



State of Florida  
Department of Children and Families


Rick Scott  
Governor


Mike Carroll  
Secretary

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**DATE:** April 4, 2016

**TO:** Regional Managing Directors  
Community-Based Care (CBC) Lead Agency CEOs  
Regional Points of Contact  
FSFN Consultant Network  
Children's Legal Services Leadership  
CBC Adoption Champions

**THROUGH:**  David L. Fairbanks, Deputy Secretary

**FROM:**  Janice Thomas, Assistant Secretary for Child Welfare  
Vicki Abrams, Assistant Secretary for Operations

**SUBJECT:** 'Go Live' for FSFN Quarter 3 Release – HB 7013 Adoptions & Foster Care

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**PURPOSE:** This memorandum is to inform all stakeholders of the Adoption Incentive Enhancements that were successfully deployed on April 1, 2016. This memorandum also provides online links and contact information for post-implementation support.

The changes to the Florida Safe Families Network (FSFN) enable the Department of Children and Families and its community-based care partners to meet specific documenting and reporting requirements of House Bill 7013, which created four new Adoption Incentive Programs. The incentives and updates to FSFN and pertinent policies and procedures will provide additional support for adoptive families and assist in preserving permanency.

**BACKGROUND:** In preparation for the launch of the new functionality that occurred on April 1, there was a continuous effort to communicate frequently with those who will benefit from these new system changes and to ensure adequate support is available after the changes take effect.

**SYSTEM READINESS:** **Ready!** FSFN User Acceptance Testing was completed as scheduled on March 15, 2016.

**PEOPLE READINESS:** **Ready!** Regional trainings were completed throughout the state. Webinar training was held March 29, and a recording of the training offered is posted on the Center for Child Welfare web site at:  
<http://centerforchildwelfare.fmhi.usf.edu/HorizontalTab/CenterVideo.shtml>.

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Quick Reference Guides and Children and Families Operating Procedure (CFOP) 170-12 also have been completed and posted at:  
<http://www.centerforchildwelfare.org/Adoptions/AdoptionIncentive.shtml>.

**POST-DEPLOYMENT SUPPORT READINESS: Ready!** Daily triage calls will be held at 4:00 p.m. EST for two weeks following “Go Live” to resolve issues related to FSFN functionality. The post-implementation support team will include the Office of Child Welfare, the Office of Information Technology Services, IBM, the Regional Points of Contact, and the CBC Adoption Champions.

#### **ADDITIONAL INSTRUCTIONS AND TIPS FOR USERS OF THE NEW FSFN**

**FUNCTIONALITY:** In addition to all of the trainings and supporting information developed to support the Adoption Incentive Enhancements, the project team has developed additional instructions and tips:

- Users are encouraged to complete Unified Home Studies into FSFN; not doing so affects the accuracy of data collected and submitted on the Adoption Incentive Annual Legislative Report.
- Supervisors are urged to approve Unified Home Studies in FSFN in a timely manner, as a family who is eligible to adopt is not accurately identified in FSFN as an adoption-ready family when it appears their adoption home study has not been approved.
- On the Post-Adoption Services page, when paid services are documented, the group box named “Fiscal Agency Providing Service” must reflect the CBC paying for the service.
- As of “Go Live” April 1, the changes identified for the Adoption Information page are applied and impact all pre-existing Adoption Information pages, and are available on all newly created Adoption Information pages.
- For pre-existing Adoption Information pages, when the user re-launches the Adoption Information page, the new fields will be reflected, and the following edits will be applied:
  - Upon clicking “Save,” there must be at least one completed row inserted within the “Expressed Intent to Adopt” group box.
  - “Completed” row means that a row has been inserted and EITHER (a) N/A has been selected for Prospective Parent(s) Expressed Intent to Adopt or (b) Yes has been selected for Prospective Parent(s) Expressed Intent to Adopt AND Date of Expressed Intent has been entered and meets the criteria AND a Provider has been searched and selected.



- As of “Go Live” April 1, the changes identified for the Recruitment Event page are applied and reflected only on newly created Recruitment Event pages. All pre-existing Recruitment Event pages will reflect old functionality.
- As of “Go Live” April 1, the changes identified for the Recruitment Activity page are applied and reflected. For all pre-existing pages prior to implementation of the changes, the Category column will display null (empty) for those particular rows; the page will continue to dynamically adjust the column widths when dragging the borders of the page to enlarge the size; the new column must be inserted and the other columns adjusted to display them evenly across.
- As of “Go Live” April 1, the changes identified for the Case Notes page are available on all pre-existing Case Notes pages if the user who created the page or the user’s supervisor accesses the Case Notes page. If the selected “Note Type” value on a pre-existing Case Note is one identified as having the ability to document Non Face-to-Face Contacts, the user can access the pre-existing Case Notes page and will have the Create Non Face-to-Face Contacts hyperlink available to select.

**ACTION REQUESTED:** Please share with all users of the new FSN functionality this memorandum and the Adoption Incentive Enhancements page at the Center for Child Welfare, which includes training materials, policy and supporting information:  
<http://www.centerforchildwelfare.org/Adoptions/AdoptionIncentive.shtml>.

**CONTACT INFORMATION:** If you require additional information or have any questions related to policy, please contact Courtney Smith via email at [Courtney.Smith@myflfamilies.com](mailto:Courtney.Smith@myflfamilies.com).

For questions related to the FSN functionality changes, please contact Stacey Cleveland via email at [Stacey.Cleveland@myflfamilies.com](mailto:Stacey.Cleveland@myflfamilies.com).

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