



Florida Safe Families Network CI Unit User Guide

Prepared for
State of Florida
Department of Children
and Families

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About the FSFN User Guide

The Florida Safe Families Network (FSFN) User Guide is used to help you understand the steps to complete tasks in the FSFN system. This user guide does not cover every system feature, but describes the most common user tasks to complete day-to-day work in the FSFN application. This user guide, when used with online Help and the How Do I...Guides, can help you successfully use the FSFN system to complete work that supports adult and child welfare and wellbeing.

The Intended Audience

This user guide serves a wide audience of FSFN end users who include:

- Hotline Criminal Investigation (CI) Unit
- Adult and Child Protective Investigators
- Ongoing Case Managers
- Supervisors
- Provider Management
- Support and Data Entry Staff
- Security Officers/Administrators

Related Resources

Visit the DCF FSFN Website (<http://fsfn.dcf.state.fl.us>) for online access to additional resources to support FSFN system end users, including:

- FSFN Project Information
- Online Web-based Training (WBT)
- How Do I...Guides (job aids)



CI Unit List Page

About CI Unit List Page

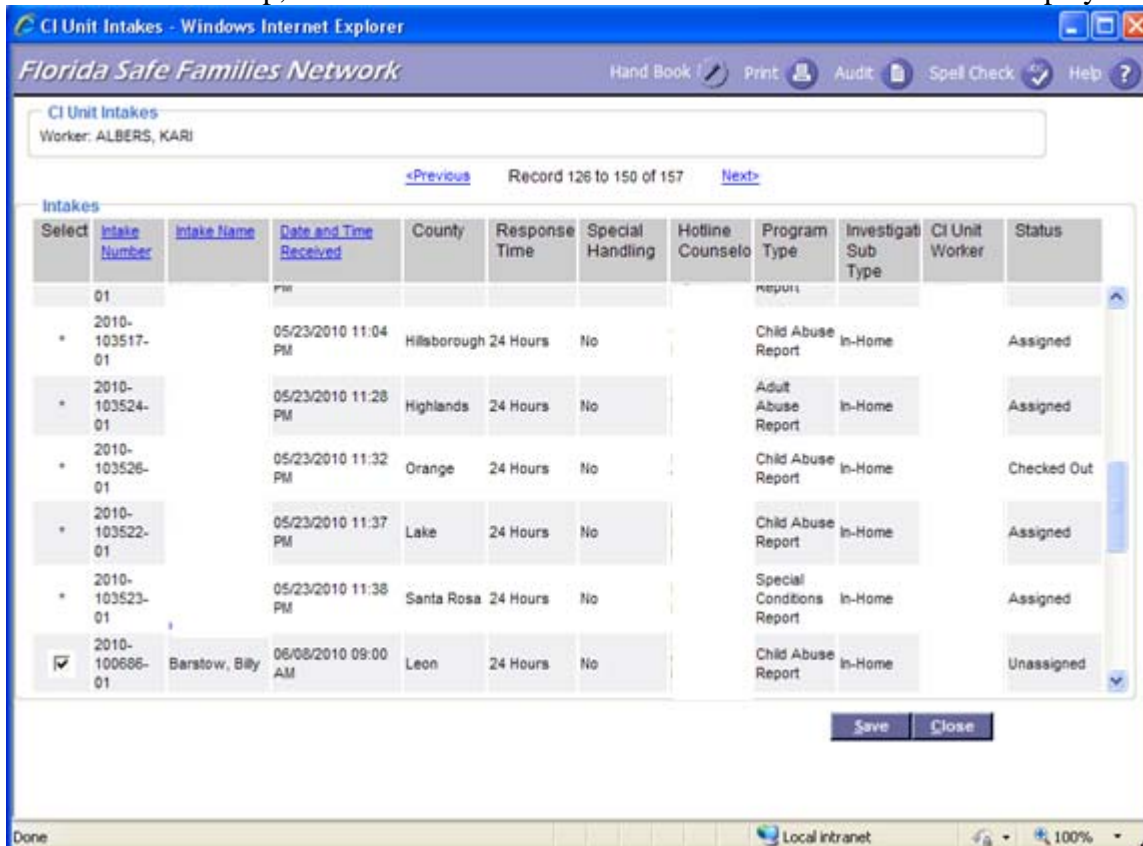
The CI Unit List is used by CI Unit workers to easily identify intake information. Once the intake/case is assigned from the Hotline worker to the CI Unit worker, Intake related details display on this page. The CI Unit List page is accessed from the FSFN menu bar by selecting *Utilities>CI Unit List>CI Unit List*. Access to this page is controlled through security. *Utilities>CI Unit List>All Child Intakes* or *Utilities>CI Unit List>All Adult Intakes* gives a view only perspective of the Receiving Unit list for Child and Adult Intakes that have already went through the CI Unit List and have been assigned to the appropriate Receiving Unit, but have not been accepted by the Receiving Unit yet.

Upon linking the Intake to the case by the Hotline Counselor, the associated Intake appears on the CI Unit List. CI Unit workers can access the list and assign themselves to the Intakes by checking the checkbox adjacent to the Intake and clicking the **Save** button. Once selected and save successfully processed, the checkbox will change to an asterisk (*) and the Intake Name will be displayed as a hyperlink. The Intakes will continue to display on the CI unit list until the Intake is either assigned directly to an Investigator or accepted off the Receiving Unit List by an authorized worker. From the CI Unit List, once the box is checked and save successfully processed, the CI Unit Worker then clicks the Intake Name hyperlink to launch the Intake and enter the CI Unit Background Summary Information. The CI Unit Worker then calls out the Intake to the appropriate On-Call Investigator (Immediate) or assigns the Intake to the Receiving Unit (24 Hour). The CI unit worker assignment to the case is ended when the Intake is either called out to the appropriate Investigator or accepted off the Receiving Unit List by an authorized worker.

Key Tasks

To View CI Unit List

1. From the desktop, select *Utilities*>*CI Unit List*>*CI Unit List*. CI Unit List displays.

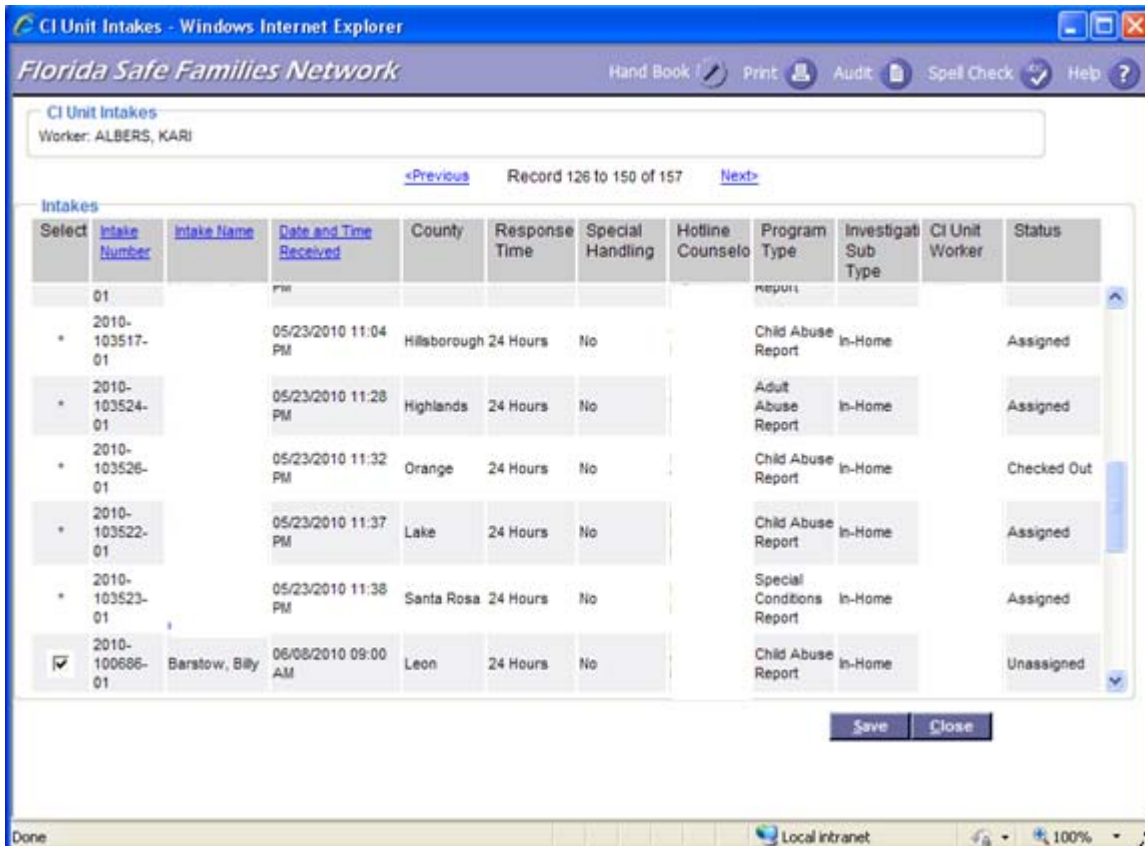


Note The list does not automatically refresh. You can refresh the CI Unit List by closing and reopening from the menu.

Note Upon selecting an Intake from the list, the CI unit worker proceeds to perform the background check tasks in the Phoenix system and create the appropriate Q file in the secure server. FSFN will have an external link to the .pdf files for authorized users through the Utilities menu by selecting *View Background Check Information*. Please reference the IN06 Interface topic paper for more details on accessing the Background check information from within FSFN via the interface.

To Create Self-Assignment

1. From the CI Unit List, select one or more rows using the Select column in the Intakes group box.



Note This indicates Intakes to be self-assigned to the worker viewing the page.

2. Click the **Save** button.
3. Intakes continue to display on the CI unit list until the Intake is either assigned directly to an investigator (Immediate) or accepted by an authorized worker off the Receiving Unit list (24 Hour).



- The Intake name is hyperlinked, and the checkbox is now displayed as an asterisk (*), designating the Intake has already been accepted by a CI Unit worker.

Select	Intake Number	Intake Name	Date and Time Received	County	Response Time	Special Handling	Hotline Counselor	Program Type	Investigator Sub Type	CI Unit Worker	Status
	2010-103517-01		05/23/2010 11:04 PM	Hillsborough	24 Hours	No		Child Abuse Report	In-Home		Assigned
*	2010-103524-01		05/23/2010 11:28 PM	Highlands	24 Hours	No		Adult Abuse Report	In-Home		Assigned
*	2010-103526-01		05/23/2010 11:32 PM	Orange	24 Hours	No		Child Abuse Report	In-Home		Checked Out
*	2010-103522-01		05/23/2010 11:37 PM	Lake	24 Hours	No		Child Abuse Report	In-Home		Assigned
*	2010-103523-01		05/23/2010 11:38 PM	Santa Rosa	24 Hours	No		Special Conditions Report	In-Home		Assigned
<input checked="" type="checkbox"/>	2010-100686-01	Barstow, Billy	06/08/2010 09:00 AM	Leon	24 Hours	No		Child Abuse Report	In-Home		Unassigned



5. You then click one of the Intake Name hyperlinks (if more than one is accepted) to launch the Intake and enter the necessary CI Unit Background Summary Information.

6. You then call out the Intake to the appropriate on-call Investigator or assign it to the appropriate Receiving Unit based on the response time.
7. If calling it out to an Investigator, you must access the On-Call Schedule. Click the **On-Call Schedule** button in the CI Unit Documentation group box. The On-Call Schedule page displays. For more information about the On-Call Schedule, see the *On-Call Schedule* section of this help guide.

To Assign the Intake to an Investigator

1. From the Decision tab of the Intake page, click the [Verify](#) hyperlink, to the right of the On-Call Schedule button. The Worker Search page opens.



Intake - Microsoft Internet Explorer provided by AMS

Florida Safe Families Network Print Audit Spell Check Help

Intake Information

Intake Name: Smith, Child Worker: johnson, john County: Bay Type: Child Intake - Initial

Date/Time Intake Received: 02/12/2007 01:00 AM PM R/T: Immediate Intake Number: 2007-010311-01

Participants Relationship Allegations Victim/Child Location Prior Intakes and Service Records **Decision**

Explain:

Primary Language: Interpreter Needed? Law Enforcement Notified

CI Unit Documentation

Background Summary:

Testing

First Call Attempted Date/Time: 00/00/0000 00:00 AM PM Completed Call Date/Time: 00/00/0000 00:00 AM PM

Call Log

Called Out By CI Unit Worker: Corn IV, Conn [Verify](#)

Called To: [Assign](#) [OnCallSchedule](#)

Options: [Save](#) [Close](#)



Worker Search -- Webpage Dialog

Florida Safe Families Network

Print Audit Spell Check Source

Search Criteria

Last Name: First Name: Worker ID: Employee ID:
Begin Date: End Date: User ID: County:

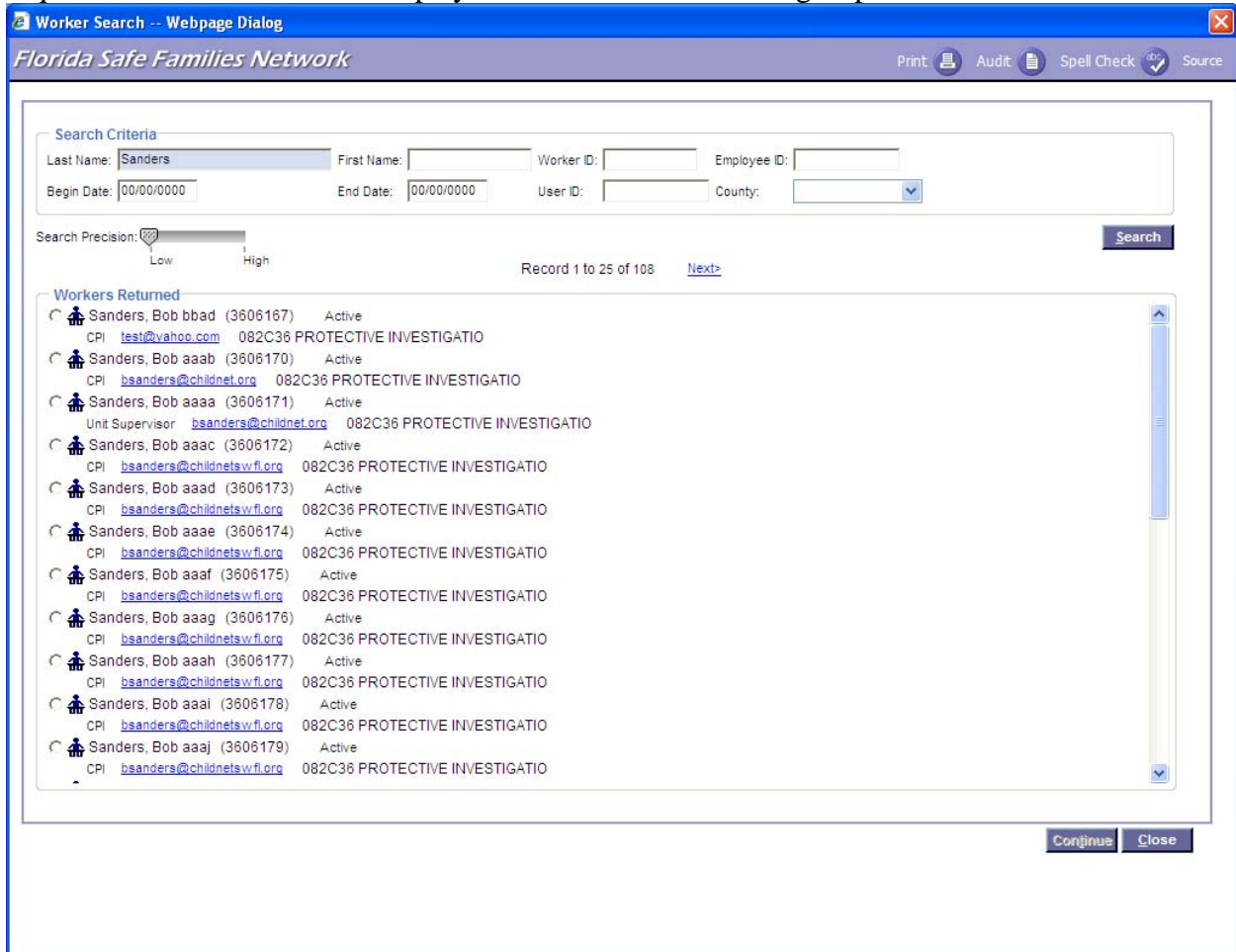
Search Precision: Low High

Workers Returned

Search

Continue Close

2. Enter the search criteria (Last Name required) and click the **Search** button. If Worker ID, Employee ID or User ID is used as the search criteria, the Last Name field will not be required. Search results will display in the Workers Returned group box.



Worker Search -- Webpage Dialog

Florida Safe Families Network

Print Audit Spell Check Source

Search Criteria

Last Name: Sanders First Name: Worker ID: Employee ID:

Begin Date: 00/00/0000 End Date: 00/00/0000 User ID: County:

Search Precision: Low High Search

Record 1 to 25 of 108 Next>

Workers Returned

- Sanders, Bob bbad (3606167) Active
CPI test@yahoo.com 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaab (3606170) Active
CPI bsanders@childnet.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaaa (3606171) Active
Unit Supervisor bsanders@childnet.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaac (3606172) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaad (3606173) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaaa (3606174) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaaf (3606175) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaag (3606176) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaah (3606177) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaai (3606178) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO
- Sanders, Bob aaaj (3606179) Active
CPI bsanders@childnetsw.fl.org 082C36 PROTECTIVE INVESTIGATIO

Continue Close

3. Select the radio button for the corresponding worker to whom the call out was made and click the **Continue** button. You are returned to the Decision tab of the Intake page and the worker name will be displayed to the right of Called To: field.

Note In the event the wrong worker is selected, you can click the Verify hyperlink again, perform another worker search, select the correct worker, then click Continue and the first selected worker name will be replaced with the newly selected worker name.



4. Click the **Assign** button. You are returned to the desktop. Your assignment is now ended.

To Assign the Intake to a Receiving Unit

1. From the Decision tab of the Intake page, click the Assign button. The system will automatically assign the Intake/Case to the Receiving Unit based on the County documented in the Intake.

Note Your assignment to the Intake will not end until the Intake/Case is accepted by an authorized worker from the Receiving Unit List.



Florida Department of Children and Families
Florida Safe Families Network

Intake - Microsoft Internet Explorer provided by AMS

Florida Safe Families Network Print Audit Spell Check Help

Intake Name: test, create Worker: Corn IV, Conn County: Day Type: Child Intake - Initial

Date/Time Intake Received: 02/02/2007 12:12 AM PM R/T: 24 Hours Intake Number: 2007-010116-01

Participants Relationship Allegations Victim/Child Location Prior Intakes and Service Records **Decision**

Explain:

Primary Language: Interpreter Needed? Law Enforcement Notified

CI Unit Documentation

Background Summary:

First Call Attempted Date/Time: 00/00/0000 00:00 AM PM Completed Call Date/Time: 00/00/0000 00:00 AM PM

Call Log

Called Out By CI Unit Worker: Corn IV, Conn
Called To: [Verify](#)

Options:

Done Local intranet



On-Call Schedule

About On-Call Schedule

The On-Call Schedule is used to provide Contact Information to the CI Unit workers when Immediate Intakes are distributed. Contact information for supervisors and investigators is used to populate the On-Call schedule.

The On-Call Schedule for both Adult and Child programs is defined for each County by month and year. Supervisors for the Receiving Units (Adult and Child programs) are responsible for the On-Call Schedule within their county. Monthly On-Call supervisors manage the On-Call schedule workers for each month. Additional information on the schedule:

- Phone Number of the local county Sheriff's Office
- Phone Number of a Services Contact
- Monthly Schedule Comments
- Daily On-Call Workers

The On-Call Schedule button, on the Decision tab, will only be enabled for CI Unit workers once the Hotline Counselor has linked the Intake to a Case and the system has sent the intake to the CI Unit List for selection. In addition, the On-Call Schedule button will only be enabled for CI Unit workers prior to assigning the intake/case to the receiving unit or investigator. However, the On-Call Schedule can always be launched from the Utilities menu on the Desktop.



Florida Safe Families Network - Microsoft Internet Explorer provided by AMS

Address: http://blade2:7001/flsacwis/LOGON.do

Florida Safe Families Network

Case Work Provider Work Search Refresh Print Help Logout

Create Maintain Utilities Help

Conn Corn's D

Date Restricted

Ticklers

My Ticklers

Manual Tick

Escalated T

Cases

abcdehijkl Actions

Investigation C

AdultIn_Pete Actions

Investigation C

Amy Testina

Investigation C

Biggs, Baby

Special Condition 02/22/2007 Corn IV, Conn Alachua FL

billiards_mom (10310) Actions

Investigation 02/26/2007 Green III, Billie Alachua FL

Blue, Betty (10119) Actions

In-Home - Court Ordered Supervision 02/09/2007 Belvadere, Mr Leon 121 Merchant Row Blv, Tallahassee, FL 32311-1234

Bob, Betty (10088) Actions

Investigation 02/06/2007 Buzz, Barney Bay 901 Riggins Road, Tallahassee, FL

Boone, Daniel (10086) Actions

ICPC 02/05/2007 Corn IV, Conn Bay, Anna Maria, FL 22222-1234

Bopps, Bob (10132) Actions

Special Condition 02/13/2007 Corn IV, Conn Bay 324 Robinson Way, Arcadia, FL 23433-1234

Boston, Hobler (10087) Actions

Special Condition 02/05/2007 Buzz, Barney Bay FL

FSFN Messages and Links

I am retesting incident 931. I can create, edit, delete

You are in the System Test Region
(Red Hat Linux 9.2/ DB2 zOS FLISD2T6/FSNDST04)

Unit Messages and Links

Done Local intranet



Key Tasks

To Launch the On-Call Schedule

1. Once you have documented the necessary background information and call log information, you will then launch the On-Call Schedule from the Decision tab of the Intake page, in the CI Unit Documentation group box. Click the **On-Call Schedule** button.

The screenshot shows the 'Intake - Microsoft Internet Explorer provided by AMS' browser window. The page title is 'Florida Safe Families Network'. The 'Intake Information' section includes: Intake Name: Smith, Child; Worker: johnson, john; County: Bay; Type: Child Intake - Initial; Date/Time Intake Received: 02/12/2007 01:00 AM; R/T: Immediate; Intake Number: 2007-010311-01. The 'Decision' tab is selected, showing the 'CI Unit Documentation' group box. This group box contains: 'Background Summary' with a text area containing 'Testing'; 'First Call Attempted Date/Time' and 'Completed Call Date/Time' fields, both set to 00:00:0000 00:00 AM; 'Call Log' with an empty text area; 'Called Out By CI Unit Worker: Corn IV, Conn'; 'Called To:' with a 'Verify' link; and 'Assign' and 'OnCallSchedule' buttons. At the bottom, there are 'Options:' and 'Save' 'Close' buttons.

Note When launching the On-Call Schedule from the Decision tab of the Intake, the system pre-selects the County, Month, Year and Program Type. The County and Program Type are pre-selected based on the information documented in the Intake. The month and year are pre-selected based on the current month and year. Each of the pre-selected values is displayed as drop downs and can be changed.



Note When launching the On-Call Schedule from the Utilities menu, you must select the appropriate value from each of the drop downs: Selected County, Month, Year and Program.



View On-Call Schedule - Microsoft Internet Explorer provided by AMS

Florida Safe Families Network

Print Audit Spell Check Help

Basic Today's Schedule Month Schedule County Investigators

On-Call Schedule

Select County: [dropdown] Select Month: [dropdown] Select Year: [dropdown] Program: [dropdown] Search

Receiving Unit Contact Information

Phone: Main: Suncom: Fax:
Supervisor: Work: Cell: Home: Other:

On-Call Supervisors for

Primary Supervisor: Backup Supervisor:
Work: Work:
Cell: Cell:
Home: Home:
Other: Other:
County Sheriff Phone: Services Contact:

Schedule Comments

Close

Done Local intranet