



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

**Ron DeSantis**  
Governor

**Chad Poppell**  
Secretary

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**DATE:** September 27, 2019

**TO:** Regional Managing Directors  
Sheriff's Offices Conducting Child Protective Investigations  
Community-Based Care Lead Agency CEOs

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

**FROM:** Patricia Medlock, Assistant Secretary for Child Welfare *Patricia Medlock*

**SUBJECT:** FSFN Enhancements – Eligibility Enhancements Release 1 – Postponed to November 1, 2019

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**PURPOSE:** The purpose of this memorandum is to provide status of the Florida Safe Families Network (FSFN) enhancements and communicate the updated implementation schedule.

**BACKGROUND:** Florida's child welfare system has been under the Title IV-E Waiver Demonstration since 2006, allowing the state to forego certain provisions of the Title IV-E Social Security Act, yet still claim Title IV-E funding. The Department of Children and Families (Department) uses much of this revenue to fund our unique community-based care child welfare system. This waiver will expire on September 30, 2019 and the Department anticipates a loss of approximately 90 million dollars when reverting to traditional Title IV-E claiming. The Department implemented the Path Forward Initiative which includes various programs to draw down additional funding for the state's child welfare system.

One of the efforts in the project is focused on updating policy, practice, and the Florida Safe Families Network (FSFN) to align with federal Title IV-E standards and ensuring all components of the child welfare system are operating in alignment with the standards.

The goals of the FSFN Eligibility Enhancements are to:

- Accurately determine Title IV-E eligibility for each child
- Accurately claim Title IV-E funding for reimbursable services
- Maintain timely and efficient eligibility determinations and redeterminations
- Maximize Title IV-E utilization

The full scope of FSFN Eligibility Enhancements will be delivered within two scheduled deployments. The first release, previously scheduled for September 27, 2019, includes enhancements to ensure accurate Title IV-E determinations and claiming. The second release, targeted for Spring 2020, will include enhancements that improve the efficiency of the eligibility processing.

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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

In preparation for any software release, the project team continually assesses readiness to ensure we achieve people readiness, system readiness, and post-implementation support readiness. The final approval for go-live requires all three components reach a 'ready' status.

The following is the current status of the readiness assessment:

**PEOPLE READINESS: Ready!** – Statewide training sessions will begin on September 30, 2019.

**SYSTEM READINESS: Not Ready** – User Acceptance Testing identified system issues that will result in inaccurate eligibility determinations and inaccurate claiming. The team worked diligently to resolve the issues and identified that additional time is needed to fully validate the system is ready for Go-Live. User Acceptance Testing will continue through September 30 and October 14-25.

**SUPPORT READINESS: Ready!** – Post-deployment support will include daily calls for the three 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 team, Office of Information Technology Services team, IBM team, Regional Points of Contact, and Community-Based Care Lead Agency (CBC) Points of Contact.

A project website has been setup on the Center for Child Welfare's website to house all project related policy, training, FAQ, and FSN documentation and can be located on the Center's website ([centerforchildwelfare.org](http://centerforchildwelfare.org)) under [Eligibility Enhancements Release 1](#) and [Revenue Maximization Resources](#).

**UPDATED SCHEDULE:** The following is the updated implementation schedule.

- User Acceptance Testing will continue October 14-25, 2019
- New target Go-Live date: November 1, 2019

**UPDATED INSTRUCTIONS FOR THE FIELD IN PREPERATION FOR GO LIVE ON NOVEMBER 1, 2019:**

**As of October 1, 2019, do not utilize functionality to complete Title IV-E foster care determinations.**

**After attending a training session, the CBCs will have one of the following options:**

- Do not utilize functionality to complete Title IV-E foster care determinations until Go Live on November 1, 2019. Upon Go Live, determinations should be completed within 30 calendar days. **OR**
- Use functionality but if the determination appears to be incorrect leave it pending until Go Live. If determinations continue to be completed inaccurately, they will need to be voided and reconstructed within 30 calendar days after Go Live.

Additionally, if any Adoption Eligibility determinations need to be completed that appear inaccurately Ineligible, contact Jennifer Perez, Statewide Revenue Maximization Specialist, at [Jennifer.Perez1@myflfamilies.com](mailto:Jennifer.Perez1@myflfamilies.com) for assistance.

**TRAIN THE TRAINER/TRAINING INFORMATION:** Five train the trainer/training sessions will continue as scheduled. All training materials will be available on the project's website.

- Miami: 09/30/2019 – 10/01/2019
- Jacksonville: 10/03/2019 – 10/04/2019
- Orlando: 10/08/2019 – 10/09/2019
- Tampa: 10/10/2019 – 10/11/2019
- Tallahassee: 10/16/2019 – 10/17/2019

Training will be delivered as follows:

- Train-the-Trainer – (Session A) - CPI, case management, adoption specialist, and CLS Trainers. Trainers who attend the Train-the-Trainer session A will be expected to return to their agencies to train their local child welfare professionals.
- Full Training - (Session A and B) – Training and onsite technical assistance for revenue maximization and fiscal staff.

**ACTION REQUESTED:** Please forward this message to all child welfare stakeholders.

**CONTACT INFORMATION:** If you have any questions about his memo or the Eligibility Enhancements Release, please contact the following:

Eligibility policy or practice questions:

Jennifer Perez, Statewide Revenue Maximization Specialist, [Jennifer.perez1@myflfamilies.com](mailto:Jennifer.perez1@myflfamilies.com)

FSFN questions:

Amanda Smith, FSFN Practice Specialist, [Amanda.Smith@myflfamilies.com](mailto:Amanda.Smith@myflfamilies.com)

Local readiness efforts, contact your Regional Champion:

- Northwest Region – Regina Pleas – [Regina.Pleas@myflfamilies.com](mailto:Regina.Pleas@myflfamilies.com)
- Northeast Region – Rebecca Robinson – [Rebecca.Robinson@myflfamilies.com](mailto:Rebecca.Robinson@myflfamilies.com)
- Central Region – Fawn Moore – [Fawn.Moore@myflfamilies.com](mailto:Fawn.Moore@myflfamilies.com)
- Suncoast Region – Christina Cuoco – [Christina.Cuoco@myflfamilies.com](mailto:Christina.Cuoco@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