

# CONNECTIONS

NYS Office of Children and Family Services

## CONNECTIONS Transformation

### CHANGES TO THE PERMANENCY HEARING REPORT

Business Process Review Guide

Revised February 2, 2012

#### Introduction

This guide is intended to assist local districts and voluntary agency administrators review their business processes to accommodate changes to the Permanency Hearing Report (PHR). The changes in the PHR that have the greatest potential impact on business process are:

As now, certain fields in the PHR will be populated with data from other parts of CONNECTIONS. The introduction of submission edits for the PHR means that these data must be entered into those parts of CONNECTIONS before the PHR may be marked as complete.

The new PHR windows support the on-line **review** of a draft PHR by supervisors and other persons in- or outside the district or agency. This feature makes printing a draft PHR unnecessary and also helps to make certain that what is stored in CONNECTIONS matches what is provided to the court.

These two potential impact areas are discussed in more detail in the next section. In addition, you may find it helpful to review the *Impact Analysis: Improvements to the Permanency Hearing Report* that is posted on the CONNECTIONS website (<http://ocfs.state.nyenet/connect/CONNECTIONSTransformation.asp>).

**Note:** The inclusion of an additional line for an attorney signature on the Verification Page is a Local District Option. The default setting is that the additional signature will not appear. If a local district wishes the additional signature line to be included for all PHRs where the district is case manager, it should advise the CONNECTIONS Regional Implementation Coordinator **by January 20, 2012**. There may be business process implications for a decision to include the signature that should be discussed with attorneys that represent the local district.

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## Business Process Implications of the New PHR

For the most part, neither the content of the PHR nor the processes caseworkers use to launch and compile the report are changing. Specifically, what remains the SAME includes:

- Anyone with a role in the stage may launch the report, add content to it, and mark the PHR as final, thus requiring a procedure that defines these responsibilities;
- Anyone with a role in the stage may email the report (draft or final) to her/himself and then to anyone else, thus requiring procedures to safeguard the confidentiality of the report;
- The addition of the “new using” pre-fill option increases the importance of defining which pre-fill option is selected;
- Notices and statements will be generated based on CONNECTIONS data, thus requiring a procedure to make certain that that all people required to receive notice are contained in the stage.

Based on input from users, attorneys, judges and administrators, a number of new features were added to the PHR, two of which should prompt a review of existing business processes related to the completion of a PHR.

**Submission Edits/System-Populated Fields:** As now, certain fields in the PHR will be populated by the system when the PHR is launched, even if the caseworker selects the no pre-fill option. Most of these pre-populated fields appear on the Title Page, although some appear in other PHR sections. In order to pass the new **submission edits**, these system-populated fields **must** contain data in order the PHR to be marked as final.

With the exception of Hearing Date, caseworkers may only enter/modify the data that populates these PHR fields on the windows within CONNECTIONS from which the data is pulled, not on the PHR itself. Therefore, while completing a PHR, caseworkers may need to enter/modify data in other parts of CONNECTIONS, such as Court Information, Docket Information, FSS/Tracked Child Detail; and FSS/Health module. Caseworkers may perform this data entry after the PHR has been launched, however, the changes will not be reflected in the in-process PHR until the next time it is opened.

Appendix A lists these fields and the CONNECTIONS source from which the data is drawn.

Local districts and voluntary agencies should review their PHR procedures to accommodate this change. Considerations include:

- Caseworkers should make it a routine to review/verify the source data before launching a PHR. Caseworkers may wish to use Appendix A as a pre-launch checklist.
- If multiple caseworkers contribute to the report, define responsibility for reviewing/verifying the data in these fields.
- Use the Check PHR Detail feature to identify missing data. This feature is analogous to the Check FASP Detail feature that workers are already familiar with.

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**Submit for Review:** Many local districts and voluntary agencies currently employ an “off line” PHR review process where case managers, supervisors, quality assurance staff, attorneys, etc. review a draft PHR in the form of a hardcopy or Word document. Reviewers manually or electronically record comments on the draft and provide them to the caseworker who updates the draft and marks the PHR as final. This process creates the potential for a mismatch between the version of the PHR stored in CONNECTIONS and what is sent to the court. This may occur if the caseworker makes the changes on the electronic copy returned by a reviewer and not on the one stored in the system.

The new PHR windows enable the on-line review of a draft PHR, as follows:

- The caseworker (submitter) clicks the Submit for Review link on the *Check PHR Detail* window at any point while a PHR is in process, even if it is incomplete.
- The reviewer receives a To-Do and accesses the actual PHR windows in browse mode.
- The reviewer uses electronic sticky notes to provide comments.
- The reviewer clicks the Review Complete (with or without comments) link that results in a To-Do being sent to the submitter.
- The submitter makes necessary revisions per reviewer’s comments and either submits the draft PHR to another reviewer or marks the PHR as final.  
(Note: a reviewer cannot forward a PHR to another reviewer.)

Local districts and voluntary agencies should review their PHR procedures to accommodate this change. Considerations include:

- Only one review may take place at a time; if multiple staff/agencies are involved in preparing a PHR, procedures need to address the timing and sequencing of reviews.
- Although sticky notes disappear when the PHR is marked as final, they are visible to anyone with a role in the stage and to successive reviewers while the PHR is in process;
- A pin icon next to a Notes link for a PHR question indicates that a sticky note was posted for that question. It is also possible for another person to add comments to a note. Therefore it is necessary for reviewers and caseworker/submitters to read all notes as the PHR works its way through this process.
- If LDSS attorneys review PHRs and will do so using the submit for review process, the following additional considerations apply:
  - If the attorneys do not currently have access to CONNECTIONS, it may be necessary to establish an HSEN/CONX account for them and assign them to a unit. They will only require Standard Access to perform the PHR review function.
  - Using the internet and the CONNECTIONS URL, attorneys will be able to access CONNECTIONS from PCs they already have;
  - Attorneys may need basic CONNECTIONS training in addition to training on the new PHR windows. OCFS will support this training. Interested districts should contact their regional CONNECTIONS field representative.

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## Appendix A PHR System-Populated Fields Required for Submission Edits

Title Page sections and fields	Data Source
<p><b>Hearing Information</b></p> <ul style="list-style-type: none"> <li>Hearing Date Certain (modifiable on Title Page window):</li> <li>Time of Hearing: Optional to finalize PHR; required for Notices and Statements.</li> <li>Hearing Date-CCRS (label)</li> <li>Verify System Response is Accurate checkbox</li> </ul>	<ul style="list-style-type: none"> <li>Initially populated with Hearing Date from CCRS; may update on Title Page</li> <li>Not applicable, enter time on Title Page</li> <li>From CCRS</li> <li>Check the box to verify that CCRS date is accurate; otherwise modify the hearing date</li> </ul>
<p><b>Court</b></p> <ul style="list-style-type: none"> <li>Judge / Referee Name</li> <li>Court Name</li> <li>Court Address Line 1</li> <li>Court Address Line 2 (optional)</li> <li>Court City</li> <li>Court State</li> <li>Court Zip</li> <li>Part (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Court Information</li> </ul>
<p><b>Child</b></p> <p>For <b>each</b> child selected for PHR:</p> <ul style="list-style-type: none"> <li>First and Last Name</li> <li>Date of Birth</li> <li>Child's Age (as of Hearing Date Certain)</li> <li>Sex</li> <li>PID</li> <li>Docket Number</li> <li>Date of Initial Removal</li> <li>Date of Current Placement (required if Program Choice = "Placement" )</li> <li>Type of Placement (required if Program Choice = "Placement" )</li> <li>Associated Case Worker (optional)</li> <li>Attorney for the Child (optional)</li> </ul>	<ul style="list-style-type: none"> <li>Child(ren) checked on Child grid</li> <li>Stage Comp</li> <li>Calculated by system – label</li> <li>Stage Comp</li> <li>Stage Comp</li> <li>Docket Information</li> <li>Tracked Child Detail – Removal Information – Removal Date</li> <li>Tracked Child Detail – Placement Information <b>OR</b> FASP: Appropriateness of Placement – Location of Child tab</li> <li>Tracked Child Detail</li> <li>Docket Information</li> </ul>
<p><b>Agency Representatives</b></p> <ul style="list-style-type: none"> <li>Case Name</li> <li>Case Manager</li> <li>Case Planner (optional)</li> <li>Agency with Planning Responsibility</li> <li>Child Protective Worker/Monitor (optional)</li> </ul>	<ul style="list-style-type: none"> <li>System populated</li> <li>Docket Information, or else from FSS</li> <li>Docket Information, or else from FSS</li> <li>Docket Information, or else from FSS</li> <li>FSS</li> </ul>

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<p><b>Attorneys</b></p> <ul style="list-style-type: none"> <li>• Attorney for DSS/ACS</li> <li>• Attorney for Parent or Person Legally Responsible – CWS only (optional)</li> <li>• Attorney for the Adoptive Parents – CCR only (optional)</li> <li>• Other Attorney (optional)</li> </ul>	<ul style="list-style-type: none"> <li>• Court Information</li> <li>• Outside Participant → Docket Information</li> <li>• Adoption Checklist</li> <li>• Docket Information</li> </ul>
<p><b>Parents/Persons Legally Responsible</b> For each parent in CWS: (These fields not present for CCR.) If no persons exist in the Family Relationship Matrix with a parent relationship to any child selected for the PHR then this edit will not apply.</p> <ul style="list-style-type: none"> <li>• Parent's Name</li> <li>• Relationship (Family Relationship Matrix)</li> <li>• Respondent</li> <li>• Legally Responsible</li> <li>• Associated Children</li> </ul>	<ul style="list-style-type: none"> <li>• Family Relationship Matrix</li> <li>• Family Relationship Matrix</li> <li>• Docket Information</li> <li>• Docket Information</li> <li>• Child(ren) checked on Child grid</li> </ul>
<p><b>Additional Persons</b> Optional for CWS; not present for CCR If Additional Persons name is present then all fields listed are required.</p> <ul style="list-style-type: none"> <li>• Additional Person's Name</li> <li>• Relationship</li> <li>• Respondent</li> <li>• Legally Responsible</li> <li>• Associated Children</li> </ul>	<ul style="list-style-type: none"> <li>• Docket Information</li> <li>• Docket Information</li> <li>• Docket Information</li> <li>• Docket Information</li> <li>• From Child grid (child(ren) checked)</li> </ul>
<p><b>Other PHR Sections</b></p>	<p><b>Data Source</b></p>
<p><b>SECTION – Permanency Planning Summary</b></p> <ul style="list-style-type: none"> <li>• Date PPG anticipated to be accomplished</li> </ul>	<ul style="list-style-type: none"> <li>• Tracked Child Detail</li> </ul>
<p><b>SECTION – Record Efforts to Finalize Permanency</b> (Stage Type=CCR; PPG= Adopt)</p> <ul style="list-style-type: none"> <li>• County</li> <li>• Hearing Date, Hearing Time</li> </ul>	<ul style="list-style-type: none"> <li>• Adoption Checklist</li> <li>• Adoption Checklist</li> </ul>
<p><b>SECTION – Status of the Child – Health</b></p> <ul style="list-style-type: none"> <li>• Are immunizations current?</li> <li>• Date of last Physical/Medical Appointment; Dental; Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>• FSS – Health tab – Clinical Appt.</li> <li>• FSS – Health tab – Clinical Appt.</li> </ul>
<p><b>SECTION – Status of the Child Education / Health</b> - Child is less than age 3</p> <ul style="list-style-type: none"> <li>• Suspected of having a disability?</li> <li>• Referred for Early Intervention?</li> <li>• Referral Date</li> <li>• Eligible for Early Intervention?</li> <li>• Services Receiving?</li> </ul>	<ul style="list-style-type: none"> <li>• FSS-Health tab – Early Intervention</li> </ul>