




**State of Florida
Department of Children and Families**



Rick Scott
Governor

Mike Carroll
Secretary

DATE: March 24, 2017

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:  Jo Shonda Guerrier, Assistant Secretary for Child Welfare
Vicki Abrams, Assistant Secretary for Operations 

SUBJECT: GO! for FSFN Enhancements – Strengthening Child Safety through Technology

PURPOSE: The purpose of this memo is to announce the approval of enhancements to the Florida Safe Families Network (FSFN) on March 24, 2017. The FSFN system will be unavailable Friday, March 24, from 10:00 p.m. until midnight to implement the production build. The Build Notes detailing all changes included in this release can be found at the following link: <http://fsfn.dcf.state.fl.us/docs/FSFN%20Release%204%20Build%20Notes%2020170324.pdf>

BACKGROUND: In preparation for the March 24, 2017, deployment of the new FSFN functionality, there was a continuous effort to assess and achieve people readiness, system readiness and the implementation of a support plan. On March 21, 2017, the Department and partners reached a final "ready" state for all three categories, and the release was approved for go-live.

PEOPLE READINESS: Ready! All Regions report that staff, Sheriff's Offices and community-based care lead agencies (CBCs) are ready.

SYSTEM READINESS: Ready! FSFN User Acceptance Testing was completed, and the build implementation plan has been approved.

POST-DEPLOYMENT SUPPORT READINESS: Ready! Post-deployment support will include daily calls for the two weeks following deployment to evaluate and respond to any issues. The support team will include members from the Office of Child Welfare Policy and Practice team, Office of Information Technology Services team, IBM team, Regional Points of Contact, and CBC Points of Contact. Updated policy and system documentation aligned with the enhancements are available at the following link: <http://www.centerforchildwelfare.org/FSFN/FSFNAll.shtml>.

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

TRAINING INFORMATION: Regional trainings were completed throughout the state. The FSFN Sandbox has been updated with all of the new enhancements. Investigations and Case Management enhancement tutorials are available on the Center for Child Welfare at the following link: <http://www.centerforchildwelfare.org/FSFN/FSFNEenhancements.shtml>. All of the Release 3 and 4 tutorials are listed under the header “Release 3 and 4 FSFN Enhancements.”

ADDITIONAL INSTRUCTIONS and TIPS: In addition to all of the Training and Supporting Information developed to support these FSFN Enhancements, the project team has developed additional instructions and tips:

- As a reminder, FSFN has not been certified to operate on Microsoft Office 2016. With the new templates being introduced, if users encounter an issue, they need to be prepared to provide the version of Word they are using when reporting the issue to the Help Desk.
- CFOP 170-4 and 170-7 have been updated to expand the guidance for the updated maltreatments and changes to Safety Planning and are available at the following link: <http://www.centerforchildwelfare.org/HorizontalTab/DeptOperatingProcedures.shtml>.

ACTION REQUIRED: Please continue to execute all readiness plans to ensure our workforce remains ready for go-live on March 24, 2017.

CONTACT INFORMATION: If you have any questions regarding local readiness efforts, please contact your Regional Champion or Lisa Brooks, FSFN Practice and Training Specialist, Office of Child Welfare, at (407) 317-7128 or via email at Lisa.Brooks@MyFLFamilies.com.

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