



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

**Ron DeSantis**  
Governor

**Shevaun L. Harris**  
Secretary

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**DATE:** April 1, 2021

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

**THROUGH:** Patricia Babcock, Deputy Secretary *Patricia Babcock*

**FROM:** Patricia Medlock, Assistant Secretary for Child Welfare *Pat Medlock*  
Robert Anderson, Assistant Secretary for Operations *Robert K. Anderson*

**SUBJECT:** 'GO' for FSFN Enhancements – April 2021 Release

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**PURPOSE:** The purpose of this memorandum is to inform child welfare stakeholders of Florida Safe Families Network (FSFN) enhancements approved for implementation on April 2, 2021. The FSFN system will be unavailable from 10:00 pm to 11:00 pm to deploy these enhancements.

**BACKGROUND:** The Department is preparing our system for the implementation of policy and practice changes to support implementation of the Family First Prevention Services Act (FFPSA). As the policy and practice changes are defined, FSFN is being modified to align with the business processes. The FSFN team recently completed development on the next round of quarterly enhancements including FFPSA related changes and other child welfare priorities.

FSFN enhancements include:

- New data collection for pregnant and parenting youth,
- Provider Licensing Timeframe reports to manage the timeframe from orientation to licensure,
- Automated Title IV-E Redetermination based on Provider compliance with background screening safety requirements,
- Enhanced support for required processes for Child Protective Investigation notifications and notifications for upcoming Judicial Reviews,
- Case Management template corrections,
- Additional support for recommending placement in Group Home settings,
- Expanded Case Note functionality,
- Streamlined Unified Home Study completion, and
- Children's Legal Services enhancements.

**For a more detailed overview of all enhancements in April's release, please see the attached "FSFN Enhancements-April" document.**

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

To approve the deployment of FSFN enhancements on April 2, 2021, the team continuously evaluated people readiness, system readiness, and support plan readiness.

**PEOPLE READINESS:** **Ready!** – A hybrid training approach will be used to educate child welfare professionals about these FSFN changes. The hybrid approach includes:

- Infographic as a job aid for Child Protective Investigators and Case Managers to provide an overview of the following:
  - New Child Protective Investigation closure edits requiring data entry of LE, SAO, and CPT notifications
  - New automated messages to remind Case Managers to submit JRSSR and Progress Updates to CLS in advance of Judicial Review hearings
- Pre-recording or Live Webinar to be delivered by April 20, 2021.
  - Streamlined Unified Home Study Completion (30 minutes)
  - Provider Licensing Timeframe Reports (1 hour)
  - Title IV-E Redetermination for Provider Compliance (30 minutes)
- Incorporating the following updates into training already planned for late April:
  - New Data Collection for Pregnant and Parenting Youth
  - Additional Support for Group Home Settings
  - Expanded Case Note Functionality
  - Case Management Template Corrections

Infographic and video recordings will be available at the following site:

[http://www.centerforchildwelfare.org/FSFN-FPSA\\_Enhancements.shtml](http://www.centerforchildwelfare.org/FSFN-FPSA_Enhancements.shtml)

**SYSTEM READINESS:** **Ready!** – User acceptance testing was conducted from March 8-19, 2021. Thank you to the CBC and Region staff that supported this testing effort.

**SUPPORT PLAN READINESS:** **Ready!** – Post-deployment support will include daily calls for the two weeks following deployment to evaluate and respond to any issues. The support team will include members from the Office of Child Welfare Policy and Practice, Office of Information Technology Services, and IBM teams.

**ACTION REQUESTED:** Notify all users and stakeholders of this planned FSFN enhancement release.

**CONTACT INFORMATION:** If you have questions about the enhancements, please contact the following Subject Matter Experts:

Child Protective Investigations - [Letitia.McClellan@myflfamilies.com](mailto:Letitia.McClellan@myflfamilies.com)

Children's Legal Services - [Jonathan.Growick@myflfamilies.com](mailto:Jonathan.Growick@myflfamilies.com)

Foster Home Licensing – [Teanna.Houston@myflfamilies.com](mailto:Teanna.Houston@myflfamilies.com)

Group Home Licensing – [Yanin.Schaffer@myflfamilies.com](mailto:Yanin.Schaffer@myflfamilies.com)

Case Management - [Jessica.Johnson@myflfamilies.com](mailto:Jessica.Johnson@myflfamilies.com) &  
[Monique.McCaskill@myflfamilies.com](mailto:Monique.McCaskill@myflfamilies.com)

Title IV-E Eligibility – [Jennifer.Perez1@myflfamilies.com](mailto:Jennifer.Perez1@myflfamilies.com)

If you have any questions regarding local readiness efforts, please contact your regional champion below.

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**Regional Champions:**

Northwest Region – Regina Pleas – [Regina.Pleas@myflfamilies.com](mailto:Regina.Pleas@myflfamilies.com)

Northeast Region – Kathryn Williams – [Kathryn.Williams@myflfamilies.com](mailto:Kathryn.Williams@myflfamilies.com)

Central Region – Stephanie Weis – [Stephanie.Weis@myflfamilies.com](mailto:Stephanie.Weis@myflfamilies.com)

Suncoast Region – Kyle Teague – [Kyle.Teague@myflfamilies.com](mailto:Kyle.Teague@myflfamilies.com)

Southeast Region – Tausha Schreiber – [Tausha.Schreiber@myflfamilies.com](mailto:Tausha.Schreiber@myflfamilies.com)

Southern Region – Olga Hurst – [Olga.Hurst@myflfamilies.com](mailto:Olga.Hurst@myflfamilies.com)

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

**Attachments:**

*'FSFN Enhancements- April'*

*'Q3FSFN Enhancements for CPI and CM'*

# FSFN Enhancements

## New Data Collection for Pregnant and Parenting Youth

- Medical Mental Health page updated to document:
  - When a youth is expecting
  - If a youth has fathered or bore a child
  - Whether the parenting youth is placed with his/her child
- BOE updated to include new data fields
- Case Note prompts to encourage data updates while a youth is expecting or parenting while in out of home care

## Provider Licensing Timeframe Reports

- Listing report will include data on a Provider's progress during the licensure process
- Summary report enables management of issuing licenses within the target timeframes

## Automated Title IV-E Redetermination for Provider Compliance

- System will autogenerate a Title IV-E redetermination for a child placed with a Provider with a full month of non-compliance for background screening safety requirements
- System will also validate provider compliance during a user entered redetermination

## Enhanced Support for Required Processes

- New Investigation closure edits requiring entry of Law Enforcement, State Attorney, and Child Protection Team notifications
- New Automated Messages alerting primary worker that a JRSSR is coming due, 21 and 14 days prior to a Judicial Review hearing

## Case Management Template Corrections

- Judicial Review Template updated to include Diligent Search section from the Judicial Review Worksheet
- Child Needs section on Progress Update Template updated to correctly reflect the same language that appears on the Progress Update screen

## Additional Support for Group Home Settings

- Added documentation of child factors present to support a recommendation for Group Care Setting
- New task for completing a Q RTP evaluation for a child in a Q RTP setting

## Expanded Case Note Functionality

- New 'Caregiver-Parent Introduction' case note type to document the completion of a "Comfort Call"

## Streamlined Unified Home Study Completion

- Modified UHS closure requirements to release edits when denying due to automatic disqualifier due to abuse or neglect history
- Updated recommendation and outcome reason to 'Denied-Abuse or Neglect Disqualifier' in support of the automatic disqualification process

## Improved Outliner Display

- Complete investigation history will display while viewing in Participant view

## Children's Legal Services Enhancements

- Limit distribution of Automated Messages to Managing Attorneys based on child's age
- Modified edit when closing with the result of Guardianship to check the relationship on the child's placement, instead of unified home stud

Coming – April 2, 2021

# April 2021



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## FSFN ENHANCEMENTS

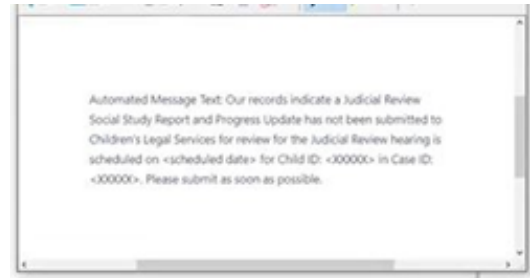
### *Enhanced Supports for Required Processes for Child Protective Investigators & Case Managers*



## Alerts & Notifications

### Case Managers

The system will populate new automated messages alerting the primary worker that a Judicial Review Social Studies Report (JRSSR) is coming due 14 and 21 days prior to a Judicial Review hearing.



### Child Protective Investigators

All notifications must be entered in the notification tab within the investigation.

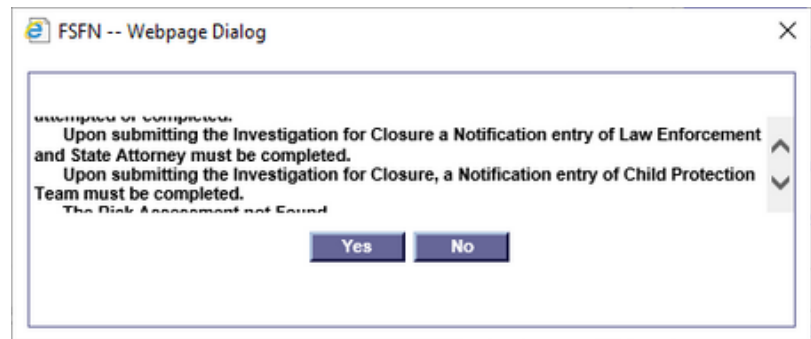
The system checks that there is a **Notification entry** for Law Enforcement and State Attorney when submitting a **Child Investigation for Closure** with the following closing determinations:

- Closing-False Report
- Closing-No Services
- Closing-Open
- Ongoing Case Management Services
- Closing-Services



The system checks that there is a **Notification entry** to the Child Protection Team (CPT), if there is a **closure** with one of the following maltreatments:

- Sexual Abuse(any)
- Death
- Medical Neglect
- Mental Injury
- Failure to Thrive
- Asphyxiation
- Bone Fracture
- Burns
- Internal Injury



If there is no notification entry for the above, there will be a validation message displayed to indicate which notification must be completed in order to close the investigation.