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## Change History

<table>
<thead>
<tr>
<th>Release Date</th>
<th>CR# or Incident #</th>
<th>Change Description</th>
<th>Author(s)</th>
<th>Section Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/8/2015</td>
<td>N/A</td>
<td>Original Draft</td>
<td>Jeffrey Stephenson</td>
<td>N/A</td>
</tr>
<tr>
<td>9/16/2015</td>
<td>N/A</td>
<td>Final Draft</td>
<td>Jeffrey Stephenson</td>
<td>N/A</td>
</tr>
<tr>
<td>10/12/2015</td>
<td>N/A</td>
<td>Final</td>
<td>Amy Kelly</td>
<td>Completing a Review, Reports</td>
</tr>
</tbody>
</table>
Introduction
The Quality Assurance system collects information and reports on child welfare quality assurance (QA) activities. Each Region, Community Based Care Agency (CBC), and Headquarters has one or more Quality Assurance Specialists (users) who review casework and systemic issues to meet child welfare quality standards for both child abuse investigations and continuing case management. The CBCs and Regions collect data specifically for their Units.

Regional and CBC Quality Assurance Specialists and Managers are the primary users and data entry agents. Headquarters’ program office staff use the system for reporting.

Getting Started
Gain Access to the System
1. The user completes an Access Authorization Request form and submits the form to his/her supervisor for approval.
2. The supervisor submits the approved Access Authorization Request form to their Region Security Officer requesting access.
3. The Regional Security Officer processes the Access Authorization Request form in the following order:
   a. Contacts the user to request any needed information.
   b. Determines if there is a preexisting Lightweight Directory Access Protocol (LDAP) account.
   c. Establishes a new LDAP account if none exists.
   d. Contacts Headquarters Quality Assurance staff with the following information:
      i. User’s LDAP/Florida Safe Families Network (FSFN) User ID
      ii. User’s Name
      iii. Region (Headquarters) or CBC agency
      iv. Supervisor’s name and contact number
4. The Headquarters Quality Assurance staff:
   a. Confirm the user’s involvement in the quality assurance process
   b. Adds the person as a user within the QA system
   c. Provides approval to the Regional Security Officer to grant the user role
5. When approved, the Regional Security Officer grants access to the QA system in Tivoli Identity Manager (TIM).

6. Once the Regional Security Officer completes the request in TIM for a new ID, TIM automatically sends the user an email with their user ID and a link to their password.
## QA Roles

**Reviewer**  
QA Reviewers conduct reviews and produce reports.

**Manager**  
The QA Managers can complete all duties of the Reviewer and establish reviews by uploading and assigning review sample cases. Managers can also provide the second level review and approve reviews completed by their Reviewers.

**Administrator**  
The Administrator role is limited to Headquarters Family Safety Quality Assurance staff. An Administrator has all the capabilities of the Reviewer and Manager plus administrative functions such as user, Unit and question set management.

## QA System Overview

**The Menu**  
The menu is located on the left of the page and items display based on the user’s assigned role. See below examples of menus for each role.

<table>
<thead>
<tr>
<th>Reviewer’s Menu</th>
<th>Manager’s Menu</th>
<th>Administrator’s Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviews</td>
<td>Schedule QA</td>
<td>Schedule QA</td>
</tr>
<tr>
<td>Reports</td>
<td>QA History</td>
<td>QA History</td>
</tr>
<tr>
<td>Resources</td>
<td>Reviews</td>
<td>Reviews</td>
</tr>
<tr>
<td>Exit</td>
<td>Reports</td>
<td>Reports</td>
</tr>
<tr>
<td></td>
<td>Resources</td>
<td>Resources</td>
</tr>
<tr>
<td></td>
<td>Exit</td>
<td>Exit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Units</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Users</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Question Admin</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Data Issues</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Question List</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exit</td>
</tr>
</tbody>
</table>
The Schedule QA page is used by Managers and Administrators to schedule reviews. Users can complete two types of reviews: Case Management System (CMS) reviews and Child Protective Investigation reviews (CPI). Each review type has its unique standards (questions) and sub-part standards (question subdivisions). The scheduler uploads the appropriate file based on the chosen review type and assigns the cases to the Reviewer.

QA History Page
The QA History page displays for the Manager and Administrator upon entering the system. The page lists all of a user's assigned reviews, the start and end periods for the reviews, effective dates and a View button which directs the Administrator to the Schedule QA page.
The Reviews page provides a snapshot of the status of each review. A review can appear in one of four statuses: Newly Assigned, In Progress, Completed or Reviewed. This page allows the Reviewers to search assigned reviews by Case Name, Case Number, Intake Name and Intake Number. Managers and Administrators have additional search criteria including Review Period, Reviewer Name, Region and Agency. Clicking View on a review row directs the user to the Case Information page, which contains a link to the review questions.

Reports Page
CMS and CPI produce reports within the QA system. The user selects a Period, Region, Agency, CMO and Unit before clicking the View Summary or View Detail button. To make multiple selections within each grouping, make the first selection and hold down the Ctrl key while making the second selection. The user can choose to display the Ratings Only or Safety and Well-Being Standards. The user may also choose to export the report using Excel.

Resources Page

Resources display a collection of links to assist the user in understanding QA terminology, Florida statutes and DCF policies. Administrators can make changes to these links.

Reference Tables Page

This menu item is available to the Administrator only and displays a listing of table references. Items in these tables can be edited, deleted or new items added as necessary.
Units and Users Pages
Administrators use the Units and Users pages to add, modify and delete system users and Agencies.

Question Admin Page
Only Administrators can use the Question Admin page to manage questions and responses.

Data Issues Page

Data Issues consist of unattached Units. Before completing a review for the Unit, items displayed here must be reconciled. This menu item is available to the Administrator only.
Scheduling a Review

Reviewers and Managers conduct CPI and Case Management reviews daily. Each CBC and Region meet a quarterly case review target as outlined in the contract. The CBC and Region size determine the quarterly case review target, which vary across the board.

Sample Period

Before scheduling a review in the QA System, an active sample review period must be present and active for the review type specified. To create a new Sample Period:

1. Select Reference Tables from the menu on the left of the page.
2. On the Reference Tables page, select ref_ReviewSamplePeriod from the list.
3. Click the Add Item button and enter the Period Name, Period Start, Period End and select the Review Type (Case Management or Child Protective Investigation)
4. Select the Active checkbox and click the Save button
5. Select Schedule QA from the menu on the left of the page.
6. Select the Review Type for this review.
7. Select the Question Set for this review.
8. Enter the Review Name, Effective Start and End and click the Save Review Sample button.

Choosing the Sample

Reviews are created by selecting sample cases from reports generated in the Florida Safe Families Network (FSFN).

NOTE: To generate the sample, you must sign into FSFN and use a security profile that supports reporting.

FSFN Daily Child Investigation and Special Conditions Listing

The Daily Child Investigation and Special Conditions Report—located in FSFN Reporting section—allows Reviewers to create a review sample. To create a sampling of cases, the user will access FSFN menus in the following order: Click → Utilities → Reporting → Document Listing → Public Folders → Child Investigations → Daily Child Investigations and Special Conditions Listing.
The user enters date parameters for the desired timeframe and runs the report. Once the report generates, the user can use input controls to further tailor the information to his/her needs. There are 18 input controls to choose from and the final report will export to Excel.
After setting the parameters, you can save the report as an Excel or CSV file. The report has many columns, but for the purposes of the QA System, the uploaded file only requires three columns: Case ID, Intake Number and Person ID. You need to download the appropriate template for the file type and copy the selected rows to the template. Next, remove the dashes from the Intake Numbers, save and upload the file.
Loading a Review Sample

1. Select Schedule QA from the menu on the left of the page.
2. Select the Review Type for this review.
3. Select the Question Set for this review.
4. Enter the Sample Name, Effective Start and Effective End dates, and click the Save Review Sample button.
5. Click the Browse button that appears after saving the sample.
6. Browse to the file you wish to upload.
   a. Be sure to use the templates provided at the links in Section 2 of the Schedule QA page.
   b. The file should have a minimum of three fields: Intake Number, Case Number and Person Number. The order that these columns appear in the file is not a factor; the system accepts them in any order.
   c. The CPI file uses the Intake Number and Case Number.
   d. The CMS file uses the Case Number and Person Number.
7. Once loaded, the cases appear in Section 3 of the Schedule QA page. If data is available in FSFN, the fields in the assignment grid populate with FSFN Case Details.
Assigning a Review

1. In the Reviewer Type drop-down, click Base, Side-by-Side or Additional.
2. In the Reviewer Assigned drop-down, click the Reviewer for this review
3. Click the Assign button. (Note that you may assign one review at a time or a full page with one click of the Assign button)
4. If interrupted at any time during this operation, click on QA History from the menu on the left of the page and select the review period to continue.

Adding a file to the review
To add an additional file to a review, the Manager will follow the previous steps for uploading and assigning the file to the existing review.
Discarding the entire review
After uploading a sample file, the Manager or system Administrator may determine that the review is unnecessary. If cases are unassigned, you may click the Discard Review button located at the bottom of Section 1 of the Schedule QA page. The user receives a validation message and confirms his/her choice by clicking OK to complete the discard.

If a review contains any started, completed or reviewed cases, the following message displays: “You may not discard a Review Sample with started, completed or reviewed cases.”

Discarding a case from the review
To remove a case from the sample, the QA Manager clicks the red X on a case row. The user receives a validation message and must confirm his/her choice by clicking OK.

Completing a Review

When the Reviewer signs onto the QA system, the default page is the Reviews page which lists all his/her assigned cases.

To start or continue a review:

1. Click on Reviews from the menu on the left of the page.
2. Click the View button on a review.
3. Verify the case details displayed with information in FSFN for validity.
4. Click the Review Questions button.
5. Answer the questions by clicking on the appropriate radio button in the Response section.
6. Select the Referral for Action (RFA) checkbox if there is an RFA recorded in FSFN.
7. Select the In-Home or Optional checkboxes as appropriate.
8. Add notes as needed.
9. Click the Save Response button.
10. Continue through all of the questions to completion.
11. Upon completion of all of the questions, click the Status button on the right above the Quick Jump menu.
12. Verify that all questions count as Answered and then click the Mark as Completed button.

Child Protective Investigation Reviews
The first page in a CPI review is the CPI Face Sheet. This allows the Reviewer to view the Case Profile and History if the data is available in FSFN.

<table>
<thead>
<tr>
<th>Reviewer Name: Raj Palanchamy</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPI Face Sheet</td>
</tr>
<tr>
<td>Intake Number: 2015125819</td>
</tr>
<tr>
<td>Intake Name: Hayes, Ashley</td>
</tr>
<tr>
<td>County: Dade</td>
</tr>
<tr>
<td>Unit: 231A36-DESOTO-CPI</td>
</tr>
<tr>
<td>Primary Investigator: Kentfield, Fla</td>
</tr>
<tr>
<td>Intake Received Date: 5/9/2015 12:00:00 AM</td>
</tr>
<tr>
<td>Commenced On Time: Y</td>
</tr>
<tr>
<td>Case Name: HAYES, ASHLEY 1</td>
</tr>
<tr>
<td>Circuit:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of PDR</td>
</tr>
<tr>
<td>Completed Date:</td>
</tr>
<tr>
<td>10/10/2014</td>
</tr>
<tr>
<td>Safety Determination</td>
</tr>
<tr>
<td>YES</td>
</tr>
<tr>
<td>Most Recent PDR</td>
</tr>
<tr>
<td>Completed Date:</td>
</tr>
<tr>
<td>11/22/2014</td>
</tr>
<tr>
<td>Risk Assessment Completed Date:</td>
</tr>
<tr>
<td>12/11/2014</td>
</tr>
<tr>
<td>Most Recent PDR</td>
</tr>
<tr>
<td>Completed Present: YES</td>
</tr>
<tr>
<td>Scored Risk Level: Very High</td>
</tr>
<tr>
<td>1st Safety Plan</td>
</tr>
<tr>
<td>Completed Date:</td>
</tr>
<tr>
<td>3/29/2015</td>
</tr>
<tr>
<td>Initial Sup Consult Date:</td>
</tr>
<tr>
<td>10/14/2014</td>
</tr>
<tr>
<td>Most Recent Safety Plan Completed Date:</td>
</tr>
<tr>
<td>3/29/2015</td>
</tr>
<tr>
<td>Days Since Last Sup Consult:</td>
</tr>
<tr>
<td>287</td>
</tr>
<tr>
<td>FFA Completed:</td>
</tr>
</tbody>
</table>

Case Management Reviews
Clicking view displays the following page for the case details. Case Information for Case Management reviews populates from the FSFN data repository. Clicking on each tab on the Case Information page provides additional details for the case.

<table>
<thead>
<tr>
<th>Reviewer Name: Angela Mertinis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Information</td>
</tr>
<tr>
<td>Case Details: 100238845</td>
</tr>
<tr>
<td>Case Name: JOHNSON JERMAINE</td>
</tr>
<tr>
<td>Assignment Date: 2011-06-24</td>
</tr>
<tr>
<td>Date Open / Date Close: 2011-06-12 / 2011-06-24</td>
</tr>
<tr>
<td>Unit: 026GLS LEON PROTECTIVE INVESTIGATIONS</td>
</tr>
<tr>
<td>Child ID: 12569036</td>
</tr>
<tr>
<td>Child: JERMAINE JOHNSON</td>
</tr>
<tr>
<td>SSN: <em><strong>.</strong>.</em>**</td>
</tr>
<tr>
<td>Gender: Male</td>
</tr>
<tr>
<td>DOB: 2004-11-29</td>
</tr>
</tbody>
</table>
Clicking the Status button on the Case Details or Facesheet page takes the Reviewer to the Counts page that displays the Total number of questions and sub-question parts for the sample, how many have been Answered and how many remain Unanswered.

When the Reviewer is ready to begin, click the Review Questions button to be taken to the first question in the review.

The Reviewer can navigate between questions several ways: Answering the entire question and clicking Save Response, using the directional arrows on the top of the Quick Jump menu, or clicking on the question in the Quick Jump menu.

It is not necessary to complete the review in one setting. Saved responses are retained, thus giving the user the flexibility of completing the review when it's most convenient. When all the questions are answered, the user will be brought back to the Status page.

To complete the review, click the Mark as Completed button. Question responses become disabled and the review cannot be altered once it is marked as complete. If there is a need to change the responses to
any of the questions, the case must be re-opened and the Reviewer may click Review Questions, then Status. The Re-Open button is now available.

Clicking Re-Open will enable the question responses. The user will click Review Questions and make any necessary changes.

**NOTE:** Only the person assigned to the review and the System Administrator may add or change responses.

**Final Review**

The last step in the review process involves the Manager reviewing the completed cases and marking them as reviewed.

To finalize a review:

1. Click on Reviews from the menu on the left of the page.
2. Click the View button on a review in the Completed queue.
3. Verify the case details displayed with information in FSFN for validity.
4. Click the Review Questions button.
5. Review each question response and notes.
6. Continue through all of the questions to ensure a response is selected, the response is consistent with findings as noted in the notes, there are no grammatical errors in the notes, etc.
7. Upon review of all of the questions, click the Status button on the right above the Quick Jump menu.
8. Verify that all questions count as Answered and then click the Mark as Reviewed button.
Printer View gives the Reviewer details of the review. When clicked, a new browser window opens and displays Reviewer information, Case Response Summary, Case information, Review questions and answers.
Question Maintenance
Adding, editing, activating and deactivating questions are tasks unique to the system Administrator role.

Active, Pending and Inactive

**Active questions**
are currently in use in a question set and appear in black font on each panel of the question maintenance pages. Assigning a question set to review samples before they save and only the active questions at that point in time are forever associated with that review sample.

Inactive questions appear in the left (Existing Sets) panel of the question maintenance pages as a grey-out font. Inactive questions are not used (will not appear) in question sets assigned to review samples.

Pending questions are waiting to be activated based on the effective date and appear in the right (Working Sets) panel of the question maintenance pages. A batch program runs each night to activate questions within question sets based on the effective date. You can change effective dates by opening a pending question and changing the date then saving the question.
You can change the status of a question manually by using these functions:

1. From the Question Admin page, click Yes for “Do you want to add/edit a question or question set?”

2. Select the question set desired in the right (Working Sets) panel to enable the Activate/Inactivate Question button below the left (Existing Sets) panel.

3. Click the Yes button for “Activate/Inactivate Question?”

4. In the appropriate box, type the question ID (hover the mouse over the question in the list to reveal the ID, which is different from the question order number within the set) and click the appropriate button.
Creating Questions

To create a new question:

1. Select Question Admin from the menu on the left of the page.
2. Click the Yes button for the question “Do you want to Add/Edit a question or question set?”
3. When the Question Set Edit page appears, select the Working Set to which you will add the question.
4. Click the Create New Question button at the bottom of the page.
5. When the blank question form appears, enter a Header Text.
6. Enter the Sub-Header Text.
7. Enter the Question Text.
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8. Select a Response from the Dropdown.

9. Enter the Response Guide – this explanation gives the Reviewer a description of the responses for each question providing a more accurate reply.

10. Enter the Guiding Language – this explanation assists the Reviewer in understanding the question and its purpose.

11. Enter the Reference – Statutory or policy basis of the question.

12. Enter the Federal Outcome.

13. Select the checkboxes as appropriate.

14. Enter an Effective Date for the question and click the Save Question button.
   a. Note: A batch program runs each night at 7pm EST that will activate questions that are set to become active on the next day.

15. The screen will refresh and you will have to select the Working Set from the menu in the right panel. Repeat these steps for additional questions.

16. To change the order of the questions in the set they must be in an Active status. Once set to Active, (using the Activate function described in the Active, Pending and Inactive section above) you may click and drag the questions to their final position.

17. Click the Save button and the questions will save and re-number to the proper order. If the questions should be pending until a future activation date, you will need to set them to Pending using the Hold/Pend function described in the Active, Pending and Inactive section above. Then adjust the effective date as needed and click the update button.
Editing Questions

You can only edit questions that are in a Pending status. If the question requiring edits is in an Active or Inactive status, it can be set to Pending status by using the functions described above in the Active, Pending and Inactive section. While the question is in a Pending status, click the desired Edit Icon and make the changes in the window then click the Save button. Saved questions appear in a Pending status and must be manually activated or activated based on the effective date prior to use in the question set.
Creating and Editing Question Sets

You can create and save new questions and new question sets to accommodate changing business needs. To create a new question set:

1. Click on Question Admin from the menu on the left of the page.
2. Click on the Yes button for “Do you want to create a new question set?”
3. Name the question set and click the Create New Set button.
4. This action saves your question set and the Question Set Edit page displays with the new question set available in the right (Working Sets) panel.
Other Administrative Functions
System Administrators are responsible for maintaining users and units (Agencies) within the QA system.

Edit/Add Units or Users

These menus are available to the Administrator to add or edit user profiles and Units within the system.

1. Select Units or Users from the menu on the left of the page.
2. You may search for Units or Users by entering information in the boxes provided.
3. To add a Unit or User, click the Add button and enter the information required then click the Save button.
4. To edit a Unit or User, click Edit on the row desired and change the information then click the Update button.
Reports
At this time, reports are generated by the System Administrator using BOE. The System Administrator works with Case Managers and CPI’s and distributes the reports as scheduled via email.

Acronyms, Abbreviations and Definitions

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPI</td>
<td>Review Type; Child Protective Investigation</td>
</tr>
<tr>
<td>CM</td>
<td>Review type; Case Management</td>
</tr>
<tr>
<td>FSFN</td>
<td>Florida Safe Families Network</td>
</tr>
<tr>
<td>QA</td>
<td>Quality Assurance</td>
</tr>
<tr>
<td>CBC</td>
<td>Community Based Care Agencies</td>
</tr>
</tbody>
</table>

Appendix