Questions From Regional Forums
Conducted in April 2003
Build 16/SDM/RAP

SAFETY ASSESSMENTS:

1. For an ongoing case that began in CPS but is now a preventive services case, how will ongoing Safety Assessments be completed? **A new UCR for CPS cases is being developed and will be available on your computer in the same manner as the current UCR templates at the time of the implementation of Build 16. These new UCR's for open CPS cases will have the Safety Assessment incorporated into the template. The updated templates will be re-distributed to CONNECTIONS PC's and training offered to non-CPS staff late in 2003 related to the new Safety Assessment, Risk Assessment Profile (RAP) and other changes non-CPS staff may anticipate as a result of the implementation of Build 16. In Build 18, the UCR will be known as the Family Assessment and Service Plan (FASP). The FASP for all services cases will be in the CONNECTIONS system.**

2. Will the Safety Assessment come pre-checked from the SCR as they do now? **Yes, safety factors will continue to be identified by the SCR, and will still be reviewed, and either confirmed or deselected by local district staff.**

3. Will SCR staff be given training about what allegations are chosen? **There are no plans to train SCR staff regarding the allegations that are chosen at this time. Regarding the safety factors that are selected by the SCR, they are selected based on the information obtained during the interview with the source. Those safety factors selected by the SCR should always be reviewed by local district staff and modified as necessary.**

4. When will preventive services workers get training on the new Safety Assessment and the new UCR? **Preventive services and foster care workers will receive training on the Safety Assessment, Risk Assessment Profile (RAP) and the modifications to the UCR templates late in 2003. These staff will not use the actual CONNECTIONS system until Build 18.**

5. How do you identify safety factors that place a child in immediate danger? **Consider the following when assessing for immediate danger of serious harm:**

Must be present or imminent--something that is currently happening, about to happen or just happened and is likely to reoccur

Must be serious--the result is or could be serious harm, physical injury or death, and action needs to be taken to protect the child.

6. Is there a requirement to do a new Safety Assessment if the conditions change? **Safety of the children is assessed throughout the life of the case. The current requirement for documentation of a Safety Assessment in CONNECTIONS is:**

- **Within 24 hours from receipt of a FATALITY REPORT, if there are surviving siblings**
- **Within 7 days from receipt of a report**
- **Within 7 days of the completion of the Investigation Conclusion.**

In Build 18, Safety Assessments will be completed as part of the Family Assessment and Service Plan (FASP), completed at the Initial, Comprehensive and Reassessment UCR.

Safety Assessments may be updated in CONNECTIONS at any time throughout the investigation if desired.

7. Can you modify the Safety Assessment? **Safety Assessments can be modified prior to supervisory approval.**

8. Can a copy of a Safety Assessment be printed? **Yes, by clicking the Print push button on the Safety Assessment tab, using File→ Print from the Safety Assessment Detail Window or using the Generate Report function in CPRS.**

9. If a Safety Assessment is required, but has not yet been completed, can it be submitted to a supervisor for approval? **A Safety Assessment can only be submitted for approval if the worker has completed it.**

10. Are comments required for safety factors selected as imminent danger? **Comments are required for all safety factors initially selected. Comments are necessary to clarify the relevant behaviors and/or circumstances that present both safety concerns and place children in immediate danger. No additional comments are required for safety factors that place a child in immediate danger.**

11. If you complete a subsequent Safety Assessment, will it overwrite the information on the previous one? **When you complete a new Safety Assessment, for example at the Investigation Conclusion, data will be brought forward from the 7 day Safety Assessment. Workers should review that data and determine if it is still accurate. If it is not, it should be modified. This new data will be associated with the Investigation Conclusion Safety Assessment, but it will not overwrite the data on the 7 day Safety Assessment. Each completed Safety Assessment becomes an Event and will be approved separately and then frozen.**

RISK ASSESSMENT PROFILE (RAP):

1. Why wasn't a voluntary surrender included in the RAP? **A voluntary surrender of guardianship is not the same as a termination of parental rights (TPR). Parental surrenders are not a legal indication of a Family Court finding of permanent neglect, and therefore do not apply in this circumstance.**

2. When is the RAP completed? Is it only completed for indicated cases? **A RAP is required for all CPS investigations both indicated and unfounded. The assessment of risk begins once the child's initial safety is addressed. The assigned level of risk assists in the decision to open a case for services in order to minimize future risk of child abuse and maltreatment and does not specifically correlate to the determination. The RAP must be approved or pending approval prior to the submission of the Investigation Conclusion.**

3. Will the RAP be required for all reports that come in prior to Build 16? **Prior to Build 16, all CPS staff will be trained on the WEB based RAP. Staff will utilize the WEB RAP after training has been completed in their district and their administration has identified an implementation date. Completed RAP's will take the place of the Indicated/Closed UCR.**

4. Has the RAP been used for purposes of providing information/assessments to other service providers? For purposes of referral? **The RAP is part of the CPS investigation and case record, and therefore subject to confidentiality rules of such. If a CPS case has been referred for services prior to the CPS case closing, the RAP may be shared with the service provider, as part of the case record.**

5. Is it the theory that if caseworkers can identify risk that families will be more acceptable of services? **The RAP is a tool for the worker to use in making effective casework decisions. The main purpose of the RAP is to assist the caseworker and supervisor in consistently and objectively identifying families who may benefit most from the receipt of targeted services in order to reduce the likelihood of future abuse and maltreatment. Engaging families in discussion around the specific risk elements that create high risk in their family may assist the family in acknowledging the need for services. Assessing risk, as well as individual and family strengths, needs and resources, enables better identification and delivery of services.**

6. Because of the system identifying high risk, will there be more cases opened for Services? **The RAP is an assessment tool that classifies cases as being at low, moderate, high or very high risk of future abuse or maltreatment. Services should be targeted to those cases with high or very high risk, in an effort to reduce repeat abuse or maltreatment, and keep children and families safe. One of the**

outcomes that will be evaluated as the RAP is implemented is tracking the number of high and very high risk cases, services provided, and recidivism.

7. What happens when the case is approved but the WEB RAP is not completed? **Prior to Build 16, the case is no longer on the workers caseload as an open investigation stage so it will not be displayed on the WEB RAP caseload screen. Therefore, the RAP cannot be completed. A paper copy of a WEB RAP may be made, completed for the family and maintained in the case file.**

8. Is the WEB RAP on a separate place on Citrix? **WEB RAP is not on Citrix, but is accessed through the Citrix page in CONNECTIONS, by clicking on the RAP icon. When Build 16 is implemented, the RAP will be completed in CONNECTIONS.**

9. What is the WEB RAP going to look like when it is saved and submitted to supervisors for approval? **WEB RAP has no supervisory approval on the system. The document must either be printed or copied onto an email or Word document for supervisory approval. Once the supervisor has approved the WEB RAP, the worker must go into their WEB RAP workload and click on the Supervisor Approved button to remove it from their workload. The RAP is subsequently archived.**

10. What if there is more than one Secondary Caretaker? **The worker can identify only one Secondary Caretaker. Refer to the WEB RAP Users Manual for definition and selection of Secondary Caretaker.**

11. If there are no children left in the home, is it necessary to do a RAP? **In Build 16 the RAP must be completed before the Investigation Conclusion can be approved. The only exception is if there is a fatality, and there are no surviving children. If the children have been removed, and there are no children remaining in the home, the RAP must be completed.**

12. Are comments required if you select or deselect factors? **Comments are required if you select a factor that increases risk. You must enter the comments before you can move to another field. If you deselect that answer, the comment edit will be lifted.**

13. When there have been multiple RAP's, will the worker be able to examine them historically? **In Build 16 you will be able to view the completed RAP for each investigation stage.**

14. Should the case composition be updated prior to completing the RAP? **Yes, in Build 16, RAP question #1 (cross reference information) and #3 (any**

children younger than one year old) will be system generated. Correcting the case composition prior to completion of the RAP will insure more accurate information.

15. Can the courts subpoena the RAP? **The RAP is considered part of the case record and therefore is subject to subpoena of the same.**

16. Has there been any thought given to the fact that the RAP training is being done now when the RAP will not be in the CPRS until 12/03? **The WEB RAP training will begin in the summer of 2003, and immediately after the local district has received the training, they will have access to the WEB RAP. The WEB RAP will allow local district staff to become familiar with the practice changes before the implementation of Build 16. There will be CONNECTIONS system training and job aids prior to Build 16.**

17. With the WEB RAP, because it is voluntary, will it automatically eliminate the Indicated/Closed UCR? **Completing the WEB RAP or the Build 16 CONNECTIONS RAP will eliminate the need to complete the Indicated/Closed UCR.**

18. When will preventive services workers receive training in the RAP and the new risk scales? **Both preventive services and foster care workers will receive training on the new UCR template late in 2003 and into 2004. They will not use the CONNECTIONS functions until Build 18, and will receive CONNECTIONS system training prior to that release.**

19. How will the RAP display for FC/DC or IAB cases? **The Tab section will be disabled for FC/DC and IAB cases because the RAP is not completed for these cases.**

20. Are the elevated risk questions prepopulated with the answer "NO"? **In Build 16, the only answers that will be system generated will be for Questions 1 and 3. None of the other answers for the other questions will be system generated for the initial RAP. Subsequent report RAPs will be prefilled with information brought forward from previously completed RAPs.**

21. When is information stored at case level-when you click the Complete button? **Information is stored at case level when you click on the Complete button and then save the data.**

22. Is the RAP approval bundled with the Investigation Conclusion? **Supervisory approval for the RAP is not bundled with approval for the Investigation Conclusion. The RAP must be approved prior to Investigation Conclusion approval. A worker is able to submit the Investigation Conclusion for approval while the RAP is pending approval, but if the supervisor rejects the RAP,**

both the RAP and the Investigation Conclusion will need to be resubmitted for approval.

23. When you click on the Complete box, the data in the RAP is frozen-how can you change it? **Prior to supervisory approval, you can deselect the Complete box to modify the data.**

24. If the information listed in Question 1 or 3 in RAP is incorrect-what should you do? **In order to insure that the database has accurate information, workers should make appropriate changes to the database and then make the appropriate corrections to the RAP document. The system generates the answers for Questions 1 and 3 when the RAP is launched and it will not modify the answers even if the database has been corrected. A RAP launched after the corrections were made will have the updated information. In WEB RAP, these fields will not be prefilled.**

25. If closing a case with high risk, will the list of reasons in the WEB RAP be available in Build 16? **No, on the Investigation Conclusion window, you will have a comment field where you will record the closing reason.**

PROGRESS NOTES:

1. Is the Time field pre-filled or data enterable? What about the Entry Date and the Event Date fields? **The Time field is not required for upstate districts (although it is required for NYC). It is not system generated and is modifiable (enterable). The Entry Date field is system generated and is not modifiable. The Event Date field, which is required, is not system generated and is modifiable.**

2. Is there a limit to text size in the Progress Notes section? **There is no limit to the text size in Progress Notes.**

3. When we talk about the progress notes freezing in 15 days, is that calendar or business days? **Calendar days.**

4. Can the supervisor of the author of a progress note go in and make corrections or edit? What if they enter through the worker's workload? **The only staff that can make modifications to notes are the staff that entered the notes or the author. Supervisors can notify either of those staff of modifications that need to be made. An Addendum may be made to any progress note.**

5. If the supervisor sends a progress note back for corrections to be made, does it reinitialize the 15-day clock? **The 15-day clock begins at the time that the note is first saved. It does not get "reinitialized" when modifications are made.**

6. Where will supervisors document their comments? **Supervisors can enter notes in the Progress Notes. They can use any of the Types listed, including "summary" or "supervisor/managerial review."**

7. Is it still the expectation that the supervisor will read and signoff on each note? If the supervisor makes comments, the worker makes the changes, is the expectation that the supervisor reviews the changes all within 15 days? **Normal supervisory practice prevails. If a supervisor reviewed all progress notes previously then it is anticipated that efforts will be made to support that practice. An Addendum may be added to the progress note by the supervisor, after day 15 if necessary.**

8. If I make contact with 3 or 4 people in one day or do several activities related to one family, do I have to do a progress note to document every single one of those activities? **Best practice would indicate that a separate note would be made for each separate activity or contact as it is now recorded in the progress notes. If multiple persons are involved in the same activity, meeting etc. that would be entered as one contact with multiple participants.**

9. Does Progress Notes replace the UCR? **The progress notes document contacts and are one part of the UCR, but they do not replace the entire UCR.**

10. Will we be able to copy and paste between investigations? **You will be able to copy a note to multiple stage ID's in the case, using a Copy Note button found on the Progress Notes Detail Window. You will also be able to use standard copy and paste functions in Word documents to copy the text to or from other sources.**

11. What happens if we are in the process of copy and paste and we inadvertently close CONNECTIONS? **This function will work consistently with all closings in CONNECTIONS. You will receive a message asking if you would like to save the changes. You can complete the transaction or cancel. It should be noted that closing the CPRS will clear the information saved on the clipboard so it will not be available to paste into another document.**

12. If we make changes to an original progress note, will those changes be reflected in the section that was copied and pasted to another stage? **The changes will not be reflected in the progress notes that are copied to another stage.**

13. Are we required to fill in all of the fields? **Different fields are required for different note types and methods. The required fields will be displayed in yellow. Refer to the Edit Matrix for a complete listing of which fields will be required (r), enabled (e) or disabled (d). Additionally, on line help will be available in Build 16 to help identify which fields are required.**

14. Why are some of the fields disabled? Why are we not able to choose a Focus/Participant for a note regarding an attempted contact? **The system was designed based on input from a workgroup of users and OCFS staff. Attempted contact implies that there was no actual contact, so it would be misleading to identify individuals who participated in a contact that never actually occurred.**

15. Under the dropdown of Author, who is listed in the dropdown? Can a name be entered, if it is not on the list? **All of the workers with a role in the stage, and the workers in their units, will be listed on the Author drop down. This drop down will not be modifiable. There will also be the choice of "other" to identify someone not listed in the drop down. If "other" is selected, the author should be identified by name in the text section.**

16. Will the checkbox for complete automatically check when a progress note is complete? **There is no checkbox for complete on the Progress Notes Detail Window.**

17. Is it possible to add people to the Progress Notes? **Family Participants and Focus are listed based on the individuals listed in the case. If you have more family members, they should be added to the case.**

18. If you place one child and not another, do you document the reasons for placement in the Progress Notes or on the Placement Window? **Progress Notes is where you document the ongoing details of the case activity. This information would include the details of why children are removed or remain in the home. In the Safety Assessment Decision Window, a pop up window is displayed if Decision number 4 is selected. On this window, (aka Placement Window) you would identify the children placed and the protecting factors that support the other children remaining in the home.**

19. If there are several caseworkers concurrently working on a case, but with no assigned role in the case, will they be able to enter progress notes into the case? (For instance, a worker who might be covering for the primary worker, or an On Call worker) Will they have a new Business Function? **A worker with a role in a case may assign a ToDo for another worker without a role to complete a progress note. In addition there will be a new Business Function that allows workers to enter notes on behalf of other workers. Local Districts will decide which workers will be assigned this Business Function. A worker who has this**

Business Function, and enters a note for another should select the author type of "other" and identify that worker's (author's) name and title in the text.

20. If there is a preventive services worker working with the family while an investigation is still undetermined, can both workers enter progress notes? **Only CPS workers will have access to the new functions in Build 16. Preventive services workers will not be able access the CONNECTIONS case until Build 18. Also see the response to Question 19, above.**

21. If the case is transferred to another caseworker, do they have to have the case reassigned to them? **Yes, workers will need to have a role in the case in order to enter information in Build 16.**

22. Are the required fields yellow? **Yes, the required fields will display in yellow.**

23. How will we be able to enter an Addendum? **Enter the Progress Note Detail Window and choose Addendum from the Options drop down on the Menu bar.**

24. If the Legal Department of a Local District has issues with progress notes being in the CONNECTIONS system, whom should they contact? **We anticipate that modified NYS regulations will support the requirement for the inclusion of Progress Notes in CONNECTIONS. If the Local Department of Social Services has specific questions or concerns they should contact their Regional Office representatives.**

25. How will Quick Pads be used with the new Progress Notes functionality? **You will be able to enter the text portion of the progress note. You will place the cursor in the text box and transmit the information from the Quick Pad. You will not be able enter the information for the data fields from the Quick Pads.**

26. How will the system handle cases that are open in WMS but "appear" closed in CONNECTIONS? **Build 15.2 supports the entry of the WMS number on the Investigation Conclusion window. Build 16 will also allow the entry of a WMS case number using Local Data Maintenance (LDM). Cases that are open for services (WMS cases) will be converted to CONNECTIONS in Build 18. If the CONNECTIONS case has an associated WMS Case # recorded, the two cases will be linked at conversion.**

27. Will our Local Protocol be able to be merged into one report with Progress Notes? **The Local Protocol will not be located in the same Tab section as the Progress Notes. You will not be able to merge that information with the Progress Notes, but you will be able to view and print a report that includes both of those Tab sections using the Generate Report function.**

28. Is the Local Protocol our own template? **The Local Protocol Tab section will be where the local template is found.**

29. Will we be able to document through a narrative in our Local Protocol? **There are some note fields in some of the local templates, but narratives should be recorded in the Progress Notes sections.**

29. Will the new Progress Notes allow people to work at the same time without losing data? **Multiple staff that have a role in the stage can enter progress notes simultaneously.**

30. Does there have to be progress notes in the CPRS to approve the investigation stage? **The system will not edit for progress notes, but supervisory staff should continue to review the documentation required to support the decision.**

31. Is it possible to produce a screen of a running narrative of all Progress Notes? **All progress notes can be printed in a chronological order, and they can be viewed on the screen using the print preview function.**

32. Has there been a time and motion study done on Progress Notes? **No, CONNECTIONS does not test new applications in this fashion. The system was designed to meet Federal SACWIS requirements with user input on design and functionality, but not necessarily to save time and increase productivity. The design includes efficiencies in searching and retrieving information that may not be apparent when entering progress notes.**

33.Can a supervisor enter a "Preamble" in the notes field? **A supervisor can enter a note using any of the note Types, including "summary" or "supervisory review". They can use this note Type to do an initial summary, including making the staff assignments.**

34. How will the progress notes and medical records included in them be affected by the HIPAA legislation? **It has been determined by OCFS counsel that all medical information related to the reporting of child abuse or maltreatment and the completion of CPS investigations is essential and currently covered as an exclusion to the HIPAA regulations. An LCM specifically related to HIPAA and CPS issues is being developed and will be issued shortly.**

35.Why is the CPS record so large-if a police is investigation a sex abuse, and there is a companion CPS case, the police file is very small, but the CPS file is very large? **Police Investigations focus on narrow criminal charges related to individual victims and perpetrators identified in crimes. Child Protective cases must address all relevant child protective and broader child welfare issues in the**

family including safety, risk, family needs and the provision services that may support the family in a rehabilitative manner.

36. Can an Investigation Conclusion be submitted or a case closed if progress notes are in draft stage--will that freeze the notes? **The Investigation Conclusion may be submitted with progress notes in "draft" status, however, when the Investigation Conclusion is approved the notes will be frozen.**

37. Can you select more than one purpose or more than one participant? **More than one purpose can be selected, and more than one participant can be selected. Multiple selections can be made for other participant and focus.**

38. Will draft change to final on the screen? **On the Progress Notes Search Window the "Note Status" will reflect the current status of the note, either "draft" or "final."**

39. Is there a system generated ToDo that notifies the supervisor if notes are soon to be frozen? **There are no system generated ToDo that notifies a supervisor that notes will soon be frozen. A staff person can generate a ToDo for a supervisor to review their notes.**

40. How many addendums can be added to a single note? **No limit**

41. Will progress notes populate the contact grid? **The progress notes will not populate the contact grid, but the worker can sort the progress notes by specific field and review the notes related to casework contacts. A Progress Notes Data Field report is also available that prints the data fields without the narratives.**

42. Is there a way to notify someone if a progress note needs to be changed or edited? **A ToDo can be issued to the staff who is identified as the author or the entered by worker to make the necessary edits.**

DUPLICATE INVESTIGATIONS STAGES:

1. If we consolidate a subsequent report into an open investigation stage and create a "duplicate investigation stage", there is a merge that takes one night to perform. We only have 6 days from the Intake Date to make a report a Duplicate. Does the Supervisor have to approve the merge to Duplicate within the 6 days? **This change is not a batch process, so the changes will be made as soon as the supervisor approves the transaction. Supervisory approval is not required prior to day 6, but the duplicate must be submitted to the supervisor by day 6.**

2. Does the Duplicate have to be done within 45 days of the Initial report? Can it be done any time up to day 59? **The duplicate investigation process must be completed within 6 days of receipt of the subsequent report intake date. Though the system will allow the report to be consolidated into a prior investigation stage within 59 days of the prior report's intake date, the subsequent report intake date should be within 53 days of the prior report intake date in order to support proper notification to any additional subjects or other persons named in the report.**

3. Does the merged report have to be determined within the 60 days, or does the merge give the worker more time to complete the investigation? **The subsequent report that has been consolidated into an existing and prior investigation stage as a "duplicate investigation stage" must adhere to the determination time frames associated with that prior investigation stage. No additional days are added to the determination period.**

4. Is it up to local districts to develop a policy regarding Duplicate Investigations? Can LDSS use their own judgment or will there be OCFS Regulations to determine the policy? **OCFS is in the process of developing guidelines for Creating Duplicate Investigation Stages. The local district will have the option of developing a local policy that must be submitted to their respective Regional Offices that incorporates OCFS guidelines or advise their Regional Office that the district will utilize OCFS Guidelines as their local policy.**

5. On the Duplicate Investigation stage window, there is a WMS case number. Will it be searchable? **The window that you complete the process to close an investigation as a duplicate is the Investigation Conclusion window. That window includes a field for the WMS number. This field has been available since Build 15.2. It is a field for the WMS number to be entered in order to facilitate conversion in Build 18. This field is not currently searchable, but will be in Build 18.**

6. If the system will not allow you to make a report a Duplicate Investigation, will there be edits to explain why not? What are these edits? **There are several edits associated with closing an investigative stage as a duplicate. These edits reference timeframes, events and case composition. If these edits are not met, error messages will be displayed that identify the error.**

7. How do you navigate back to information in the progress notes for a case that has been consolidated with another case? Will all the notes also be displayed in the going forward case? **The notes can be viewed from the event list in the CPRS for the closed stage. The notes will not be displayed in the going forward case unless they are copied from the case closed as duplicate.**

8. Can an investigation be separated back out if it is consolidated in error? **After the supervisor has approved the transaction, and it has been completed, there is no way to "undo" that transaction.**

MISCELLANEOUS:

1. How will you close an ongoing CPS case that is opened for services? **This process will remain the same in Build 16. The CONNECTIONS website includes a new data maintenance Step-by-Step Guide that includes the instructions on how to change the status of a case on page 41.**

2. Can the SCR be forced to do a better job of searching for and matching persons in the database, before the report is sent to the district? **As a result of LDSS concerns and the need to support the integrity of the data base we will be having discussions with the SCR regarding the need for accuracy in assigning appropriate case numbers and person ID's.**

3. If the voluntary agencies are to be doing this work, how are they going to get equipment? **There are various initiatives to address the equipment needs of voluntary agencies and local districts. These include the OCFS Informational letter 03-OCFS INF-02 Supplemental CONNECTIONS Equipment. This INF allows for purchasing of additional equipment. Another current initiative is the Network Integration Study (NIS) that allows voluntary agencies and local districts to use their own PC's to access CONNECTIONS. Additionally, OCFS is preparing to replace and upgrade CIAB's to improve speed when accessing CONNECTIONS.**

4. What kind of reports do we need for conversion? **The CONNECTIONS project staff are working on reports that will identify cases that need to be cleaned up prior to conversion.**

5. Once you open and indicate a case, will it bring over the WMS number? If not, how do we put in the WMS case number? **The WMS number will not be brought over to CONNECTIONS. You will need to enter that number on the Investigation Conclusion window.**

6. Will the system track ToDo's for UCRs in ongoing services cases once the WMS number is put in? Will there be ToDo's notifying the workers who would be responsible for completing the next UCR's? **The UCR will not be completed through the CONNECTIONS system until the Family Services**

Assessment and Service Plan is available in Build 18. The proposed design for Build 18 will provide information the worker needs to determine due date for future FASP's. Workers assigned a role in the Family Services Stage will receive ToDo's that the FASP is coming due. Since Build 15.2, local districts have been encouraged to enter WMS number for a case that is being opened for services on the Investigation Conclusion window. This number will not provide any interface with WMS in Build 16 and is being used for data conversion in later builds.

7. So much of the changes are program changes, shouldn't the Regional Office Program staff be working closely with LDSS as well as Implementation RO Staff? **The Office of Policy and Strategic Planning, Regional Office Program staff and Regional Office CONNECTIONS are working together to implement these changes.**

8. What are the training issues for staff who are not literate in CONNECTIONS? What training will be made available for them? **There are ongoing training classes for CONNECTIONS. The classes include Building Blocks for basic computer skills, FAD training and Advanced FAD training as well as CPS and Advanced CPS training. See the CONNECTIONS web site for an up to date training schedule.**

9. What is the plan for the "Policy Library"? How soon will those documents be available? **Policy information specifically related to programmatic issues and CONNECTIONS will be located on the CONNECTIONS intranet site and in Help. The broader question regarding access to all NYS policies, regulations, etc. is being evaluated.**

10. Is there any legislation pending regarding caseload limits? **Not at this time.**

11. How will the cases get the new functionality in Build 16? **There will be a one-day implementation for Build 16. Any Intake that is recorded after the implementation date will have the new functions that are included in Build 16. Investigation stages where the initial report was received prior to the implementation date will not have the new functions. Some cases may have some investigation stages that have the new functions and some that do not.**