



State of Florida  
Department of Children and Families

Ron DeSantis  
Governor

Chad Poppell  
Secretary

**DATE:** April 3, 2020

**TO:** Regional Managing Directors  
Sheriff's Offices Conducting Child Protective Investigations  
Community-Based Care Lead Agency CEOs

**THROUGH:** Patricia Babcock, Deputy Secretary *Patricia Babcock*

**FROM:** Patricia Medlock, Assistant Secretary for Child Welfare *Pat Medlock*  
Robert Anderson, Assistant Secretary for Operations *Robert H. Anderson*

**SUBJECT:** 'Go' for FSFN Enhancements coming on April 3, 2020

**PURPOSE:** The purpose of this memorandum is to announce the approval of the Florida Safe Families Network (FSFN) enhancements implementation on April 3, 2020. The FSFN system will be unavailable Friday, April 3, 2020 from 10:00 p.m. until 11:30 p.m. to implement the system enhancements.

**BACKGROUND:** Over the past two years the department introduced the Path Forward initiative which included the implementation of several programs supported by FSFN. Since the deployment of these programs, users have identified opportunities to improve, enhance, or streamline this support. This FSFN release is in response to the feedback we received.

This FSFN release will include refinements to the Guardianship Assistance Program and improvements to Eligibility processing. Eligibility workers will be able to view a new Eligibility worksheet that will provide detailed insight into the calculations that inform the Title IV-E Eligibility determination and receive a new TANF Due report to manage the timely completion of TANF determinations. The April FSFN release will also include some enhancements to the Organizational Provider to begin setting the stage for implementation of the Family First Prevention Services Act (FFPSA), add providing Children's Legal Services the ability to document when the court denies the request for a permanency goal change, and more!

**For a more detailed overview of all enhancements in April's release please see the attached "FSFN Enhancements- April" document.**

In preparation for these enhancements to "go live" on April 3, 2020, there is a continuous effort to assess and achieve people readiness, system readiness, and the implementation of a support plan. The following is a status on our readiness assessment:

**PEOPLE READINESS: Ready!** – This release includes system refinements to programs which have already been implemented and trained. The training approach for this release will focus on strengthening the prior implementation and will occur after the release has

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been deployed. The training team is planning online means of delivering the training for the April release and the FSFN release scheduled for May 22, 2020. More information on training will be circulated in the coming weeks but is tentatively scheduled to take place in May.

**SYSTEM READINESS: Ready!** – User Acceptance Testing for the FSFN system completed on March 27, 2020. The updates to the Other Cost Accumulator (OCA) batch are still being tested. These updates will be deployed once testing is complete and the batch is deemed ready. These updates are highlighted in red on the attached “FSFN Enhancements – April” document.

**SUPPORT READINESS: Ready!** – The policies for these programs have already been implemented. Any additional policy guidance will be provided in conjunction with the May 22, 2020 FSFN release. A project website has been setup on the Center for Child Welfare’s website to house all project related policy, training, FAQ, and FSFN documentation: <http://centerforchildwelfare.fmhi.usf.edu/FSFNEnhancementsSpring2020.shtml>

The FSFN April Release post-deployment support strategy will include daily triage conference calls to provide support specific to the enhanced functionality.

**ACTION REQUESTED:** Please share this communication to ensure our workforce is aware and ready for the upcoming FSFN changes. In addition, please share the following specific instructions with the identified user groups:

- **Revenue maximization staff** – The new Eligibility Worksheet will be available for all Title IV-E Eligibility Determinations initiated after the November 2019 enhancements. This worksheet will provide all the detailed inputs that drive the FSFN calculations. This tool is provided to support your current process.
- **Revenue maximization staff** – The enhanced TANF Eligibility Determinations Due report will be deployed to support the initial TANF completion and redeterminations for case management, MAS, and GAP children.
- **Adoption/revenue maximization staff** – A new option to indicate ‘No Response Received’ will appear on the newly created Adoption TANF pages. This new checkbox should be used when a family does not respond to the annual redetermination request. FSFN will see this response and determine the child TANF ineligible without the need to answer any additional questions.
- **GAP/revenue maximization staff** – A new option to indicate ‘No Response Received’ will appear on newly created TANF pages. This new checkbox should be used when a Guardian does not respond to the annual redetermination request. FSFN will see this response and determine the child TANF ineligible without the need to answer any additional questions.

**CONTACT INFORMATION:** If you have questions about the enhancements please contact the following Subject Matter Experts:

Guardianship Assistance Program - [Teanna.Houston@myflfamilies.com](mailto:Teanna.Houston@myflfamilies.com).

Eligibility - [Jennifer.Perez1@myflfamilies.com](mailto:Jennifer.Perez1@myflfamilies.com)

CLS - [Jonathan.Growick@myflfamilies.com](mailto:Jonathan.Growick@myflfamilies.com)

Finance - [Marci.Kirkland@myflfamilies.com](mailto:Marci.Kirkland@myflfamilies.com)

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If you have any questions regarding local readiness efforts, please contact your regional champion below.

**Regional Champions:**

Northwest Region – Regina Pleas – [Regina.Pleas@myffamilies.com](mailto:Regina.Pleas@myffamilies.com)

Northeast Region – Ambrosia Kistler – [Ambrosia.Kistler@myffamilies.com](mailto:Ambrosia.Kistler@myffamilies.com)

Central Region – Stephanie Weis – [Stephanie.Weis@myffamilies.com](mailto:Stephanie.Weis@myffamilies.com)

Suncoast Region – Kyle Teague – [Kyle.Teague@myffamilies.com](mailto:Kyle.Teague@myffamilies.com)

Southeast Region – Tausha Schreiber – [Tausha.Schreiber@myffamilies.com](mailto:Tausha.Schreiber@myffamilies.com)

Southern Region – Olga Hurst – [Olga.Hurst@myffamilies.com](mailto:Olga.Hurst@myffamilies.com)

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

Attachment: '*FSFN Enhancements- April*'