This script accompanies the movie and PowerPoint® presentation by the same name.

**Florida Safe Families Network**
Welcome to the Florida Safe Families Network Functional Overview for the Introduction to Transformation. I am Kellie Sweat Darnell, Director of the Child Protection Transformation Project. I will be your guide through the changes that are being made to the FSFN application to support Florida’s Child Protection Transformation.

Advance slide.

**FSFN Transformation releases**
FSFN is being enhanced as part of the Transformation Project. Through these system upgrades, the Florida Safety Decision Making Methodology will be reinforced. FSFN is being updated to align with the process and procedural changes that are occurring in the field. The upgrades to FSFN will roll out in three phrases; Introduction, Activation and Realization. All three upgrades will be available for use by the end of this year.

The Introduction to Transformation will be rolling out very soon. Please keep an eye on the FSFN Messages and Links to receive up-to-date information on our project timeline and progress.

In the Introduction to Transformation release, you can expect the application to have significantly improved usability. Two new dashboard pages, Person Book and Case Book will be up and running. Your desktop, system navigation, Case Notes and Meetings will be streamlined. In addition, we will provide enhanced capability to upload documents throughout the application. These enhancements will save you time and improve the sharing of information. The Introduction to Transformation Build sets the foundation for the next two rollouts.

Following in summer 2013 is the Activation of Transformation. This system upgrade is being designed to support the Safety Decision Making Methodology. The application will contain all tools necessary to activate the Methodology implementation. It will provide a simpler user interface and increased access to and sharing of information as the case moves through the system.

The third and final release, the Realization of Transformation, will debut later in 2013. This release is principal for the Department to align with federal requirements for a Statewide Automated Child Welfare Information System, these are our SACWIS requirements. These enhancements will support eligibility, financial and provider management changes.
Looking closer at the Introduction to Transformation you can see the benefits of the upgrades. The “Tickler” functionality is being removed all together and is being replaced with My Tasks. You will be able to see your Tasks and Approvals from whichever profile you are logged in with. If you have not used the Tickler functionality in the past, I strongly encourage you to log into FSFN and expand all of the Tickler expandos on your desktop. You may find a surprise or two. Please take the time prior to the roll-out to manage your ticklers either by completing the work or talking to your supervisor about deleting the tickler. If this is not completed prior to rollout, they will all show up on your screen as Past-due Ticklers.

Case Book and Person Book are two entirely new features of FSFN. They give you an at a glance access to key information of a case. Casebook limits how much navigating of the system is required to view, assess and input data, you can even create casework right from this page.

Person Book allows you to access Person information across the entire system. If you select Intakes or Investigations you will find a user-friendly view of past and current intakes and or/investigations involving that person. If you select Placement History you can see prior and current placements for a child. More information will be available to users, with less navigation to retrieve it.

Another key change to the FSFN system will be a number of changes to the Case Notes and Meetings pages. You will now be able to attach images and documents directly to these pages. They will be available in the system for review and accessible when researching a case.

You will find that the Options drop down has been replaced with an Actions Panel Group Box. Contained within this box will be quick links from the page, with more to be added in following releases.

The enhanced FSFN will have distinct Case Notes and Meeting types. Therefore, Case Notes and Meetings will no longer have an overlap of function. This simplified method will end any confusion as to where to find certain types of information.

Improved communication between Substance Abuse Providers and case workers or investigators is yet another benefit to the improved FSFN system. There will be an added Case Note type of Substance Abuse and Mental Health that will allow providers to input how participants in a
case are doing. If the individual is not progressing, this will be indicated directly on the Case Note and an email will be sent to the primary caseworker assigned to the Case letting them know. While this does not replace the need for a verbal conversation, it helps facilitate that conversation and provides documented support for any action that may need to be taken.

The final upgrade highlighted here is the ability for users to quickly search and find images or documents on a Case. All of these enhancements have been designed to support thorough investigation and assessment practices, to provide the availability of critical Case information to all parties and to remove the need to enter duplicate data.

Advance slide.

**Overview of key new capabilities**

That is a high-level overview of the Introduction to Transformation. We’ve also collected a few screen shots so that you have a preview of what you will see when this release goes live. At this point, I am going to turn the presentation over to Amy Jenks. Ms. Jenks is a colleague on our FSFN team and a Business Analyst with whom we’ve worked with to design and develop these enhancements.

Advance slide.

**My Tasks Calendar**

Thanks Kellie!

On the screen now is the actual screen that you’ll see when you log in each day. Notice how the Tasks are already expanded for you. And they’re sorted into Current and Past-due, as well as Future and Manual categories, to help you focus fast on the most pressing items first. Supervisors will also see Past-due Worker tasks for employees they manage.

You can follow the hyperlinked tasks to complete the work items. You’ll also see tasks from other profiles that you have; they’re noted with the unit name so it’s easy to identify them.

Advance slide.

**Desktop—Case View and Participant View**

This slide gives you an idea of the difference between using Case View on your Desktop and using Participant View.
Case View gives you access to Case Book links – links for key aspects of that particular case.

Participant View gives you access to Person Book and Case Book links – links for key aspects of all cases for the participant.

One new habit you may want to adopt is to switch to Participant View before you begin your research, as this will give you easy access to the most information. The default system setting is Case View. Of course, you can switch views at any time. Just be aware that any expandos you’ve opened will be collapsed when you change views.

Case Book—Drop down expanded
With the drop down you have Case information right at your fingertips and with fewer clicks. And you can create casework for that case without leaving the page.

The only difference with the center drop down between Case Book and Person Book is that Person Book doesn’t have the Assignment selection.

Create Case Work from Case Book
When you launch Create Case Work from Case Book, the system pre-selects and displays ONLY the applicable FSFN case within the Cases group box.

Person Book—Placements
Here’s an example of what you’ll see when you choose “Placements” from the Person Book center drop down.

Notice that it displays placements from across FSFN, not just for a specific case. In addition, note the link to a "Current Photo," which is available within the Person Information group box. Additionally, there is a Medical/Mental Health, or MMH, image displayed within the Medical/Mental Health group box, as well as an Adoption Subsidy Agreement Information page captured within the Adoption Information group box.
Utility Search Page—Case Tab: Case View
As this page demonstrates, you can search within multiple categories by choosing one of the tabs. This capture shows a search on the Case Tab in Case View.

Utility Search Page—Case Tab: Participant View
Here is the same search except in Participant View. Note the additional Person Book links that are available to you, giving you access to information across FSFN and not just within the specific Case.

Utility Search Page—Person Tab
Here’s another view of Utility Search, this time using the Person Tab.

Utility Search Page—Provider Tab
This capture illustrates the result of a Utility Search using the Provider Tab.

Utility Search—Worker Tab
When using the Worker Tab for your Utility Search, users can drill down on the worker icon to see Case Book hyperlinks next to all Cases assigned to that worker.
In addition, users can drill down on the Prior History of any Provider that the worker is assigned to and see Case Book hyperlinks displayed next to all Cases involving that Provider.

Advance slide.

**Meetings—No images attached**
In this capture a Meeting currently has no images attached to it.

Advance slide.

**Meetings—At least one image attached**
In this capture, the Meeting has at least one image attached which is indicated by the “View Attached Images” hyperlink now being displayed.

Advance slide.

**Case Notes—Upload attachments and multiple Notes Types**
Users can now select multiple Types for a single Case Note, rather than having to enter Case Notes multiple times when a single visit, for example, during which multiple events happen.

Advance slide.

**Case Notes & Meetings—Upload image and view attached images**
When you attach an image from the Case Notes page, the default Category and Type is “Case Notes.”

Similarly, when attached from a Meetings page, the default Category and Type is “Meetings.”

In both situations, you cannot modify the Category and Type.

Advance slide.
Case Notes—Substance Abuse Integration (FIS) Workers Feedback Loop
Now, when Substance Abuse Integration Workers document Case Notes, they are able to choose the SAMH Category and Type, and indicate the progress a family is making. If the progress is “Not Adequate” or “No Progress”, the system will automatically generate an email to alert the primary case worker.

This capability facilitates communication and provides documentation to support any required actions the agency must take.

Advance slide.

Imaging Page—“Other”
This capture shows an example of an image which falls under one of the “Other” types and therefore provides a user entered text field to document what the “Other” is.

Advance slide.

File Cabinet Search—Results
The new File Cabinet Search function lets users filter on specific search criteria which meets their needs.

Note that you must select a Category, and then choose a Type. If you choose the Type “Other” notations made to describe the image will be visible, helping you to identify the right image for your purposes.

Additionally, note that the uploaded Medical/Mental Health images are not displayed on the File Cabinet Search page, in compliance with HIPPA.

File Cabinet Search page can be accessed in either of two ways:
• The Actions hyperlink on the Desktop or Utility Search page
• Or from Case Book

That’s it for our screen captures. Back to you, Kellie.

Advance slide.
4 Tips to make transformation easier
Thank you, Amy. As you have just learned the enhancements to FSFN are relatively easy to navigate. To prepare you further for the roll out we’ve included some tips to assist you.

The first is a reminder about the Ticklers I spoke about earlier in the presentation. Ticklers will be replaced with Tasks. If your Ticklers have not been managed prior to the system going live, these Ticklers will show as Past Due. Clean out your Ticklers before the Introduction to Transformation rollout!

Another tip is regarding Participant View and Case View. Upon implementation of the upgraded system Participant View will give you access to Case Book and Person Book links from the desktop. This streamlines the availability of information about the Case and the Case participants.

Another enhancement important to reinforce is how Case Book and Person Book function. They will work just like the Desktop when in Date Restricted View. Within the center group box, if more history exists in FSFN, an indicator will pop up that says “more history exists, please see the desktop.”

Finally, an overview of how Case Book and Person Book work from Search/ If you access Case Book or Person Book from the Search Pages, all the FSFN pages are displayed in view-only mode.

I think you will find the enhancement to FSFN will help in your day-to-day work. The simplification of the system removes the duplication of work and allows easy access to information. As the title of this release states, this is our Introduction to Transformation. This is just the beginning of our transformation journey and I hope this demonstrates we are heading in the right direction with how to transform FSFN into a system that supports you!

Thank you for taking the time to view this presentation and thank you for your service to the children and families of Florida.