Module 1: Creating an Investigation, Maintain Case/Person

Objectives
- Create an investigative shell.
- Change case name.
- Update service roles for case participants.
- Update person & demographic info.
- Complete TANF eligibility form.
- Add case participants & caregiver relationships.

Maintain Case Information

All In-Home cases in FSFN are named after mother.
- If no mother, use father.
- If no father, use oldest child's name.
- If no mother or father, use other relative (if primary caregiver).
- ICPC Case is named after the caregiver residing in Florida.

Case address is the current address of the case name (mother).

AFCARS: If person is a caregiver, enter:
- DOB
- Ethnicity
- Gender
- Race
**Slide 4**

**Maintain Case Screen: 5 tabs**

- Participant: Add, deactivate or remove case participant
- Relationship: Defines case participant relationships
- Address: To maintain case primary address
- Professional/Other Contacts: Maintain & update contact names/phone numbers
- Closing History: View closed and/or merged case history

**Slide 5**

**Service Roles**

<table>
<thead>
<tr>
<th>Primary Caregiver</th>
<th>Secondary Caregiver</th>
<th>Relatives/Non-Relatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assesses day to day responsibility for child’s care &amp; supervision</td>
<td>• Assesses secondary day to day responsibility</td>
<td>• Are primary caregivers during the period they provide the child’s supervision or placement</td>
</tr>
<tr>
<td>• Does not apply to babysitters</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cases can have more than one active Primary Caregivers at one time.

**Slide 6**

**Service Roles**

- **Custodial Parent’s role:**
  - as primary is not end dated simply due to a removal episode
  - is only end dated upon TPR
- A single parent must be a primary caregiver.
Slide 7

### Participant Tab

- Anyone can deactivate participant from case
- End dates a person from case
- Can reactivate at any time
- All cases must have an active child
- Only a supervisor can remove a person from case
  - 24 hour waiting period

Slide 8

### Person Management Address

- Change person address for each move made by child & caregiver
- Estimate address begin & end dates if you cannot verify
  - 01/01/YYYY: when year is known
  - MM/01/YYYY: if month and year are known
- Include person’s name in comments section along with relationship
- When phone/email type is emergency contact or neighbor

Slide 9

### Person Management

- Keep Person information up-to-date.
- If case is open, must complete updates w/in 48 hrs. of learning new information.
**Slide 10**

**Person Management: Demographics**

- **Primary name**
  - Is the legal name verified by B.C., SSN, or court document
  - Must match the name on the verification document

- **Search is required prior to changing “Unknown-Unknown” name**
  - If the person is already in the system, use the person merge functionality.

- **SSN**
  - Primary must be used (when known) as ID in order to avoid eligibility errors
  - Other ID’s may be used in addition to SSN - Primary

**Slide 11**

**Person Management: Demographics**

- **DOB**
  - The month, day, & year born
  - May be declared or estimated
  - Required for each person

- **If using Driver’s License or Medicaid Number**
  - Enter the first two letter standard postal abbreviation of the state that generated the ID.

- **If DOB not declared**
  - Estimate w/ 01/01/YYYY

- Client defines race or ethnicity for themselves & their children

**Slide 12**

**Module 2: Commencement & Investigative Notes**

- **Objectives**
  - Add participants to investigation.
  - Remove person from investigation.
  - Document investigation commencement.
  - Document investigative notes.
  - Add maltreatment to investigation.
Slide 13

**Program Directive: Commencement**

Date & time PI attempted/achieved face-to-face contact w/child victim by visiting site where they were reportedly located 65C-30.001(29)

Must be recorded in FSFN w/in 24 hours of intake receipt by Hotline

Slide 14

**Narrative/Notes**

Case Notes:
- Must complete notes on any case related activity
- Cannot delete once saved (but can edit)
- Any worker can enter notes into cases – even when not assigned
- All handwritten case notes must be kept in paper file

Slide 15

**Program Directives: Maltreatments**

PI must add new maltreatments as discovered during investigation. If a maltreatment was alleged to have occurred in another state, it must be reported to that state.

Must complete allegations/findings screen for any child victim added to investigation - including field allegation narrative

Maltreatments created by the Hotline cannot be deleted
Program Directives: Maltreatments

Allegation narratives MUST include:
- Who was involved?
  - specify child/victims & adult subjects
- What occurred between victim & adult subject?
- When incident occurred & over what time span?
- Where did it happen?
- How did it happen?

Module 3: Creating the Initial Child Safety Assessment

Objectives
- Create Initial In-Home Safety Assessment.
- Submit safety assessment for supervisory review.
- Print the safety assessment.

FSFN Assessments: 4 Types

- In-Home Safety
- Request for Assistance
- Institutional Safety
- Child on Child Sexual Abuse
Slide 19

**Initial In-Home Safety Assessment**

16 – Signs of Present Danger #1-16
5 – Child Vulnerability #17-21
• All factors must be considered for each child.
11 – Protective Capacities #22-32
• Document any & all applicable factors for Parent/Caregiver & implications for child safety.

Slide 20

**Program Directives: Protective Capacities**

PI must document
- Strengths/concerns based upon their observations
- Collateral sources
- Total # of prior intakes & services
- Patterns illustrated across intakes
- Common victims
- Target children of the intakes (if applicable)

Must be completed on all adult subjects of intake regardless of findings.

Slide 21

**Program Policy: Safety Actions**

When safety factors call for action
PI must document actions taken

If safety factors indicate no action is needed
Must document "no action"

Explanations are required for each action taken
Must document the date & specific details
Slide 22

**Program Policy: Safety Actions**

If grounds for expedited TPR exist, must make at least one choice

Child removals require adding all biological & legal parents as Case Participants

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Slide 23

**Background History**

**Criminal Records**
- Summary & Implication for Victim Safety

**Prior Intakes/Service Referrals**
- Summary & Implication for Victim Safety

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Slide 24

**Program Directives: Background History: Criminal Records**

Must document all requests/submissions for criminal records checks (including any problems or delays) from:
- DJJ
- FDLE (FCIC, Public Access Data)
- DOC
- Local law enforcement

Receipt of sealed or expunged criminal information from FCIC
- Cannot be documented in FSFN
- Must be secured in a sealed envelope & placed in paper file
Slide 25

**Program Directives: Background History: Criminal Records**

Criminal history info obtained from NCIC
- may NOT be recorded in case notes
- cannot be replicated in FSFN
- must be secured in sealed envelope in paper file

Must document all information analyses along with any child safety implications, & if these records indicate a current threat

Slide 26

**Prior Intakes/Service Records**

- View Only information
- Involving persons included in current investigation
- Prior Intakes
- Pre-populated with connected case information at time of intake
- Prior Investigations/Referrals
- Continues to populate as case participants are added
- Prior Intakes & Referrals
- Options dropdown list does **NOT** continue to populate

Slide 27

**Contact/Notifications**

Review – Investigative Response
- Intakes must be referred to Law Enforcement & the State Attorney if they allege:
  - aggravated child abuse, sexual abuse, institutional abuse
  - maltreatment involving criminal conduct
  - Intakes requiring CPT referral - 39.303(2) (a-h).
Slide 28

**Program Policies:**

**Additional Actions**

- Located in the options box
- Must record necessary actions to complete assessment and ensure child safety
- If further actions are necessary: your supervisor must enter completion date in the narrative box

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Slide 29

**Program Directives:** Submit Initial In-Home Safety Assessment

- You must document an overall safety assessment summary based on the safety factors and:
  - How they interrelate
  - Safety actions taken
  - Information still to be gathered

- You must submit complete paper record w/Initial In-Home Safety Assessment w/in 48 hours of seeing first victim.

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Slide 30

**Program Directives:**

**Onsite Investigation**

- F.A.C. 29.003(11) describes criteria
- Requires supervisory approval
- Decision must be approved in writing & documented in FSFN
**Program Policy: Supervisory Review**

Supervisor must provide explanation if documentation is insufficient

Supervisory Review is sent to you within 24 hours of completion and will document needed actions

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**Module 4: Living Arrangements**

**Objectives**

• Create living arrangements.
• Create safety plan.

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**Placements versus Living Arrangements**

<table>
<thead>
<tr>
<th>Living Arrangements</th>
<th>Out-of-Home Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Child is living with a</td>
<td>• Child has been removed from home &amp; placed</td>
</tr>
<tr>
<td>parent, or</td>
<td></td>
</tr>
<tr>
<td>• Permanency is achieved</td>
<td></td>
</tr>
<tr>
<td>with relative/non-relative</td>
<td></td>
</tr>
<tr>
<td>• Permanent Guardianship</td>
<td></td>
</tr>
<tr>
<td>status</td>
<td></td>
</tr>
</tbody>
</table>
Slide 34

**Living Arrangement/Service Reason**

You can enter additional reasons as needed

Select all services reasons that apply

You must justify Service Reason additions or changes in case notes

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Slide 35

**Module 5: Placements/Out-of-Home**

**Objectives**

- Create updated In-Home Safety Assessment.
- Create Person Providers.
- Update Person Providers.
- Document child removal.
- Document photos, fingerprints, birth certificates, & AFCARS.
- Create Visitation Plan.

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Slide 36

**Active Child**

- Defined as a child who has either:
  - A Living Arrangement
  - An Out-of-Home Placement

Must be included in one of the categories, or they do not show up as active children.
Slide 37

**Out-of-Home Placement/Provider**

- **Placement**
  - Substitute care setting is where a child resides during a removal episode.

- **When a child is placed with an approved relative or non-relative**
  - The worker making the placement must add relative or non-relative as a placement provider.

Slide 38

**Approved Providers**

- You are required to create an approved provider when you make a relative or non-relative placement.

- Only add approved providers as case participants.

  - Foster parents are **NOT** on the case participant list in FSFN!
    - (unless they are the subject of an intake)

Slide 39

**Out-of-Home Placement/Removal**

- **Removal Date for Physical Removals**
  - Date the child is removed from the custodial/legal parent & placed in out-of-home care

- **Removal Date for Constructive Removals**
  - Date the court approves the shelter petition

- **Caregiver Removed From**
  - Person from whom the child was legally removed
  - If child was abandoned, “unknown, unknown”
Slide 40

**Out-of-Home Placement/Removal**

**Manner of Removal**
- Documents if Voluntary, Court Ordered, or Temporary Physical Custody
- Remains the original voluntary date (historical data), even if subsequent court order is issued

**Placement Type**
- Determines placement setting (foster, shelter, group, relative, or non-relative home)

Slide 41

**Out-of-Home Placement/Primary Caregiver**

**Primary Caregiver**
- Person who assumed day-to-day responsibility for the child’s care & supervision
- Does NOT apply to babysitters

**Relative/Non-Relative**
- Primary Caregivers during the period they provide supervision or placement for the child

The Case must identify at least one Primary Caregiver.

Slide 42

**Out-of-Home Placement/Primary Caregiver**

**Custodial Parent Role as Primary Caregiver is:**
- NOT end dated simply due to a removal episode
- Only end dated upon Termination of Parental Rights

**Secondary Caregivers**
- Assume secondary day to day responsibility for child
- Single parent must be primary caregiver
- Does NOT apply to babysitters

**Caregiver Structure**
- Type of family structure in place at the time child is removed
Slide 43

Out-of-Home Placement/Provider

A child in a case **must** have a documented address for their current physical location.

- keep up-to-date in Person Management record

Slide 44

Placement Approvals

ALL placements & placement changes must go through the FSFN Supervisory Approval Process.

Pending approvals appear on the Supervisor's desktop.

Slide 45

Module 6: Medical/Mental Health Documentation

**Objectives**

- Create a medical profile.
- Document children's medications.
- Create mental health profile.
- Document medical history.
Medical/Mental Health Profile

Medical History
Medications
Mental Health Profile

Medical/Mental Health Page

View & update child’s medical history.
Document medical/mental health info.
- Current health care providers
- Medication information
- Basic health problems (e.g., allergies, dietary concerns)

Medical Profile

Current snapshot of participant’s medical status
Info about child’s health care providers
Primary Health Care Providers group box
- View & update participant’s health care, professionals, emergency contact & child's Medicaid number
Basic group box
- Document health problems, allergies
- Immunization dates & records
Slide 49

**Medical/Mental Health Profile**

**Psychotropic Medications 39.407**

- Can take possession of psychotropic medication & continue to provide to child until the shelter hearing if:
  - It's in the original container
  - It's a current prescription for the child
  - Advised by licensed physician, must request court authorization to continue medication

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Slide 50

**Medical/Mental Health Profile**

**Psychotropic Medications 39.407**

- Must inform parents or legal guardian that the drug is being administered.

The child’s official record must include:

- Why parent’s authorization was not obtained
- Why psychotropic medication is necessary for the child’s well-being

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Slide 51

**Medication Tab**

- Prescribing physician
- Medication name
  - For psychotropic purposes
  - Date prescribed
  - Date stopped
Slide 52

**Mental Health Profile Tab**

- Snapshot of child/caregiver's mental health status
  - Documents info re: child's mental health treatment
- Treatment Information group box
  - View & update inpatient & outpatient info
  - Last CBHA evaluation date
- Substance Use group box
  - Record substance abuse info
  - Record psychological/psychiatric referral info

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Slide 53

**Module 7: Complete an Investigation**

- Update background history & basic Tab.
- Document alleged maltreatment findings.
- Add final roles & update person information.
- Document recommended disposition.
- Submit investigation for supervisory approval.
- Complete steps to close investigation.
- Document investigation from commencement to closure.

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Slide 54

**Program Directives**

**Background History: Summary & Implication for Victim Safety**

If Background History indicates potential current threat to child safety:

The Implication for Child Safety must clearly address this risk so the safety actions can address the efforts needed to eliminate the threat.
Slide 55

Program Directives
Allegations/Findings of Maltreatment

- Must complete for each child/victim for each maltreatment allegation:
  - w/in 45 days from intake receipt for original & any additional added allegations
- Findings are based on the degree that credible evidence supports or refutes maltreatments
- Must record the credible evidence source in the narrative

Slide 56

Program Directives: Allegations/Findings of Maltreatment Summary

- Each maltreatment recorded must have a finding of:
  - Verified
  - Not Substantiated
  - No Indicators
- Verified findings determine final role for adult subjects as “Caregiver Responsible”
- Document evidence analyses & updates in Summary/Findings Implications for child safety

Slide 57

Program Directives Incident Date

- Incident Date
  - Refers to the most recent date the specific maltreatment occurred or may have occurred for each victim
  - Can be estimated/approximated
  - Most recent date the specific maltreatment is known or estimated to have occurred (prior to entering the finding)
Program Directives Incident Date

- If maltreatments have findings of "Verified" that have occurred continuously over time (e.g., Neglect):
  - Enter date the allegation was made (that resulted in the intake being taken); or
  - The date the PI added the maltreatment

- If a date is not provided in the intake for the alleged maltreatment:
  - Enter date the allegation was made (that resulted in the intake being taken)

Program Directives Final Supervisor Review

**Must**

- Complete within 3 days of PI's submission
- Document if the child safety assessment & maltreatment findings support the Investigative Summary
- Explain what areas have insufficient documentation:
  - the investigation is NOT ready for closure

Program Directives Investigative Summary

- Must complete within 45 days of intake receipt and submitted to your supervisor, along with paper file
- Must be completed on each child
- Investigation must be closed by your Supervisor within 60 days of intake receipt, regardless of judicial case status
Program Directives
Investigative Summary

Must be based on analysis of:
• Safety factors
• Family strengths
• Prior intakes
• Services
• Background history for all intake subjects
• Maltreatment findings

When there are no findings of maltreatment but supportive services are recommended, select appropriate service.

Case Closure Page

Document case closure information
Initiate all case closure activities
System reasons denying case closure:
• Click on expando
• Displays Closure Denial Message box

Module 8: Creating Additional Types of Assessments

Objectives
• Create an Institutional Safety Assessment.
• Create a Child on Child Sexual Abuse Assessment.
• Create a Request for Assistance Assessment.
Slide 64

Institutional Safety Assessment

8 - Child Factors

• #1-8

8 - Facility Factors

• #9-16

Slide 65

Child on Child Assessment

9 - Offense Characteristics

• #1-9

4 - Child Maltreatment History

• #10-13

3 - Social and Interpersonal Skills

• #14-16

10 - Alleged Offender Factors

• #17-26

Slide 66

Request for Assistance

Services

Removal Information