

The Florida Senate  
**COMMITTEE MEETING EXPANDED AGENDA**

**CHILDREN, FAMILIES, AND ELDER AFFAIRS**  
**Senator Garcia, Chair**  
**Senator Thompson, Vice Chair**

**MEETING DATE:** Wednesday, October 18, 2023  
**TIME:** 4:00—5:30 p.m.  
**PLACE:** *Mallory Horne Committee Room, 37 Senate Building*

**MEMBERS:** Senator Garcia, Chair; Senator Thompson, Vice Chair; Senators Avila, Baxley, Book, Bradley, and Rouson

TAB	BILL NO. and INTRODUCER	BILL DESCRIPTION and SENATE COMMITTEE ACTIONS	COMMITTEE ACTION
1		Presentation by Department of Children and Families (DCF) on the Comprehensive Child Welfare Information System (CCWIS) - Future Functionality and Interoperability	Presented
2		Presentation by Department of Children and Families (DCF) on the Summer Restructure and the new Office of Prevention and Community Services - Purpose, Structure, and Goals.	Presented
Other Related Meeting Documents			



# COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM MODERNIZATION PROJECT

SENATE COMMITTEE ON CHILDREN,  
FAMILIES, AND ELDER AFFAIRS

OCTOBER 2023

PRESENTED BY:

KATE WILLIAMS, ASSISTANT SECRETARY CHILD AND FAMILY WELLBEING  
COLE SOUSA, CHIEF INFORMATION OFFICER

# FLORIDA'S CHILD WELFARE SYSTEM

- Florida's child welfare system includes collaboration between the Department of Children and Families (DCF), Community-Based Care lead agencies, other state agencies, courts, law enforcement, service providers, and local community partners.
  - **Abuse Hotline**
    - The Florida Abuse Hotline receives 350,000+ child-related calls yearly, which are screened to decide if protective investigations should start.
  - **Investigations**
    - In FY 2022-23, there were over 200,000 child protective investigations in all 67 Florida counties, conducted by DCF.
  - **Case Management**
    - Investigators/Case Managers initiate post-investigation services, which can include child removal and out-of-home placement, in-home services (by court order or non-judicially), or voluntary family support services. These services are provided through contracts with community-based care lead agencies (CBCs).





# FLORIDA SAFE FAMILIES NETWORK

- The Florida Safe Families Network (FSFN) is the state of Florida's official child welfare information system and has been in use since 2007.
- FSFN is utilized by:
  - The Florida Abuse Hotline
  - Child Protective Investigators
  - Community-Based Care Lead Agencies/Case Managers
  - Children's Legal Services
  - Licensure
- FSFN serves as the single source of truth for all child welfare cases.
  - It houses all documents related to abuse reports/intakes, child protective investigations, home studies, assessments, case management notes, judicial reviews, licensing and placement information, adoption records, etc.
  - Lead agencies are required to ensure that all records are uploaded into FSFN, either directly or through an application programming interface (API).



# MODERNIZATION GOALS

- Implement a child welfare system that is adaptable to best meet the needs of the children & families we serve.
- Replace Legacy System: Florida Safe Families Network (FSFN) in use for nearly the last 20 years.
  - Monolith system that is not adjustable or adaptable to changing program needs.
- Replace with modular solution that is agile enough to implement timely changes to policy and data needs.
- Maintain integration with FSFN until all functions have migrated to new system.
- Four Year Replacement Project Timeline:
  - Phase One: Hotline Intake including Online Public Reporting, and Investigations.
  - Phase Two: Case Management – General Case Management, Placement, Matching, Licensing.
  - Phase Three: Case Management – Permanency Planning, Service Referral and Delivery, Guardian Assistance, Independent Living.
  - Phase Four: Legal and Financial Management, Eligibility, Decommission of FSFN.
- Enable external user access to their case information
  - Youth App – Program eligibility information and resources.
  - Parent Portal – Forms and case plans.
  - Reporter Portal- Screening determinations and streamlined data integration.
  - Foster Parent Portal – Licensing information and applications.
- Maximize Federal funding – 50/50 match





# FSFN CHALLENGES

- § System limitations for data entry, causing duplication.
- § Inability to extract data on demand.
- § Lack of agility and system responsiveness to changing workforce and business needs.
  - § Extra time and costs associated with needed changes.
- § Creation of ancillary systems to meet the business/policy needs, resulting in duplicative expenditures.
- § Lack of Single Sign-On capabilities and external system data exchange.



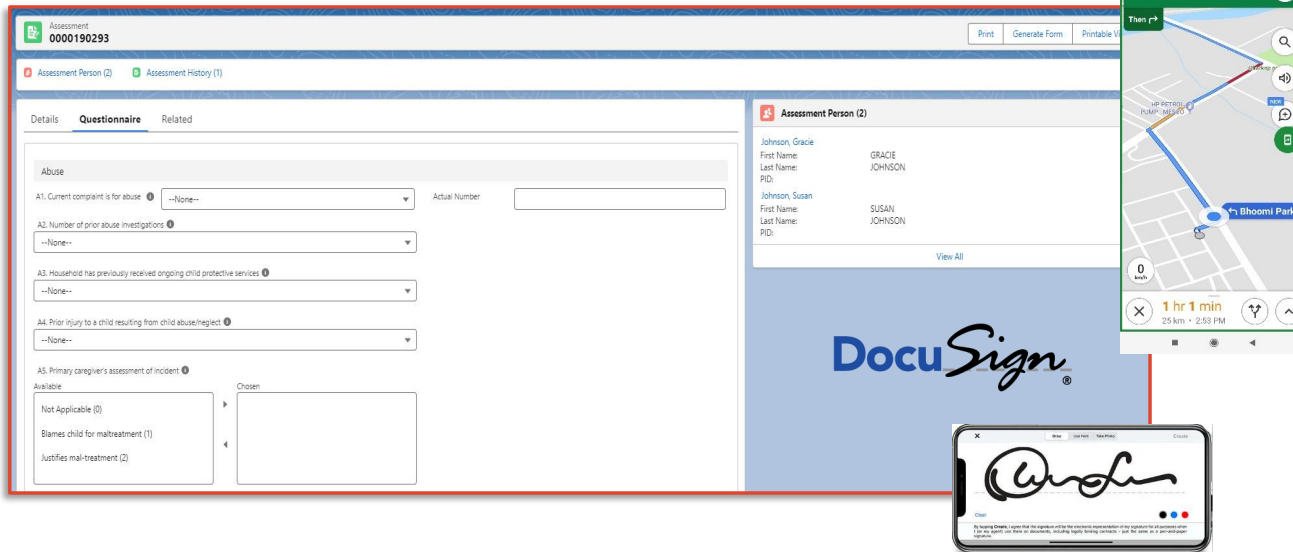


## INTAKE MODULE

- § Launched in September 2023.
- § Supports both adult/child intakes.
- § Interoperable with FSFN legacy system.
- § Improved efficiency for hotline staff.
  - § Reduced data entry: web reports will automatically populate in FSFN.
  - § Eliminate downtime for staff during system maintenance and upgrades.
  - § Dashboard tracks performance to manage operations in real time.
  - § Improved navigation decreases case processing time.
- § Improved communication for reporters.
  - § Streamline report process and improved interface.
  - § Improved confirmation of submission.

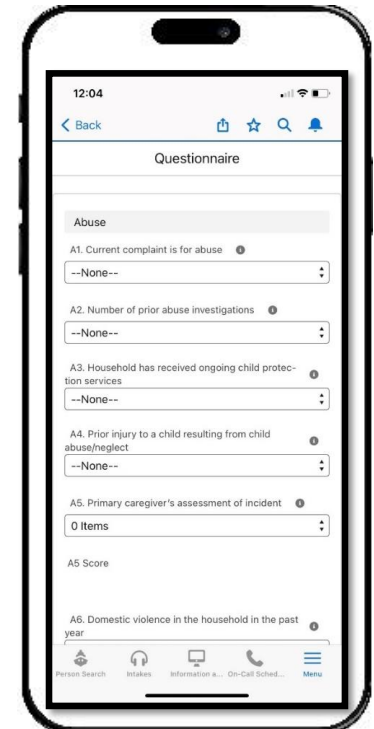


# INVESTIGATIONS MODULE



- Plan to launch at the end of **November 2023**.
- New mobile functionality in addition to mapping/navigation, E-signature and reporting capabilities for child investigation teams.
- Continued interoperability with FSFN.

## Mobile View:





# INVESTIGATIONS, CONTINUED

- Enhanced investigations analytics.
  - Launched in September 2023.
- Drill down capability by region, supervisor, CPI.
- CPI performance-based analytics to enhance continuous improvement capabilities.
- Proactive trend data for staff supports.
- Multi-use tool depending on user role.
  - Investigator: Workload management.
  - Management: Trend analysis, documentation compliance, informed decision-making.





## CASE MANAGEMENT MODULE

- § Integration Enhancements.
  - § Interoperable with ancillary case management systems.
  - § Reduction in ad-hoc data requests.
- § Comprehensive data visibility.
  - § Data-driven, informed decision making.
- § Management and quality improvement support tools.
  - § Dashboard performance management with multi-level drill downs.
  - § Timely alerts/notifications for business and operational efficiencies.
  - § New mobile functionality in addition to mapping/navigation, E-signature and reporting capabilities for Case Management teams.



# LICENSING MODULE

## § CCWIS Modernization Enhancements:

- § Centralized licensing system that is fully interoperable with Lead Agency ancillary systems.
- § Collection of more robust information.
- § Enhanced process for submission of caregiver concerns/complaints for resources, violations, etc.
- § Oversight and monitoring.



# REPORTER PORTAL

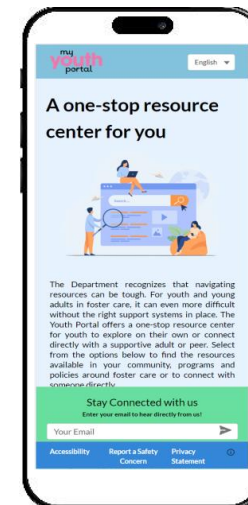
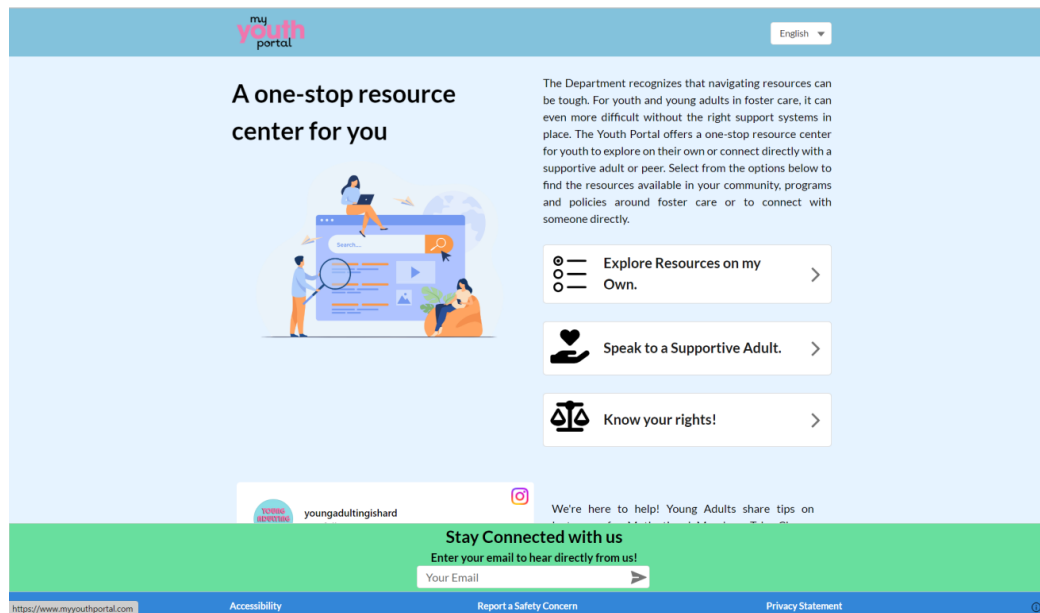
The screenshot shows the Reporter Portal interface. At the top left is the Florida Department of Children and Families logo. To the right are links for 'Home' and 'Log in'. Below the header is a navigation bar with five tabs: 'Reporter Details' (selected), 'Incident Details', 'Person Details', 'Attachments', and 'Review and Submission'. A paragraph of text explains that users can upload documents to the attachments page to submit a report. Below this is a section for 'Reporter Details' with a question: 'Do you wish to remain anonymous?\*' with 'Yes' and 'No' radio buttons. A red note says 'Please submit the Reporter Details before proceeding to the Incident Details'. There are three input fields for 'Your Last Name', 'Your First Name', and 'Your Middle Name'. Below that is a section for 'Primary Contact Numbers' with three input fields for 'Home Phone Number', 'Work Phone Number', and 'Other Phone Number'. At the bottom, there is another question: 'If additional information is needed to make a determination, do you consent to be contacted?\*' with 'Yes' and 'No' radio buttons.

- Launches the week of October 16<sup>th</sup>, 2023.
- New Features:
  - New modern platform.
  - Direct integration into CCWIS.
  - Ability for reporters to create accounts for better data accuracy.

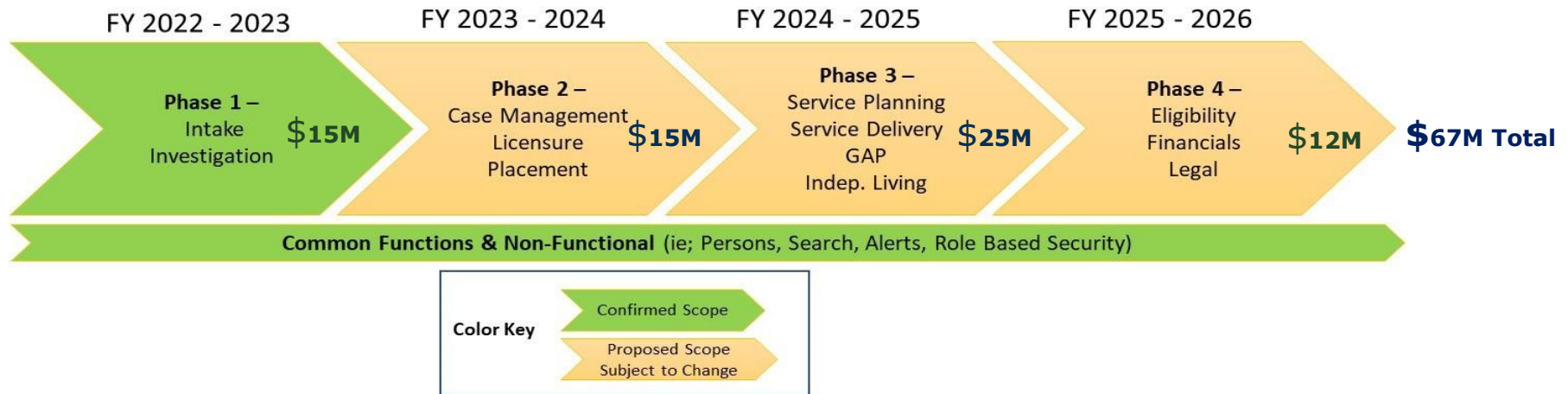


# YOUTH PORTAL

- The Department is committed to fostering additional opportunities to support youth engagement and information sharing.
- The My Youth Portal app was launched in September 2023.
- The Web-Based Portal is available in both the Android and Apple Store.



# UPCOMING ACTIVITIES (FY 2023-24 THROUGH FY 2025-26)



Project runs through 2026, 3 years left of development

- **Phase 2 (current):**
  - Finalizing collaborative DCF/Lead Agency workgroup to validate system requirements for case management
  - Organizational change management activities
  - Kickoff initial development of case management module
- **Phase 3 (FY 2024-25)**
  - Budget = \$25M (Requested)
  - Planned scope: Service planning, service delivery, GAP, Independent Living
- **Phase 4 (FY 2025-26)**
  - Budget = \$12M (planned)
  - Planned scope: Eligibility, Financials, Legal



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# Questions?





# OFFICE OF COMMUNITY SERVICES

SENATE COMMITTEE ON CHILDREN,  
FAMILIES, & ELDER AFFAIRS

OCTOBER 18, 2023

JESS THARPE  
ASSISTANT SECRETARY  
FOR COMMUNITY SERVICES



# Office of Community Services (OCS)

Responsible for building continuums of care that focus on prevention, holistic services, and long-term outcomes for some of Florida's most vulnerable children, adults, and families.

## Programs Include:

- Hope Florida - A Pathway to Prosperity
- Continuing Care
- Adult Protection
- Homelessness Prevention
- Domestic Violence Prevention
- Human Trafficking Prevention



## Hope Florida – A Pathway to Prosperity

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- 125 Hope Navigators
- 6,073 Faith-Based & Non-Profit Partners
- 40,130 Calls to the Hope Line

## Continuing Care

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- 987 Young Adults Served through the OCC
- Youth Advisor to inform policy and practice

## Adult Protection

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- 293 Adult Protective Investigators
- 37,590 Investigations in FY 2022-23

## Homelessness Prevention

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- 27 Homelessness Continuums of Care (CoCs)
- 128,827 individuals served in FY 2022-23
- Point In Time (PIT) Count identified 30,809 unsheltered individuals

## Domestic Violence Prevention

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- 40 Certified Domestic Violence Centers
- 11,362 DV Hotline Calls
- 12,836 Survivors served in Emergency Shelter in FY 2022-23

## Human Trafficking Prevention

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- 2,076 Reports Alleging Human Trafficking in FY 2022-23
- 23 Safe Foster Home Beds
- 37 Safe Group Home Beds



# HOPE FLORIDA – A PATHWAY TO PROSPERITY

- Spearheaded by First Lady DeSantis, Hope Florida – A Pathway to Prosperity utilizes Hope Navigators to guide Floridians on an individualized path to prosperity and economic self-sufficiency by focusing on community collaboration between the private sector, faith-based community, non-profits, and government entities to break down traditional community silos, maximizing support, and uncovering opportunities.



## Continuing Care

- Services and Hope Navigation specifically for young adults ages 18-26 who have or are about to transition out of foster care. Staffed with young adults with lived experience from foster care who are provided consistent and supportive professional development.

## Strengthen Response

- Lived experts serving their peers,
- Collaboration with Community-based care Lead Agencies to improve services, life skills, and transition planning for youth ages 13-17.

## Enhance Services and Prevention

- MyYouthPortal
- #youngadulthoodishard Instagram outreach
- Professional development and support
- Application support and benefits experts
- Step Into Success internship program



# ADULT PROTECTION

Serves vulnerable adults who are victims of abuse, neglect, or exploitation and adults with permanent disabilities who need assistance to remain in their homes in the community.

## Strengthen Response

- Redesign of self-neglect investigations.
- Partnership with CarePortal and adult centered requests.
- Accountability for perpetrators.
- Human trafficking reports to Florida Abuse Hotline.

## Enhance Services and Prevention

- Interagency collaboration.
- Empowering vulnerable adults to remain in their homes.
- Technology modernization efforts.



# DOMESTIC VIOLENCE PREVENTION

Administration and oversight of state and federal funding for domestic violence (DV) prevention and intervention, which is achieved through multi-disciplinary coordination and focus on improvement of the criminal justice system's response to domestic violence, dating violence, sexual assault, and stalking crimes.

## Strengthen Response

- Enhanced accountability.
- Strengthening collaboration between DV Centers, victim services providers, judicial system, law enforcement, and legal aid.
- Build statewide coordinated community response to DV.
- Safe Space Initiative with faith institutions.
- Continued expansion and quality assurance of Batterer's Intervention Programs (BIPs).
- Child Protection-DV Advocate Project.

## Enhance Services and Prevention

- Education, training, and awareness.
- Hope Florida collaboration.



# HOMELESSNESS PREVENTION

Serves as a single point of contact for the Continuums of Care, partners, and stakeholders serving individuals and families experiencing homelessness.

## Strengthen Response

- Comprehensive & coordinated system of care.
- Enhanced services for Seriously Mentally Ill (SMI) and Substance Use Disorder (SUD) individuals experiencing homelessness.
- Increase access to stable and permanent supportive housing.

## Enhance Services and Prevention

- Connection to Hope Florida.
- Maximization of state and federal resources to end homelessness.
- Cross-system collaboration and partnerships.



# HUMAN TRAFFICKING PREVENTION

Coordinates efforts to identify child victims of trafficking, coordinates response to identify victims' needs and provide services, facilitates statewide collaboration with partners and stakeholders, licenses child safe homes and safe foster homes, facilitates statewide training with agencies, providers, and stakeholders to combat human trafficking.

## **Strengthen Response**

- Interagency anti-trafficking strategies.
- Adult Safe House Certification, education, and training.
- Child services and placement expansion.
- Certification of Adult Safe Houses.
- Electronic Human Trafficking Screening Tool (HTST).
- Robust quality assurance and continuous quality improvement.

## **Enhance Services and Prevention**

- Education and awareness.
- Expanded and enhanced screening.
- Expand services for adult victims and survivors.





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# Questions?





## THE FLORIDA SENATE

Tallahassee, Florida 32399-1100

### COMMITTEES:

Appropriations  
Appropriations Committee on Health and Human Services  
Children, Families, and Elder Affairs  
Education Postsecondary  
Health Policy  
Judiciary  
Rules

### JOINT COMMITTEE:

Joint Legislative Budget Commission

### SENATOR LAUREN BOOK

*Democratic Leader*  
35th District

October 17, 2023

The Honorable Ileana Garcia, Chair  
Committee on Children, Families, and Elder Affairs  
520 Knott Building  
404 South Monroe Street  
Tallahassee, FL 32399-1100

Dear Chair Garcia:

I respectfully request to be excused from your Committee on Children, Families, and Elder Affairs scheduled October 18, 2023 at 4:00 PM. I regret that I have an unavoidable conflict and sincerely apologize for any inconvenience this may cause.

Thank you for your consideration. Please feel free to contact me at (850) 487-5035 if you have any questions.

Kindest Regards,

A handwritten signature in cursive script that reads "Lauren Book".

Senator Lauren Book  
Minority Leader  
Florida Senate, District 35

cc: Tyler Tuszynski, Staff Director  
Nikki Lowery, Committee Administrative Assistant

#### REPLY TO:

- 12401 Orange Drive, Suite 125, Davie, Florida 33330 (954) 424-6675
- 228 Senate Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5035

Senate's Website: [www.flsenate.gov](http://www.flsenate.gov)

**KATHLEEN PASSIDOMO**  
President of the Senate

**DENNIS BAXLEY**  
President Pro Tempore