Orientation FSFN Power Point Slides

Slide 1

Orientation
Florida Safe Families Network
Computer Instruction

Slide 2

Objectives
- Define SACWIS & FSFN.
- Explain the concepts & terminology of FSFN.
- Locate & access the FSFN website.
- Log into FSFN.
- Demonstrate the FSFN Desktop & Basic Functions.

Slide 3

What is SACWIS?
- Statewide Automated Child Welfare Information System
- Federal initiative to help states develop information systems
- Comprehensive case management tool that supports practice
- Serves as electronic case file for children & families served by agencies
Slide 4

**Florida’s SACWIS**

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

**Florida Safe Families Network**

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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.
Slide 7

The FSFN Case Concept

- Intake Assignments
- Investigations
- Family Assessment
- Child Interim Screen
- Narrative
- Medical/Mental Health
- Placements, Income/Eligibility, Education, Planning, Legal

The FSFN case is the umbrella container of all Investigative & Ongoing Services Case Management Tasks.

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FSFN Terminology: Intakes

- Child
  - Special Conditions
    - Caregiver Unavailable
    - Child on Child Sexual Abuse
  - Service Referrals
    - Foster Care Referral
    - Parent in Need of Assistance
  - Relinquished Infant
    - Request from Adoptive Parent
  - Rule Violation
- Adult
  - Special Conditions
    - Adult Caregiver Unavailable
  - Service Referrals
    - Diversion, Div; ICPC; ICPC Priority
    - Supervision Reinstated
  - Foster Care
    - Out of State
    - Closed Case for Administrative Purposes
  - Parent in Need of Assistance

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Case Assignment

- More than one intake may be linked to a case.
- Pls receive intake and create an investigation.
- Intake/Investigation #s are the same – different than the case ID #.
### Slide 10: FSFN Terminology: Investigations

**Child Investigations**
- **In-Home:** Child is being mistreated by caretaker in the home.
- **Special Condition Referrals:** Request for information or referral for help.
- **Out-of-Home:** Child is in licensed setting, public school, etc. and is being mistreated by an employee.

**Adult Investigations**
- **Foster Care Referral:** Issues in licensed setting.
- **Request for Assistance Referral:** No maltreatment, request for help.
- **Child on Child Sexual Abuse Referral:** Sexual assault on a child, by a child.
- **Emergency Care Referral:** Issues in licensed setting.

### Slide 11: FSFN Terminology (cont.)

**2 Placement Types**
- In-Home cases
- Out-of-Home - approved and/or licensed out of home care

**Providers**
- Organizations/individuals that offer placement, treatment services, child based services

**Participants**
- Any person active or inactive in the investigation or case
- Non-Maltreatment investigation
- Child abuse investigation
- Teen
- Adult
- Independent living
- Providers: Any person active or inactive in the investigation or case

**Narrative**
- Includes all types of notes
- Child/adult investigation
- Special conditions
- Case
- Legal
- Independent living

**Worker**
- People cleared to access case specific information and are responsible for case management, investigation and other related services.

### Slide 12: FSFN Website

- **Located on the Department’s Intranet**
- **http://fsfn.dcf.state.fl.us**
- **USF Website**
  - **http://cwta.fmhi.usf.edu/public/cdown.cfm**

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Core 101 - Orientation FSFN – July 2013
Power Point Slides
Slide 13

Hotline Intake and CI Unit Course
- Procedures for Child and Adult Intakes
- Other Intake and Referral Processes
- Criminal Background Checks

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Child Investigation Course
Using FSFN in the receiving unit & on call schedules:
- Document investigative processes & findings.
- Complete Special Conditions Referrals and Child on Child Assessments.

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Ongoing Case Work
Using FSFN in Day to Day Case Work
- Service Referrals
- Document service provision
- Interim Child Screen information
- Living arrangements & Out-of-Home placements
- Create provider
- Complete Medical/Mental Health profile
Slide 16

**Supervisory Course**

- Use supervisor security profile to transfer cases
- Perform approval process on various FSFN items
- Manage unit messages and links
- Close cases

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**Provider Course**

- Use provider module to create service & placement providers
- Update provider information
- Assign providers to workers

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**Reports Course**

- Use the Business Objects reporting tool interfaced with FSFN to:
  - access management, performance, and financial reports generated from FSFN data
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**FSFN On-line Security**

- **User Groups**
  - Sets ability to view, create, update, delete & execute specific work processes.
  - Made up of one or more security profiles.

- **Security Profiles**
  - Sets access to pages, reports, ad hoc views.
  - Allow access to specific FSFN instances.

- **Job Classes**
  - Define if job classes can make case/provider assignments.
  - Define worker’s approved authority.

- **Worker Assignments**
  - Define job classes to make case/provider assignments.
  - Define worker’s approved authority.

**User Groups**

- Made up of one or more security profiles.
- Allows access to specific FSFN modules.

**Security Profiles**

- Define if job classes can make case/provider assignments.
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- Define worker’s approved authority.

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**Case Ownership**

Controls Access

- Security restrictions are tied with your case or provider assignments.
- Only workers actively assigned to a case (or supervisors/acting supervisors w/Primary role) can update a provider/case.

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**Logging into FSFN: Password & Security**

- Minimum 6 alpha/numeric characters
- Expires in 45 days
- Cannot repeat previous passwords
- Lockout occurs after 3 unsuccessful attempts
- Helpdesk unlocks accounts/resets passwords

- (800)532-4771 or (850)487-9400
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FSFN Desktop

Banner Bar
Menu Bar
Outliner
Messages & Links

Slide 23

Ticklers

Electronic notification of Case/Provider deadlines
  • Triggered by various FSFN business functions

Prompts you to complete tasks
  • Displays case name, tickler, tickler type, & due date
  • EX: reminder to complete the investigation tickler appears 15 days prior to the due date (day 45)

When pre-defined Escalation Dates are reached
  • a copy appears on your supervisor’s desktop; and
  • later on the second level supervisor’s desktop

FSFN removes tickler when action is completed

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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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**Primary Outliner Expandos**

<table>
<thead>
<tr>
<th>Cases</th>
<th>View, update assigned cases &amp; tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>View all cases managed by worker/sup.</td>
</tr>
<tr>
<td></td>
<td>T code: restricted (report on an employee)</td>
</tr>
<tr>
<td>Providers</td>
<td>Work related to assigned providers</td>
</tr>
<tr>
<td></td>
<td>Assigned to workers as they create relative placements/other providers</td>
</tr>
<tr>
<td>Workers</td>
<td>View assigned workers, cases &amp; providers</td>
</tr>
<tr>
<td>Approvals</td>
<td>View/access work in the approval process or approved within the past 48 hrs</td>
</tr>
<tr>
<td>Intakes</td>
<td>View intakes: Hotline or Service Referrals and those not yet called out/filed to case</td>
</tr>
</tbody>
</table>

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**Messages & Links**

Notifications from FSFN Project, DCF Headquarters, Helpdesk:
- System downtime
- New application functionality
- Policy/program changes
- Missing AIFS
- Necessary or helpful information: i.e. training bulletins

Unit Messages and Links (Unit specific):
- Generated by supervisor
- Unit-wide messages & announcements
- Deadlines
- Assignments
- Meetings
- Links to sites

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**FSFN Search**

CASE:
- Case ID, Intake/Investigation number, or Case Name

PERSON:
- Person Demographics
- (date of birth, social security, age range, gender, etc.)

PROVIDER:
- Provider name & the county they reside in or provide service

WORKER:
- Access cases/providers assigned to a specific worker

4 ways to search in FSFN
Searching by Case Name
All cases (except ICPC) conform to a standardized naming convention order:
- Birth/adoptive mother’s name
- If no mother: name after birth/adoptive father
- If no mother or father: name after relative involved as primary caregiver at time of case initiation
- If no parents or relatives: name after oldest child
- An ICPC case: name after caregiver residing in Florida

Types of Searches

Variable Precision vs. *Wildcard
Variable Precision
- Enter name as close as possible.
- Adjust search precision slider from low to high.
- Setting the search precision high displays only the results that are exact matches.

*Wildcard
- Enter only the letters that are known and end by adding a wildcard* (asterisk).
- Asterisk must be the last character.
- FSFN returns all names that have letters in common.
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**Other Case Types**

- ICPC
- Judicial In-Home Services
- Investigation
- OITI
- Out-of-Town Inquiry
- Out-of-Home
- Court Ordered
- Out-of-Home
- Voluntary
- Post Adoption Services/
- Subsidy Only
- Services
- Referral
- Special
- Condition
- Young Adults
- Formerly in
- Foster Care
- Age 18-22

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**Search Activity**

**Search for**

- Meredith Gray
  - Person & Case
- Elvis Presley
  - Worker & Person
- Betty Boop
  - Provider
  - (Betty
    is a foster
    parent)