

Title: Create and Document Investigative Activities

Description: Provides steps and detailed information on Investigative Activities, which includes the documenting of both Face-to-Face Contacts and Other Contacts.

Keywords: Activity; Activities; Notes; Other Contacts; Face to Face Contacts; FTF

There are a couple ways to document Investigative Activities, which are referred to as Notes in the Florida Safe Families Network (FSFN) application. Investigative Activities capture the details of the many activities performed by CPIs such as Home Visits, Emails, etc., including Face-to-Face Contacts and Other Contacts made as part of an activity.

1. Upon accessing the Investigation and selecting At-A-Glance from the drop down directly below the Investigation ID, the At-A-Glance View displays. Upon scrolling towards the bottom you will see an Investigative Activities group box with the +New Investigative Activity selection.

The Documentation

The screenshot displays the user interface for an investigation case. At the top, there is a navigation bar with options like 'Commencement', 'Save', 'Refresh', 'Assign', 'Share', 'Email a Link', 'Follow', and 'Flow'. Below this is a notification banner stating 'You have 3 notifications. Select to view.' The main header shows the investigation ID '2020-700246' and a dropdown menu currently set to 'At-A-Glance'. A progress bar below the header indicates the current stage is 'Initiating (20 Hrs)', with other stages being 'Assessing' and 'Closing'. The 'At a glance' tab is active, showing a summary of investigation details and check points. The 'Investigative Activities' tab is also visible, featuring a '+ New Investigative Acti...' button. A red arrow originates from the 'At-A-Glance' dropdown and points to this button. The 'Supervisor Consultations' tab is also present at the bottom of the view.

Investigation Details

Inv. #	2020-700246
Originating Intake	2020-700246-01
Intake Decision Date	9/21/2020 1:04 AM
Days Elapsed	1
Commencement Signed Date	---
R/T (Response Time)	Immediate

Check Points

Victims seen?	No
Alleged Perpetrator seen?	No
Initial Commencement Completed?	No
Present Danger Assessment Completed?	No
Initial Face To Face Completed?	No

Investigative Activities

+ New Investigative Acti...

Supervisor Consultations

+ New Supervisor Consu...

2. Another way of documenting a new Investigative Activity is while viewing the Investigation in Details View. Upon accessing the Investigative Activities tab, you will see the +New Investigative Activities selection.

🕒 Commencement 📄 Save 🗑️ Save & Close 🔄 Refresh 👤 Assign ➦ Share 📧 Email a Link ☆ Follow 📄 Flow ▾ ⋮

⚠️ You have 2 notifications. Select to view. ▾

2020-700060
Investigation · **Details ▾** Open Status --- Determination ▾

Investigation - BPF Stage
Active for 24 hours < **Initiating (24 Hrs)** Assessing Closing >

General **Participants & Background Checks** Present Danger Assessment View File(s) **Investigative Activities** Knowledge Article ⋮

+ New Investigative Acti... ⋮

✓	Activity Su... ▾	Regarding ▾	Begin ... ↓ ▾	Face to Fac... ▾	Description ▾	FSFN Modif... ▾	Created By ▾
	Field Visit	2020-700060	7/11/2020...	No	Entering an Investigative Activity with 2 F...	AMY QVM...	🟢 Amy Jenks..
	Facsimile (...	2020-700060	7/11/2020...	No	Testing that FTF Contacts go over as Oth...	AMY QVM...	🟢 Amy Jenks..
	Initial Face...	2020-700060	7/11/2020...	No	Testing what happens on the FSFN side ...	AMY QVM...	🟢 Amy Jenks..
	Initial Face...	2020-700060	7/11/2020...	No	Testing	AMY QVM...	🟢 Amy Jenks..

🏠 Active | Save

The Documentation

Upon selecting +New Investigative Activity, the Investigative Activity page displays. When documenting an Investigative Activity, the following fields are required in order to initially save the page: Activity Type (defaults to Child Investigation); Activity Sub Type; Begin Date/Time; and Description. In addition, when documenting an Investigative Activity you have the ability to capture Face-to-Face Contacts and Other Contacts.

Save Save & Close Refresh Assign

New Investigative Activity

Investigative Activity

9/21/2020 11:15 PM Modified On
FSFN Modified By

TASK Related

DETAILS

Subject ---

Activity Type * **Child Investigation**

Activity Sub Type * ---

Begin Date/Time * --- [Calendar] [Clock]

End Date/Time --- [Calendar] [Clock]

Regarding [Phone] 2020-700246

Description * ---

Knowledge Article

Search articles

You haven't searched for anything yet.

Activity Participants

Refresh

Applies To	Face to Fac...	Participant	Contact M...	Reason No
No	No	Testing Additional (9990...	---	---
No	No	testing child (999000530)	---	---
No	No	Testing Perpetrator (999...	---	---

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Other Contacts

Contact...	Do Not Use	Affiliation	Title	Contact Date/Ti
No data available.				

GPS Fields

Latitude ---

Longitude ---

GPS Timestamp ---

Activity Sub-Types are what are currently referred to as Note Types in the FSFN application. As within FSFN, in the Child Investigation Application you are able to multi-select all Activity Sub-Types except for Commencement – Initial and Commencement – Additional, which are either systematically derived or single selection. In addition to the Activity Sub-Types currently captured in FSFN, the Child Investigation Application provides the ability to also capture a Sub-Type labeled Follow-Up Needed. Follow-Up Needed is the one Sub-Type that is not sent over to FSFN. It provides you the ability to identify if a follow-up is needed, as a result of performing your Investigative Activities throughout the course of the Investigation.

Select or search options ^

Select all 24 items

- Commencement - Initial
- E-Mail
- Facsimile (Fax)
- Field Visit
- Follow-Up Needed
- Home Study
- Home Visit - Child's Current Residence
- Home Visit - Other Parent
- Home Visit - Parent/Caregiver
- Home Visit - Unannounced
- Initial Face-to-Face
- Missing Child - Attempt to Locate
- Missing Child - Debriefing
- Note to File - General
- Note to File - Interstate Compact
- Note to File - Legal
- Office Visit
- Other
- Reasonable Efforts to Locate Child
- Reviews - Other
- Telephone Contact
- Telephone Contact - Case Manager
- Telephone Contact - CPT
- Telephone Contact - Legal

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The Documentation

When documenting a Follow-Up Needed Sub-Type, an additional field is dynamically displayed to capture the Due Date/Time of the follow-up. In addition, a new button dynamically displays at the top of the Investigative Activity page labeled "Mark Complete". This button only appears when the Follow-Up Needed Activity Sub-Type is selected, as this is the one activity that relates to a "future" action that needs to occur and needs to be marked as complete.

The screenshot shows the 'New Investigative Activity' form. At the top, there is a toolbar with buttons: 'Save', 'Mark Complete' (highlighted with a red box), 'Save & Close', 'Refresh', and 'Assign'. The form title is 'New Investigative Activity' with a subtitle 'Investigative Activity'. On the right, it shows '9/22/2020 12:56 AM Modified On' and 'FSFN Modified By' with a dropdown arrow. Below the title, there are tabs for 'TASK' and 'Related'. The main form area is titled 'DETAILS' and contains the following fields:

Subject	<input type="text"/>		
Activity Type	* Child Investigation		
Activity Sub Type	* Telephone Contact Follow-Up Needed (highlighted with a red box)		
Begin Date/Time	* 9/21/2020	<input type="text" value="6:00 PM"/>	<input type="text" value=""/>
End Date/Time	---	<input type="text" value=""/>	<input type="text" value=""/>
Due Date/Time	* 9/23/2020	<input type="text" value="12:00 PM"/>	<input type="text" value=""/>

The 'Due Date/Time' row is highlighted with a red box. To the right of the form is a 'Knowledge Article' panel with a search bar and a message: 'You haven't searched for anything yet.'

The Activity Participants group box captures those who the activity “Applies To”, as well as any applicable Face-to-Face Contacts that were attempted, not attempted or completed as part of the Investigative Activity.

- The Applies To column defaults to No for each Investigation Participant, which can be updated to Yes. If Yes is selected, the Applies To checkbox in FSN will be flagged as selected.
- The Face-to-Face Contacts column defaults to No for each Investigation Participant, which can also be updated to Yes. For each participant identified with Yes selected in the Face-to-Face Contacts column, a Face-to-Face record will be reflected in FSN within the Face-to-Face Contacts section of the Note.
- If Face-to-Face Contacts = Yes, you must select the applicable Contact Made, which is Not Attempted; Attempted; and Completed.
 - If Attempted is selected for Contact Made, a selection must be made from the Reason Not Seen column.
 - If Not Attempted is selected for Contact Made, a selection is optional from the Reason Not Seen column.
 - If Completed is selected for Contact Made, a selection cannot be made from the Reason Not Seen column, which is reflected by the lock icon.
- The Different Date/Time column defaults to No, but when documenting a Face-to-Face Contact, if the date/time the contact is made for the participant, differs from the overall Begin Date/Time of the Activity, select Yes.
 - Upon selecting Yes, you must enter the applicable contact date/time within the column directly to the right of the Different Date/Time column.
- Additionally, to ensure any participants where Yes is identified as “Applies To” and/or Face-to-Face Contacts are being documented are successfully saved, you must select the miniature save icon displayed in the right corner of the Activity Participants group box. You’re able to easily distinguish that the miniature save must be selected, as the icon will display bolded and a warning displays in the bottom left that there are unsaved changes.
 - Once the miniature save icon is selected and save processed, the warning message no longer displays and the icon displays grayed out.
- Finally, if there are more than four Investigation Participants you will see pagination in the bottom right corner of the Activity Participants group box. If a change has been made in the table that needs to be saved, you are unable to tab to the next page. The data in the table must first be saved and then the pagination arrows are once again enabled to page over.

Activity Participants

↓
↓
↓

↓
📄
See all records
⋮

<input checked="" type="checkbox"/>	Applies To	Face to Fac...	Participant	Contact M...	Reason No..
	Yes	Yes	Contacts FaceToFace (99...	Attempted	Access No...
<input checked="" type="checkbox"/>	Yes	Yes	Contacts Other (9990...	Completed *	---
	No	No	Testing Additional (9990...	---	---
	No	No	Testing Child (999000530)	---	---

Warning: Unsaved Changes

⏪
⏩
Page 1
⏪
⏩

Activity Participants

See all records

Contact M...	Reason No...	Different D...	Contact Date/Time
ace (9990007..	Attempted	Access No...	No
999000759)	Completed	---	No
I (999000411)	---	---	No
99000530)	---	---	No

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The Other Contacts group box captures what is also known in FSFN as Other Contacts. When scrolling down to view the Other Contacts on the Investigative Activity, if an Other Contact needs to be added you simply click on the vertical 3 dots and select +New Activity Contact.

Other Contacts

No data available.

- + New Activity Contact
- Refresh
- See all records

The Documentation

Upon selecting +New Activity Contact, the New Activity Contact page displays. When adding a new Other Contact the following fields are required to save: Contact Name; Affiliation; Title; and Contact Date/Time. All of these fields map to corresponding fields in FSN for Other Contacts captured on Investigation Notes. Once all required fields are captured you can save and close the New Activity Contact page.

Save Save & Close + New

New Activity Contact

Amy Jenks
Owner

General

Contact Name * ---

Affiliation * ---

Title * ---

Contact Date/Time * ---  --- 

Upon returning to the Investigative Activity page, after adding a new contact, the Other Contacts table populates with a new record. For each Other Contact added, a new record displays in the table.

Other Contacts

⋮

✓	Contact... ↑ ↓	Do Not Use ↓	Affiliation ↓	Title ↓	Contact Date/Ti
	Devan Bar...	---	Neighbor	Friend	9/21/2020 7:

< >

The Documentation

Upon saving and closing a new Investigative Activity, you are returned to the Investigative Activities tab where a new record displays in the table for each added activity. If you need to re-access an existing activity, you simply double click on the record, within any area that captures plain black text and the Investigative Activity page displays for editing. Any column reflecting blue text indicates that it will launch a related piece of work. Therefore, selecting the Investigation Number in the Regarding column will navigate you back to the General tab of the Investigation page. Selecting the Created By name will launch the User Information page.

The screenshot displays the 'Investigative Activities' section of a software interface. At the top, there is a header for investigation '2020-700246' with a status of 'Open' and a 'Determination' dropdown. Below this is a progress bar with three stages: 'Initiating (57 Hrs)' (active), 'Assessing', and 'Closing'. The main area shows a table of activities with columns for 'Activity Su...', 'Regarding', 'Begin ...', 'Face to Fac..', 'Description', 'FSFN Modif..', and 'Created By'. A single row is visible with the following data: 'Telephone...', '2020-700246', '9/21/2020...', 'Yes', 'Investigative Activity Contacts', '---', and 'Amy Jenks..'. Red boxes highlight the '2020-700246' and 'Amy Jenks..' cells. Three red arrows point from a common point below the text 'Double click to launch the Investigative Activity' to the 'Telephone...', '2020-700246', and 'Amy Jenks..' cells.

Activity Su...	Regarding	Begin ...	Face to Fac..	Description	FSFN Modif..	Created By
Telephone...	2020-700246	9/21/2020...	Yes	Investigative Activity Contacts	---	Amy Jenks..

Double click to launch the Investigative Activity