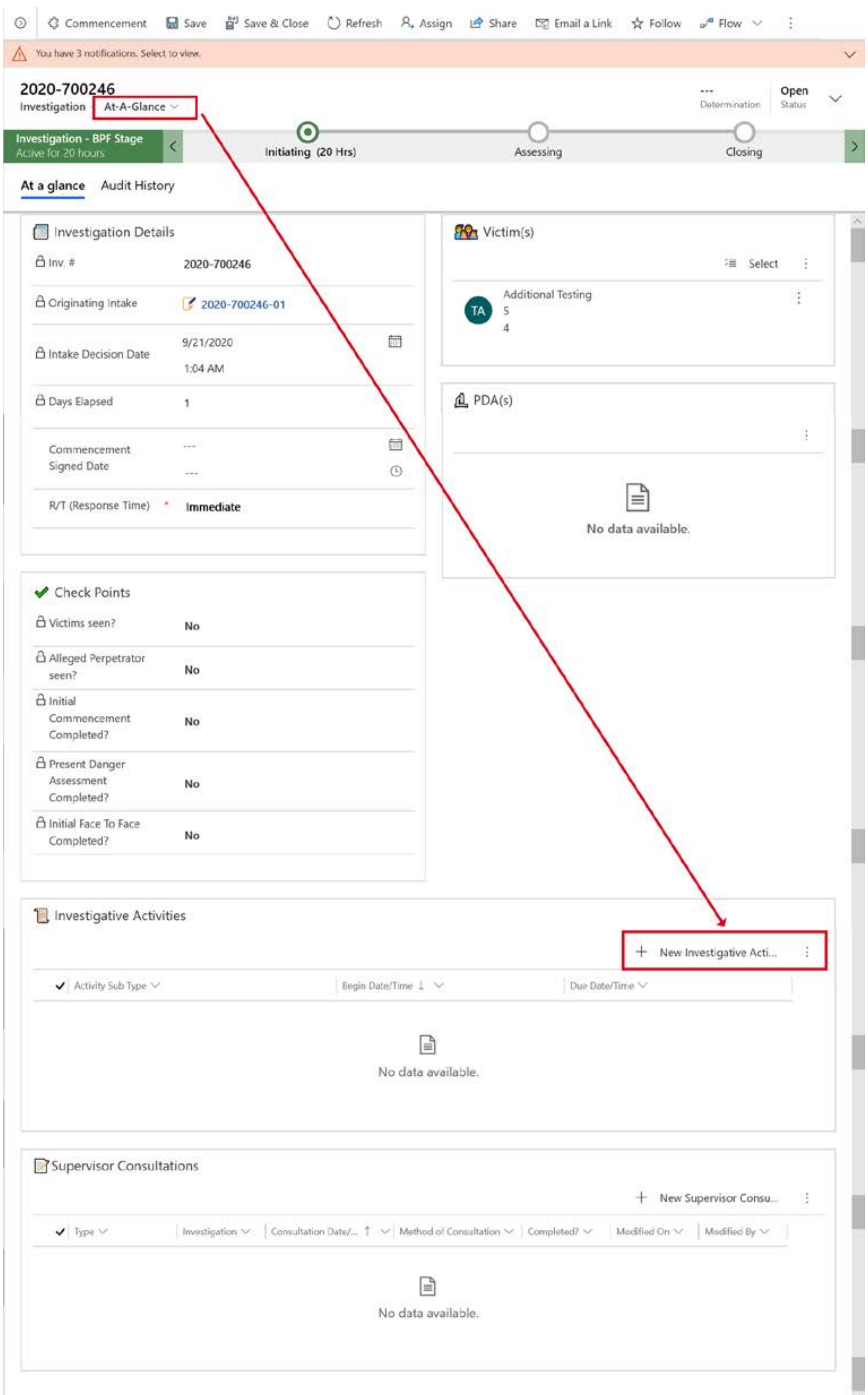
Title: Create and Document Investigative Activities

Description: Provides steps and detailed information on Investigative Activities, which includes the documenting of both Face-to-Face Contacts and Other Contacts.

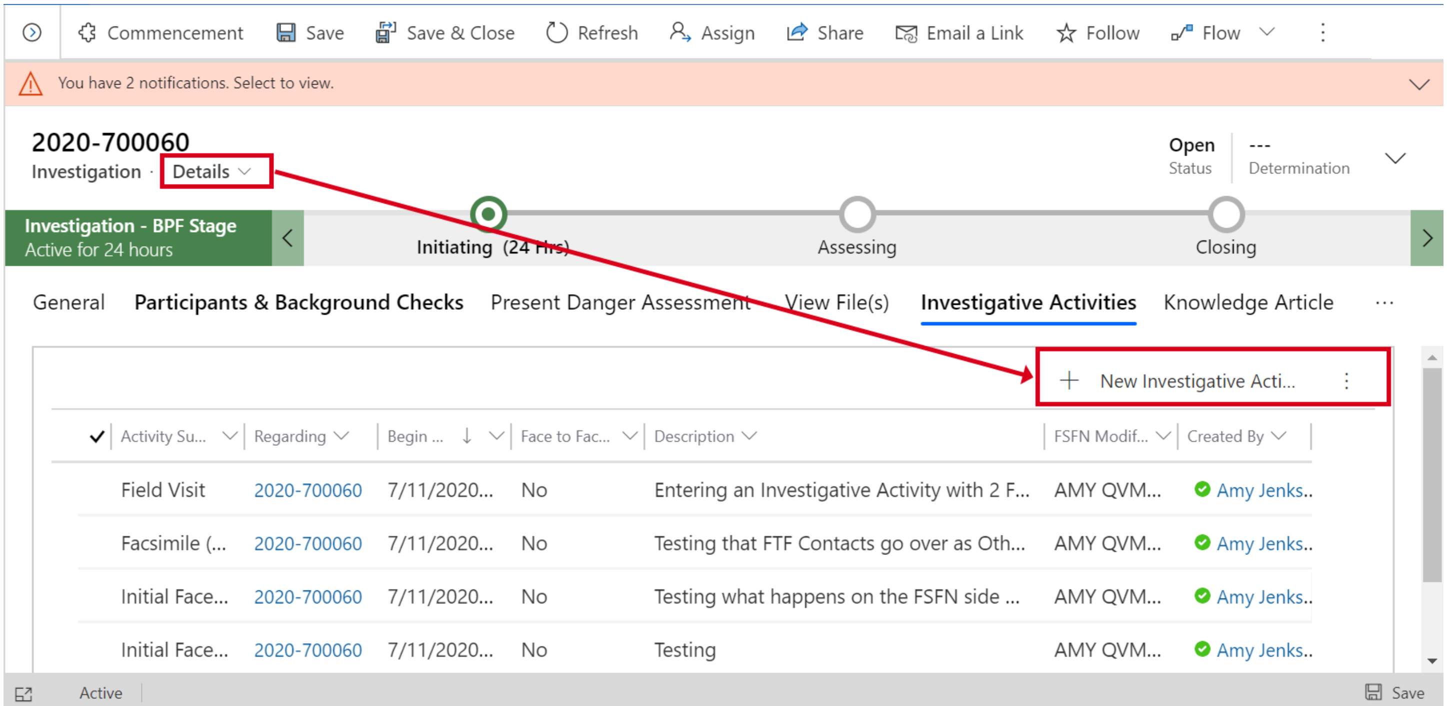
Keywords: Activity; Activities; Notes; Other Contacts; Face to Face Contacts; FTF

There are a couple ways to document Investigative Activities, which are referred to as Notes in the Florida Safe Families Network (FSFN) application. Investigative Activities capture the details of the many activities performed by CPIs such as Home Visits, Emails, etc., including Face-to-Face Contacts and Other Contacts made as part of an activity.

1. Upon accessing the Investigation and selecting At-A-Glance from the drop down directly below the Investigation ID, the At-A-Glance View displays. Upon scrolling towards the bottom you will see an Investigative Activities group box with the +New Investigative Activity selection.

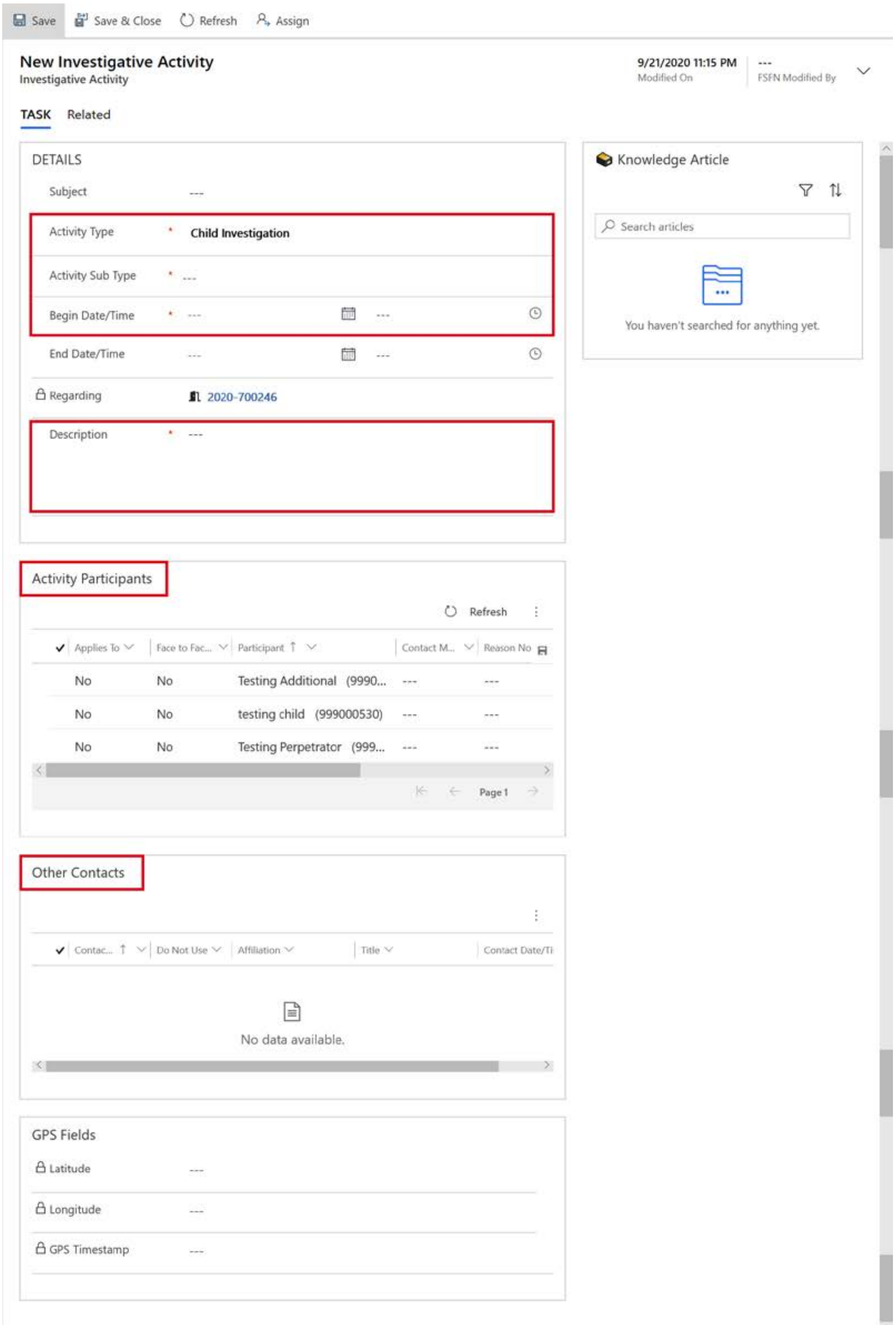


2. Another way of documenting a new Investigative Activity is while viewing the Investigation in Details View. Upon accessing the Investigative Activities tab, you will see the +New Investigative Activities selection.

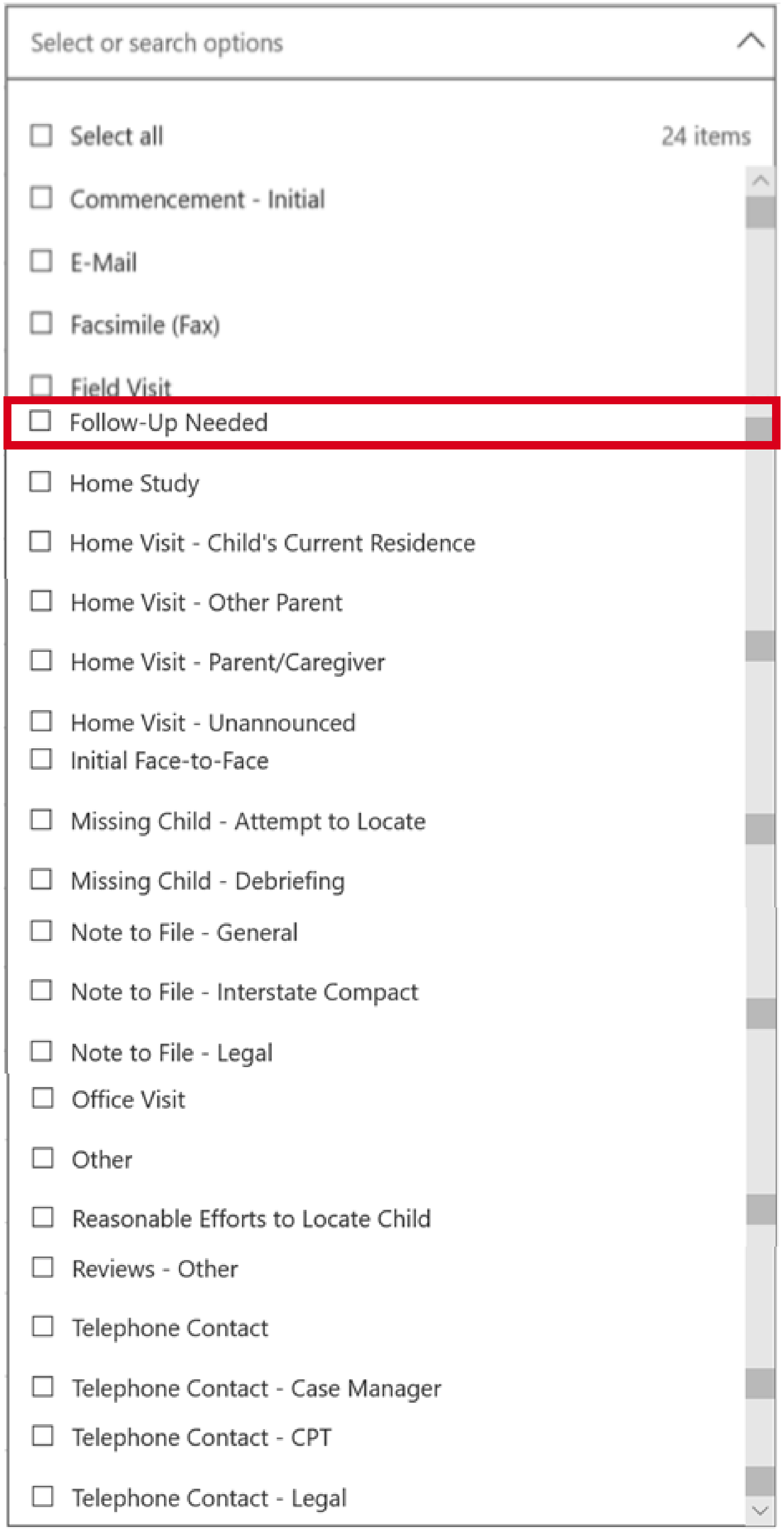

Commencement
Save
Save & Close
Refresh
Assign
Share
Email a Link
Follow
Flow
You have 2 notifications. Select to view.
2020-700060
Investigation · Details
Open
Status

Determination
Investigation - BPF Stage
Active for 24 hours
Initiating (24 Hrs)
Assessing
Closing
General
Participants & Background Checks
Present Danger Assessment
View File(s)
Investigative Activities
Knowledge Article
New Investigative Acti...
Activity Su...
Regarding
Begin ...
Face to Fac...
Description
FSFN Modif...
Created By
Field Visit
2020-700060
7/11/2020...
No
Entering an Investigative Activity with 2 F...
AMY QVM...
Amy Jenks..
Facsimile (...
2020-700060
7/11/2020...
No
Testing that FTF Contacts go over as Oth...
AMY QVM...
Amy Jenks..
Initial Face...
2020-700060
7/11/2020...
No
Testing what happens on the FSFN side ...
AMY QVM...
Amy Jenks..
Initial Face...
2020-700060
7/11/2020...
No
Testing
AMY QVM...
Amy Jenks..
Active
Save

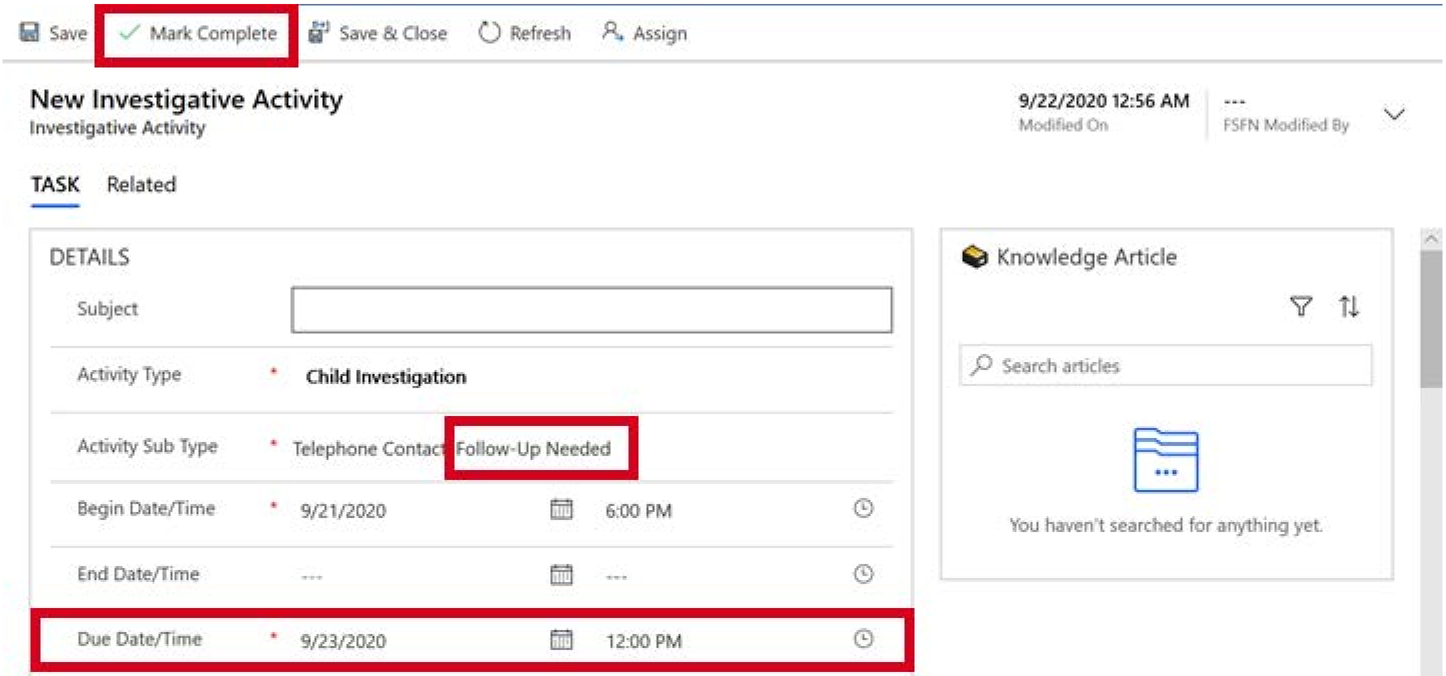
Upon selecting +New Investigative Activity, the Investigative Activity page displays. When documenting an Investigative Activity, the following fields are required in order to initially save the page: Activity Type (defaults to Child Investigation); Activity Sub Type; Begin Date/Time; and Description. In addition, when documenting an Investigative Activity you have the ability to capture Face-to-Face Contacts and Other Contacts.



Activity Sub-Types are what are currently referred to as Note Types in the FSFN application. As within FSFN, in the Child Investigation Application you are able to multi-select all Activity Sub-Types except for Commencement – Initial and Commencement – Additional, which are either systematically derived or single selection. In addition to the Activity Sub-Types currently captured in FSFN, the Child Investigation Application provides the ability to also capture a Sub-Type labeled Follow-Up Needed. Follow-Up Needed is the one Sub-Type that is not sent over to FSFN. It provides you the ability to identify if a follow-up is needed, as a result of performing your Investigative Activities throughout the course of the Investigation.

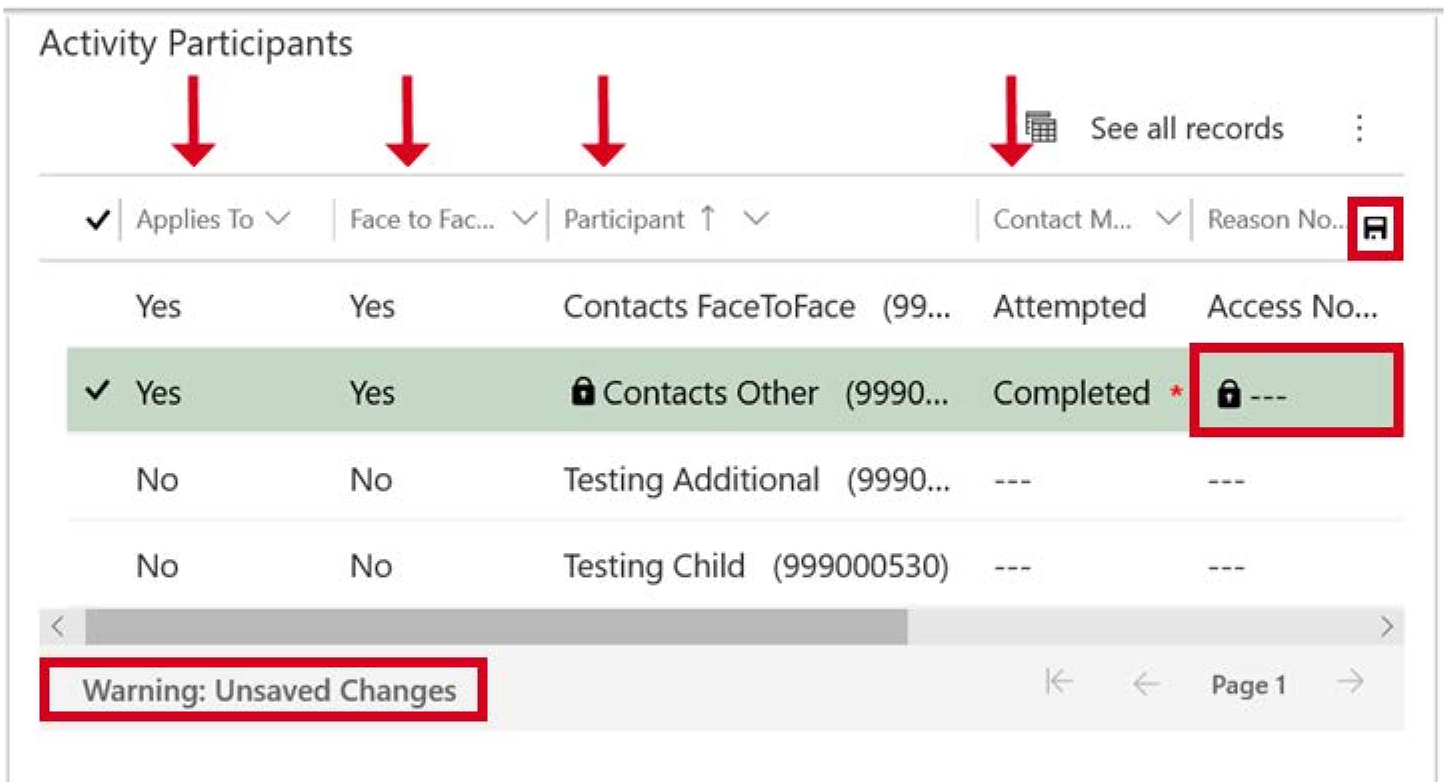


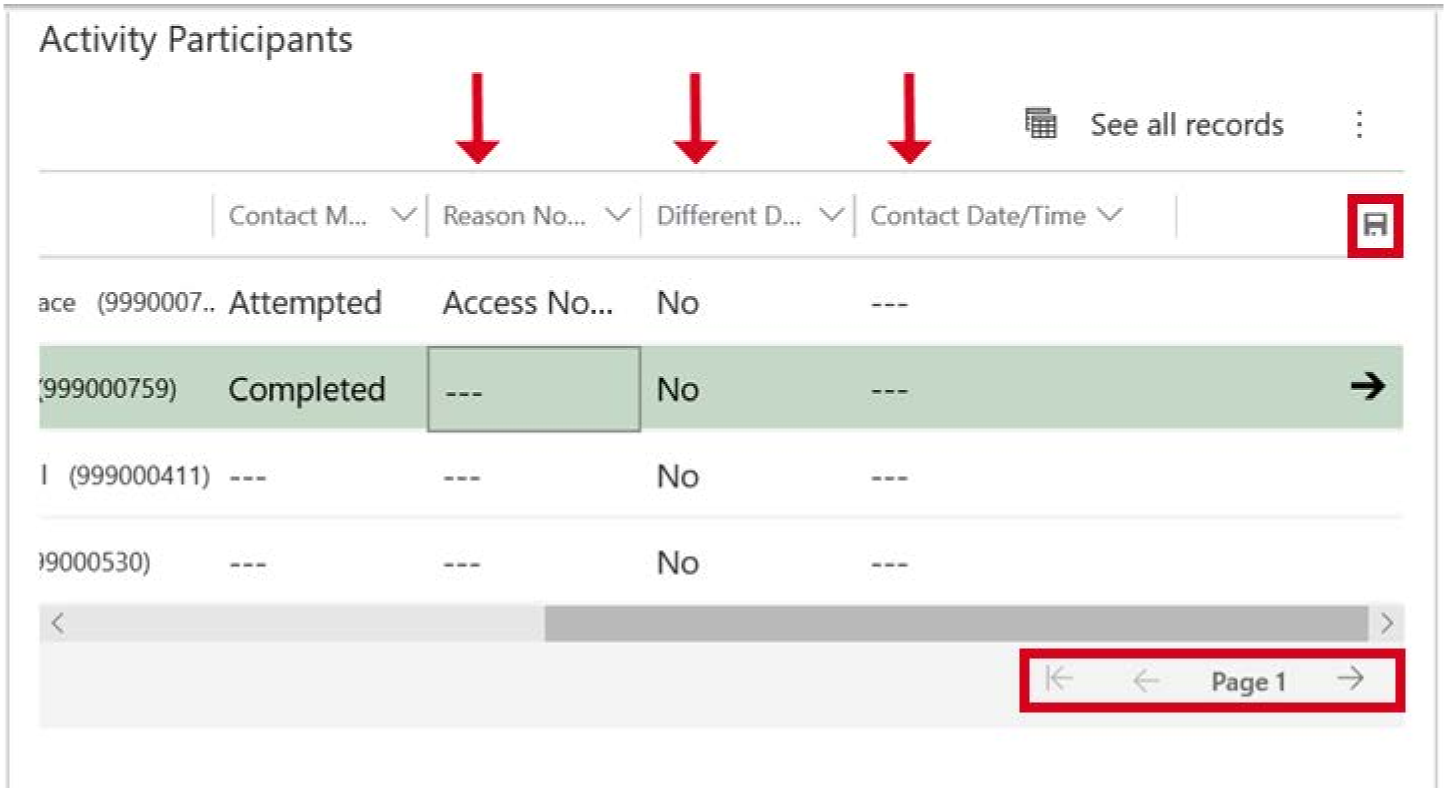
When documenting a Follow-Up Needed Sub-Type, an additional field is dynamically displayed to capture the Due Date/Time of the follow-up. In addition, a new button dynamically displays at the top of the Investigative Activity page labeled "Mark Complete". This button only appears when the Follow-Up Needed Activity Sub-Type is selected, as this is the one activity that relates to a "future" action that needs to occur and needs to be marked as complete.



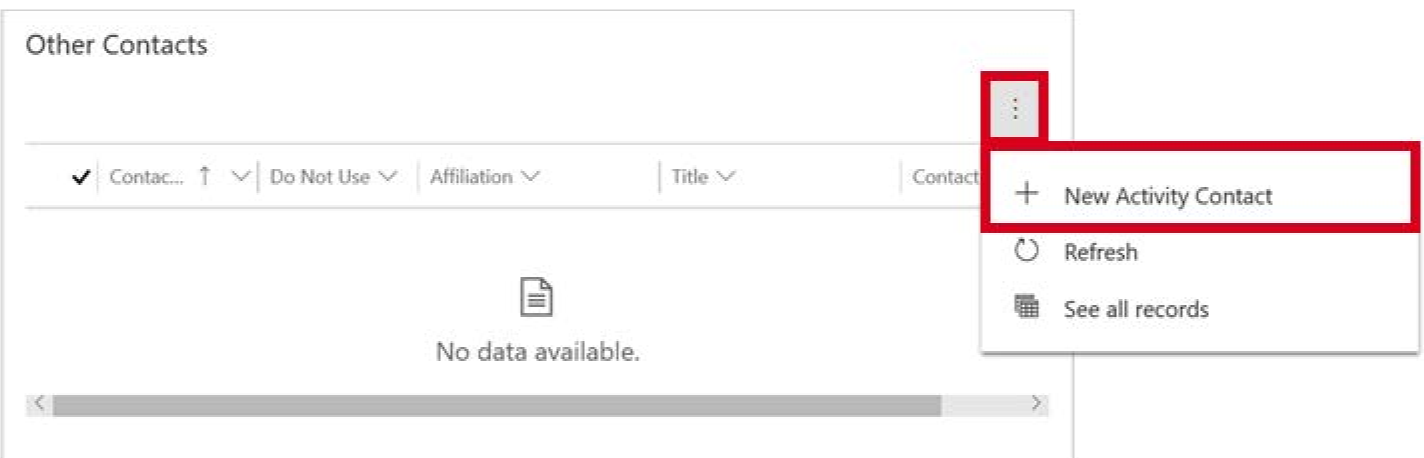
The Activity Participants group box captures those who the activity "Applies To", as well as any applicable Face-to-Face Contacts that were attempted, not attempted or completed as part of the Investigative Activity.

- ➢ The Applies To column defaults to No for each Investigation Participant, which can be updated to Yes. If Yes is selected, the Applies To checkbox in FSFN will be flagged as selected.
- ➢ The Face-to-Face Contacts column defaults to No for each Investigation Participant, which can also be updated to Yes. For each participant identified with Yes selected in the Face-to-Face Contacts column, a Face-to-Face record will be reflected in FSFN within the Face-to-Face Contacts section of the Note.
- ➢ If Face-to-Face Contacts = Yes, you must select the applicable Contact Made, which is Not Attempted; Attempted; and Completed.
    - o If Attempted is selected for Contact Made, a selection must be made from the Reason Not Seen column.
    - o If Not Attempted is selected for Contact Made, a selection is optional from the Reason Not Seen column.
    - o If Completed is selected for Contact Made, a selection cannot be made from the Reason Not Seen column, which is reflected by the lock icon.
- ➢ The Different Date/Time column defaults to No, but when documenting a Face-to-Face Contact, if the date/time the contact is made for the participant, differs from the overall Begin Date/Time of the Activity, select Yes.
    - o Upon selecting Yes, you must enter the applicable contact date/time within the column directly to the right of the Different Date/Time column.
- ➢ Additionally, to ensure any participants where Yes is identified as "Applies To" and/or Face-to-Face Contacts are being documented are successfully saved, you must select the miniature save icon displayed in the right corner of the Activity Participants group box. You're able to easily distinguish that the miniature save must be selected, as the icon will display bolded and a warning displays in the bottom left that there are unsaved changes.
    - o Once the miniature save icon is selected and save processed, the warning message no longer displays and the icon displays grayed out.
- ➢ Finally, if there are more than four Investigation Participants you will see pagination in the bottom right corner of the Activity Participants group box. If a change has been made in the table that needs to be saved, you are unable to tab to the next page. The data in the table must first be saved and then the pagination arrows are once again enabled to page over.



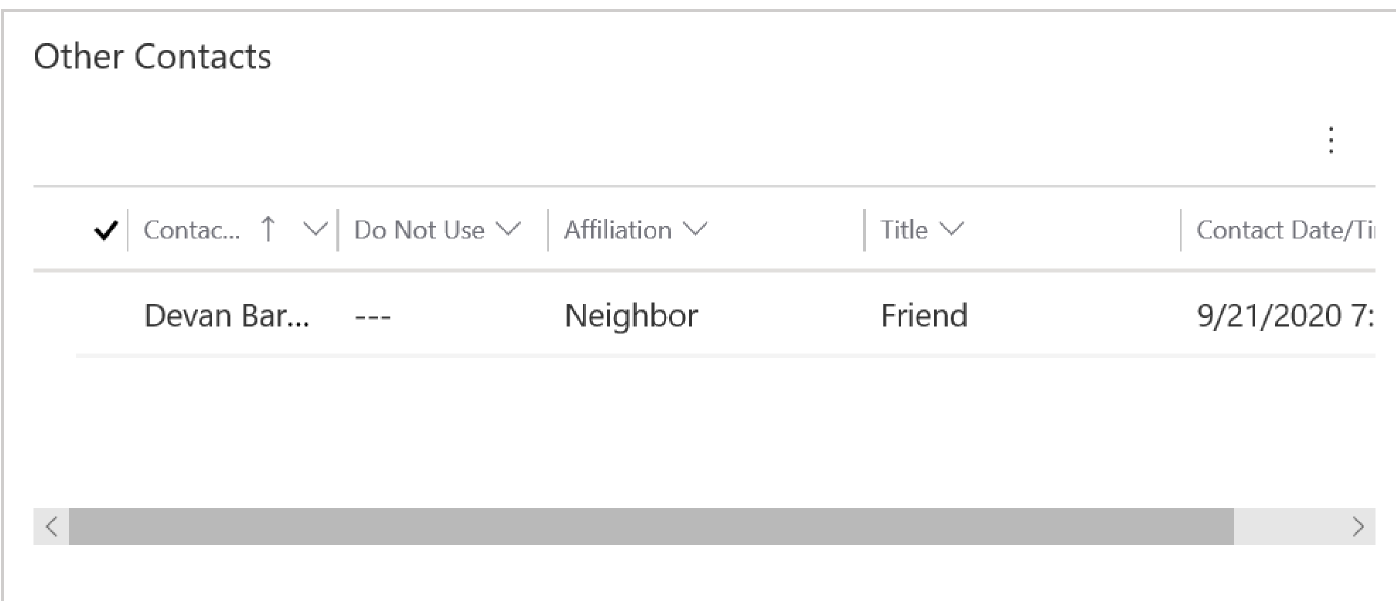


The Other Contacts group box captures what is also known in FSFN as Other Contacts. When scrolling down to view the Other Contacts on the Investigative Activity, if an Other Contact needs to be added you simply click on the vertical 3 dots and select +New Activity Contact.



Upon selecting +New Activity Contact, the New Activity Contact page displays. When adding a new Other Contact the following fields are required to save: Contact Name; Affiliation; Title; and Contact Date/Time. All of these fields map to corresponding fields in FSFN for Other Contacts captured on Investigation Notes. Once all required fields are captured you can save and close the New Activity Contact page.

Upon returning to the Investigative Activity page, after adding a new contact, the Other Contacts table populates with a new record. For each Other Contact added, a new record displays in the table.



Upon saving and closing a new Investigative Activity, you are returned to the Investigative Activities tab where a new record displays in the table for each added activity. If you need to re-access an existing activity, you simply double click on the record, within any area that captures plain black text and the Investigative Activity page displays for editing. Any column reflecting blue text indicates that it will launch a related piece of work. Therefore, selecting the Investigation Number in the Regarding column will navigate you back to the General tab of the Investigation page. Selecting the Created By name will launch the User Information page.