




State of Florida
Department of Children and Families


Rick Scott
Governor

Mike Carroll
Secretary

DATE: March 1, 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: JoShonda Guerrier, Assistant Secretary for Child Welfare 
Vicki Abrams, Assistant Secretary for Operations

SUBJECT: Get Set for FSFN Enhancements – Strengthening Child Safety through Technology

PURPOSE: To provide a status of the Intake, Investigation, and Case Management enhancements coming on March 17, 2017, so final preparations can be made locally to “Get Set” for changes.

BACKGROUND: In preparation for go-live on March 17, 2017, 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: On Target! All Regions report that staff are ready or plans are underway to finalize readiness activities prior to go-live.

SYSTEM READINESS: On Target! FSFN User Acceptance Testing underway and is on schedule to complete by March 10, 2017.

POST-DEPLOYMENT SUPPORT READINESS: On Target! 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 will be available by go-live.

TRAINING INFORMATION: Train the trainer sessions for the Case Management enhancements began on February 14, 2017. The FSFN Sandbox is updated with all new enhancements. 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 newest

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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

MEMO: Get Set for FSFN Enhancements – Strengthening Child Safety through
Technology

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tutorials are listed under the header “Release 3 and 4 FSFN Enhancements”.

The web training for Investigations staff will be available on March 6th.

ACTION REQUIRED: It’s time to **Get Set** for the Intake, Investigation, and Case Management enhancements to go-live on March 17, 2017. Please continue to execute all readiness plans to ensure our workforce is ready for the upcoming FSFN changes.

CONTACT INFORMATION: If you have any questions regarding local readiness efforts, please contact your Regional Champion or Alissa Cross, Safety Manager, Office of Child Welfare, at (850) 717-4653 or via email at Alissa.Cross@MyFLFamilies.com.

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