

State of Florida  
Department of Children and Families

Rick Scott  
Governor

David E. Wilkins  
Secretary

DATE: April 8, 2011

TO: Regional Directors

THROUGH: <sup>Pete Digre</sup> Pete Digre, Assistant Secretary for Operations

FROM: Jamie Self, Ed.D., Director of Family Safety

SUBJECT: Guide for Scanning Documents into *Florida Safe Families Network*

**ACTION REQUESTED: Disseminate to all affected staff**

**DUE DATE: Effective Immediately**

**PURPOSE:** Scanning documents into *Florida Safe Families Network (FSFN)* is now possible for many more documents. **Please read the Guide for Utilizing the Scanning Feature and File Cabinets in the Florida Safe Families Network (FSFN) attached to this memo.**

In the attached guide, please note that scanned documents in FSFN are saved into units named File Cabinets that are linked to a specific case or person/case participant. Each File Cabinet is made up of ten major *categories* of records with specific *types* of documents listed below each category. As staff is aware, using the FSFN File Cabinets is for active cases only.

**ACTION REQUIRED:** Please disseminate this memo and the attached document as appropriate for your region so that child welfare professionals using FSFN may have the option and know how to scan documents into FSFN. Please ensure that scanning documents does not replace the activity of placing child case information directly into the FSFN data base. This will assist with federal requirements related to the Statewide Automated Child Welfare Information System (SACWIS).

**CONTACT INFORMATION:** If you have any questions, please contact Nancy Goodheart at Nancy\_Goodheart@dcf.state.fl.us or (850) 717-4655 or Linda D. Johns at Linda\_D\_Johns@dcf.state.fl.us or (850) 717-4664.

Attachment

cc: Scott Stewart, Chief Information Officer  
Peggy Sanford, Office of the General Counsel

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

**Guide for Utilizing the Scanning Feature  
And  
File Cabinets in the  
*Florida Safe Families Network  
(FSFN)***

***Family Safety Program Office  
April 2011***

Additional information on the FSFN Scanning feature, including Trainer, User, and “How Do I?” Guides, may be found at the ***Center for the Advancement of Child Welfare Practice*** website here: <http://centerforchildwelfare.fmhi.usf.edu/Pages/FSFN.aspx>

### ***Policy Guidance re: Confidentiality and File Retention***

Information protected by law has special requirements for scanning. Medical and mental health records, whether written text or photographs, must be scanned into the Medical and Mental Health section of a File Cabinet only. Information scanned into the Medical and Mental Health section of a File Cabinet is protected by the same security used with the Medical and Mental Health screens in FSFN. Access to information stored in the Medical and Mental Health File Cabinet requires a special security profile for FSFN users assigned to the case, his or her supervisor and certain other designated child welfare personnel.

Information protected by the Health Insurance Portability and Accountability Act (HIPAA) and substance abuse information, for example, must be redacted from documents or stored in the Medical and Mental Health File Cabinet because the system does not block FSFN users from viewing all documents contained in File Cabinets. When medical, mental health or other sensitive and protected information are contained within or attached to documents, such as court documents, they must be carefully reviewed and redacted prior to scanning into FSFN. Security and confidentiality requirements provide that staff must not view cases, including documents stored in File Cabinets, to which they do not have case assignment or specific clearance for review.

The ability to scan documents into FSFN does not eliminate the need to archive or maintain closed hard copy or scanned files that may exist outside the FSFN system according to record retention schedules or other requirements.

## User Guide

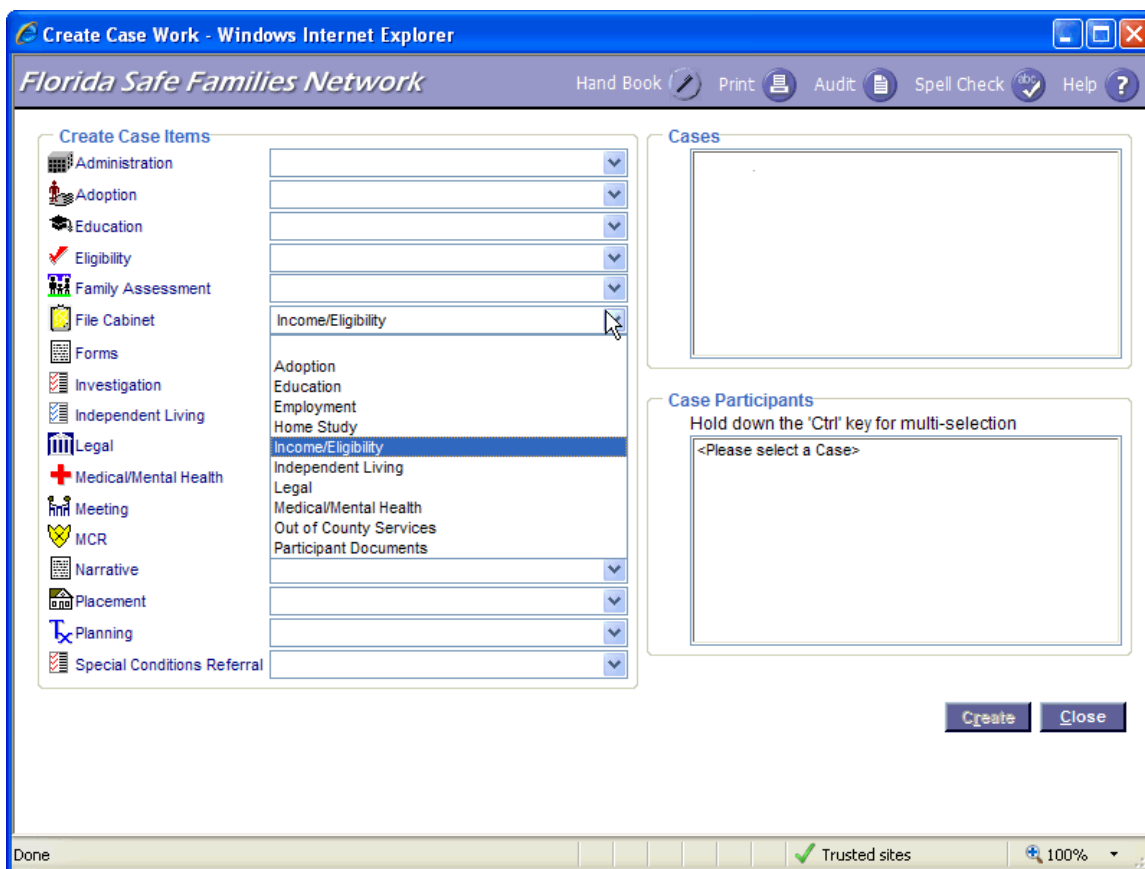
The scanning feature in FSFN supports the storing and categorizing of digital documents related to active casework. Child Protective Investigators (CPIs) and case managers with assignment to a case can add scanned documents related to that case and its participants into FSFN. Through the capacity to multi-select participants, a scanned document can be associated with more than one participant.

Scanned images in FSFN are stored in units named File Cabinets that are associated with a specific case or case participant. The File Cabinet icon can be viewed on the FSFN Desktop. Scanned documents are created by accessing Create, then Create Case Work, and, finally, File Cabinet. The FSFN user will be prompted to enter specific information regarding the scanned image, will name the document and save the image file. Scanned images are divided by category and type. A text field is provided for each scanned document that allows the FSFN user to add comments about the image.

The File Cabinet icon and the category and type drop down menu beside it are displayed on the FSFN Desktop as shown below:



The screen below shows the drop down menu from which the FSFN user can select the appropriate *category* for the scanned image.



Each *category* has a drop down menu that displays specific *types* of documents under that general category.

### ***Types of Documents for Scanning:***

Careful consideration must be given to the records and documents selected for scanning. The categories and types of documents intended for scanning are listed in this guidance document. Documents consistent with these categories and types are appropriate for scanning with the exception of those shown to be specifically excluded from scanning.

Documents or work products already created in FSFN shall not be duplicated in the File Cabinets. The exceptions are work products that require signed copies maintained and viewable in FSFN. Examples are completed and approved home studies or court approved case plans.

### ***Selecting a Category and Type:***

Specific categories and types are provided as reference values shown in two drop down menus. If the FSFN user selects the *category* of Adoption, for example, the following screen will be displayed. The document *type* can then be selected from the drop down menu shown on this screen. The document type of “Memorandum of Agreement to Adopt”, for example, may be selected if that is the document being scanned. The document types under each category are listed later in this guidance.

The screenshot displays the FSFN application interface. At the top is a purple header bar with the 'FSFN' logo on the left and a series of icons (Hand Book, Print, Audit, Spell Check, Help) on the right. Below the header, the main content area is divided into two sections. The first section, titled 'Participant Details' in blue, contains labels for 'Case:', 'Case ID:', and 'Worker:' followed by the text 'TAMMY L. SCHUBIN'. To the right of this is a box labeled 'Participants'. The second section, titled 'Image Details' in blue, contains several input fields: 'Date Document scanned:' with a date picker showing '00/00/0000', 'Image:' with a dropdown menu showing 'Adoption', 'Type:' with an empty dropdown menu, 'File Name:' with a text input field and a 'Browse...' button, and 'Comments:' with a large text area. At the bottom right of the form are two buttons labeled 'Save' and 'Close'.

The following information must be entered on the preceding screen:

*The date the document is scanned*

*The type of image (from the drop down menu).*

*The name of the file (the FSFN user will browse the system to locate the image)*

Comments may be added to this screen; however, they are not required. An example of a comment might be to add the date, place and circumstances of a scanned photograph. An example would be if the photograph was taken at the child's birthday party, receiving a school award, a birth family photograph, etc.

The screen below displays *types* of documents found in the drop down menu under the Adoption category.

The screenshot shows a web browser window titled "http://160.131.225.237/ - Imaging - Windows Internet Explorer". The application is "FSFN" and has a menu bar with "Hand Book", "Print", "Audit", "Spell Check", and "Help". The main content area is divided into two sections: "Participant Details" and "Image Details".

**Participant Details:**

- Case: (empty)
- Case ID: (empty)
- Worker: TAMMY L. SCHUBIN
- Participants: (empty box)

**Image Details:**

- Date Document scanned: 00/00/0000
- Image: Adoption
- Type: (dropdown menu is open, showing options: Adoption Disclosure Document, At Risk Adoption Placement Agreement, Memorandum of Agreement to Adopt, Signed Adoption Subsidy Agreement)
- File Name: (empty)
- Comments: (empty)
- Browse... (button)
- Save (button)
- Close (button)

The status bar at the bottom shows "Done", "Internet", and "100%" zoom.

### **Notification:**

When a scanned document is saved into FSFN, an automated message is generated to the primary worker notifying him or her that a document has been added to the File Cabinet of a case to which that worker is assigned.

***Deleting Documents:***

Scanned images can be deleted; however, the following message will be displayed: "Image was deleted."

***Image Formats, Processing and Restrictions:***

Scanned images can be received as electronic files in the following digital formats: .bmp, .jpg, .jpeg, .rtf, .doc, .xls, and .pdf. FSFN will generate an error message if the worker attempts to save documents in formats other than those named. These files can be associated with a specific participant through the Create Case Work page. The documents may be viewed later by launching the Image Detail page and selecting the View hyperlink.

FSFN determines which external application (for the predefined file types identified above) will launch to view the attached image. For example, if the scanned file is saved as a Word document (.doc), FSFN will open the image in Microsoft Word. If the scanned document is saved in a JPEG format (.jpg), then FSFN will open a Microsoft Internet Explorer page for viewing the image.

Scanned documents will be restricted to a file size of 25 MB. The FSFN user will receive an error message if a file exceeds this size limit.

***Adoption Recruitment Imaging***

Florida has an electronic process for posting information about children eligible for adoption on the Department's internet adoption recruitment website. The information on this website includes photographs of eligible children that are scanned into FSFN via the adoption module. Please note that images scanned for adoption recruitment purposes are not scanned into a File Cabinet.

***Viewing Documents:***

Scanned documents are viewed in FSFN by expanding the Case icon, expanding the File Cabinet icon, and clicking the scanned document hyperlink from the Outliner. This will launch the Imaging page. The user is able to click the View hyperlink and launch an associated document. Medical and Mental Health scanned documents, however, are not contained in the File Cabinet icon. To ensure Health Insurance Portability and Accountability Act (HIPAA ) protections, scanned Medical and Mental Health documents can only be accessed within the Medical and Mental Health icon, and require specific security access in order to view them. Please note that this restriction applies to photographs scanned that are medical or forensic in nature. For example, photographs to document an injury, photographs associated with a CPT investigation or a medical condition must be scanned into the Medical and Mental Health Cabinet. A photograph documenting a hazardous condition in a home, however, can be scanned into the associated home study type.

### ***Categories and Types of Documents for Scanning:***

When scanning a document into a File Cabinet, the FSFN user will select one of the types shown beneath the ten major categories. The “type” drop down is populated according to the category selected on the Create Case Work page. For clarification, explanatory notes have been added (in italics) to the values shown.

Because the list of values in FSFN is not exhaustive and may not include specific forms needed by certain programs, please note that program areas such as Adoptions and Independent Living will provide additional guidance and policy for scanning and saving documents that do not fit one of the specific values provided in the system.

#### **1. Adoption**

- Adoption Disclosure Document
- At Risk Adoption Placement Agreement
- Memorandum of Agreement to Adopt
- Signed Adoption Subsidy Agreement

#### **2. Education**

- Attendance
- Grades
- Individualized Education Plan
- Notice of Change of School Placement
- Other Essential School Records (*disciplinary reports, achievement awards, etc. Please note that any psychological assessments or health related documents including those completed by the school system should be scanned into the **Medical and Mental Health File Cabinet.***)

#### **3. Employment (*may be adult or youth*)**

- Employee Verification (*Employment Verification for caregiver or youth*)
- Pay Verification/Pay Stub
- W-2 Form

#### **4. Home Study**

- Agencies Studies
- Certificates – Licensing
- Home Study - Adoption
- Home Study – Foster Unified Family
- Licensing – Required Signed Documents
- Unified Family Home Study – Rel/Non-Rel



## 5. Income/Eligibility

- Bank Statement (**EXCLUDE this document from scanning into FSN**)
- Child Support (*verification of child support payments*)

## 6. Independent Living

- Appeals and Notices (*in reference to RTI, etc.*)
- Application (*RTI, SIL, Aftercare, Transitional Care*)
- Assessments (*Needs Assessments, SIL Assessment, etc.*)
- Checklist (**EXCLUDE this type as it has been replaced by “My Services”**)
- Face-to-Face Form (*contact form by case managers or IL staff following face-to-face contacts with youth*)
- Other Documents (*as required by Independent Living Services*)
- Plans (*“Teen Plan”, also known as a “Normalcy Plan”, etc.*)
- Staffing Forms (*documents created due to statutorily required staffings for youth*)

## 7. Legal

- Action Summary
- Case Plan – Signed
- Case Transfer Staffing – ESI
- Change of Placement – Motion
- Change of Placement - Order
- Court Reports - Signed
- Motions
- Order – Adjudication
- Order – Adoption Final
- Order – Arraignment
- Order – Continuance
- Order – Delinquency
- Order – Disposition
- Order – Domestic Violence
- Order – Guardianship
- Order – Shelter
- Order – Termination of Parental Rights

- Order - Visitation
- Orders - Other
- Permanency Planning Documents
- Petition – Adoption
- Petition – Dependency
- Petition – Shelter
- Petition – Termination of Parental Rights
- Pre-Disposition Study

**8. Medical/Mental Health (*requires special security for viewing*)**

- CPT (*CPT documents may include both written documents and photographs*)
- Medical Release Form (*and other Medical Consent forms*)
- Other Medical Evaluations (*this would include the CBHA, the Child Health Check-up, physical examinations and dental records*)
- Psychological Evaluations (*any psychological and psychiatric evaluation or assessment including those completed by the school system*)

**9. Out-of-County Services**

- Case Management and/or Supervision
- Case Plan Assistance
- Closure
- Home Study
- Investigations
- Transfer of Jurisdiction

**10. Participant Documents (*may apply to an adult or child in a case*)**

- Child Resource Record
- Citizenship
- Motor Vehicle Records
- Non-Judicial Case Plan
- Social Security (***EXCLUDE the social security card from scanning***)
- Subsidized Child Care Documents
- Visitation Documentation (***EXCLUDE this type as it is documented elsewhere in the FSFN system***)
- Voluntary Licensed Placement Agreement
- Voluntary Protective Services Agreement