



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: October 8, 2020

TO: Regional Managing Directors
Sheriff 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 *Pat Medlock*
Robert Anderson, Assistant Secretary for Operations *Robert H. Anderson*

SUBJECT: FSFN Enhancements will deploy on October 9, 2020

PURPOSE: The purpose of this memorandum is to inform child welfare stakeholders of enhancements that will be deployed within the Florida Safe Families Network (FSFN) on October 9, 2020, to support preparing our user community for the changes being introduced to implement the Family First Prevention Services Act (FFPSA). This deployment will begin at 10pm and will take approximately two hours. During this time, FSFN will be offline.

BACKGROUND: The Department of Children and Families is preparing our system for the implementation of policy and practice changes to support implementation of FFPSA. As the policy and practice changes are defined, the Florida Safe Families Network (FSFN) is being modified to align with the business processes. Over this fiscal year, FSFN enhancements will be deployed each quarter to support our readiness for FFPSA implementation.

The Case Management Efficiencies Workgroup reviewed systematic barriers and recommended changes to FSFN. The current FSFN system provides a summary of domain assessments on an individual's person management record. Accessing the current domain summary requires additional steps by the Case Manager when completing data entry for their assessments. These additional steps were identified as inefficient and time consuming.

Case Managers are required to review prior domain narratives when conducting their assessments. This review is to understand what information was known at the most recent assessment and to prompt an assessment of what has improved, remained stable, or deteriorated. Implementation of the following system changes will reduce the amount of time required to complete a sufficient and proper assessment, and will assist in instances, where some information remains consistent between assessments. The new functionality will enhance the ability to assess child safety and the protective capacities of a parent.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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

The following enhancements will be made in FSN:

- Increasing the view display of the narrative fields
- Display of the most recent domain assessment for ease of review
- Enabling a “one click” function to prefill the most recent narrative into the current narrative (if appropriate)
- Providing a link w/ access to full domain history with print capability

When accessing the current domain summary as a reference point, Case Managers can review the prior domain assessment, determine if this information should be utilized as the starting point for the current assessment, and select to prefill the narrative before beginning the assessment documentation. If selecting the prefill after new information is entered, the system will prefill the prior assessment, overwrite any previously entered text, and the user will need to restart their assessment documentation. The prefill button should not be utilized as a full copy and paste function, but as a tool to utilize the prior assessment for reference, or in some instances when some information remains consistent.

Prior to approving any assessments, the Case Manager Supervisor should continue normal practice of reviewing the domains to ensure the Dependency Case Manager has made the appropriate updates which displays what has improved, remained stable, and deteriorated since the most recent Family Functioning Assessment or Progress Update.

Community-Based Care Lead Agencies and Regional Licensing staff will experience changes to their current workflow and licensing approval process. The system will require the entry of an e-mail for each licensed provider. If a foster family does not have an e-mail address, the system will allow the selection of an indicator documenting the family does not have an e-mail address. The provider record will now support documentation of ‘Orientation’ and issuance of an initial license will require that ‘Orientation’ is documented for each caregiver. Regional Licensing staff will also document the start and end dates for periods in which providers fall out of compliance with background screening safety requirements. For licensed foster homes, the start of a non-compliance period will also place the license on hold until the family is back in compliance.

The Adoption and Foster Care Analysis and Reporting System (AFCARS) collects case-level information from state and tribal Title IV-E agencies on all children in foster care and those who have been adopted with Title IV-E agency involvement. Updates were made to the Adoption Information Page and the case closure process to ensure that AFCARS related data is captured within FSN. Additional updates were made to the Unified Home Study and the Adoption Assistance Agreement to streamline system requirements. Modifications to the Private Adoption Page and the Adoption TANF were also made in this release.

In addition to above mentioned changes, the FSN team also implemented changes to improve the accuracy of eligibility determinations, introduce efficiencies for the workforce, and improve data quality within the system.

For a more detailed overview of all enhancements in this release please see the attached “FSN Enhancements- October” document.

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The Office of Child Welfare (OCW) is in the process of developing training to support the successful implementation of the changes included within this FSFN release. Training for the following topics will be located on the [Center for Child Welfare's website](#) the week of October 5-2020:

- Adoption Updates, including UHS for Adoption purposes
- Adoption TANF Modifications

As soon as information is available regarding training on the additional FSFN enhancements, information will be distributed to the identified Regional Champions.

ACTION REQUESTED: Share this memo and the attachment with all FSFN users to ensure our workforce is aware and prepared for the upcoming FSFN changes.

CONTACT INFORMATION: If you have questions about the enhancements, please contact the following Subject Matter Experts:

Child Protective Investigations – Letitia.McClellan@myflfamilies.com

Foster Home Licensing – Teanna.Houston@myflfamilies.com

Group Home Licensing – Vanessa.Snoddy@myflfamilies.com

Adoption – Valerie.Proctor@myflfamilies.com

Case Management – Jessica.Johnson@myflfamilies.com &

Monique.McCaskill@myflfamilies.com

Eligibility – Jennifer.Perez1@myflfamilies.com

If you have any questions regarding local readiness efforts, please contact your regional champion below.

Regional Champions:

Northwest Region – Regina Pleas – Regina.Pleas@myflfamilies.com

Northeast Region – Kathryn Williams – Kathryn.Williams@myflfamilies.com

Central Region – Stephanie Weis – Stephanie.Weis@myflfamilies.com

Suncoast Region – Kyle Teague – Kyle.Teague@myflfamilies.com

Southeast Region – Tausha Schreiber – Tausha.Schreiber@myflfamilies.com

Southern Region – Olga Hurst – Olga.Hurst@myflfamilies.com

cc: Regional Family and Community Services Directors
Center for Child Welfare
FSFN Consultant Network

Attachment: 'FSFN Enhancements – October'

FSFN Enhancements

Provider Enhancements

- Statewide maintenance of Provider characteristic lists:
 - Provider/Family Accepts
 - Other Provider Characteristics
 - Other Family Characteristics
- Ability to add 'Orientation' as a training
- Facility type no longer required for 'Service' or 'Adoption' Organization providers
- Removed 'Relative/Non-Relative' as an Organization Provider type
- Enabled placement Organization provider creation for Region Licensing Specialists only
- New ability to document a foster family does not have an e-mail address
- System validates an e-mail address exists when creating an Organization provider
- All new FSFN provider fields added to the BOE Provider Universe

Streamlined Unified Home Study

- Streamlined system requirements when completing as:
 - Application Withdrawn
 - Denied – Criminal Disqualifier
 - Duplicate Created in Error

Licensing Improvements

- Expanded Licensing Amendment capability
- Enabled ability to license Sherriff's Office as a Child Placing Agency
- Modified identification of a Public Institution
- Automatic selection of Level II when Level III-V are selected
- Pre-fill population served on Level I-V license types
- Validate an e-mail address is documented when issuing a Level I-V license
- Validate completion of 'Orientation' when issuing a new Level I-V license
- Updated Licensing actions for:
 - Non-compliance home environment
 - Non-compliance background screening safety requirements

New Provider Background Screening Safety Requirement Compliance

- New ability to document historical and current periods of non-compliance for background screening safety requirements
- Integration with Level I-V License to:
 - Immediately place license on hold during period of non-compliance
 - Immediately terminate hold at the end of a non-compliance period
- Check for compliance when issuing a Level I-V License
- *Enables future integration with Title IV-E eligibility*

Case Management Efficiencies

- Individualized domain history for each domain on FFA-Ongoing and Progress Updates
- Enabled ability to print domain history
- Prefill option available for each domain narrative

Adoption Updates

- New 'Complete' process on Adoption Information page to improve AFCARS data quality
- New 'Case Closure' edit to validate all Adoption Information pages are 'Complete'
- System will validate child is in an Out-of-Home Placement or has a pending Private Adoption when terminating an AAA as 'made in error'
- Removed 'Foster Parent' as a relationship of Adoptive Parent to child on a Private Adoption

Adoption TANF Modifications

- Special Needs (Q3) response logic change on redeterminations
- Special Needs (Q3) will be included in eligibility determination
- Improved page display

Eligibility Reporting Corrections

- Title IV-E Eligibility Exceptions Report update to consider additional Licensing status as 'Active'
- TANF Eligibility Determinations Due Report will exclude 18+

Coming – October 9, 2020