



# Entering and Updating Quality Assurance Review Case Notes and Requests for Action in FSFN

Florida Department of Children and Families  
Office of Family and Community Services  
Child Welfare

June 23, 2011

# QA Review Case Notes

- Job Class and Security User Group in FSFN
- Creating a Case Note without an RFA in an Open or Closed Case
  - Search by Person or Case
  - Create a Case Note
- Updating a Case Note or Creating a Case Note with an RFA in an Open Case
  - Search by Person or Case
  - Assignment to Case
  - Create a Case Note or
  - Update a Case Note
  - End Assignment
- Updating a Case Note or Creating a Case Note with an RFA in a Closed Case
  - Re-Open Case for Administrative Purposes
  - Create a Case Note or
  - Update a Case Note
  - Closing a Case

# Job Class and Security Profile

- There are several Job Class and Security User Group combinations that will allow users to complete the activities described in this document. **Try these (specifically Assignment to a Case and Re-open Case for Administrative Purposes) using your current FSFN profile. If you get a Security error, follow local security protocols for adding the following to your FSFN profile:**
  - DCF Staff: DCF Program Specialist Job Class and DCF Program Specialist Security User Group
  - CBC Staff: Child Case Specialist Job Class and Child Case Specialist Security User Group

# Search by Person or Case

# Search by Person

Log in to FSFN and Click “Search” icon; Select “Person” tab; Enter as much information known on person; Click “Search”

Search - Microsoft Internet Explorer

Florida Safe Families Network

Print Audit Spell Check Help

Case Person Provider/Organization Worker

**Search Criteria**

Last Name:  First Name:  Middle Name:  Person ID:

ID:  Age Range Begin:  Age Range End:

DOB Range Begin:  DOB Range End:  DOB:

Search Precision:  Low Med High

**Search**

**Additional Search Criteria**

Gender:

Street:   Unit Designator:  Building:

PO Box:

Route:

City:  State:

County:  Non-Florida County:

ZIP Code:  Country:

**Close**

Done Trusted sites

# Search by Person

- Click the Person icon to select the appropriate person

Search - Microsoft Internet Explorer

Florida Safe Families Network

Print Audit Spell Check Help

Case **Person** Provider/Organization Worker

**Search Criteria**

Last Name:  First Name:  Middle Name:  Person ID:

ID:  Age Range Begin:  Age Range End:









DOB Range Begin:  DOB Range End:  DOB:

Search Precision:  Search

Additional Search Criteria

Record 1 to 25 of 1666 [Next>](#)

**Persons Returned**

-  Barstow, Bubba (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Bull (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Butch (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Butterboy (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Cabby (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Cal (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Calvin (130000349, AKA) 340 INNER HARBOUR CIR , Tampa Male, 01/19/2000
-  Barstow, Charles (130000596) Male

Close

Done Trusted sites

# Search by Person

- Click the Case icon to view all cases associated with the person

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

Case **Person** Provider/Organization Worker

**Search Criteria**

Last Name: [Redacted] First Name: [Redacted] Middle Name: [ ] Person ID: [ ]  
ID: [ ] DOB Range Begin: 00/00/0000 DOB Range End: 00/00/0000 DOB: 00/00/0000  
Age Range Begin: [ ] Age Range End: [ ]

Search Precision: [Low/High slider] **Search**

+ Additional Search Criteria

Record 1 to 25 of 49 [Next>](#)

**Persons Returned**

[Person Icon] [Redacted] TT (111 [Redacted]) 183 [Redacted], Miami [Redacted] 92, Other

- [Person Icon] Basic Person Information
- [Family Icon] Related People
- [Phone Icon] Intakes
- [Document Icon] Investigation
- [Folder Icon] Cases
- [Folder Icon] [Redacted] ett (20 [Redacted]) [Actions](#)

Investigation closed Unknown 09/14/2008

**Close**

Done Internet 100%

# Search by Case






Log in to FSFN and Click “Search” icon; Select “Case” tab; Enter the Case Name (LN and FN) or Case ID or Intake Number; Uncheck the “Date Restricted” box to begin search

The screenshot shows the Florida Safe Families Network search interface. The browser window title is "Search - Microsoft Internet Explorer". The page header includes "Florida Safe Families Network" and navigation icons for Print, Audit, Spell Check, and Help. The "Case" tab is selected. The "Search Criteria" section contains fields for Last Name, First Name, Case ID, Intake #, and County. The "Date Restricted" checkbox is checked, and a red arrow points to it with the text "Uncheck this box". The "Participant View" checkbox is unchecked. The "Search Precision" slider is set to "Low". The "Search" button is visible. Below the search criteria, it says "Record 1 to 2 of 2". The "Cases Returned" section shows one case with details: Investigation Status: Open 07/16/2007 C/O: [redacted] 3. The "Close" button is at the bottom right.



# Search by Case


- Click the Case icon next to the desired Case to see casework activity


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

[Case](#) [Person](#) [Provider/Organization](#) [Worker](#)

**Search Criteria**



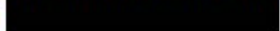




Last Name:  First Name:  Case ID:  Intake #:  County:

Date Restricted  Participant View Search Precision: 

 Additional Search Criteria

Record 1 to 13 of 13

**Cases Returned**

 <a href="#">Dollar, Save A (131004141) Accepted</a> <a href="#">Actions</a>
Service Referral Status: Reopened 06/08/2011 PERLMAN, KEITH A DCF Program Specialist C/O: ... FL
  <a href="#">Actions</a>
Investigation Status: Closed 02/06/2001
  <a href="#">Actions</a>
Investigation Status: Closed 02/15/2002
  <a href="#">Actions</a>
Investigation Status: Closed 08/29/2004



# Create a Case Note

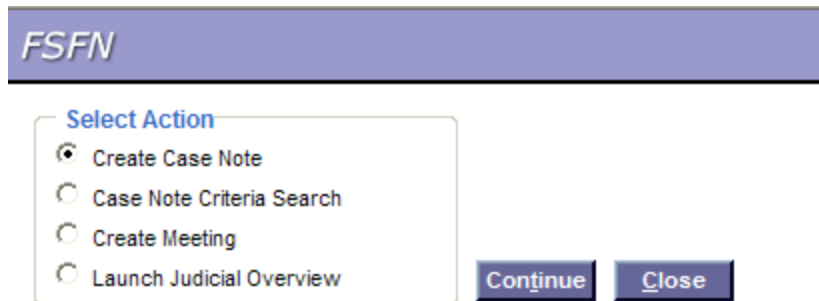
# Create a Case Note

Click the “Actions” hyperlink next to the case in which the note is to be entered;

The screenshot displays the Florida Safe Families Network web application interface. At the top, there is a navigation bar with tabs for 'Case', 'Person', 'Provider/Organization', and 'Worker'. Below this is a search criteria section with fields for Last Name, First Name, Middle Name, Person ID, ID, Age Range, and various Date of Birth (DOB) and Age Range ranges. A 'Search' button is located to the right of the search criteria. Below the search criteria is a 'Search Precision' slider set to 'High' and an 'Additional Search Criteria' link. The main content area shows 'Record 1 to 25 of 49' and a 'Next' link. Under the 'Persons Returned' section, there is a list of search results. The first result is expanded to show a tree view of categories: 'Basic Person Information', 'Related People', 'Intakes', 'Investigation', and 'Cases'. Under the 'Cases' category, there is a folder icon and a case entry: 'ett (20... ) Actions'. A red arrow points to the 'Actions' link. Below the case entry, the text 'Investigation closed Unknown 09/14/2008' is visible. At the bottom of the application window, there is a 'Close' button and a status bar showing 'Done', 'Internet', and '100%' zoom.

# Create a Case Note

Select the “Create Case Note” radio button and click “Continue”



The screenshot shows a software interface with a purple header bar containing the text "FSFN". Below the header is a white dialog box titled "Select Action" in blue text. The dialog box contains four radio button options: "Create Case Note" (which is selected), "Case Note Criteria Search", "Create Meeting", and "Launch Judicial Overview". To the right of the dialog box are two dark blue buttons: "Continue" and "Close".

# Create a Case Note

Enter the Contact Begin Date and Time and select “Case Reviews” from the “Category” drop down box

*Florida Safe Families Network*

**Case Note**

Case Name: [REDACTED] Worker Creating Note: KEITH A. PERLMAN Worker Making Contact: KEITH A. PERLMAN [Search](#)

Case Note ID: Version Number: Date Entered:  Other

**Note Information**

Contact Begin Date: 00/00/0000 00:00  AM  PM

Contact End Date: 00/00/0000 00:00  AM  PM

Category:

Type:

Request for Act

Invs/Assessment Nu

Worker Activity Code

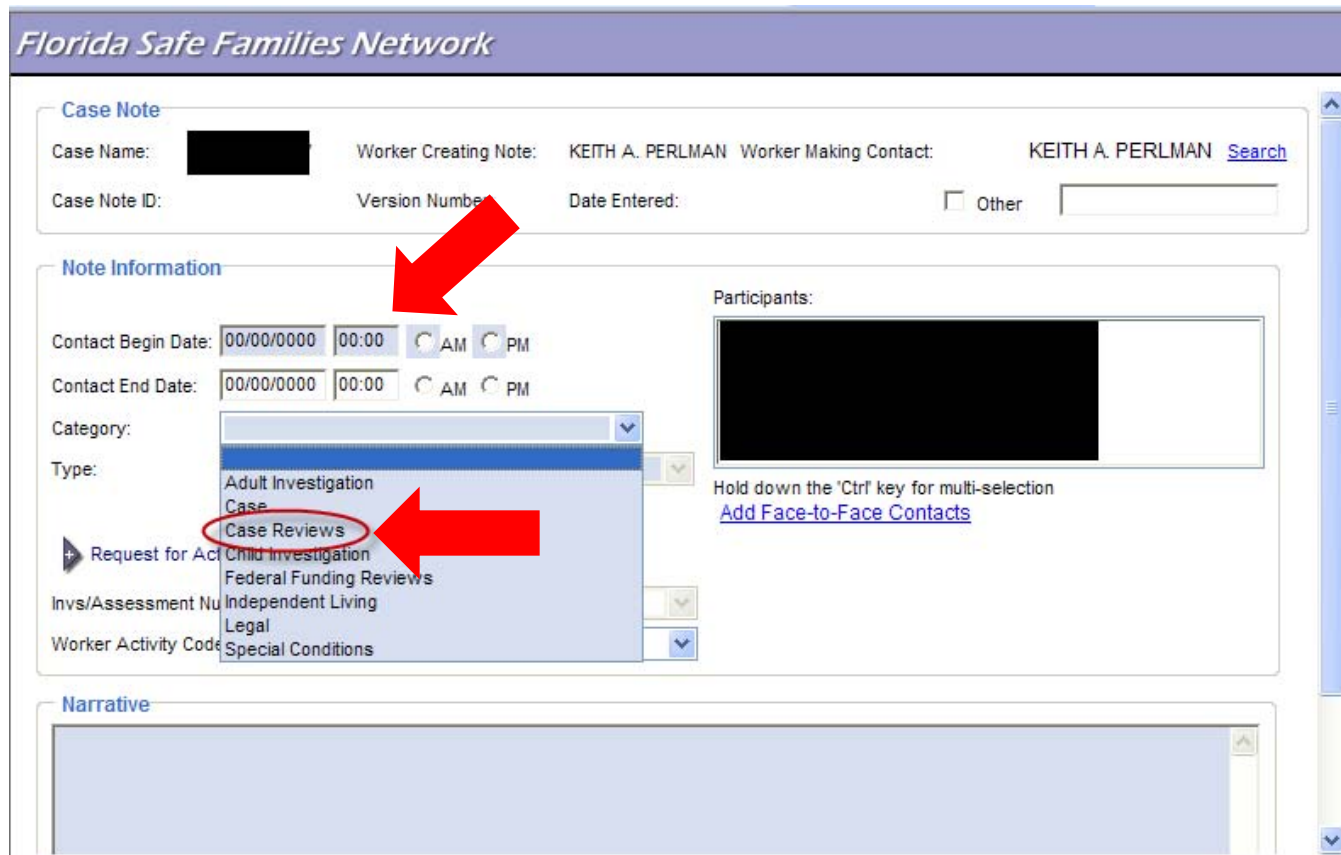
Adult Investigation  
Case  
**Case Reviews**  
Child Investigation  
Federal Funding Reviews  
Independent Living  
Legal  
Special Conditions

Participants: [REDACTED]

Hold down the 'Ctrl' key for multi-selection  
[Add Face-to-Face Contacts](#)

**Narrative**

[REDACTED]



# Create a Case Note

Select the Review Type from the “Type” drop down box;  
**NOTE**-when you select a Review Type, the “Request for Action” section is automatically enabled

*Florida Safe Families Network*

**Case Note**

Case Name: [REDACTED] Worker Creating Note: KEITH A. PERLMAN Worker Making Contact: KEITH A. PERLMAN [Search](#)

Case Note ID: [REDACTED] Version Number: [REDACTED] Date Entered: [REDACTED]  Other [REDACTED]

**Note Information**

Contact Begin Date: 00/00/0000 00:00  AM  PM

Contact End Date: 00/00/0000 00:00  AM  PM

Category: Case Reviews

Type: [REDACTED]

Request for Action [REDACTED]

Invs/Assessment Num [REDACTED]

Worker Activity Code [REDACTED]

Participants: [REDACTED]

Hold down the 'Ctrl' key for multi-selection  
[Add Face-to-Face Contacts](#)

**Narrative**

Death Review  
QA-API Review  
QA-CBC Base Review  
QA-CBC Case Review  
QA-CPI Review  
QA-In Depth Review  
QA-Other  
QA-Side-by-Side Review  
QA-Special Review

# Create a Case Note

- Select the appropriate RFA(s), or select the “No Request for Action”; If you select an RFA, the “Resolved” radio button is enabled and defaults to “No”; If the RFA is resolved, click “Yes” and enter an explanation of the Resolution; If the RFA is resolved at a later date, the case note will need to be updated to “Yes” and an explanation of the Resolution must be entered upon resolution- See Updating a Case Note slide for more details

*Florida Safe Families Network*

**Case Note**

Case Name: [REDACTED] Worker Creating Note: KEITH A. PERLMAN Worker Making Contact: KEITH A. PERLMAN [Search](#)

Case Note ID: [REDACTED] Version Number: [REDACTED] Date Entered: [REDACTED]  Other [REDACTED]

**Note Information**

Contact Begin Date: 00/00/0000 00:00  AM  PM

Contact End Date: 00/00/0000 00:00  AM  PM

Category: Case Reviews

Type: QA-CBC Case Review

Participants: [REDACTED]

Hold down the 'Ctrl' key for multi-selection  
[Add Face-to-Face Contacts](#)

Request for Action.

**Request for Action.**

<input type="checkbox"/> Safety	Resolved: <input type="radio"/> Yes <input type="radio"/> No	00/00/0000	Resolution: [REDACTED]
<input type="checkbox"/> FSFN	Resolved: <input type="radio"/> Yes <input type="radio"/> No	00/00/0000	Resolution: [REDACTED]
<input type="checkbox"/> Admin	Resolved: <input type="radio"/> Yes <input type="radio"/> No	00/00/0000	Resolution: [REDACTED]

No Request for Action

Invs/Assessment Number: [REDACTED]

Worker Activity Code: [REDACTED]

# Create a Case Note

- Scroll down to the “Narrative” section and enter the Case Note text; Click “Close”, and then “Yes” when asked if changes should be saved prior to closing

Florida Safe Families Network

Hand Book Print Audit Spell Check Help

NOTE: INFORMATION

Contact Begin Date: 00/00/0000 00:00 AM PM

Contact End Date: 00/00/0000 00:00 AM PM

Category: Case Reviews

Type: QA-CBC Case Review

Participants:

Hold down the 'Ctrl' key for multi-selection  
[Add Face-to-Face Contacts](#)

Request for Action.

Request for Action.

Safety Resolved:  Yes  No 00/00/0000 Resolution: [ ]

FSFN Resolved:  Yes  No 00/00/0000 Resolution: [ ] No Request for Action

Admin Resolved:  Yes  No 00/00/0000 Resolution: [ ]

Invs/Assessment Number: [ ]

Worker Activity Code: [ ]

Narrative

1. Scroll Down

2. Enter Case Note

3. Click Close

Clear Fields Create Save Close



# Update a Case Note

# Update a Case Note

Click the “Narrative” Icon to display the Notes history;  
click the hyperlink of the note you want to update

The screenshot displays a web application interface for case management. At the top, there are tabs for 'Case', 'Person', 'Provider/Organization', and 'Worker'. Below the tabs is a 'Search Criteria' section with input fields for 'Last Name', 'First Name', and 'Case ID'. There are also checkboxes for 'Date Restricted' and 'Participant View', and a 'Search Precision' slider ranging from 'Low' to 'High'. A '+ Additional Search Criteria' button is also present. The main content area is titled 'Cases Returned' and shows a list of cases. On the left side of the interface, there is a vertical sidebar with various icons representing different case components: Investigation, Related People, Intakes, Assignment, Income/Eligibility, Investigation, and Narrative. A red arrow labeled 'Narrative Icon' points to the Narrative icon in this sidebar. In the main list of cases, there are several entries, each with a 'Case Reviews' hyperlink. A red arrow labeled 'Note Hyperlink' points to one of these hyperlinks. The case details include 'Investigation Status: Reopened 06/02/2011 PERLMAN, KEITH A DCF Program Specialist C/O: ,'. There are also icons for 'Related People', 'Intakes', 'Assignment', 'Income/Eligibility', 'Investigation', and 'Narrative' next to each case entry. A large black redaction box covers the right side of the case list.

# Update A Case Note

Update the Note as Appropriate and click “Close”; Select “Yes” when asked if you want to save changes

Florida Safe Families Network

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**Note Information**

Contact Begin Date: 06/02/2011 01:25 AM PM  
Contact End Date: 00/00/0000 00:00 AM PM  
Category: Case Reviews  
Type: QA-CBC Case Review

Participants:

Request for Action:

**Request for Action.**

<input checked="" type="checkbox"/> Safety	Resolved: <input checked="" type="radio"/> Yes <input type="radio"/> No	06/06/2011	Resolution: Test
<input type="checkbox"/> FSFN	Resolved: <input type="radio"/> Yes <input type="radio"/> No	00/00/0000	Resolution: <input type="text"/>
<input type="checkbox"/> Admin	Resolved: <input type="radio"/> Yes <input type="radio"/> No	00/00/0000	Resolution: <input type="text"/>

No Request for Action

Invs/Assessment Number:   
Worker Activity Code:

**Narrative**

Test, Updated RFA, resolved...

Options:  Go

1. Update the RFA

2. Update the Narrative

3. Click Close

Close

# Assignment to a Case

# Assignment to a Case

Search for the case to which you want to be assigned; Click the Case Folder icon, Click the Assignment Icon, Click the “Actions” hyperlink next to any active assignment

The screenshot displays the Florida Safe Families Network interface. At the top, there is a navigation bar with the text "Florida Safe Families Network" and links for "Hand Book" and "Print". Below this is a tabbed interface with "Case", "Person", "Provider/Organization", and "Worker" tabs. The "Case" tab is active, showing a search criteria form with fields for "Last Name", "First Name", "Case ID", "Intake #", and "County". There are also checkboxes for "Date Restricted" and "Participant", and a "Search Precision" slider set to "Low". A "Search" button is located to the right of the search criteria. Below the search form, it says "Record 1 to 1 of 1".

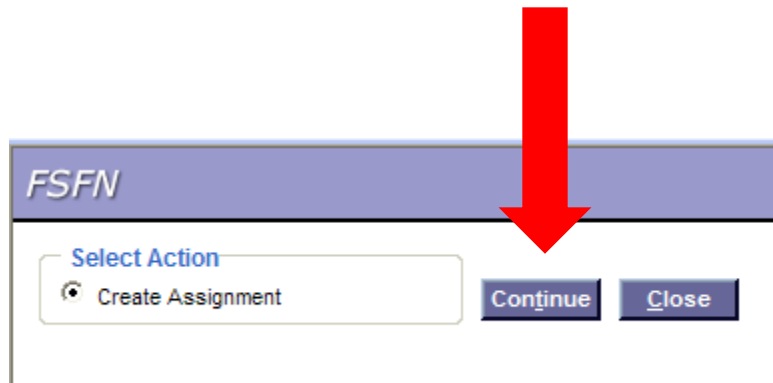
The "Cases Returned" section shows a list of cases. The first case is highlighted with a yellow folder icon. Three red arrows point to specific elements in this list:

- Arrow 1: Points to the yellow folder icon next to the case name.
- Arrow 2: Points to the "Assignment" icon (a document with a checkmark) next to the case name.
- Arrow 3: Points to the "Actions" hyperlink next to the "Assignment" icon.

The case details shown include: "Investigation Status: Open 03/22/2011", "Related People", "Intakes", "Assignment" (with a document icon), "Ongoing Services" (Secondary, 05/12/2011 01:30 PM), "Child Investigations" (Secondary, 04/29/2011 11:47 AM to 05/05/2011 11:48 AM), and a name "Rogers, Deborah H".

# Assignment to a Case

Select “Continue”



# Assignment to a Case

In the “Assignment Definition” box, select “Ongoing Services” from the “Type” drop down box, “Case Management” from the “Responsibility” drop down box and “Secondary” from the “Role” drop down box. In “Assignment Details” box, click “Search” hyperlink. Ignore the “View By” and “Current Worker Status” sections.

Hand Book Print Audit Spell Check Help

RTERS  
00

**Assignment Definition**  
Category: Case  
Type: Ongoing Services  
Responsibility: Case Management  
Role: Secondary

**View By**  
 Workers for Unit  County  State

**Current Worker Status**  
 End Assignment  Do Not Close

**Assignment Details**  
Worker: [Search](#)  
For:   
Participant:   
Start Date: 06/07/2011 End Date:   
00000  
10





1. Select These

2. Click Search

Assign Close

# Assignment to a Case

Enter your name in the “Search Criteria” box, click “Search,” Select the Radio Button next to the appropriate name/user profile and click “Continue”

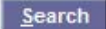
*Florida Safe Families Network* Print  Audit  Spell Check  Help 

**Search Criteria**

Last Name:  First Name:  Worker ID:



Employee ID:  Begin Date:  End Date:


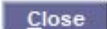
User ID:  County:

Search Precision:  Low High Search 

Record 1 to 2 of 2

**Workers Returned**

-  PERLMAN, KEITH A (69294) Active  
DCF Program Specialist (850)922-2195 [KARI\\_ALBERS@DCF.STATE.FL.US](mailto:KARI_ALBERS@DCF.STATE.FL.US) 200000 HEADQUARTERS ALBERS, KARI
-  PERLMAN, KEITH A (69294) Active  
Acting Supervisor (850)922-2195 [KARI\\_ALBERS@DCF.STATE.FL.US](mailto:KARI_ALBERS@DCF.STATE.FL.US) 20FSD0 FAMILY SAFETY DATA SUPPORT Gaitanis, Jason A

Continue  Close 



# Assignment to a Case

Click “Assign”

Hand Book Print Audit Spell Check Help

**Assignment Definition**

Category: Case

Type:

Responsibility:

Role:

**View By**

Workers for Unit  County  State

**Current Worker Status**

End Assignment  Do Not Close

**Assignment Details**

Worker: KEITH A PERLMAN [Search](#)

For:

Participant:

Start Date: 06/07/2011 End Date:

[Assign](#) [Close](#)

# End Assignment

# End Assignment

Click Case Folder icon from FSFN desktop; Click “Assignment” Folder; Click your name (hyperlink) associated with your active assignment

The screenshot displays the FSFN desktop interface. At the top, there is a header with the text "Florida Safe Families Network" and navigation links for "Financial Work" and "Case Work". Below the header, there are menu options: "Create", "Maintain", "Utilities", and "Help". The main content area is titled "KEITH A. PERLMAN's Desktop - 200000 HEADQUARTERS" and includes a "Date Restricted" checkbox (checked) and a "Participant View" checkbox (unchecked). The interface is organized into sections: "Ticklers" (with sub-items "My Ticklers", "Manual Ticklers", and "Escalated Ticklers") and "Cases". Under "Cases", there are several entries, each with a folder icon and a list of sub-items. Three red arrows point to specific elements: "1. Click Here" points to the folder icon of the first case entry; "2. Click Here" points to the "Assignment" sub-item of the second case entry; and "3. Click Here" points to the "PERLMAN, KEITH A" hyperlink under the "Child Investigations" sub-item of the third case entry.

Florida Safe Families Network Financial Work Case Work

Create Maintain Utilities Help

KEITH A. PERLMAN's Desktop - 200000 HEADQUARTERS

Date Restricted  Participant View

Ticklers

- My Ticklers
- Manual Ticklers
- Escalated Ticklers

Cases

- Investigation 06/06/2011 PERLMAN, KEITH A MIAMI, FL
- Investigation 03/22/2011
- Related People
- Intakes
- Assignment
  - Blank Assignments
  - Ongoing Services Secondary 05/12/2011 01:30 PM
  - BRA
  - RE
- Child Investigations
  - PERLMAN, KEITH A
  - Ongoing Services Secondary 06/07/2011 10:51 AM 200000 HEADQUARTERS 8509222195






1. Click Here

2. Click Here

3. Click Here

# End Assignment

Select the “End Assignment” Radio Button and click “Close”; Click “Yes” when asked to save changes before closing page

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

**Assignment Definition**

Category: Case  
Type: Ongoing Services  
Responsibility: Case Management  
Role: Secondary

**Status**

Open  End Assignment **1. Click Here**

**Assignment Details**

Worker: KEITH PERLMAN  
Location: 200000 HEADQUARTERS  
For: XXXXXXXXXX  
Assigned By: PERLMAN, KEITH A  
Participant:  
Start Date: 06/07/2011      End Date:

**Reassign...** **2. Click Here** **Close**

# Re-Open a Case for Administrative Purposes

\*Note- It is only necessary to Re-Open a closed case to enter a case note in the following circumstances:

- The case note includes an RFA (this will add the case to your FSFN desktop), or
- The case note is being updated (it is not possible to update a case note in a closed case)

# Re-Open a Case

Click the Create menu item; select Service Referral

The screenshot shows the Florida Safe Families Network web application. The browser window title is "Florida Safe Families Network - Windows Internet Explorer". The address bar shows "http://scflzd111:12001/flsacwis/LOGON.do". The application header includes "Florida Safe Families Network" and navigation links for "Financial Work", "Case Work", "Provider Work", "Search", "Refresh", "Print", "Help", and "Logout".

The "Create" menu is open, and "Service Referral" is highlighted. The menu items are: Create, Maintain, Utilities, Help, Case Work, Provider Work, Hotline Intake, Service Referral, Information and Referral, Provider Inquiry, and Recruitment Event.

The main content area displays "FSFN Messages and Links" with links for "Pre-Payment Authorization Report", "Pending Invoice Report", and "FSFN Website". Below this is "Unit Messages and Links".

The "Cases" section lists several cases with details:

- Assessment Child (8000020) Actions
- Investigation 10/01/2010 JENKS, AMY Leon FL
- Available Six (8000003) Actions
- Service Referral 09/24/2010 JENKS, AMY Leon 2312 Magnolia Avenue, Tallahassee, FL 32311
- Baker, Jesse (8000002) Actions
- Service Referral 09/24/2010 JENKS, AMY Leon FL
- Chester, Fred D (3610023) Actions
- Investigation 07/27/2010 Worker, Jane D Social Bay 1317 Maple Street, Panama City, FL 32401
- Flax, Jenny S (1502785) Actions
- Investigation 12/06/2010 JENKS, AMY Leon 180 Tall Pine Road, Tallahassee, FL 32301-1234
- Independent One (8000001) Actions
- Service Referral 09/24/2010 JENKS, AMY Alachua FL
- Merge, Sibling Keep (8000040) Actions
- Investigation 10/08/2010 JENKS, AMY Alachua FL
- Prescott, Michael (3608728) Actions
- Special Condition 05/25/2010 JENKS, AMY Leon FL

The status bar at the bottom shows "Done" and "Local intranet".

# Re-Open a Case

Enter all known information on the participant and click the “Search” button; all matching results are returned within the “Persons Returned” group box; Click the “Select” hyperlink next to the applicable person ; click the Add Participants button; click “Continue” button.

The screenshot shows the 'Intake Inquiry Search' interface for the Florida Safe Families Network. The search criteria section includes fields for Last Name, First Name, Middle Name, Person ID (1507727), ID, DOB Range Begin/End, and Age Range Begin/End. A search precision slider is set to 'Low'. The 'Persons Returned' section shows one result for Angela (1507727) with a 'Select' link. Below this is an 'Add Participant(s)' button. The 'Participants' table is currently empty. At the bottom right, there are 'Continue' and 'Close' buttons.

1. Enter Person Information

2. Click Search

3. Click Select

4. Click Add Participant

5. Click Continue

# Re-Open a Case

In the “Intake Information” box, enter the current date and time, with AM/PM designation in the “Date/Time Intake Received” box and select the applicable County; In the “Participants” tab click the “Roles” hyperlink and select “Referral Name”; click the Continue button to return to the Participants tab; Open the “Referral Information” expando and select the Caller ID N/A checkbox

Intake - Windows Internet Explorer

Florida Safe Families Network

Hand Book Print Audit Spell Check Source

Intake Information

Referral Name: WORKER: JENKS, AMY Search Worker County: [dropdown] R/T: [dropdown] Special Handling:

Date/Time Intake Received: 08/02/2011 AM PM Call Record Number: Intake Number: Type: Service Referral - Initial

Participants Relationship Services Victim/Child Location Prior Intakes and Investigations/Referrals Decision

Intake Participants

Names	Person ID	Gender	DOB	Estimated Age	Race	Ethnicity	Roles
A, Angela	1507727	Female	08/24/1968	42	White	Other	<a href="#">Roles</a>

Add/Edit Address Copy

Referral Information

Referral Information

Last Name: First Name: Middle Name: Suffix: [dropdown]

Report Method: Phone  Caller ID N/A Reporter Caller ID: [dropdown]

Reporter Requests Contact Reporter Type: [dropdown]

Manual-ACD Telephone/FAX: Call/FAX Tracking Number: FAX Subject Line:

Home Phone: Work Phone: Other Phone:

Options: [dropdown] Go Refresh Save Close

Roles -- Webpage Dialog

FSFN

Print Audit Spell Check Source

Participant

Name: A, Angela

Roles

Select	Roles Description	Code
<input type="checkbox"/>	Child In Home	CH
<input type="checkbox"/>	Household Member	HM
<input type="checkbox"/>	Identified Child	IC
<input type="checkbox"/>	Referral Name	RN
<input type="checkbox"/>	Non-Household Member	NM
<input type="checkbox"/>	Parent/Caregiver	PC
<input type="checkbox"/>	Significant Other	SO

Continue Close



# Re-Open a Case

Click the “Services” tab and from the “Services Referral” drop down box select “Re-Open Closed Case For Administrative Purposes”; Enter a brief narrative in the “Describe” text field; Click “Save”

Intake - Windows Internet Explorer

Florida Safe Families Network

Hand Book Print Audit Spell Check Source

Intake Information

Referral Name : A, Angela Worker : JENKS, AMY [Search Worker](#) County : R/T : Special Handling :

Date/Time Intake Received : 06/02/2011 AM PM Call Record Number : Intake Number : Type : Service Referral - Initial

Participants Relationship **Services** Victim/Child Location Prior Intakes and Investigations/Referrals Decision

Service Type

Services Referral: Out-of-State Request

Specific Service  
No Specific Services

- Diversion
- DJJ
- ICPC
- ICPC-Priority
- Out-of-State Request
- Re-Open Closed Case For Administrative Purposes**
- Relinquished Infant
- Request from Adoptive Parent
- Rule Violation
- Supervision Reinstated

Investigative Sub Type: In-Home

Narrative Describe

Options: Go Refresh Save Close

Done Local intranet 100%

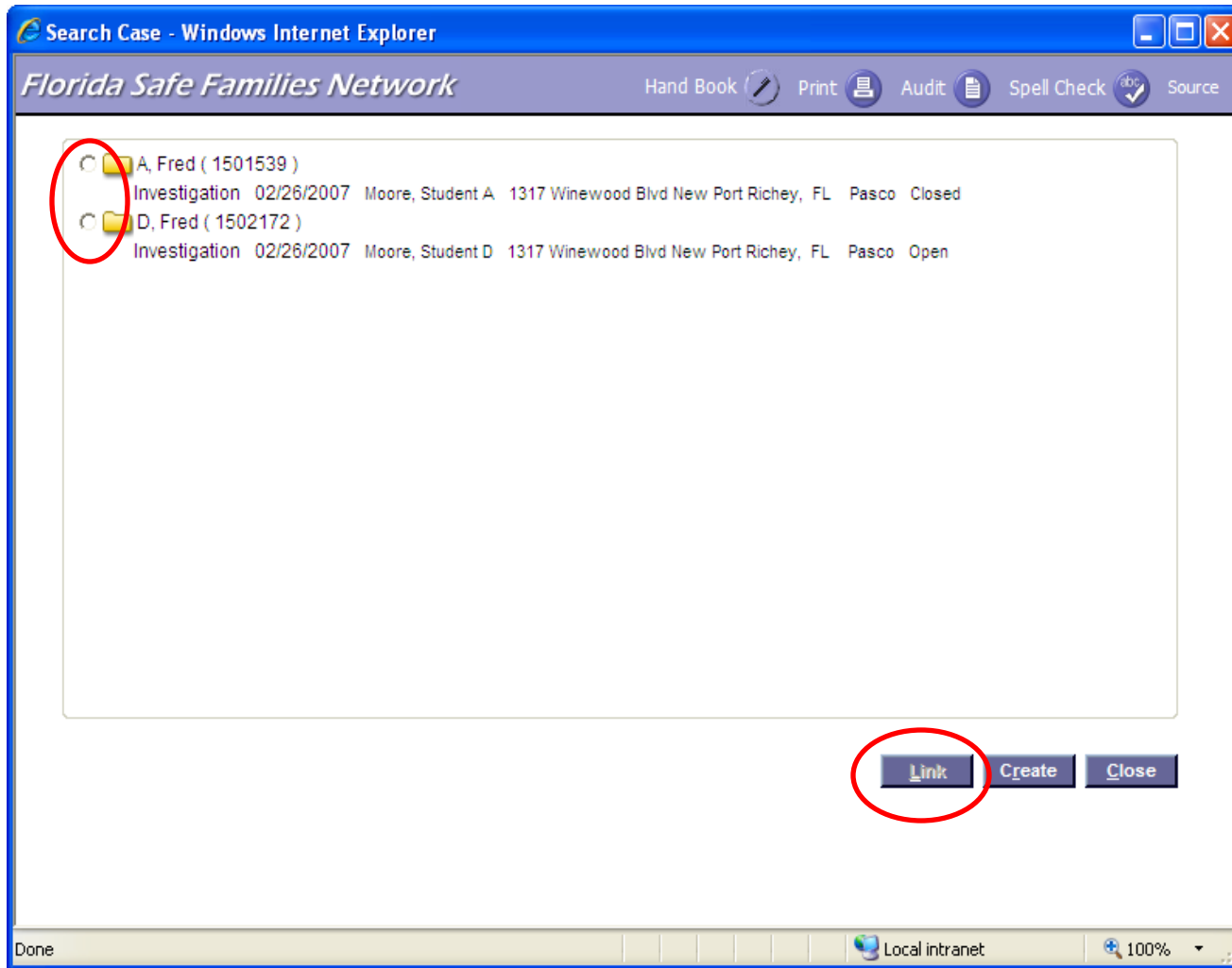
# Re-Open a Case

Click the “Decision” tab; In the “Decision” box select “Screen In”; Click the “Create/Link Case” hyperlink; click “Yes” to the messages regarding saving and not compromising reporter identity;

The screenshot shows the 'Intake - Windows Internet Explorer' window for the 'Florida Safe Families Network'. The page title is 'Intake Information'. The form includes fields for Referral Name, Worker (JENKS, AMY), County (Alachua), R/T, Special Handling, Date/Time Intake Received (06/02/2011 06:00 AM), Call Record Number, Intake Number, and Type (Service Referral - Initial). A navigation bar contains tabs for Participants, Relationship, Services, Victim/Child Location, Pjor Intakes and Investigations/Referrals, and Decision. The 'Decision' tab is circled in red. Below the navigation bar, there are two sections: 'Recommendation' and 'Decision'. The 'Decision' section is also circled in red. It contains a 'Name' field with 'JENKS, AMY', radio buttons for 'Screen In' (selected), 'Screen Out', and 'Pending', and a 'Date/Time Decision Made' field. The 'Reason' dropdown is set to 'Screen In - Accepted for Services/Investigation', and the 'Create/Link Case' hyperlink is highlighted. Below this, there are checkboxes for 'Interpreter Needed?' and 'Law Enforcement Notified', and a 'Primary Language' dropdown. At the bottom, there is an 'Options' dropdown, a 'Go' button, and 'Refresh', 'Save', and 'Close' buttons.

# Re-Open a Case

All Cases in which the intake participant is a case participant are displayed. Select the applicable radio button and click the Link button, which only becomes enabled after selecting an applicable radio button. Upon selecting the Link button the Maintain Case page is displayed.



# Re-Open a Case

Maintain Case page: Please note that the Status of the Case, which was previously closed, now shows "Reopen"; Click the "Save" button; If a message regarding updating participant addresses appears, select "No"; The case is now open and will display on your desktop, listing you as the Primary Worker; You may now create or update the Case Note

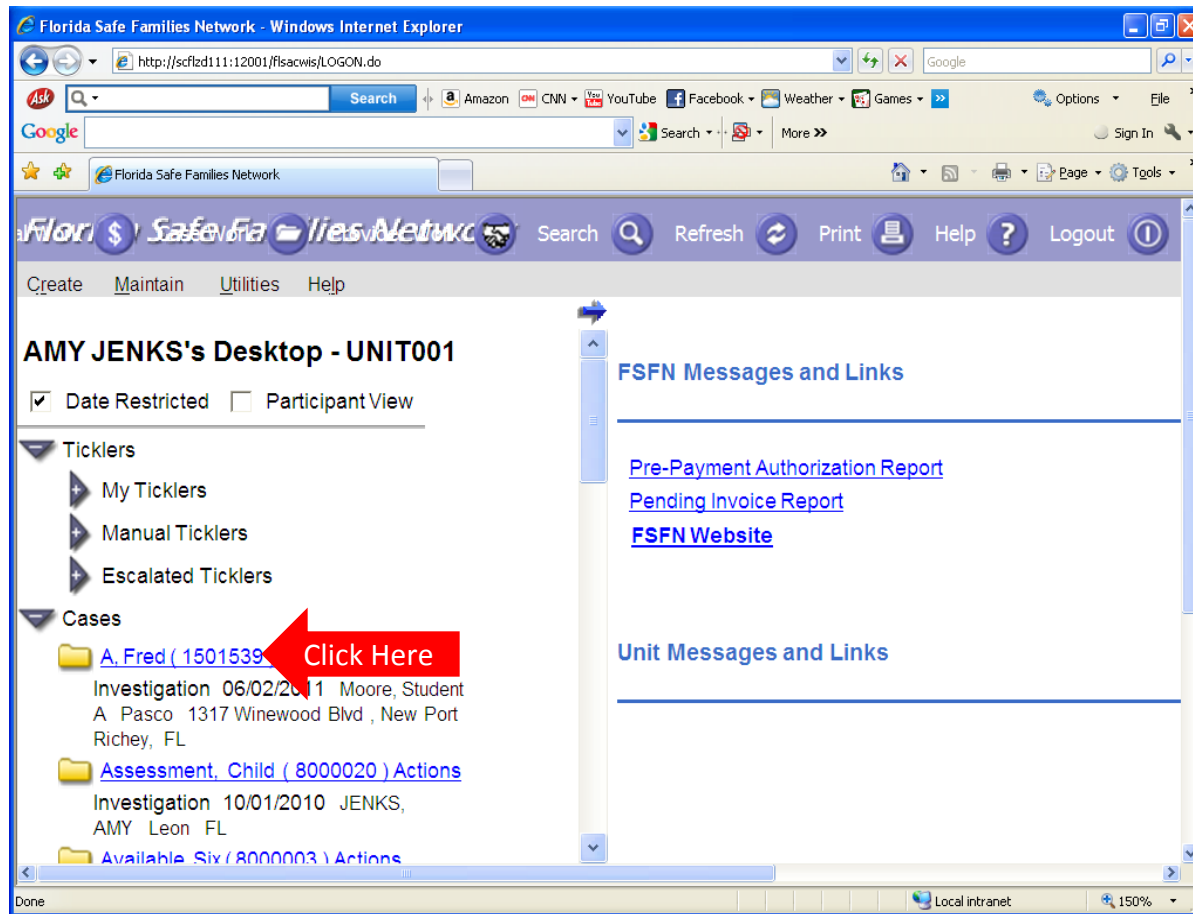
The screenshot shows a web browser window titled "Florida Safe Families Network - Windows Internet Explorer". The address bar displays "http://scflzd111:12001/flsacwis/LOGON.do". The browser's search bar contains "Google". The page header includes the Florida Safe Families Network logo and navigation links: "Create", "Maintain", "Utilities", and "Help". The main content area is titled "AMY JENKS's Desktop - UNIT001" and features a sidebar with "Ticklers" (My Ticklers, Manual Ticklers, Escalated Ticklers) and "Cases". The "Cases" section lists three items, with the first one, "A. Fred ( 1501539 ) Actions", circled in red. Below the case name, the details are: "Investigation 06/02/2011 Moore, Student A Pasco 1317 Winewood Blvd New Port Richey, FL". The other two cases are "Assessment, Child ( 8000020 ) Actions" (Investigation 10/01/2010 JENKS, AMY Leon FL) and "Available Six ( 8000003 ) Actions". The right sidebar contains "FSFN Messages and Links" with links for "Pre-Payment Authorization Report", "Pending Invoice Report", and "FSFN Website", and "Unit Messages and Links". The status bar at the bottom shows "Done", "Local intranet", and "150%" zoom.

# Closing a Case

**\*NOTE- You should only close a case that you have re-opened in order to enter or update a case note. Do not close a case that you did not re-open.**

# Closing a Case

From your FSFN desktop, click the Case Name hyperlink of the case you want to close-this will take you to the Maintain Case page



# Closing a Case

From the Maintain Case page click the “Closing History” tab; From the Options drop down box select “Submit Case Closure Request”; Click “Go”

The screenshot shows the 'Maintain Case' page in a Windows Internet Explorer browser. The page title is 'Florida Safe Families Network'. The browser's address bar shows 'Maintain Case - Windows Internet Explorer'. The page has a navigation menu with tabs: 'Participants', 'Relationships', 'Address', 'Professional/Other Contacts', and 'Closing History'. The 'Closing History' tab is highlighted with a red circle. Below the navigation menu, there is a 'Case History' section with a table with columns 'Open Date', 'Closed Date', and 'Reason'. Below that is a 'Merged Cases' section with a table with columns 'Open Date', 'Merged Date', 'Former Case Number', and 'Reason'. At the bottom of the page, there is an 'Options:' dropdown menu with a 'Go' button. The dropdown menu is open, showing the following options: 'Actions', 'Submit Case Closure Request' (highlighted), 'Delink Intake', 'Split Case', and 'Create New Case after Finalization'. There are also 'Save' and 'Close' buttons at the bottom right of the page. The browser's status bar at the bottom shows 'Local intranet' and '100%' zoom.

# Closing a Case

Select the “Request for Closure” box and in the “Reason” dropdown box select “Administrative Closure”; Enter a brief “Closure Summary”;click the Save button.

The screenshot shows a web application window titled "Case Closure -- Webpage Dialog" for the "Florida Safe Families Network". The interface includes a header with navigation links (Print, Audit, Spell Check, Source) and a main content area with several sections:

- Basic Information:** Case Name: A, Fred; Case Number: 1501539; Open Date: 06/02/2011.
- Closing Information:** Closure Status: No Request. It contains a checkbox for "Request For Closure" (indicated by arrow 1), a "Reason" dropdown menu (indicated by arrow 2), and a checkbox for "Check Here If Closing Checklist is Not Applicable".
- Closure Summary:** A text area for describing the closure process (indicated by arrow 3).
- Closure Denial Messages:** A section for denial messages.
- Options:** A dropdown menu and a "Go" button.
- Save:** A prominent "Save" button at the bottom right (indicated by arrow 4).



# Closing a Case

This will return you to the “Case Closure” screen; The “Closure Status” will say “Closure Requested”, Click “Close”

The screenshot shows a web application window titled "Case Closure -- Webpage Dialog" for the "Florida Safe Families Network". The interface includes a header with utility buttons (Print, Audit, Spell Check, Source) and a main content area with several sections:

- Basic Information:** Case Name: A, Fred; Case Number: 1501539; Open Date: 06/02/2011.
- Closing Information:** Closure Status: Closure Requested (circled in red); Closed Date: (empty); Reason: Administrative Closure; Closing Checklist: (empty).
- Closure Summary:** A text area containing the word "Test".
- Closure Denial Messages:** A section with a plus sign icon.
- Options:** A dropdown menu and a "Go" button.
- Buttons:** "Save" and "Close" buttons at the bottom right, with a red arrow pointing to the "Close" button and the text "Click 'Close'" next to it.

# Closing a Case

A new row will be inserted in the Case History group box with an associated “Pending” hyperlink. Once it passes the necessary edits successfully the “Pending” hyperlink will change to an “Accepted” hyperlink (takes up to an hour)

The screenshot displays the 'Maintain Case' interface in a Windows Internet Explorer browser. The page title is 'Florida Safe Families Network'. The case details are as follows:

Last/Provider:	A	CLS Case Name:		Case ID:	1501539	Status:	Reopen	Unit:	234445-PASCO-PCSO NPR
First:	Fred	Middle Name:		Open Date:	06/02/2011	Program Code:	Child		




The 'Closing History' tab is selected, showing a table with the following data:

Open Date	Closed Date	Reason	
06/02/2011		Administrative Closure	<a href="#">Pending</a>

The 'Pending' hyperlink in the table is circled in red. Below the table, there is a 'Merged Cases' section with a table structure: Open Date, Merged Date, Former Case Number, Reason. At the bottom, there are 'Options:' dropdown, 'Go' button, 'Save' button, and 'Close' button. The browser status bar shows 'Done' and 'Local intranet'.

# Closing a Case

Once the hyperlink shows “Accepted,” click the “Accepted” hyperlink;

*Florida Safe Families Network* Hand Book  Print  Audit 


**Case**

Last/Provider:  CLS Case Name:  Case ID:  Status: Reopen  
First:  Middle Name:  Open Date: 06/02/2011 Program Code:

[Participants](#) [Relationships](#) [Address](#) [Professional/Other Contacts](#)





**Case History**

Open Date	Closed Date	Reason	
06/02/2011		Administrative Closure	<a href="#">Accepted</a>
06/02/2011	06/06/2011	Closing Disrupted	<a href="#">Historical</a>
09/14/2008	09/30/2008	Investigation Completed - No action needed	<a href="#">Historical</a>
06/15/2008	07/16/2008	Family Requests Services Close	<a href="#">Historical</a>
04/26/2007	06/04/2007	Investigation Completed - No action needed	<a href="#">Historical</a>



# Closing a Case

From the “Options” drop down box select “Approval” and click “Go”

*Florida Safe Families Network* Print  Audit  Spell Check  Help 

**Basic Information**  
Case Name:  Case Number:  Open Date: 06/02/2011

**Closing Information**  
Closure Status: Closure Accepted  
Closed Date:   
 Request For Closure Reason: Administrative Closure  
 Check Here If Closing Checklist is Not Applicable Closing Checklist:

**Closure Summary**  
Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.

**Closure Denial Messages**

Options:

- Actions
  - Approval
- Text
  - Closure Summary
  - Closure Denial Report

1. Select Approval

2. Click Here

# Closing a Case

Select the “Approve” radio button and click “Continue”

FSFN Print Audit Spell Check Help

**Document Information**  
Case: [REDACTED]  
Type: Case Closure  
Date: 06/07/2011

**Approval Decision**  
 Approve  Reroute  Recall/Return  Not Approve [Clear](#)

**Supervisor Approval**  
You have completed and are about to approve this piece of work. Do you wish to route this work to the supervisor listed below for future approval? If no, please select "Other" to select the appropriate party.  
Supervisor:

**Approval History**




Worker Name	Status	Date	Action
KEITH A.PERLMAN	Initial	06/07/2011 11:34 AM	Initial

**1. Click Here** →  Approve

**2. Click Here** →

# Closing a Case

Click “Close”

*Florida Safe Families Network* Print  Audit  Spell Check  Help 

**Basic Information**  
Case Name: [REDACTED] Case Number: [REDACTED] Open Date: 06/02/2011

**Closing Information**  
**Closure Status: Closure Accepted**  
 Request For Closure  
 Check Here If Closing Checklist is Not Applicable  
Closed Date:  
Reason: Administrative Closure  
Closing Checklist:

**Closure Summary**  
Describe the closure process with the family and service providers and the family's plan for meeting future service needs. Describe how any behaviors or conditions judged to be at a level where safety is not assured or risk of maltreatment is a concern will be managed or sufficiently mitigated by other resources/supports.  
Test

+ Closure Denial Messages

Options: [ ] 