Florida Department of Children & Families

Baker Act Submission

User Manual

Baker Act Submission User Manual

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1. Document History

Version	Description	Author(s)	Last Updated
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1.2	Add paragraph and screenshot for potentially duplicated data.	Tammy Anderson	05/04/2023

2. Glossary

Abbreviation \Term	Description
ALF	Assisted Living Facility
BARC	Baker Act Receiving Center
DCF	Department of Children and Families
DOB	Date of Birth
FMHI	Florida Mental Health Institute
HIPAA	Health Insurance Portability and Accountability Act
HQ	DCF Headquarters
OKTA	A third-party application that offers a secure cloud based single sign-on access management solution.
PDF	Portable Document Format
PLADS	Provider Licensing and Designation System
Facility	Receiving Facility
SAMH	Substance Abuse and Mental Health
SSN	Social Security Number
URL	Uniform Resource Locator also known as a web address

3. Document Purpose

The purpose of this user manual is to help users navigate and utilize the Baker Act application. The Baker Act application will allow public and private receiving facilities to directly enter the initial details related to individuals received by their facilities and DCF near real-time data available.

4. Baker Act Roles

There are three categories of Baker Act users, Department of Children and Families (DCF), (Receiving) Facility and Baker Act Receiving Center (BARC), that can access the Baker Act application. Each role will have a different level of access.

4.1. DCF ReadOnly

DCF ReadOnly users will be able to view, download, or export any submission records in the application, but they will not be able to modify any records. They will also be able to see all users and facilities that are in the application but not modify any records.

4.2. DCF Admin

DCF Admins will be able to view, download, or export any submission records in the application, but they will not be able to modify any records. They are also responsible for creating new, modifying, activating, or inactivating users and facilities in the application.

Note: Users will have an Okta accounted created for authentication to get to the Baker Act application as well as user created in the Baker Act application with a role so that the user can perform functions based on the role that is assigned.

4.3. Facility ReadOnly

Facility ReadOnly users will be able to view, download, or export any submission records related to their receiving facility or facilities, but they will not be able to modify any records.

4.4. Facility Submitter

Facility Submitters will be able to view, create, update, or delete submission records related to their receiving facility or facilities. Facility Submitters will also be able to download or export any submission records related to their receiving facility or facilities.

4.5. Facility Admin

Facility Admins will be able to perform all the functions of a Facility Submitter, plus change the role of users who are related the same receiving facility or facilities as the admin.

4.6. BARC Submitter

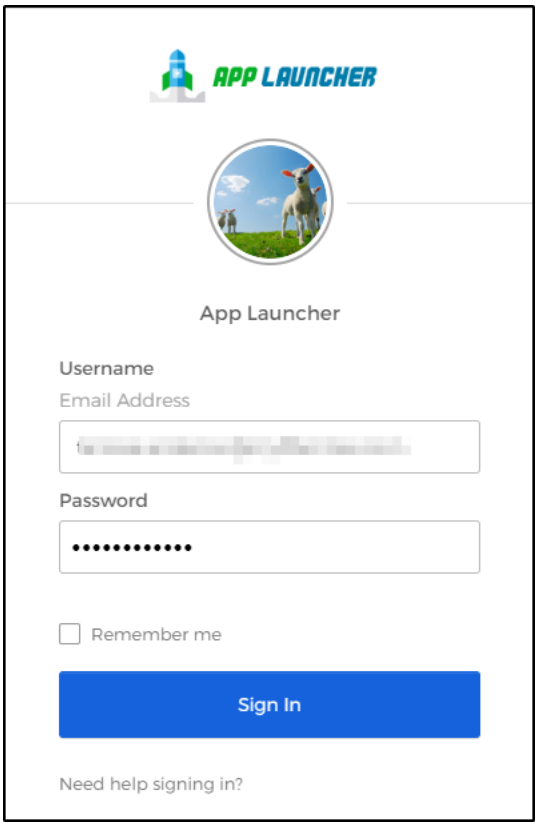
BARC Submitters will be able to view, create, update, or delete submission records for any facility. BARC Submitters will also be able to download or export any submission records related to any receiving facility. They will also be able to see all users and facilities that are in the application but not modify any records that were created by a facility submitter or a facility admin.

5. Creating User Accounts

Request for Baker Act user accounts will be sent to the DCF Helpdesk at dcf.helpdesk@myflfamilies.com. For DCF employs, the request should include the access form. For non-DCF employees, the request should include certificates the from the Security Awareness Training and HIPAA Information and Action training courses -http://www.myflfamilies.com/general-information/dcf-training. Once all information has been received the Okta authentication and Baker Act application account will be created. An email will be sent with instructions on how to access the application.

6. Baker Act Sign In

Users will be provided with the URL to sign into the application into Baker Act application using an email and password combination.



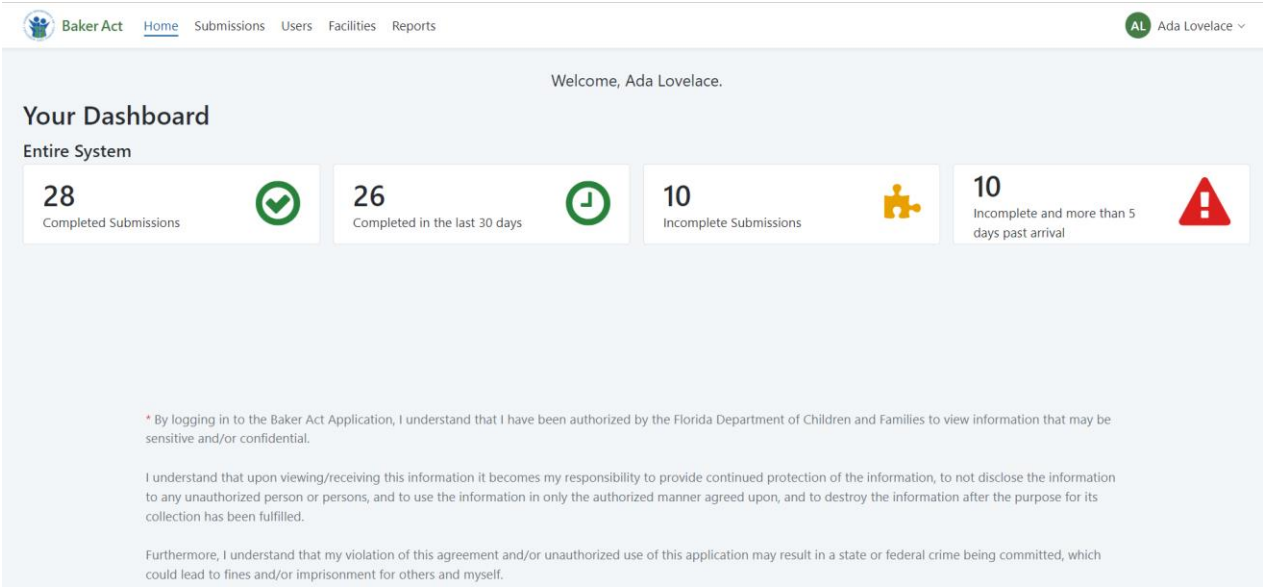
7. Home Page

The home page links, and submissions statistics will appear will be differently for users, based on their Baker Act role.

7.1. DCF User Home Page

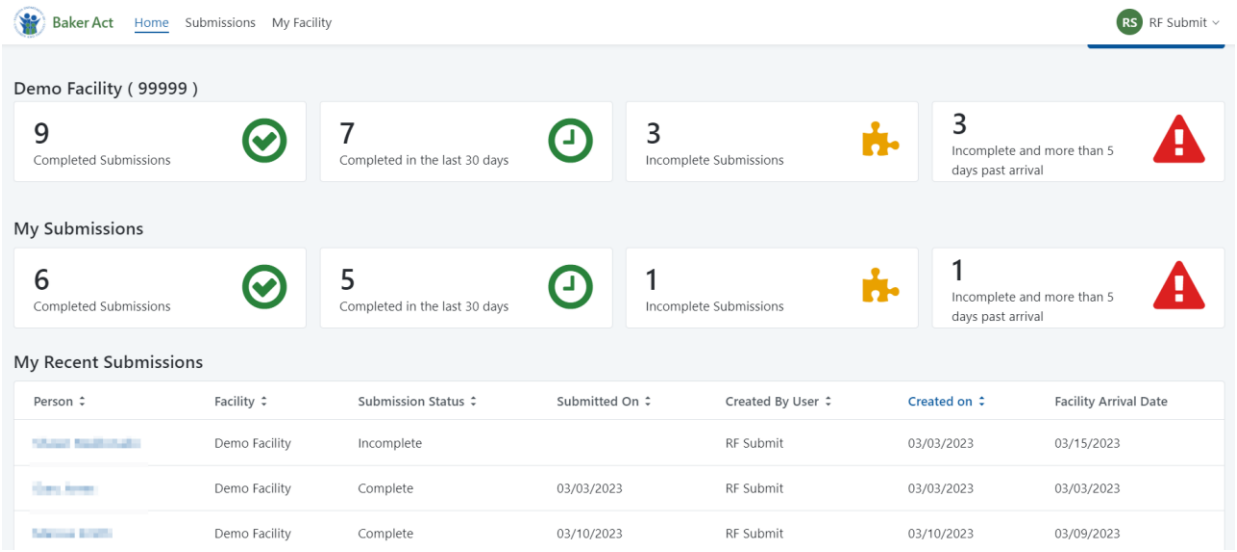
DCF users will have links in the upper left of the page for Submissions, Users, Facilities and Reports. The home page will also show one set of at-a-glance totals for all submissions in the application. This will include:

- Completed Submissions
- Completed in the last 30 Days
- Incomplete Submissions
- Incomplete and more than 5 days past arrival



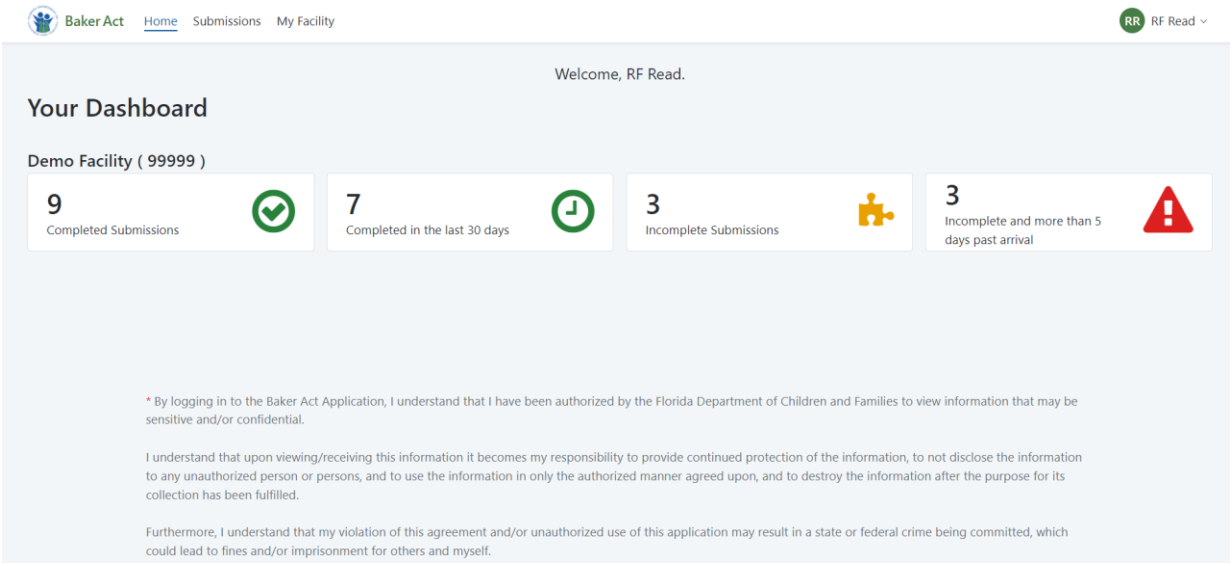
7.2. Facility Admin and Facility Submitter Home Page

The Facility Admin and Facility Submitter will have links in the upper left of the page for Submissions, My Facility and Reports. The home page will also show two sets of at-a-glance totals: one set of submission specific to the facility and the other set of submission specific to the user. The Home page will also show submissions that are in an Incomplete or Complete status that have been created by the user.



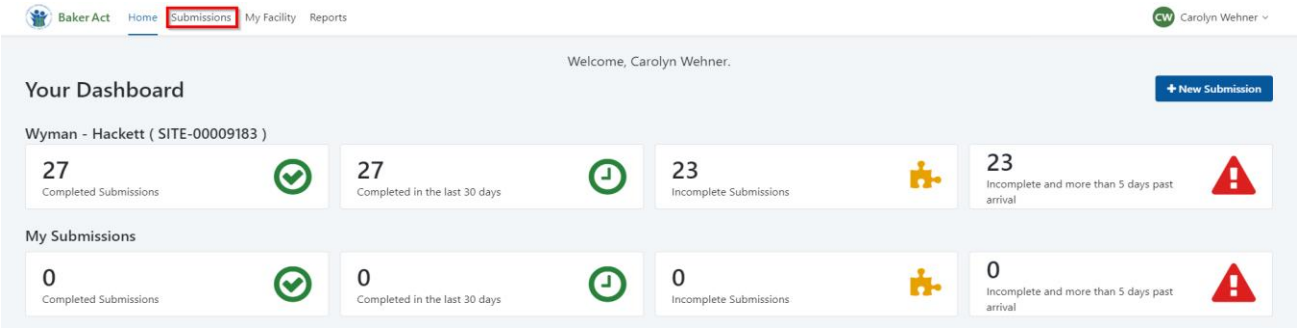
7.3. Facility ReadOnly Home Page

The Facility ReadOnly user will have links in the upper left of the page for Submissions and My Facility. The home page will also show one set of at-a-glance totals for their facility.



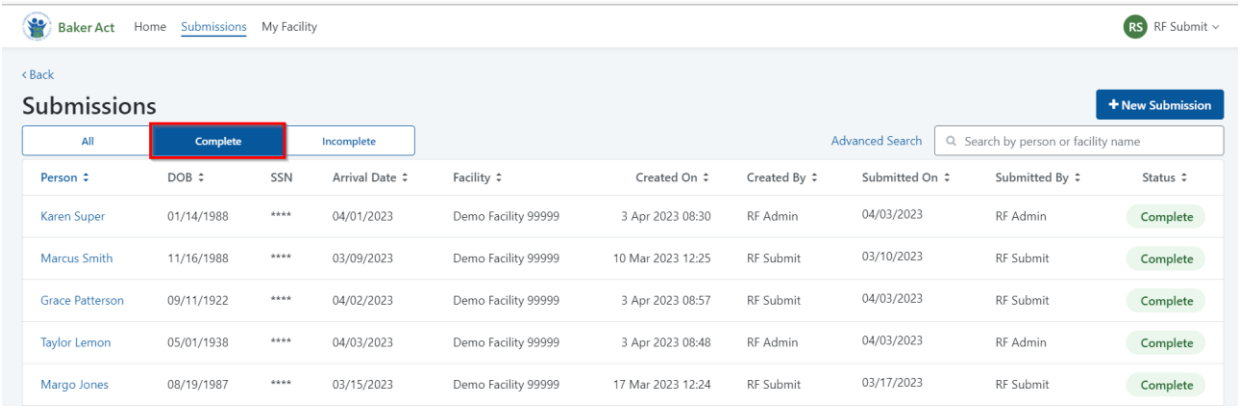
8. Submissions

All users can view submissions, based on their role, by selecting the Submissions link at the top of the home page.

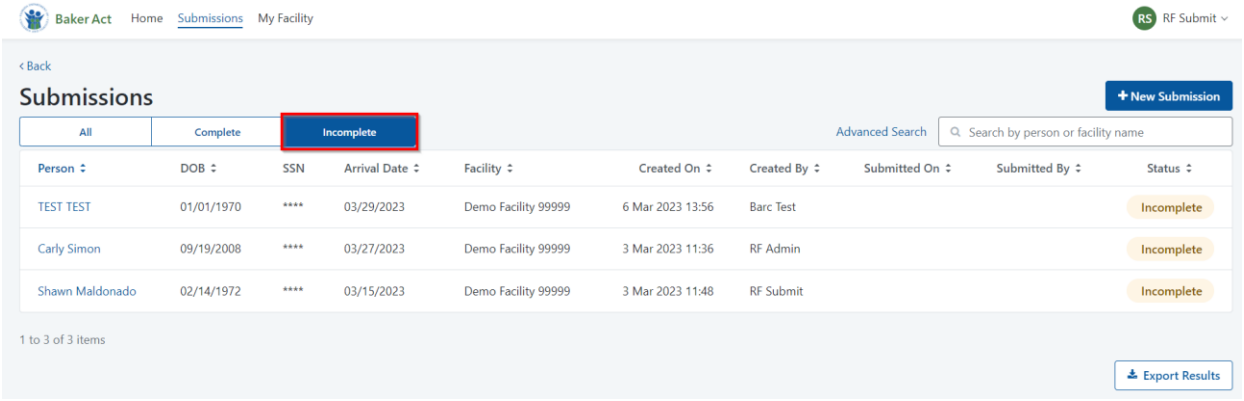


8.1. Submission Page

Users can view All submissions or can sort submisisions by Complete or Incomplete. All columns can be sorted except for SSN, which is obscured. To view, select the obscured SSN and it will be revealed.



* Screenshot depicts created test data



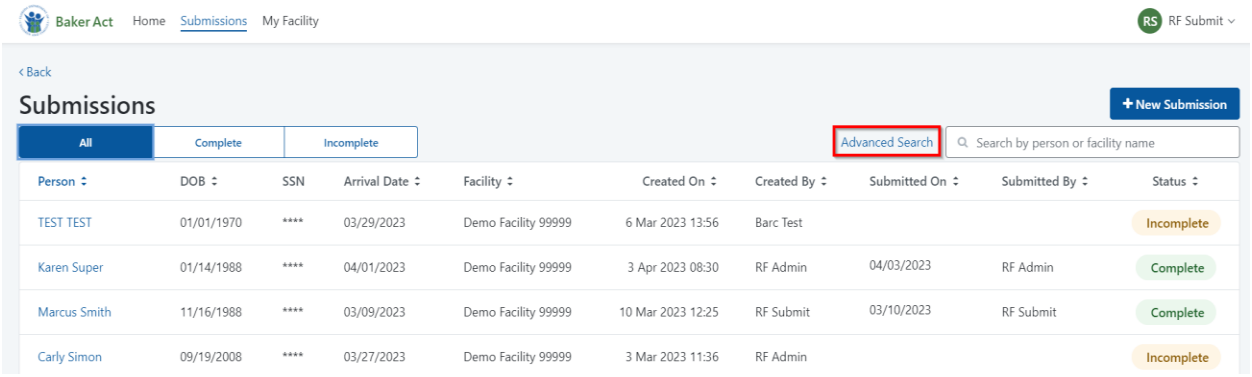
* Screenshot depicts created test data

8.2. Advanced Search

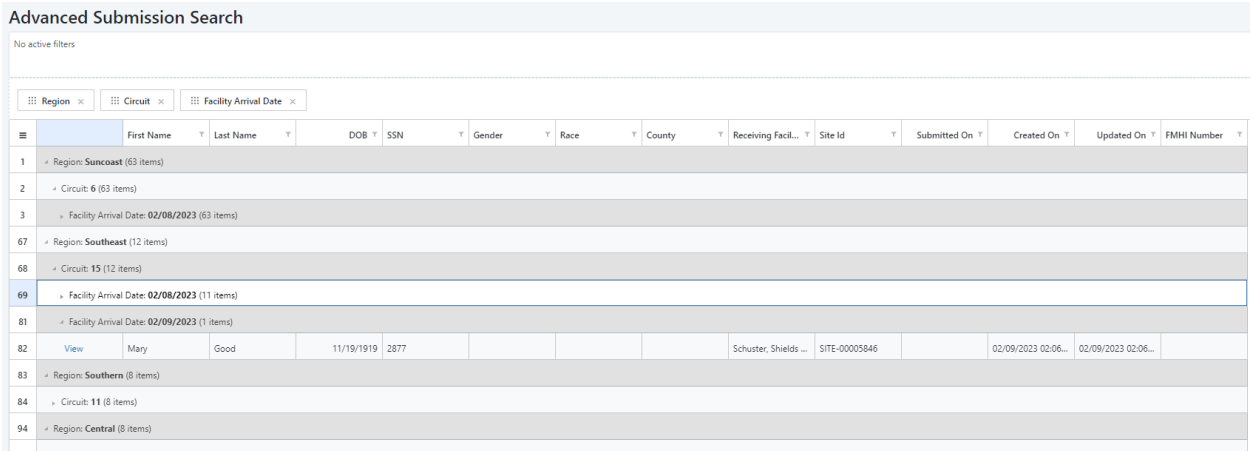
The Advanced Search allows users to search and filter by specific criteria, including:

a. Gender

b. Race
c. Region
d. Circuit
e. Submitted On
f. Created On



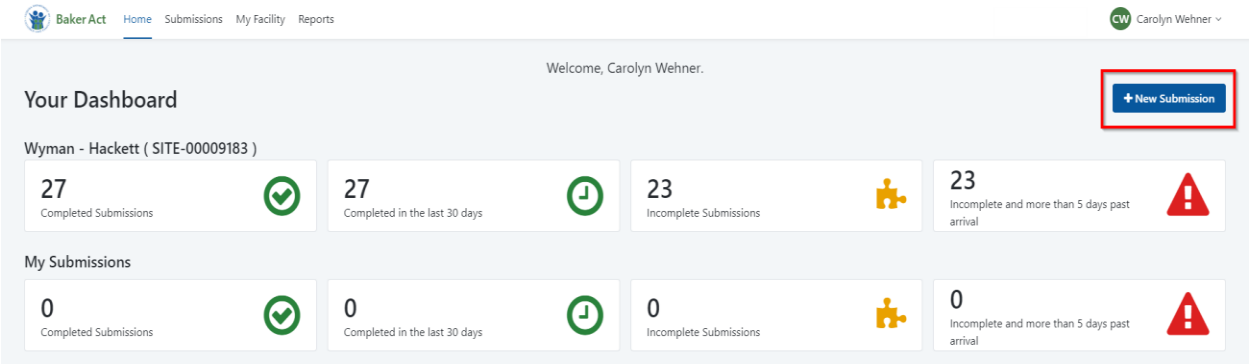
* Screenshot depicts created test data

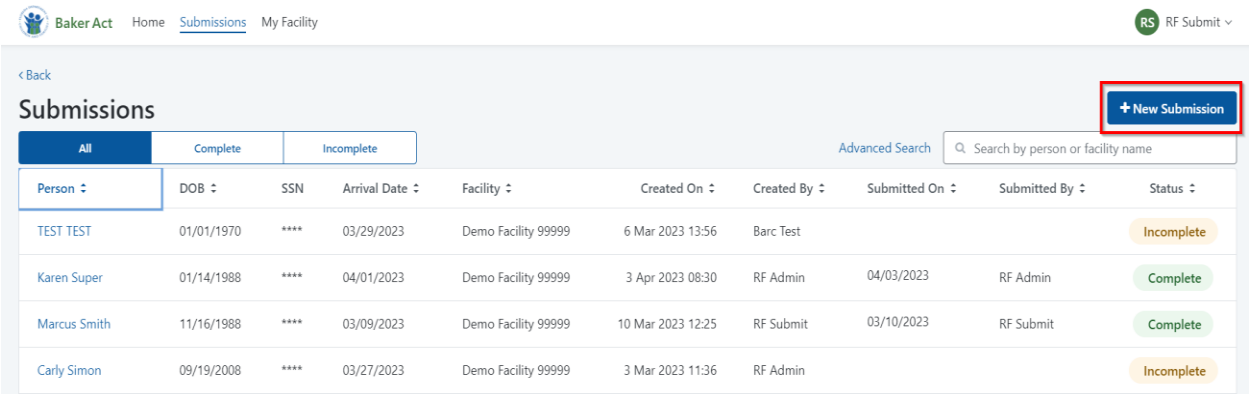


* Screenshot depicts created test data

9. Create a New Submission

The home page is where Facility Admins and Facility Submitters can start new submissions. From the Submission list page, new submissions can also be created.



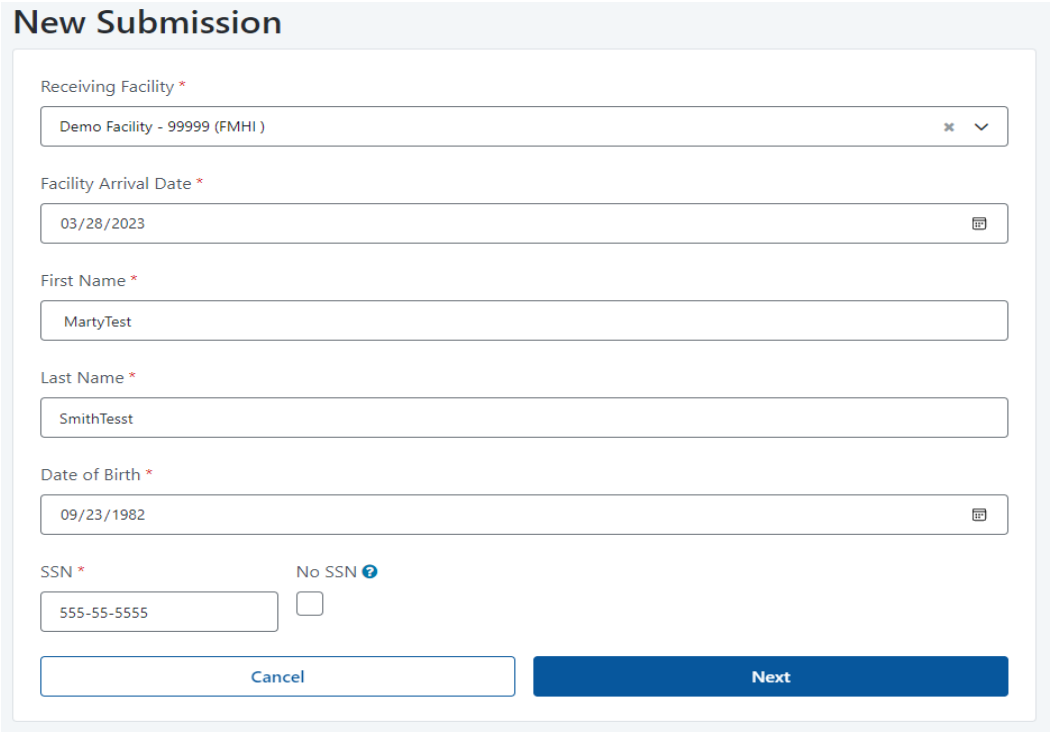


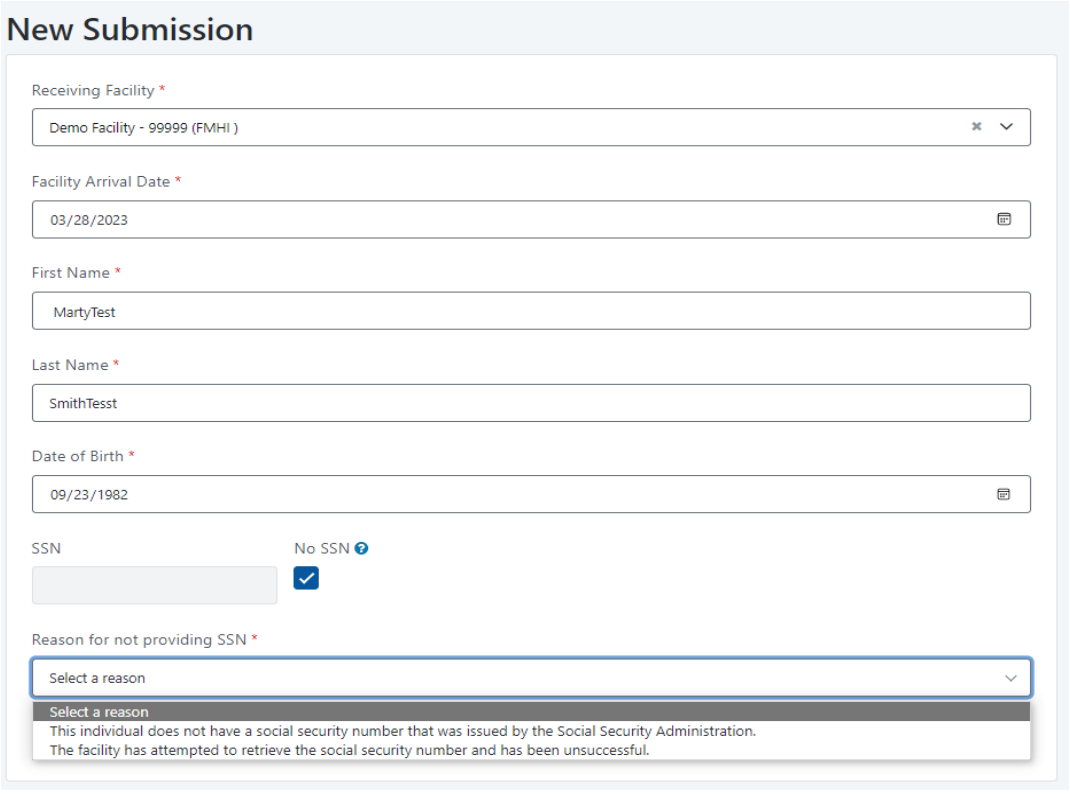
* Screenshot depicts created test data

To create a record in the database, the New Submission page requests some basic details. Every field is required. This includes:

a. Receiving Facility – A drop down that will list all the facilities that is associated with the creator of the new submission.
    i. BARC users will be able to select the facility by name or FMHI
b. Facility Arrival Date - The date that person arrived at the facility.
c. First Name
d. Last Name
e. Date of Birth
f. SSN OR
g. No SSN
    i. This individual does not have a social security number that was issued by the Social Security Administration.
    ii. The facility has attempted to retrieve the social security number and has been unsuccessful.

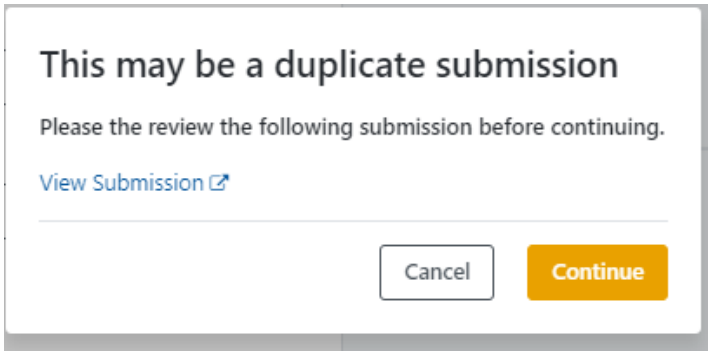
The user may choose the Cancel or the Next option after all necessary fields have been filled in. The record will be deleted if the Cancel button is clicked, and the user will be taken back to the previous page (home page or Submission list page). If you choose the Next option, the Submission Detail page will load. The Submission Detail page will display the data supplied from the New Submission page.


New Submission
Receiving Facility *
Demo Facility - 99999 (FMHI)
Facility Arrival Date *
03/28/2023
First Name *
MartyTest
Last Name *
SmithTesst
Date of Birth *
09/23/1982
SSN *
No SSN
555-55-5555
Cancel
Next


New Submission
Receiving Facility *
Demo Facility - 99999 (FMHI)
Facility Arrival Date *
03/28/2023
First Name *
MartyTest
Last Name *
SmithTesst
Date of Birth *
09/23/1982
SSN
No SSN
Reason for not providing SSN *
Select a reason
Select a reason
This individual does not have a social security number that was issued by the Social Security Administration.
The facility has attempted to retrieve the social security number and has been unsuccessful.

9.1. Duplicated Baker Act Data

If a user attempts to create a new submission that has exact data as an existing submission the system will give a duplicate submission warning. The user will have the ability to review the other submission using the View Submission link inside the warning notification. If the new submission is a duplicate of an existing submission, the user will be able to cancel the current submission that had been started. If the new submission is not a duplicate of the existing submission, the system will allow the user the ability to continue creating the new submission.



10. Submission Detail

The Submission Detail will capture identifying information about the person, the reason for the exam, the location of the person prior to the exam or placement, and admission information. Any forms that were provided when the person was transported to the receiving facility must be uploaded and attached by the user.

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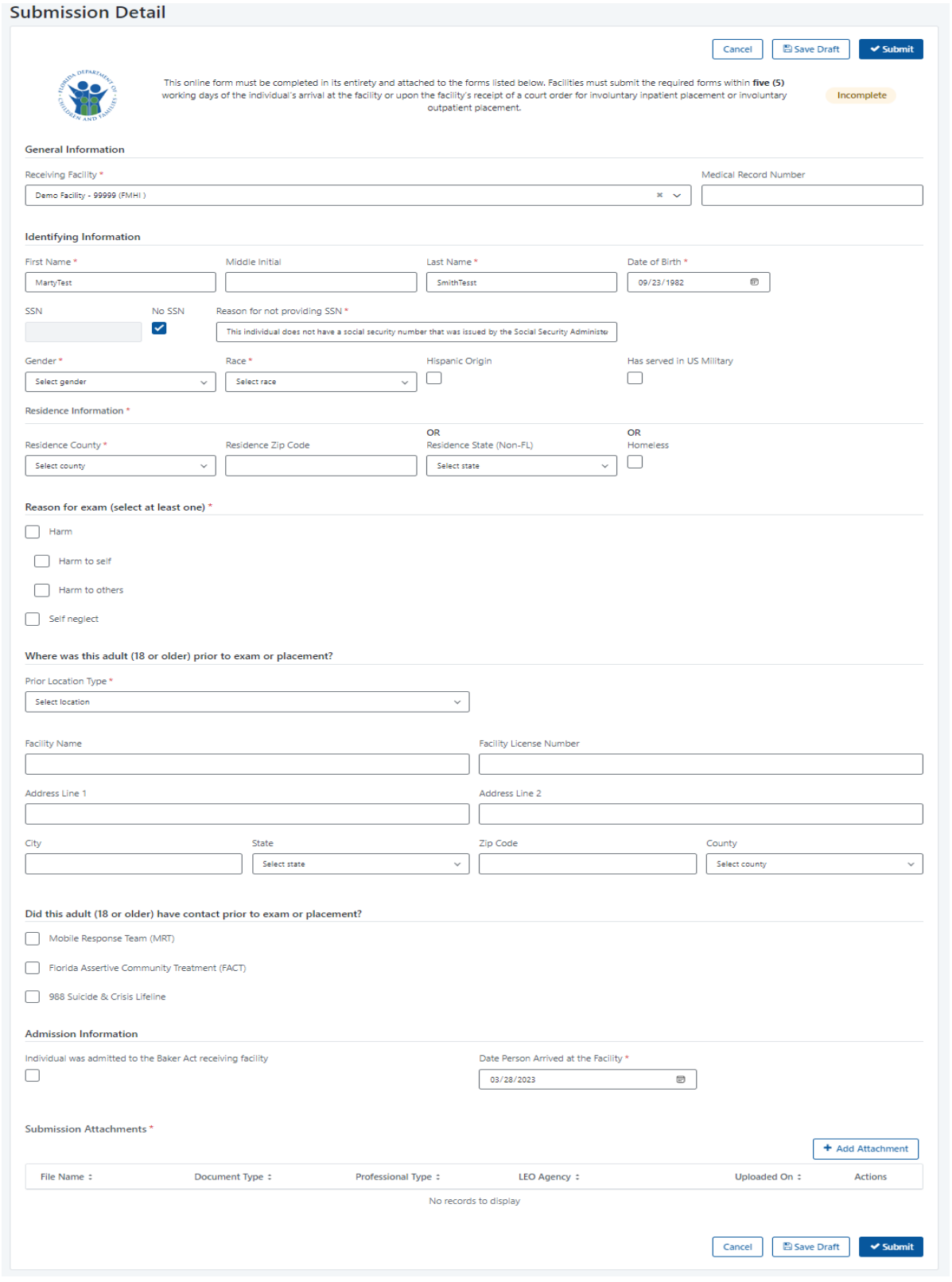
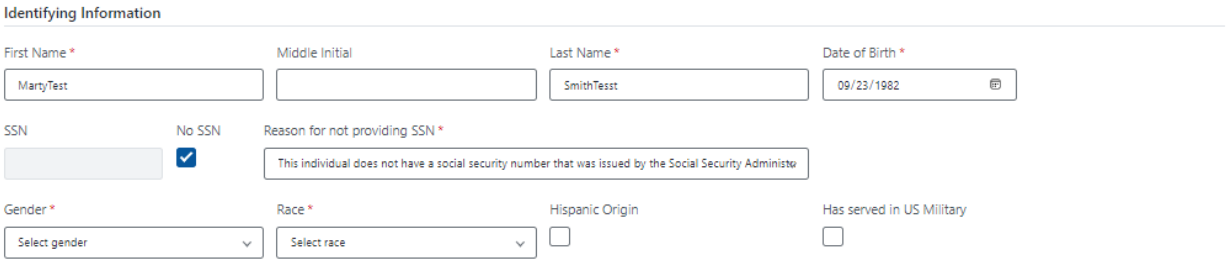


10.1. General Information

a. Receiving Facility – Prefilled from the New Submission page
b. Medical Record Number – Optional field

10.2. Identifying Information

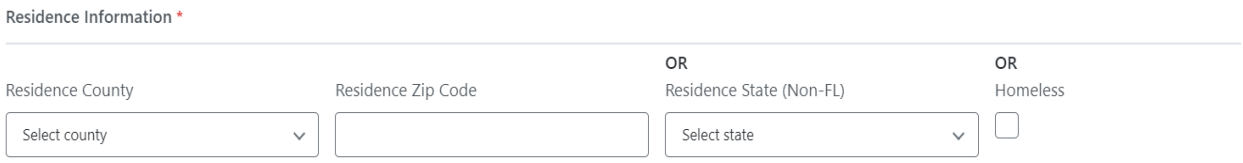
a. First name - Prefilled from the New Submission page
b. Middle Initial – Optional
c. Last Name – Prefilled from the New Submission page
d. Date of Birth – Prefilled from the New Submission page
e. SSN – Prefilled from the New Submission page (or)
f. No SSN – Prefilled from the New Submission page
g. Gender – Drop down. Required
h. Race – Drop down. Required
i. Hispanic Origin
j. Has served in US Military – Optional
   i. The question shown will be based on the Date of Birth and the Date Person Arrived at the Facility that was entered on the New Submission page.



10.3. Residential Information

If selecting Residence County, then either the Residence Zip Code or Homeless must be selected. If the person's residence is not the Florida, select the Residence state from the drop down. Homeless can be selected without any other options.

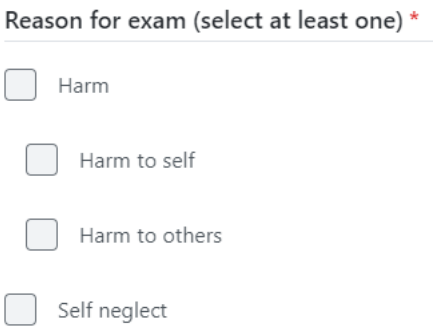
a. Residence County – Drop down
b. Residence Zip Code
c. Residence State (Non-FL) – Drop down
d. Homeless



10.4. Reason for exam

At least one reason selection is required.

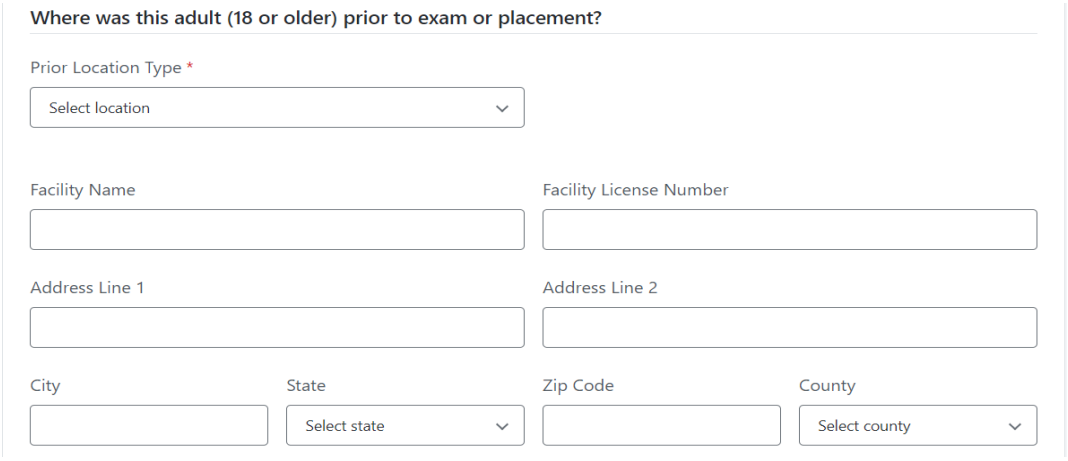
a. Harm
   i. Harm to self
   ii. Harm to others
b. Self neglect



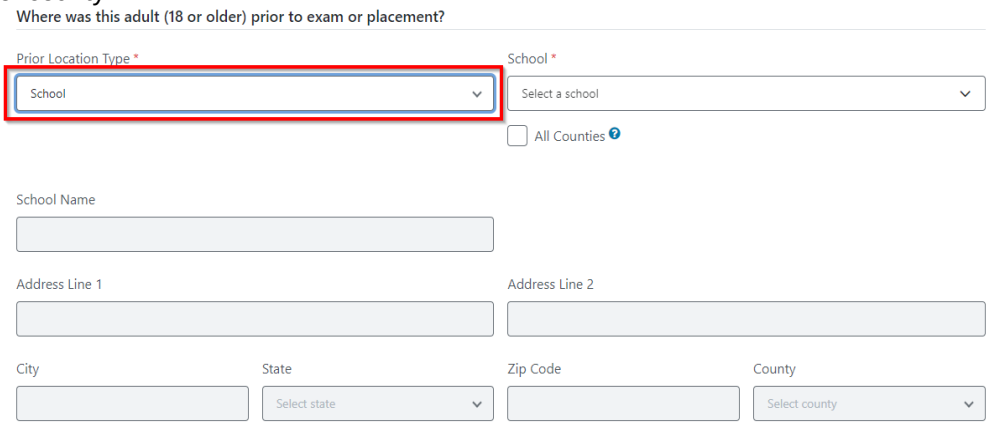
10.5. Where was this adult (18 or older) prior to exam or placement?

The question shown will be based on the Date of Birth and the Date Person Arrived at the Facility that was entered on the New Submission page.

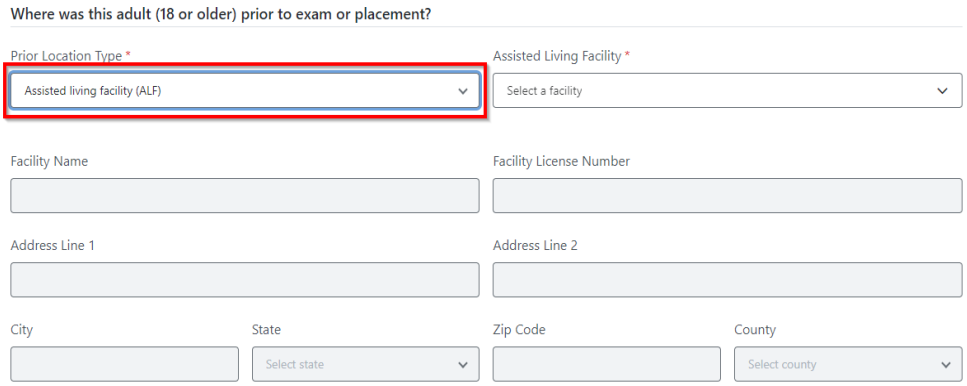
a. Prior Location Type – Drop Down required.
   i. The following selections in the drop down will have a secondary drop down to select the name and address of the location.



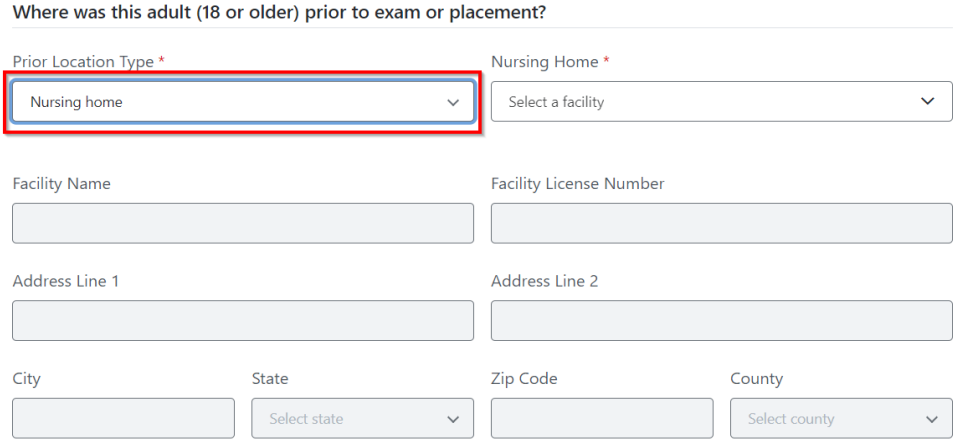
- School
  a. The secondary drop down will show school based on the county of residence. “All Counties” can be selected to show all schools regardless of county.



ii. Assisted Living Facility (ALF)



iii. Nursing Home

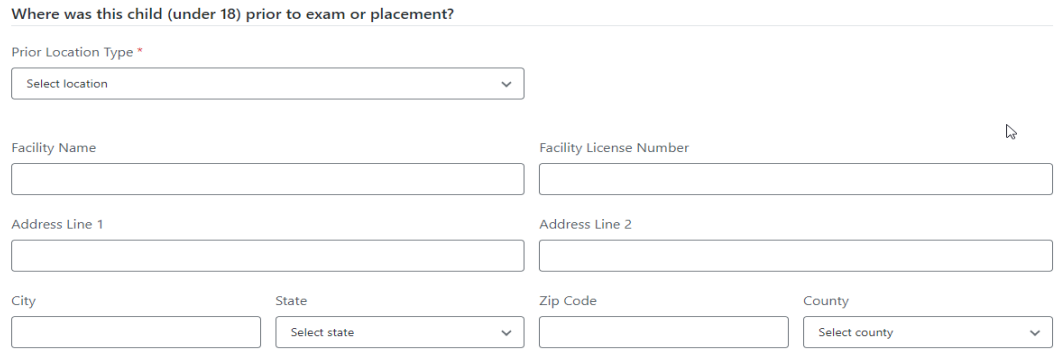


b. If the person was in another location prior to the exam or placement, the name of the location and the address will be optional.

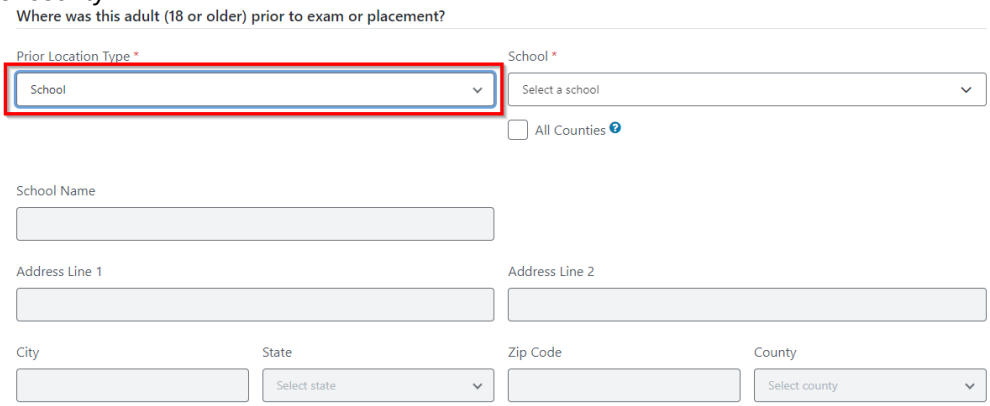
10.6. Where was the child (under 18) prior to the exam or placement?

The question shown will be based on the Date of Birth and the Date Person Arrived at the Facility that was entered on the New Submission page.

a. Prior Location Type – Drop Down required.
   i. The following selections in the drop down will have a secondary drop down to select the name and address of the location.



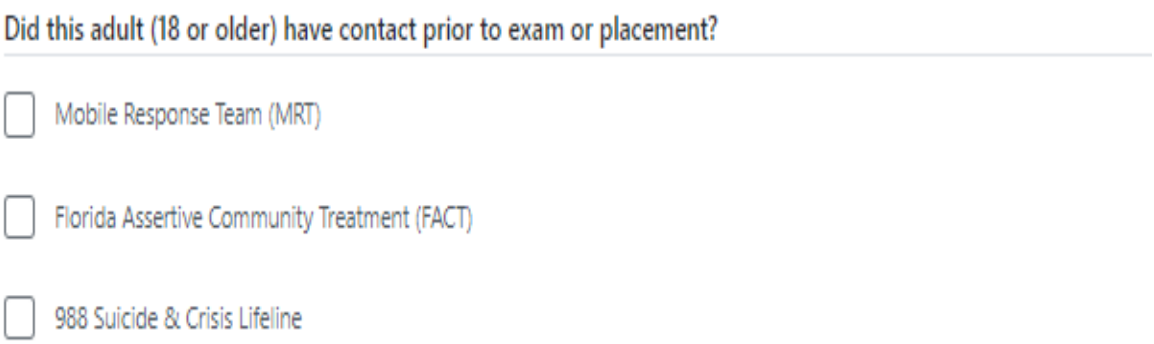
- School
  a. The secondary drop down will show school based on the county of residence. “All Counties” can be selected to show all schools regardless of county.



  b. If the person was in another location prior to the exam or placement, the name of the location and the address will be optional.

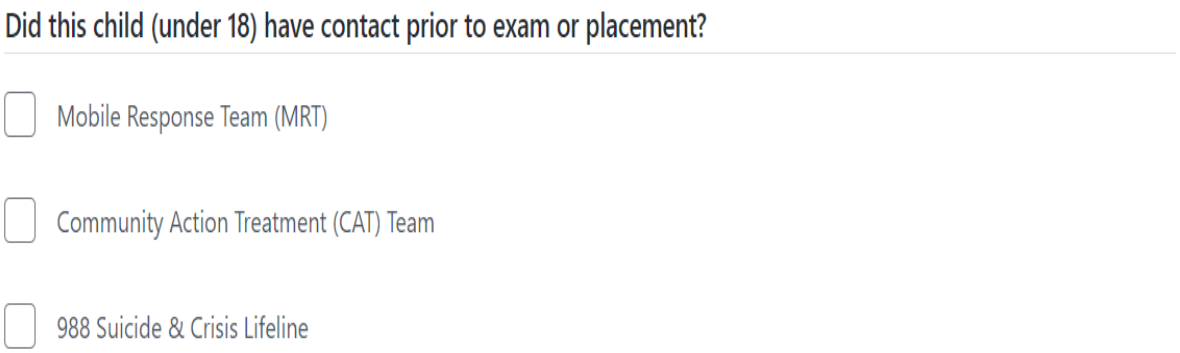
10.7. Did this adult (18 or older) have contact prior to exam or placement?

This question is optional. The list shown below is based on the dates entered for Date of Birth and the Date Person Arrived at the Facility on the New Submission page.



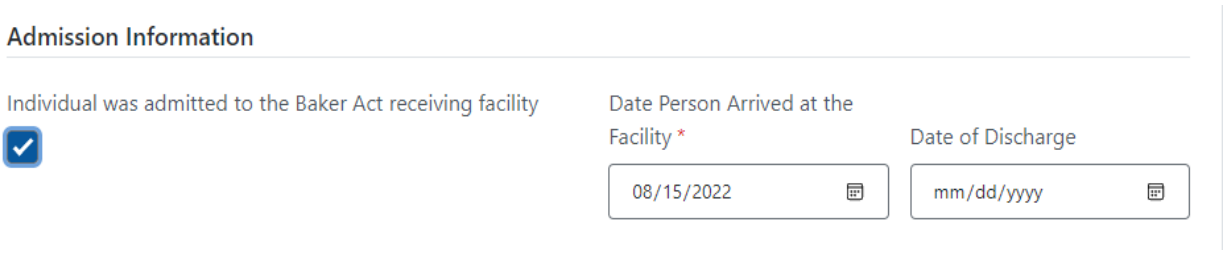
10.8. Did this child (under 18) have contact prior to exam or placement?

This question is optional. The list shown below is based on the dates entered for Date of Birth and the Date Person Arrived at the Facility on the New Submission page.



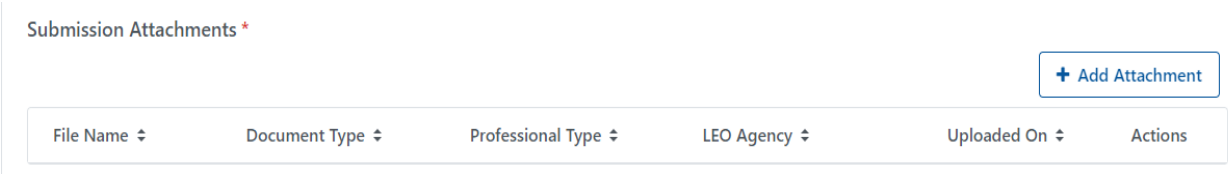
10.9. Admission Information

1. Individual was admitted to the Baker Act receiving facility – Optional
    a. If selected, the Date of Discharge will become visible.
2. Date Person Arrived at the Facility – Prefilled from the New Submission page
3. Date of Discharge – Optional
    a. The date should be entered if the person left the receiving facility prior to completing submission form.



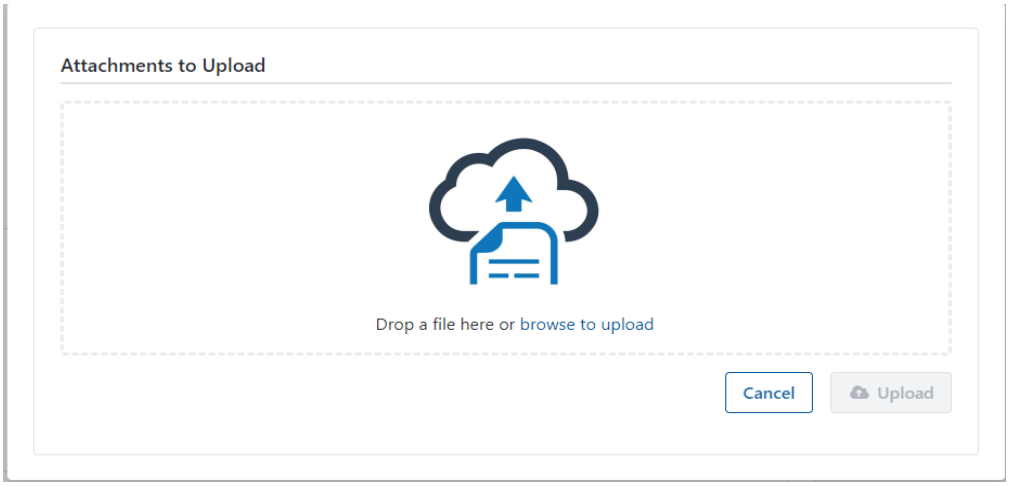
10.10. Submission Attachments

At least one Baker Act form is required to be attached to the Submission Detail. The Baker Act initiation form(s) (ex. CF - MH 3052b -Certificate of Professional Initiating Involuntary Examination) are provided when the person was transported to the receiving facility provided when the person was transported to the receiving facility



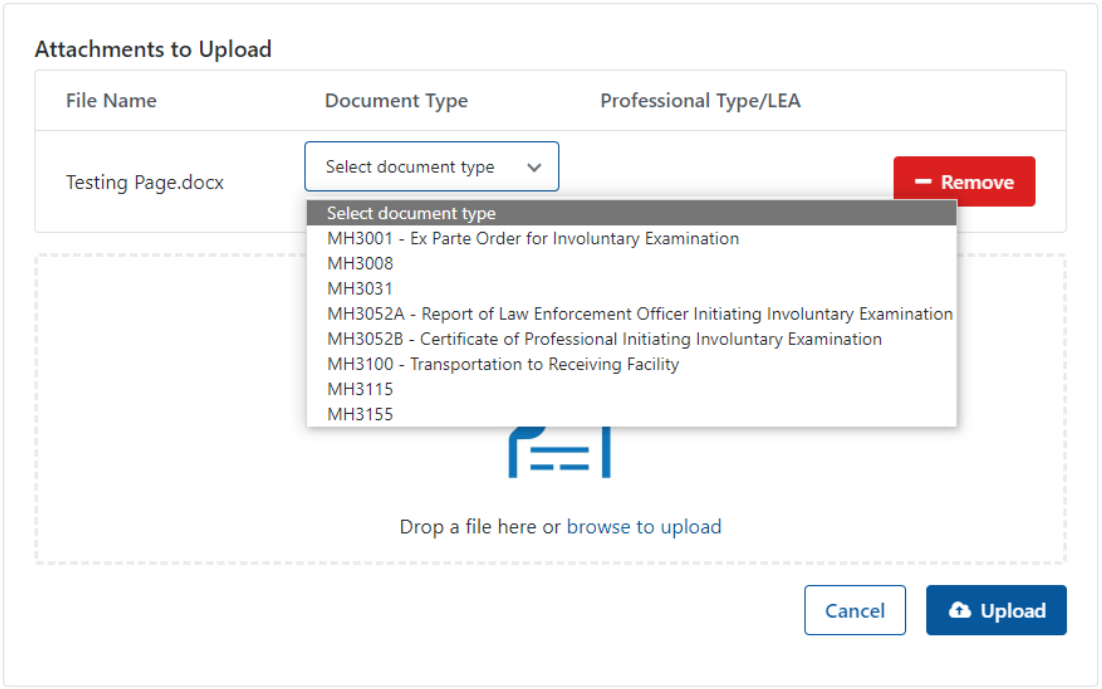
10.10.1. Add Attachment

Click the Add Attachment button and the Attachment to Upload pop up window will display. The Upload button will be disabled until a file has been selected to be attached.



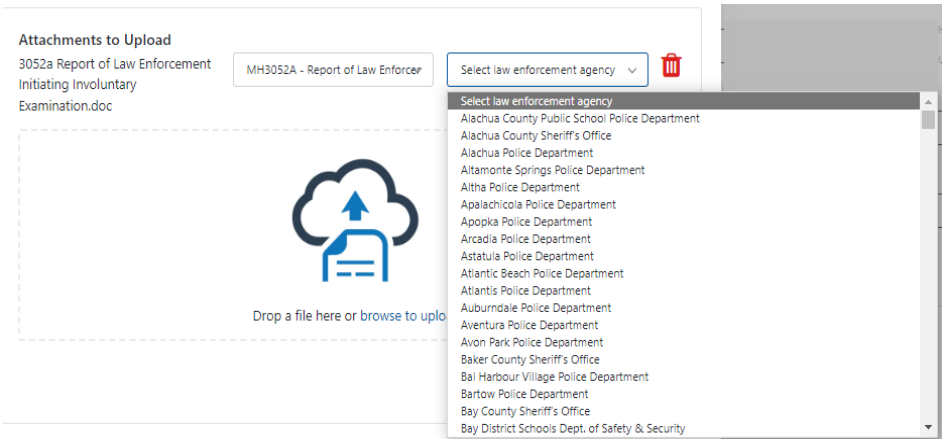
Note: The initiation Baker Act form(s) would need to be scanned into an area that the user can access to upload the PDF or Word document to the Baker Act application.

One or more files can be dragged and dropped inside the dotted line, or the “browse to upload” link can be selected to open the computer’s file explorer to locate the file(s) to be attached to the Submission Detail. A Select document type drop down and a Remove button will appear next to each file. The Upload button at the bottom will be enabled.

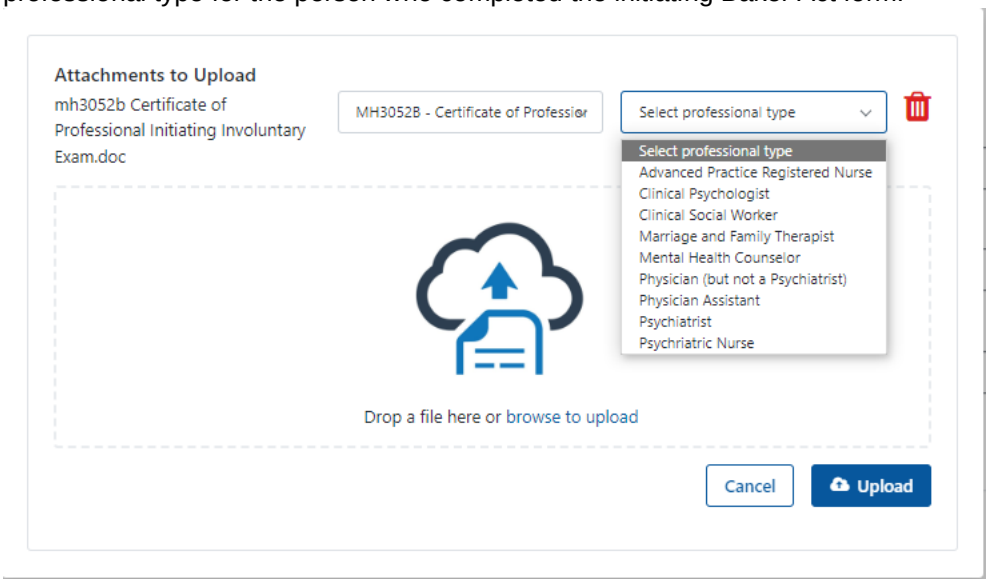


Select the document type based on the form number on the bottom of the initiation or transportation form.

1. If MH3052A is selected, a second drop down will appear to select the law enforcement agency that should be listed on the initiating Baker Act form. The law enforcement agency drop down has predictive typing enable to allow the user to start typing the agency to avoid scrolling.



2. If MH3052B is selected, a second drop down will appear to select the professional type for the person who completed the initiating Baker Act form.

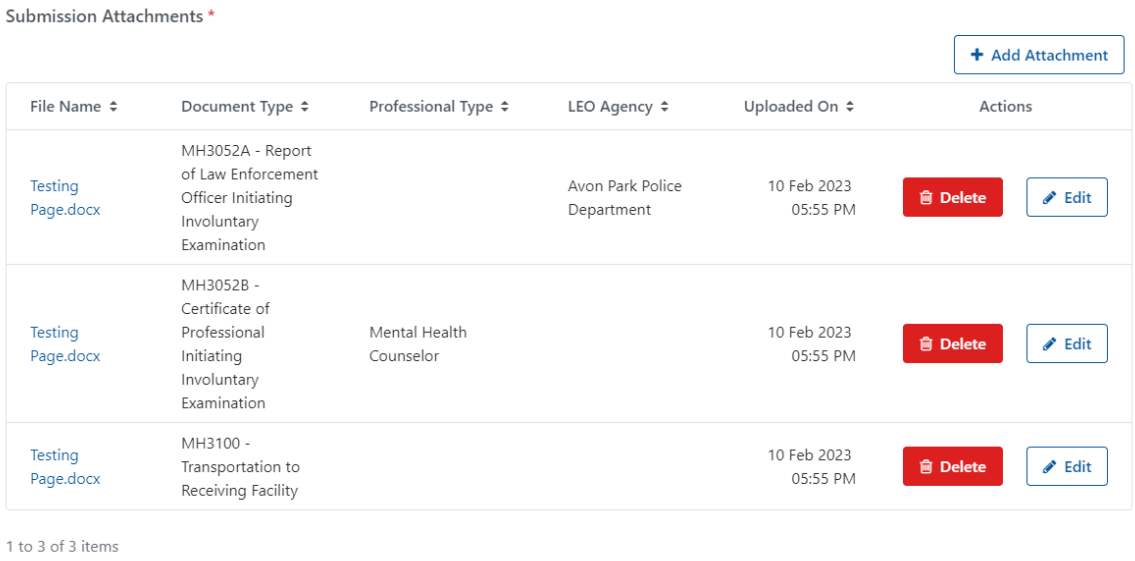


The Delete (trashcan) icon can be selected if the file attached is determined to be incorrect. The document will immediately be removed from the Attachments to Upload pop-up window.

More than one document can be attached before uploading. If the document(s) appear correct, click the Upload button and they will be displayed in the Submission Attachments grid.

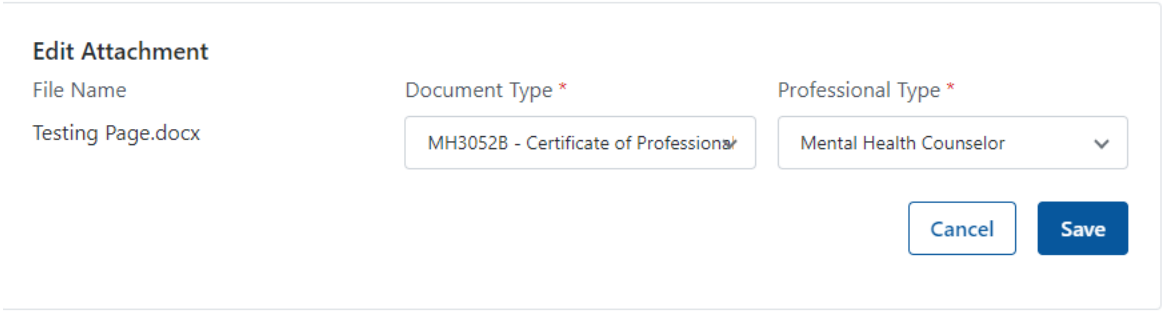
10.11. Attachment Grid

The submission grid will allow any user to view the download a copy of the attached file.



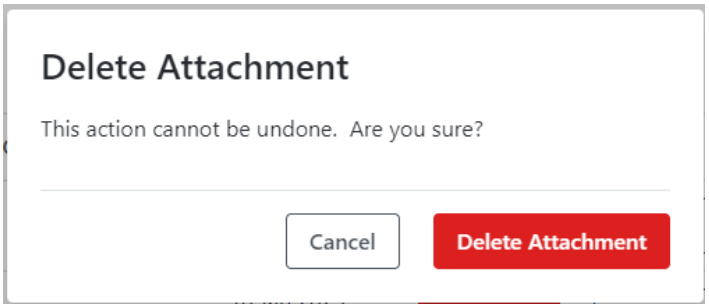
10.11.1. Edit an Attachment

If the file's document type is incorrect, click the Edit button. The Edit Attachment pop up will display. The Document Type and the Agency Type (3052A) Professional (for 3052B), if applicable, can be changed. Clicking the Save button will update the grid with the new type.



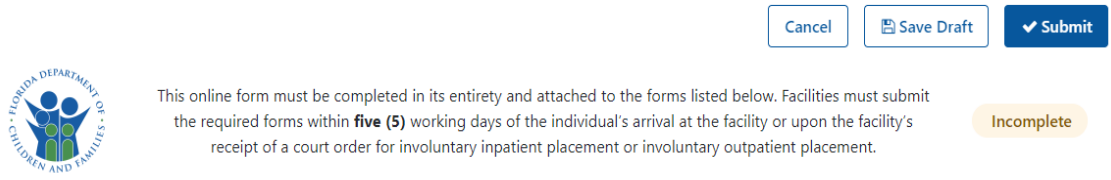
10.11.2. Delete an Attachment

If the file is determined to be incorrect and should be removed, the Delete button can be selected. The Delete Attachment confirmation will pop up will appear. Select the Cancel button will close the pop up. Selecting the Delete Attachment button will remove the file from the Submission Attachments grid.

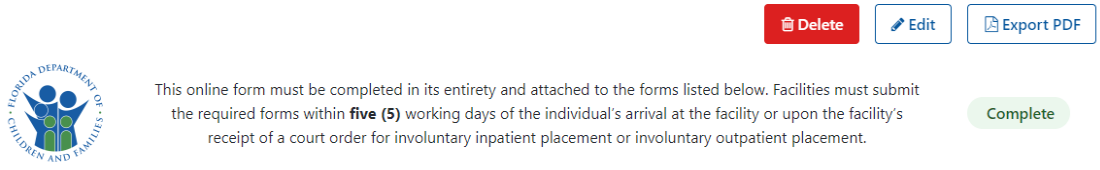


10.12. Finalizing the Submission

It is necessary to complete all fields marked with an asterisk before submitting a Submission Detail. Drafts of the Submission Detail can be saved.



The Submission Detail can be submitted if all required fields have been filled out, and the submission status will change from Incomplete to Complete.



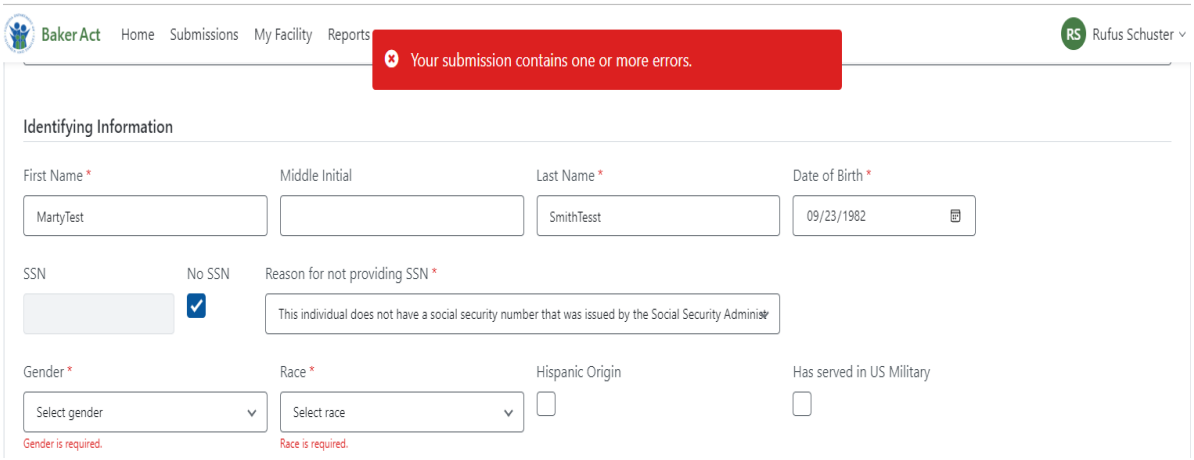
The date, who submitted the Submission Detail, and who made the most recent update to the page will all be displayed at the bottom of a completed Submission Detail. When the Submission Detail is submitted for the first time, the Submitted and Updated fields will be identical.

Submitted On	Submitted By	Updated On	Updated By
12/27/2022 03:30 PM	Betty Hills	01/18/2023 04:25 PM	Paulette Kuvalis

10.13. Editing

Within the facility or facilities associated with their role, a submitter user can edit a Submission Detail that is either in an Incomplete or Complete status.

The Submission Detail will display an error message and indicate which required field must be completed before it can be updated (completed submission) or submitted (incomplete submission) if data is removed from a required field.



* Screenshot depicts created test data

10.14. Deleting

Within the facility or facilities that are associated with their role, users with the submitter role can delete a Submission Detail that is either in an Incomplete or Complete status. A Submission Detail cannot be retrieved if it is deleted.

10.15. Exporting a PDF

A PDF of a Submission Detail that is either Complete or Incomplete can be exported by any user with access to the Baker Act application.

10.16. Submission History

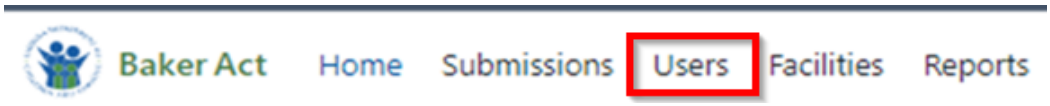
Users with DCF Admin role can review the history of a submission detail that is in an Incomplete or a Complete status. When you click the Submission History button, a spreadsheet in Excel will be exported with the history of all submission changes and who made them.

11. User Management

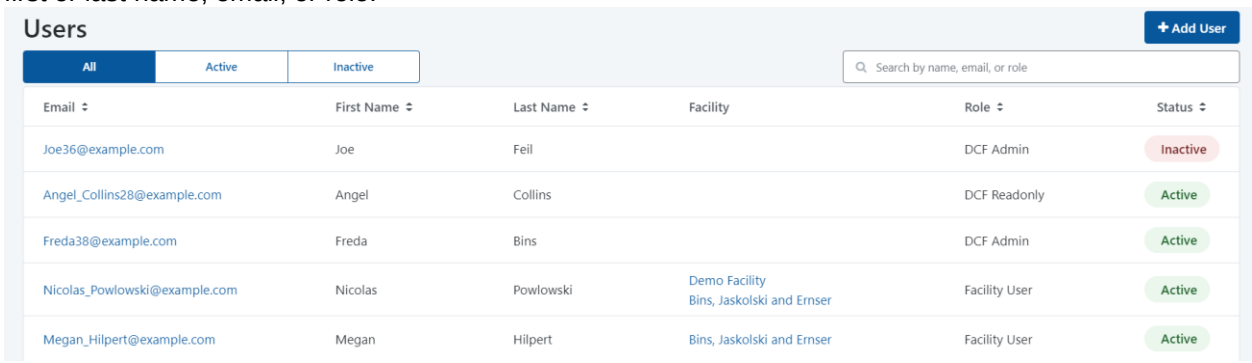
Based on their role, any user can view user detail information. DCF users can view all users in the application. Facility users can only see users that are associated with their facility. BARC users can only see users by facility. The DCF Admin is the only role in the application that can create, modify or inactivate a user. The Facility Admin can only change the role of a user within their facility.

11.1. DCF User Search

Selecting the Users link at the top of the page will allow DCF users to search all existing users of the Baker Act application.



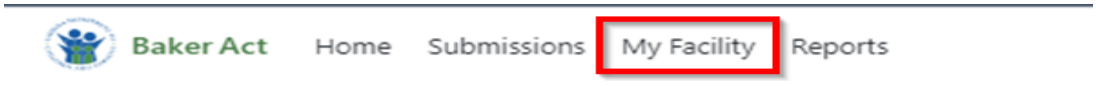
The User grid can be filtered to display All users, only Active users, or only Inactive users. Each column inside the grid can be sorted except for Facility. Individual users can be searched by first or last name, email, or role.



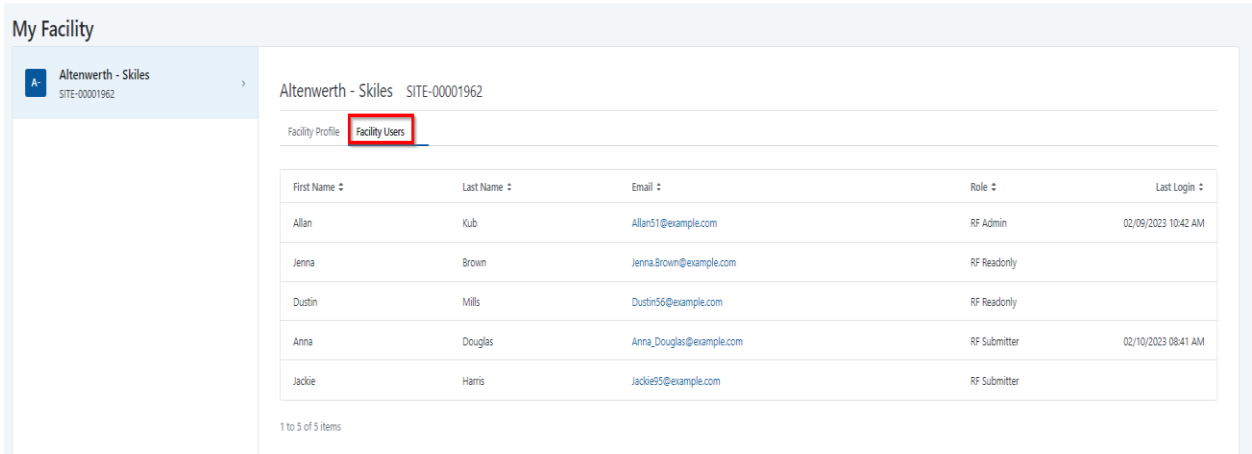
* Screenshot depicts created test data

11.2. Facility User Search

Selecting the My Facility link at the top of the page will allow facility users to see basic information about the users within the same facility or facilities.



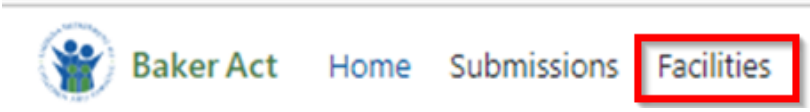
Facility users can select the Facility Users tab, on the My Facility page, to view basic information about the users within the facility.



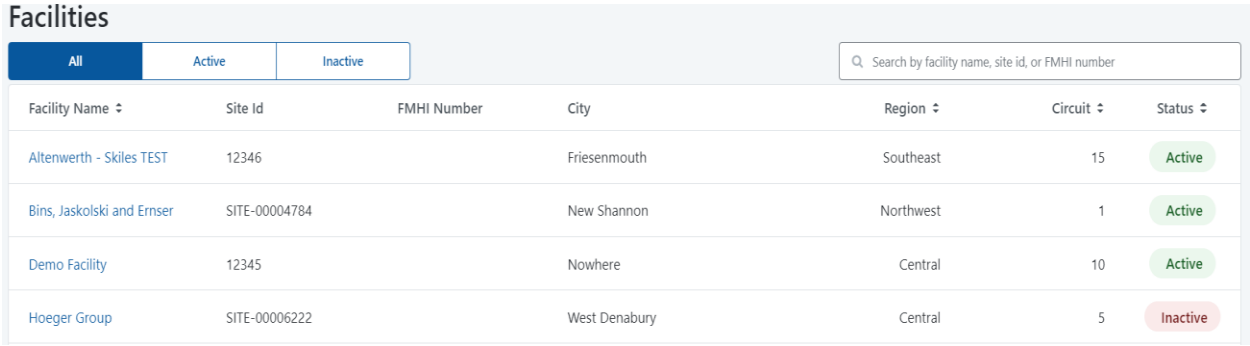
* Screenshot depicts created test data

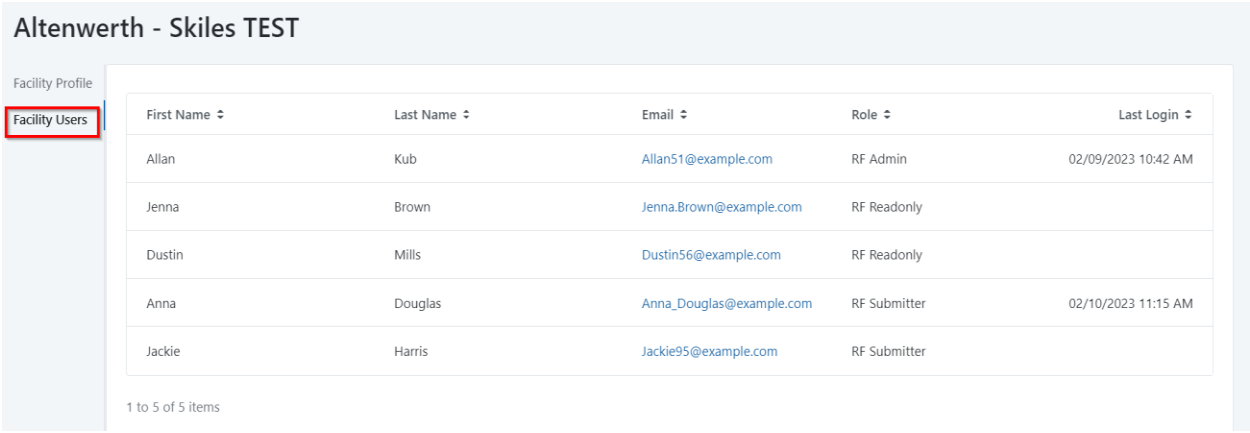
11.3. BARC Search

Selecting the Facilities link at the top of the page will allow BARC users to view basic information about the users within each facility.



The Facility grid can be filtered to display All facilities, only Active facilities or only Inactive facilities. BARC users can select the facility and the Facility Users tab to view basic information about the users within the facility.





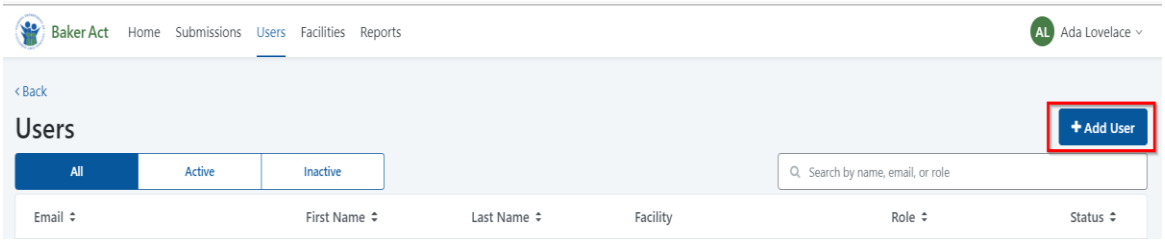
* Screenshot depicts created test data

11.4. DCF User Management

DCF Admins will have the ability to add, modify, and inactivate users in the Baker Act application.

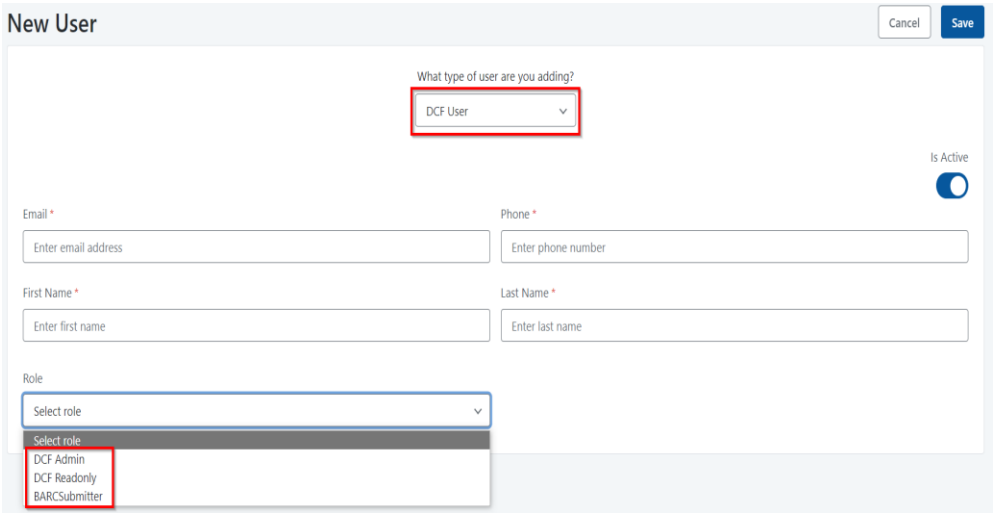
11.4.1. Adding a New User

After all documentation has been received to create a new user, the DCF Admin will select the Add User button and based on the user account, the DCF admin will create a DCF or a Facility user.



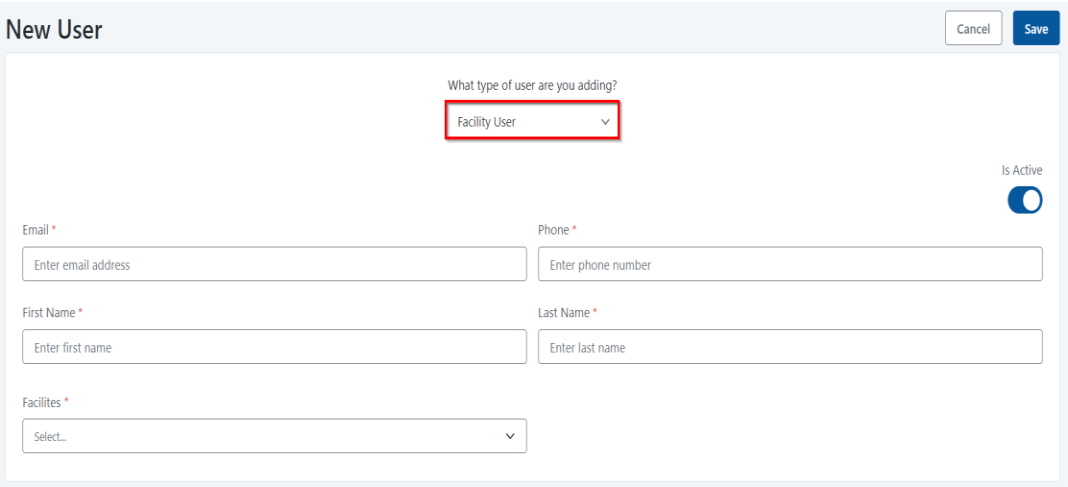
11.4.1.1. DCF User

a. What type of user are you adding? – Drop down. Required
   i. DCF User
b. Email – Required
c. Phone – Required
d. First Name – Required
e. Last Name – Required
f. Role
   i. DCF Admin
   ii. DCF ReadOnly
   iii. BARC Submitter



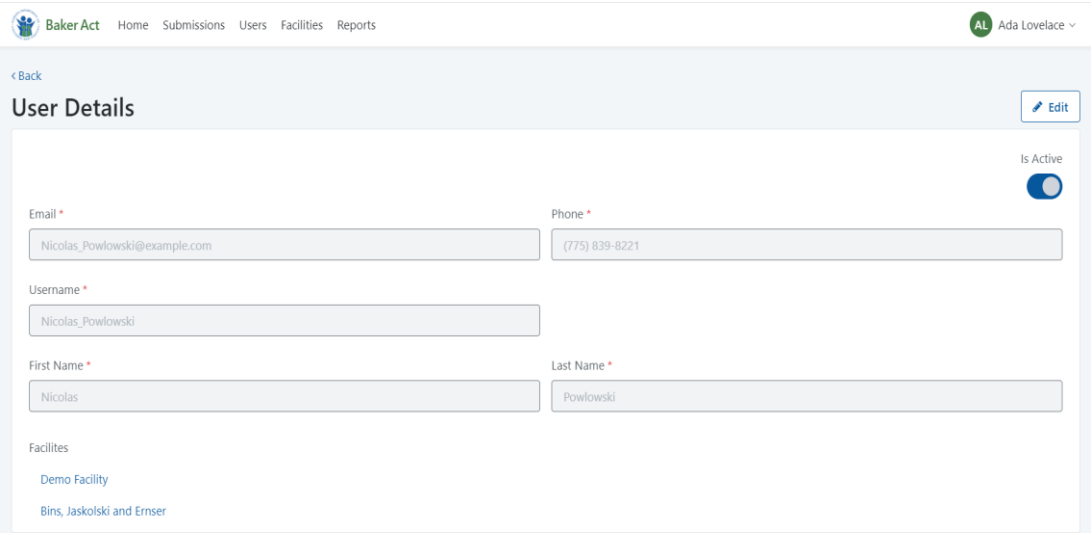
11.4.1.2. Facility User

a. What type of user are you adding? – Drop down. Required
   i. Facility User
b. Email – Required
c. Phone – Required
d. First Name – Required
e. Last Name – Required
f. Facilities – Drop down. Required



11.4.2. Editing a User

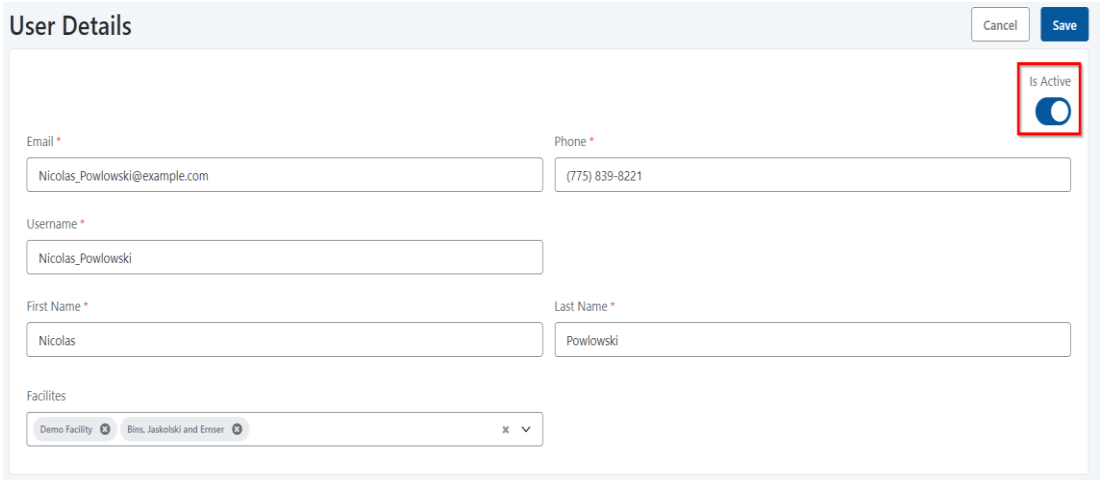
The DCF Admin is the only role that can edit user details. A DCF Admin can't edit their own role or inactivate their own account. The Baker Act application should have always at least one DCF Admin.



11.4.3. Inactivating a User

The DCF administrator will use the Is Active toggle to locate the user record from the User List. The user's role in the Baker Act application will be inactive when the toggle changes from blue to grey.

Note: To disable the user's access into the application will require the Facility Admin to send an email to the DCF helpdesk at dcf.helpdesk@myflfamilies.com.



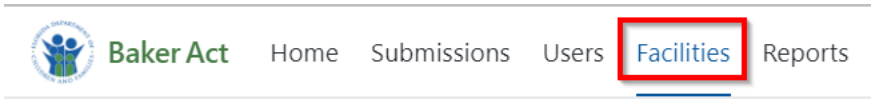
* Screenshot depicts created test data

12. Facility Management

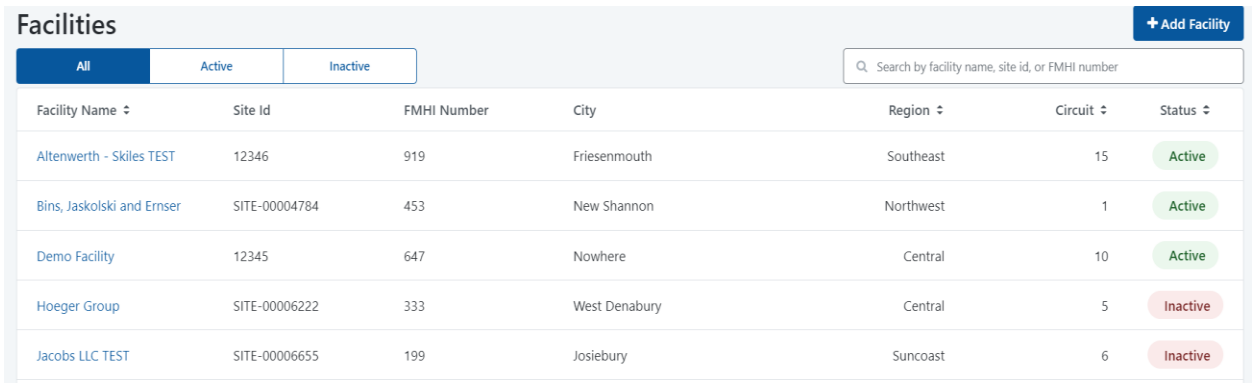
All users can view facility details based on their role. DCF and BARC users can view details about all facilities in the application. Facility users can only see the facilities that are associated to their user account. The DCF Admin is the only role in the application that can create, modify or inactivate a facility.

12.1. DCF Facility Search

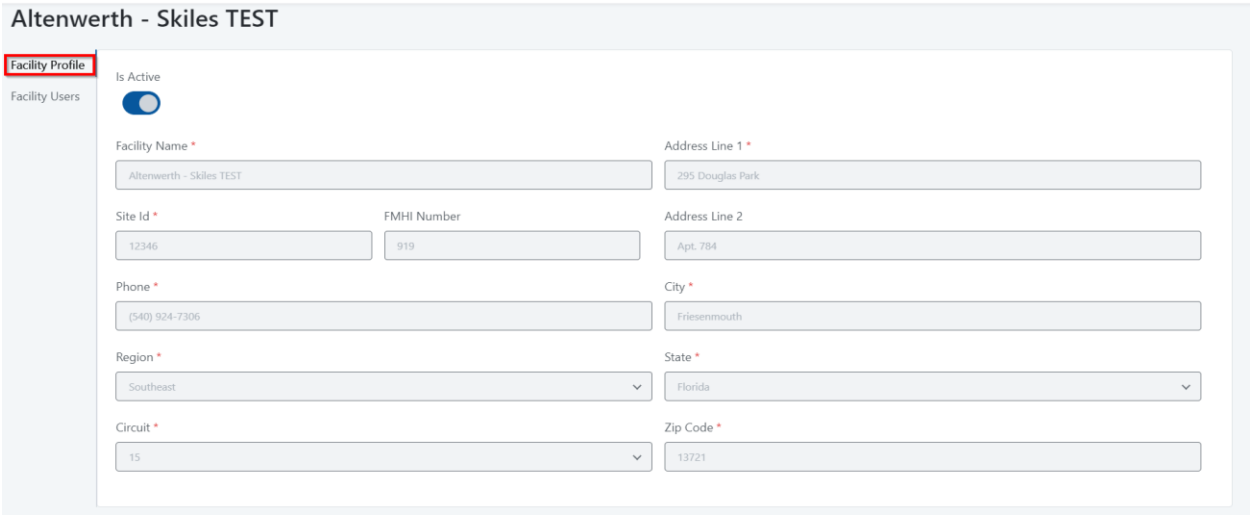
Selecting the Facilities link at the top of the page will allow DCF users to search all existing facilities in the Baker Act application.

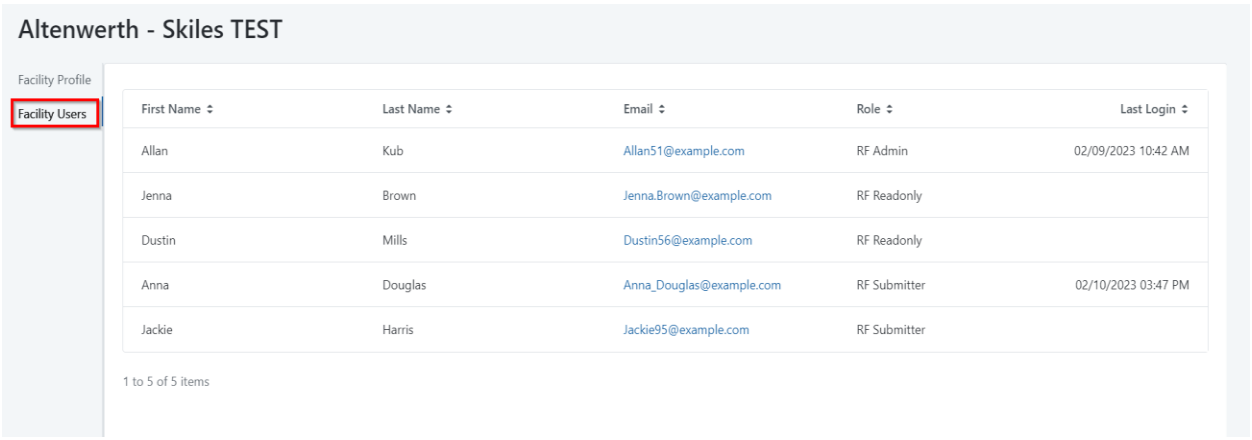


The Facility grid can be filtered to display All facilities, only Active facilities or only Inactive facilities. Each column inside the grid can be sorted except for Facility. A facility can be searched by facility name, site id or FMHI number.



Selecting the facility name link will allow the user to see the facility's profile information and the users associated to the facility.

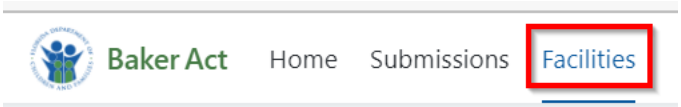




* Screenshot depicts created test data

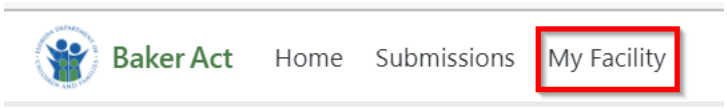
12.2. BARC Facility Search

Selecting the Facilities link at the top of the page will allow BARC users to search all existing facilities in the Baker Act application. BARC users will have the same view as DCF ReadOnly users.

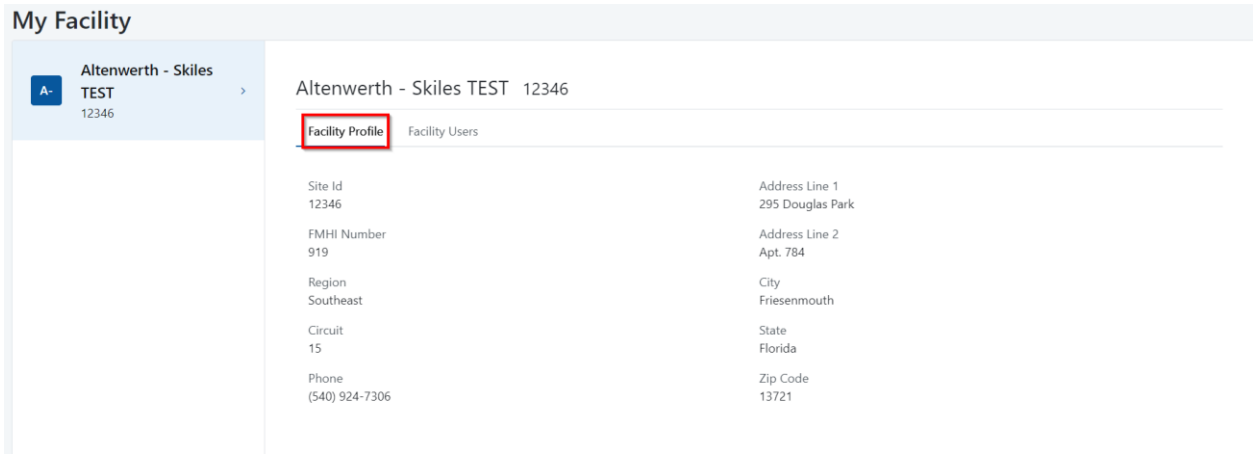


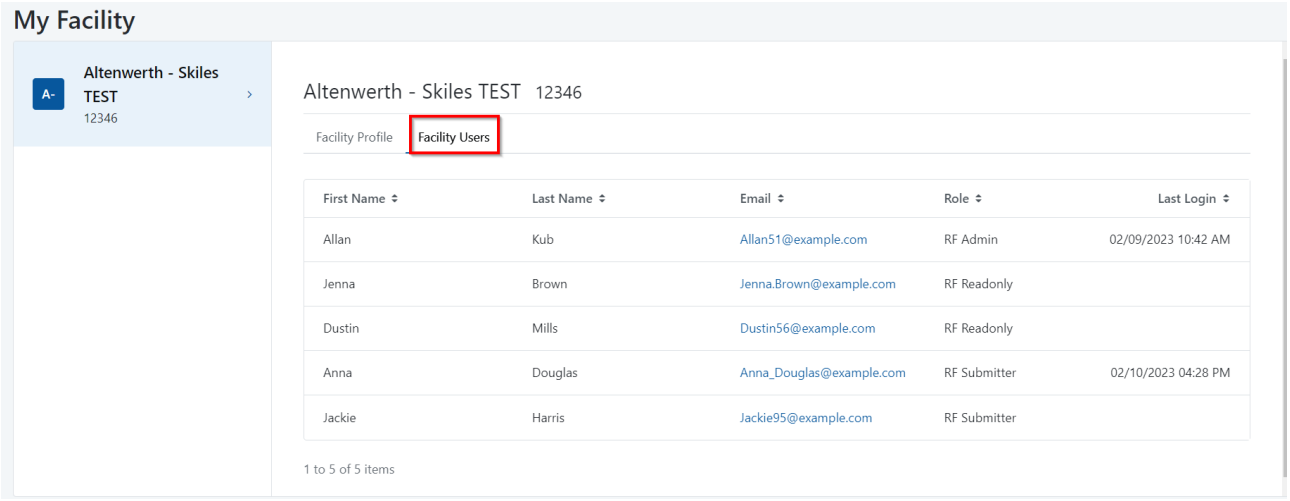
12.3. My Facility View

Facility users can view the facility details of any facility connected to their user account by clicking the My Facility link at the top of the page.



The My Facility link will allow a facility user to see the facility's profile information and the users associated with the facility.





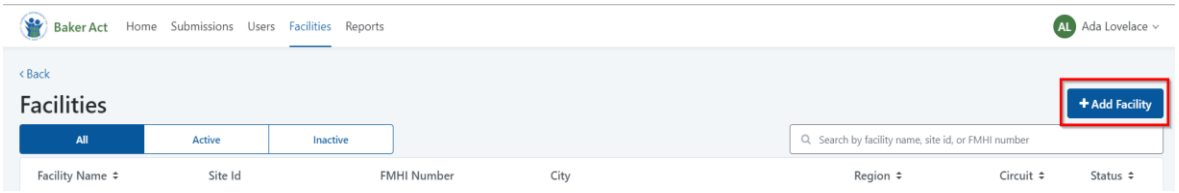
* Screenshot depicts created test data

12.4. DCF Facility Management

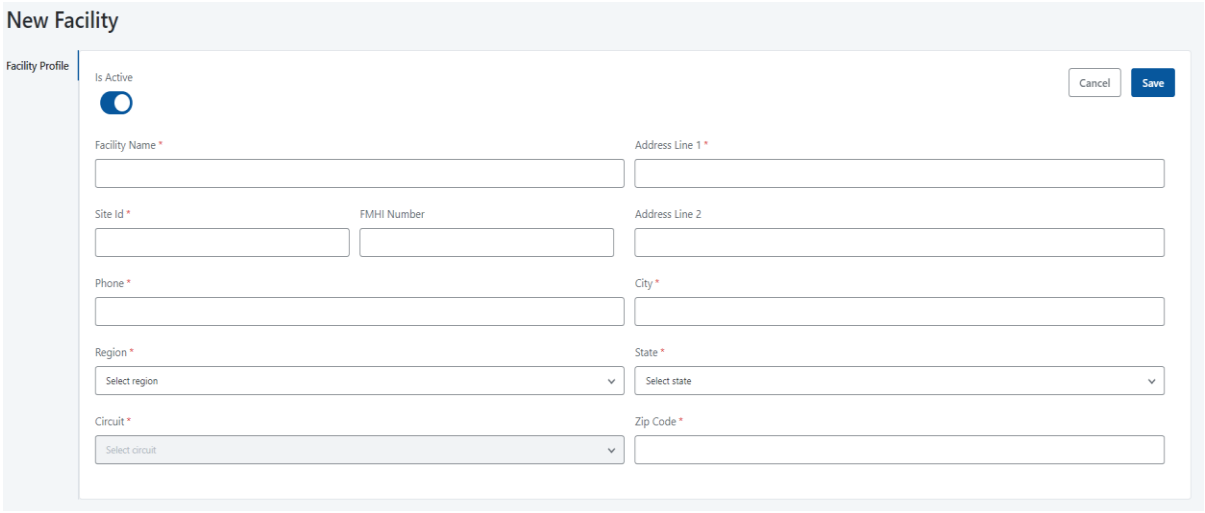
DCF Admins will have the ability to add, modify, and inactivate facilities in the Baker Act application.

12.4.1. Adding a New Facility

After all documentation has been received to create a new facility, the DCF Admin will select the Add Facility button.

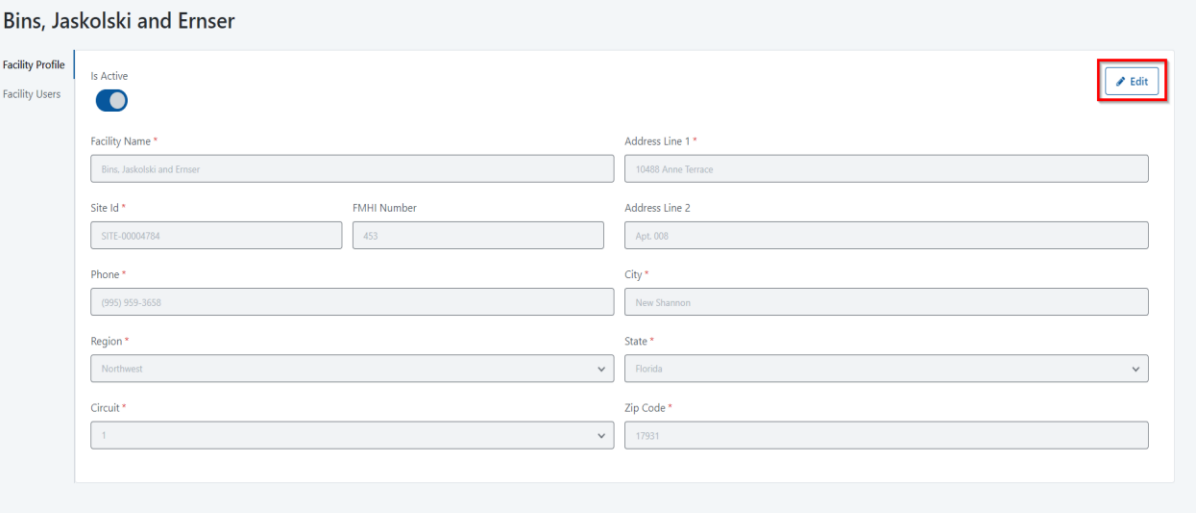


a. Facility Name – Required
b. Site Id - Required
   i. Site Id provided if facility details come from PLADS
c. FMHI – Optional
d. Phone – Required
e. Region – Drop down. Required
f. Circuit – Drop down. Required
   i. Circuit filtered based on Region selection
g. Address Line 1 – Required
h. Address Line 2 – Optional
i. City – Required
j. State – Drop down. Required
k. Zip Code – Required



12.4.2. Editing a Facility

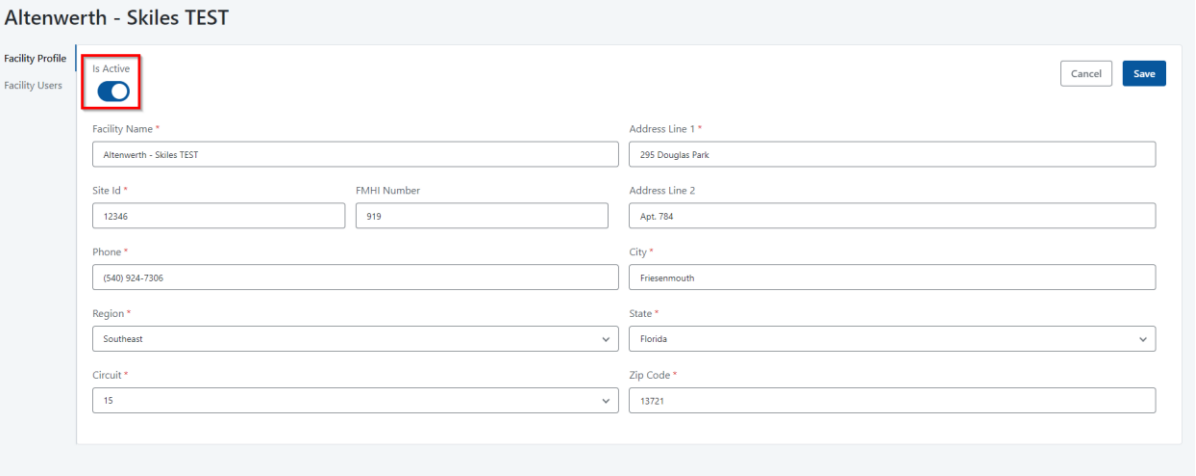
The DCF Admin is the only role that can edit a facility profile.



12.4.3. Inactivating a Facility

The DCF admin will locate the facility record from the Facility List and use the toggle for Is Active. When the toggle changes from blue to grey, the facility will be inactive in the Baker Act application.

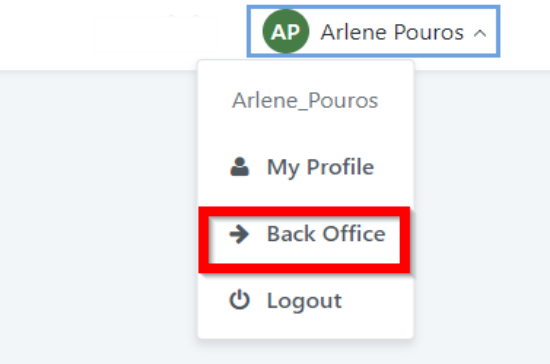
Note: Any user associated to the inactive facility will no longer be able to see any submissions related to the facility. If a user was associated with another active facility, they would still be able to see the submissions related to the active facility. If the user is not related to any other facility, the user will still be able to access the Baker Act application until an email was sent to the DCF helpdesk at dcf.helpdesk@myflfamilies.com requesting the user account to be disabled.

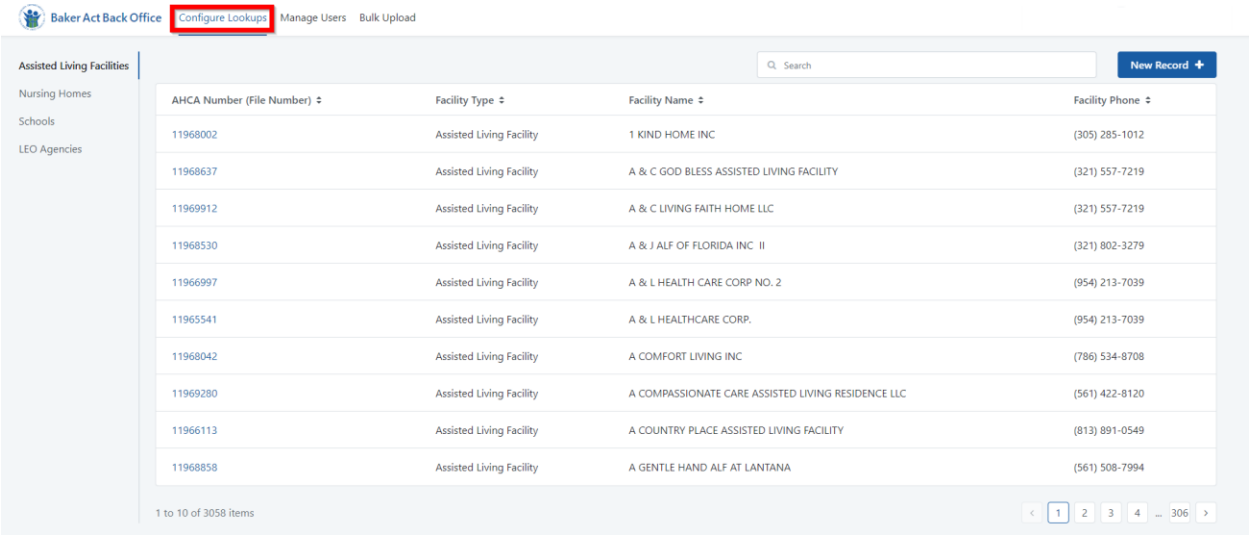


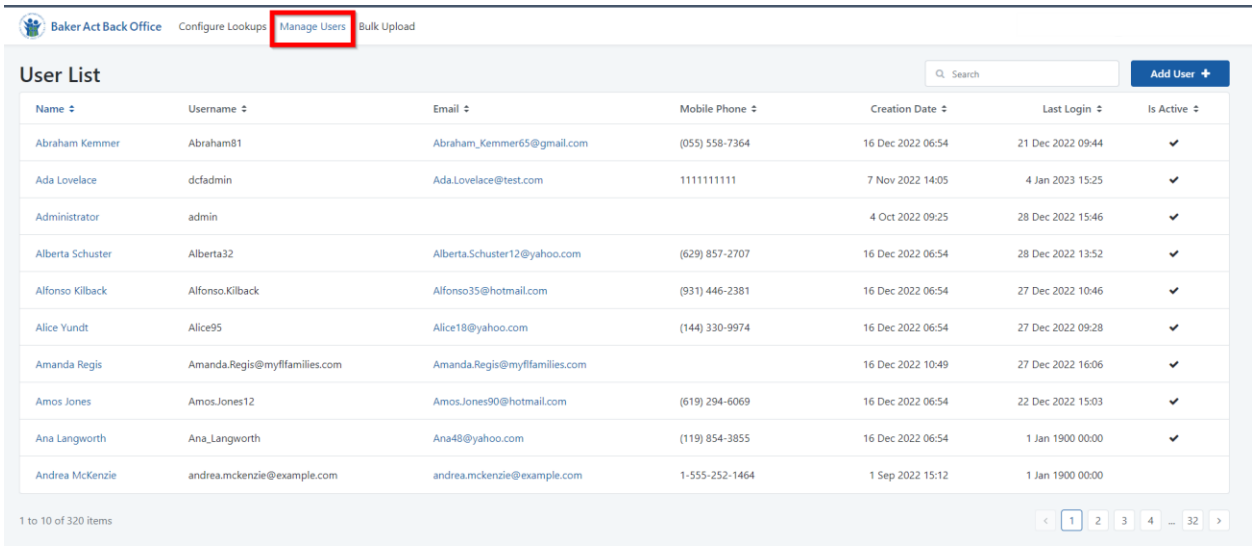
13. Back Office

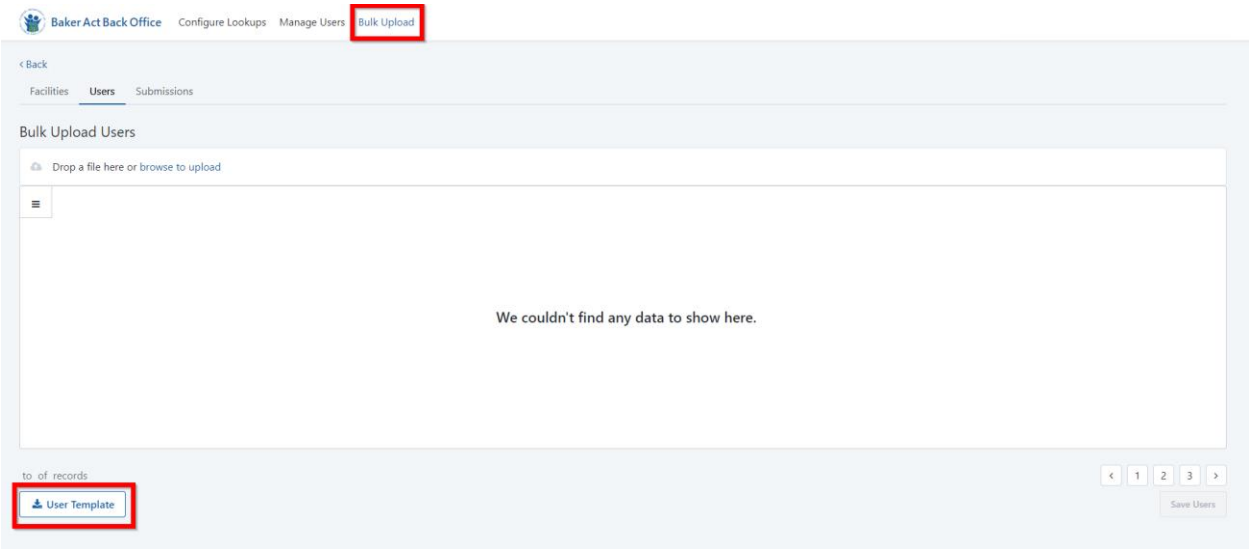
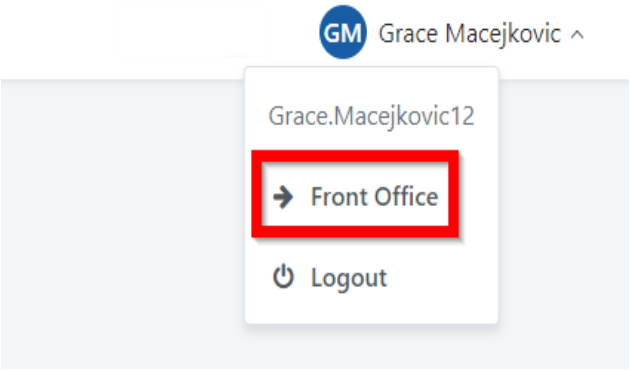
The Back Office page allow the DCF Admin access to configure and manage lookup tables and perform bulk uploads as needed. The Back Office link is in the user dropdown under the admin's name in the upper right of the screen.

Baker Act Submission User Manual







* Screenshot depicts created test data

Back Office users can also do bulk uploads of facilities, users, and submissions. Bulk upload screens will have a template that can be downloaded to make sure that the correct data fields are capture.