

Case Management Rapid Safety Feedback Qualtrics Single Review Tool User Guide

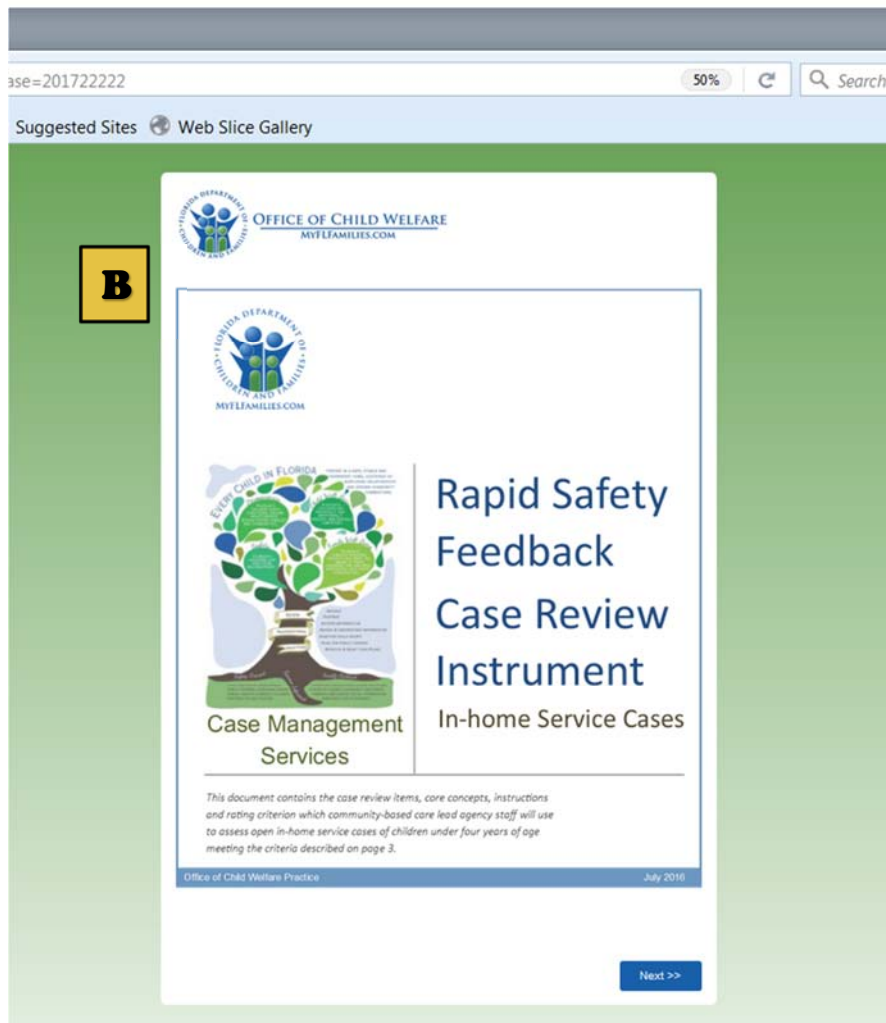
This guide to be followed if one review will be submitted at a time.

STEP 1: LINK

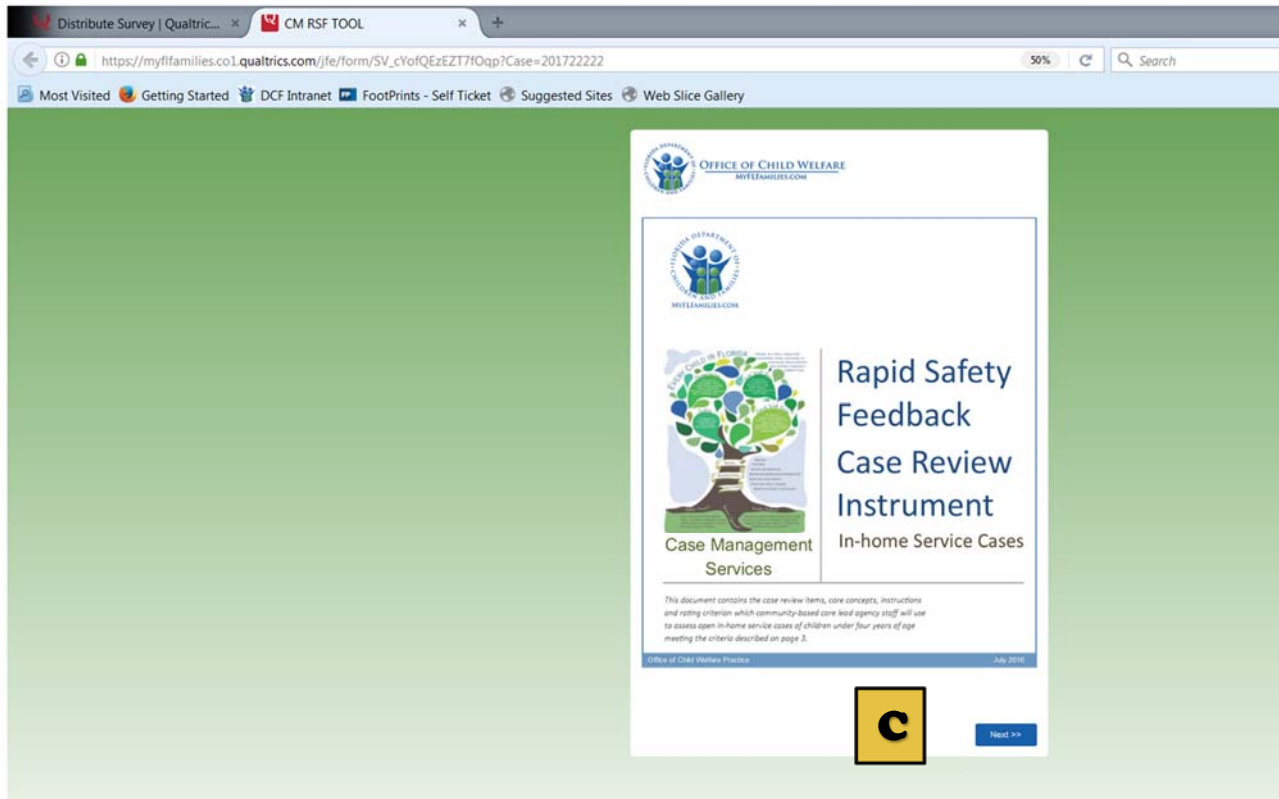
- A. Click the link below to access a blank tool. This same link will be used for each case review to be entered. A blank tool will not appear until the case review in progress has been submitted to the manager – so if you leave your session at any time, you can click on the link and be brought back to where you last left off with the review.

Blank Case Review Tool Link: http://myflfamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZT7fOqp

- B. The tool will appear in your browser.

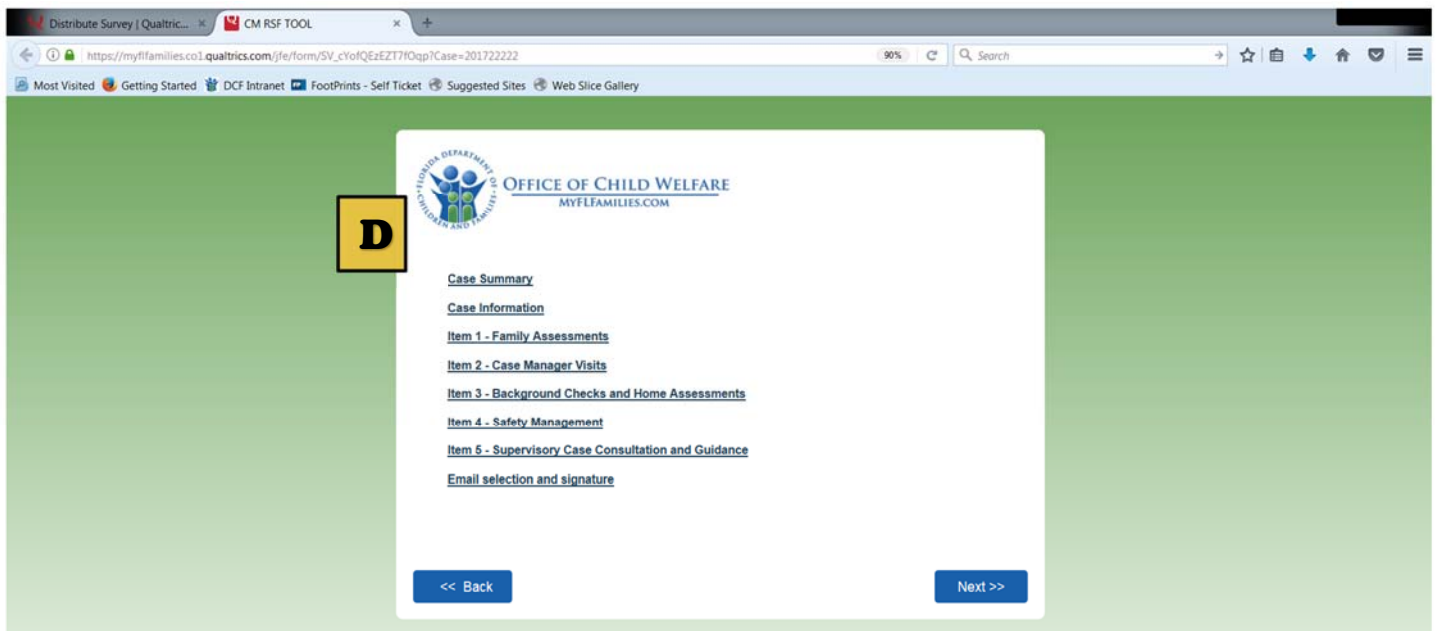


C. Click the “Next” button to proceed with the case review.



STEP 2: COMPLETING THE SURVEY REVIEW TOOL

D. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.



- E. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQZzEZ7HOqp1Case=201722222. The page header includes "Distribute Survey | Qualtrics" and "CM RSF TOOL". The main content area features the "OFFICE OF CHILD WELFARE" logo and the text "MYLIFEFAMILIES.COM". A yellow box labeled "E" highlights a table of contents menu on the left side of the screen. The menu includes links for "Case Summary", "Case Information", "Item 1 - Family Assessments", "Item 2 - Case Manager Visits", "Item 3 - Background Checks and Home Assessments", "Item 4 - Safety Management", "Item 5 - Supervisory Case Consultation and Guidance", and "Email selection and signature". The main content area displays a question: "Would you like to add a case summary to this review?" with two radio button options: "Yes" and "No". Navigation buttons "<< Back" and "Next >>" are located at the bottom of the question area.

- F. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. Responses will not be saved unless you advanced to the next page.

The screenshot shows the same web browser window as the previous one, but with the survey questions displayed. A yellow box labeled "F" highlights the main content area. The questions are as follows:

- D1. Review Period**: A grid of radio buttons for various fiscal years (FY) from 2016-17 to 2018-19. The "Q3 FY2016-17" option is selected.
- D2. CBC Agency**: A grid of radio buttons for various Child Welfare Centers (CBC) and agencies. The "Brevard Family Partnership" option is selected.
- D3. Region**: A grid of radio buttons for various regions. The "Northwest" option is selected.
- D4. County of Case**: A grid of radio buttons for various counties. The "Bay" option is selected.

Arrows point from the yellow box "F" to the question areas. The table of contents menu is still visible on the left side of the screen.

G. Each item will have a notes box where comments/notes can be typed.

The screenshot shows a web browser window with a Qualtrics survey form. The browser's address bar displays the URL: https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZ7HOqp?Case=201722222. The browser's tabs include 'Distribute Survey | Qualtrics...', 'CM RSF TOOL', and a search bar. The survey form has a green header bar with the text 'case plan outcomes.' Below this, the question '1.1 Is the most recent family assessment sufficient?' is displayed. Underneath the question, the 'Rating Criterion:' section lists two bullet points: 'Strength, if the reviewer believes the most recent ongoing assessment sufficiently documents and identifies concerns and case plan actions needed to effectively address caregiver protective capacities and child needs.' and 'Area Needing Improvement, if the reviewer does not believe the recent ongoing assessment was sufficient.' Below the rating criterion, there are two radio buttons: 'Strength' (selected) and 'Area Needing Improvement'. A yellow box with a black 'G' is overlaid on the 'Strength' radio button. Below the radio buttons, the '1.1 Notes' section is visible, containing a text area for notes. The text area has a scroll bar on the right side. The notes section includes the text: 'Type notes here pertaining to the response and why case was rated as a strength or area needing improvement. If enough notes are typed in a scroll bar will appear to the right. This notes box is structured as an "essay" and should be able to hold a large number of characters!'

H. Any item with a response of "Area Needing Improvement" is selected, a question pertaining to an RFA being completed will appear.

The screenshot shows a web browser window with a Qualtrics survey form. The browser's address bar displays the URL: https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZ7HOqp?Case=201722222. The browser's tabs include 'Distribute Survey | Qualtrics...', 'CM RSF TOOL', and a search bar. The survey form has a green header bar with the text 'case plan outcomes.' Below this, the question '1.2 Is the most recent family assessment completed timely?' is displayed. Underneath the question, the 'Rating Criterion:' section lists two bullet points: 'Strength, if the most recent ongoing assessment was completed within required timeframes.' and 'Area Needing Improvement, if the most recent ongoing assessment and progress updates were not completed within required timeframes.' Below the rating criterion, there are two radio buttons: 'Strength' (unselected) and 'Area Needing Improvement' (selected). A yellow box with a black 'H' is overlaid on the 'Area Needing Improvement' radio button. Below the radio buttons, the '1.2.1 Was an RFA completed?' section is visible, containing three radio buttons: 'Yes' (unselected), 'No' (unselected), and 'No, issue(s) resolved' (unselected). Below the radio buttons, the '1.2 Notes' section is visible, containing a text area for notes.

- I. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_cYofQEZT7Oqp&Case201712345. The browser tabs show "Login", "CM RSF TOOL", and "CM RSF TOOL". The page title is "CM RSF TOOL". The main content area is titled "2.2 Is the frequency of visits between the case manager and the child(ren) sufficient to ensure child safety and evaluate progress toward case plan outcomes?". Below the title is a "Rating Guidance" section: "Items 2.2 will be rated based on the following guidance when assessing case manager visits with the mother, father, and child(ren).". The guidance includes: "Strength, if the reviewer believes the quality of the case manager visits are sufficient to address issues pertaining to safety and evaluate progress toward case plan outcomes.", "Strength, if the reviewer believes the frequency of the case manager visits are sufficient to address issues pertaining to safety and evaluate progress toward case plan outcomes.", "Area Needing Improvement, if the reviewer believes the quality of the case manager visits are not sufficient.", "Area Needing Improvement, if the reviewer believes the frequency of the case manager visits are not sufficient.", and "Not applicable, if one of the parents is not a party to the case or the mother or father cannot be located and there are documented efforts to locate them." Below the guidance are three radio buttons: "Strength", "Area Needing Improvement", and "Not Applicable". A red message "Please answer this question." is displayed at the top of the form.

- J. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.

The screenshot shows the same web browser window as the previous one, but with a "Confirm Navigation" dialog box displayed. The dialog box contains a warning icon and the text: "We'll temporarily save your work, but answers on this page will not be recorded unless you come back and submit this page." Below the text are two buttons: "Go Back" and "Stay on Page". The background of the survey form is dimmed, showing the same question 2.2. At the bottom of the form, there are two buttons: "<< Back" and "Next >>".

- K. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEzT7fOqp?Case=201722222. The page header includes "Login", "CM RSF TOOL", and a search bar. The main content area features the "OFFICE OF CHILD WELFARE" logo and the text "MYFLFAMILIES.COM". A sidebar on the left lists the following items: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, and Item 5 - Supervisory Case Consultation and Guidance. The "Email selection and signature" option is highlighted. The main form area displays the text "Please select the manager who will review the document" above a drop-down menu. A yellow box with the letter "K" is positioned next to the drop-down menu. Below the drop-down menu are two buttons: "<< Back" and "Next >>".

- L. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!

The screenshot shows the same web browser window as the previous one, but with the drop-down menu open. The list of managers is displayed, including: amanda.rudy@cbccf.org, amertyris@thesarasotay.org, josea@ourkids.us, ashley.friend@brevardfp.org, cdyer@heartlandforchildren.org, darci.lolley@bigbendcbc.org, diane.greene@cbccf.org, eddie.encarnacion@fssnf.org, karin.flositz@cbcvf.org, kwilkerson@sjcf.us, nelson@ourkids.us, kim.lough@pfsf.org, kkeller@childnet.us, melwood@cbkn.org, mdieter@thesarasotay.org, mfarquharson@cnsf.org, retta.barber@kidscentralinc.org, and robin.lanier@kidscentralinc.org. A yellow box with the letter "L" is positioned next to the drop-down menu. The "Next >>" button is visible at the bottom right of the form area.

- M. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or if needed, click on any item link to go back to that section and make any corrections.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe/form/SV_cYofQeZT7fOqp8Case201712345. The page header includes the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A yellow box with a black 'M' is positioned above the question "Are you ready to complete?". Below this question is a list of items with checkmarks, indicating they have been completed: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, Item 5 - Supervisory Case Consultation and Guidance, and Email selection and signature. At the bottom of the list are two buttons: "<< Back" and "Next >>".

- N. When you click "Next" in step M, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe6/form/SV_cYofQeZT7fOqp8Case201722222. The page header includes the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A yellow box with a black 'N' is positioned above the text: "Below is your case review summary. Please review your responses prior to final submission of the case review. You may download this summary as a pdf file to save or print for your records using the link below. Once you have completed your review and/or downloaded into pdf, click the next button at the very bottom of this page to submit your responses." Below this text is the word "Thanks!". At the bottom of the page, there is a section titled "Below is a summary of your responses" which contains a large empty box for the summary. To the right of this section is a blue link labeled "Download PDF". An arrow points from the "Download PDF" link to the "Below is a summary of your responses" section.

- O. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.

● Strength
○ Area Needing Improvement

5.2 Notes

Please select the manager who will review the document

amy.kelly@myflfamilies.com

<< Back Next >>

- P. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES

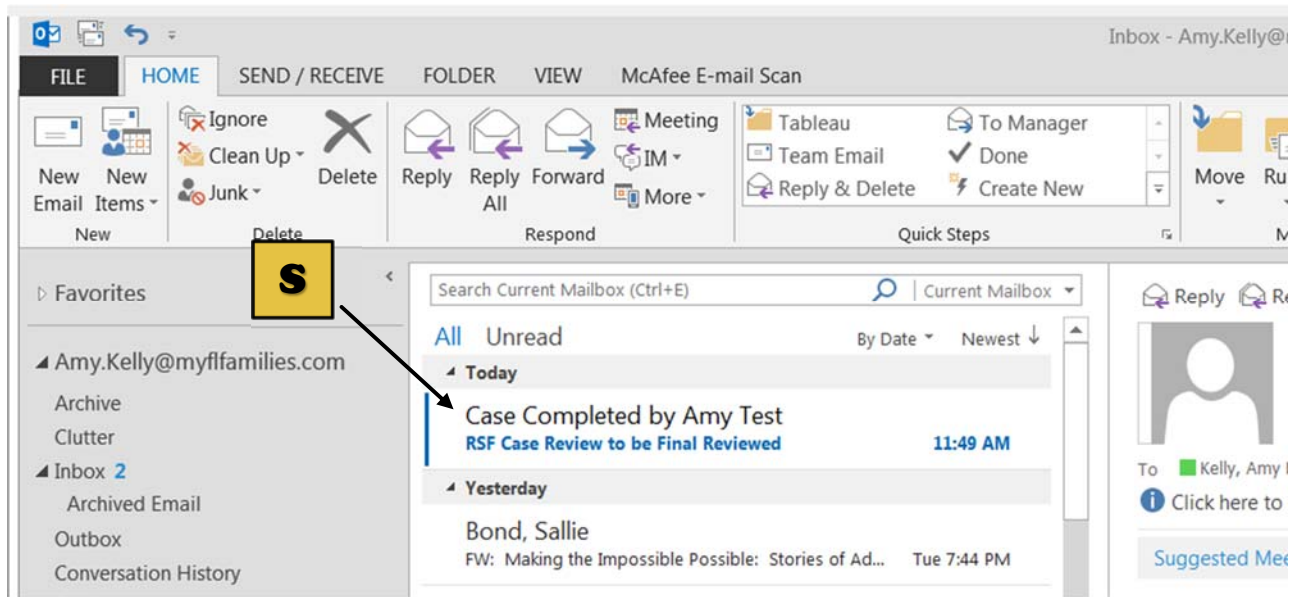
OFFICE OF CHILD WELFARE
MYFLFAMILIES.COM

Thank you for completing your case review. Your manager will be notified via email to review your case.

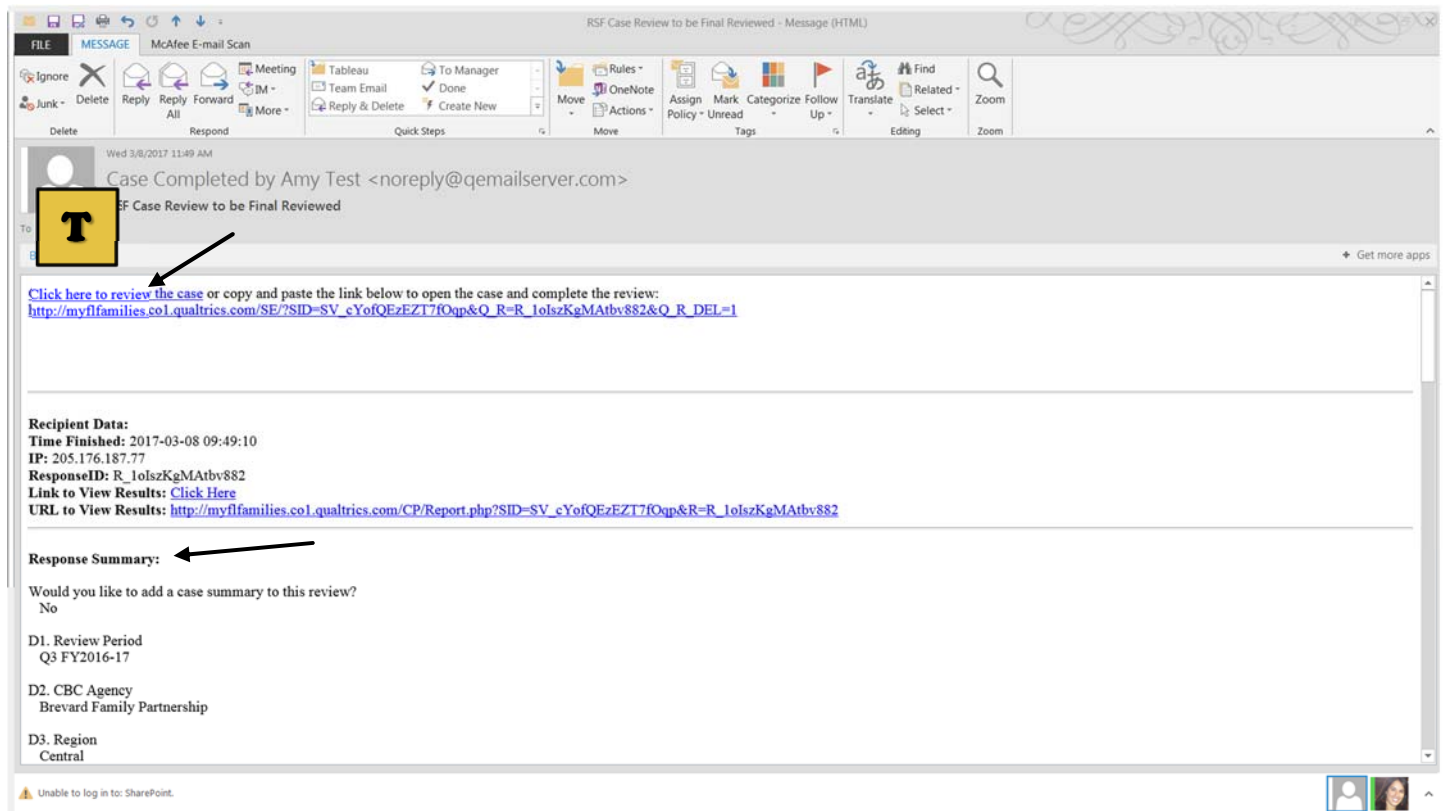
- Q. Complete steps A through P for each case review to be completed.
- R. Should you need to exit your browser at any time during prior to submitting the tool, click on the next button at the bottom of the page of the tool to save your work. You can then click on the survey link and you will be redirected to the page you left off. A blank tool will not appear until you have submitted the current tool in progress.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- S. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- T. Open the email. You will find the review summary in the body of the email but will need to click on "Click here to review the case" to open the case review tool for final review.



- U. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/SU/7SID=SV_cYofQZtZ17Oqp&Q_R=R_7Up2OfGeFh0a41&Q_R_DEL=1. The page title is "CM RSF TOOL". The form is titled "U" and contains the following sections:

- 1.1 Notes**: A text area for notes. Instructions: "Type notes here pertaining to the response and why case was rated as a strength or area needing improvement. If enough notes are typed in a scroll bar will appear to the right. This notes box is structured as an 'essay' and should be able to hold a large number of characters!"
- 1.2 Is the most recent family assessment completed timely?**: A radio button question with two options: "Strength, if the most recent ongoing assessment was completed within required timeframes." and "Area needing improvement, if the most recent ongoing assessment and progress updates were not completed within required timeframes." The "Area needing improvement" option is selected.
- 1.2.1 Was an RFA completed?**: A radio button question with three options: "Yes", "No", and "No source noted". The "Yes" option is selected.
- 1.2 Notes**: A text area for notes.

Navigation buttons: "<< Back" and "Next >>".

- V. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

The screenshot shows the same web browser window as before, but the form is now titled "V". The sidebar on the left contains a checklist of items reviewed:

- Case Summary
- Case Information
- Item 1 - Family Assessments
- Item 2 - Case Manager Visits
- Item 3 - Background Checks and Home Assessments
- Item 4 - Safety Management
- Item 5 - Supervisory Case Consultation and Guidance

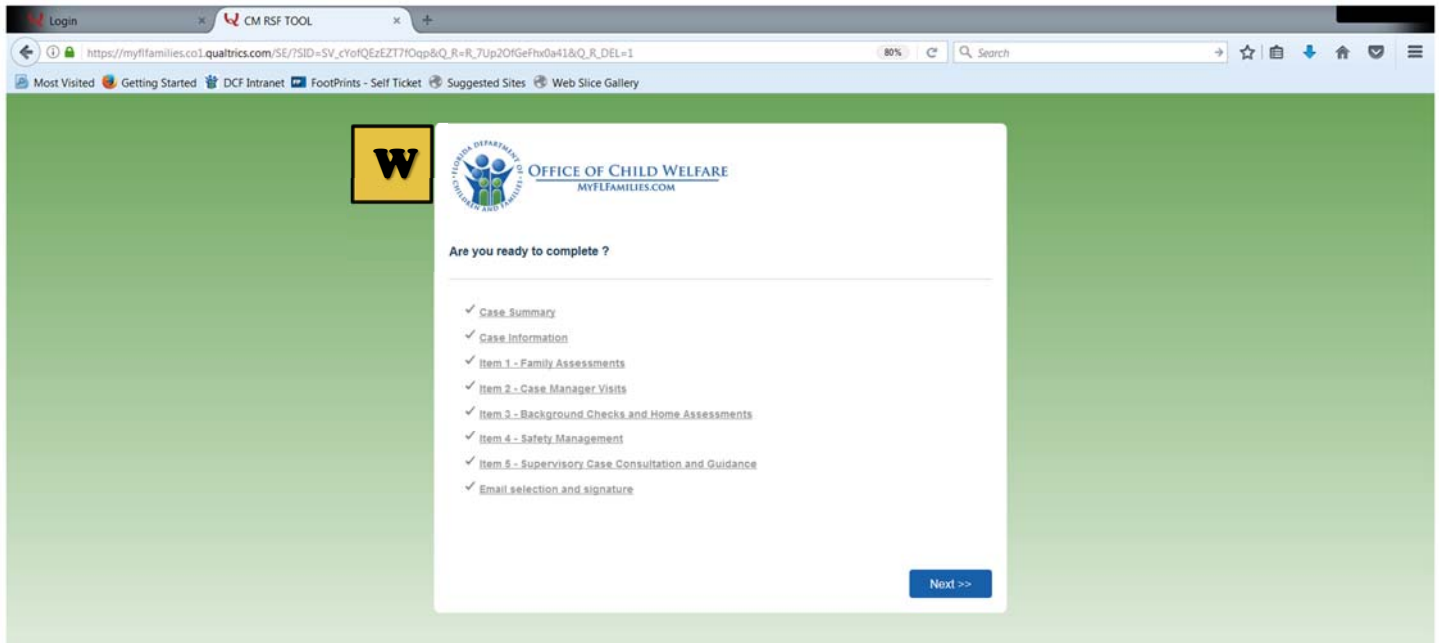
Below the checklist is a button: "Email selection and signature".

The main form area contains the following sections:

- Manager comments regarding case review:** A text area with the text "No comments at this time. Good work."
- Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.**
- Signature:** A line for a handwritten signature.

Navigation buttons: "<< Back" and "Next >>".

- W. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.



- X. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.



Complete steps S through W for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

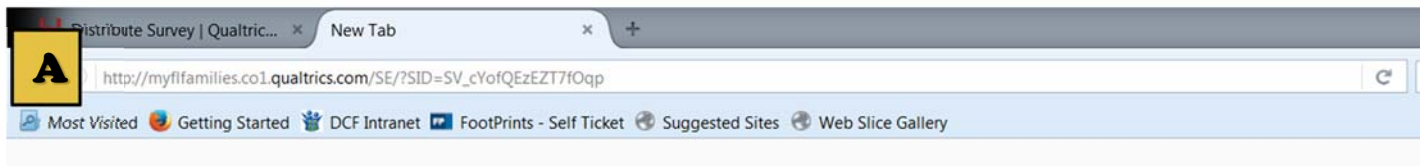
- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can copy and paste the link from your excel template into your web browser and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist

Case Management Rapid Safety Feedback Qualtrics Multiple Review Tool User Guide

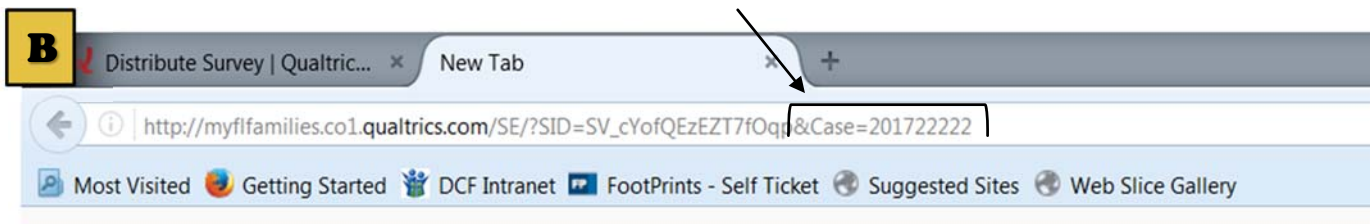
STEP 1: MAKING THE SURVEY REVIEW TOOL LINK UNIQUE TO EACH CASE REVIEW

- A. Copy and paste the link below into your web browser. Before pressing enter on the keyboard or clicking “go” in the web browser, you must add a unique identifier in the URL. Adding a unique identifier to the URL will provide users with the ability to complete multiple cases simultaneously. Refer to step 1B on adding the unique identifier.

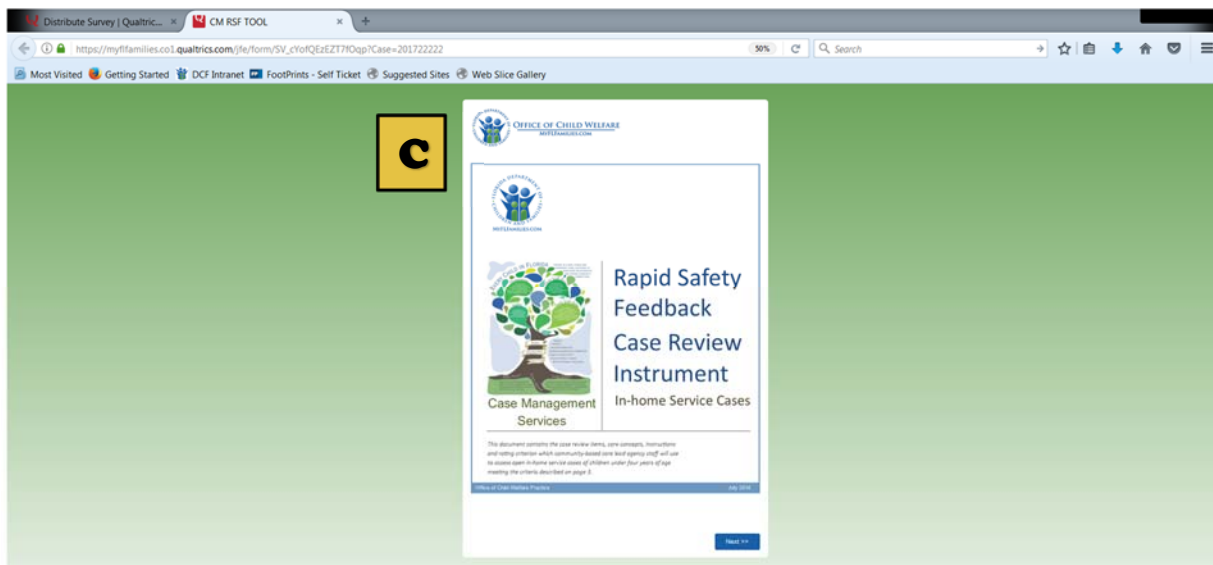
Blank Case Review Tool Link: http://myflfamilies.co1.qualtrics.com/SE/?SID=SV_cYofQEzEZT7fOqp



- B. Append to the very end of the URL, the following with no spaces: & Case = # (where # is the case id of the case you are reviewing - no dashes). The “C” in case must always be capitalized.

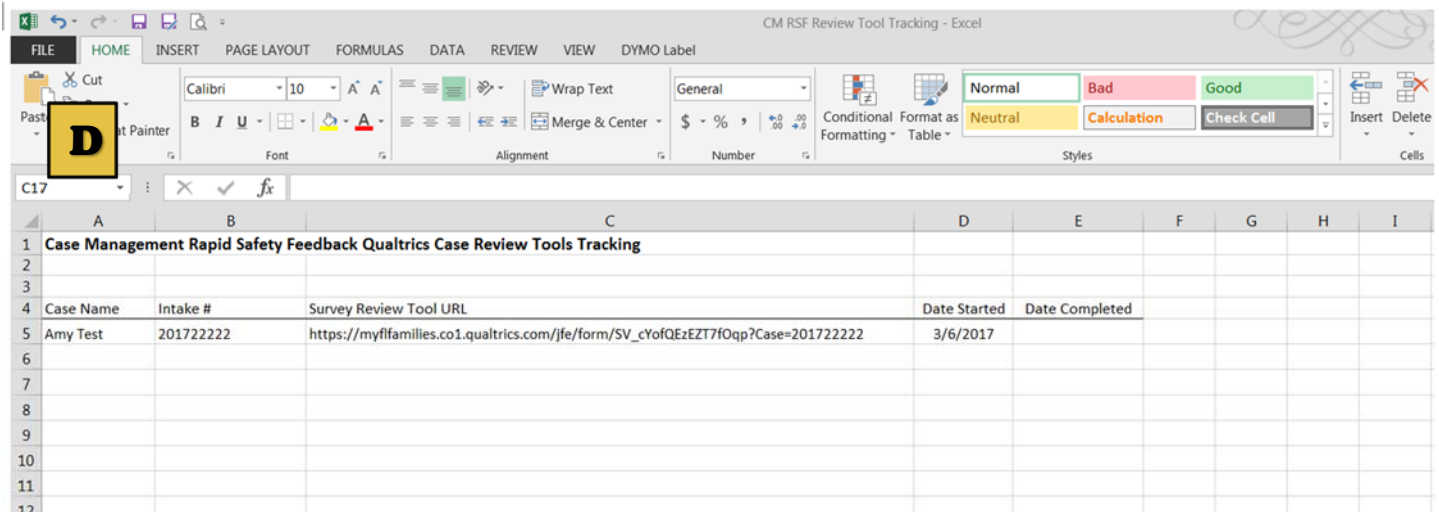


- C. After appending the unique identifier to the end of the URL as instructed in steps A and B, press enter on the keyboard or the go/refresh arrow in your browser. You will then be directed to a new blank tool.



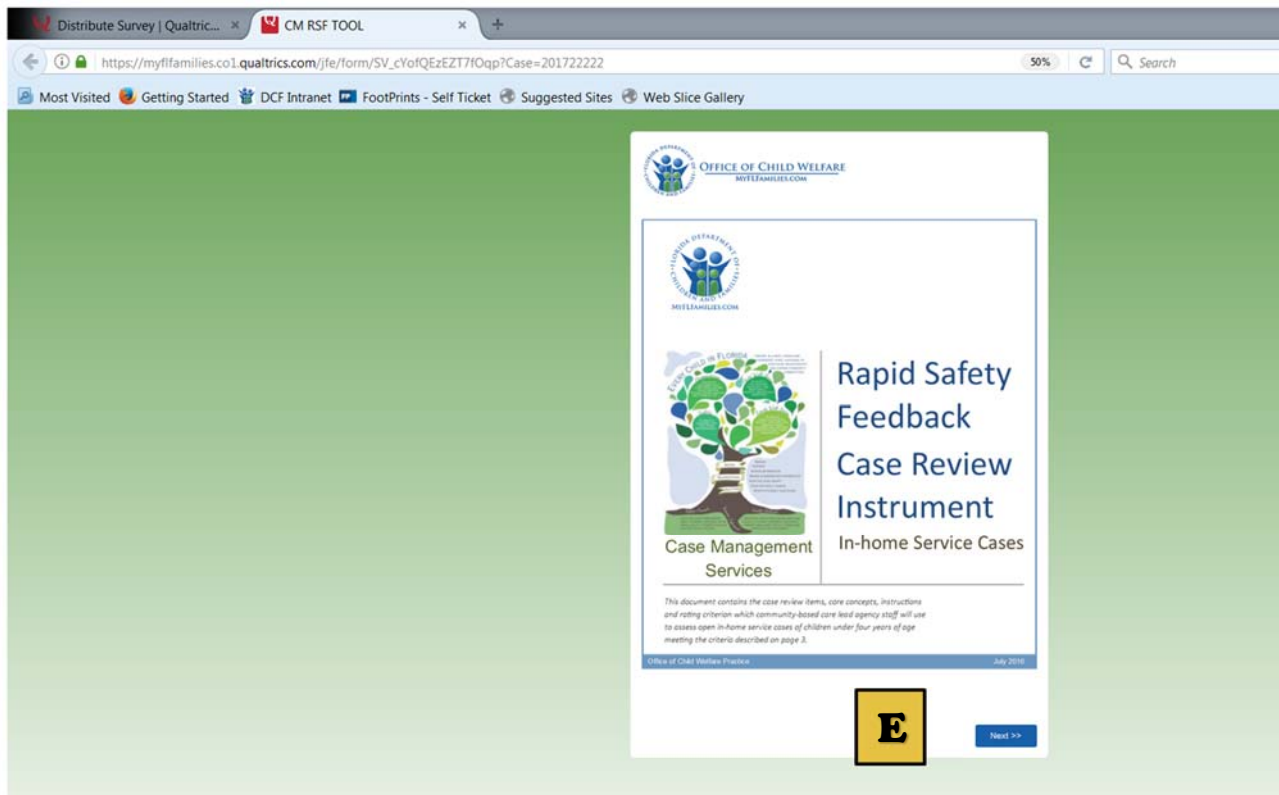
- D. Before continuing with the case review, open the excel spreadsheet tracking template and copy and paste the new unique link from your browser into column C. Keeping all unique links in the spreadsheet will serve as a tracking mechanism and provide organization of your review tools in progress. Save this file.

****The unique URL will change. Qualtrics automatically changes the ampersand to a question mark – leave as is****



Case Management Rapid Safety Feedback Qualtrics Case Review Tools Tracking					
Case Name	Intake #	Survey Review Tool URL	Date Started	Date Completed	
Amy Test	201722222	https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZT7fOqp?Case=201722222	3/6/2017		

- E. After pasting in the unique URL into the excel template, go back to your browser and Click on the “Next” button to proceed with the case review.



Office of Child Welfare
MYLIFEFAMILIES.COM

FLORIDA DEPARTMENT OF
CHILDREN AND FAMILIES
MYLIFEFAMILIES.COM

Rapid Safety Feedback Case Review Instrument
Case Management Services | In-home Service Cases

This document contains the case review items, core concepts, instructions and rating criterion which community-based care lead agency staff will use to assess open in-home service cases of children under four years of age meeting the criteria described on page 3.

Office of Child Welfare Practice July 2016

E [Next >](#)

STEP 2: COMPLETING THE SURVEY REVIEW TOOL

- F. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.

A screenshot of a web browser displaying the Survey Review Tool. The browser's address bar shows the URL: https://mylifamilies.co1.qualtrics.com/jfe/form/SV_cYofQeZt7fOqp?Case=201722222. The page features the logo of the Illinois Department of Children and Family Services, Office of Child Welfare, MYLIFAMILIES.COM. A yellow box with a black 'F' is placed over the Table of Contents. The Table of Contents includes the following links: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, Item 5 - Supervisory Case Consultation and Guidance, and Email selection and signature. At the bottom of the page, there are two buttons: '<< Back' and 'Next >>'.

- G. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.

A screenshot of the same web browser displaying the Survey Review Tool. A yellow box with a black 'G' is placed over the Table of Contents, which is now displayed as a vertical list on the left side of the screen. The list includes the following links: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, Item 5 - Supervisory Case Consultation and Guidance, and Email selection and signature. The main content area of the page shows the question: 'Would you like to add a case summary to this review?' with two radio button options: 'Yes' and 'No'. At the bottom of the page, there are two buttons: '<< Back' and 'Next >>'.

- H. The beginning of the survey review tool allows users to complete a case summary if desired. By selecting “yes,” a pop up notes box will appear where the reviewer will type the case summary. If “no” is selected, continue by clicking “next.”

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQZtZ7fOqp7Case=201722222. The page title is "Distribute Survey | Qualtrics...". The browser tabs include "CM RSF TOOL". The page has a navigation menu on the left with the following items: "Case Summary", "Case Information", "Item 1 - Family Assessments", "Item 2 - Case Manager Visits", "Item 3 - Background Checks and Home Assessments", "Item 4 - Safety Management", "Item 5 - Supervisory Case Consultation and Guidance", and "Email selection and signature". The main content area has a heading "Would you like to add a case summary to this review?" with two radio buttons: "Yes" (selected) and "No". Below this is a text area labeled "Case Summary:" with a yellow box containing the letter "H" placed over it. At the bottom of the page are two buttons: "<< Back" and "Next >>".

- I. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. Responses will not be saved unless you advanced to the next page.

The screenshot shows the same web browser window as the previous one, but the page title is "Distribute Survey | Qualtrics...". The browser tabs include "CM RSF TOOL". The page has a navigation menu on the left with the following items: "Case Summary", "Case Information", "Item 1 - Family Assessments", "Item 2 - Case Manager Visits", "Item 3 - Background Checks and Home Assessments", "Item 4 - Safety Management", "Item 5 - Supervisory Case Consultation and Guidance", and "Email selection and signature". The main content area has a heading "D1. Review Period" with two columns of radio buttons. The first column has "Q3 FY2016-17" (selected), "Q4 FY2016-17", "Q1 FY2017-18", "Q2 FY2017-18", and "Q3 FY2017-18". The second column has "Q4 FY2017-18", "Q1 FY2018-19", "Q2 FY2018-19", "Q3 FY2018-19", and "Q4 FY2018-19". Below this is a section "D2. CBC Agency" with three columns of radio buttons. The first column has "Big Bend CBC", "Brevard Family Partnership" (selected), "ChildNet-Broward", "ChildNet-Palm Beach", "Children's Network of SW Florida", "CBC of Central Florida", and "CBC of Central Florida (Seminole)". The second column has "Comm. Partnership for Children", "Devereux CBC", "Eckerd Community Alternatives", "Eckerd Community Hillsborough", "Families First Network", "Family Integrity Program", and "Sarasota Y". The third column has "Family Support Services of North FL", "Heartland for Children", "Kids Central, Inc", "Our Kids", "Partnership for Strong Families", and "Sarasota Y". Below this is a section "D3. Region" with radio buttons for "Northwest" (selected), "Northeast", "Central", "Southeast", and "Southern". Below this is a section "D4. County of Case" with two columns of radio buttons. The first column has "Alachua", "Baker", "Bradford", "Brevard", "DeSoto", "Dixie", "Duval", "Escambia", "Flagler", "Hendee", "Hendry", "Hernando", "Hillsborough", "Lee", "Leon", "Levy", "Liberty", "Madison", "Manatee", "Marion", "Miami-Dade", "Orange", "Osceola", "Palm Beach", "Polk", "Putnam", "Seminole", "St. Johns", "St. Lucie", "Suwannee", and "Volusia". A yellow box with the letter "I" is placed over the "Case Information" section. Arrows point to the selected radio buttons for "Brevard Family Partnership", "Northwest", and "Bay".

J. Each item will have a notes box where comments/notes can be typed.

The screenshot shows a web browser window with a Qualtrics survey form. The browser's address bar displays the URL: https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZ7HOqp?Case=201722222. The browser's tabs include 'Distribute Survey | Qualtrics...', 'CM RSF TOOL', and a search bar. The survey form has a green header bar with the text 'case plan outcomes.' Below this, the question '1.1 Is the most recent family assessment sufficient?' is displayed. Underneath the question, the 'Rating Criterion:' section lists two options: 'Strength, if the reviewer believes the most recent ongoing assessment sufficiently documents and identifies concerns and case plan actions needed to effectively address caregiver protective capacities and child needs.' and 'Area Needing Improvement, if the reviewer does not believe the recent ongoing assessment was sufficient.' Below the rating criterion, there are two radio buttons: 'Strength' (selected) and 'Area Needing Improvement'. A yellow box with the letter 'J' is overlaid on the 'Strength' radio button. Below the radio buttons, the '1.1 Notes' section is visible, containing a text area for notes. The text area has a scroll bar on the right side. The notes section includes the following text: 'Type notes here pertaining to the response and why case was rated as a strength or area needing improvement.', 'If enough notes are typed in a scroll bar will appear to the right.', and 'This notes box is structured as an "essay" and should be able to hold a large number of characters!'

K. Any item with a response of "Area Needing Improvement" is selected, a question pertaining to an RFA being completed will appear.

The screenshot shows a web browser window with a Qualtrics survey form. The browser's address bar displays the URL: https://mylifefamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZ7HOqp?Case=201722222. The browser's tabs include 'Distribute Survey | Qualtrics...', 'CM RSF TOOL', and a search bar. The survey form has a green header bar with the text 'case plan outcomes.' Below this, the question '1.2 Is the most recent family assessment completed timely?' is displayed. Underneath the question, the 'Rating Criterion:' section lists two options: 'Strength, if the most recent ongoing assessment was completed within required timeframes.' and 'Area Needing Improvement, if the most recent ongoing assessment and progress updates were not completed within required timeframes.' Below the rating criterion, there are two radio buttons: 'Strength' (unselected) and 'Area Needing Improvement' (selected). A yellow box with the letter 'K' is overlaid on the 'Area Needing Improvement' radio button. Below the radio buttons, the '1.2.1 Was an RFA completed?' section is visible, containing three radio buttons: 'Yes', 'No', and 'No, issue(s) resolved'. Below the radio buttons, the '1.2 Notes' section is visible, containing a text area for notes.

- L. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_cYofQeZT7Oqp&Case201712345. The browser tabs are labeled "Login", "CM RSF TOOL", and "CM RSF TOOL". The page has a green header bar with a yellow box containing a black letter "L". Below the header, a red message says "Please answer this question." The main content area is light blue and contains the following text:

2.2 Is the frequency of visits between the case manager and the child(ren) sufficient to ensure child safety and evaluate progress toward case plan outcomes?

Rating Guidance: Items 2.2 will be rated based on the following guidance when assessing case manager visits with the mother, father, and child(ren).

- Strength, if the reviewer believes the quality of the case manager visits are sufficient to address issues pertaining to safety and evaluate progress toward case plan outcomes.
- Strength, if the reviewer believes the frequency of the case manager visits are sufficient to address issues pertaining to safety and evaluate progress toward case plan outcomes.
- Area Needing Improvement, if the reviewer believes the quality of the case manager visits are not sufficient.
- Area Needing Improvement, if the reviewer believes the frequency of the case manager visits are not sufficient.
- Not applicable, if one of the parents is not a party to the case or the mother or father cannot be located and there are documented efforts to locate them.

Below the list are three radio buttons:

☐ Strength

☐ Area Needing Improvement

☐ Not Applicable

- M. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.

The screenshot shows the same web browser window as before, but with a confirmation dialog box overlaid. The dialog box has a yellow warning icon and the title "Confirm Navigation". The text inside the dialog box reads:

We'll temporarily save your work, but answers on this page will not be recorded unless you come back and submit this page.

At the bottom of the dialog box are two buttons: "Go Back" and "Stay on Page". The background of the survey form is dimmed, showing the same question 2.2 as before. At the bottom of the form, there are two blue buttons: "<< Back" and "Next >>".

- N. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.

The screenshot shows a web browser window with the URL https://myfamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEzT7fOqp?Case=201722222. The page header includes "Login", "CM RSF TOOL", and a search bar. The main content area features the "OFFICE OF CHILD WELFARE" logo and the text "MYFAMILIES.COM". A sidebar on the left lists the following items with checkmarks: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, and Item 5 - Supervisory Case Consultation and Guidance. Below this list is a button labeled "Email selection and signature". The main form area contains the instruction "Please select the manager who will review the document" above a drop-down menu. To the right of the menu is a yellow square icon with a black letter 'N'. At the bottom of the form are two buttons: "<< Back" and "Next >>".

- O. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!

This screenshot shows the same web browser window as the previous one, but with the drop-down menu open, displaying a list of email addresses for selection. The list includes: amanda.rudy@cbccf.org, amertyris@thesarasotay.org, josea@ourkids.us, ashley.friend@brevardfp.org, cdyer@heartlandforchildren.org, darci.lolley@bigbendcbc.org, diane.greene@cbccf.org, eddie.encarnacion@fssnf.org, karin.flositz@cbcvf.org, kwilkerson@sjcf.us, nelsonk@ourkids.us, kim.lough@pfsf.org, kkeller@childnet.us, melwood@cbkn.org, mdieter@thesarasotay.org, mfarquharson@cnswf.org, retta.barber@kidscentralinc.org, and robin.lanier@kidscentralinc.org. To the right of the list is a yellow square icon with a black letter 'O'. The "Next >>" button is visible at the bottom right of the form area.

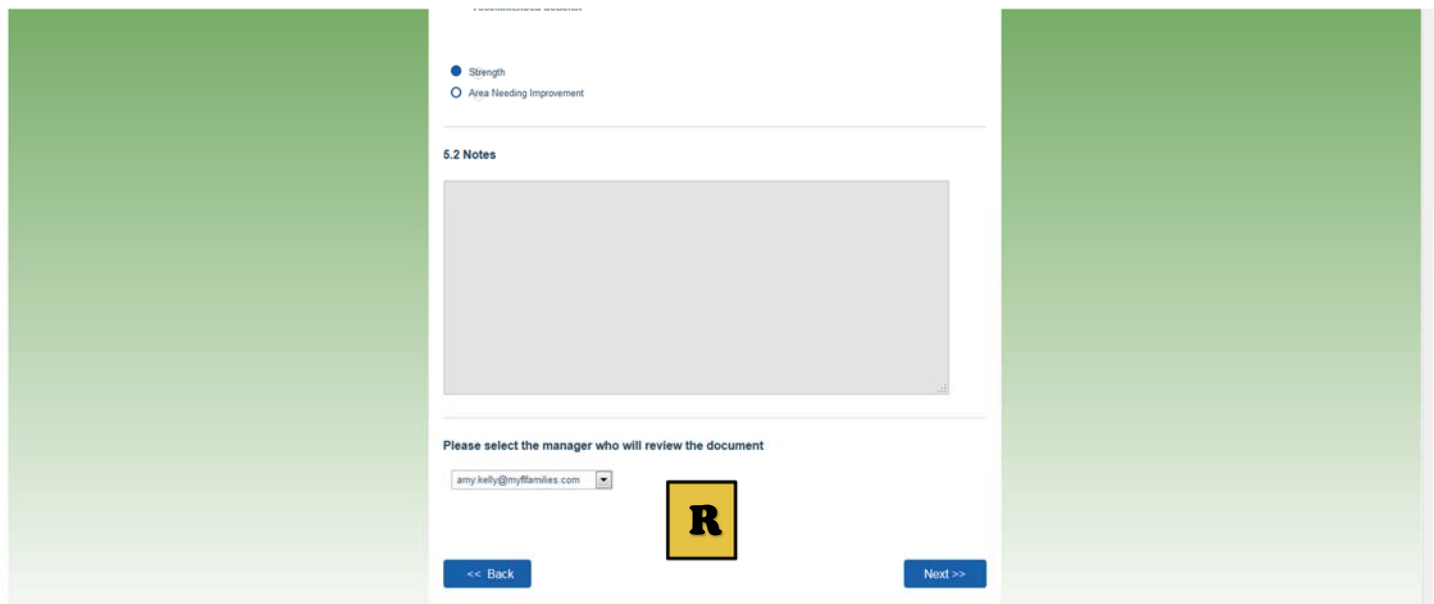
- P. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or if needed, click on any item link to go back to that section and make any corrections.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe/form/SV_cYofQeZT7ROqp8Case201712345. The page header includes the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A yellow box with a black 'P' is positioned above the heading "Are you ready to complete?". Below this heading is a list of items with checkmarks, indicating completion: Case Summary, Case Information, Item 1 - Family Assessments, Item 2 - Case Manager Visits, Item 3 - Background Checks and Home Assessments, Item 4 - Safety Management, Item 5 - Supervisory Case Consultation and Guidance, and Email selection and signature. At the bottom of the list are two buttons: "<< Back" and "Next >>".

- Q. When you click "Next" in step P, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/jfe6/form/SV_cYofQeZT7ROqp8Case201722222. The page header includes the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A yellow box with a black 'Q' is positioned above the heading "Below is your case review summary. Please review your responses prior to final submission of the case review. You may download this summary as a pdf file to save or print for your records using the link below. Once you have completed your review and/or downloaded into pdf, click the next button at the very bottom of this page to submit your responses." Below this heading is the text "Thanks!". At the bottom of the page, there is a button labeled "Download PDF" with an arrow pointing to it. The footer of the page includes the Florida Department of Children and Families logo and the text "MYFLFAMILIES.COM".

- R. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.



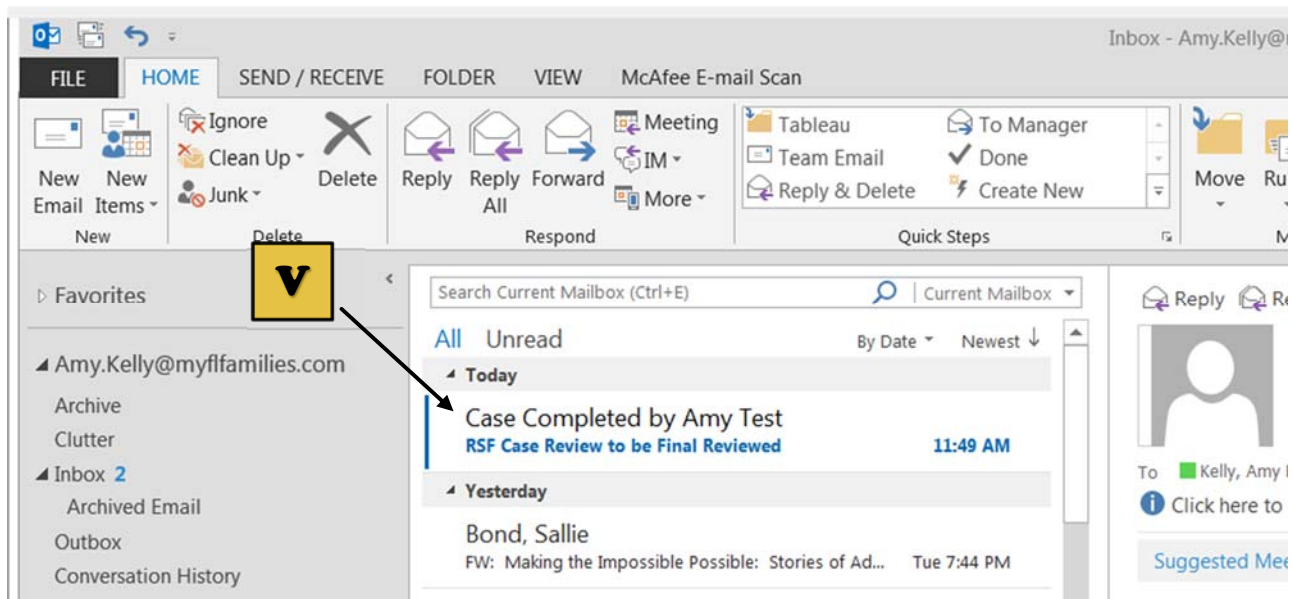
- S. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.



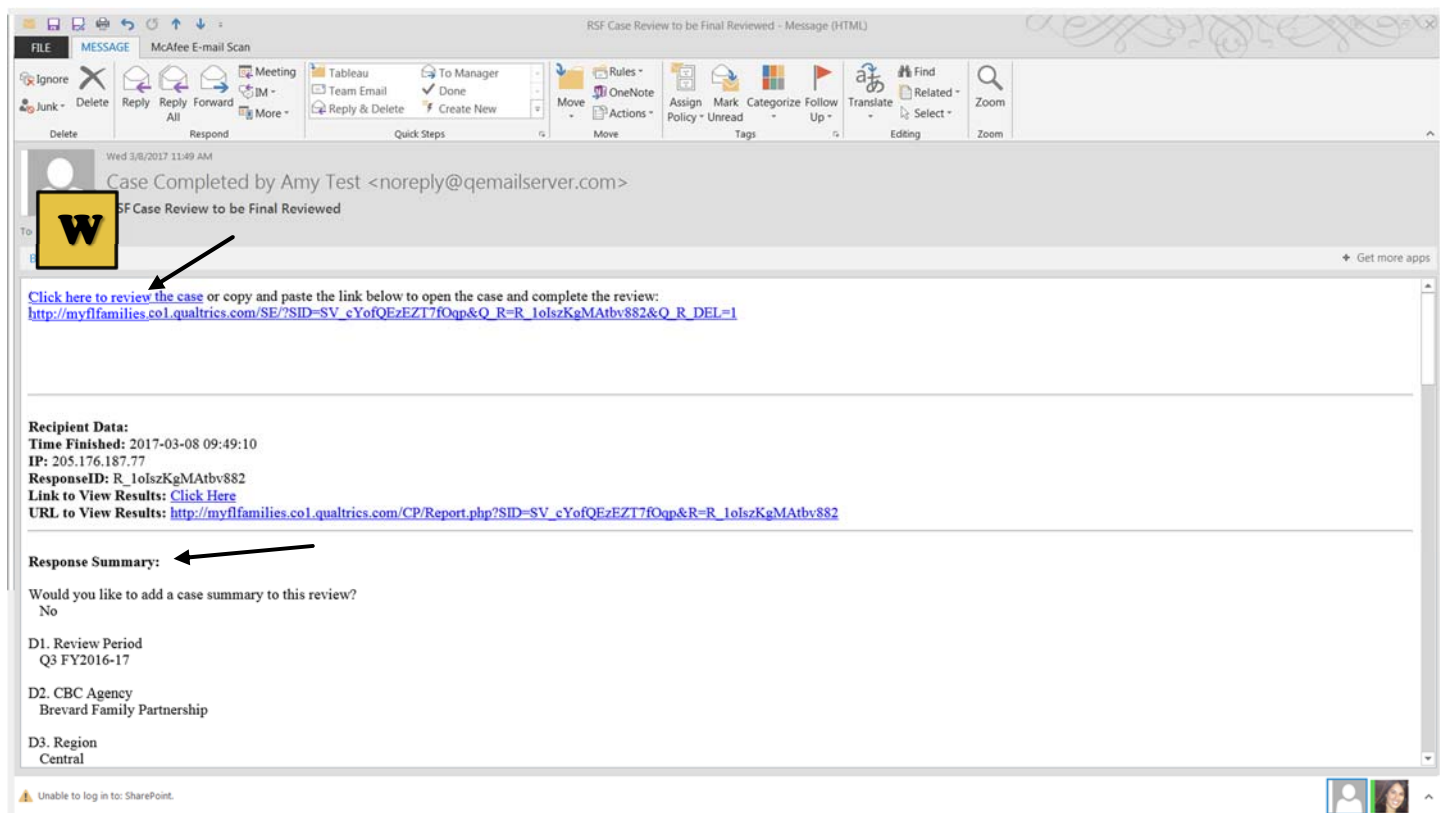
- T. Refer back to your excel tracking sheet and log the date you submitted the completed review tool.
- U. Complete steps A through T for each case review to be completed.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- V. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- W. Open the email. You will find the review summary in the body of the email but will need to click on “Click here to review the case” to open the case review tool for final review.



- X. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

CM RSF TOOL

https://mylifefamilies.co1.qualtrics.com/SE/TSID=SV_cYofQZtZ7H0qp&Q_R=7Up2OfGefHx0a41&Q_R_DEL=1

Most Visited Getting Started DCF Intranet FootPrints - Self Ticket Suggested Sites Web Slice Gallery

1.1 Notes

Type notes here pertaining to the response and why case was rated as a strength or area needing improvement.

If enough notes are typed in a scroll bar will appear to the right.

This notes box is structured as an "essay" and should be able to hold a large number of characters.

1.2 Is the most recent family assessment completed timely?

Rating Criteria:

- Strength, if the most recent ongoing assessment was completed within required timeframes.
- Area Needing Improvement, if the most recent ongoing assessment and progress updates were not completed within required timeframes.

1.2.1 Was an RFA completed?

☐ No

☒ Yes (RFA completed)

1.2 Notes

<< Back Next >>

- Y. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

CM RSF TOOL

https://mylifefamilies.co1.qualtrics.com/SE/TSID=SV_cYofQZtZ7H0qp&Q_R=7Up2OfGefHx0a41&Q_R_DEL=1

Most Visited Getting Started DCF Intranet FootPrints - Self Ticket Suggested Sites Web Slice Gallery

Office of Child Welfare
MYLIFEFAMILIES.COM

Manager comments regarding case review:

No comments at this time. Good work.

Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.

<< Back Next >>

- Z. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.

The screenshot shows a web browser window with the URL https://myflfamilies.co1.qualtrics.com/SE/7SID=SV_cYofQeZT7Oqp&Q_R=R_7Up2OfGefH0a41&Q_R_DEL=1. The page features the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A yellow box with a black "Z" is overlaid on the left. The main content area asks "Are you ready to complete ?" and lists the following items with checkmarks:

- ✓ Case Summary
- ✓ Case Information
- ✓ Item 1 - Family Assessments
- ✓ Item 2 - Case Manager Visits
- ✓ Item 3 - Background Checks and Home Assessments
- ✓ Item 4 - Safety Management
- ✓ Item 5 - Supervisory Case Consultation and Guidance
- ✓ Email selection and signature

A blue "Next >>" button is located at the bottom right of the checklist area.

- AA. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.

The screenshot shows the same web browser window as the previous one, but the URL is now https://myflfamilies.co1.qualtrics.com/SE/7SID=SV_cYofQeZT7Oqp&Q_R=R_7Up2OfGefH0a41&Q_R_DEL=1&SaveButton=1&SSID=SS_0pTnrLUWnZZnf. The page displays the Florida Department of Children and Families logo and the text "OFFICE OF CHILD WELFARE MYFLFAMILIES.COM". A thank you message is shown in a white box:

Thank you for your final review of the case. The data for this case review will now be reflected in the the report.

At the bottom of the page, it says "Powered by Qualtrics".

Complete steps V through Z for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can copy and paste the link from your excel template into your web browser and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist
- After pasting the original survey case review tool link into your browser, append the “&Case=#” (as described in step 1 A – C) to the URL before proceeding. If this is not done correctly and in the order as instructed, the survey will not save and be inaccessible should you close out of it
- Qualtrics is web-based and the survey tool can be accessed from any device so long as you have the link