DATE: March 21, 2014

TO: Regional Managing Directors
Community-Based Care Lead Agency CEOs

THROUGH: H. Stephen Pennypacker, Esq., Assistant Secretary for Programs

FROM: Andrea M. Tulloch, Esq., Director, Office of Child Welfare

SUBJECT: FSFN Communication – Status of Enhancements

PURPOSE: The purpose of this memorandum is to provide information about upcoming changes to the Florida Safe Families Network (FSFN) that will affect child welfare practice in four primary areas: Safety Methodology (including **Risk Assessment**), **Trust Accounts**, **Service Authorization** and **Process Payments**.

BACKGROUND: Significant changes to FSFN have occurred during this fiscal year, in preparation for implementing the new Safety Methodology and the law establishing Extended Foster Care (EFC) and Postsecondary Education Services and Supports (PESS). Extensive planning, design and testing occurred prior to those November and December enhancements. Since those enhancements were deployed, the Department has identified further refinements with some of the new functionality.

To ensure a smooth implementation of the upcoming enhancements, the Office of Child Welfare will be providing regular communication about the FSFN changes and requisite policy modifications.

STATUS OF MAJOR KNOWN DEFECTS:
Significant changes to enhance FSFN functionality were implemented during the past five months (a Quarter 1 Build on Nov. 10, 2013; a Quarter 2 Build on Dec. 15, 2013; and an Emergency "Hotfix" Software Build on Dec. 22, 2013). The Department has prioritized several refinements to be completed by July 1, 2014. These changes address issues with character limits on the Safety Methodology tools and enhancements to the Case Plan, Judicial Review Template and Progress Updates.

Informed by the experiences of frontline users, the Department placed high priority on these changes. It is imperative that users who experience problems with FSFN submit a notice to the DCF Help Desk to initiate resolution.

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and
Advance Personal and Family Recovery and Resiliency

NEW FSFN FUNCTIONALITY: Within the next three months, changes will be made to introduce the Risk Assessment for users of the new Safety Methodology. There also will be changes to three primary modules in FSFN: Trust Accounts, Service Authorization and Process Payments. All of these changes are aimed at:

- Improving the quality and consistency of decision-making
- Eliminating redundant processes and re-work
- Gaining efficiencies through enhanced technology.

The specific date for the changes has not been scheduled at this time. These changes were slated to occur in April. However, in order to ensure the enhancements function as designed and as needed to best support your work, additional User Acceptance Testing is needed. An overview of the changes follows.

RISK ASSESSMENT (SAFETY METHODOLOGY)
What to expect: Florida's child welfare practice model includes the use of a risk assessment. The function of the risk assessment is to ensure that families at risk of future maltreatment are identified and provided intervention services. The new Risk Assessment Tool is to be completed at the conclusion of all investigations involving a Family Functioning Assessment to establish a risk level.

Who is affected: Child protective investigators and supervisors are affected by the changes to this module.

TRUST ACCOUNTS MODULE
What to expect: Changes to the Trust Accounts module in FSFN will provide Trust Account managers support in order to maintain the client trust funds. The Trust Accounts page supports the maintenance of client trust fund information. New features added to this page include support for more than one general bank account, attaching images, launching several templates, and tracking child property purchased using trust funds. To support these features, the page size is increased and the layout is revised.

Who is affected: Case managers and fiscal workers responsible for maintaining trust accounts are affected by the changes to this module.

SERVICE AUTHORIZATION MODULE
What to expect: The new functionality in the Service Authorization module will address the need to provide a way for a Case Manager to request a service from a Case Plan Worksheet Outcomes task that gets reviewed and authorized by a Utilization Management (UM) or fiscal worker before a Service or Payment Request is created.

Who is affected: Case managers, case manager supervisors, Utilization Management and fiscal workers are affected by the changes to this module.

PROCESS PAYMENTS MODULE

What to expect: The FSFN Process Payments enhancement will reduce the amount of time required to create and modify payments in FSFN. This will also reduce the steps and amount of time required to modify the underlying Placements and Services and reduce the amount of time spent waiting for batch processes to run before being able to receive the Check Write file containing the payments.

Who is affected: Fiscal workers are affected by the changes to this module.

Information regarding the implementation all of the new functionality will be addressed in memoranda being released over the next several weeks.

ACTION REQUIRED: Please disseminate this memorandum and the attachments to all child welfare staff, Community-Based Care Lead Agencies, Children's Legal Services, and Sheriff's offices conducting child protective investigations. Be on the lookout for further communication and training and policy guidance from the Office of Child Welfare. Expect the next memorandum providing additional information no later than April 4, 2014.

RESOURCES: For e-learning to support the new FSFN functionality surrounding financial enhancements, go to the Center for Child Welfare website: http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNTraining.shtml. System documentation (topic paper, user guide, How-Do-I Guide) and additional resources will be posted to this website within the next several weeks.

CONTACT INFORMATION: If you believe the new FSFN functionality is not working as it should, please contact the DCF Help Desk at (850) 487-9400 or dcf_helpdesk@dcf.state.fl.us. Policy questions and requests for assistance may be submitted via e-mail to Safety_Methodology@dcf.state.fl.us.

cc: Pete Digre, Deputy Secretary
    Elisa Cramer, Family and Community Services Director
    Regional Family and Community Services Directors
    Safety Methodology Implementation Regional Champions
    Robert Anderson, Adult Protective Services Director
    Grainne O'Sullivan, Esq., Children's Legal Services Director
    Children's Legal Services Leadership Team
    James Cheatham, Hotline Director
    Community-Based Care Lead Agencies
    Sheriff's Offices
    Office of Court Improvement
    Guardian ad Litem
    Office of Regional Counsel
    Foster Parent / Adoptive Parent Association
    Courtney Lee, ICPC

Trust Account Enhancements Question and Answer Session
Live Webcast Tuesday March 25th, 10:00am – 11:00am

Register by clicking here

The Trust Account module in FSFN supports the creation and maintenance of a Trust Account on behalf of children who are in legal custody of the State. This 60-minute Question and Answer session provides the opportunity for participants to ask a FSFN subject matter expert questions about the forthcoming Trust Account Enhancements in FSFN. The session will begin with a brief overview of the Trust Account Enhancements; however, it is recommended for participants to first take the Trust Account Enhancements training video that discusses these enhancements in detail, listed under the New Releases section at the following
URL: http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNTraining.shtml
Teleconference: Toll free number: 1-888-426-6840   Participant code: 63511436

Process Payments Enhancements Question and Answer Session
Live Webcast Wednesday March 26th, 11:00am – 12:00 pm

Register by clicking here

The FSFN Process Payments module supports the process for creating and updating payments and associated invoices. This 60-minute Question and Answer session provides the opportunity for participants to ask a FSFN subject matter expert questions about the forthcoming Process Payments Enhancements in FSFN. The session will begin with a brief overview of the Process Payments Enhancements; however, it is recommended for participants to first take the Process Payments Enhancements training video that discusses these enhancements in detail, listed under the New Releases section at the following
URL: http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNTraining.shtml
Teleconference: Toll free number: 1-888-426-6840   Participant code: 63511436

Service Authorization Enhancements Question and Answer Session
Live Webcast Wednesday March 26th, 10:00am – 11:00 am

Register by clicking here

The FSFN Service Authorization module provides Case Managers with the ability to make a request for authorization of a service needed to support a case plan task or other need and provides Utilization Management (UM) or Fiscal Workers with the ability to review and authorize the request, and then make payments for the authorized service. This 60-minute Question and Answer session provides the opportunity for participants to ask a FSFN subject matter expert questions about the forthcoming Service Authorization Enhancements in FSFN. The session will begin with a brief overview of the Service Authorization Enhancements; however, it is recommended for participants to first take the Service Authorization Enhancements training video that discusses these enhancements in detail, listed under the New Releases section at the following
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