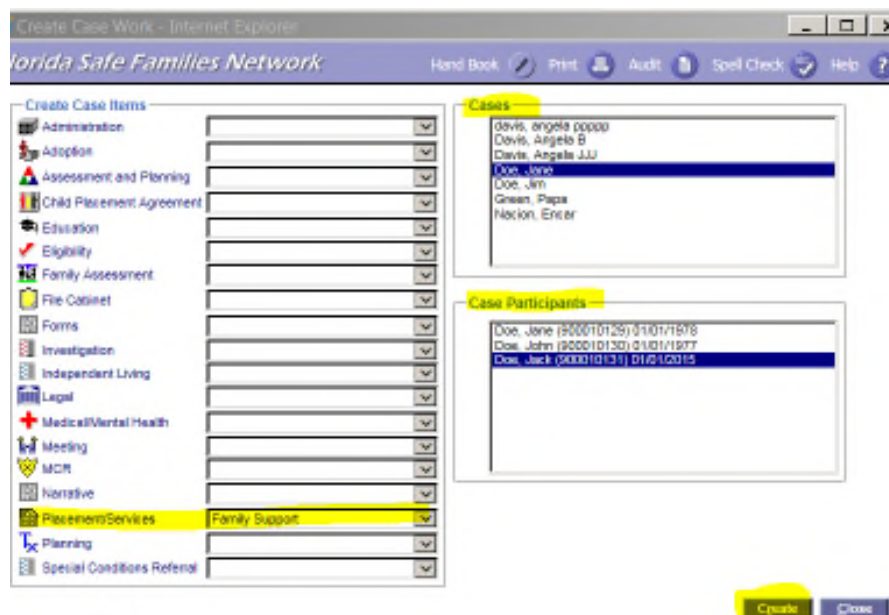# Creating a Family Support Placement

1. Verify that you are assigned to the case
2. Select Case Work at the top of the FSFN Banner bar

3. Under Placement/Services, select Family Support
4. Under Cases, select the case name
5. Under Case Participants, select the applicable child
6. Click Create

7. **Enter Family Support Type**- Per CFOP 170-01, Chapter 4 this should always be **Prevention.**
8. **Enter the Begin Date** which is defined as the date the family agrees to engage in services as verified by the service provider. This can be edited later since the Family Support Placement should be opened as soon as the case is referred.
9. **Enter the Referral Type** which will be **Investigations** in most circumstances.
10. **Select the Intake Number** associated with the referral.
11. **Select the Primary Caregiver**
12. **Select the Secondary Caregiver**, if applicable
13. **Enter Status Begin Comments** which will include a brief summary of the reason for the referral and the recommendations from the assessment. It will include services to be provided and expected outcomes. This can be edited later since the Family Support Module should be opened as soon as the case is referred.

14. Click Save

15. Repeat for all children receiving services

Reviewing the Closed Investigation and Creating a Primary Assignment

1. **Verify the date the investigation was closed**

2. **Verify that the child was determined to be safe but high or very high risk at closure.**

3. **Change primary assignment from the CPI to the provider staff.**
   a. **Click the case icon to expand case details**

   b. **Click the assignment icon and then click the blue Actions hyperlink next to the name of the primary worker.**

Reviewing the Closed Investigation and Creating a Primary Assignment (continued)
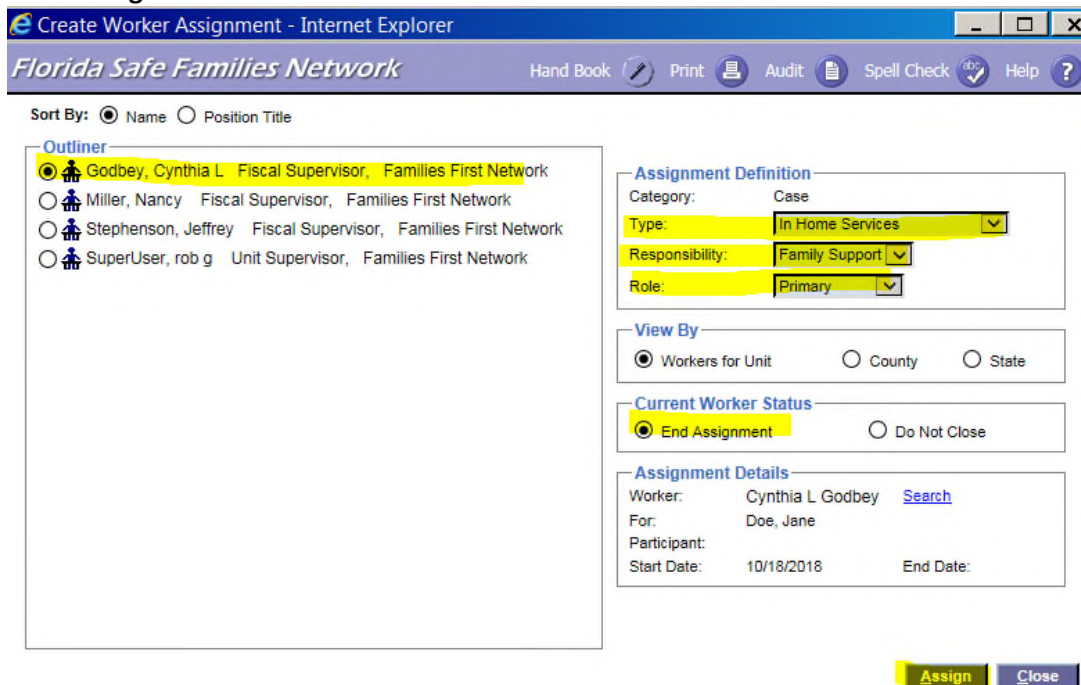

Doe, Jane (900001970)   Actions   Case Book
Family Support 10/16/2018 SuperUser, rob g Santa Rosa 1111 Happy Way , Pace, FL 32571
Related People
Intakes
Assignment
   SuperUser, rob g   Actions
   Ongoing Services   Primary   10/16/2018 12:43 PM   Families First Network
Income/Eligibility
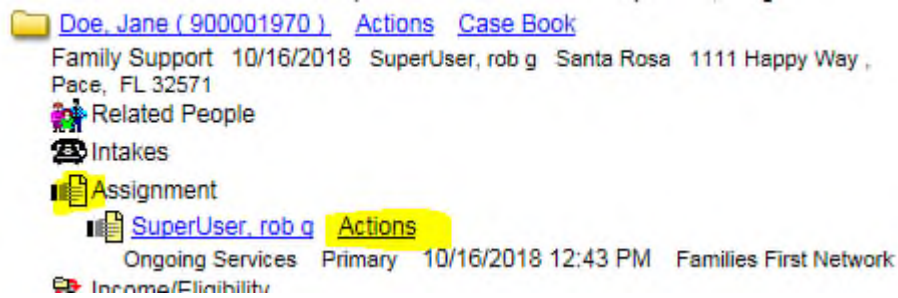
c. Click Continue
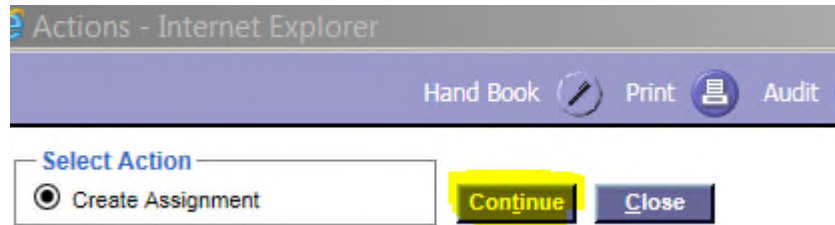
d. Select the name of the staff person taking primary assignment
e. Under Assignment Definition
   i. Select In Home Services for the Type
   ii. Select Family Support for the Responsibility
   iii. Select Primary for the Role
f. Under Current Worker Status, select End Assignment. FSFN will prompt you with an error message if you forget to select end assignment as there can only be one primary worker assigned to a case.
g. Click Assign

FSFN Case Clean-Up

1. **Click on the blue case name hyperlink from your desktop.**

2. **Verify that the case type is Family Support**
3. **Verify/update the Family Structure**
4. **Verify/update the County**

5. **Verify/update the service role of each participant**
   - Any child with a family support placement opened should be a child receiving services.
   - Other children living in the home can be coded as child not receiving services.
   - Any adults or children who are unrelated to the family or no longer live in the home can be inactivated by the following steps:
     a. **Click Deactivate on the row next to the participant's name**

   b. **Select a Reason**

   c. **Enter the Effective Date and click save.**

**You will still see the person in the case shell but now there will be a hyperlink to "ReActivate" which confirms they were deactivated.

6. **Verify/update the Case Address**
   a. **Click on Address tab**

b. **To add a new address, you must select Route or Street before you can enter any address data**

c. **Enter the Begin Date, Street Address, Unit Designator (if applicable), Florida City, County, Zip Code, and Phone Number, and Click Update.**

d. **FSFN will provide a prompt to update the addresses of any case participants. Check all who reside in that home and click save and close.**

e. **Click Save**
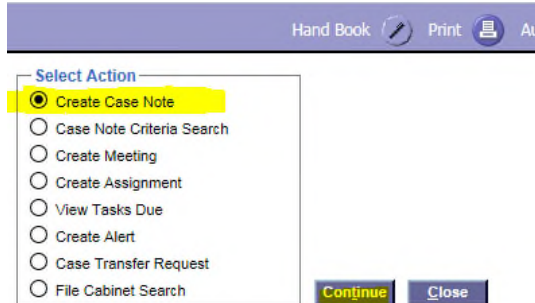
Creating a Case Note

1. **Click the actions hyperlink next to the case name**

    📁 Doe, Jane (900001970)   Actions   Case Book
    Family Support 10/16/2018 SuperUser, rob g Santa Rosa 1111 Happy Way , Pace, FL 32571

2. **Select Create Case Note and click Continue**

    Hand Book ✏️ Print 🖨️ Au

    Select Action
    ⦿ Create Case Note
    ○ Case Note Criteria Search
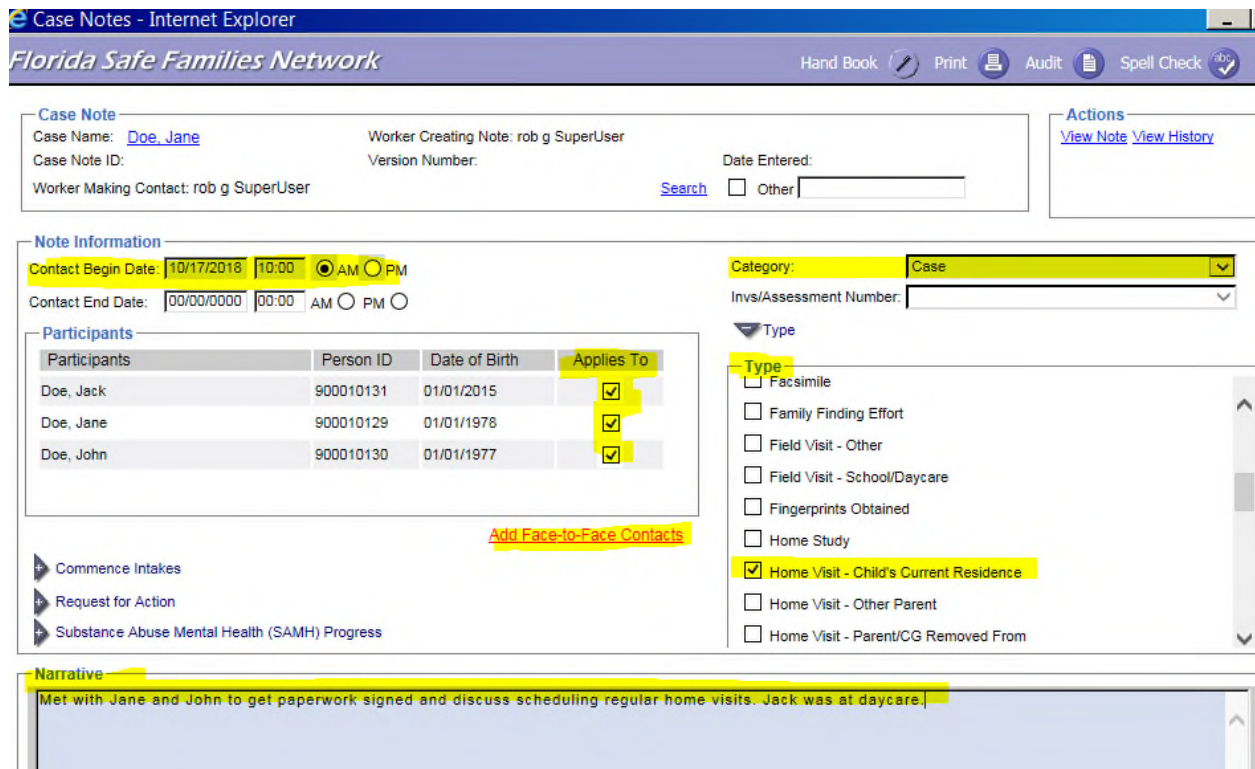   ○ Create Meeting
    ○ Create Assignment
    ○ View Tasks Due
    ○ Create Alert
    ○ Case Transfer Request
    ○ File Cabinet Search

    Continue   Close

3. **Enter Contact Begin Date and Time**
4. **Select Case as the Category type**
5. **Select the Participants involved** (include those who were present and those you attempted to contact)
6. **Enter the note type.** *The note type should reflect the actual type of contact, for example, home visit, office visit, field visit, or Note to File- General if reflecting non face-to-face work completed.*
7. **Click "Add Face-to-Face Contacts"**
8. **Enter a summary of the contact in the Narrative**

    Case Notes - Internet Explorer

    Florida Safe Families Network   Hand Book ✏️ Print 🖨️ Audit 📄 Spell Check

    Case Note
    Case Name: Doe, Jane   Worker Creating Note: rob g SuperUser   Actions
    Case Note ID: Version Number: Date Entered: View Note View History
    Worker Making Contact: rob g SuperUser   Search ☐ Other

    Note Information
    Contact Begin Date: 10/17/2018 10:00 ⦿ AM ○ PM   Category: Case
    Contact End Date: 00/00/0000 00:00 AM ○ PM ○   Invs/Assessment Number:
    Participants   ▼ Type

Participants	Person ID	Date of Birth	Applies To
Doe, Jack	900010131	01/01/2015	☑
Doe, Jane	900010129	01/01/1978	☑
Doe, John	900010130	01/01/1977	☑

    Add Face-to-Face Contacts

    ▶ Commence Intakes
    ▶ Request for Action
    ▶ Substance Abuse Mental Health (SAMH) Progress

    Type
    ☐ Facsimile
    ☐ Family Finding Effort
    ☐ Field Visit - Other
    ☐ Field Visit - School/Daycare
    ☐ Fingerprints Obtained
    ☐ Home Study
    ☑ Home Visit - Child's Current Residence
    ☐ Home Visit - Other Parent
    ☐ Home Visit - Parent/CG Removed From

    Narrative
    Met with Jane and John to get paperwork signed and discuss scheduling regular home visits. Jack was at daycare.

9. **Enter Contact Information**- Use the outer scroll bar to scroll down to the "Contact Information" section and complete the face-to-face contact information. If you select attempted, you will be required to give a Reason Not Seen. Click Save.

**Note that if you want to be able to easily identify a certain type of contact, such as a Family Team Meeting, you can select Other at the top of the note and type in a note type. You still need to select the case type as above (office visit, home visit, etc). The title will appear in the Narrative section when you are viewing the notes.

Creating a Case Note (continued)

Cases

▸ ████████████)   Actions   Case Book
   Out-of-Home - Court Ordered 02/27/2007 SuperUser, rob g Escambia 20
   drive , Tallahassee, FL

▸ ████████████   Actions   Case Book
   Investigation 02/23/2007 SuperUser, rob g Escambia FL

▸ ████████████ Actions   Case Book
   In-Home - Court Ordered Supervision 02/26/2007 SuperUser, rob
   g Escambia FL

▸ Doe, Jane (900001970)   Actions   Case Book
   Family Support 10/16/2018 SuperUser, rob g Santa Rosa 1111 Happy Wa
   Pace, FL 32571

   Related People
   Intakes
   Assignment
   Income/Eligibility
   Narrative
      Case
         Office Visit 10/18/2018 Family Team Meeting
         Participants: Doe, Jack;   Doe, Jane;   Doe, John
      Case
         Home Visit - Child's Current Residence 10/17/2018 SuperUser, rob g
         Participants: Doe, Jack;   Doe, Jane;   Doe, John

Closing a Case in FSFN

1. **End the Family Support Placement**
   a. **Click the Case icon to expand case details**

   Doe, Jane (900001970)   Actions   Case Book
   Family Support 10/16/2018 SuperUser, rob g Santa Rosa 1111 Happy Way ,
   Pace, FL 32571
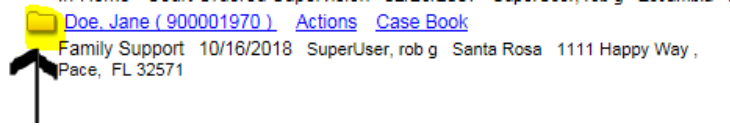
   b. **Click on the Placements icon to expand the family support placements**

   Doe, Jane (900001970)   Actions   Case Book
   Family Support 10/16/2018 SuperUser, rob g Santa Rosa 1111 Happy Way ,
   Pace, FL 32571
   Related People
   Intakes
   Assignment
   Income/Eligibility
   Narrative
   Placements
   Family Support
   10/17/2018   Service Referral   Doe, Jack

   c. **Click on the Family Support hyperlink for each child and complete the following:**
      i. **Click the Completed checkbox**
      ii. **Enter an End Date**
      iii. **Select an Ending Reason.** Ensure the selected reason reflects case outcomes.
      iv. **Enter Status Ending Comments** which should include a summary of the reason for case closure including the family's refusal to continue receiving services. Summary must include documentation of successful interventions. If there is a "close the loop" staffing, the outcome and efforts to reengage the family must be documented.
      v. **Click Save.** There will be a message that says "Selecting the Completed Checkbox and saving the page will freeze the Family Support page. Do you wish to continue?" **Click Yes.**

2. **Review the case shell prior to submitting for closure.**
   a. **Click on the blue case name hyperlink from your desktop.**

b. **Verify that the case type is Family Support**

c. **Verify/update the Family Structure**

d. **Verify/update the County**

e. **Deactivate each participant using the same effective date as the end date for the Family Support Placement using the following steps.**

   i. **Click Deactivate on the row next to the participant's name**

  ii. **Select a Reason**

  iii. **Enter the Effective Date and click save.**

3. **Verify/update the Case Address**
  a. **Click on Address tab**

b. **Ensure the current address at closure is in FSFN. If it needs to be updated, enter the Begin Date, Street Address, Unit Designator (if applicable), Florida City, County, Zip Code, and Phone Number, and Click Update.**

c. **FSFN will provide a prompt to update the addresses of any case participants. Check all who reside in that home and click save and close.**

d. **Click Save**

4. **Submit case for closure**
   a. **Click on the Closing History Tab**
   b. **From the Options drop down box, select Submit Case Closure Request and click Go**

   c. **Click the Request for Closure checkbox**
   d. **Select a Reason for Case Closure**
   e. **Enter a brief Closure Summary**
   f. **Click Save.** The closing history box will now show a link that says pending. It may take a few minutes up to a day for it to process and change to Accepted.

g. **Once the case now says accepted, reopen the case by clicking on the case name hyperlink**

h. **Click on the Closing history Tab**
i. **click on the Accepted hyperlink**

j. **From the Options drop down box, select Approval and click Go.**

k.   Select Approve and click Continue

l.   Click Save. All fields will now be greyed out and closing history will now have a Closed Date. Assignments will automatically be ended.