

Child Welfare Pre-Service Training

Orientation FSFN Computer Instruction

Participant Guide

July 2013



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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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.

Print Name

Signature

Date

Position/Agency

Circuit

FSFN - Keyboard Shortcuts

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

FSFN Quick Reference Tool

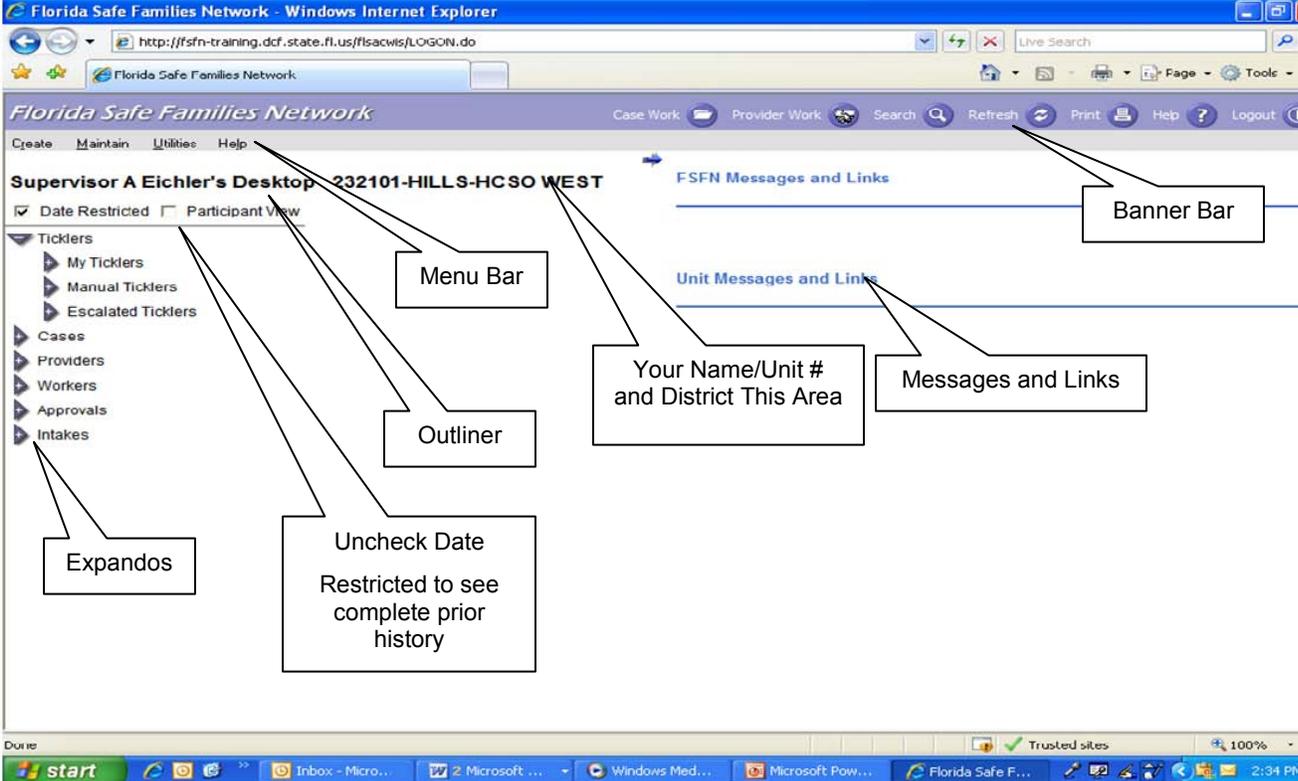
-  Help
-  Search
-  Print screen
-  Case work
-  Provider work
-  Audit
-  Refresh
-  Log out
-  Error

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 interface. The browser title is "Florida Safe Families Network - Windows Internet Explorer" and the address bar shows "http://fsfn-training.dcf.state.fl.us/flsacwis/LOGON.do". The application header includes "Florida Safe Families Network" and navigation tabs for "Case Work", "Provider Work", "Search", "Refresh", "Print", "Help", and "Logout".

The main content area is titled "Supervisor A Eichler's Desktop 232101-HILLS-HCSO WEST" and includes a "Banner Bar" with "FSFN Messages and Links" and "Unit Messages and Links". A "Menu Bar" is located below the banner bar, with options for "Create", "Maintain", "Utilities", and "Help".

On the left side, there is an "Outliner" menu with expandable sections: "Ticklers" (with sub-items "My Ticklers", "Manual Ticklers", "Escalated Ticklers"), "Cases", "Providers", "Workers", "Approvals", and "Intakes". The "Intakes" section is currently expanded, showing "Expandos".

Below the "Intakes" section, there is a checkbox for "Date Restricted" (checked) and "Participant View". A callout box points to this checkbox with the text "Uncheck Date Restricted to see complete prior history".

On the right side, there are callouts for "Messages and Links" and "Your Name/Unit # and District This Area".

The Windows taskbar at the bottom shows the "start" button and several open applications: "Inbox - Micro...", "2 Microsoft...", "Windows Med...", "Microsoft Pow...", and "Florida Safe F...". The system clock shows "2:34 PM".

Date Restricted Time Values

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

Case Expando > Icon	Displays
Investigations	Most recent 24 months
Special Conditions Referral	Most recent 24 months
Assignment	Assignments for the most recent 1 month
Family Assessment	Most recent 24 months
Medical/Mental Health	Most recent 6 months
Narrative	Most recent 3 months
Ongoing Services (Interim Child Information Only)	No date restrictions
Placement/Services	No date restrictions for Open Placements. Closed placements display for the most recent 24 months , 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 12 months
Education	Work for the most recent 6 months
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 24 months
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 12 months

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:

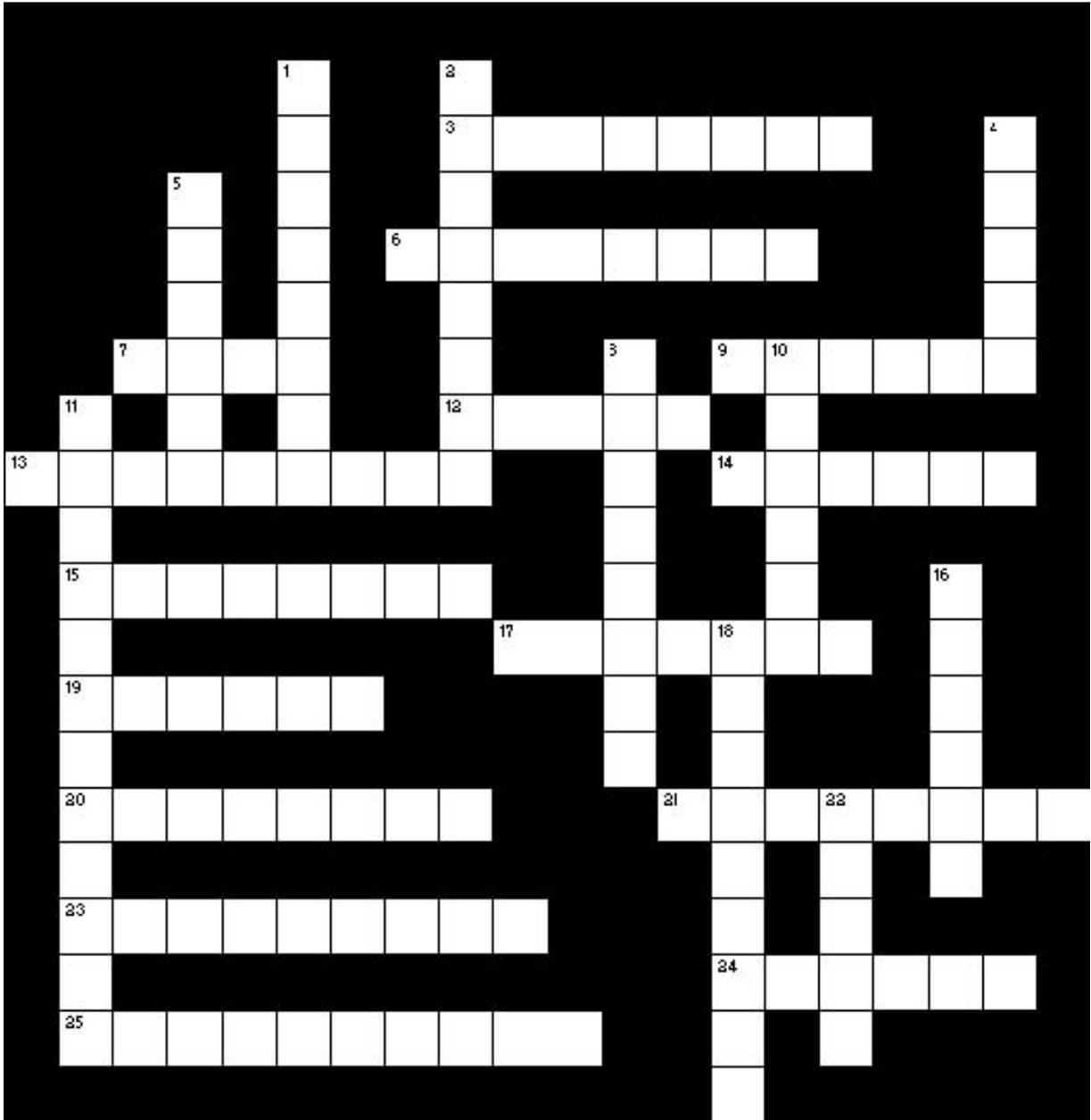
- Ex: Jessica Bradshaw
- Enter Last Name in the "Last Name" field – Bradshaw.
- Enter First Name in the "First Name" field – Jessica.

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

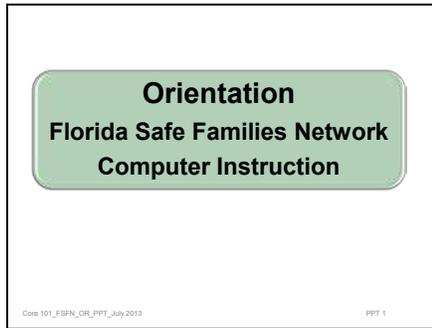
- 3 The blue triangles in the outliner sections
- 6 An asterisk in Search
- 7 Florida's SACWIS
- 9 FSFN supports the reporting of data to the AFCARS and ?
- 12 How automatic messages are received
- 13 Where spell check is located
- 14 The most utilized function in FSFN.
- 15 You can access Web Based 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

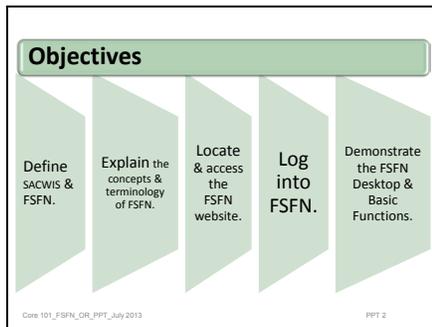
- 1 The FSFN Desktop consists of Banner Bar, Menu Bar, _____, and Messages & Links.
- 2 What ticklers serve as
- 4 The second expando on the Desktop outliner
- 5 One of 4 ways you can search in FSFN
- 8 One of the 2 types of searches
- 10 The menu bar consists of _____, maintain, utilities, and help.
- 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 = ?

Power Point Slides

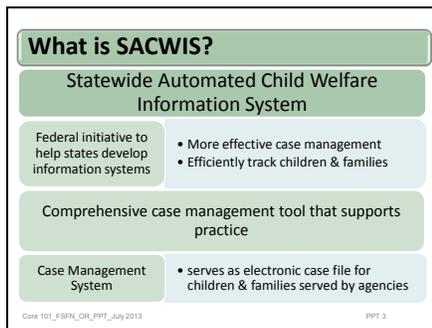
Slide 1



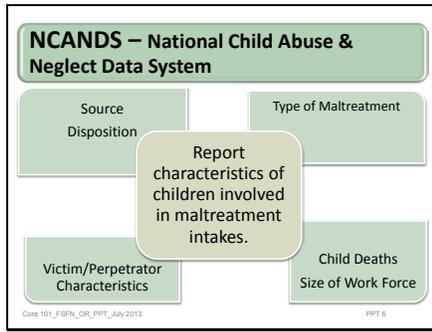
Slide 2



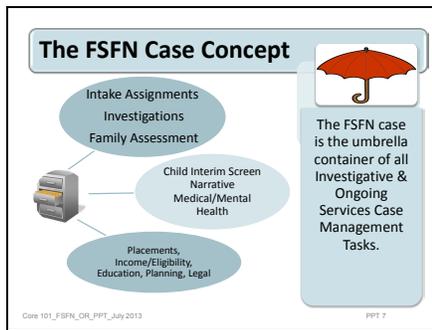
Slide 3



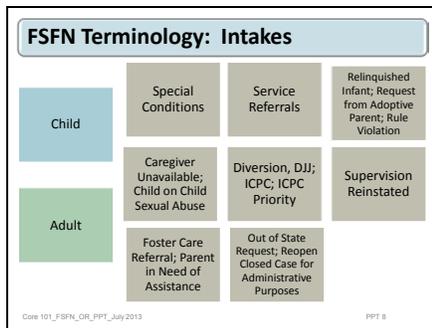
Slide 6



Slide 7



Slide 8



Slide 12

FSFN Website

Located on the Department's intranet

<http://fsfn.dcf.state.fl.us>

USF Website
<http://cwta.fmh.usf.edu/public/cdown.cfm>



Core 101_FSN_OR_PPT_July 2013 PPT 12

Slide 13

Hotline Intake and CI Unit Course

 Procedures for Child and Adult Intakes

 Other Intake and Referral Processes

 Criminal Background Checks

Core 101_FSN_OR_PPT_July 2013 PPT 13

Slide 14

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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Slide 15

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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Slide 16

Supervisory Course

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Slide 17

Provider Course

Use provider module to create service & placement providers.

↓

Update provider information.

↓

Assign providers to workers.

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Slide 18

Reports Course

Use the Business Objects reporting tool interfaced with FSFN to:

- access management, performance, and financial reports generated from FSFN data

Core 101_FSN_OR_PPT_July 2013 PPT 18

Slide 19

FSFN On-line Security

User Groups

- Sets ability to view, create, update, delete & execute specific work approvals
- 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

Worker Assignments

- Defines case/provider data you can update
- Assignment to a unit/user group - minimum requirement to system access
- Access to any cases – for legitimate business purposes

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Slide 20

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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