Request for Action (RFA) Process

This section provides instruction in the following four areas:

1. Job Class and Security User Group in FSFN
2. Creating a Case Note without an RFA in an Open or Closed Case
    - Search by Person or Case
    - Create a Case Note
3. Updating a Case Note or Creating a Case Note with an RFA in an Open Case
    - Search by Person or Case
    - Assignment to Case
    - Create a Case Note or
    - Update a Case Note
    - End Assignment
4. Updating a Case Note or Creating a Case Note with an RFA in a Closed Case
    - Re-Open Case for Administrative Purposes
    - Create a Case Note or
    - Update a Case Note
    - Closing a Case

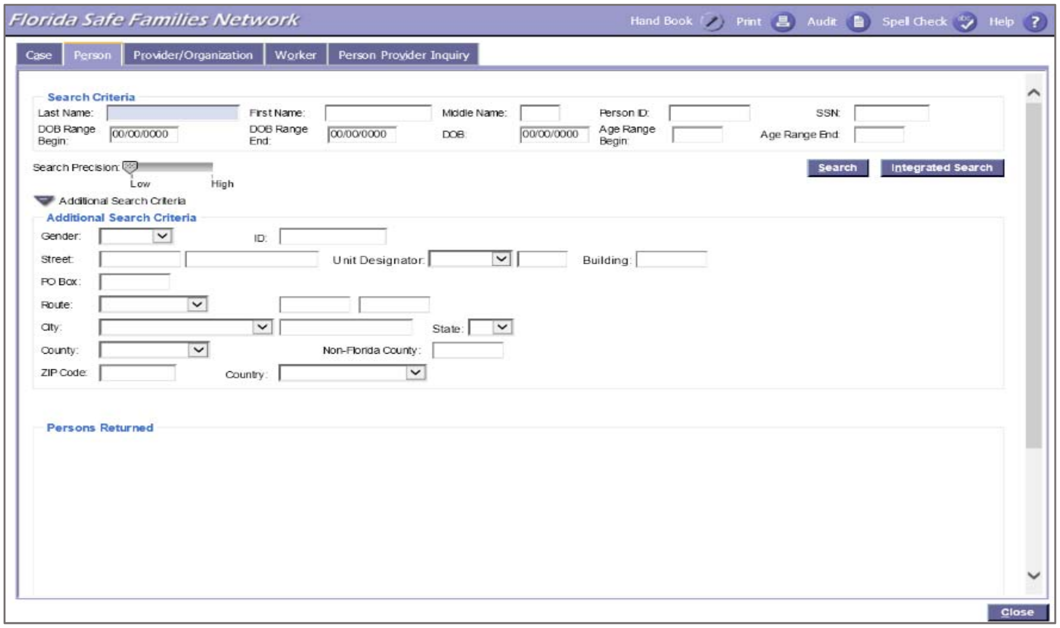
Job Class and Security Profile

There are several Job Class and Security User Group combinations that will allow users to complete the activities described in this document. **Try these (specifically Assignment to a Case and Re-open Case for Administrative Purposes) using your current FSFN profile. If you get a Security error**, follow local security protocols for adding the following to your FSFN profile:

- DCF Staff: DCF Program Specialist Job Class and DCF Program Specialist Security User Group
- CBC Staff: Child Case Specialist Job Class and Child Case Specialist Security User Group

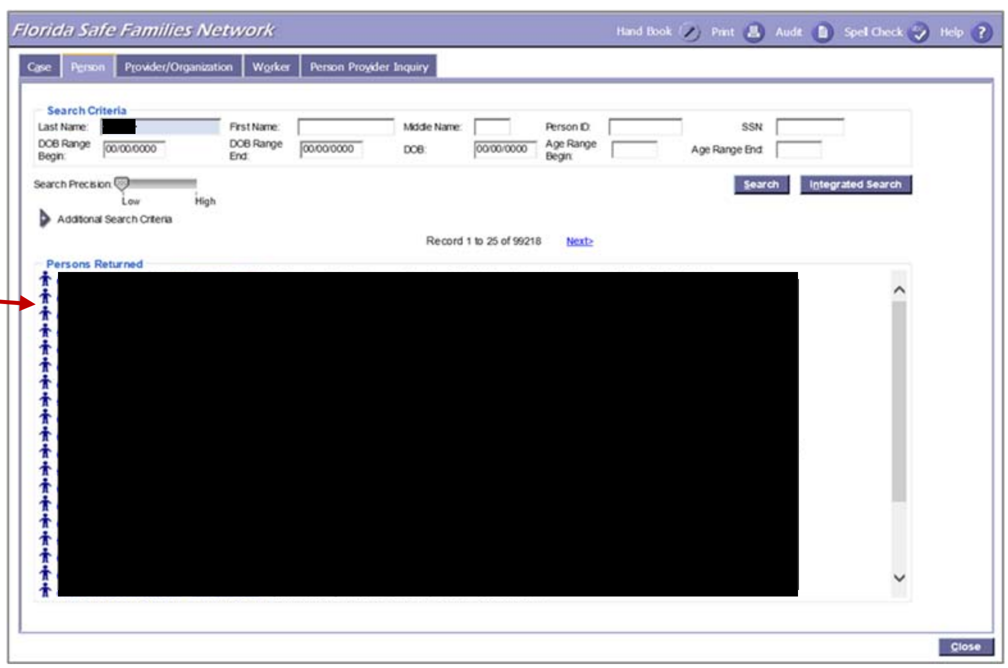
Search by Person

Log in to FSFN and Click the *Search* Icon. Select the *Person* tab. Enter as much information known on person and click *Search*.



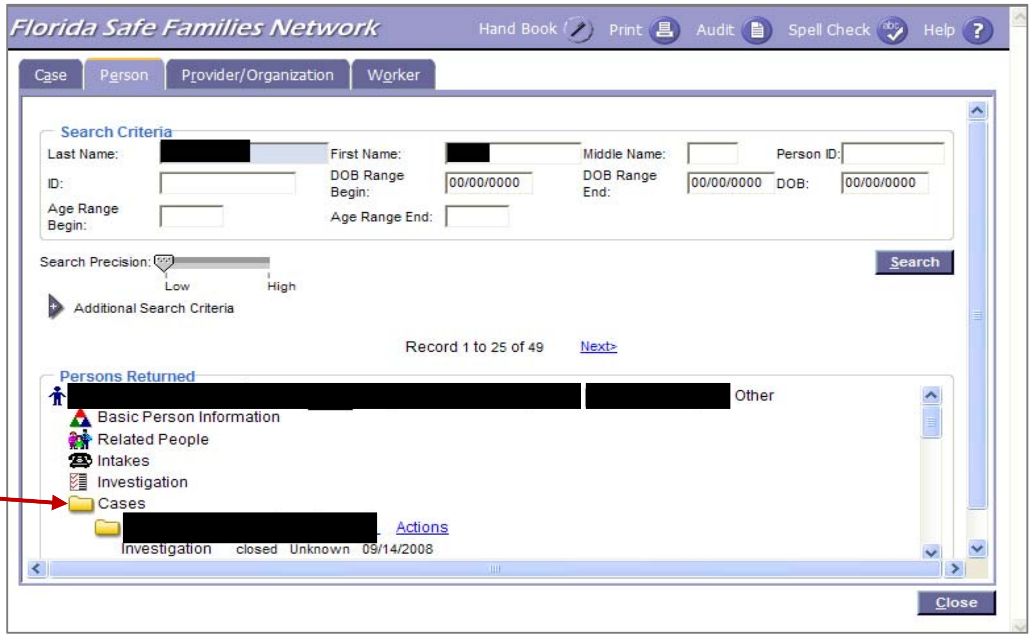
Click the *Person* Icon to select the appropriate person.

Person Icon



Click the *Case* Icon to view all cases associated with the person.

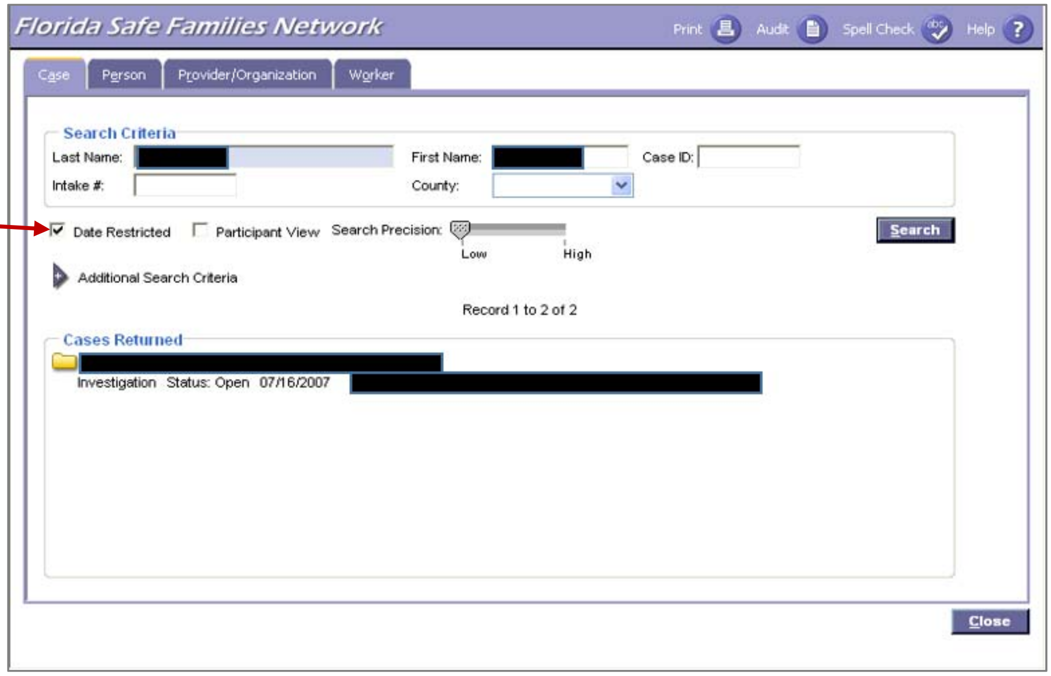
Case Icon



Search by Case

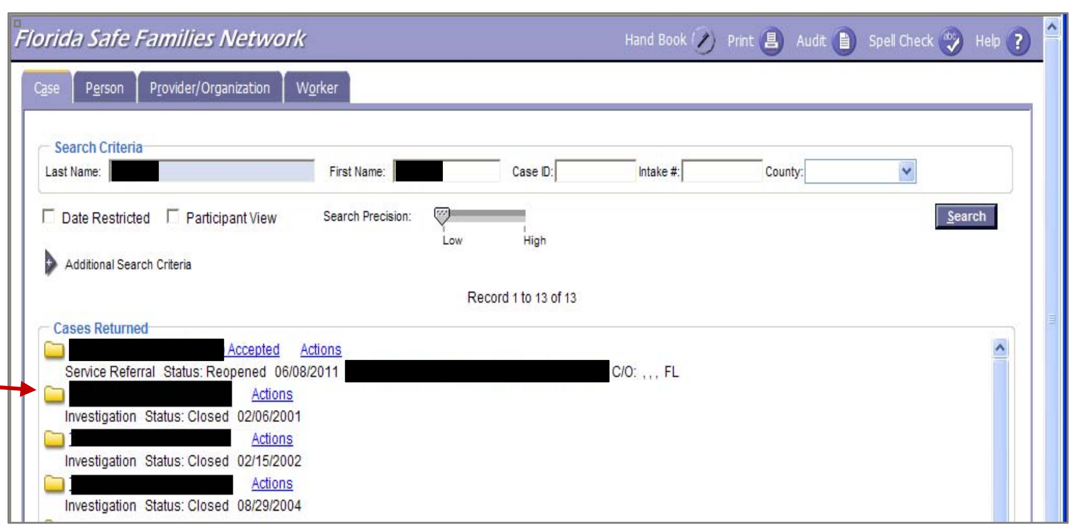
Log in to FSFN and Click *Search* Icon. Select the *Case* tab. Enter the *Case Name* (LN and FN), *Case ID,* or *Intake Number*. Uncheck the *Date Restricted* box to begin search.

Uncheck this box



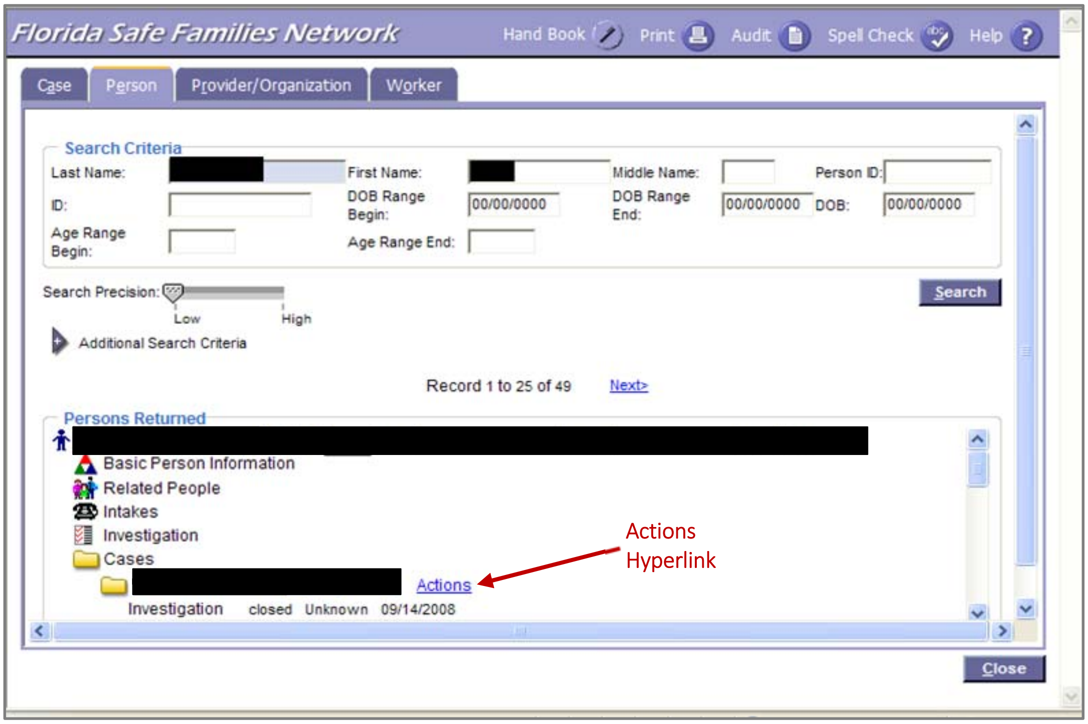
Click the *Case* Icon next to the desired Case to see casework activity.

Case Icon

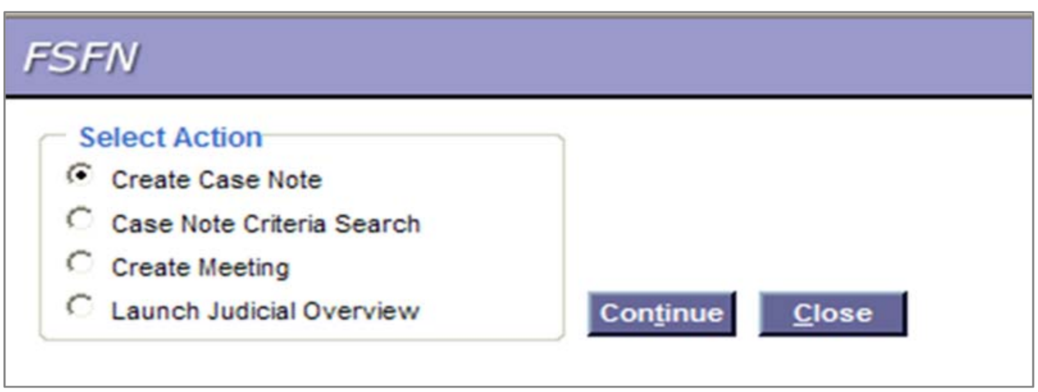


Create an RFA/Case Note

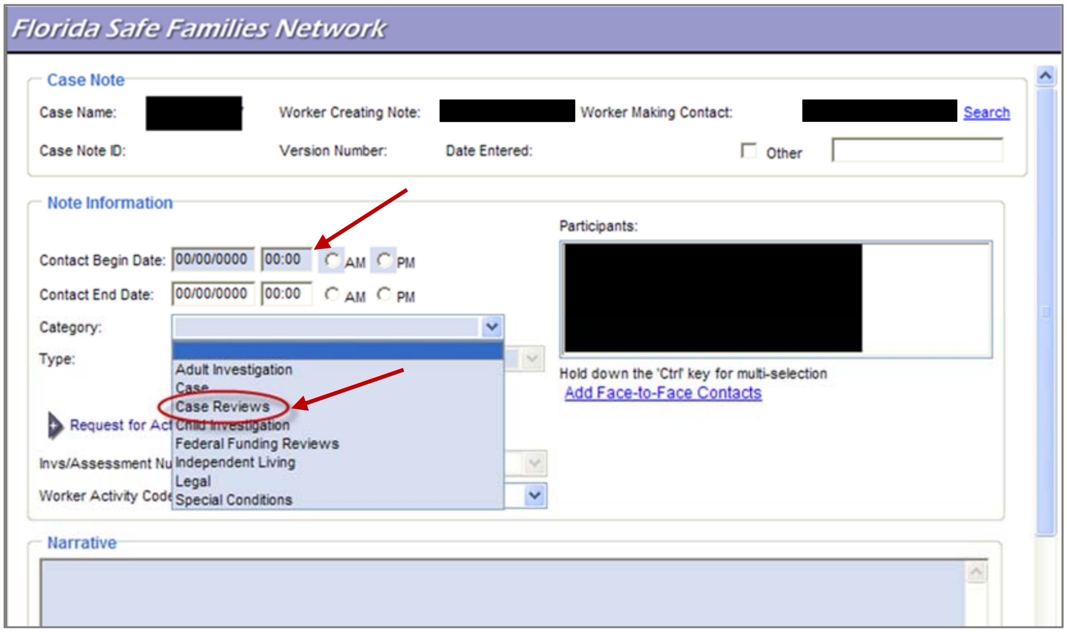
The RFA is created in case notes through the *Actions* hyperlink. Click the *Actions* hyperlink next to the case in which the note is to be entered.



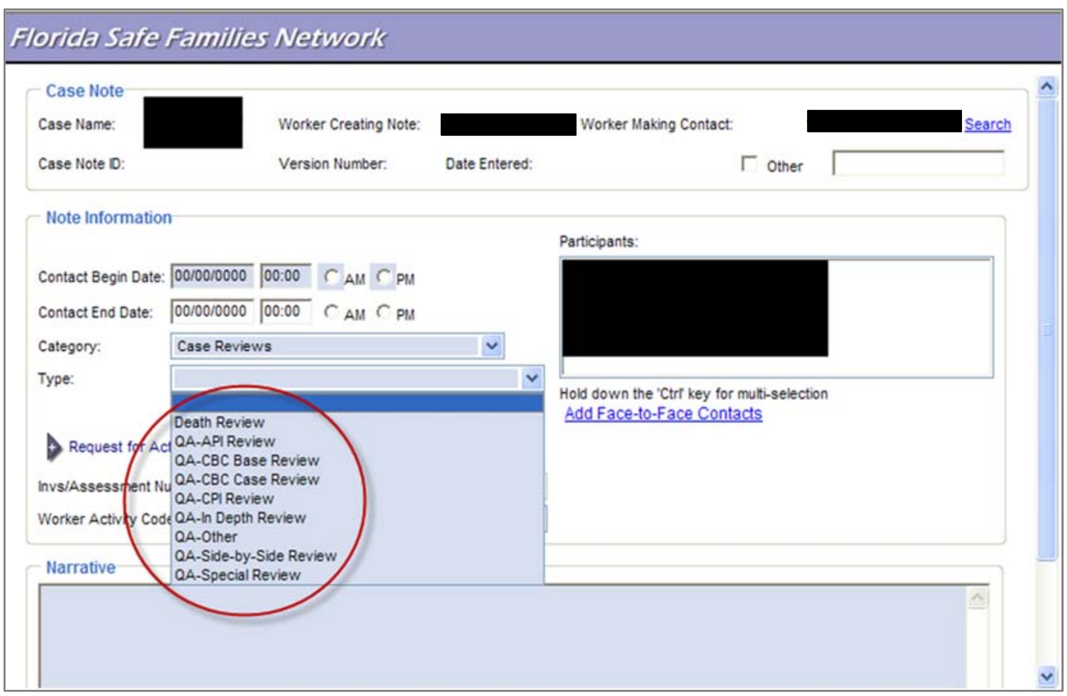
Select the *Create Case Note* radio button and click *Continue*.



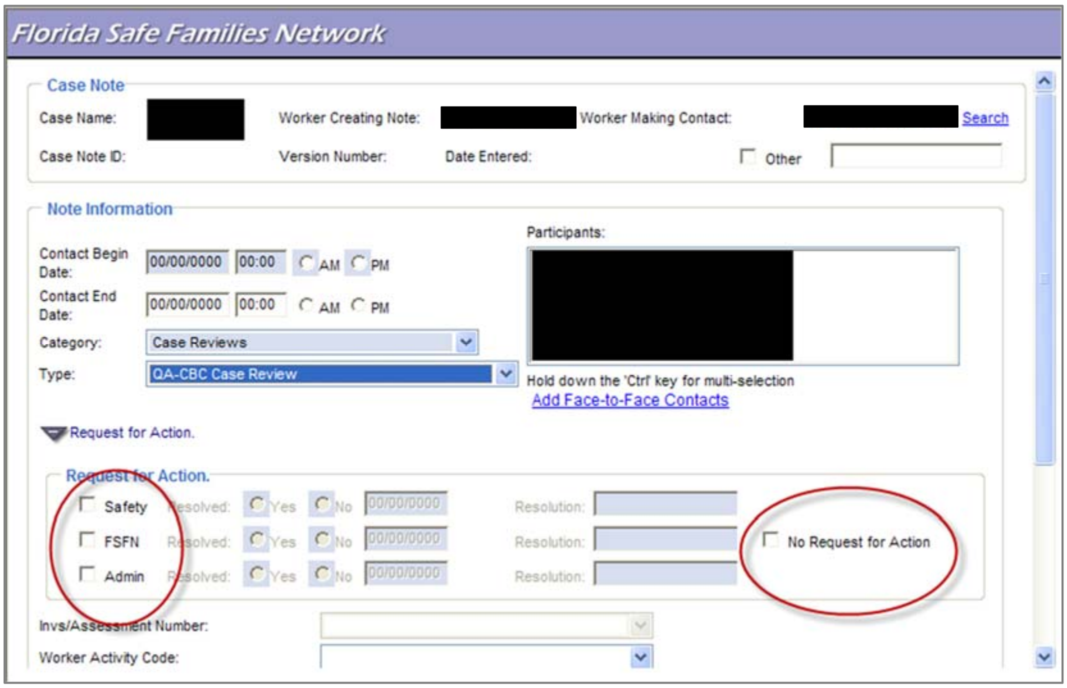
Enter the *Contact Begin Date and Time* and select *Case Reviews* from the *Category* drop down box.



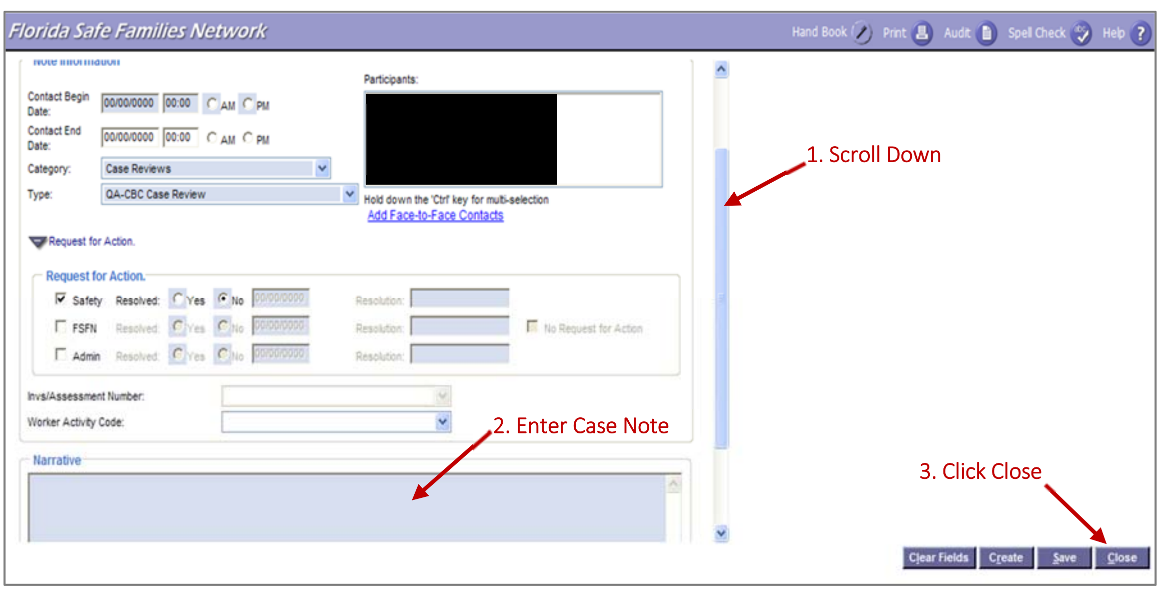
Select the Review Type from the *Type* drop down box.
*NOTE- when you select a Review Type, the *Request for Action* section is automatically enabled.



Select the appropriate RFA(s) or the *No Request for Action*. If you select an RFA, the *Resolved* radio button is enabled and defaults to *No*. If the RFA is resolved, click *Yes* and enter an explanation of the Resolution. If the RFA is resolved at a later date, the case note will need to be updated to *Yes* and an explanation of the Resolution must be entered upon resolution.



Scroll down to the *Narrative* section and enter the Case Note text. Click *Close*, and then *Yes* when asked if changes should be saved prior to closing.



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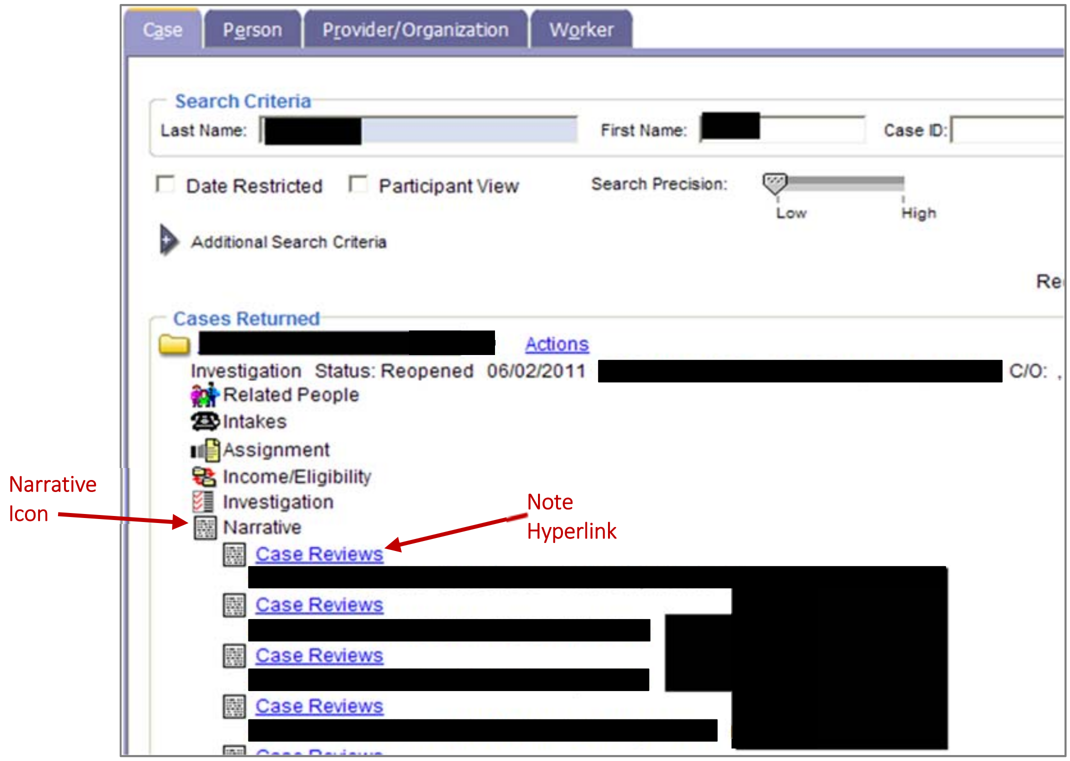
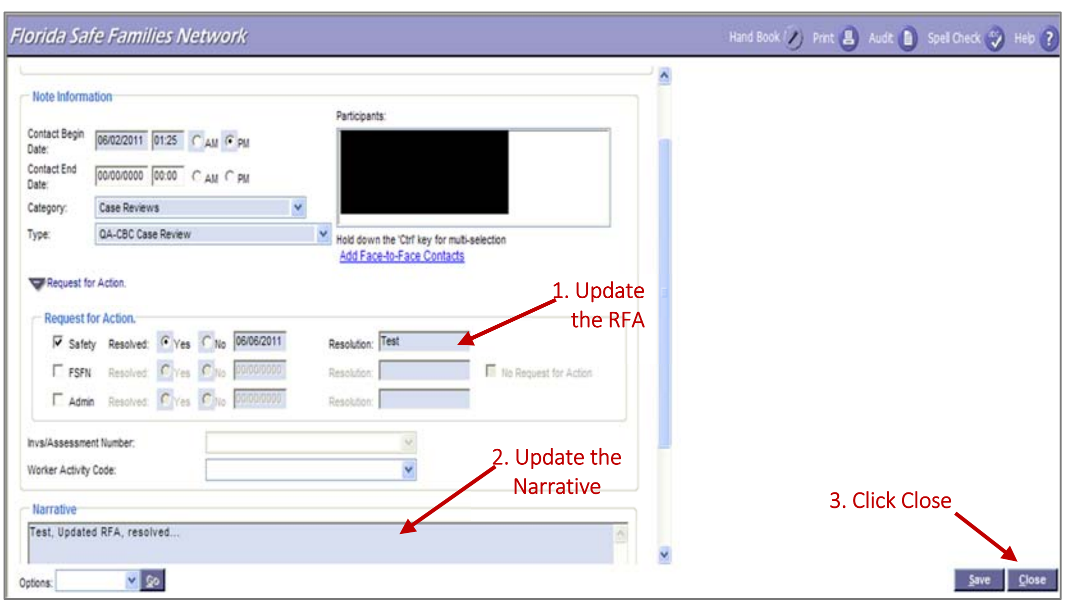
Update an RFA/Case Note

Click the *Narrative* Icon to display the Notes history. Click the hyperlink of the note you want to update.

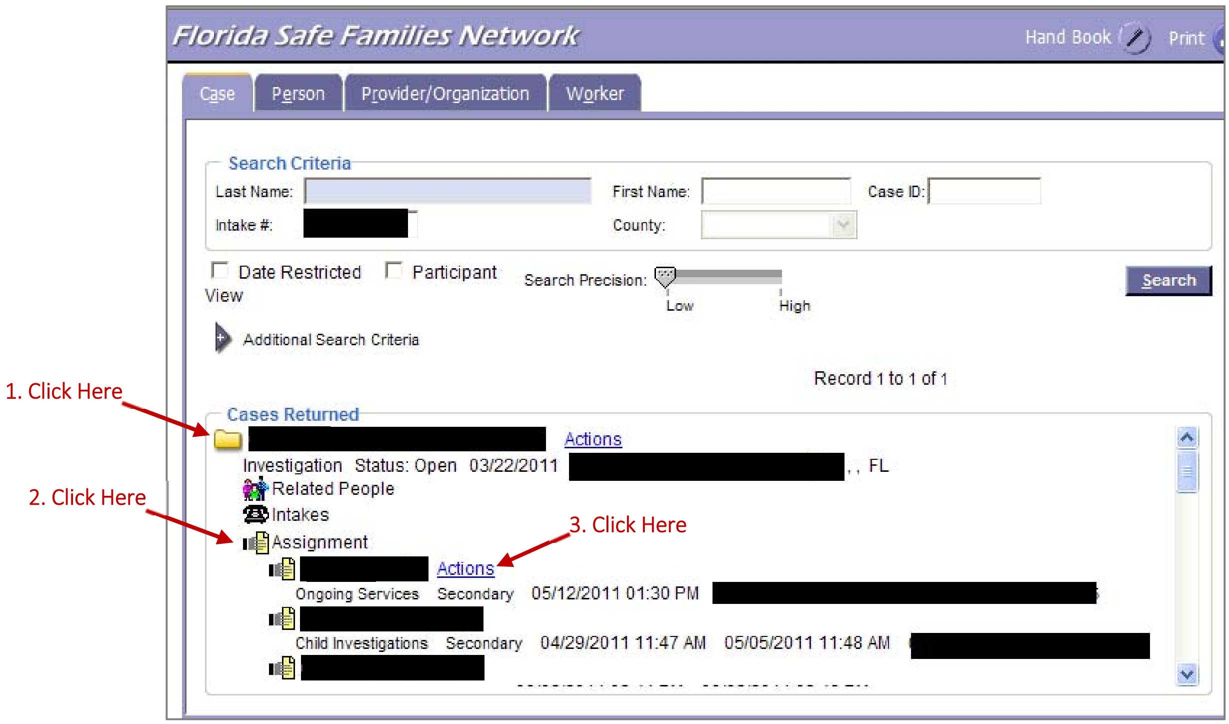


Update the Note as Appropriate and click *Close*. Select *Yes* when asked if you want to save changes.



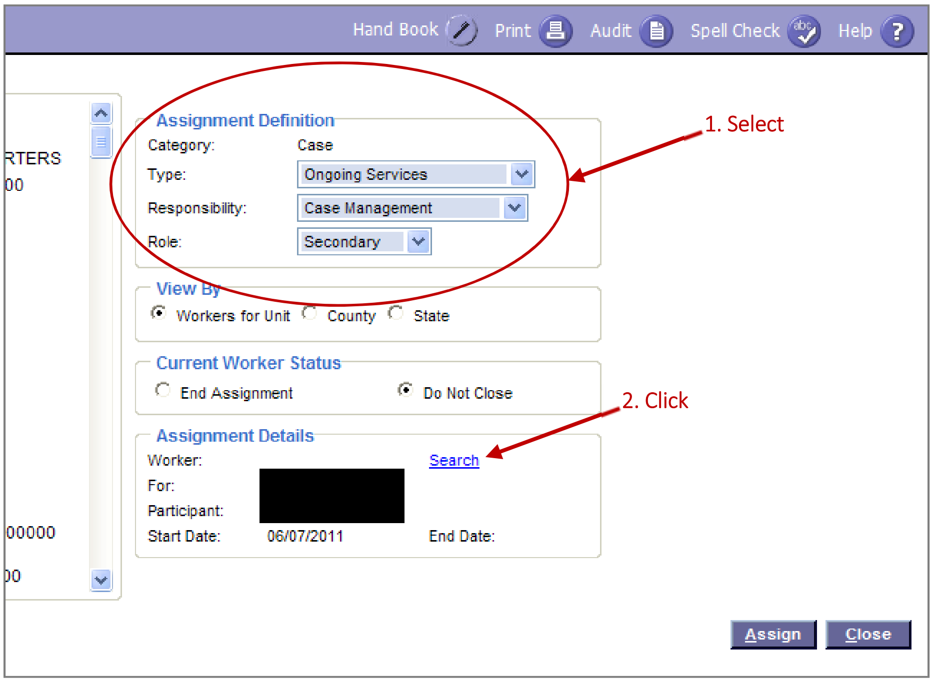
Assignment to a Case

Search for the case to which you want to be assigned. Click the *Case Folder* Icon. Click the *Assignment* Icon. Click the *Actions* hyperlink next to any active assignment.

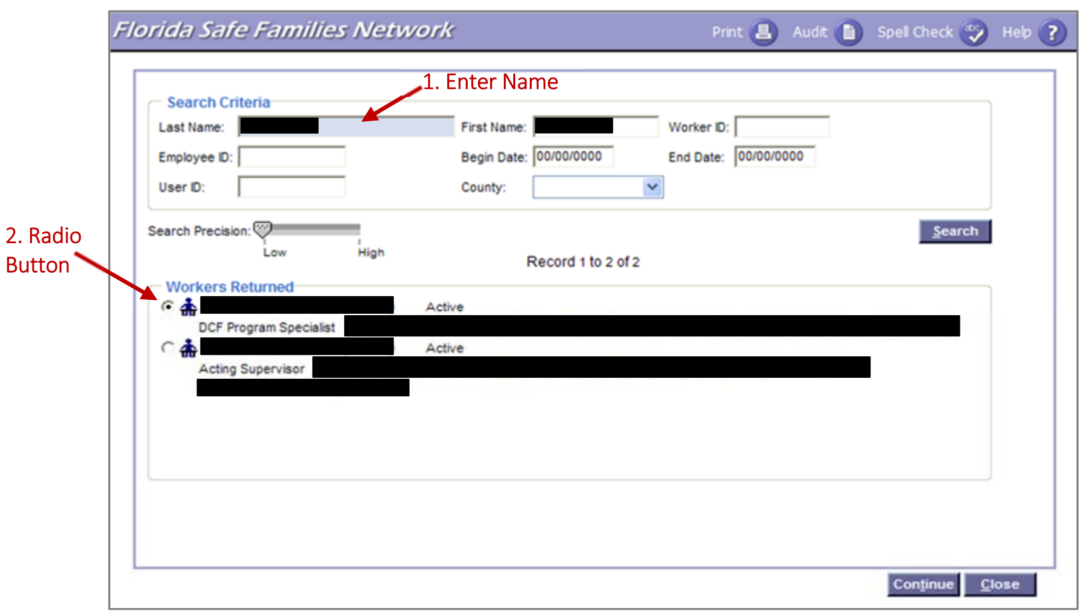


Select *Continue*.

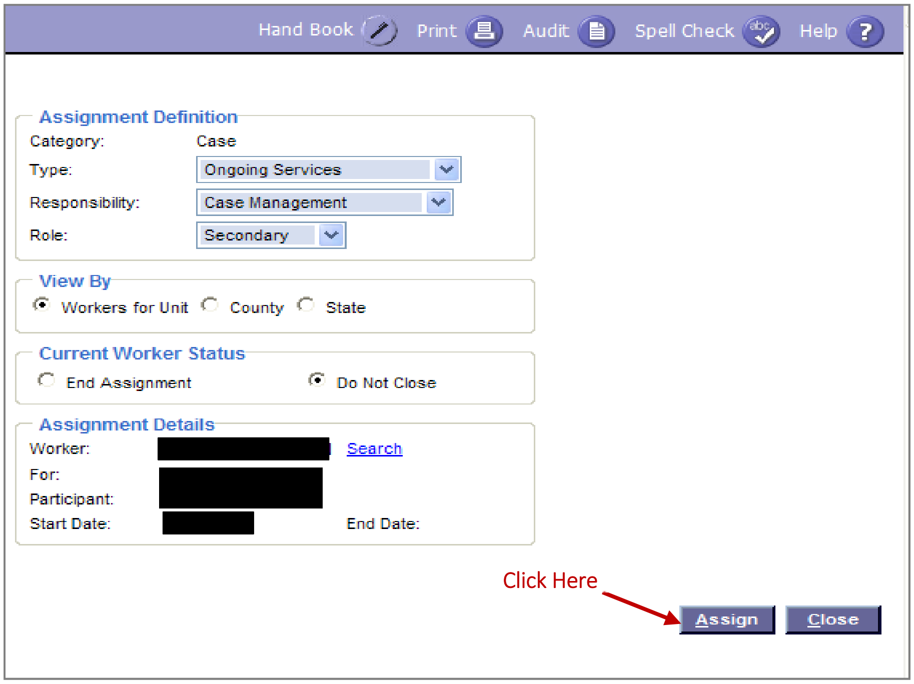
In the *Assignment Definition* box, select *Ongoing Services* from the *Type* drop down box. *Case Management* from the *Responsibility* drop down box and *Secondary* from the *Role* drop down box. In the *Assignment Details* box, click the *Search* hyperlink. Ignore the *View By* and *Current Worker Status* sections.



Enter your name in the *Search Criteria* box and click *Search.* Select the *Radio Button* next to the appropriate name/user profile and click *Continue*.



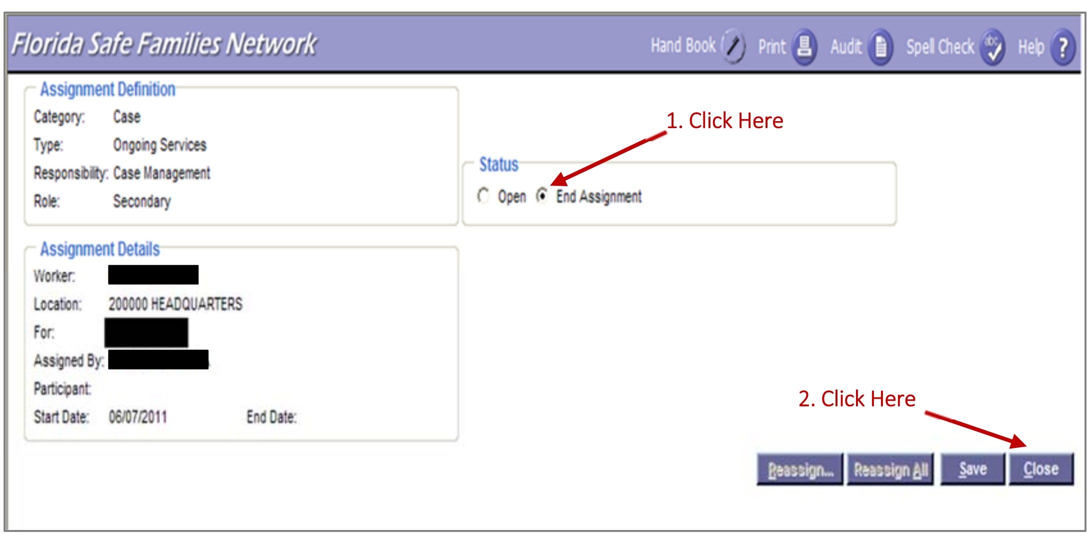
Click *Assign.*



End Assignment

Click *Case Folder* Icon from FSFN desktop. Click *Assignment Folder*. Click your *name* hyperlink associated with your active assignment.

Select the *End Assignment* Radio Button and click *Close*. Click *Yes* when asked to save changes before closing page.



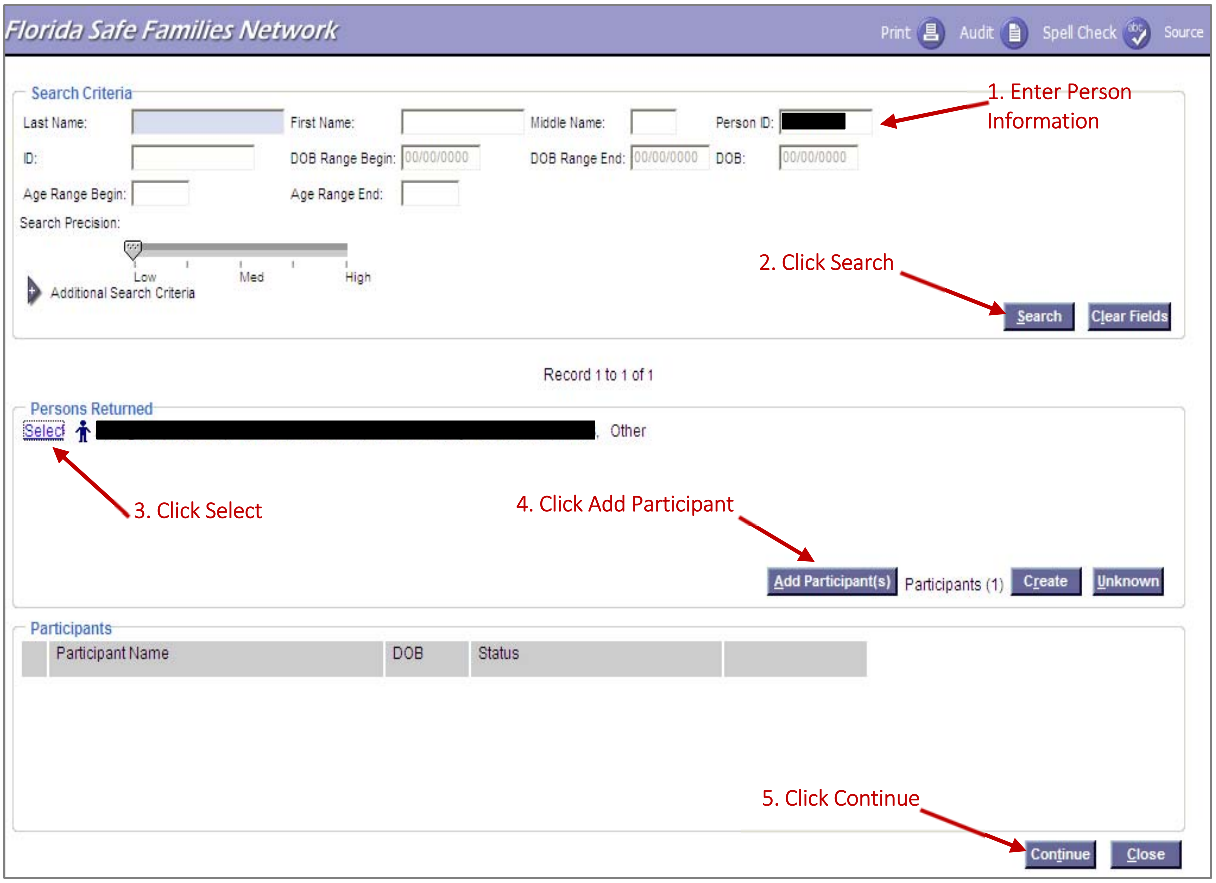
Re-Open a Case for Administrative Purposes

It is only necessary to Re-Open a closed case to enter a case note in the following circumstances:

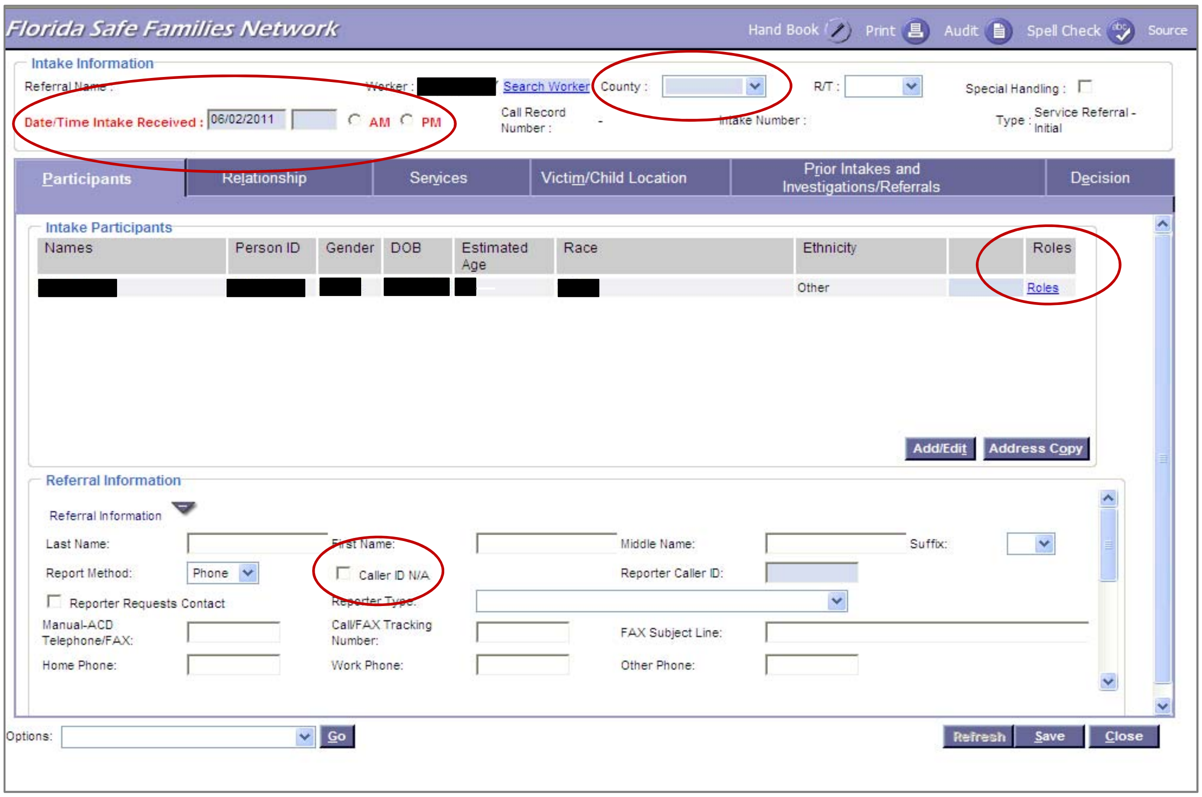
- The case note includes an RFA (this will add the case to your FSFN desktop), or
- The case note is being updated (it is not possible to update a case note in a closed case).

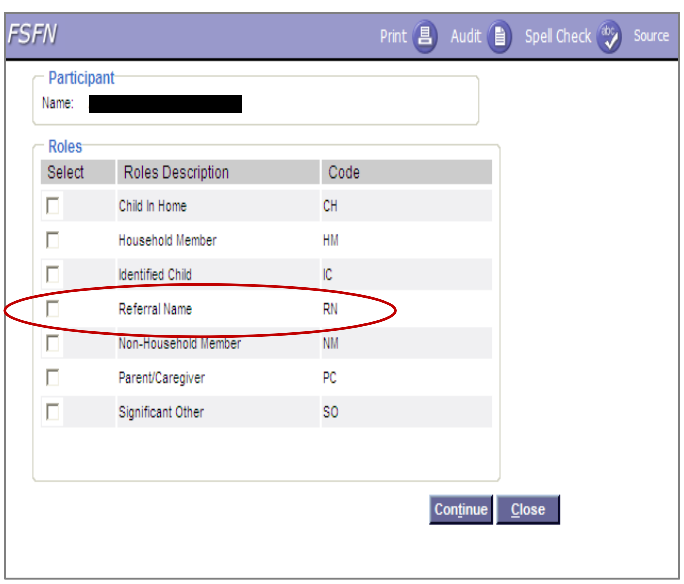
Click the *Create* menu item and select *Service Referral*.

Enter all known information on the participant and click the *Search* button. All matching results are returned within the *Persons Returned* group box. Click the *Select* hyperlink next to the applicable person; click the *Add Participants button* and click the *Continue* button.

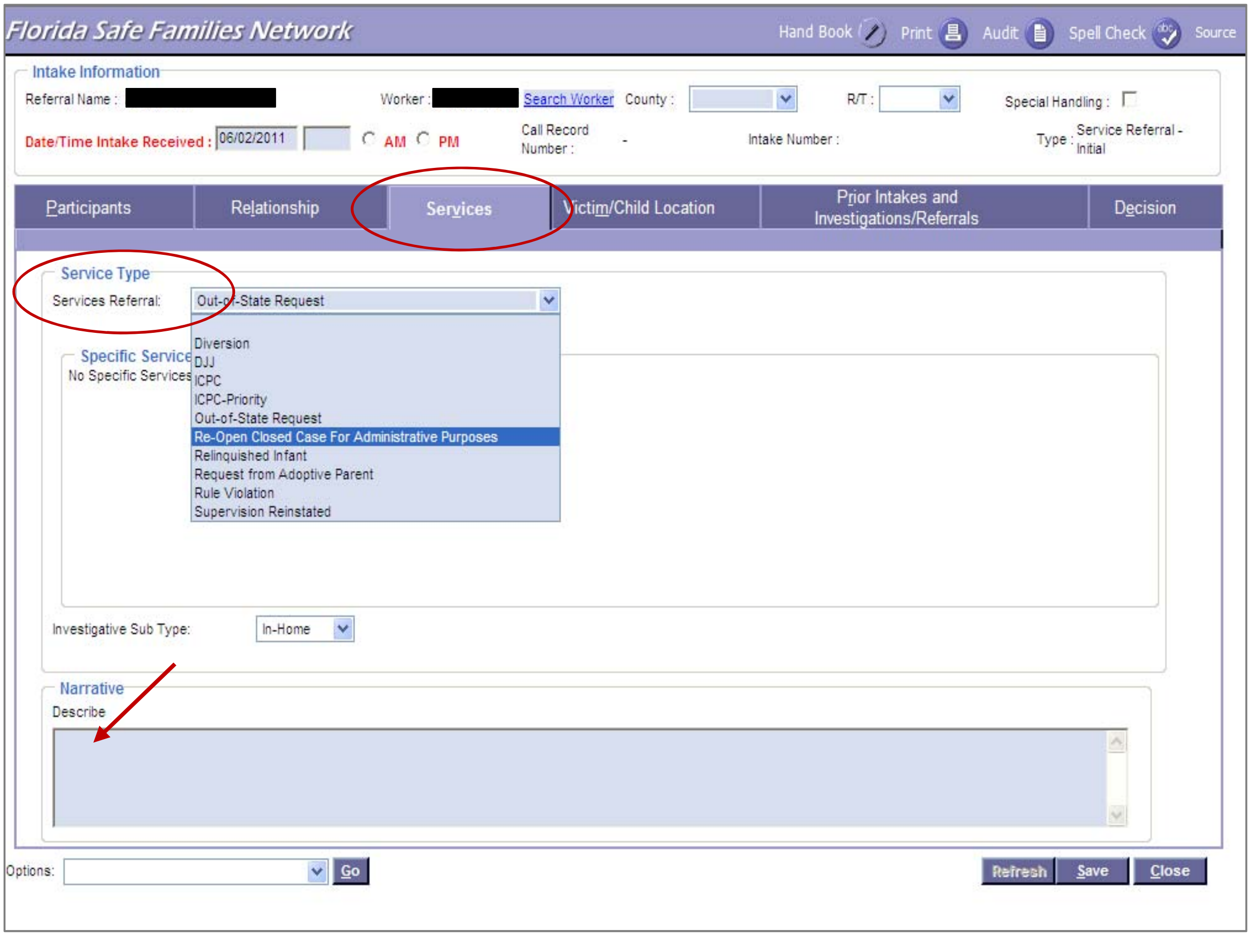


In the *Intake Information* box, enter the current date and time, with AM/PM designation in the *Date/Time Intake Received* box and select the applicable *County*. In the *Participants* tab click the *Roles* hyperlink; select *Referral Name* and click the *Continue* button to return to the *Participants* tab. Open the *Referral Information* expand and select the *Caller ID N/A* check box.

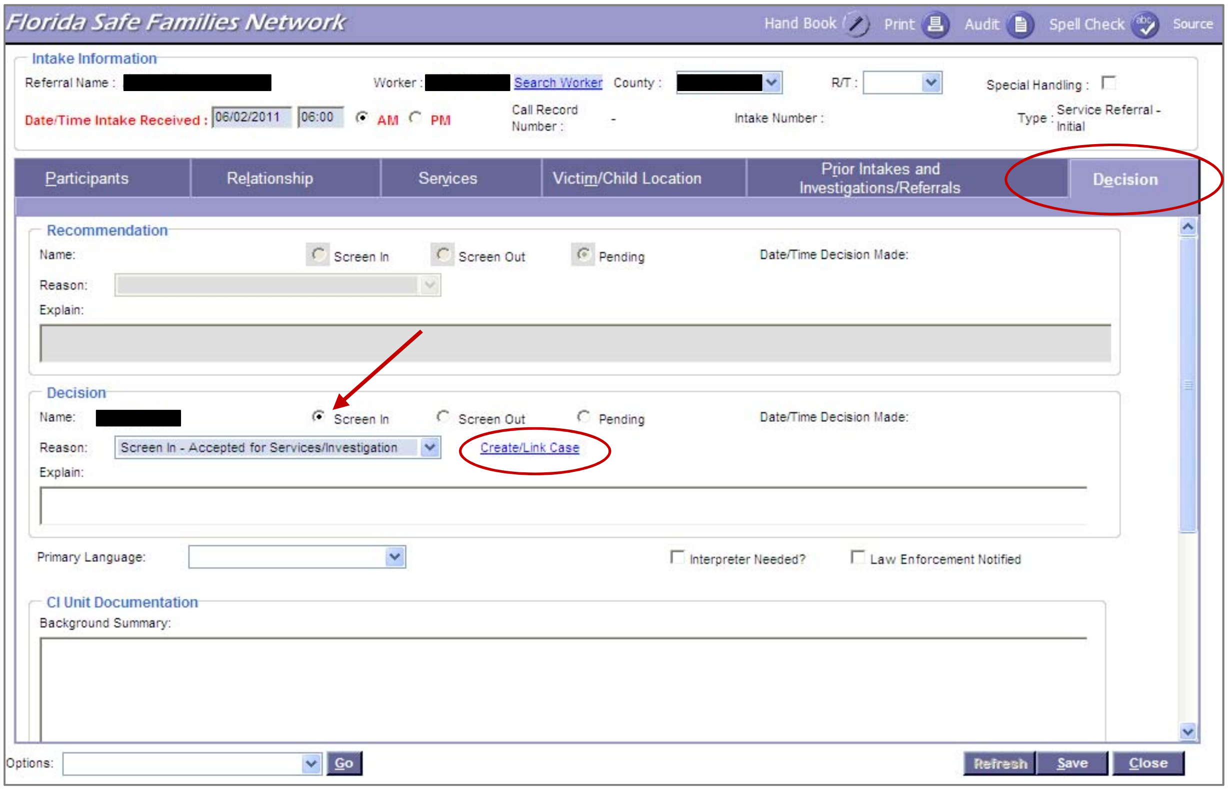




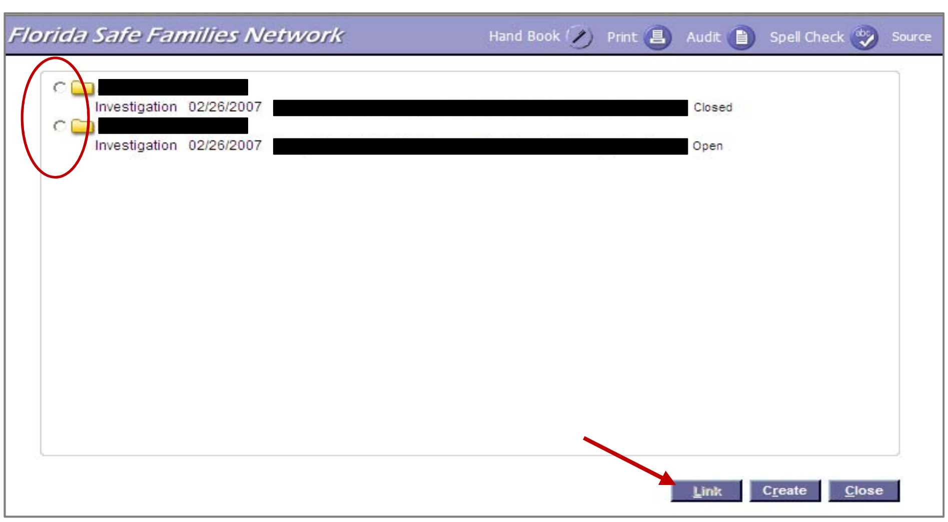
Click the *Services* tab. From the *Services Referral* drop down box select *Re-Open Closed Case For Administrative Purposes*. Enter a brief narrative in the *Describe* text field; click *Save*.



Click the *Decision* tab. In the *Decision* box select *Screen In*. Click the *Create/Link Case* hyperlink; click *Yes* to the messages regarding saving and not compromising reporter identity.

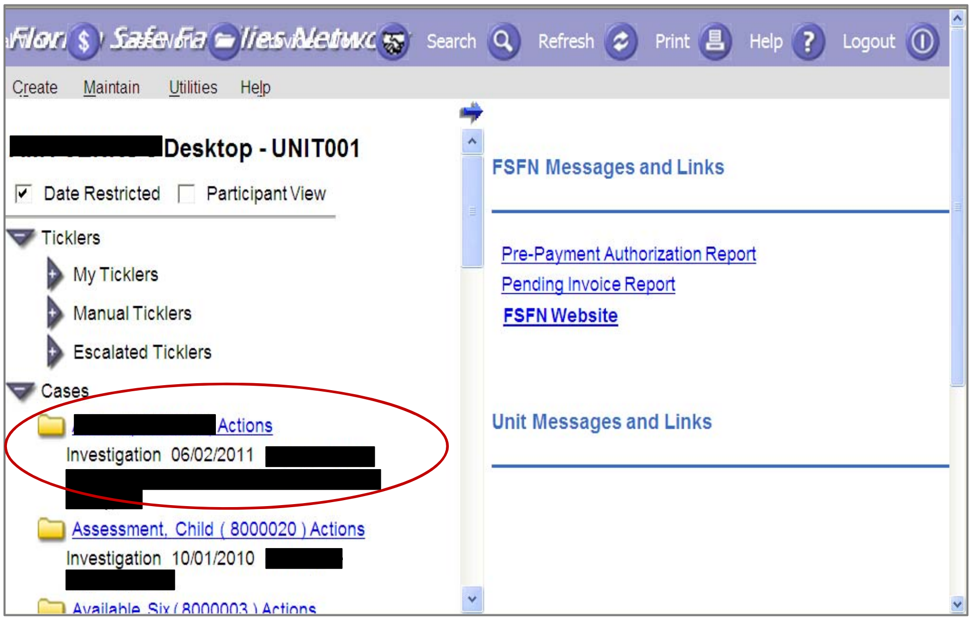


All Cases in which the intake participant is a case participant are displayed. Select the applicable radio button and click the Link button, which only becomes enabled after selecting an applicable radio button. Upon selecting the Link button the Maintain Case page is displayed.



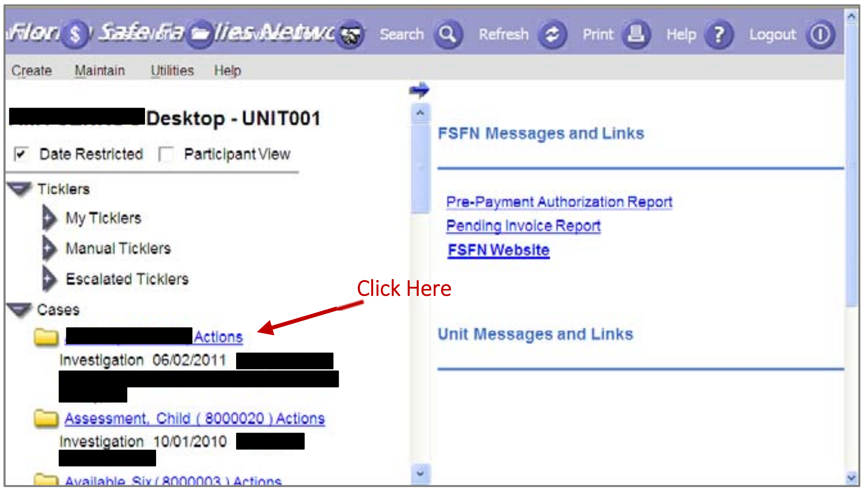
Maintain Case page

Please note that the Status of the Case, which was previously closed, now shows *Reopen*; click the *Save* button. If a message regarding updating participant addresses appears, select *No*; the case is now open and will display on your desktop, listing you as the Primary Worker. You may now create or update the Case Note.

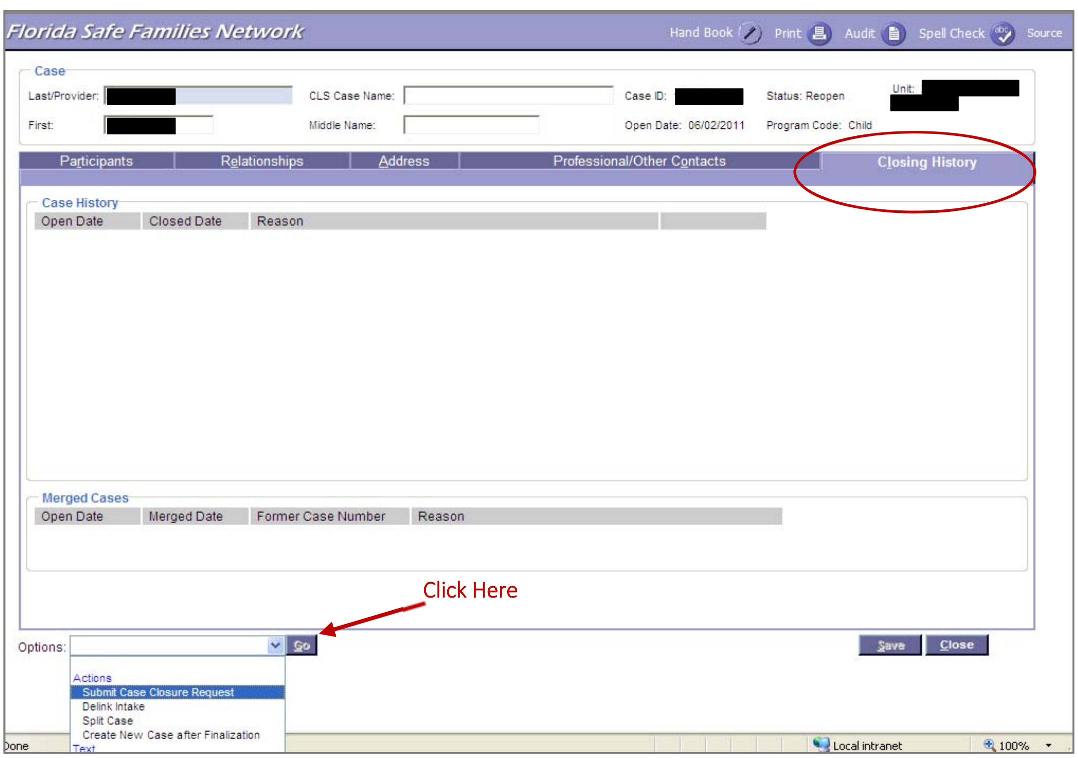


Closing a Case

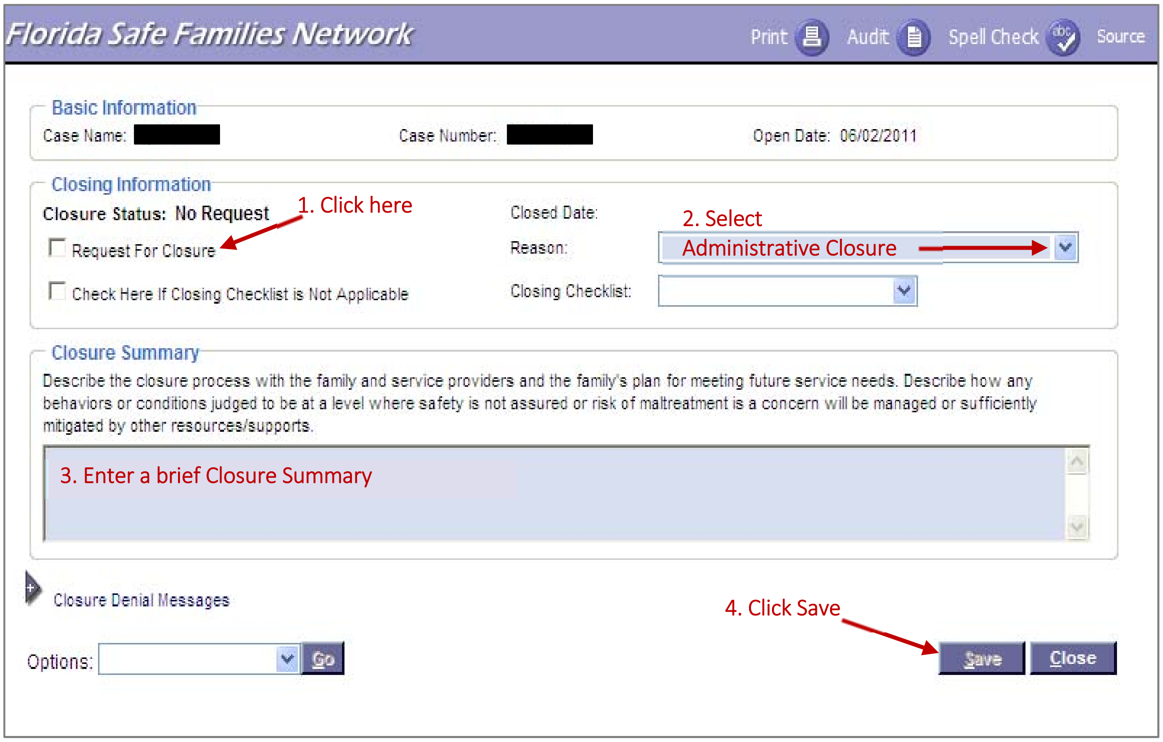
*NOTE- You should only close a case that you have re-opened to enter or update a case note. Do not close a case that you did not re-open. From your FSFN desktop, click the *Case Name* hyperlink of the case you want to close-this will take you to the Maintain Case page.



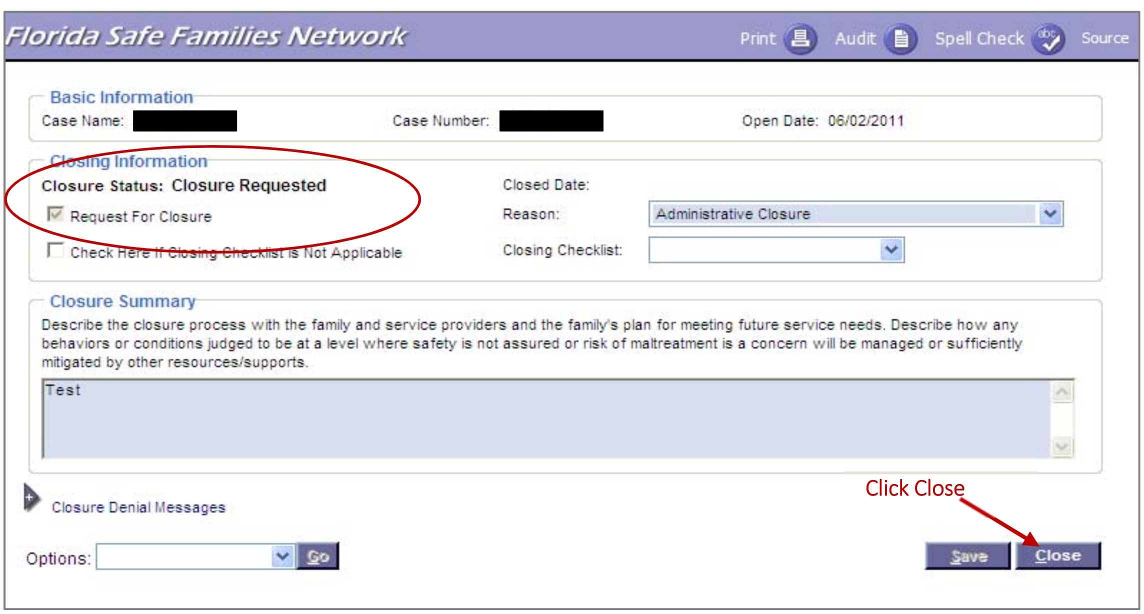
From the *Maintain Case* page click the *Closing History* tab. From the *Options* drop down box select *Submit Case Closure Request*; click *Go*.



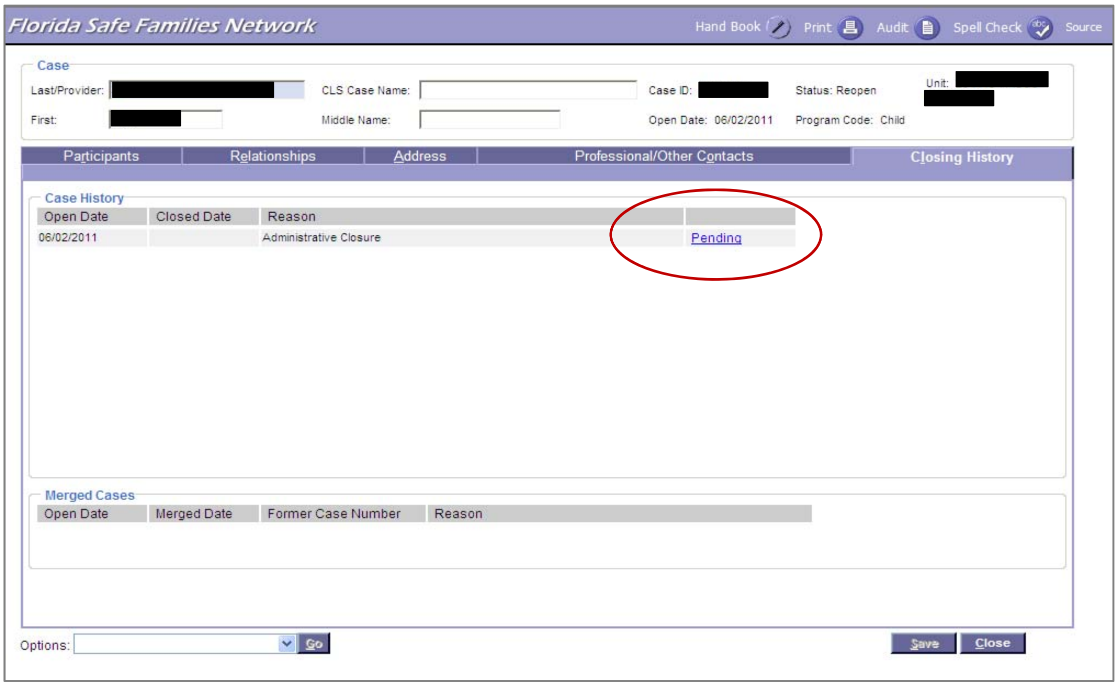
Select the *Request for Closure* box and in the *Reason* dropdown box select *Administrative Closure*; enter a brief *Closure Summary*; click the *Save* button.



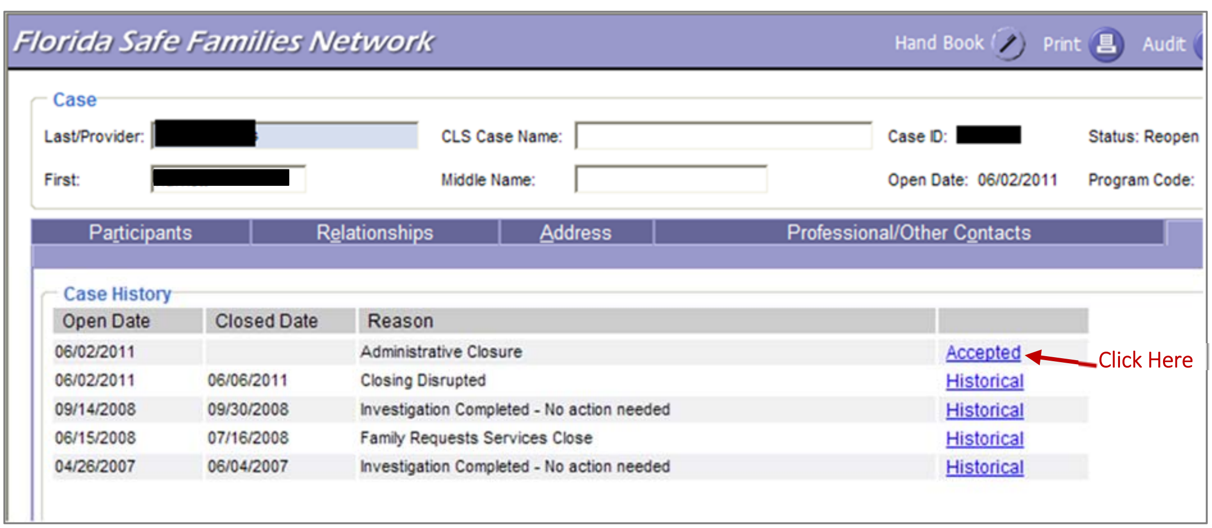
This will return you to the *Case Closure* screen. The *Closure Status* will say *Closure Requested*, click *Close*.



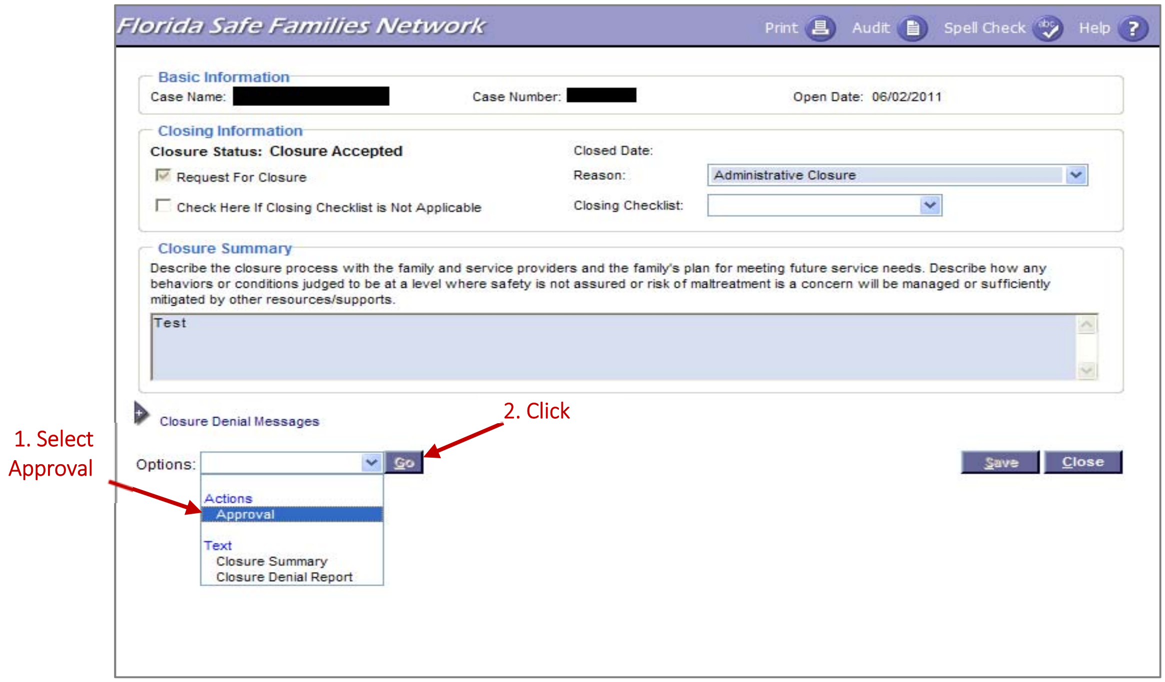
A new row will be inserted in the *Case History* group box with an associated *Pending* hyperlink. Once it passes the necessary edits successfully the *Pending* hyperlink will change to an *Accepted* hyperlink (may take up to an hour).



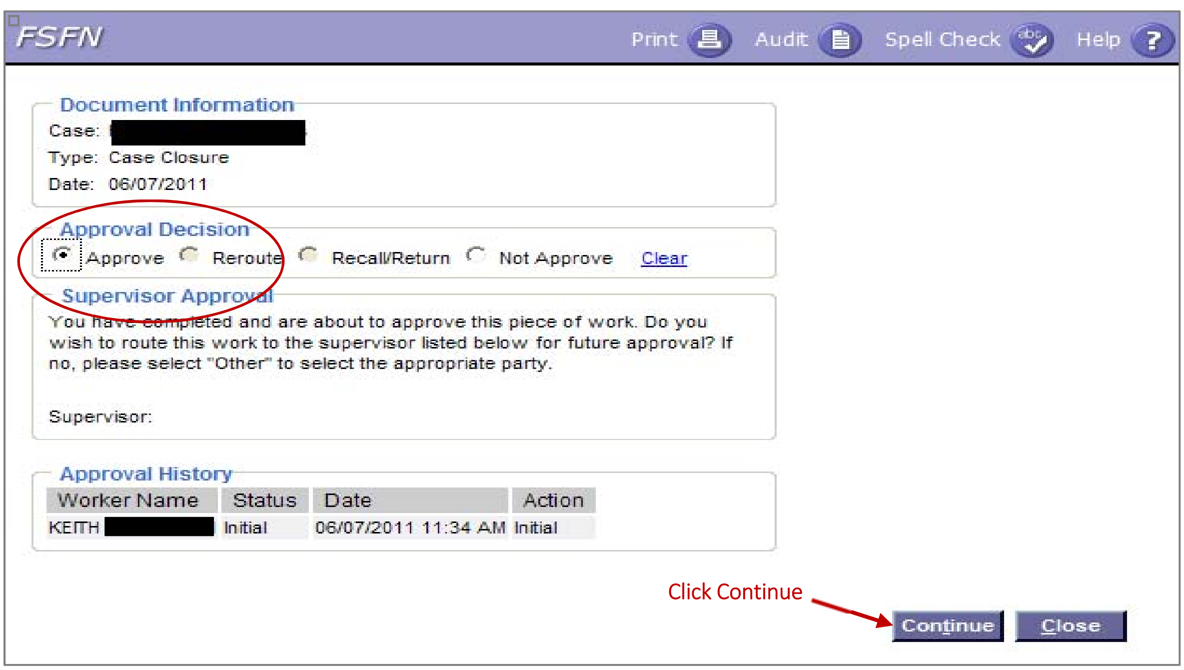
Once the hyperlink shows Accepted, click the *Accepted* hyperlink.



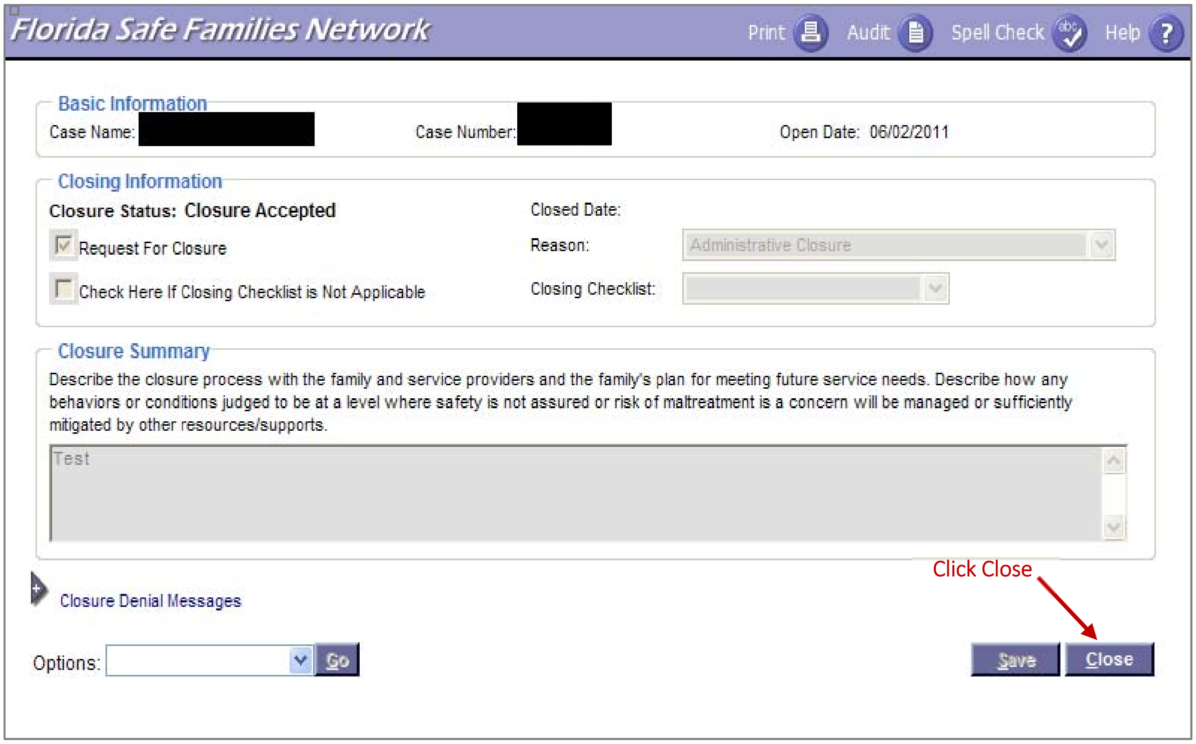
From the *Options* drop down box select *Approval* and click *Go*.



Under *Approval Decision* group select the *Approve* radio button and click *Continue.*



This will return you to the *Case Closure* screen. The *Closure Status* will say *Closure Accepted*, click *Close*.



RFAs must be completed and tracked in FSFN. In the event a paper form is also needed, here is an example of a written RFA:

The designated liaisons as soon as the concern is noted. Circuit or CBC management staff must respond in writing to the QA team lead or manager no later than 48 hours upon receiving the concern.

Please Check One:

☐ Child Safety Concern　　Response Due: ________________

☐ Administrative Concern　　Response Due: ________________

QA Reviewer's Name: ________________________________　　Review Date: __________________

Case Name: ____

Report Number (when applicable): ______________________

Program:　☐ Adoption　☐ PS In-Home　☐ PS Out-of-Home　☐ Licensed FC

☐ Independent Living　☐ Child Protective Investigation　☐ Post Placement Supervision

CBC Agency: ____

Circuit: _______________　　Unit/County: __________________ / ____________________

Presenting Concern(s):

Recommended Action(s):

A written response is due by ____________________. Please document response on this form and submit to the Quality Assurance Manager identified below.

Submitted by: ____ Agency: ______________________________
Quality Assurance Reviewer Date

Reviewed by: ____ Agency: ______________________________
Quality Assurance Reviewer Date