




State of Florida
Department of Children and Families


Rick Scott
Governor

Rebecca Kapusta
Interim Secretary

DATE: September 14, 2018

TO: Regional Managing Directors
Sheriff's Offices Conducting Child Protective Investigations
Community-Based Care Lead Agency CEOs
Florida Abuse Hotline Chiefs of Operations and Program Development

THROUGH: David L. Fairbanks, Deputy Secretary 

FROM: JoShonda Guerrier, Assistant Secretary for Child Welfare 

SUBJECT: Go-Live for FSFN Enhancements – Data Quality Improvements for Single Source and New Integrated Search tool

PURPOSE: The purpose of this memorandum is to announce the approval of the Florida Safe Families Network (FSFN) enhancements scheduled to be implemented on September 14, 2018. The FSFN system will be unavailable Friday, September 14, 2018 from 10:00 p.m. to 11:00 p.m. to implement this new functionality.

BACKGROUND: The FSFN system is Florida's system of record for all child welfare case management information containing 30 years of data for over 8,000,000 people. An analytical project has revealed that one in five people are duplicated within FSFN which causes extra work for child welfare workers who are forced to reconcile this duplicate data across the state. The Florida Legislature has continued to support FSFN data quality initiatives identified by the Results Oriented Accountability (ROA) program to improve data integrity, quality and consistency. These FSFN enhancements include two changes that contribute to the increased FSFN usability by reducing the number of duplicate people created and duplicate person information across cases.

Upon go live of these enhancements, the Florida Abuse Hotline will begin using a new "Integrated Search" tool in FSFN that provides the ability to provide real-time demographic information drawn from other data sources such as Vital Statistics and ACCESS FLORIDA. The introduction of this new Integrated Search tool usage at the Florida Abuse Hotline will result in more accurate person information in FSFN and will provide child welfare workers increased information at their fingertips.

The second data quality enhancement is the implementation of "single source" for data entry and accessibility with one Legal record, one Education record, and one Assets and Employment record for each unique person across FSFN. Upon go live of these enhancements, all FSFN unique people that have **multiple legal records across cases**, will have their legal records **consolidated into one legal record** per person regardless of case. Upon go live of these enhancements, all FSFN unique people that have **multiple education**

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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September 14, 2018

Page 2

records across cases, will have their education records **consolidated into one education record** per person regardless of case. Upon go live of these enhancements, all FSFN unique people that have **multiple Assets and Employment records across cases**, will have their Assets and Employment records **consolidated into one Assets and Employment record** per person regardless of case.

ACTION REQUESTED: Please share this memorandum with all child welfare professionals who use FSFN.

Dependency Case Managers with a primary assignment to an open case must ensure the child's education record is up to date.

Child Welfare workers who maintain the Assets and Employment records under the Income/Eligibility icon must review the data to address duplication of entries. Great attention must be taken to ensure accurate reflection of data for parents and children. These actions shall be taken prior to an eligibility determination/action of any kind such as TANF, Investigation TANF, Title IV-E, Medicaid, Adoption, or Independent Living. If an eligibility determination is not required prior to case closure, the modules must be reviewed prior to processing the case closure in FSFN.

Entries under the Assets/Liabilities and Unearned Income tab which represent the same entry type for the same time period shall be removed from FSFN.

Entries under the Employment tab which represent the same employer for the same period cannot be removed per FSFN functionality, therefore, staff must edit one entry to document duplicate entry and a zero income amount.

CONTACT INFORMATION: If you have questions about these new FSFN Enhancements, please contact Eddie Warren or Jeanette Betancourt, FSFN Practice Specialists, Office of Child Welfare, at Eddie.Warren@myflfamilies.com or (850) 491-5873, or Jeanette.Betancourt@myflfamilies.com or (850) 717-4631.

cc: Regional Family and Community Services Directors
Center for Child Welfare
FSFN Consultant Network