



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

Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: October 30, 2019

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

THROUGH: Patricia Babcock, Deputy Secretary *PB*

FROM: Patricia Medlock, Assistant Secretary for Child Welfare *pm*

SUBJECT: 'Get Set' for FSN Enhancements – Eligibility Enhancements Release 1

PURPOSE: The purpose of this memorandum is to provide status of the Florida Safe Families Network (FSFN) enhancements scheduled for implementation on November 1, 2019 and communicate expectations for final local preparations.

BACKGROUND: Florida's child welfare system has been under the Title IV-E Child Welfare Waiver Demonstration since 2006, allowing the state to forego certain provisions of the Title IV-E Social Security Act, yet still claim Title IV-E funding. The Department uses much of this revenue to fund our unique Community-Based Care (CBC) child welfare system. This waiver expired on September 30, 2019 and the Department anticipated a loss of approximately 90 million dollars when reverting to traditional Title IV-E claiming. The Department implemented the Path Forward Initiative which includes various programs to draw down additional funding for the state's child welfare system.

One of the efforts in the project is focused on updating policy, practice, and the Florida Safe Families Network (FSFN) to align with Federal Title IV-E standards and ensuring all components of the child welfare system are operating in alignment with the standards.

The goals of the FSN Eligibility Enhancements are to:

- Accurately determine Title IV-E eligibility for each child
- Accurately claim Title IV-E funding for reimbursable services
- Maintain timely and efficient eligibility determinations and redeterminations
- Maximize Title IV-E utilization

The full scope of FSN Eligibility Enhancements will be delivered in several scheduled deployments. The first release, scheduled for November 1, 2019, includes enhancements to ensure accurate Title IV-E determinations and claiming. The second release, targeted for Spring 2020, will include enhancements that improve the efficiency of eligibility processing.

These changes will impact and require training for staff within multiple child welfare programs, including Child Protective Investigations, Case Management, Adoptions, Children Legal Services (CLS), Revenue Maximization, and Fiscal.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

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

In preparation for the release scheduled for November 1, 2019, the project team is continually assessing readiness to ensure we achieve people readiness, system readiness, and the post-implementation support readiness. The final approval for go-live requires all three components reach a 'ready' status.

The following is the current status of the readiness assessment:

PEOPLE READINESS: On Target! – Statewide training sessions have been completed. Field staff training resulting from Train-the-Trainer sessions is scheduled to be completed by November 15, 2019.

SYSTEM READINESS: Continuing – User Acceptance Testing was scheduled to complete on September 20, 2019 and resulted in additional testing scheduled through October 31, 2019 to validate the system is ready.

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.

A project website has been setup on the Center for Child Welfare's website to house all project related policy, training, FAQ, and FSN documentation and can be located at <http://centerforchildwelfare.org/Eligibility%20Enhancements%20Release%201.shtml>. Additional Revenue Maximization tools are also located at <http://centerforchildwelfare.org/RevenueMaximization.shtml>.

TRAIN THE TRAINER/TRAINING INFORMATION: Five Train-the-Trainer training sessions have been completed. All training materials are available on the project's website.

ACTION REQUESTED: It is time to 'Get Set' for the Eligibility Enhancements Release 1 to go live on November 1, 2019. Please forward this message to all child welfare stakeholders, ensure all local preparation actions are understood by impacted staff, and execute all readiness plans to ensure our workforce is ready for the upcoming eligibility changes.

Additionally, in order to prepare for build implementation, Revenue Maximization staff are instructed to:

- Discontinue all financial batches scheduled between November 1-4, 2019; CBC CFOs will be notified when batch schedules can resume. Each CBC CEO must email Marci Kirkland at Marci.Kirkland@myflfamilies.com to confirm understanding of the importance of this instruction.
- Continue to not utilize functionality and not complete Title IV-E foster care determinations until go live on November 1, 2019. Upon Go Live, determinations should be completed within 30 calendar days; – **OR** –
- Use functionality but, if the determination appears to be incorrect, leave pending for go live. If determinations continue to be completed inaccurately, they should be Voided and reconstructed within 30 calendar days after Go Live.

If any Adoption Eligibility determinations need to be completed that appear inaccurately Ineligible contact Jennifer Perez, Statewide Revenue Maximization Specialist, at Jennifer.Perez1@myflfamilies.com for assistance.

CONTACT INFORMATION: If you have any questions about this memo or the Eligibility Enhancements Release 1, please contact the following:

Eligibility policy or practice questions:

Jennifer Perez, Statewide Revenue Maximization Specialist, Jennifer.Perez1@myflfamilies.com

FSFN questions:

Amanda Smith, FSFN Practice Specialist, Amanda.Smith@myflfamilies.com

Local readiness efforts, contact your Regional Champion:

- Northwest Region – Regina Pleas – Regina.Pleas@myflfamilies.com
- Northeast Region – Rebecca Robinson – Rebecca.Robinson@myflfamilies.com
- Central Region – Fawn Moore – Fawn.Moore@myflfamilies.com
- Suncoast Region – Christina Cuoco – Christina.Cuoco@myflfamilies.com
- Southeast Region – Tausha Schreiber – Tausha.Schreiber@myflfamilies.com
- Southern Region – Olga Hurst – Olga.Hurst@myffamilies.com

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