

CPI Mobility Application



Welcome to CPI Mobility Application Training!

The CPI Mobility Application is a realization of the Florida Department of Children and Families' commitment to empowering our highly skilled workforce. This path forward enables the Child Protective Investigators (CPIs) to work efficiently while serving the children and families in the state of Florida.

The goal of this training is to teach you how to use the CPI Mobility application (CPI app) so that you can do your job effectively. This training will cover how to use the CPI Mobility application, understand the revised workflow steps, and become acclimated to the mobile functionality. Let's get started.

CPI MOBILE APP LAYOUT

☰ CPI Mobile App Layout

ACCESSING INVESTIGATIONS

☰ Accessing Investigations

VIEWING INVESTIGATIONS

☰ Viewing Investigations

☰ Documenting Investigative Work

CPI Mobile App Layout



Over 75% of respondents were interested in utilizing a mobile application to support their work in the field.
-CPI Mobility Survey July 2019

CPI Mobile App Layout

This module introduces you to the CPI mobility application's home page. You will learn how to access and utilize the following features:

- Home Page/Dashboard
- Navigation Panel
- Qlik Dashboard
- Intake Decision Date Time Frame
- Investigation Tiles

Objectives

Upon completing this session, you will be able to:

- Identify the CPI Mobility App dashboard.
- Identify investigation tiles.
- Locate buttons on the navigation panels.

Getting Started

This module covers the following sections:

1. Learning about the App Layout
2. CPI Mobility App Demonstration
3. Knowledge Check

Once completed, navigate to the bottom of the page and click on the "**Continue**" button.

CONTINUE

Learning About App Layout

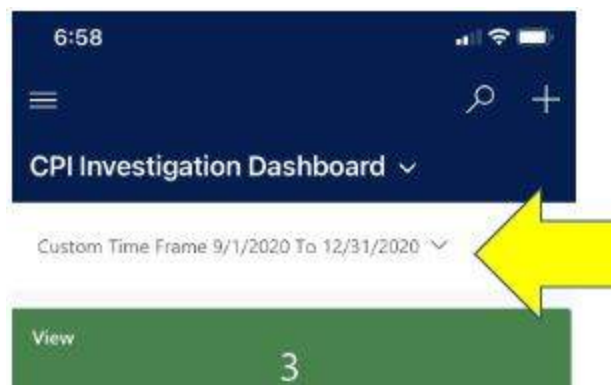
The CPI Mobility Application's home page is a starting point where a user is first introduced to the tool. This 'starting point' allows the user (1) **access to the investigation analytics on the dashboard** and (2) **access to the rest of the tool through the navigation panel**.

Dashboard Header



The **CPI Dashboard** header allows CPIs to access multiple features, such as (1) **navigation panel** by clicking the **3 bars found in the top left corner of the blue section**, (2) **search**, categorized search and filter based on User, Intake, Investigation or Knowledge Article and (3) "+", **functionality is not available for CPIs**

Time Frame Filter



Time Frame Filter allows users to **sort investigations within each of the five (5) green tile's by the intake decision date**. You can find the **Time Frame** filter under the blue header. This feature also allows the users to display investigations in a specific time period.

Tiles

7:24



CPI Investigation Dash... ▾



View

0

Commencement needed
Filtered

View

0

Victims not seen
Filtered

View

0

Alleged Perpetrator not seen
Filtered

View

0

Present Danger Assessment needed
Filtered

View

0

Supervisor Consultation needed
Filtered



Show Visual
Filter



Show Global
Filter



Clear Default



More

Investigation Titles are located below **Time Frame Filter**. The users will see **five tiles of investigative milestones**. If an investigation has not yet met the criteria for that milestone, the investigation will display in the applicable tile.

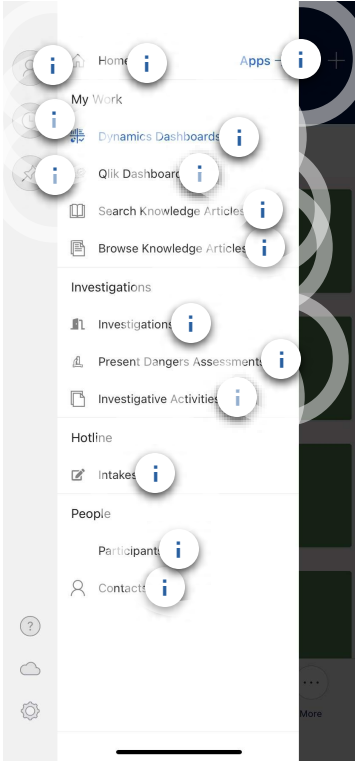
- **Commencement needed** – The investigation will display if an **initial or additional intake has been received, but it has not been commenced**.
- **Victims not seen** – The investigation will display if there are any **Investigation Participants with the Role of Victim who does NOT have a completed face-to-face contact documented**.
- **Alleged Perpetrator not seen** – The investigation will display if there are any **investigation participants with the role of Alleged Perpetrator who does NOT have a completed face-to-face contact documented**.
- **Present Danger Assessment needed** – The investigation will display if **at least one Present Danger Assessment has not been completed**.
- **Supervisor Consultation needed** – The investigation will display if **an initial supervisor consultation has NOT been documented**.

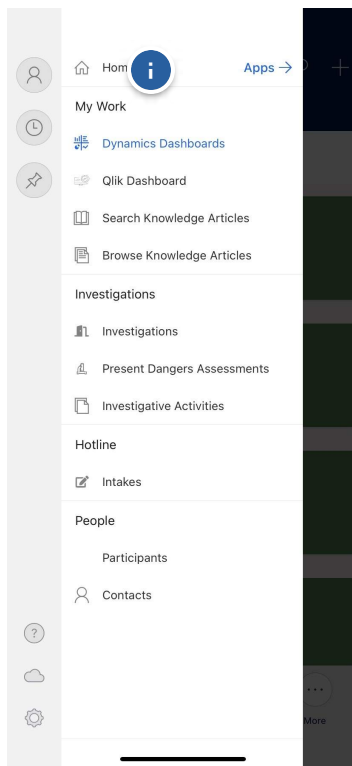
i Important Note: At the start of a new quarter, only Investigations where the Initial Intake Received Date is on or after the start of the new quarter will display since the default time frame is "This Quarter". Therefore, to view all of your other open Investigations, adjust the time frame accordingly.

Navigational Panel

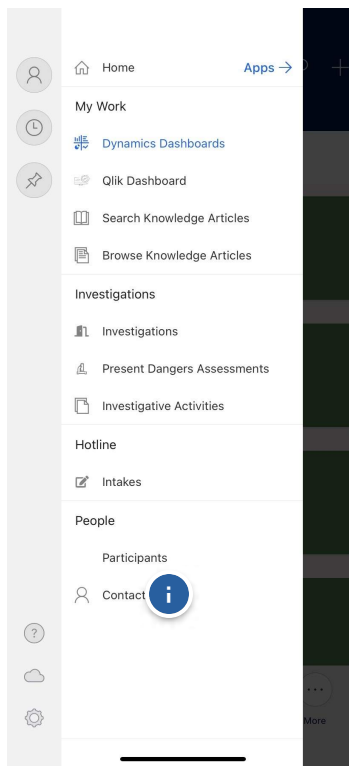
To access the navigation panel, select the 3 bars found in the top left corner of the CPI Dashboard.

Click the interactive icons below for a description of each function.





CPI Investigation Dashboard



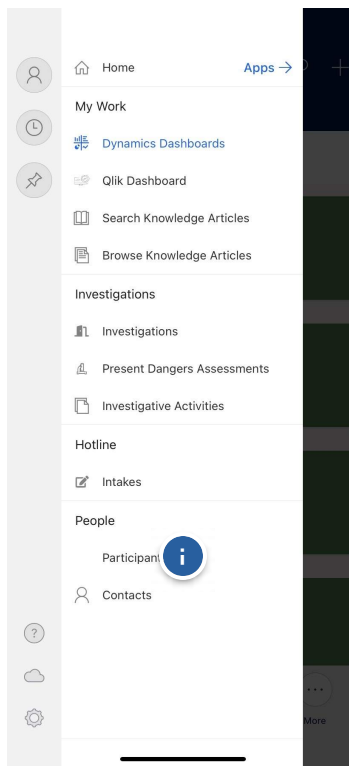
Contacts

Allows the user to visually track, sort, and access participants and collaterals associated with an investigation.

Contacts are all persons in the application, whether related to an Intake/Investigation or not. Once related to an Intake/Investigation, they become a participant.

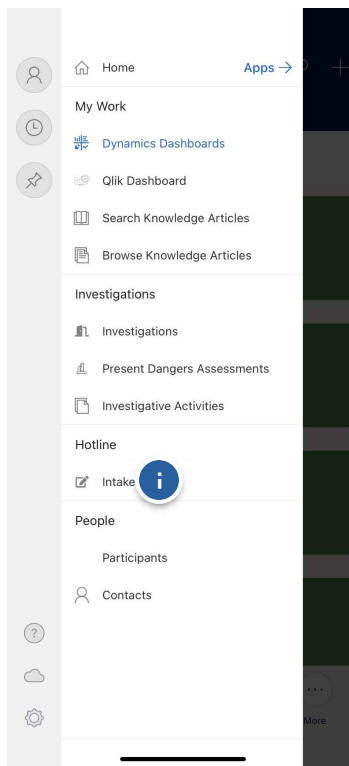
In the current release, CPIs can't create contacts outside of an investigation. People's records must be created as part of an investigation.

Important Note: Contact record in Child Investigation Application = Person Management record in FSFN.



Participants

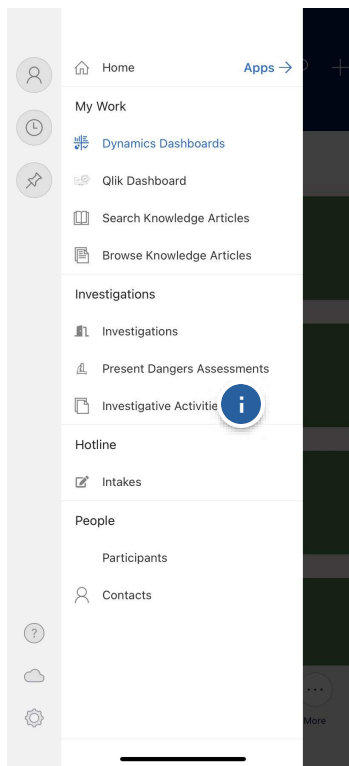
Allows the user to visually track, sort, and access participants identified in an Investigation. This is an alphabetical list of "all" participants, across "all" Intakes/ Investigations.



Intakes

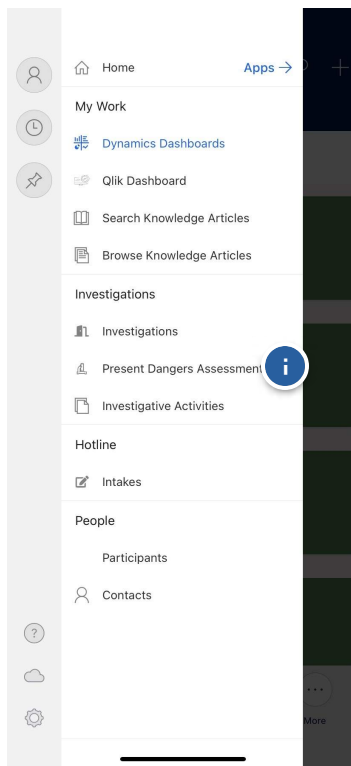
Allows the user to visually track, sort, and access Intakes.

Captures all intakes related to investigations being worked by CPIs and a placeholder for future use by the Hotline staff members.



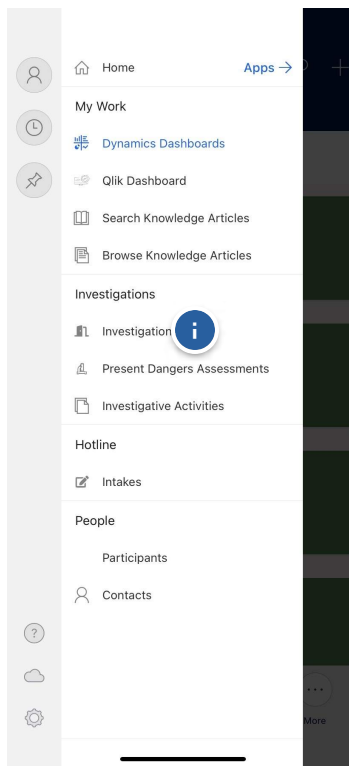
Investigative Activities

Allows the user to visually track, sort, and access Investigative Activities. Investigative Activities capture the GPS fields based on the CPIs location, if out in the field on a mobile phone



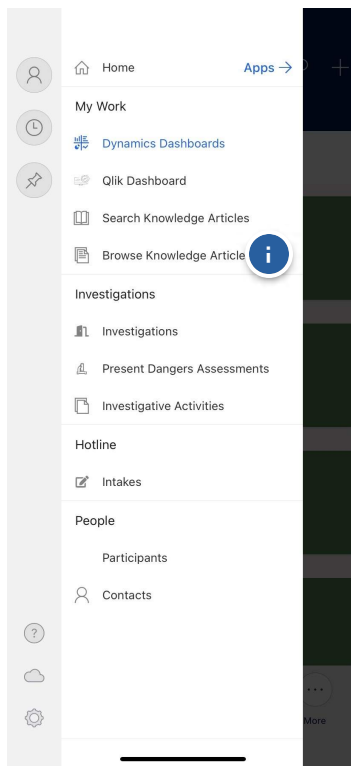
Present Danger Assessments

Allows the user to visually track, sort, and access PDAs



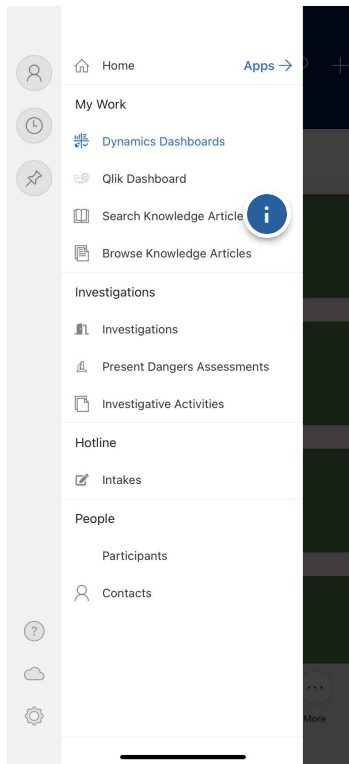
Investigations

Allows the user to visually track, sort, and access investigations



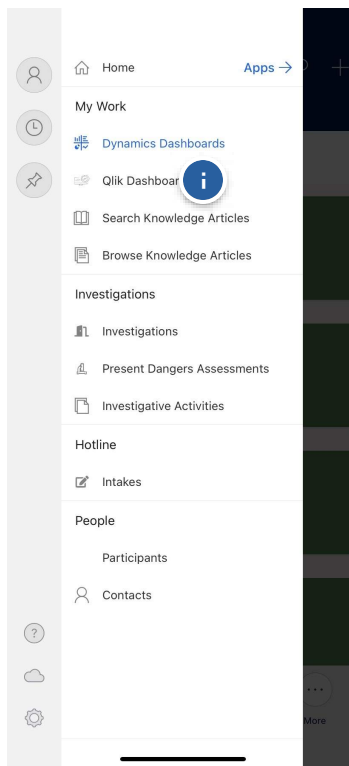
Browse Knowledge Articles

Allows the user to view all knowledge articles



Search Knowledge Articles

Allows the user to enter search criteria to access 'how to' guides, which provide provide steps and detailed information related to all work created and accessed in the CPI Mobile Application.

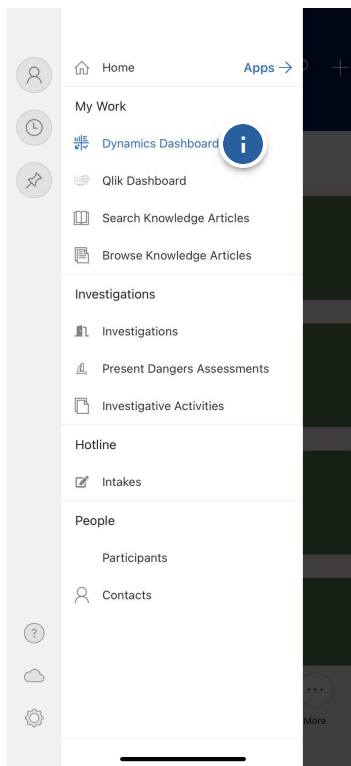


Qlik Dashboard

Allows the CPI access to the Qlik Sense application's CPI Face Sheet where prior history information may be viewed.

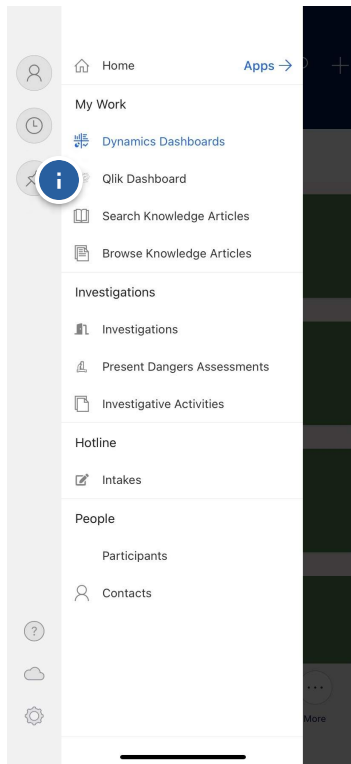
Important Note:

1. This function is not recommended for use on the mobile device.
2. The prior history found within the Qlik Sense application's CPI Face Sheet is not intended to be a single resource for prior history.



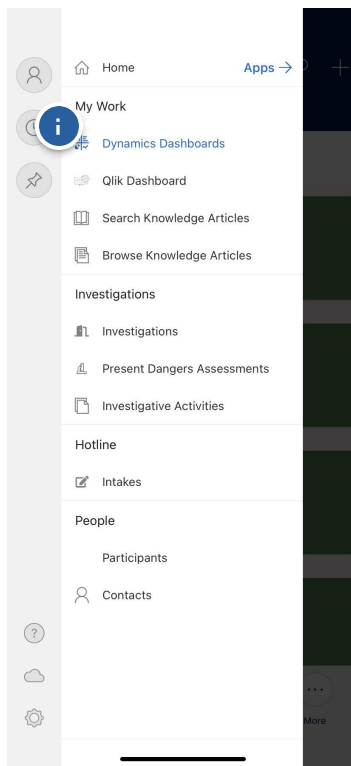
Dynamics Dashboard

Allows quick access to Investigations, Present Danger Assessments and Investigative Activities.



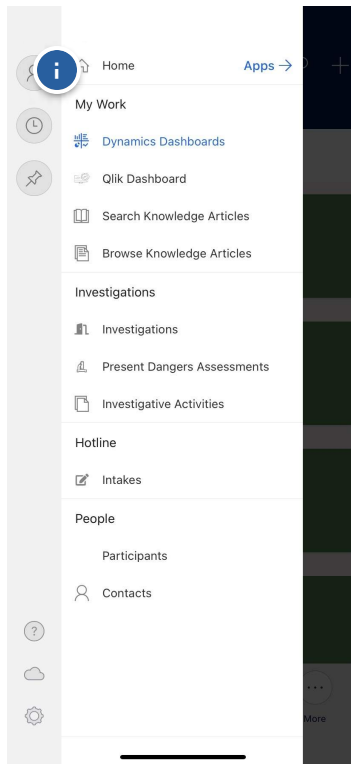
Pin Icon

Provides quick access to your records, contacts, views, and dashboards.



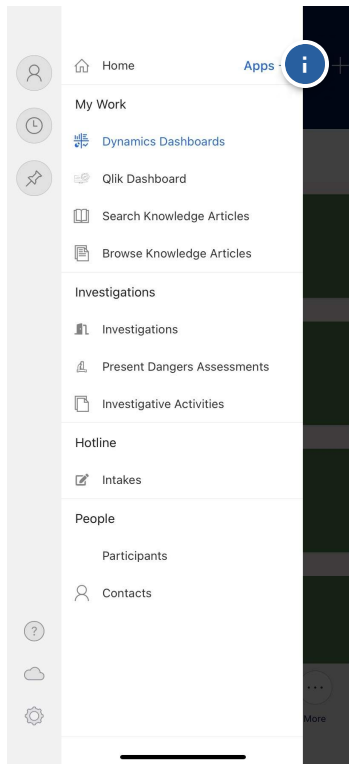
Clock Icon

Most recent actions of the user



Person Icon

Access to the user profile and signing out



Access to PowerApps

i Important Note: Please note the following regarding the **Qlik Dashboard**:

1. This function is not recommended for use on the mobile device.
2. The prior history found within the Qlik Sense application's CPI Face Sheet is not intended to be a single source for prior history.

Let's Watch the CPI Mobile App Demonstration

4:02





CPI Investigation Dashboard ▼

This Quarter 10/1/2020 To 12/31/2020 ▼

View

0

Commencement needed
Filtered

View

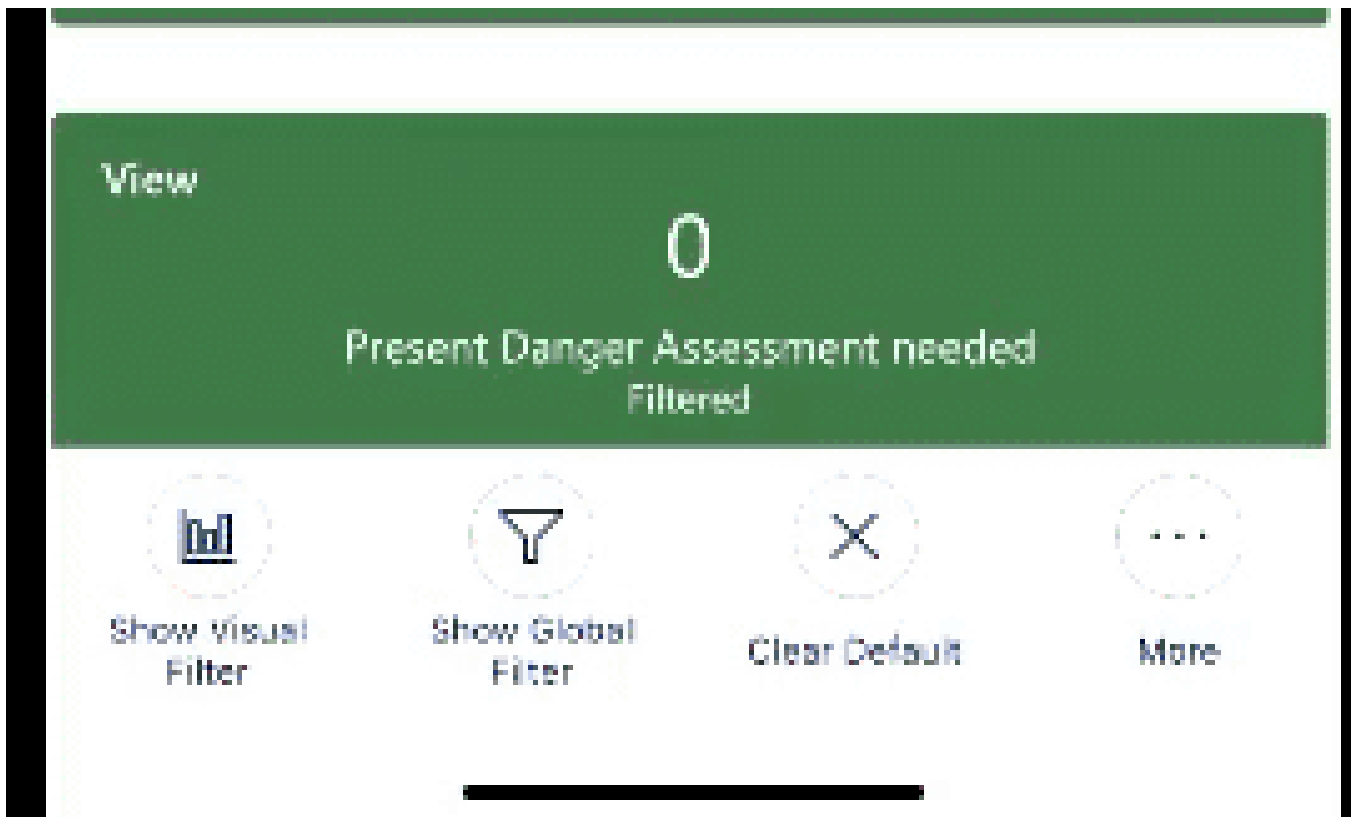
0

Victims not seen
Filtered

View

0

Alleged Perpetrator not seen
Filtered



CPI Mobility Home Page

CONTINUE

Knowledge Check!

To access the navigation panel, the user should click the ____.



Commencement Tile

Time frame filter

3 Bars in the top left of the CPI Dashboard

SUBMIT

To return to the CPI Dashboard from the Navigation Panel, the user should click _____.



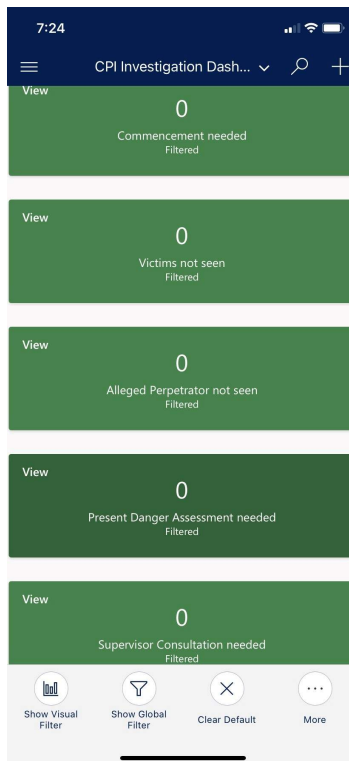
Person Icon

Home

Apps

SUBMIT

At the start of a new quarter, only Investigations where the Initial Intake Received Date is on or after the start of the new quarter will display since the default time frame is "This Quarter". Therefore, to view all of your other open Investigations, the user will ____.



- Change time frame filter
- Access navigation panel
- Click commencement needed tile

SUBMIT

CONTINUE

Accessing Investigations



Accessing Investigations Module

This module introduces you to the CPI mobility application's dashboard and investigation pages for the purposes of instructing you on how to utilize the following features:

- CPI Dashboard
- My Open Investigations

Objective

Upon completion of this module, you will be able to:

- Identify how to access investigations from the CPI Dashboard.
- Identify how to access open investigations.
- Identify how to access special handling, restricted and special condition cases.

Getting Started

This module covers the following sections:

1. Learning about Accessing Investigations
2. Investigations from FSFN to CPI Mobility App
3. Accessing CPI Dashboard Demonstration
4. Accessing My Open Investigations Demonstration
5. Knowledge Check

Once completed, navigate to the bottom of the page and click on the "**Continue**" button

CONTINUE

Learning about Accessing Investigations

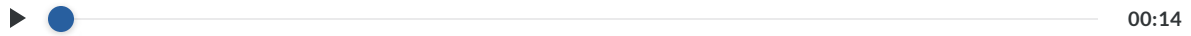
In this module, you will learn how to access investigations from the CPI Dashboard and how to access investigations from the Open Investigations tile.

Next, we will discuss accessing investigations from the CPI Dashboard but let's first get an understanding of how investigations arrive at Dashboard.

Investigations from FSFN to CPI Mobility App

Hotline

Reporter contacts the Hotline



After an intake is created by the Hotline, the Child Investigation will be created in FSFN. Once the Investigator is assigned and identified as the Primary Investigator, the Investigation goes over to the CPI Dashboard.

CPI Dashboard

CPI Dashboard



The CPI will be able to access the investigation from the CPI Dashboard once he/she has been assigned as the primary investigator. These Investigations will populate the five (5) tiles because the necessary work has not been completed for:

- Commencement
- Victims not seen
- Alleged Perpetrator not seen
- Present Danger Assessment needed
- Supervisor Consultation needed

The investigations will be removed from the tiles mentioned above once the necessary work has been documented therefore, the CPI will need to access investigations from 'My Open Investigations' to complete ongoing investigative activities.

My Open Investigations

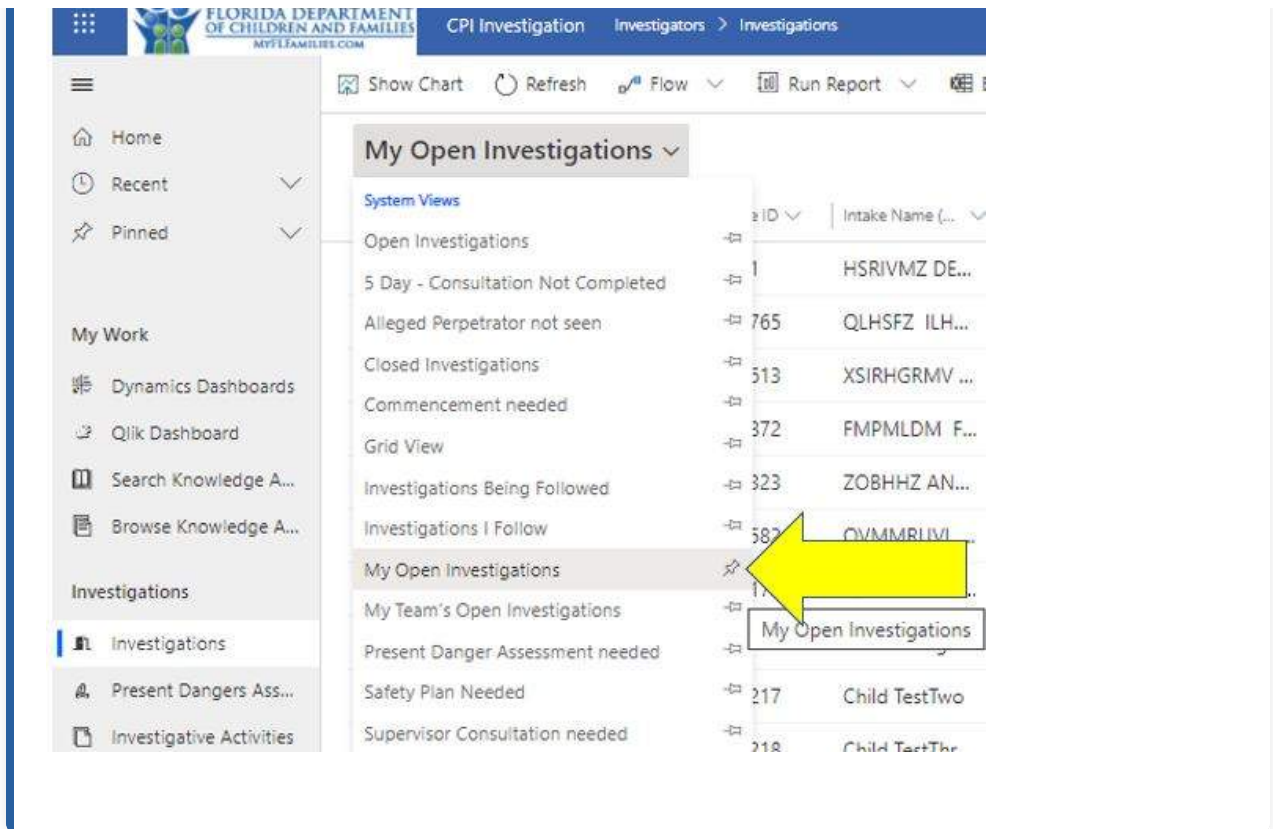
My Open Investigations



00:28

To complete ongoing activities and to access investigations no longer available on the dashboard, the CPI will need to navigate to "My Open Investigations". To access My Open Investigations, select Investigations found in the navigation panel then select, My Open Investigations from the drop down.

Important Note: Pin 'My Open Investigations' to set as the default view for quick access to your investigations. The image below is a view from the URL version because the "Pin" can not be performed on the mobile device.



CONTINUE

Let's Watch the "Accessing CPI Dashboard Demonstration"

The following demonstration will review how to navigate the investigation dashboard and the investigation pages.





CPI Investigation Dashboard ▼

Last Quarter 7/1/2020 To 9/30/2020 ▼

View

3

Commencement needed

Filtered

View

5

Victims not seen

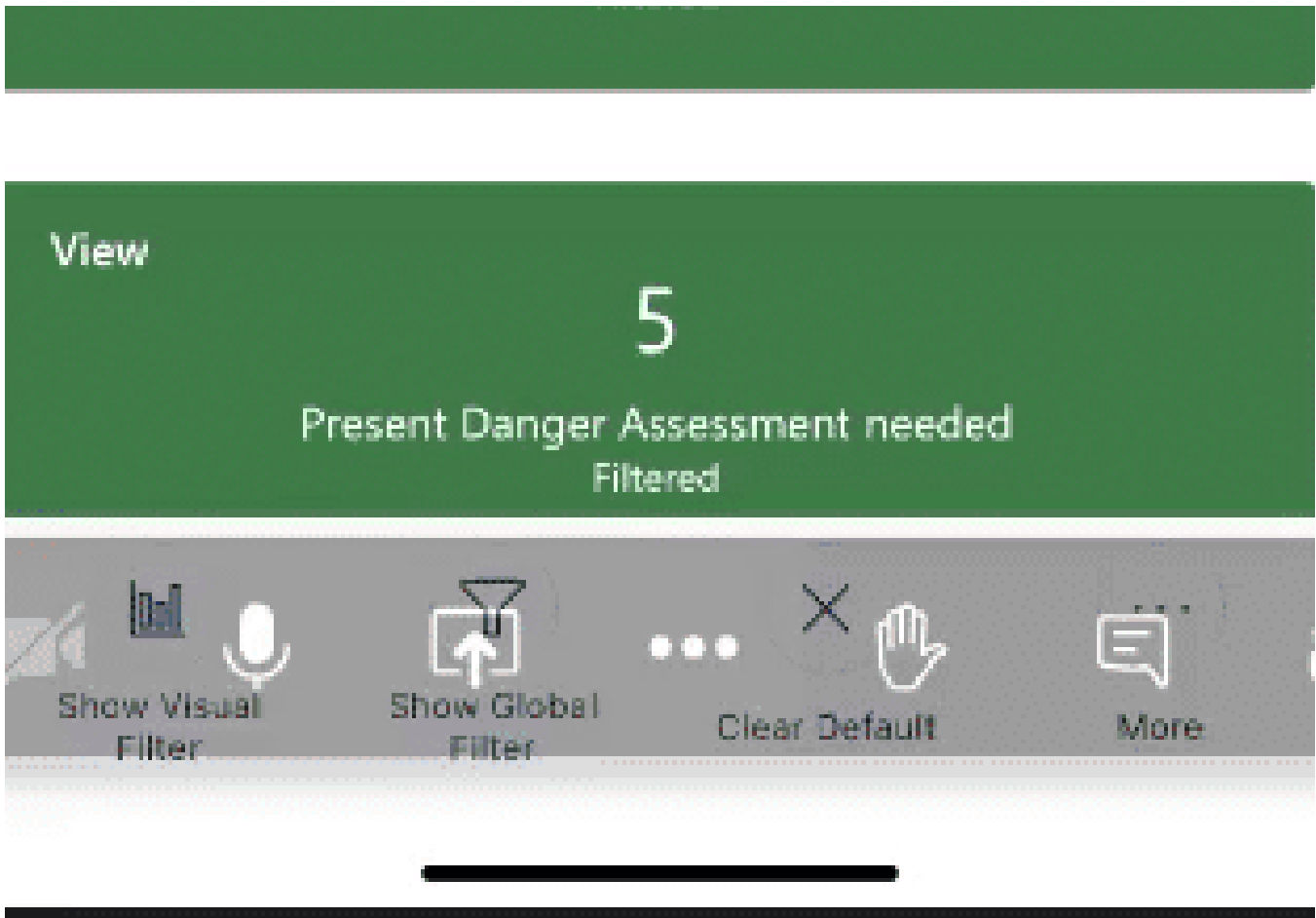
Filtered

View

5

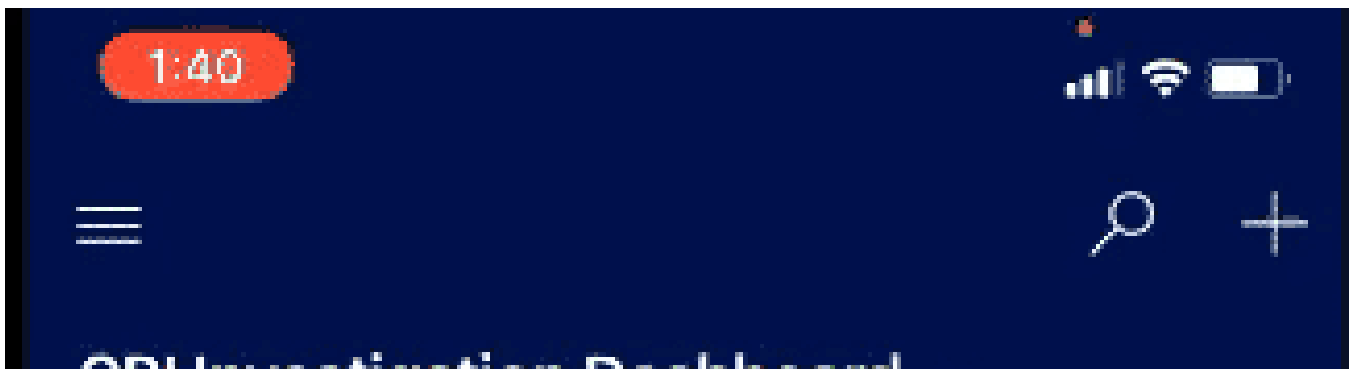
Alleged Perpetrator not seen

Filtered



Let's Watch the "Accessing My Open Investigations" Demonstration

The following demonstration will review how to navigate My Open Investigations.



CPI Investigation Dashboard ▼

This Quarter 10/1/2020 To 12/31/2020 ▼

View

0

Commencement needed
Filtered

View

0

Victims not seen
Filtered

View

0

Alleged Perpetrator not seen
Filtered

View

0

Present Danger Assessment needed
Filtered



Show Visual
Filter



Show Global
Filter



Clear Default



More

Special Handling, Restricted and Special Condition Cases

Special Handling, Restricted and Special Conditions cases will not be available in the CPI Mobility App therefore CPIs must access these cases from FSN.

CONTINUE

Knowledge Check!

The investigation(s) will be removed from the applicable green CPI Dashboard tile(s) once the respective investigative activities have been documented.

True

False

SUBMIT

The investigation(s) will be removed from the applicable green CPI Dashboard tile(s) once the respective investigative activities have been documented therefore, the CPI will need to access investigations from _____ to complete ongoing investigative activities.

My Open Investigations

Home

Investigations

SUBMIT

Select ____ from the navigation panel to access “My Open Investigations”.

Investigations

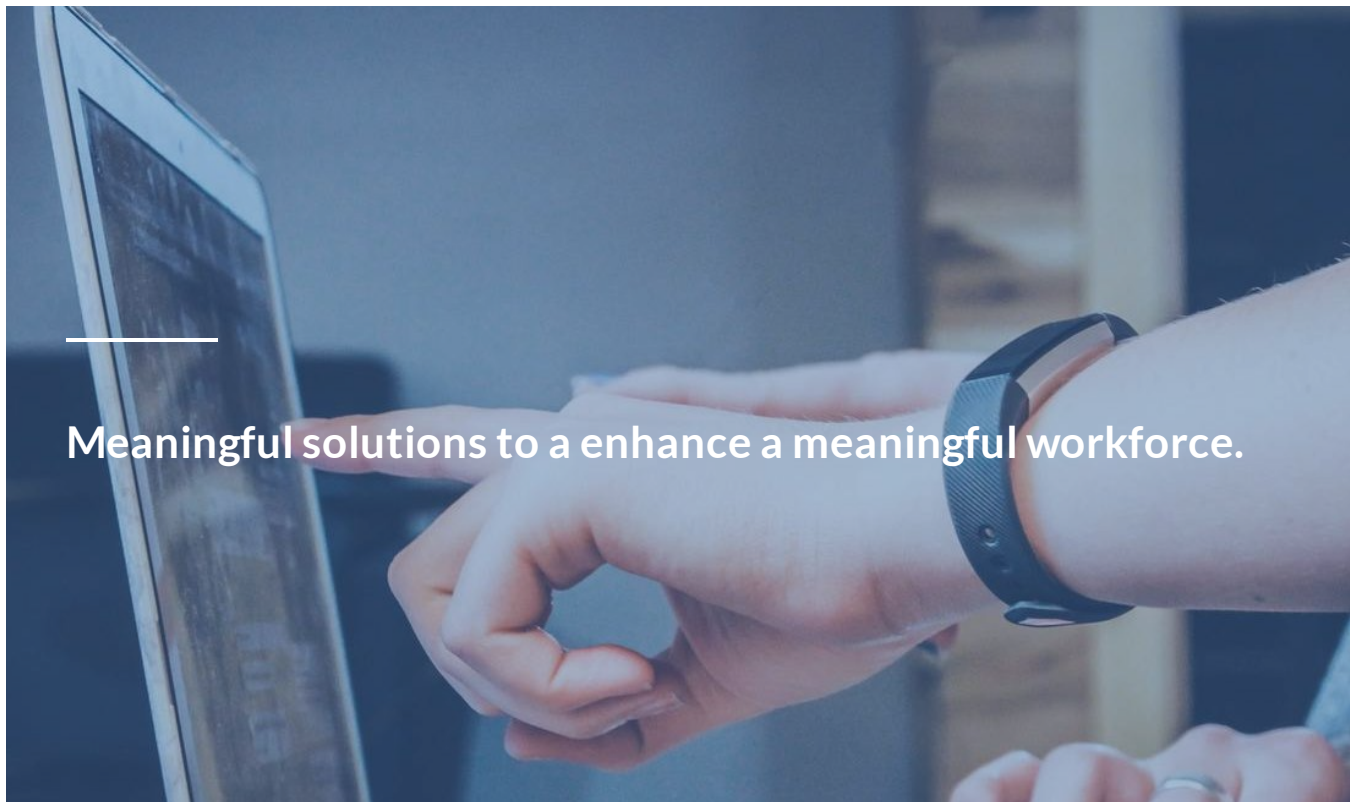
Dynamics Dashboard

Home

SUBMIT

CONTINUE

Viewing Investigations



Viewing Investigations

This module introduces you to the investigation features within the module.

- Notification of Assignment
- Critical Reminders
- View Intake
- Contact Reporter
- Map Directions
- View Investigation - Detail View

- View Investigation - At-A-Glance View
- Follow an Investigation

Objective

Upon completion of this module, you will be able to:

- Recognize multiple displays of an investigation.
- Explain how CPIs are made aware of an investigation assignment and how to follow an investigation.
- Access driving directions.
- Identify critical reminders within the app.
- Utilize the contact reporter feature.
- Review intake details.

Getting Started

This module covers the following sections:

1. Read Notification of Assignment
2. Critical Reminders
3. View Intake
4. Contact Reporter
5. View Investigation Detail
6. View Investigation At-A-Glance
7. Follow an Investigation
8. Intake, Map Directions, and Follow an Investigation demonstration
9. Knowledge Check

Once completed, navigate to the bottom of the page and click on the "**Continue**" button.



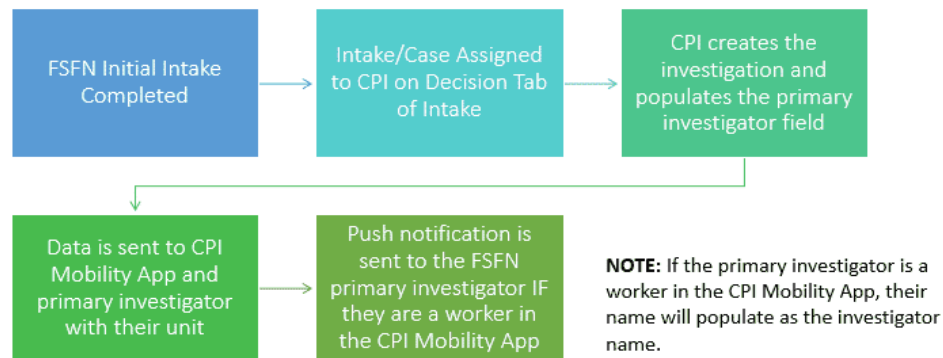
Notification of Assignment

The investigation will move to the CPI Mobility App once **the primary investigator is selected on the investigation in FSFN and saved**. Then, the **primary investigator will receive a notification of the assignment on his/her mobile phone**.

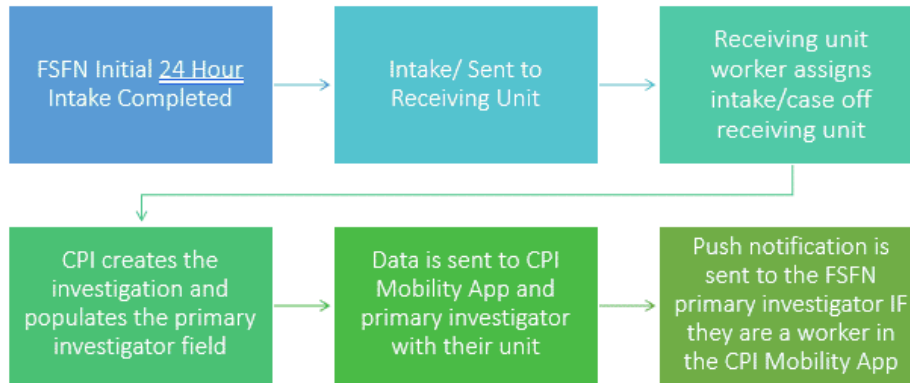
Two workflow diagrams below illustrate the investigation path from FSFN to the CPI Mobility App, including the notification of assignment referred to as '**Push notification**' in the images:

1. Immediate Intake Assigned to CPI
2. 24 Hour Intake Assigned to CPI by Receiving Unit Worker

Immediate Intake Assigned to CPI



24 Hour Intake Assigned to CPI by Receiving Unit Worker



NOTE: If the primary investigator is a worker in the CPI Mobility App, their name will populate as the investigator name.

Critical Reminders

4:09



2020-700240



You have 3 notifications. Select to view.



You have a commencement to complete. Please click Commencement button or manually complete the commencement



This investigation has a maltreatment that may warrant a referral to CPT



There is a maltreatment of Household Violence Threatens Child or Intimate Partner Violence Threatens Child, assess to determine if a Survivor Only Safety Plan is needed.



Investigation Details



Inv. #

2020-700240

Critical Reminders display at the top of the investigation page, directly above the Investigation ID in a collapsed state.

Click the drop-down arrow, displayed to the far right, to view all related critical reminders.

Commencement Critical Reminder will display until commencement has been documented for the **initial** and **any applicable additional intakes**. However, all other

critical reminders will display throughout the life of the investigation. The user will receive critical reminders and investigation notifications from the brightly colored critical reminder notification bar.



Critical Reminder Notification Types

Expand each title to review the list of critical reminders available in the CPI Mobility App along with the description and the policies that impact the critical reminder.

Missing Child Critical Reminder

A critical reminder will display **if one or more of the investigation participants have an open MCR record in FSFN**, which states the following:

One or more participants have an active Missing Children Record.

The critical reminder can be closed once the missing child alert has been canceled. CPI would need to review the Missing child alert and notify the appropriate parties (listed on the missing child alert) of the new intake and if the child is located (currently, CFOP 175-85 soon to be replaced with CFOP 170-3).

Multidisciplinary Team Staffing Critical Reminder

When any of the following conditions are met, a critical reminder will display that states:

A Multidisciplinary Team Staffing is needed based on the information in the intake.

Children under the age of 5 with any of the following injuries: physical injury, asphyxiation/suffocation/drowning, bizarre punishment, bone fracture, burns, internal injuries, substance-exposed newborn, substance misuse-illicit, substance misuse-prescription, substance misuse-alcohol, or substance misuse, or children of any age with maltreatment of mental injury.

This is our most vulnerable population, so it is critical to ensure a child's safety. Reminder to schedule a multidisciplinary team meeting with all parties involved will ensure consistency in information sharing and help make informed safety decisions.

Behavioral Health Consultant Critical Reminder

A critical reminder will display if any of the following maltreatments are present, which states the following:

Based on the maltreatment(s), obtain a drug screen and consult with a Behavioral Health Consultant: Substance Misuse, Substance Misuse-Illicit Drugs, Substance Misuse-Prescription Drugs, Substance Misuse-Alcohol, and Substance Exposed Newborn.

CFOP directs consultation with a Behavioral Health Consultant or other subject matter expert (CFOP 170-5c11).

Mandated CPT Referral Critical Reminder

A critical reminder will display if any of the following maltreatments are present, which states the following:

This investigation may meet the requirements for a Mandated CPT referral: Physical Injury, Asphyxiation/Suffocation/Drowning, Bone Fracture, Burns, Internal Injuries, Sexual Abuse-Sexual Molestation, Sexual Abuse- Sexual Battery, and Sexual Abuse-Sexual Exploitation by Parent/Legal Guardian, Abandonment or Mental Injury/Bizarre Punishment, Death, Threatened Harm, Medical Neglect, and Failure to Thrive/Malnutrition/Dehydration.

A reminder of mandatory CPT referral criteria. CPI needs to consult with CPT.

Note: CR may not be on every case meeting mandatory CPT referral criteria based on the inability to filter all of the criteria. (CFOP 170-5c9).

Substance Exposed Newborn Critical Reminder

A critical reminder will display when maltreatment of Substance Exposed Newborn that states:

Please ensure to follow safe care protocol as there is a concern for a substance-exposed newborn.

Check local protocols for plans of safe care (CFOP 170-8).



Commencement Critical Reminder


You have a commencement to complete. Please click the Commencement button or manually complete the commencement. Commencement per initial and/or additional intake and not allow additional commencements if an additional intake has not come in.


The critical reminder will close after one button commencement is clicked or manual commencement activity created.

How to View Intakes


2020-700141

 You have 3 notifications. Select to view. 


Investigation · Details 




Status **Open** 

Determination ---



General Participants & Background Checks Pres

 Originating Intake

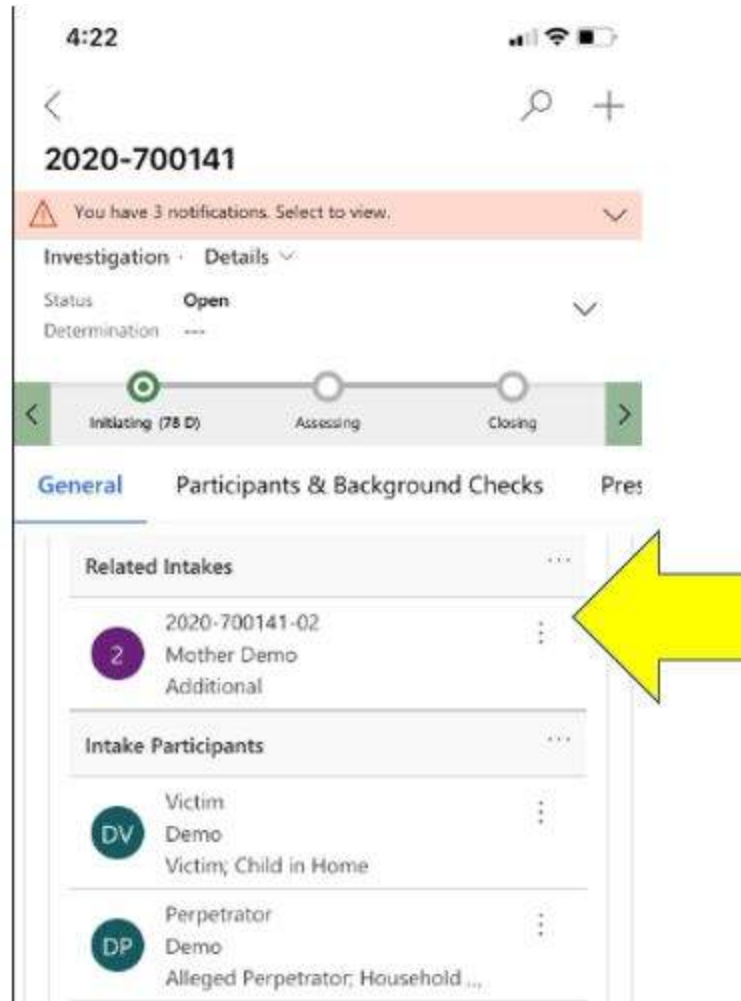
Intake Name	Mother Demo
FSFN Received Date	7/20/2020 
	9:00 AM
Type	* Child Intake
R/T (Response Time)	Immediate
Sequence	* Initial
Special Handling	* No
County	 Leon
Secondary County	--- 

INTAKE DETAILS DISPLAY FIELDS

- Intake Name
- Reporter Name
- FSFN Received Date
- Reporter Called ID
- Type
- Reporter Home Phone#
- R/T Response Time
- Reporter Work Phone#
- Sequence
- Reporter Other Phone#
- Special Handling
- Reporter Email
- County
- Allegation Narrative
- Secondary County
- Interpreter Needed
- Background Check Required
- Language

Initial Intake Details Display

The initial intake display provides the CPI with intake information including reporter information and the allegation narrative.

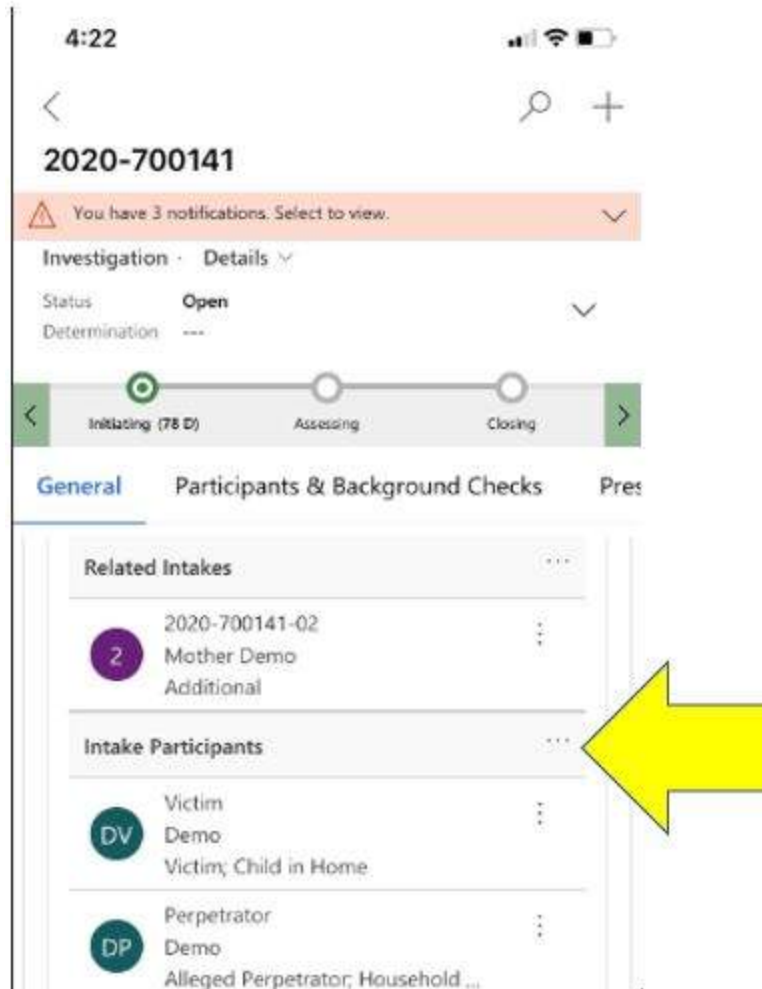


Related Intake Display

Related Intakes field captures all sequential Intakes, including both Additional and Supplemental, that are linked to the Investigation. In addition, to view the Additional and/or Supplemental Intake details, the user must click on the Intake ID for the sequenced Intake, which launches the Intake screen.

Related Intake Fields
1. Investigation Number
2. Intake Name

3. Initial, Additional, Supplemental Intake Description



Intake Participant Display

The Intake Participants display captures participants associated with the intake.

Intake Participant Display Fields

1. Contact's First Name

2. Contact's Last Name

3. Participant's Role

The screenshot shows a mobile application interface with a dark blue header. The time is 6:40. There are icons for signal strength, Wi-Fi, and battery. A hamburger menu icon is on the left, and search and add icons are on the right. The main title is "Active Intakes" with a dropdown arrow. Below the title is a search bar with the text "Search this view". The list contains four items, each with a circular icon containing the number 2, a unique ID, a name, and a timestamp. The first two items have purple icons, the third has a green icon, and the fourth has a brown icon.

ID	Name	Timestamp
2014-208383-01	IVYVPZS L GSLIMVDVOO	8/8/2014 3:12 PM
2014-339187-02		12/28/2014 11:40 PM
2014-339187-03	GLNRPZ YZIMVH	12/28/2014 11:41 PM
2016-090250-01	PIRHGVM Ann NVBVI-ZOVNZM	4/1/2016 8:53 PM

Intakes - Navigational Panel

Intakes from the Hotline subsection in the Navigation Panel allow the CPI to access Intakes, by selecting multiple views from the drop-down feature.

- Active Intakes details a list of active intakes.
- Inactive Intakes details a list of inactive intakes.
- Related Intake View introduces new columns, such as Allegation narrative and counselor screen date/time. This provides not only the Decision Date/Time but also the Allegation Narrative for each Intake, including the Allegation Narrative for each sequence.
- The sub-grid view provides a more simplistic, minimal view of intakes, just a few columns of data, including Intake #, Intake Name, and Sub Type, each of which can be sorted.

Important Note: Counselor Screening Date/Time will remain blank.

i Important Note: To see all of the originating intake details including reporter narratives and current/24 hour location, etc., the user must click on the intake number hyperlink to navigate to the intake page. The originating intake details found on the General tab of the investigation provides some of the originating intake details but is not a comprehensive summary of everything that is vital for the CPIs.

CONTINUE

Let's Watch the "View Intake" Demonstration

6:32



2020-700141



You have 3 notifications. Select to view.



Investigation · Details ▾

Status **Open**



Determination ---



Initiating (76 D)

Assessing

Closing



General

Participants & Background Checks

Pre



Investigation Details



Inv. #

2020-700141



Originating Intake



2020-700141-01



Type



Child Intake



Child Intake

...

Sub type

In-Home

R/T (Response Time)



Immediate

County



 Leon

Primary Investigator

AMY QVMPH

Investigator Name

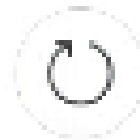
 Amy Jenks



Save



Save & Close



Refresh



More

CPI Mobility Home Page

Contact Reporter

2020-700141



You have 3 notifications. Select to view.



Investigation · Details

Status **Open**



Determination ---



General

Participants & Background Checks

Pres

Reporter Name	Reporter Demo
Reporter Caller Id	8505244040
Reporter Home Phone#	---
Reporter Work Phone#	---
Reporter other Phone#	---
Reporter Email	---

To contact a Reporter, click the Phone icon next to the Reporter Phone Number, and call the reporter directly. Once the call is completed and disconnected, the system auto-generates a **Phone Call Activity** for the user to document the details. Once the record is saved and closed, it is accessible from the Timeline tab.

Important Note:

1. The **Phone Call** activity doesn't appear on Investigative Activities but does appear on the Timeline tab.
2. The **Phone** icon is displayed throughout the application and provides the same functionality.

Map Directions

Child TestTwo

Contact

FSFN Modified By **AMY QVMPH**

Modified By [# svc_fsfnmobility-etl](#)

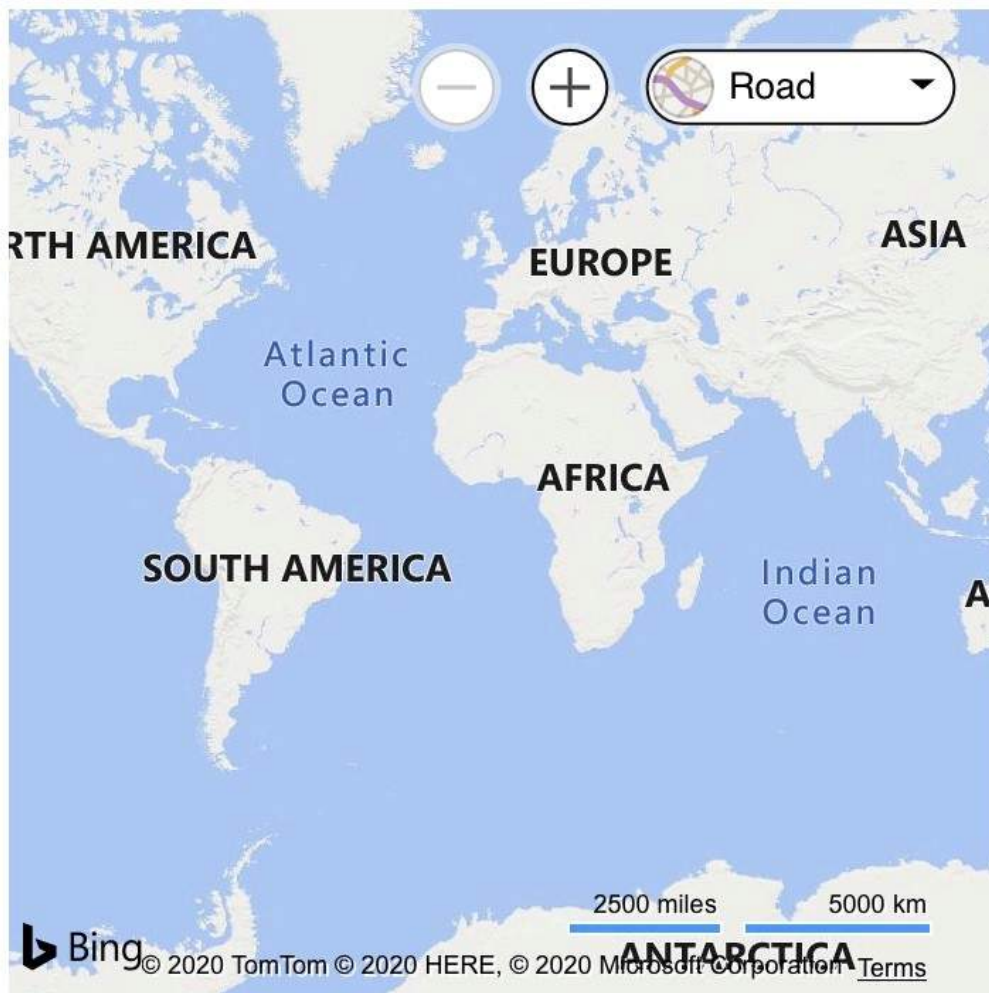


Summary

Related



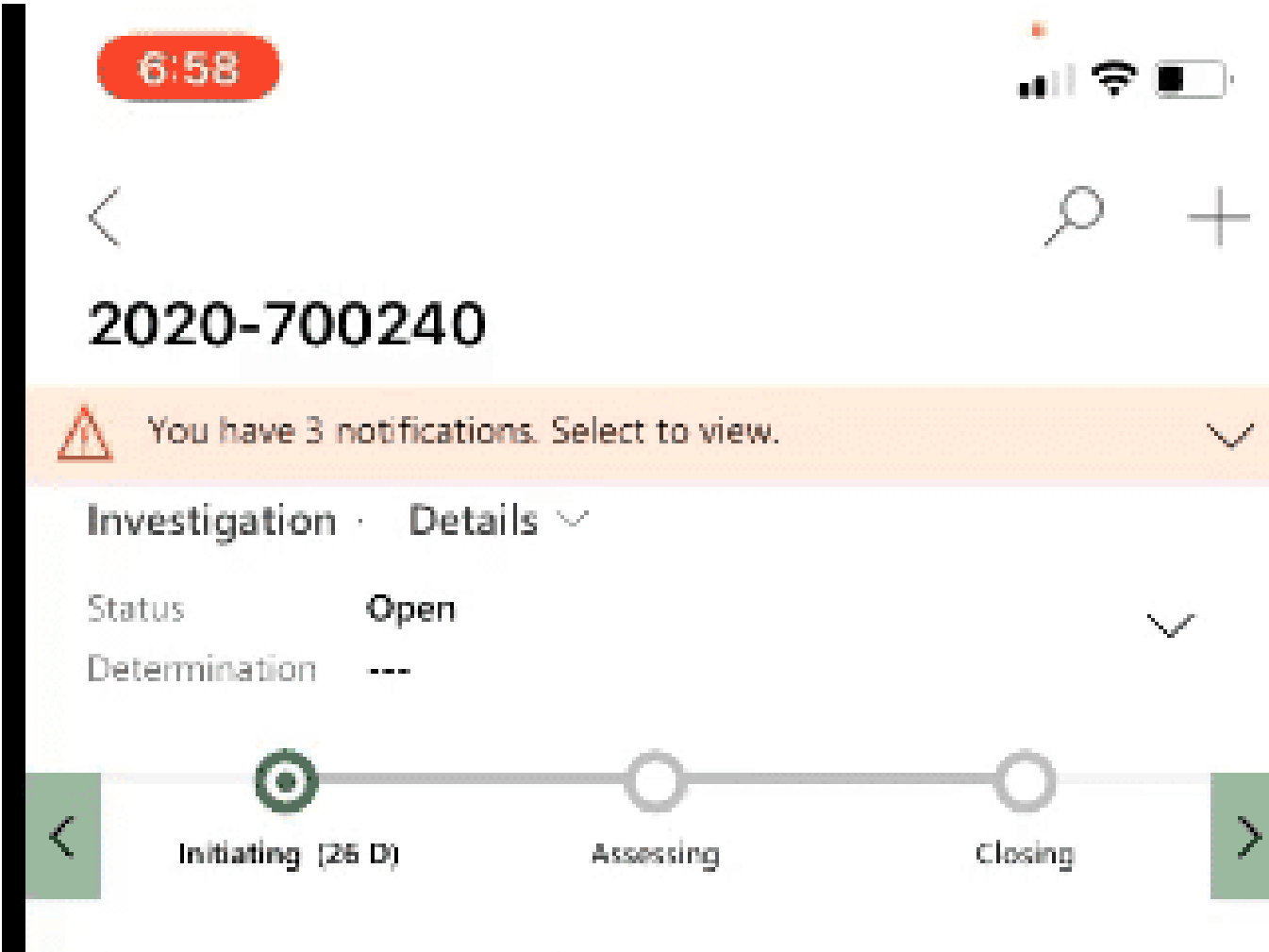
[Get Directions](#)



Users can get driving directions and route by accessing the 'Get Directions' feature from the Participant's Contact page.

i Important Note: The driving and route directions will only function with the primary residence.

Let's Watch the "Map Directions" Demonstration



 Investigation Details

 Inv. # 2020-700240

 Originating Intake  2020-700240-01

 Type * Child Intake

 Sub Type In-Home

R/T (Response Time) * Immediate

 County *  Leon

 Primary Investigator CPI TESTCCWIS

 Investigator Name  Kerry-Ann Rapheal



Mute

Camera

Microphone

Share

Help

Hand

Messages



View Investigation - Detail View

7:43



2020-700240



You have 3 notifications. Select to view.



Investigation · Details ▾

Status **Open** ▾

Determination ---



General

Participants & Background Checks

Pres

Investigation Details

Inv. # 2020-700240

Originating Intake 2020-700240-01

Type * Child Intake

Sub Type In-Home

R/T (Response Time) * Immediate

County * Leon

Primary Investigator CPI TESTCCWIS

Investigator Name Kerry-Ann Rapheal



Commencemen
t



Save



Save & Close



More

The **Investigations Details page** allows the users to **view an investigation and perform investigative activities**. This layout is divided into the following sections:

1. Critical Reminders Notification Bar
2. Details, Acknowledgement Form, and At-A-Glance view
3. Business Process Flow (not currently available)
4. Tabs
5. Toolbar/Ribbon (allows the users to access one commencement button and a number of other features.)

Investigations - Detail View

Click through each tab to view details of the functionality on the investigations screen.

RIBBON	NOTIFICATION BAR	INVESTIGATION PAGE VIEWS	BUSINESS PROCESS FLOW (BPF)	
--------	------------------	--------------------------	-----------------------------	--

Within **Investigation Ribbon**, the users will be able to perform a one-button commencement, save changes to the investigation, refresh the page view, share an investigation, email the investigation in the form of a link, and follow an investigation.

Important Note:

- The last 3 features (**Flow, Word Templates, and Run Report**) will not be available in the initial release of the Child Investigation Application.
- All assignments are to be made and changed in FSFN.

RIBBON	NOTIFICATION BAR	INVESTIGATION PAGE VIEWS	BUSINESS PROCESS FLOW (BPF)	
--------	------------------	--------------------------	-----------------------------	--

The Notification bar houses two (2) types of notifications:

(a) Commencement needed notification which will disappear once the commencement activity has been performed.

(b) Critical Reminders will show throughout the life of the investigation.

Important Note: See 'Critical Reminder' Knowledge Article for more information.



RIBBON	NOTIFICATION BAR	INVESTIGATION PAGE VIEWS	BUSINESS PROCESS FLOW (BPF)	
--------	------------------	--------------------------	-----------------------------	--

The Investigation page views allow the users to access:

Investigation Details – Detailed view of investigation information

Acknowledgment Forms – Section which allows caregiver and CPI to review and sign statements attesting to the receipt of Firearm Safety, Sleep Safety, Water Safety and/or Indian Child Welfare (ICWA)

At-A-Glance – Alternative view of the investigation detail layout



RIBBON	NOTIFICATION BAR	INVESTIGATION PAGE VIEWS	BUSINESS PROCESS FLOW (BPF)	
--------	------------------	--------------------------	-----------------------------	--

Guide for the steps needed to complete an investigative work task.

Important Note: BPF will not be available in the initial release of the Child Investigation Application.

RIBBON	NOTIFICATION BAR	INVESTIGATION PAGE VIEWS	BUSINESS PROCESS FLOW (BPF)	

The tabs offer horizontal separation of work content.

General- Includes Investigation and Intake details.

Participants & Background Checks- Allows users access to participant information, including adding a participant, driving directions, and requesting a background check.

Present Danger Assessment- Allows users to view, add, and update present danger assessments.

View File(s)- Allows users to add file attachments, including audio, video, and PDF's.

Investigative Activities- Allows users to view, add, and update investigative activities.

Knowledge Article- Allows users to search and browse knowledge articles.

Timeline- Allows users to view, add, and update investigative activities with activity timeline reminders.

Audit History- Allows users to view and track user activity for the purposes of security and compliance.

Investigation At-A-Glance View

7:50



2020-700240



You have 3 notifications. Select to view.



Investigation · At-A-Glance ▾

Determination --- ▾

Status **Open**



At a glance

Audit History



Investigation Details

Inv. # 2020-700240

Originating Intake 2020-700240-01

Intake Decision Date 9/11/2020
5:30 PM

Days Elapsed 26

Commencement ---
Signed Date ---

R/T (Response Time) * **Immediate**



Commencement



Save



Save & Close

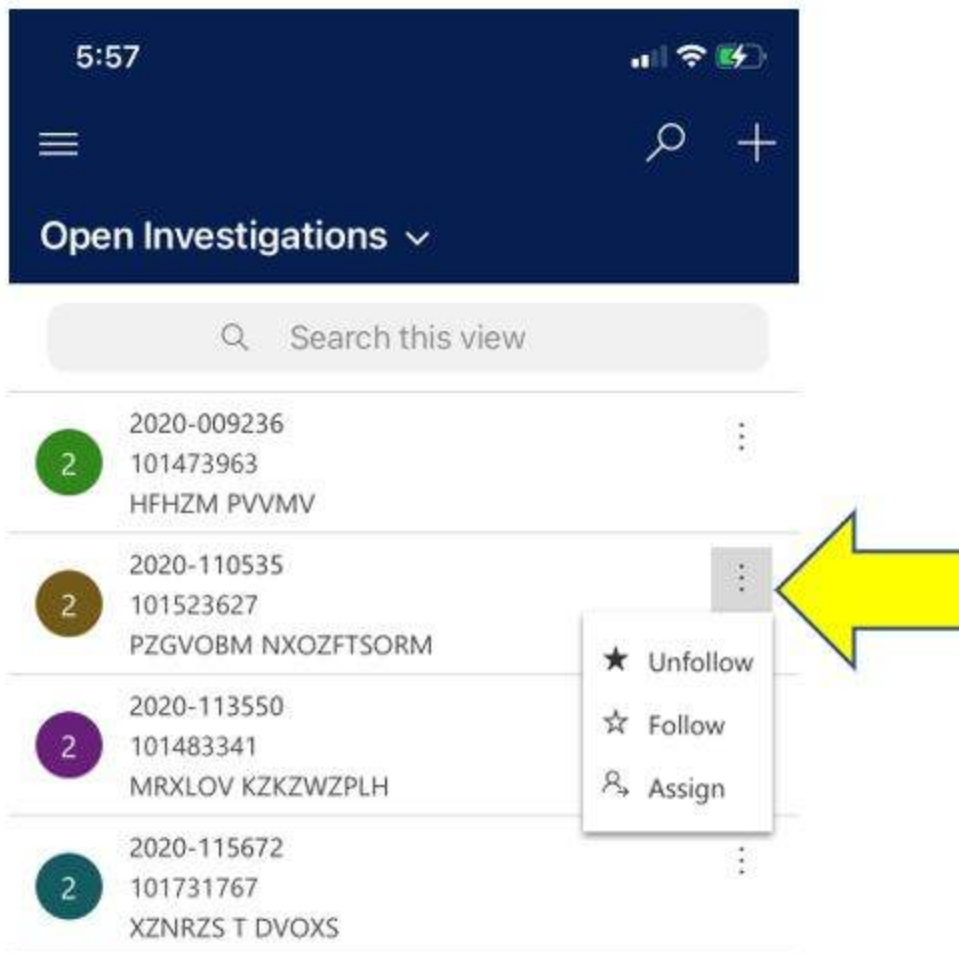


More

Investigations At-A-Glance View layout allows users to view an Investigation and document and/or access various pieces of work including Investigative Activities (includes commencements), Present Danger Assessments, the uploading of Images/Files and viewing Supervisor Consultations. This layout is divided into the following sections:

1. Critical Reminders Notification Bar
2. Details, Acknowledgement Form, and At-A-Glance View
3. Business Process Flow (Not Currently Available)
4. Tabs - At A Glance and Audit History
5. Investigation Details
6. Check Points
7. Victims
8. PDAs
9. Investigative Activities
10. Supervisor Consultation
11. Ribbon (allows access to one commencement button and a number of other features.)

Follow an Investigation



Follow an investigation

The 'follow an investigation' command feature allows the users to see real-time updates of an investigation for which he/she is not the primary investigator.

There are two (2) ways to activate the **"follow an investigation"** command feature:

1. As seen in the image to the left, the user may select the 3 dots to the right of an investigation row and click, follow.
2. In the demonstration video below, the user may access the "More" button and choose to follow from within an investigation.

Let's watch the "Follow an Investigation Demonstration" video.

Let's Watch "Follow an Investigation" Demonstration

The screenshot shows a mobile application interface with a dark blue header. At the top left, the time is 5:36. On the right, there are icons for signal strength, Wi-Fi, and battery. Below the header, there is a search icon and a plus sign. The main title is "CPI Investigation Dashboard" with a dropdown arrow. Below the title, the date range is "Last Quarter 7/1/2020 To 9/30/2020" with a dropdown arrow. There are two green cards, each with a "View" link, a large number "5", and a description of the filtered data.

5:36

Signal strength, Wi-Fi, Battery icons

Menu icon, Search icon, Plus icon

CPI Investigation Dashboard ▾

Last Quarter 7/1/2020 To 9/30/2020 ▾

View

5

Commencement needed
Filtered

View

5

Victims not seen
Filtered

View

5

Alleged Perpetrator not seen
Filtered

View

5

Present Danger Assessment needed
Filtered



Show Visual
Filter



Show Global
Filter



Clear Default



More

i Important Note: The investigation number should be entered in to the search field.

Knowledge Check!

The investigation will move to the CPI Mobility App once the primary investigator is selected on the investigation in FSN and saved. Then, the primary investigator will receive a notification of the assignment on his/her mobile phone.

True

False

SUBMIT

Commencement Critical Reminder displays until such time that commencement has been documented for the initial and any

applicable additional intakes. However, all other critical reminders will display throughout the life of the investigation.

True

False

SUBMIT

The initial intake display provides the CPI with intake information including reporter information and the allegation narrative.

True

False

SUBMIT

To contact a Reporter, click the Phone icon next to the Reporter Phone Number, and call the reporter directly. Once the call is completed and disconnected, the system auto-generates a Phone Call Activity for the user to document the details.

True

False

SUBMIT

Users can get driving directions and route by accessing the 'Get Directions' feature from the Participant's Contact page.

True

False

SUBMIT

CONTINUE

Documenting Investigative Work



"Great things in business are never done by one person. They are done by a team of people." - *Steve Jobs*

Documenting Investigative Activities

This module introduces you to the following investigation features within the module.

- One Button Commencement
- Acknowledgment Form and Digital Signature
- Face-to-Face Contacts
- Adding Participants
- Adding Addresses
- Requesting Background Check

- Upload File
- Present Danger Assessment (PDA)
- View Supervisor Consultation
- Knowledge Articles

Objective

Upon completion of this module, you will be able to:

- Document face-to-face activities and present danger assessments.
- Upload files, add participants, add addresses, and request background checks.
- Access the supervisor consultation feature.
- Utilize one-button commencement, knowledge articles, acknowledgment form, and digital signature.

Getting Started

This module covers the following sections:

1. Documenting Investigative Activities
2. Knowledge Check

Once completed, navigate to the bottom of the page and click on the "**Continue**" button.


CONTINUE

One Button Commencement

The One Button Commencement investigative feature **activates an autogenerated note to populate in the Investigative Activity tab** within the CPI Mobility App.

When the Commencement Activity is systematically generated, the subject is derived as either an initial or additional commencement. The type is derived as child investigation, and subtype is derived as initial commencement or additional commencement. The begin date and time are derived based on the date and time **when the commencement button was clicked**. The intakes commenced is derived based on the initial or additional intakes that have been received and have yet to be commenced.

Please ensure that if you utilize the Commencement button, **remember to go back and document the details surrounding the commencement activity** within the Description field.

 **Important Note:** CPI Mobility App has a "Commencement Button and Document Commencement" knowledge article available for all users to review.

Let's Watch the "One Button Commencement" Demonstration



Custom Time Frame 9/1/2020 To 12/31/2020 ▾

View

4

Commencement needed
Filtered

View

5

Victims not seen
Filtered

View

5

Alleged Perpetrator not seen
Filtered

View

5

Present Danger Assessment needed Filtered



Show Visual
Filter



Show Global
Filter



Clear Default



More

The screenshot displays the Florida Safe Families Network (FSFN) web application interface. At the top, there is a navigation bar with the title "Florida Safe Families Network" and several utility icons (Hand Book, Print, Audit, Spell Check, Help). Below this is a menu with options: Case, Person, Provider/Organization, Worker, and Person Provider Inquiry. The main content area is divided into several sections:

- Search Criteria:** Includes fields for Last Name, First Name, Case ID, Intake # (set to 2020-700241), and County. There are checkboxes for "Date Restricted" (checked) and "Participant View" (unchecked), and a "Search Precision" dropdown.
- Cases Returned:** A list of search results. The first entry is "TestThree, Mother (999000218)" with an "Investigation Status: Open 09/11/2020 QVMPH, AMY M". The "Case Book" link next to this entry is circled in yellow.
- Case Information:** A detailed view for the selected case, showing "TestThree, Mother (999000218)" with investigation details: "Investigation, 09/11/2020; QVMPH, AMY M; Leon FL".
- Case Notes:** A section titled "Case Notes" with a dropdown menu. A note titled "Child Investigation Commencement (Initial)" is highlighted in yellow, with details: "10/06/2020 9:13 AM" and "Date Entered: 10/06/2020 9:13 AM View History".
- Active Participants:** A list of individuals associated with the case, including "TestThree, Brother (Person ID:999000728)", "TestThree, Child (Person ID:999000727)", and "TestThree, Mother (Person ID:999000729)", each with their respective birth dates and ages.

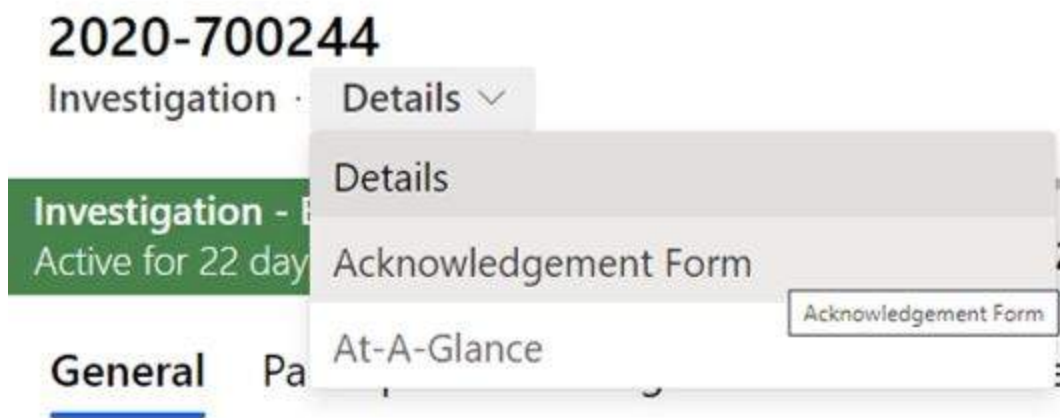
Florida Safe Families Network

Click *Case Book* in FSFN to see the **One Button Commencement Activity** created in the CPI Mobility App.

CONTINUE

Acknowledgement Form and Digital Signature

The Acknowledgement Form and Digital Signature features of the CPI Mobility App allow the users to review and sign statements attesting to the receipt of Firearm Safety, Sleep Safety, Water Safety, and/or Indian Child Welfare (ICWA) forms.



How to access acknowledgement forms

Accessing Acknowledgement Forms

To access the acknowledgment form, select the "**Investigation - Detail**" drop-down; then, click on **Acknowledgement Form**.

10:05

2020-700244

You have 2 notifications. Select to view.

Investigation: Acknowledgement Form

Completed? No

Status: Open

Initiating (21 D) | Assessing | Closing

General

Inv. #	2020-700244
Originating Intake	2020-700244-01
Primary Investigator	AMY QVMPH
Investigator Name	Kerry-Ann Rapheal
First Name	* Kerry-Ann
Last Name	* Rapheal
Supervisor	---
Investigator Phone	850-320-9153

Investigation Summary

Sections of Acknowledgment Form - Investigation Summary

The first section of the acknowledgment form is **Investigation Summary** where the **investigation information**, including the primary investigator's contact information, can be found.

General

Email(s) Caregiver@hotmail.com
cpi@myffamilies.com

Phone Number ---

FIREARM SAFETY:
Florida statute 790.174 requires anyone who owns or stores a loaded firearm to keep it in a locked place secure from any minor who could gain access to it without lawful permission.
*Safe storage of firearms required. (1) A person who stores or leaves, on a premise under his or her control a loaded firearm, as defined in s. 790.001, and who knows or reasonably should know that a minor is likely to gain access to the firearm without the lawful permission of the minor's parent or the person having charge of the minor, or without the supervision required by law, shall keep the firearm in a securely locked box or container or in a location which a reasonable person would believe to be secure or shall secure it with a trigger lock, except when the person is carrying the firearm on his or her body or within such close proximity thereto that he or she can retrieve and use it as easily

Email/Phone Section

Sections of Acknowledgment Form - Email/Phone Section

The second section is the **Email/ Phone** box where an email address can be entered to receive a copy of the signed acknowledgment form.

Emails will be transmitted once the CPI has clicked "Save."

Important Note:

1. Acknowledgment forms will not be transmitted via text at this time; therefore, phone numbers should not be entered into the Phone section of the Acknowledgment form.
2. CPIs should enter his/her email address to receive a copy of the signed acknowledgment form. To enter multiple email addresses, separate each email address with a comma or semi-colon.
3. The Rights and Responsibilities and HIPAA will be emailed as an attachment with the signed acknowledgment form. The CPI should

review the information with the family and understand that the pdf will be sent via email.

4. The caregiver signature is acknowledging they will receive the information.

5. The Completed checkbox and screen refresh triggers the emails and completes the form. This completion is also what derives the Commencement Signed Date field in the At-A-Glance view.

General

Phone Number

FIREARM SAFETY:

Florida statute 790.174 requires anyone who owns or stores a loaded firearm to keep it in a locked place secure from any minor who could gain access to it without lawful permission.

"Safe storage of firearms required. (1) A person who stores or leaves, on a premise under his or her control a loaded firearm, as defined in s. 790.001, and who knows or reasonably should know that a minor is likely to gain access to the firearm without the lawful permission of the minor's parent or the person having charge of the minor, or without the supervision required by law, shall keep the firearm in a securely locked box or container or in a location which a reasonable person would believe to be secure or shall secure it with a trigger lock, except when the person is carrying the firearm on his or her body or within such close proximity thereto that he or she can retrieve and use it as easily and quickly as if he or she carried it on his or her body."

SLEEP SAFETY (0 to 2 YEARS OLD):

Explained and discussed utilizing appropriate/safe sleeping

Forms

Sections of Acknowledgment Form - Forms Section

The third section is the forms section where the CPI is able to review the **Firearm Safety, Sleep Safety, Water Safety, and/or Indian Child Welfare (ICWA)** forms with the caregiver, when applicable.

The ICWA section has a drop-down, yes or no, to acknowledge whether the child(ren) meet the requirements for the Indian Child Welfare Act.

The image shows a digital form titled "General" with two signature sections. The first section is for "Missy Caregiver". It includes a "Parent/Caregiver - Print Name" field with the name "Missy Caregiver". Below this is a "Parent/Caregiver Signature" field containing a handwritten signature. To the right of the signature is a yellow square button labeled "Clear" and a blue star-shaped icon with a checkmark. Below the signature field is a "Signed Date" field with a lock icon and a date input field. The second section is for "Mister Caregiver". It includes a "Parent/Caregiver - Print Name" field with the name "Mister Caregiver". Below this is a "Parent/Caregiver Signature" field containing a handwritten signature. To the right of the signature is a yellow square button labeled "Clear" and a blue star-shaped icon with a checkmark.

Signature Section

Sections of Acknowledgment Form - Signature Section

The fourth section of the Acknowledgment Form is the **Signature** section where the CPI and/or caregivers are able to acknowledge the receipt of forms with a digital signature.

The user can sign the signature section with a finger or stylus; then, click "checkmark" to save the signature or "Clear" to erase.

- The yellow boxes highlight the "clear" feature which allows the user to erase a signature from the signature field.
- The blue stars highlight the "checkmark" feature which allows the user to save a signature in the signature field.

Florida Safe Families Network

Hand Book Print Audit Spell Check Help

Case Information

Case Name: [Monsoon_Mother](#) Case ID: 999000221 Investigation Status: Open Status Date: 09/16/2020 Intake Number: 2020-700244-01 Initial Face-to-Face Contact:

Investigative Sub Type: R/T: Date: Initial HCC Decision Date: Time: AM PM Special Handling:

County:

Intakes	Basics	Participants	Allegations/Findings	Contacts/Notifications	Prior Intakes and Investigation/Referrals	Results
Intake Information						
Intake Number	Sequence Type	HCC Decision Date/Time	Inv. Sub Type	Response Priority	Commencement	
2020-700244-01	Initial	09/16/2020 3:29 PM	In-Home	Immediate		
Supervisor Consultation Summary						
Date/Time of Consultation	Type of Consultation	Follow-Up Required	Follow-Up Date/Time	Rapid Safety Feedback	Immediate Child Safety Action Follow-up	Actions
09/18/2020 12:00 PM	Pre-Commencement	N		No	No	View
09/19/2020 8:00 AM	Initial	N		No	No	View
Unit and Investigators						
Assigned Unit:	200000 HEADQUARTERS					
Primary Investigator:	QVMPH, AMY M					
Secondary Investigator:						

Actions:

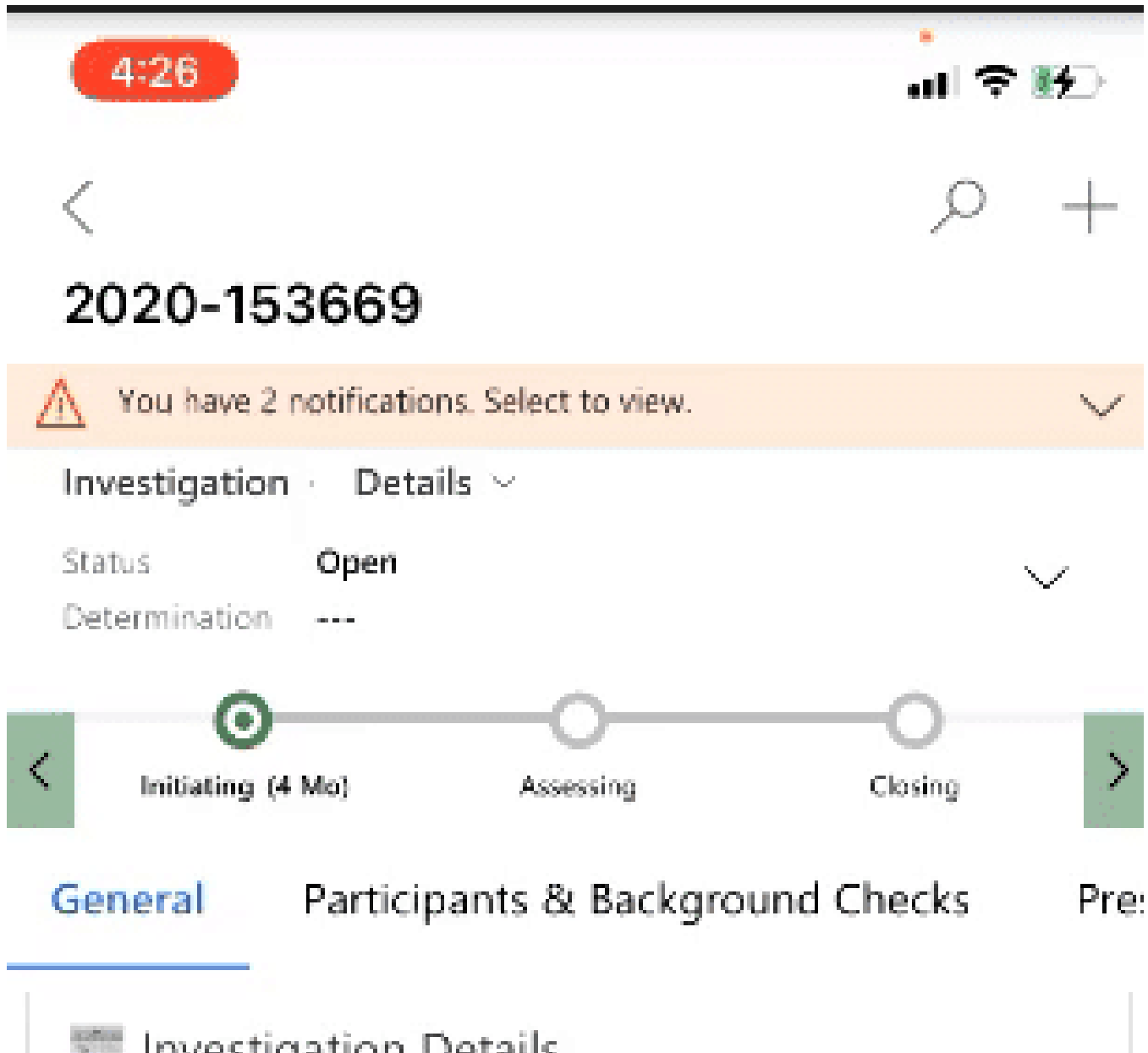
- [Supervisor Consultation Approval](#)
- [View Attached Images](#)
-
- [Investigation Summary](#)
- [Investigation Summary with Reporter](#)
- [Investigation Participant Profile](#)
- [Investigation Participant Profile with Reporter](#)
- [Closure Letter](#)
- [CPT EXCEPTION Ret](#)

Florida Safe Families Network

How to view Acknowledgement Forms in FSFN

The user can access CPI Mobility Acknowledgement Forms in FSN from View Attached Images.

Let's Watch the "Acknowledgment Form and Digital Signature" Demonstration



 Investigation Details


 Inv. # 2020-153669

 Originating Intake  2020-153669-01

 Type * Child Intake

 Sub Type Other

R/T (Response Time) * 24 Hours

 County *  Broward

 Primary Investigator MORGAN XFMWOV

 Investigator Name  Kerry-Ann Rapheal



Commencement



Save



Save & Close



More

Emailed Acknowledgement Forms

The documents below are an example of the forms that will be received by the email recipients. These forms include the "Your Rights and Responsibilities" with HIPAA which will be emailed as an attachment along with the signed acknowledgment form.



Ackform - RR.pdf
119.7 KB



ackform - signedforms.pdf
237.4 KB



CONTINUE

Face-to-Face Contacts

The documentation of Face-to-Face contact within the application is referred to as an "Investigative Activity."

Let's Watch the "Face-to-Face Documentation" Demonstration

The screenshot shows a mobile application interface for an investigation case. At the top, the time is 4:53, and there are icons for signal strength, Wi-Fi, and battery. Below the time is a navigation bar with a back arrow, a search icon, and a plus icon. The main title of the case is "2020-700240". A notification banner indicates "You have 3 notifications. Select to view." Below this, the case details are shown: "Investigation · Details", "Status: Open", and "Determination: ---". A progress bar at the bottom shows three stages: "Initiating (33 D)", "Assessing", and "Closing". The "Initiating" stage is currently active, indicated by a green circle. Below the progress bar, there are three tabs: "General" (selected), "Participants & Background Checks", and "Pre". At the bottom, there is a section titled "Investigation Details" with a lock icon and the text "Inv. # 2020-700240".

4:53

< 🔍 +

2020-700240

⚠️ You have 3 notifications. Select to view. ▾

Investigation · Details ▾

Status: Open ▾

Determination: ---

← ● — ○ — ○ →

Initiating (33 D) Assessing Closing

General Participants & Background Checks Pre

📄 Investigation Details

🔒 Inv. # 2020-700240

🔒 Originating Intake

 2020-700240-01

🔒 Type

* Child Intake

🔒 Sub Type

In-Home

R/T (Response Time)

* Immediate

🔒 County

*  Leon

🔒 Primary Investigator

CPI TESTCCWIS

🔒 Investigator Name

 Kerry-Ann Rapheal



Commencemen
t



Save



Save & Close



More

Florida Safe Families Network Hand Book Print Audit Spell Check Help

Case Information
[Monsoon_Mother \(99900221\)](#)
 Investigation; 09/16/2020;
 QVMPH, AMY M; Leon FL

Active Participants

[Monsoon_Child \(Person ID:99900749\)](#)
 Date of Birth: Age: 9
 Date of Last Contact:

[Monsoon_Mother \(Person ID:99900751\)](#)
 Date of Birth: Age: 48
 Date of Last Contact: 10/07/2020

[Monsoon_Perpetrator \(Person ID:99900752\)](#)
 Date of Birth: Age: 27
 Date of Last Contact: 10/08/2020

[Monsoon_Sibling \(Person ID:99900750\)](#)
 Date of Birth: Age: 13
 Date of Last Contact:

Youth/Young Adult
 No Records Found.

Case Note Search Criteria **File Cabinet Search**

Case Notes

Child Investigation Initial Face-to-Face 10/08/2020 10:15 PM
 Date Entered: 10/08/2020 10:14 PM [View History](#)
 sjksjfskdfkjl

Child Investigation Initial Face-to-Face 10/07/2020 10:13 PM
 Date Entered: 10/08/2020 10:12 PM [View History](#)
 ksdfksjdfkshdjklf

Medical/Mental Health
 No Records Found.

Education
 No Records Found.

Scheduled Legal Actions
 No Records Found.

Pending Diligent Search(es)
 No records found.

Adoption Information
 No Records Found.

How to access Face-to-Face investigative activities created in CPI Mobility App

The users can access face-to-face investigative activities in FSN that were created in CPI Mobility app by visiting the *Child Investigations* tab.

i Important Note: A knowledge article is available on Face to Face contacts. See "Create and Document Investigative Activities."

CONTINUE

Adding Participants

Users may add a participant to an investigation in the CPI Mobility Application.



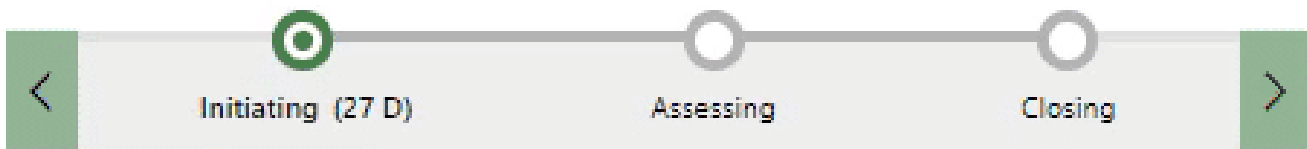
Let's Watch the "Add Participant" Demonstration

You have 3 notifications. Select to view.

2020-700240

Investigation · Details

Status Open
Determination ---



General Participants & Background Checks

Investigation Details

Inv. #	2020-700240
Originating Intake	2020-700240-01
Type	* Child Intake
Sub Type	<u>In-Home</u>

The image shows a mobile application interface for managing an investigation. At the top, there is a status bar with the time 3:38 and icons for cellular signal, Wi-Fi, and battery. Below the status bar is a navigation bar with a back arrow on the left, a search icon, and a plus sign on the right. The main title is "2020-700240". A notification banner indicates "You have 3 notifications. Select to view." Below this, the investigation details are shown: "Investigation · Details", "Status: Open", and "Determination: ---". A progress bar at the bottom shows three stages: "Initiating (33 D)", "Assessing", and "Closing", with "Initiating" being the active stage. Below the progress bar are three tabs: "General", "Participants & Background Checks", and "Pres". The "General" tab is selected and highlighted. The content area shows "Investigation Details" with a lock icon, "Inv. # 2020-700240", and a partially visible "Assignments" section.

3:38

< 🔍 +

2020-700240

⚠️ You have 3 notifications. Select to view. ▾

Investigation · Details ▾

Status: Open ▾

Determination: ---

← Initiating (33 D) Assessing Closing →

General Participants & Background Checks Pres

🔒 Investigation Details

🔒 Inv. # 2020-700240

📄 Assignments

Originating Intake

2020-700240-01

Type

Child Intake

Sub Type

In-Home

R/T (Response Time)

Immediate

County

Leon

Primary Investigator

CPI TESTCCWIS

Participant Name

Participant Address



Commencement



Save



Save & Close



More

Adding an existing participant

i Important Note: Quick Create screen, if "Victim" is selected, user must add at least 1 maltreatment.

Florida Safe Families Network Hand Book Print Audit Spell Check Help

Case Information
 Case Name: [Monsoon, Mother](#) Case ID: 999000221 Investigation Status: Open Status Date: 09/16/2020 Intake Number: 2020-700244-01 Initial Face-to-Face Contact: 01

Investigative Sub Type: [In-Home](#) R/T: [Immediate](#) Date: [09/16/2020](#) Initial HCC Decision Date: [09/16/2020](#) Time: [03:29](#) AM PM Special Handling:

County: [Leon](#)

Participants

Name	Person ID	DOB	Age at Closure	Gender	Race	Disabiliti	SSN	Initial Roles	Initial FTF Contact	Final Roles	Action	Background Check
Monsoon, Perpetrator	999000752		27	Male		N		AP-HM-SO	10/08/202 10:15 PM			
Monsoon, Mother	999000751		48	Female		N		HM-IN-PC	10/07/202 10:13 PM			
Monsoon, Child	999000749		9	Male		N		CH				
Monsoon											

Background Check

Background Check?:	Participant Name:	Person ID:	Last Background Check:	Local:	Action

Provider Information
 Provider:

Actions:
[Supervisor Consultation](#)
[Approval](#)
[View Attached Images](#)
 Text:
[Investigation Summary](#)
[Investigation Summary with Reporter](#)
[Investigation Participant Profile](#)
[Investigation Participant Profile with Reporter](#)
[Closure Letter](#)
[CPT EXCEPTION Rpt](#)

Accessing added participants in FSFN

How to access added participants in FSFN

Added Participants created in the CPI Mobility App can be accessed in FSFN.

Adding Addresses

Users may add an address to an investigation in the CPI Mobility Application.

Let's Watch the "Add Address" Demonstration

You have 3 notifications. Select to view.

2020-700240

Investigation · Details

Status Open

Determination ---



Gene... Participants & Background Checks ...

Investigation Details

Inv. # 2020-700240

Originating Intake 2020-700240-01

Type * Child Intake

A Sub Type

In-Home

The screenshot displays the Florida Safe Families Network Case Book interface. At the top, there is a navigation bar with the logo and utility icons (Hand Book, Print, Audit, Spell Check, Help). Below this is a menu with options: Case, Person, Provider/Organization, Worker, and Person Provider Inquiry. The main area is divided into search criteria and search results. The search criteria section includes fields for Last Name, First Name, Case ID, Intake # (set to 2020-700240), and County. There are checkboxes for Date Restricted and Participant View, and a Search Precision dropdown. A search button is located to the right. Below the search criteria, there is a section for Additional Search Criteria. The search results section, titled 'Cases Returned', shows a list of cases. One case, 'TestTwo_Mother (999000217)', is highlighted with a yellow circle. The details for this case are shown in a pop-up window. This window has a header 'Florida Safe Families Network' and a sub-header 'Case Information'. It lists the case name, investigation date (09/11/2020), and location (QVMPH, AMY M, Leon FL). Below this is a section for 'Active Participants' with three entries: 'ONETEST_KLRTEST (Person ID: 999000849)', 'Test_Test (Person ID: 999000726)', and 'TestTwo_Brother (Person ID: 999000724)'. The 'Test_Test' entry is highlighted with a yellow circle. To the right of the active participants is a 'Person Management -- Webpage Dialog' window. It has tabs for 'Basic', 'Additional', and 'AKA Names'. Under the 'Basic' tab, there are two address entries: 'Parent Home Address 10/08/2020 - Present' (123 way) and 'Contact Person Address 10/08/2020 - Present' (123 Any Street, Tallahassee, 32309). The second address entry is highlighted with a yellow circle.

Accessing an added address in FSFN

How to access an added address in FSFN Addresses created in the CPI Mobility App can be accessed in FSFN from *Case Book*.

CONTINUE

Requesting Background Checks

Users can't request background checks from the mobile device, but they can perform the function in the CPI Mobility Application from a tablet, 2-in-1, laptop or other desktop device.

2020-700240
Investigation · Details ▾

Open Status | --- Determination ▾

Investigation - BPF Stage
Active for 27 days

Initiating (27 D) | Assessing | Closing

General | **Participants & Background Checks** | Present Danger Assessment | View File(s) | Investigative Activities | ...

Participants

Request Background ...

✓ Name ↓ ▾	Participant Role ▾	Maltreatment ▾	FSFN Updated Date/Time ▾
Test Test	Alleged Perpetrator; Househo...	---	9/11/2020 5:42 PM
✓ Mother TestTwo	Intake Name; Household Me...	---	9/11/2020 5:42 PM
KLRTST ONETEST	Household Member	---	---

Accessing Request Background Check

To access **request background checks**, the users will access the Participant and Background Check tab. Then, **click the investigation participant for which the background check is being requested and click Request Background Check.**

The users will be prompted to **verify that the background check criteria have been met.**

Once the background check has been requested, the Background Check Status will read **'Requested.'** After the background check request has been processed, it will read **'Completed.'** The user can then view the background check in FSFN.

**Let's Watch The "Requesting Background Check"
Demonstration**

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
CPI Investigation Investigators > Investigations > 2020-700240

SANDBOX

You have 3 notifications. Select to view.

2020-700240 Investigation · Details

Investigation - BPF Stage Active for 27 days

Initiating (27 D) Assessing Closing

General Participants & Background Checks Present Danger Assessment View File(s) Investigative Activities Knowledge Article Timeline Audit History

Investigation Details

Inv. # 2020-700240

Originating Intake 2020-700240-01

Type Child Intake

Sub Type In-Home

R/T (Response Time) Immediate

County Leon

Primary Investigator CPI TESTCCWIS

Investigator Name Kerry-Ann Rapheal

First Name Kerry-Ann

Last Name Rapheal

Originating Intake

Intake Name Child TestTwo

FSFN Received Date 9/11/2020 9:00 AM

Type Child Intake

R/T (Response Time) Immediate

Sequence Initial

Special Handling No

County Leon

Secondary County ---

Background Check Required No

Reporter Name ---

Reporter Caller Id ---

Requesting Background Check

Florida Safe Families Network

Hand Book Print Audit Spell Check Help

Case Information

Case Name: [Monsoon, Mother](#) Case ID: 999000221 Investigation Status: Open Status Date: 09/16/2020 Intake Number: 2020-700244-01 Initial Face-to-Face Contact:

Investigative Sub Type: In-Home R/T: Immediate Date: 09/16/2020 Initial HCC Decision Date: 09/16/2020 Time: 03:29 AM PM Special Handling:

County: Leon

Participants

Name	Person ID	DOB	Age at Closure	Gender	Race	Disability	SSN	Initial Roles	Initial FTF Contact	Final Roles	Action	Background Check
Monsoon, Perpetrator	999000752		27	Male		N		AP-HM-SO	10/08/2020 10:15 PM			
Monsoon, Mother	999000751		48	Female		N		HM-IN-PC	10/07/2020 10:13 PM			
Monsoon, Child	999000749		9	Male		N		CH				
Monsoon	-----											

Background Check

Background Check?	Participant Name:	Person ID:	Last Background Check:	Local:	Action

Provider Information

Provider:

Actions:

[Supervisor Consultation](#)
[Approval](#)
[View Attached Images](#)

Text:

[Investigation Summary](#)
[Investigation Summary with Reporter](#)
[Investigation Participant Profile](#)
[Investigation Participant Profile with Reporter](#)
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Accessing Background Checks in FSN

How to Access Background Checks in FSFN

Requested Background Checks created in the CPI Mobility App can be accessed in FSFN.

Important Note:

- In cases where the background check has been requested but the investigation participant does not meet the background criteria, the application will refresh, but no record will populate in the request background check section nor will the user receive a system message.
- The status change in the "Background Check Status" column is the visual queue for the user to access FSFN and view background checks.

CONTINUE

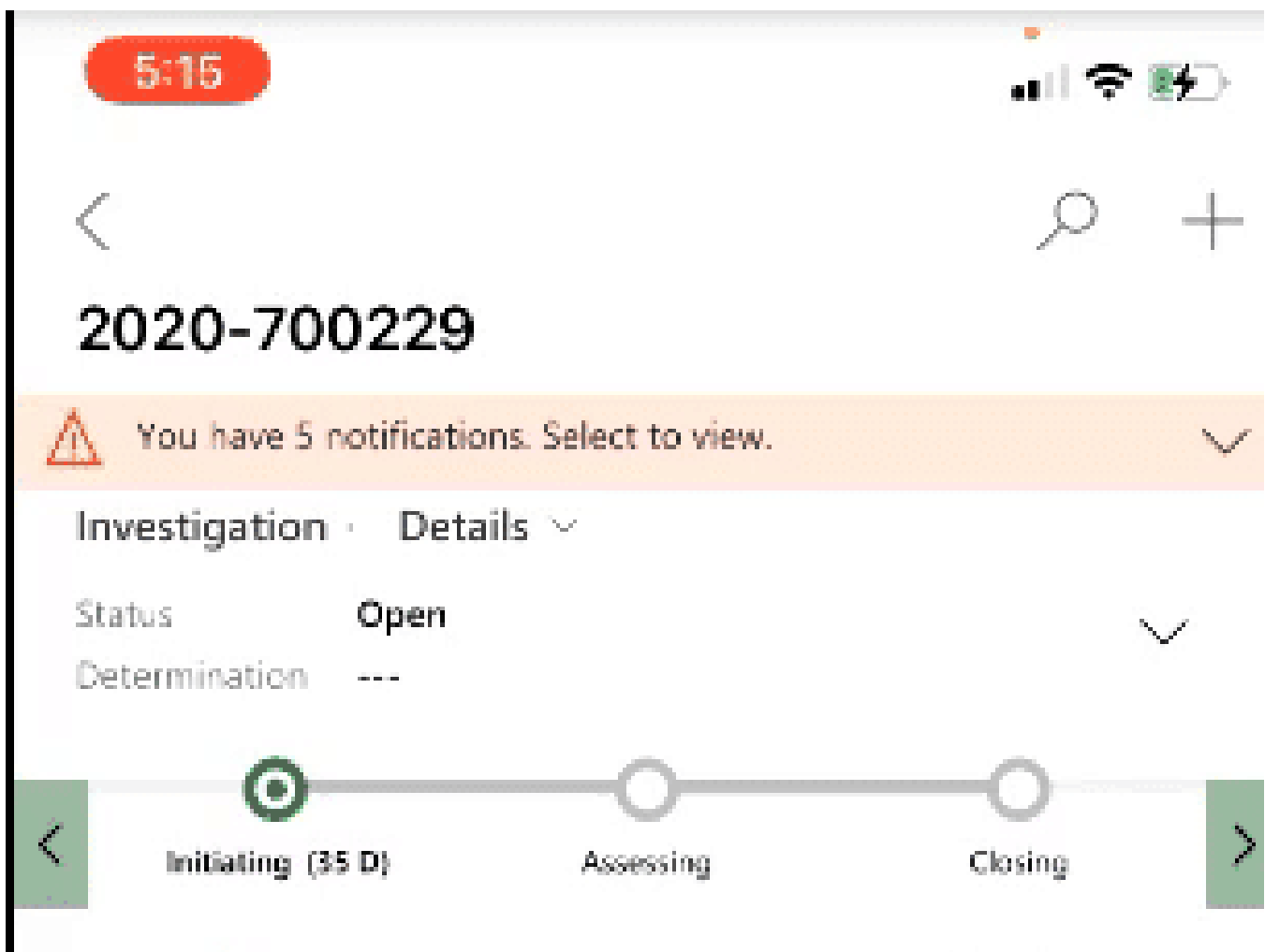
Upload File

Users can:

1. Upload media files such as audio and video.
2. Associate investigation participants to a file.
3. Attach as many documents as needed.

Important Note: To associate an upload to an investigation participant, the user must click the small Save icon in the Participant section of the Attach File page. The greyed-out and no longer bolder Save icon will be a visual indicator that the investigation participant has been properly associated with the attachment.

Let's Watch the "File Upload" Demonstration



 Investigation Details

 Inv. # 2020-700229

 Originating Intake  2020-700229-01

 Type * Child Intake

 Sub Type In-Home

R/T (Response Time) * Immediate

 County *  Leon

 Primary Investigator EDDIE DZIIVM

 Investigator Name  Kerry-Ann Rapheal



Commencement



Save



Save & Close



More

Florida Safe Families Network Hand Book Print Audit Spell Check Help ?

Case Information

Case Name: [Monsoon_Mother](#) Case ID: 999000221 Investigation Status: Open Status Date: 09/16/2020 Intake Number: 2020-700244-01 Initial Face-to-Face Contact:

Investigative Sub Type: [In-Home](#) R/T: [Immediate](#) Date: [09/16/2020](#) Initial HCC Decision Date: [09/16/2020](#) Time: [03:29](#) AM PM Special Handling:

County: [Leon](#)

Intakes	Basics	Participants	Allegations/Findings	Contacts/Notifications	Prior Intakes and Investigation/Referrals	Results
Intake Information						
Intake Number	Sequence Type	HCC Decision Date/Time	Inv. Sub Type	Response Priority	Commencement	
2020-700244-01	Initial	09/16/2020 3:29 PM	In-Home	Immediate		
Supervisor Consultation Summary						
Date/Time of Consultation	Type of Consultation	Follow-Up Required	Follow-Up Date/Time	Rapid Safety Feedback	Immediate Child Safety Action Follow-up	Actions
09/18/2020 12:00 PM	Pre-Commencement	N		No	No	View
09/19/2020 8:00 AM	Initial	N		No	No	View
Unit and Investigators						
Assigned Unit:		200000 HEADQUARTERS				
Primary Investigator:		QVMPH, AMY M				
Secondary Investigator:						

Actions:

[Supervisor Consultation Approval](#)

[View Attached Images](#)

Text:

[Investigation Summary](#)

[Investigation Summary with Reporter](#)

[Investigation Participant Profile](#)

[Investigation Participant Profile with Reporter](#)

[Closure Letter](#)

[CPT EXCEPTION Rpt](#)

Viewing Files in FSN

How to view files in FSN

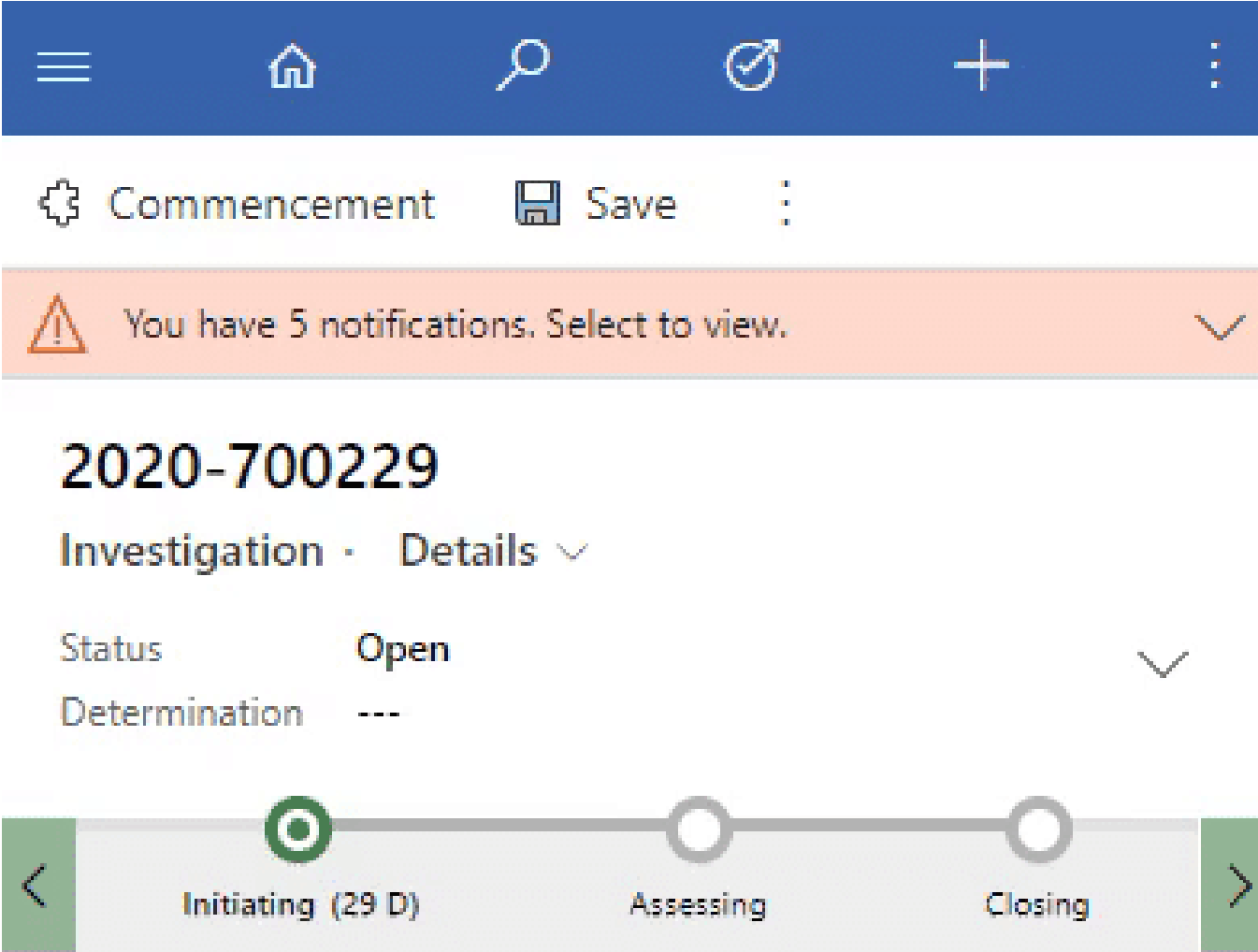
The user can access CPI Mobility uploads in FSN from View Attached Images.

CONTINUE

Present Danger Assessment (PDA)

Users will be able to document whether or not a present danger threat has been identified in the CPI Mobility App.

Let's Watch the "Present Danger Assessment Documentation" Demonstration



 Investigation Details Inv. #

2020-700229

 Originating Intake 2020-700229-01 Type

*

Child Intake

 Sub Type

Child Intake

 **Important Note:**

1. All threats will be made immediately available; therefore, the CPI will need to check only the threat that applies.
2. Save or Save and Close allows the CPI to return later to an incomplete assessment. However, if the documentation has been completed, select "Done."
3. The 'checkbox' for the danger threat appears below the text for the danger threat.

The screenshot displays the Florida Safe Families Network (FSFN) web application. The top navigation bar includes the network name and utility icons like 'Hand Book', 'Print', 'Audit', 'Spell Check', and 'Help'. Below this, a menu bar shows 'Case', 'Person', 'Provider/Organization', 'Worker', and 'Person Profile'. The left sidebar contains search criteria and a list of cases, with 'Darling_Ron (999000206)' selected. The main content area shows case details: Case Name 'Darling_Ron', FSFN Case ID '999000206', Assessment Date '10/07/2020', and Worker Name 'Izskvzo, Kerry-Ann L'. The 'IDENTIFICATION OF THREATS OF DANGER TO A CHILD' section is active, showing a table of danger threats with 'Yes' and 'No' columns. Several threats are marked with a checked 'Yes' radio button. Below this, the 'Safety Intervention' section offers options like 'No Present Danger Threats are identified' and 'Danger Threat(s) identified - Present danger threat is identified...'. A 'Present Danger Assessment' link is visible in the bottom right corner of the main panel.

Accessing Present Danger Assessments in FSFN

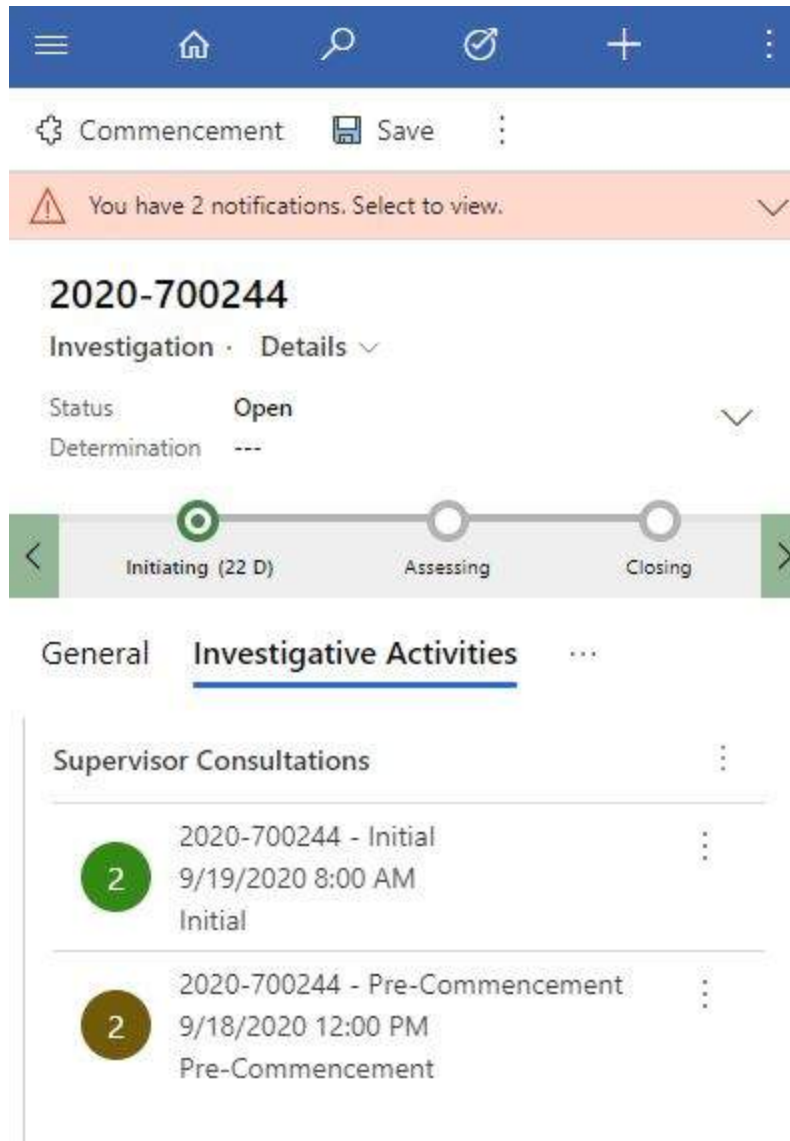
How to access Present Danger Assessments in FSFN

PDA created in CPI Mobility App can be accessed in FSFN under Assessment and Planning.

CONTINUE

Supervisor Consultation

The Supervisor Consultation feature allows the user 'read-only' access to Supervisor Consultations that were performed in FSFN.



Accessing Supervisor Consultation from the App

Accessing Supervisor Consultation

To access supervisor consultation, navigate to Investigative Activities tab and scroll to the Supervisor Consultations section where the user can select the row and view all information and whether a follow up is needed:

- Investigation Number
- Type

- Method of Consultation
- Description
- Consultation Date/Time
- Follow Up Needed
- Due Date/Time

The screenshot displays the Florida Safe Families Network (FSFN) case management system. The main case information is for 'Monsoon, Mother (99900221)', with an investigation date of 09/16/2020. The 'Investigations/Special Conditions Referrals' section is highlighted with a yellow circle, showing a 'Supervisor Consultation - Initial' entry on 09/19/2020 at 8:00 AM. Other sections include 'Active Participants', 'Medical/Mental Health', 'Education', 'Scheduled Legal Actions', 'Pending Diligent Search(es)', and 'Adoption Information', all of which show 'No Records Found'.

Supervisor Consultation in FSFN

Supervisor Consultation in FSFN

- A supervisor consultation can not be created in CPI Mobility App but it may be viewed.

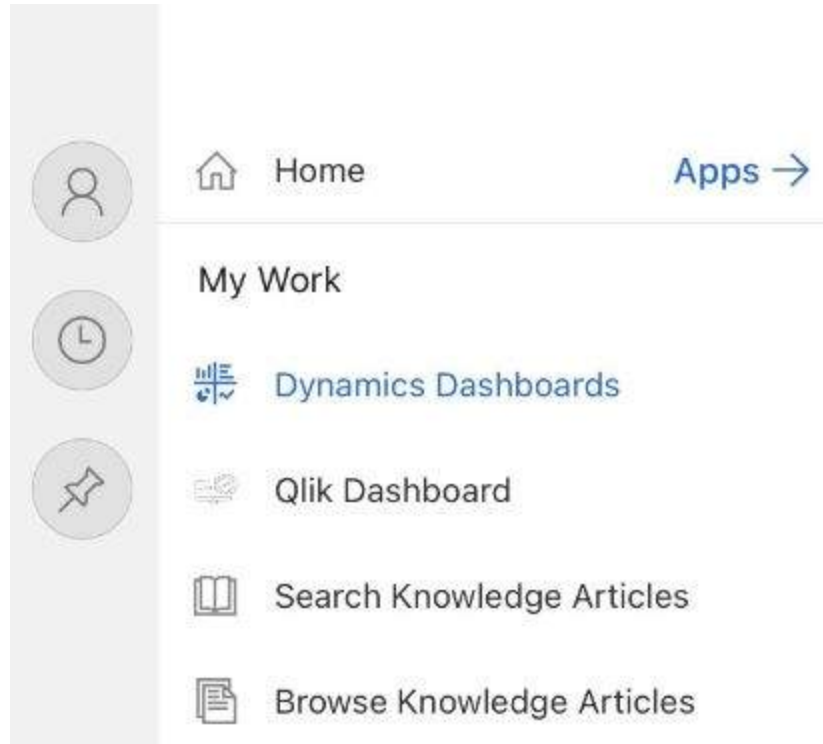
- The user will continue to access and create supervisor consultations in FSFN. There has been no change to this process due to the CPI Mobility App.

ⓘ Users will not be able to access the following from the CPI Mobility App and must be accessed from FSFN:

- Rapid Safety Feedback - Rapid Safety Feedback is the outdated QA process in which our most critical cases were reviewed by CCSPEs to ensure compliance with the statute, code, and operating procedures as well as focusing on child safety and decision making. With the creation of the Quality Office, they have assumed responsibility for the QA process and have developed a new “Life of Case” review tool that again targets our most vulnerable population.
- Immediate Child Safety Action Follow Up

Knowledge Articles

The CPI Mobile App's Knowledge Article provides clear direction to the users on how to perform a number of investigative activities, and it offers descriptions on how to perform a number of tasks within the application.



Accessing Knowledge Articles (KA)

Accessing Knowledge Articles (KA)

The KA can be accessed from the **navigation panel** as seen in the image or directly from an investigation.

When accessed from an investigation:

- The application will auto-populate the KA when the user enters a subject into an investigation activity.
- The user can access from the KA tab on the Investigation - Details page
- The user can search within the KA "Search Article" field of the KA section of the Investigative Activity.

Search Knowledge Articles allows the user to enter a keyword search.

Browse Knowledge Articles allows the user to view and access for a full directory of knowledge articles.

CONTINUE



Knowledge Check!

The One Button Commencement investigative activity activates an auto-generated note to populate in the Investigative Activity tab within the CPI Mobility App.

- True
- False

SUBMIT

Acknowledgment forms can be transmitted via text at this time therefore, phone numbers should be entered into the Phone section of Acknowledgment form.

True

False

SUBMIT

A user may document a face-to-face contact by creating an investigative activity through either the At-a-Glance view or Investigative Activities tab.

True

False

SUBMIT

When documenting present danger exists, the user will see all danger threats and only check those that apply.

True

False

SUBMIT

Once the background check has been requested the Background Check Status will read 'Requested' and once it has been processed it will read 'Completed'. The user can then view the background check in FSFN.

True

False

SUBMIT



Complete the content above before moving on.

Click on the "Exit Course" button at the right top to earn your credits.