



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: January 22, 2021

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 *Pat Medlock*
Robert Anderson, Assistant Secretary for Operations *Robert K. Anderson*

SUBJECT: FSFN Enhancement Release Postponed – January 2021 Release

PURPOSE: The purpose of this memorandum is to inform child welfare stakeholders of the Florida Safe Families Network (FSFN) enhancements status scheduled for implementation on January 22, 2021. The FSFN team is focused on resolving the current production issues related to imaging and audit data. This enhancement released is postponed until the issue is resolved and the system is stable. The following information will provide information to enable your workforce to "Get Set" for the changes coming once the enhancements are deployed.

BACKGROUND: On December 22, 2020, a 'Get Ready' memo provided an announcement of changes coming to FSFN in January. These changes enable the department to implement policy and practice changes to support the implementation of the Family First Prevention Services Act (FFPSA). These changes include:

- Expanded documentation of mental health evaluations, including evaluations for placement in a Qualified Residential Treatment Placement (QRTP) and Comprehensive Behavioral Health Assessments (CBHAs),
- Data collection of CBHAs,
- Documentation of 'Family Made Arrangements,'
- Streamlined documentation of Legal Case and Legal Custody status,
- Case plan templates that align Caregiver, Case Manager, and Parent responsibilities with those outlined in Chapter 2020-138, Laws of Florida (HB 1105),
- Real-time query of FSFN for Law Enforcement officers via FCIC (coming February 4, 2021),
- Notifications of calls to the Hotline that are screened out, and
- Notifications to Children's Legal Services workers to prompt court notification.

For a more detailed overview of all enhancements in January's release please see the attached "FSFN Enhancements-January" document.

To aid in preparing our workforce for these changes, this "Get Set" memo provides additional details regarding our readiness status and information that needs to be distributed throughout our system of care.

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There is a continuous effort to assess and achieve people readiness, system readiness, and support plan readiness prior to providing approval for going live with system changes. Our current status is as follows:

PEOPLE READINESS: On Target – The changes included within this release require training for the following stakeholder groups:

- Community-Based Care Lead Agencies (CBCs) and Case Management Agencies
- Child Protective Investigators and Sheriff Offices Conducting Child Protective Investigations
- Placement Specialists
- Quality Office Staff
- Guardian Ad Litem
- Single Point of Access (SPOA) serving as contacts for Qualified Evaluators

Training for Trainers will be conducted in three sets of 2-day sessions (half-day) with attendance from representatives within the identified regions on the following dates:

- February 22 & 23 – Northwest & Suncoast
- February 25 & 26 – Central & Northeast
- March 1 & 2 – Southeast & Southern

Additional information regarding attendance expectations and the registration process will be forthcoming. Each Region, CBC, and Sheriff Office Conducting Child Protective Investigations will train their workforce following the train the trainer sessions. To ensure each entity is prepared for this release, a training readiness-plan template will be distributed to stakeholders by Regional Champions to capture the approach to completing this local training.

Children's Legal Services staff will receive a Training Guide that includes all necessary information regarding the changes coming within this release.

Prior to being trained, users should be aware of the following expectations regarding using or not using the new functionality:

- The new Comprehensive Placement Assessment page should not be created or utilized.
- The new method for documenting Mental Health evaluations should only be utilized for documenting CBHAs. This new section will replace the current field for documenting 'Last CBHA date'
 - o Any date previously documented within this field will be inserted as a new row within the Evaluation Information group box.
 - o Additional CBHA completions should be entered into the new 'Evaluation Information' group box by clicking the 'Insert' button and entering applicable fields. Users will scroll down on the page to locate this 'Insert' button.
- Case Managers will begin receiving automated messages after someone contacts the Hotline with concerns for someone on their caseload that is not accepted for investigation. This notification should prompt a review of the intake, including these reported concerns to determine follow-up actions needed.

- References to Rapid Safety Feedback will be changed to reflect Quality Review. This includes displays on FSN screens and within automated messages.
- Utilizing the new label of 'Family Made Arrangements' on living arrangements should not be completed until after training.

SYSTEM READINESS: Not Ready – The FSN system is experiencing issues with storing imaging and audit data. Deploying these enhancements are postponed until these issues are resolved and the system is stable. The deployment date will be communicated, once established.

Testing continues on the new FCIC query scheduled for deployment in February. This new query will allow FCIC users to query FSN to determine if someone is the subject of a child abuse investigation or a parent/caregiver of a child under in-home supervision.

SUPPORT PLAN READINESS: On Target – Post-deployment support will include daily calls for the two 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, Office of Information Technology Services, and IBM teams.

ACTION REQUESTED: Continue preparing the workforce for this FSN enhancement release, develop training plans, and share all communication regarding this release to ensure our workforce is aware and ready for the upcoming FSN changes.

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

Child Protective Investigations – Letitia.McClellan@myflfamilies.com
Children's Legal Services – Jonathan.Growick@myflfamilies.com
Foster Home Licensing – Teanna.Houston@myflfamilies.com
Group Home Licensing – Yanin.Schaffer@myflfamilies.com
Case Management – Jessica.Johnson@myflfamilies.com &
Monique.McCaskill@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
Grainne O'Sullivan, Statewide Director, Children's Legal Services
Center for Child Welfare
FSN Consultant Network

Attachment: 'FSN Enhancements- January'

FSFN Enhancements

Expanded Mental Health Evaluation Documentation

- Enhanced Mental Health Profile to document evaluation information including:
 - Evaluation type
 - Purpose
 - Date Requested
 - Evaluator
 - Date Completed
 - Placement Recommendation (if appropriate)
 - Direct link to upload & view the Evaluation
- Enables documentation of the evaluation that supports continued placement in a Qualified Residential Treatment Program (QRTP)

New Comprehensive Placement Assessment

- New page to document each Comprehensive Placement Assessment including:
 - Date Completed
 - Purpose of the Assessment
 - Recommended Level of Care
 - Service Needs Assessment
 - Direct link to upload & view the Assessment
 - Direct link to create & view the Placement meeting record
- Integration with Out of Home Placement to view the Recommended Level of Care
- Updated Judicial Review Worksheet and Judicial Review Template to include Comprehensive Placement Assessment details

Other System Enhancements

- Modifications to change 'Rapid Safety Feedback' references to 'Quality Review'
- Living Arrangement page enhanced to identify the living situation is a 'Family Made Arrangement'
- Modification to the Legal Action page to streamline documentation of Legal Case and Legal Custody status
- Case Plan templates updated to enhance Caregiver, Case Manager, and Parent responsibilities

Enhanced Automated Messages

- New messages to alert Case Managers that someone contacted the Hotline regarding an active case participant
- New messages for CLS workers to understand when a new intake requires court notification or action

BOE Universe Updates

- New class for Mental Health Evaluation data
- New class for Comprehensive Placement Assessment data
- Modified objects to relabel 'Rapid Safety Feedback' to 'Quality Review'

Real-time Query for Law Enforcement (Coming February 4th)

- Added query capability for Law Enforcement Officers and other FCIC users search FSFN to determine if a person is:
 - Involved in an open Child Abuse Investigation, or
 - Parent/Caregiver of a child under in-home supervision
- Instructions included with query to contact Hotline with concerns for a child

Coming soon!