Florida Safe Families Network (FSFN)
CR-607 Adoption Incentives
Training Support Materials

IBM services for the Florida Safe Families Network (FSFN) CR-607 Train-the-Trainer

Table of Contents

1   TRAINING SCENERIO

On July 23, 2012, the Florida Abuse Hotline received a report alleging that Kelly Smith, age 6, was struck in the face by her father, David Smith, while trying to stop a physical altercation between her parents. Investigations revealed the following information: Kelly had suffered a broken bone a month earlier while being disciplined by her father; there was a second child in the home, 15 year-old David Smith, Jr.; David Jr. who was born with Down Syndrome and both parents were illegally selling and using prescription drugs.

The home was determined unsafe. The two children were removed that same day and placed in shelter with Allison and Kevin Walker, their maternal aunt and uncle. Parents David and Amanda Smith were arrested and incarcerated. After their release, the parents were unwilling to complete the drug counseling program and other case plan tasks ordered by the court. As a result of the continued diminishment of the parents' protective capacities, the children's permanency goal was changed from reunification to adoption.

At the following judicial review, the court ordered the Department to initiate Termination of Parental Rights proceedings. A petition was filed and TPR granted on June 25, 2015. The Walkers asked to adopt both Kelly and David Jr.

However, James and Lisa Smith, the paternal uncle and aunt contacted the assigned Adoption Staff an expressed a desire to adopt. The paternal uncle and aunt shared that they previously provided care to their niece and nephew when they lived in their area but had lost contact with the children once their parents' moved. The Adoption Staff made an OCS request so that agency in the area the paternal uncle and aunt resided would complete an adoption home study as to the family.

Because both the Walkers and Smiths family expressed an interest in adopting, their application to adopt had to review by the AARC Committee. On August 1, 2015, the AARC Committee provided a recommendation to the Department to approve the application of Allison and Kevin Walker to adopt Kelly and David Jr. which was the decision supported by the Department. The Smiths established a relationship with the Walkers and decided that they would not appeal the decision of the Department for the Walkers to adopt. The Adoption assistance agreements were executed for the two children on September 6, 2015. The adoptions were finalized on September 19, 2015.

On November 5, 2015, Ms. Walker contact Courtney Drake, the Post Adoption Specialist and advised them that the family had moved from Tallahassee, Florida to Orlando, Florida and needed assistance setting up counseling services for Kelly in Orlando. The Post Adoption Specialist, Courtney Drake made a request to the CBC in their new area to assist in establishing services in Orlando, Florida for the family. Valerie Brown, the Courtesy Post Adoption Specialist, contacted Ms. Walker and was able to

Commented [A1]: In order to demonstrate RECRUITMENT EVENT PAGE (T14), RECRUITMENT ACTIVITY (P7,T15), Homestudy documentation in FSFN (P8), and PROVIDER SEARCH (T16, T19), you may want to give a little more background eluding to how the Walkers came into the picture as prospective adoptive parents and the scenario and demonstration can include touching on all of these pages and their CR607 enhancements.

Commented [A2]: This could be an opportunity to discuss when policy dictates documenting an Expressed Intent (P4 and T13) for the purpose of choosing AARC Recommendation value for Reasons for Withdrawing later. To accommodate (P6), the scenario would need to be entered at this point, then withdrawn when a second family steps forward and during the AARC process, and then added back. Scenario may need to be adjusted if Policy does not support this process.

Commented [A3]: This could be an opportunity to integrate a Non Face-to-Face Contact Case Note and/or discuss the new Case Note Category and new Types. (T10)

Commented [A4]: This could be an opportunity to discuss entering homestudies into FSFN (P8) and Background Checks. (P10, T20)

Commented [A5]: This could be an opportunity to document a Meeting Type of AARC (T9) and introduce the other new Meeting Types. (P2, T1, T9)

Commented [A6]: Would this be the result of one of the new adoption Meeting Types? If so, this is where one of the new Meeting Types can be accessed via the Create Case Work/Meeting drop down. (P2,T1, T8)

Commented [A7]: This could be an opportunity to discuss the two families working together to provide details for a Life Book . (P5, T13)

Commented [A8]: Demonstrate adding a new row to the Expressed Intent group box (T13).

Commented [A9]: Demonstrate Create New Case after Finalization process and discuss why Case Split is NOT a part of the Adoption FSFN workflow. (T18)

Commented [A10]: Demonstrate creating a Post Adoption Services page for each child. (P1, T1, T2). When accessing the page, could discuss with the group some of the logic associated with the Post Adoption Services page, which would include Case Merge, Person Merge, and Case Split (T17) once a Post Adoption Services page exists for a Participant ID.

link her to a provider in Orlando, Florida who would offer services to Kelly. The Courtesy Post Adoption Specialist advised Ms. Walker of the Post Adoption Support group in their area and that there were other families who attended who are parents to a child with Downs Syndrome and this may be beneficial for them as they continue to parent David Jr. Ms. Walker declined participation in the Post Adoption Support Group but did state that she would keep an open mind regarding the group once they had the opportunity to get David Jr. in a routine. Ms. Brown shared that they would add the Walkers to their mailing list for notifications of future support groups.

On September 19 2016, Courtney Drake, the Post Adoption Specialist in Tallahassee, Florida called the Walkers for their one year Post Adoption Communication Contact. The number in file for the Walkers was disconnected so Ms. Drake was unable to leave a message for the Walkers. However, Ms. Drake was able to locate an email address for Ms. Walker and sent her an email requesting that she contact their office. Ms. Drake received a call from Ms. Walker the following day and she provided the family's updated phone numbers. The Post Adoption Specialist inquired of Ms. Walker as to how the family was doing and if there were any additional services that the family might be in need of at this time. Ms. Walker shared that her husband recently lost his job and that this has caused stress in the home. She believed that the family would benefit from family counseling. Ms. Drake shared that they would completed a Post Adoption Service Referral to Orlando, Florida so that the Post Adoption Specialist there would be able to refer the family to services. Ms. Walker stated that she would wait to hear from her local worker to initiate the new services.

Commented [A11]: This would be an opportunity to discuss the 1 year post adoption communication and the Case Note functionality to document such contact. (P3, T10) With a little more information added to this scenario, previous Case Notes could be searched to demonstrate Case Note Search Criteria and Case Note Search Results. (T11, T12)

Commented [A12]: This portion of the scenario lends to a discussion on Case Notes, Attempted versus Completed (P3) and how to document Non Face-to-Face Contact (T10)

Commented [A13]: This would be an opportunity to document a Post Adoption Services Service (P1, T3). Discussion can include the creation of specific Post Adoption Service Types via the Maintain Service & Rate page (T4). Since this process would start with accessing the children's existing Post Adoption Services page through Case Book, Person Book, or Desktop Navigation. (T5, T6, T7)

2   TRAINING CONSIDERATIONS

TECHNICAL ASSISTANCE:
1. **Create Case Work** – Demonstrate how to access the new Post Adoption Services value in both the Adoption and Narrative drop down, in addition to the new Meeting Types in the Meetings drop down.
2. **Post Adoption Services page** – Demonstrate how to create new and how to access existing post Adoption Services pages, in addition to:
    a. How to document information on the newly created Post Adoption Services page; and
    b. How to insert a row to document paid services;
    c. Also, provide the information that upon "go live", Post Adoption Services Service Types will provide both paid and unpaid service types.
        i. NOTE: although there will be paid service types, if the service is paid through a means other than DCF dollars, user would enter it into FSFN using the unpaid service type.
3. **Services page** – Demonstrate the Services page, if created for a Post Adoption Service:
    a. How to access Services page from the Post Adoption Services page;
    b. Which fields pre-fill from the Services page;
    c. The Post Adoption Services ID hyperlink on the Services page
4. **Maintain Service Type & Rate page** – Review how those with applicable security can create and maintain Post Adoption Service types.
5. **Case Book** – Demonstrate how to access existing Post Adoption Service page(s) from Case Book.
6. **Person Book** – Demonstrate how to access existing Post Adoption Services page from Person Book.
7. **Desktop Navigation** – Demonstrate how to access existing Post Adoption Service page(s) from the Desktop.
8. **Meetings** – Demonstrate how to access new Meeting Type values.
9. **Create Provider Work** – Demonstrate how to access the new value of AARC in the Administrative drop down (Meeting Type).
10. **Case Notes** – Demonstrate the enhancements made to the Case Note page:
    a. New Category field;
    b. New Case Note Types; and
    c. Add non Face-to-Face hyperlink and it's associated repeating group box.
11. **Case Note Search Criteria** – Review the availability of new values available for selection in the Category and Types fields.
12. **Case Note Search Results** – Review the added column for Category and note that the new Case Note Types will display when selected on the Case Note Search Criteria page.
13. **Adoption Information page** – Demonstrate and discuss the enhancements to this page including:
    a. How the Expressed Intent group box functions;
    b. Where the value of Life Book Activity exists (after Policy dictates the importance of documenting this information);

     c. The removal of the "Current Caregiver Plans on Adopting" checkbox.
14. **Recruitment Event page** – Demonstrate the enhancements made to the page, in addition to:
     a. How to document information in the Expenditures repeating group box;
     b. The removal of the Total Cost field;
     c. The new Category of Event field and the values contained within it.
15. **Recruitment Activity page** – Demonstrate how the page was modified to display a Category column.
16. **Provider Search** – Demonstrate how the Provider/Organization tab provides the ability to search for Providers based on their Unified Home Studies and whether the UHS is approved and active or expired.
17. **Case Merge, Person Merge, and Case Split** – Discuss the background processing of what occurs in each of these processes when a Post Adoption Services page exists.
18. **Create New Case after Finalization** – Discuss the process of Creating New Case after Finalization:
     a. How it interacts with documented Expressed Intent
     b. Dispel current understanding that Case Split is different than Creating a New Case after Finalization and that it is NOT part of an adoption workflow in FSFN.
     c. Demonstrate the use of Case Merge as a way to clean up duplicate Post Adoption cases in FSFN.
19. **Hover definitions** – Demonstrate where they exist and encourage their use for better understanding and consistency in documentation.
20. **Background Checks** – Demonstrate where/how to document local/state/fsfn/Adam Walsh background checks. NOTE: This task will first be guided by Policy and then a demonstration on how to complete this task in FSFN will be demonstrated.

3 Overview of Changes

PAGE	ENHANCEMENT
Create Case Work	→ Adoption drop down now includes Post Adoption Services value → Meetings drop down displays new Meeting Types → Narrative drop down displays Post Adoption Services value
Case Book	→ Provides access to existing Post Adoption Services page(s)
Person Book	→ Provides access to existing Post Adoption Services page
Desktop Navigation	→ Provides access to existing Post Adoption Services page(s)
Post Adoption Services	→ New page in FSFN
Services	→ Post Adoption Services ID link displays when a Service is created from a Post Adoption Services page
Maintain Service Type & Rate	→ New Post Adoption Services Types added by those with applicable Security
Meetings	→ New Meeting Types when accessing Meeting page through the Actions hyperlink located next to the FSFN Case Name hyperlink
Create Provider Work	→ New AARC value in Administrative drop down (Meeting Type)
Case Notes	→ New Add Non Face-to-Face Contact hyperlink and repeating group box to document contact details
Case Note Search Criteria	→ Page modified to include the new Category and Types added to the Case Notes page
Case Note Search Results	→Page modified to include the new Category and Types added to the Case Notes page
Adoption Information	→ General tab- Expressed Intent to Adopt group box →Removal/Placement tab- removed Current Caregiver plans on Adopting checkbox
Recruitment Event	→ New functionality captures overall Category of Event, Type of Event, and individual expenditures associated with the recruitment event → Total Cost field removed
Recruitment Activity	→ Page modified to display the Category
Provider Search	→ Provider/Organization tab provides the ability to search for Providers based on their Unified Home Studies and whether the UHS is approved and active or expired
Case Merge	→Special background processing when a Post Adoption Services page exists
Person Merge	→Special background processing when a Post Adoption Services page exists
Case Split	→Special background processing when a Post Adoption Services page exists
Create New Case after Finalization	→Special background processing when a Post Adoption Services page exists