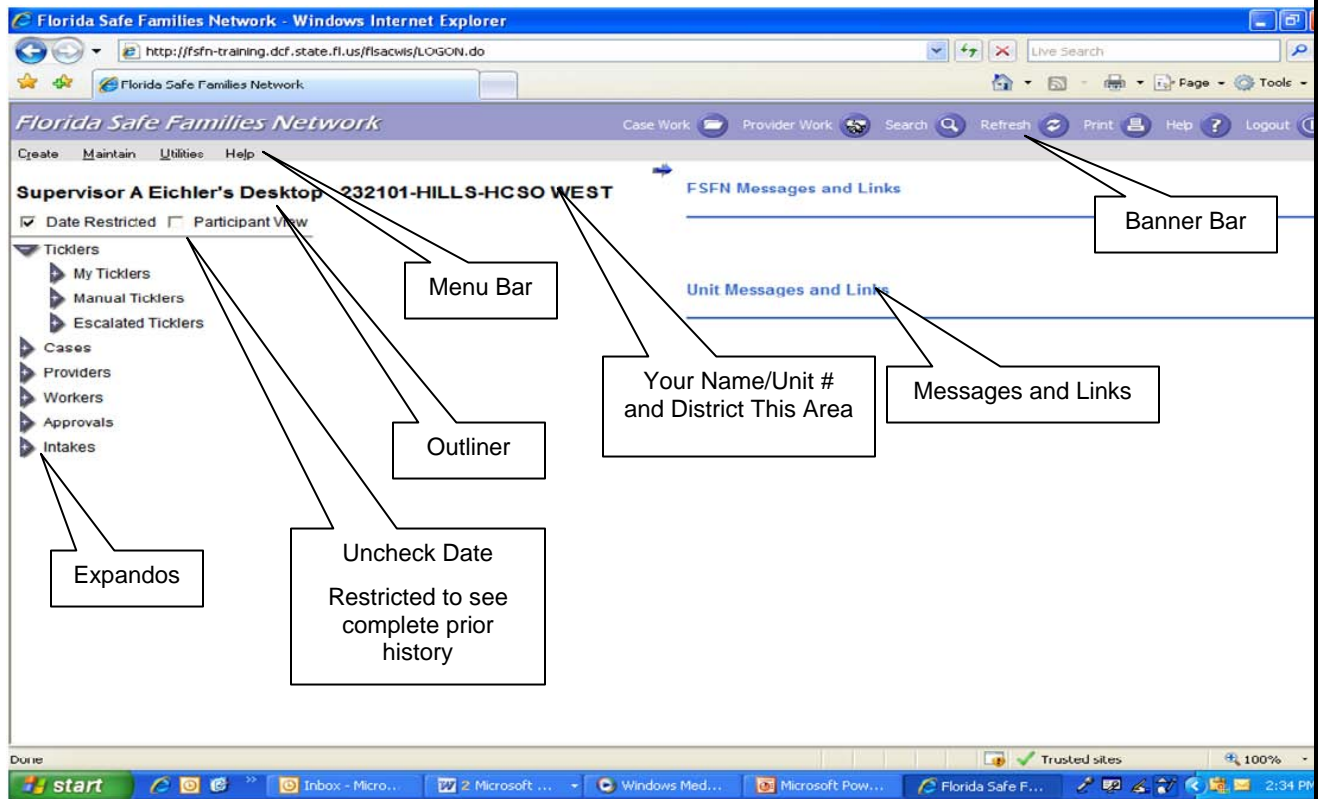
Use this tab to view and update work related to Providers assigned to you.

 [Workers Expando](#)

For Supervisors: Use this tab to view the Workers assigned to you and the Cases and Providers assigned to your workers.

 [Approvals Expando](#)

Use this tab to view and access pieces of work that are in the approval process or have been approved within the last 48 hours.



The screenshot shows the Florida Safe Families Network web application in a Windows Internet Explorer browser. The interface includes a navigation menu on the left, a main content area with tabs for Case Work, Provider Work, Search, Refresh, Print, Help, and Logout, and a banner bar at the top. Callouts identify various components:

- Menu Bar:** Points to the top navigation menu.
- Banner Bar:** Points to the top header area.
- Your Name/Unit # and District This Area:** Points to the user information area.
- Messages and Links:** Points to the 'FSFN Messages and Links' section.
- Outliner:** Points to the left-hand navigation tree.
- Expandos:** Points to the 'Intakes' item in the navigation tree.
- Uncheck Date Restricted to see complete prior history:** Points to the 'Date Restricted' checkbox.

## Date Restricted Time Values

When Date Restricted is checked on the Outliner, the work displays according to following timelines:

<b>Case Expando &gt; Icon</b>	<b>Displays</b>
Investigations	Most recent <b>24 months</b>
Special Conditions Referral	Most recent <b>24 months</b>
Assignment	Assignments for the most recent <b>1 month</b>
Family Assessment	Most recent <b>24 months</b>
Medical/Mental Health	Most recent <b>6 months</b>
Narrative	Most recent <b>3 months</b>
Ongoing Services (Interim Child Information Only)	No date restrictions
Placement/Services	No date restrictions for Open Placements. Closed placements display for the most recent <b>24 months</b> , except for out-of-home Placements with an Ending Reason of "Placement Made in Error."  These do not appear in Date Restricted view, but display when "Date Restricted" is unchecked.
Intake	Unassigned work for the most recent <b>12 months</b>
Education	Work for the most recent <b>6 months</b>
Missing Child Record	Missing Child Record information until the record is closed, or until it expires (system automatically sets expiration date to 18 years from date of final approval.
Planning	Work for the most recent <b>24 months</b>
Alerts	Alerts created for case participants until the Alert is closed or expires.  Is a red 'A' over the case icon expando while an active Alert exists for the case. System generates a view-only alert when a Missing Child Record is created and approved.
File Cabinet	Documents scanned into FSFN for the case/case participants for the most recent <b>12 months</b>

## **Outliner Expandos Information**

### **Outliner Expandos:**

- Cases:
- Used to view and update assigned cases and associated work tasks
- Displays all cases managed by a worker and/or supervisor
- Case Name
- Case Type
- Most Recent Investigative Subtype
- Case Status
- Most Recent Intake Received Date
- County
- Case Address
- Displays and provides access to all case work by subject area in reverse chronological order, including case activity notes, by work subject in the following order:
  - Related People
  - Intakes
  - Remaining Case Work Categories in alphabetical order
  - T code - restricted (report on an employee)

### **Providers - work related to assigned Providers:**

- Workers have providers assigned as they create relative placements or providers created for institutional investigations.

### **Worker - Supervisors only:**

- Supervisors can view their assigned workers and assigned cases and providers
- Only on Supervisor's desktop

### **Approvals:**

- Used to view and access work that is in the approval process or has been approved within the past 48 hours
- Used to store/display required approvals and related actions
- Displays work items (generated by the user) for which approval has been requested, as well as those requiring review for approval by the user

### **Intakes:**

- Used to view intakes created by a worker (Hotline or Service Referrals)
- Displays intakes that have not been called out and/or linked to a case

- Lists:
  - Child Intakes
  - Adult Intakes
  - Special Condition Intakes
  - Service Referrals
  - Person Provider Inquiries
  - Intake type
  - Intake Name
  - Date the Intake was created
  - Worker who created the Intake
  - Designated Response Time

**Call Records:**

- Automatically created when information captured in Phoenix is pushed to the Web Service, through the Phoenix interface.
- Provided to minimize the Hotline counselor's workload when received call is certain type (i.e. hang up, message, etc.)
- The Hotline counselor creates an Intake page and links the Intake to a Case for those Screened Out calls that don't meet criteria for a report.

## **FSFN Search Tips**

### **Case**

#### **First Name, Last Name**

Search for a Case in First Name, Last Name Format

- Ex: Mary Hodgkins
- Enter Last Name in the “Last Name” field – Hodgkins.
- Enter First Name in the “First Name” field – Mary.
- TIP: To return variations of the first and last name entered, set the precision bar to low. This format is also used for Provider search.

#### **Hyphenated Last Name**

Search for a Case with a hyphenated last name:

- Ex: Last Name: Acorn-Squash
- Enter Last Name, hyphen, and Asterisk in the Last Name field: Acorn-\*
- TIP: Add the first initial of the first name with an asterisk in the First Name field to refine the search results. This format is also used with Provider search.

#### **Apostrophe in Last Name**

Search for a Case with an Apostrophe in the Last Name:

- Ex: Last Name: O' Gene
- Enter Last Name 1st initial, asterisk, Last Name 2nd initial with asterisk: O\*G\* in the Last Name field.
- TIP: Add the first initial of the first name with asterisk in the First Name field to refine the search results. This is also used with Provider search.

#### **Intake Number or Historical Investigation Number**

Search for a Case with an exact Intake number or historical Investigation Number:

- Ex: Intake Number: 2005-XXXXX
- Enter the intake number in the Intake # Field.
- TIP: To view the complete history for any Case Participant, use person search for the participant(s) displayed within the Case.

## **Person**

### **First Name, Last Name**

Search for a Person in First Name, Last Name Format:

- Ex: Latrice Weaver
- Enter Last Name in the “Last Name” field – Weaver.
- Enter First Name in the “First Name” field – Latrice.
- TIP: To return variations of the first and last name entered, set the precision bar to low. If either the exact Date of Birth or Date of Birth range is known, the returns can be minimized by entering date in the “DOB” or “Date of Birth” range field.

### **Hyphenated Last Name**

Search for a Person with a hyphenated last name:

- Ex: Last Name: Bennett - Crowe
- Enter Last Name, hyphen, and Asterisk in the Last Name field: Bennett-\*
- TIP: Add the first initial of the first name with an asterisk in the First Name field to refine the search results.

### **Apostrophe in Last Name**

Search for a Person with an Apostrophe in the Last Name:

- Ex: Last Name: O' Brien
- Enter Last Name in the “Last Name” field – O'Brien.
- Set the precision tab to high.

OR

- Enter Last Name and Asterisk in the “Last Name” field – O' Brien\*.
- Set the precision tab to high.

OR

- Enter Last Name 1st initial, asterisk, Last Name 2nd initial with asterisk: O\*B\* in the Last Name field.
- TIP: Add the first initial of the first name with asterisk in the first name field to refine the search results.

### **Exact Social Security Number**

Search for a Person with an exact Social Security Number:

- Ex: Social Security Number: XXX-XX-XXXX
- Enter the Social Security Number in the “ID” field.
- TIP: To view the complete history for any Case participant, use person search for the participant(s) displayed in the Case.

### **Partial Address**

Search for a Person by partial address:

- Ex: North St, North Street; or North Avenue
- In the additional Search Criteria expand, Enter North\* in the “Address” field. (If you search North \*, persons with all three of these addresses are returned.)
- Select City in the City drop down. (If different variation for city name exists in Legacy system for example: Saint Augustine instead of St. Augustine, type this value in the field next to the City drop down.)
- Ex: 8th CT; 8th ST; or 8th Avenue (this returns all with/without a Prefix or Suffix)
- In the additional Search Criteria expand, enter 8th in the “Address” field. (If you search 8th\* then persons with all three of these addresses are returned.)
- Select City in the City drop down. (If different variation for city name exists in Legacy system for example: Ft Lauderdale instead of Fort Lauderdale, type this alternate spelling in the field next to the City drop down.)
- TIP: Add the street number to refine the search results to specific addresses.

### **Provider**

#### **First Name, Last Name**

Search for a Provider in First Name/Last Name Format:

- Ex: Provider/Organization Name: Joan Collier
- Enter first name; last name in the Provider/Organization Name field.
- TIP: You can also search using the provider’s first name with asterisk in the Provider/Organization Name field – Joan \*.

#### **Provider with Multiple Names**

Search for a Provider with Multiple Names:

- Ex: Provider/Organization Name: Mary and Chris Brantley
- Enter first name with asterisk \* in the Provider/Organization Name field.
- TIP: You can search using Mary and \* in the Provider/Organization Name field.

### **Phone Number**

Search for a Provider by Phone Number:

- Ex: Phone # 8503238244
- Enter provider's phone number in the appropriate field.

### **Provider Type and City**

Search for a Provider by Provider Type and City:

- Ex: Provider Type: Service; City: Apalachicola
- Enter Provider Type and City in the appropriate fields.

### **Provider Type and Zip Code**

Search for a Provider by Provider Type and Zip Code:

- Ex: Provider Type: Service; Zip Code: 32311
- Enter Provider Type and Zip Code in the appropriate fields.

### **Address**

Search for a Provider by Address:

- Ex: Provider Address: 2234 Mahan Drive, Tallahassee
- Enter Street Address and City in the appropriate fields.

### **Worker**

#### **First Name, Last Name**

Search for a Worker in First Name, Last Name Format:

- Ex: Jessica Bradshaw
- Enter Last Name in the "Last Name" field – Bradshaw.
- Enter First Name in the "First Name" field – Jessica.

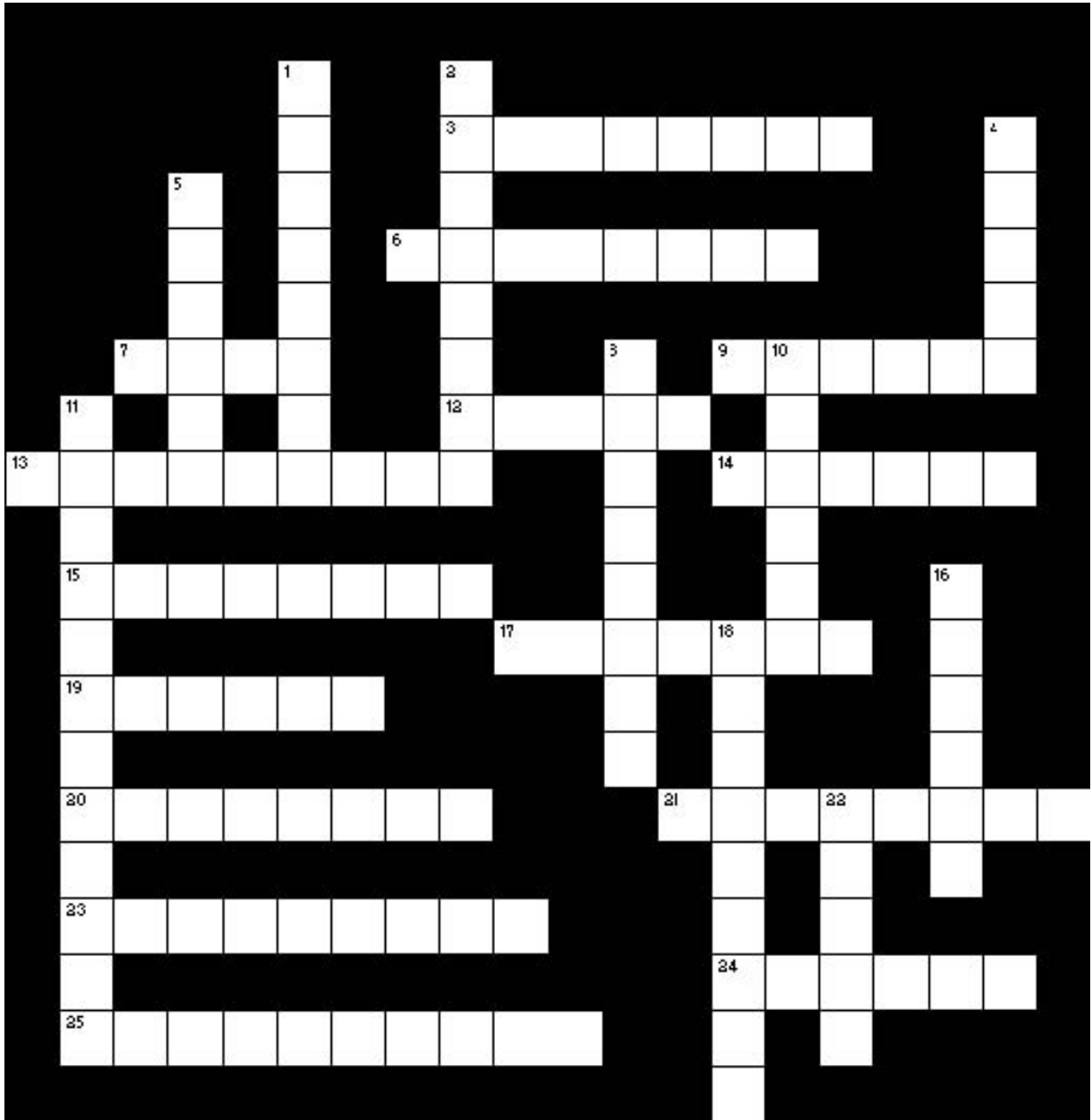
#### **Worker Identification Number**

Search for a Worker using their Worker Identification Number:

- Ex: 1504095
- Enter Worker Identification Number (the number in parentheses to the right of the worker's name), in the Worker ID field: 1504095.



# Crossword Puzzle



## Crossword Puzzle Questions

### Across

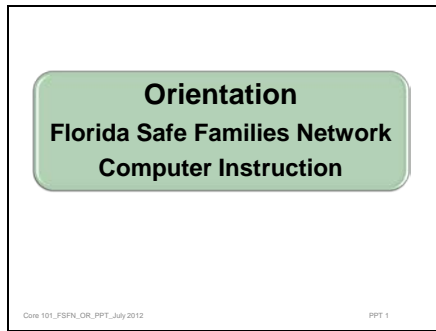
- 3 The blue triangles in the outliner sections
- 6 An asterisk in Search
- 7 Florida's SACWIS
- 9 FSFN supports the reporting of data to the AFCARS and ?
- 12 How automatic messages are received
- 13 Where spell check is located
- 14 The most utilized function in FSFN.
- 15 You can access Web Based Training courses in this section of the FSFN website.
- 17 Icon that represents a tickler.
- 19 The online demos on the FSFN website train users on the \_\_\_\_\_ functions of FSFN.
- 20 What a foster parent is considered in FSFN
- 21 Who to contact if you get locked out of FSFN
- 23 Icon that represents chronological notes
- 24 The case is created when this is called into the Hotline.
- 25 Who has access to create unit messages and links?

### Down

- 1 The FSFN Desktop consists of Banner Bar, Menu Bar, \_\_\_\_\_, and Messages & Links.
- 2 What ticklers serve as
- 4 The second expando on the Desktop outliner
- 5 One of 4 ways you can search in FSFN
- 8 One of the 2 types of searches
- 10 The menu bar consists of \_\_\_\_\_, maintain, utilities, and help.
- 11 The Related People icon lists case?
- 16 A case is **usually** named after the?
- 18 A blue word that turns red when you hover over it
- 22 CNTRL V = ?

# PowerPoint Slides

Slide 1



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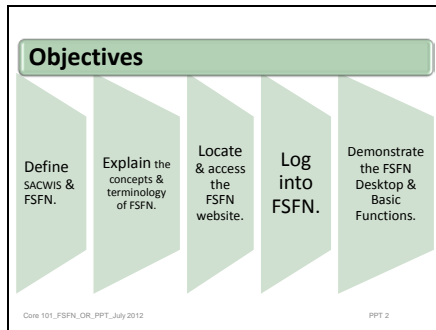
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Slide 2



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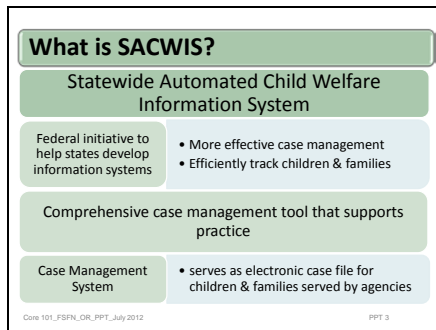
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Slide 3



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Slide 4

**Florida's SACWIS**

**Florida Safe Families Network**

- Time efficient case management tool
- Receives all child abuse intakes
- Maintains all investigative & case management documentation

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Slide 5

**FSFN Supports data reporting to**

**AFCARS- Adoption & Foster Care Analysis Reporting System**

Report of case level data on children in out-of-home care/adopted

66 data elements based on safety, permanency and well-being

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Slide 6

**NCANDS – National Child Abuse & Neglect Data System**

Source Disposition

Type of Maltreatment

Victim/Perpetrator Characteristics

Child Deaths Size of Work Force

Report characteristics of children involved in maltreatment intakes.

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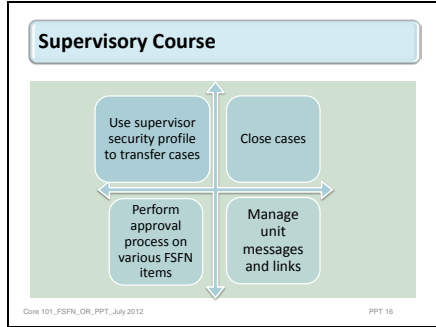
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Slide 16



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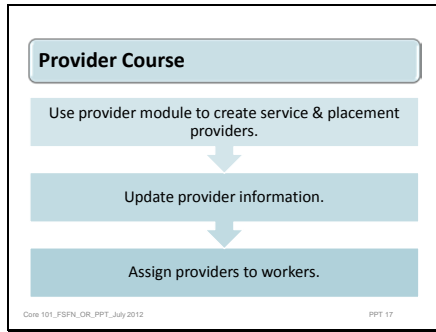
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Slide 17



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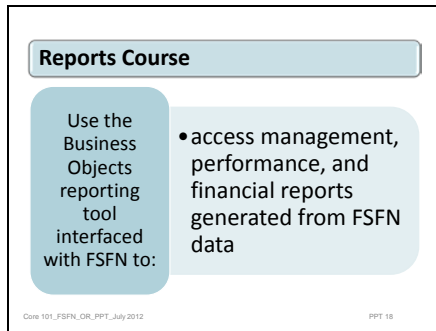
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Slide 18



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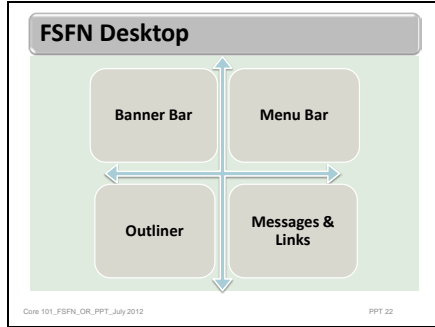
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Slide 22



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Slide 23

**Ticklers**

<p>Electronic notification of Case/Provider deadlines</p> <ul style="list-style-type: none"><li>• Triggered by various FSFN business functions</li></ul>	<p>Prompts you to complete tasks</p> <ul style="list-style-type: none"><li>• Displays case name, tickler, tickler type, &amp; due date</li><li>• Ex: reminder to complete the investigation tickler appears 15 days prior to the due date (day 45)</li></ul>
<p>When pre-defined Escalation Dates are reached</p> <ul style="list-style-type: none"><li>• a copy appears on your supervisor's desktop; and</li><li>• later on the second level supervisor's desktop</li></ul>	<p><b>FSFN removes tickler when action is completed</b></p>

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Slide 24

**FSFN Automated Messages**

Workers receive automated messages via email at different milestones.

- New case assignments, reassignment & closures
- Placement end dates
- New investigations in open cases
- Notifications of work submitted for supervisory review
- Triggered by saving a piece of work that is flagged to send a pre-defined message to another user

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