



**State of Florida
Department of Children and Families**

Rick Scott
Governor

Mike Carroll
Secretary

DATE: June 14, 2018

TO: Regional Managing Directors
Sheriffs Offices Conducting Child Protective Investigations
Community-Based Care Lead Agency CEOs
Florida Abuse Hotline Chiefs of Operations and Program Development

THROUGH: David L. Fairbanks, Deputy Secretary *David L. Fairbanks*

FROM: JoShonda Guerrier, Assistant Secretary for Child Welfare *JS*
Rebecca Kapusta, Assistant Secretary for Operations *RK*

SUBJECT: Go-Live for FSFN Enhancements – Unified Home Study
Friday, June 15, 2018

PURPOSE: The purpose of this memorandum is to announce the approval of the Florida Safe Families Network (FSFN) enhancements scheduled to be implemented on June 15, 2018. These changes will significantly enhance the Unified Home Study to ensure that policy, practice and FSFN are aligned and to bring the Unified Home Study into alignment with the Title IV-E requirements.

The FSFN system will be unavailable Friday, June 15, 2018 from 10:00 p.m. until 02:00 a.m. to implement these changes.

BACKGROUND: In preparation for the June 15, 2018 deployment of the new FSFN functionality, there has been a continuous effort to assess and achieve people readiness, system readiness and the implementation of a support plan. On June 12, 2018 the Department and its partners reached a final "ready" state for all three categories and the release was approved for go-live. The following is a status on our readiness assessment:

PEOPLE READINESS: Completed! - All Regions report that staff, Sheriffs Offices and Community-Based Care Lead Agencies (CBCs) are ready.

SYSTEM READINESS: Completed! - FSFN User Acceptance Testing was completed, and the build implementation plan has been approved.

POST-DEPLOYMENT SUPPORT READINESS: On Target! - Post-deployment support will include daily calls for the two weeks following deployment to evaluate and respond to any issues. The support team will include members from the Office of Child Welfare Policy and Practice team, Office of Information Technology Services team, IBM team, Regional Points of Contact, and Community-Based Care Lead Agency (CBC) Points of Contact.

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

IMPORTANT UPDATES:

1. During our Pre-Implementation Readiness Activities, the project team has recommended a streamlined workflow when Child Protective Investigators (CPIs) call the Hotline for emergency placement background checks.

After June 15, the Hotline will perform the following steps when the field requests background checks for emergency placements:

1. Create an Inquiry.
2. Accept the Inquiry (thereby creating a Provider).
3. Launch a Unified Home Study.
4. Request Background Checks.
5. Assign the Provider to the CPI.

The Child Protective Investigators will be able to find the new home study under "Providers" on their FSFN desktop.

Child Protective Investigators may also request background checks directly from FSFN.

2. It was discovered during UHS Training that if you receive an automatic disqualifier and attempt to select Denied–Criminal Disqualifier, Denied–FSFN Disqualifier, or Denied–Review Comments and then select 'Approved' FSFN will require all text fields to be completed. During the UHS Train the Trainer, the Office of Child Welfare trained that if a worker found automatic disqualifying information in the criminal background checks, they could note this and 'approve' the home study and the edits would be released so the worker didn't need to complete the rest of the UHS. Due to this changed functionality, the following steps have been approved by OCW until functionality can be changed in a future build. Select one of the three Denied reasons.
 1. Add text in the text box explaining why the UHS is being denied.
 2. Select the Approval hyperlink under Actions.
 3. Select Not Approve.
 4. Select yes to the question "Not approving is final and the work will become frozen. Proceed?"
3. To prevent duplicate Providers from being created, CBC Staff (Case Managers and/or Data Entry Support) who enter Removals and Placement information in FSFN should make an effort to search and make sure to attach the Placement to the Provider who has the Unified Home Study attached.

SUPPORT READINESS: The following policies have been updated to align with the FSFN Enhancements:

- CFOP 170-1 Chapter 5 – Completing a Unified Home Study
http://centerforchildwelfare.org/kb/DCF_Pol/CFOP_170/CFOP170_1-Ch5.pdf
- Licensing 65C-13 F.A.C. <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=65C-13>
- Adoptions 65C-16 F.A.C. <https://www.flrules.org/gateway/ChapterHome.asp?Chapter=65C-16>

The following FSFN Utilization Position Papers have been updated to align with the FSFN Enhancements:

- Unified Home Study <http://centerforchildwelfare.org/kb/FSFN/FSFNPositionPaper-UnifiedHomeStudy.pdf>
- Background Checks <http://centerforchildwelfare.org/kb/FSFN/FSFNPositionPaper-BackgroundChecks.pdf>

To see the full list of FSFN build notes, please visit:

http://fsfn.dcf.state.fl.us/docs/FSFN%20Build%20Notes_6-15-2018.pdf

TRAINING INFORMATION: The train-the-trainer sessions are complete and the UHS curriculum, Web-based tutorials and other resources have been posted on the Center's website: <http://www.centerforchildwelfare.org/HomeStudy.shtml>. The FSFN training region (Sandbox) has been updated with the new UHS functionality and Regional Trainings are in progress.

ACTION REQUESTED: Please continue to execute all readiness plans to ensure our workforce is ready for the upcoming FSFN changes on June 15, 2018. Any pending UHS started after 2013 will be modified to the new functionality. For any Emergency checks called into the hotline during downtime, once FSFN is available the CPI will need to enter the following into FSFN:

1. Create the Person Provider Inquiry
2. Accept the Person Provider Inquiry
3. Launch the Unified Home Study from the Provider for the purpose of Emergency Placement
4. Call the Hotline back and give them the information to attach attached all background checks associated with the Emergency Placement.

CONTACT INFORMATION: If you have questions about the new Unified Home Study, please contact Courtney Smith, Adoption and Permanency Manager, Office of Child Welfare, at (850) 717-4660 or via email at Courtney.Smith@myflfamilies.com. If you have any questions regarding local readiness efforts or the new FSFN functionality, please contact your regional champion below or Eddie Warren, FSFN Specialist, Office of Child Welfare at (850) 491-5873 or via email at Eddie.Warren@myflfamilies.com.

Regional Champions:

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Attachments:

Unified Home Study Common Enhancements

Person Provider Inquiry Streamlined Workflow Tip Sheet

cc: Regional Family and Community Services Directors
Center for Child Welfare

Unified Home Study (UHS) Common Enhancements

Who is impacted by these changes? Hotline Staff, Child Protective Investigators, Case Managers, Foster Care Licensing, Adoption Workers and Other CBC Staff.

What is changing? The following describes the changes to be effective upon the scheduled launch of the new functionality June 15, 2018.

1. Person Management:

- The Person Provider Inquiry outline will now display the worker currently assigned to the Person Provider Inquiry. Supervisors will be able to update Person Provider Inquiries through the All Intakes expand without being assigned.
- Added the ability to update Person Management for all household members on the UHS (except Caregiver 1's address).
- Household Members can no longer be removed or inactivated on pending UHS. Once a Non-Household member is on an approved UHS, the Non-Household member cannot be removed, but can now be inactivated.
- Improved organization of Person Management, including Role, Frequent Visitor and addresses.

2. UHS Copy Functionality:

- Copy function updated to allow ease of use. UHS copy function copies the Purpose of UHS, Other States of Residence for Caregiver 1 and 2, and the Background Check box 1st narrative field. UHS pages prior to December 2013 will no longer be copied.

3. UHS Background Check Information Tab:

- The Background Check Information tab will always dynamically update Household and Non-Household Members while the UHS is pending. Character limits have been increased for both text boxes.
- UHS edits have been modified so that the user must have fingerprint results received selected when attempting to approve the home study.

4. UHS General

- New purposes of the Home Study reference value have been added to include Addendum - Non-Adoption and Adoption Addendum.
- The UHS status has been updated to include Pending, Not Approved with a date and, Approved with a date.
- The Outcome drop down has been moved from the header to the newly renamed Outcome/ Attachments to the Unified Home Study tab and allows the user to

document recommendations and outcomes.

- Users will now have the ability to associate multiple cases to a single Home Study.
- Non-Household Members can no longer be removed from the Home Study if Background Checks have been submitted/completed for that specific Unified Home Study.

5. UHS Financial and Child Care Information Tab:

- Streamlined the Finance tab to allow for multiple employer information for household members and the Additional Monthly Support Income. Household and Non-Household Members can have several types of Additional Monthly Support.
- The Family Situation group box has been modified to include a narrative text field for all questions.

6. UHS Narrative Family Assessment Tab:

- Updated the Narrative Family Assessment tab labels, increased the character limits to 32,000, new narrative fields (questions) have been added and are dynamically enabled and required or not required based on the purpose of the home study.

7. UHS Outcome and Attachment Tab:

- Improved the Attachments tab to capture the Outcome determination, including a recommendation from worker completing the UHS and an Outcome from supervisor who is making the final approval for the UHS.

8. UHS Approval Process:

- The approval process was modified to ensure that a user cannot submit the approval to themselves. The approver must be a different worker. It was also modified to allow the user to select an alternative supervisor when submitting the UHS for approval. The worker expando was modified such that if the Supervisor accesses a Provider or Home Study for one of their workers, it is all accessible in edit mode.

9. Provider File Cabinet:

- A Provider File Cabinet has been created to allow users to upload documents that relate specifically to the provider. A new drop down has been created on the Create Provider Work page labeled Provider File Cabinet, with the following categories, Certificates and Training, Provider Household Documents, and Required Signed Documents.

10. Provider Address:

- A new Provider Address Maintenance page was created to replace all pre-existing functionality for maintaining the Provider Addresses. Person Management has been modified to allow edits and/or deletes of historical addresses and the Florida Residency calculation issue has been corrected. Caregiver 2's address will now be editable including the address types of Primary Residence and Permanent Mailing Address.



This workaround should be used by hotline staff as well as any FSFN user when creating a new Person Provider Inquiry to request background checks.

1. Select "Create" from the menu bar.
 - a. Select "Provider Inquiry" then Select Person.
2. The Person Provider Inquiry Search page will appear.
 - a. Enter the demographic information for the person whom you wish to find and click on "Search."
 - i. A few different searches may need to be completed using a DOB, age range or SS#. It is important that a detailed search is completed to ensure if the person is in FSFN, they are located.
 - b. The search may or may not return results. If results are returned, click on the Person Icon, then the Related People Icon, this will show people who are connected in FSFN.
 - c. If you find the correct person, click on the "Select" hyperlink next to the person, and then click on "add participant(s)".
 - d. If no results are found, complete another search with additional information. If the person is not located in FSFN, the person can be created by selecting the "Create" button.
 - e. Remember that you MUST add an address for the person in order to proceed with the background checks.
 - f. Repeat this process to add all household members.
 - g. If the person is located in FSFN, click on the hyperlink of the main caregiver to ensure the address is correct.
 - i. On the Person Management Page, click on the Address tab to ensure the Primary address is current. If not, click "insert" to add the correct present primary address for the person. Then close out of this page.
 - h. Once the address is correct, select save and you will be returned to the Person Provider Inquiry page. Select continue on the Person Provider Inquiry to continue with the process. This will Launch the Person Provider Inquiry.
3. There are two tabs, "Member" and "Basic" that need to be completed.
4. The main caregiver must be given a role of "Caregiver 1." If there is a second caregiver (being a spouse) Caregiver 2 should be used. Then all other relationships should be added for additional household members.
 - a. One person MUST have the role of Caregiver 1. If you are only adding one person to the request, then that person will need to have the role of Caregiver 1.
 - i. At the bottom of this tab add Non-Household Members to the "Non-household Members" section. These will need to have background checks completed due to their frequency to the home where the child is being placed. Click the "Insert" button.



- ii. A search page will appear. Enter as much demographic information as possible in an attempt to locate the person in FSFN.
 - iii. Once the non-household member has been added to the UHS, verify that the SS# has been verified for the non-household member(s). Select “yes” or “no” accordingly.
 - iv. Complete the Role for the non-household member(s).
 - v. The “Additional Household Information” section should document any additional information provided by the worker. This can include, but is not limited to, explaining why the person or persons listed requires background checks.
5. On the Basic tab, enter the Marital Status of the caregiver(s) from the drop down menu as well as the language and Inquiry Type.
 - a. For Inquiry Type, enter “Relative/Non-Relative” from the drop down menu.
6. In the Worker Group Box, select the Accept radio button. Then select “Meets Requirements” in the reason drop down.
7. Then Save the Person Provider Inquiry.
8. Return to the desktop and select the Providers Expando.
9. Select the hyperlink for the Provider in which the background needs to be completed.
10. Select the Unified Home Study Hyperlink in the Actions group box.
11. In the General Information group box select the “purpose of the home study.” The worker will need provide the purpose of the home study.
12. Scroll down on the Demographic tab to the Contact/Identifying Information. Verify with the worker if the SS# has been verified for the Caregiver’s 1 and 2. Select “yes” or “no” accordingly.
13. Scroll to the bottom of the Demographic tab. If there are non-household members that need background checks, select the insert button.
 - a. A pop up window will appear, select the non-household members, then select continue.
 - b. After selecting “Continue”, the page will return to the Unified Home Study. Verify with the worker if the non-household members are frequent visitors. Select “yes” or “no” accordingly.
14. On the Background Check Information tab, select the Request type.
15. Verify with the worker if the fingerprints have been received. Select “yes” or “no” accordingly.
 - a. The answer should be ‘no’ if this is the first request for background checks. If no, select ‘Pending Receipt of Results’ from the drop-down menu.
16. Click the boxes next to the person’s name who needs background checks. Then click ‘Request Background check’ button. At this point, the Names have been sent to the Background Listing in FSFN for the Placement background checks to be completed.
 - a. If the Background check box is grayed out, background checks have been requested recently and have not been completed.

FOR HOTLINE WORKERS ONLY:

17. Once the background checks have been entered, the Person Provider must be reassigned to the requestor. Return to desktop and expand ‘Providers’.
 - a. Then select the ‘Actions’ hyperlink.
 - b. A pop-up window will appear. Select Continue.
18. In the Assignment Details group box select the search hyperlink.
 - a. Enter the requestors name or user ID. Select the radio button for the worker, ensuring you select the correct unit.
 - b. Then select Continue.

19. Selecting continue will return you to the Assignment page. Select the Assign button. This will remove the Person Provider Inquiry from your desktop and assign it to the requestor's desktop.

