



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

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: March 12, 2012

TO: Regional Directors
CBC Chief Executive Officers

THROUGH: *John Cooper*, Assistant Secretary for Operations

FROM: *Debra Ervin*, Interim Director of Family and Community Services
Patricia Armstrong, Director of Office of Child Welfare *Patricia Armstrong*

SUBJECT: **Out of County Services - Requirements to Record in FSFN**

REQUESTED ACTION: Disseminate Memo and Ensure that Out of County Services requests are uploaded in FSFN

DUE DATE: Effective Immediately

PURPOSE:

The purpose of this memo is to require all out of county services (OCS) requests be made through utilization of the out of county services file cabinet in Florida Safe Families network (FSFN) and require Community Based Care agencies to take responsibility for accurate data entry for the purpose of FSFN reporting.

BACKGROUND:

Historically, dependency judges around the state have indicated that requests for out of county services including home studies, supervision, and services have not been completed timely under FAC 65C-30.018. Requests for out of county services were previously being processed by community based care agencies in part through e-mail, U.S. mail, and other delivery methods. In an effort to make OCS requests uniform and subject to tracking statewide, a file cabinet was created in FSFN for transmitting out of county services requests.

Following conversations among the judiciary, DCF, and community based care leadership, it was agreed that as of October 1, 2011, every OCS request would be recorded in the OCS file cabinet in FSFN and that a spreadsheet for all active requests made prior to October 1, 2011 would be submitted to DCF central office for tracking purposes. Issues relating to uploading of documents (Adobe reader scanning and reading of PDF documents), including medical records and other HIPAA protected items, and process issues were addressed through conference calls with all stakeholders.

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

Since, October 1, 2011, we have developed and refined scanning and uploading capacity, and instructions for this process are located at:
http://fsfn.dcf.state.fl.us/docs/File_Cabinet_Adobe_Version_Issue.pdf
Uploading of confidential HIPAA-protected material was approved. A guide for creating the OCS request in FSFN was developed. In order to track requests with current FSFN functionality, a report was developed from existing fields in FSFN for monitoring the status of all requests submitted through the OCS file cabinet.

ACTIONS REQUIRED:

1. Effective immediately, CBC lead agency OCS staff will enter all OCS cases in FSFN based on the attached instructions and will be responsible for ensuring these OCS requests are processed and completed timely.
2. CBC lead agency OCS staff will coordinate with the designee from Operations regarding overdue home studies until they are properly resolved.
3. CBC lead agency OCS staff will ensure weekly notes are entered in FSFN on barriers to completion, for all overdue requests (over 30 days from assignment).
4. DCF will increase accountability for all Out of County Services statewide by monitoring FSFN input and service delivery timeliness through the Office of the Assistant Secretary of Operations.

CONTACT INFORMATION:

If you have any questions about this requirement, please contact Charles Scherer in the Office of the Assistant Secretary for Operations at 407-317-7960, or Charles_Scherer@dcf.state.fl.us. Charles will be taking over coordination of Out of County Services for the immediate future and will be overseeing compliance with the approach outlined in this memo.

Attachments: Guide for uploading, assigning, completing and tracking requests

Cc: Kellie Sweat
Charles Scherer
CBC OCS Liaisons
Laura Kirksey
Reagan Rogers

Out of County Services

Instruction Guide for uploading requests, assigning and tracking

This guide outlines the steps for making an out of county services (OCS) request through the Out of County Services File Cabinet in FSFN.

As of October 1, 2011 all OCS requests must be made through the file cabinet in FSFN.

Only enter one request in FSFN even if multiple out of county services are needed for an individual case. For example, if a home study and case management and/or supervision are needed, enter as case management and/or supervision and in the comments section of the request also indicate that a home study is needed. Case Management and/or Supervision should always be requested before Home Study or Case Plan Assistance.

Once the request has been made, you will need to assign the case to the designated user ID in FSFN. The correct User IDs are provided in Exhibit B of the Lead Agency Working Agreement.

DCF Central Office will be monitoring OCS through the Out of County Services Report in FSFN.

It is the responsibility of the primary case worker to ensure that once a request has been made, the request is assigned to a secondary worker and progress is being made on their request.

A Statewide memo outlining these requirements has been distributed and is attached to the end of this guide.

Weekly notes must be entered in FSFN for all overdue OCS requests (over 30 days from assignment).

How to Create an OCS Request in FSFN

Step One

- Fill out the Out of County Services Transmittal Form. Save that form and any other needed documents as a PDF file.
 - Ensure the FSFN Case ID# is listed on the form
 - If requesting a home study, provider # is needed

Step Two

- Search FSFN for the case
 - Ensure it lists the correct participants

- Open case and make sure you are assigned to the case. If not, assign yourself to the case. You must assign yourself to the case in order to place images in the file cabinet.
- To assign yourself to the case:
 - Go to assignments and find a worker with the “Action” hyperlink next to their name and click on that.
 - A new window will open with the action “Create Assignment,” select “Continue.”
 - Select your name from the left side of the screen
 - On the right side of the screen, select “Out of County” for the Type, “Home Study” (or another OCS request) for the Responsibility, and “Secondary” for the Role. Note: Always choose Secondary. Then select “Assign.”

Step Three

- On your FSFN desktop, open “Case Work” located on the top/middle of the page.
- Select “File Cabinet” and in the file cabinet drop down select “Out of County Services.”
- Select the case and participants and then select “Create.”
- On the next screen:
 - Enter the date you are making the request for the “Date Document scanned,”
 - What type of request you are making (home study, case plan assistance, or case management and supervision) under “Type.”
 - Under “File,” select “Browse” and attach the file containing the request you saved from Step One. Once you have uploaded it to the request, select “View” to ensure it uploaded correctly. Please do not upload multiple documents as they will show as multiple requests and not just one request.
 - Under “Comments,” enter the name of the County the request is being sent to. For example: “Leon County. Request for Case Management and Supervision and a Relative Home Study are being requested for (name of participant).” Once complete, select “Save.”

Step Four

Enter a case note into FSFN advising that you have made an Out of County Services request. This is an interim step until such time as the second change request is completed.

- Go to your desktop, select the “Action” hyperlink next to the case name, select “Create Case Note,” and select “Continue.”
- Fill in the “Contact Begin Date” with the date you are making the request, the select Case as the “Category,” and Note to File – General as the “Type.” Select the participants who are part of the OCS request and write a brief summary of what you are requesting. Example: Requesting a Relative Home Study of (name of person) in (name of City where home is located). Request made in FSFN File Cabinet. Assigning case to FSFN User ID for (County where City is located).

Step Five

- To end your assignment on the case and assign the next worker:
 - Go back to assignments in the case and click on the "Actions" hyperlink next to your name.
 - Under "Current Worker Status," select "End Assignment." Next select "Search" under "Assignment Details" to locate the worker to assign to the case.
 - Under "Search Criteria," enter the "Worker ID" for the County the request is being sent to. Worker IDs are located on the Packets Tab in Exhibit B of the Lead Agency Working Agreement.
 - After entering the Worker ID, select "Search." Some Worker IDs have multiple listings if they are assigned to more than one unit. Make sure to select the correct one. Then select "Continue."
 - The worker's name will appear under the "Assignment Detail." Select "Assign" to complete. When you assign the next worker, an email will be sent to that worker that they have a new assignment in FSFN.
 - To verify you have end dated yourself, refresh your desktop and the case should not appear. Also, there will no longer be an "Action" hyperlink next to your name under the Assignment tab.

How to Complete an OCS Request in FSFN

- For Case Management and/or Supervision Requests:
 - Assignment of a new worker to each Participant indicated on the Request with the Type of "Out of County" and Responsibility of "Case Management and/or Supervision" will complete the request in FSFN.
- Case Plan Assistance Requests:
 - Assignment of a new worker to each Participant indicated on the Request with the Type of "Out of County" and Responsibility of "Case Management and/or Supervision" will complete this request in FSFN.
- Home Study Requests:
 - Final Approval of a Unified Home Study (UHS) for the Participant indicated on the request. Note – In order to show that the Home Study properly closes, the UHS must reflect the FSFN Case ID #.
 - NOTE: In order to close a Home Study request (adoption, relative, non-relative, parent (parent that is not adjudicated or part of the removal episode), a Unified Home Study (UHS) must be launched with the FSFN case ID# as well as the child(ren) listed as participants. The UHS will be directed to a supervisor for approval, and must be approved so it is not left pending in the process. In reference to Reunification Home Studies for parents who have case plan tasks to complete, the home study is located in the treatment portion of the FSFN case file and must be used in order to close the request. As the system is currently set up, loading an image in the file cabinet of the completed home study does not stop the clock for the OCS tracking report.

Make sure notes are entered weekly into FSFN for any overdue requests.

If these steps are not followed to complete the OCS request, the request will remain open in FSFN and will move to overdue status.

How to Track OCS Requests in FSFN

- From your desktop in FSFN, click on the “Utilities” tab at the top of the page. On the drop down, choose “Reporting.”
- A new window will open. In the “Search Title” text box, type in “Out of County Services” and hit enter. The results will show one report: “Out of County Services Requests.”
- Click on the name of the report which is a hyperlink to the report.
- There are two prompts for this report
 - Select Lead Agency or ALL
 - If you are a CBC user, your agency will pre-populate and you will not have an option to Select Lead Agency.
 - Select Status or ALL
 - The Status types are Completed, Overdue, or Pending.
- Once you have made your selections, select “Run Query” for the Report.
- You have the ability to export the data to Excel. To do this, click on the “Document” drop down and select Save to my computer as Excel. This will allow you to sort and track requests.