Florida Safe Families Network

Search
How Do I … Guide
March 17, 2017

The Florida Safe Families Network (FSFN) How Do I Guide helps you understand the steps to complete your work in the FSFN system. It is a desk reference companion to the User Guide that includes additional details. Visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us) for the User Guide and additional resources.

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General Information

The Search functionality in FSFN provides the ability to search and locate specific cases, persons, providers, organizations, and workers. The Search function is designed to ensure a consistent approach is applied to all types of searches.

- **Navigational Searches**, commonly referred to as Utility Search, permits a user to search across FSFN to view information, with the proper security. The purpose of the search is generally to view the information only, without making updates. This How Do I guide covers navigational searches from the Search page.

- **Data Retrieval Searches** are woven in with a business process to search and retrieve existing data into another piece of work. For example, you can search for a person to insert as a case participant on the Maintain Case page. Data retrieval searches are covered as part of the business process How Do I Guide.

- **Search Precision Slider** can either expand or refine the search Name (last) field criteria with two settings: Low and High. The lower the search precision, the more results that are returned based on the spelling of the information entered in the name fields. High returns only those results that are an exact match of the entered name spelling.

- **Wildcard Search** can be used for both Name (last & first) field criteria. A partial name, “wildcard search” allows you enter to the first portion of a name (1 character minimum) and then use an asterisk (*) to indicate a wildcard to be used in the search for the end of the name. For example, “Mart*” returns name such as “Martens”, “Martin”, and “Martex”.

- Search employs the same date restrictions used on the Desktop.

- Standard security is applied to the information on Search as to all data within FSFN. Your security profile works the same. If you do not have the proper security to view Medical/Mental Health information, it is not accessible on Search.

Access Search page (Navigational or Utility Search)		
How Do I…?	**Selections**	**Tips & Guidelines**
Access Search page	• From Desktop, click **Search** on Banner **OR** • From Desktop, click **Utilities** > **Search**. • Search page displays.	*Search page includes four (4) tabs:* • *Case tab* • *Person tab* • *Person/Provider Organization tab* • *Worker tab*

Search for a Case

How Do I…?	Selections	Tips & Guidelines
Search for a Case	• From **Search** page, click **Case** tab. • In **Search Criteria** group box, enter **Last Name** (case name). • Enter additional search criteria if applicable. • Set **Search Precision** to the setting needed (Low or High). • Click **Search**.	*Upon Search, all returned cases are located in the Cases Returned group box.* *When a user enters a Case ID, all other fields in the Search Criteria group box become disabled.* *Setting the Search Precision to a lower setting will expand the search results. Placing the setting at High will return results that are an exact match based on the information entered in the Last and First Name fields.* *From the Search page, you can access the Case Book and Person Book. Ensure the Participant View check box is selected to access the Person Book. Security may prohibit access to these pages. For example, you may not access the Case Book and Person Book associated to a restricted case if you do not have the correct security profile to do so.* *The Cases Returned group box displays matches from the Search Criteria. The FSFN Case folder expands the icons representing pieces of work (i.e., Investigation) that can have other pieces of work created at the Investigation Level such as: PDA, Safety Plan, FFA-Investigation, and Risk Assessment; which can be accessed by drilling down from the Investigation Icon. While in Participant View each Case participant is displayed with an icon. Upon expanding the participant icon the user can expand the Assessment and Planning icon revealing the icons associated with pieces of work available for the participant, such as FFA-Investigation, Present Danger, Assessment, FFA – Ongoing, Progress Update, Case Plan Worksheet, Judicial Review Worksheet, Safety Plan, and Risk Assessment; however, the actual pieces of work will not display. Underneath the Safety Plan outliner, the worker will be able to see more detailed information which includes the Household Name, Effective Date and Termination Date.*

Search for a Person		
How Do I…?	**Selections**	**Tips & Guidelines**
Search for a Person	• From **Search** page, click **Person** tab. • In **Search Criteria** group box, enter **Last Name** (person name). • Enter additional search criteria if applicable. • Set **Search Precision** to the setting needed (Low or High). • Click **Search**.	*To narrow down search results, enter additional known information such as DOB, Gender, Street, City, and Zip Code.* *Setting the Search Precision to a lower setting will expand the search results.* *Placing the setting at High will return results that are an exact match based on the information entered in the Last, First, and Street Name fields.* *You can search by SSN; however , you cannot enter a SSN with the following:* • *The first three digits of 000, 666, 900 series.* • *The second two digits of 00 or the last four digits of 0000.* • *The sequential numbers, 123-45-6789 will not be allowed, and numbers that are all the same, such as all 1's, 2's, and so forth.* *The system identifies and makes visible any duplicated social security numbers by displaying them as bolded text.* ***Note:*** *Clicking the person hyperlink from Search will open the Person Management page for the selected person. A Merge button is visible on this page to support maintenance of duplicate person records. Refer to the Person Management and Merge Person Topic Paper and How Do I Guides for more information.* *The Person Returned group box displays matches from the Search Criteria. The participant icon allows the worker to drill down for participant specific information. The FSFN Case folder expands the icons representing pieces of work (i.e., Investigation) that can have other pieces of work created at the Investigation Level such as: PDA; Safety Plan; FFA-Investigation, and Risk Assessment; which can be accessed by drilling down from the Investigation Icon. Underneath the Safety Plan outliner, the worker will be able to see more detailed information which includes the Household Name, Effective Date and Termination Date.*

Search for a Provider/Organization		
How Do I…?	**Selections**	**Tips & Guidelines**
Search for a Provider/Organization	• From **Search** page, click **Provider/Organization** tab. • In **Provider/Organization** field, enter a valid name. • Enter additional search criteria if applicable. • Set **Search Precision** to the setting needed (Low or High). • Click **Search**.	*The user can drill down from the Providers Returned group box from the Search Criteria. The Provider/Organization Icon can have pieces of work that are associated with the Provider/Organization which can be viewed by expanding each icon.* *To narrow down search results, enter additional known information such as the Provider Type, Site, County, and Zip Code.* *You can filter the provider search by selecting the Type drop down for Person, Organization, or Both.* *Setting the Search Precision to a lower setting will expand the search results. Placing the setting at High will return results that are an exact match based on the information entered in the Provider/Organization Name and First Name fields.* *Organization Providers can have additional characters in their names, including numbers [0-9], Ampersand [&], Equal [=], Exclamation [!], At [@], Pound [#], Dollar [$], Percent [%], Backslash [\], Forward slash [/], Comma [,], Period [.], Parenthesis [()], Plus [+], Question mark [?], Colon [:], Semicolon [;], Underscore [_], Dash [-], and Apostrophe ['].* *If you do not know the name of the provider or organization:* • *You can search using the Provider ID, Fiscal Agency, Service Type, SSN, or the FEIN as the sole criteria.* • *You can also apply age, availability, and gender..*

Search for a Worker

How Do I…?	Selections	Tips & Guidelines
Search for a Worker	• From **Search** page, click **Worker** tab. • In **Last Name field**, enter a valid worker last name**.** • In **First Name** field, enter a valid worker first name • Enter additional search criteria if applicable. • Set **Search Precision** to the setting needed (Low or High). • Click **Search**.	*To narrow down search results, enter additional known information in the County field.* *Setting the Search Precision to a lower setting will expand the search results. Placing the setting at High will return results that are an exact match based on the information entered in the Last and First Name fields.* *The user can drill down from the Worker Returned group box from the Search Criteria. If the user has more than one worker in FSFN, the assigned cases will display under the worker in the appropriate unit which will allow the user to drill down on the Case expand to view pieces of work.*

Complete an Address Search

How Do I…?	Selections	Tips & Guidelines
Address Search	• From Desktop, click **Utilities** > **Search**. • Click **Person** tab**.** • Expand Additional Criteria. • In first **Street** field, enter 123. • Click **Search**. • Review returned results displaying all persons with the entered address. • Click **Close**.	*Note: If searching by Zip Code, be aware that zip codes can be saved as 5 digits or 9 digits. If a Person or Provider being searched has been saved with a 9-digit zip code, the user must enter the exact zip code. Results will not return if a user only enters the first 5 digits of the zip code, but the zip code was stored with 9 digits. Zip codes must be exact.* *Wildcards can also be used in Address searches.* *To narrow search results, users are encouraged to enter more address information such as County, State, etc.*

Complete a Wildcard Search		
How Do I…?	**Selections**	**Tips & Guidelines**
Wildcard Search	• On **Search** page, click **Person** tab. • In **Last Name field**, enter **Smi*..** • Do not enter a **First Name**. • Click **Search**. • Review returned results displaying last names starting with 'Smi'. • Update the last name of S*th. • Do not enter a **First Name**. • Click **Search**. • Review returned results displaying last names starting with 'S' and ending with 'th'; letters in between vary. • Update the last name to ***ith**. • Do not enter a **First Name**. • Click **Search**. • An error message displays. • Click **Close**.	*Wildcards must be preceded with a minimum of one alphabetic character; therefore, a user must enter the first portion of a name (1 character minimum) and then use an asterisk (*) indicate a wildcard to be used in the search.* *Wildcards can be used in both name fields in the same search.*