Orientation FSFN Power Point Slides

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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.

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What is SACWIS?

- Statewide Automated Child Welfare Information System
- Federal initiative to help states develop information systems
  - More effective case management
  - Efficiently track children & families
- Comprehensive case management tool that supports practice
- Case Management System
  - serves as electronic case file for children & families served by agencies
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**Florida's SACWIS**

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

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

- Source Disposition
- Type of Maltreatment
- Victir/Perpetrator Characteristics
- Child Deaths
- Size of Work Force

Report characteristics of children involved in maltreatment intakes.
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**The FSFN Case Concept**

Intake Assignments
Investigations
Family Assessment

- Child Interim Screen
- Narrative
- Medical/Mental Health

- Placements,
- Income/Eligibility,
- Education/Planning

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
  - Congenital
    - Unavailable
    - Child on Child Sexual Abuse

**Service Referrals**
- Relinquished Infant; Request from Adoptive Parent; Rule Violation
- Out of State Request; Reopen Closed Case for Administrative Purposes

**Adult**
- Foster Care Referral; Parent in Need of Assistance
- Oversion, Div, IPC; IPC Priority
- Supervision Reinstated

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**Case Assignment**

More than one intake may be linked to a case.

Pis receive intake and create an investigation.

Intake/Investigation #s are the same – different than the case ID #.
FSFN Terminology: Investigations

Child Investigations
- In-Home: Child is being mistreated by caretaker in the home
- Institutional: Child is in licensed setting, public school etc. and is being mistreated by an employee

Special Condition Referrals
- Request for Assistance Referral: Additional support requested
- Child on Child Sexual Assault: sexual assault on a child by another child

Foster Care Referral: issues in licensed setting

Adult Investigations

FSFN Terminology (cont.)

2 Placement Types
- In-Home cases
- Out-Of-Home cases

Providers:
- Institutions or Individuals that offer placement, treatment, services, child based services

Participants
- Any person active or inactive in the investigation or case

Narrative
- Includes all types of notes
- Child/Adult Investigation
- Special Conditions
- Legal

Worker
- Provider narratives are entered as provider work and displayed under the provider's expando
- People cleared to access case specific information and are responsible for case management, investigation, and other related services

FSFN Website

Located on the Department’s Intranet
http://fsfn.dcf.state.fl.us

USF Website
https://cwta.fmhi.usf.edu/public/cdown.cfm
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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
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### 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
**FSFN On-line Security**

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

### Security Profiles
- Sets access to pages, reports, ad hoc views.
- Allows access to specific FSFN modules.

### Job Classes
- Defines if job classes can make case/provider assignments.
- Defines worker’s approval authority.
- Defines case/provider data you can update.
- Assignment to a job class/user group – minimum requirement to system access.
- Access to any case for legitimate business purposes.

### Worker Assignments
- Defines case/provider data you can update.
- Assignment to a job class/user group – minimum requirement to system access.
- Access to any case with legitimate business purposes.

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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)352-4771 or (850)487-9400
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FSFN Desktop

- Banner Bar
- Menu Bar
- Outliner
- Messages & Links

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Ticklers

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

- 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

Workers receive automated messages via email at different milestones.
Primary Outliner Expandos

<table>
<thead>
<tr>
<th>Case</th>
<th>View, update assigned cases &amp; tasks View all cases managed by worker/sup. T code: restricted report on an employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider</td>
<td>Work related to assigned providers Assigned to workers as they create relative placements/other providers</td>
</tr>
<tr>
<td>Worker</td>
<td>Supervisors only View assigned workers, cases &amp; providers</td>
</tr>
<tr>
<td>Approval</td>
<td>View/access work in the approval process or approved w/i the past 48 hrs</td>
</tr>
<tr>
<td>Intake</td>
<td>View intakes: Hotline or Service Referrals and those not yet called out/follow to case</td>
</tr>
</tbody>
</table>

Messages & Links

- System downtime
- New application functionality
- Policy/program changes
- Missing AFCARS
- 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

FSFN Search

- CASE: Case ID, Intake/investigation number, or Case Name
- PROVIDER: Provider name & the county they reside in or provide service
- PERSON: Person Demographics (date of birth, social security, age range, gender, etc.)
- 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
- 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.

Variable Precision vs. *Wildcard
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Other Case Types

- ICPC
- Judicial In-Home Services
- Investigation
- 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)