

9/24/2008

Q3-08 (*Build 18.10*) Job Aid



**CONNECTIONS Training Project
Professional Development Program
Rockefeller College
University at Albany**

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Introduction

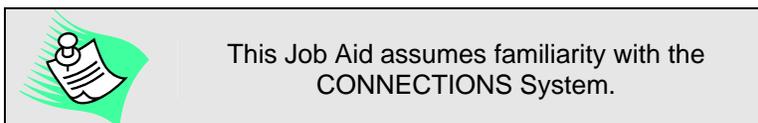
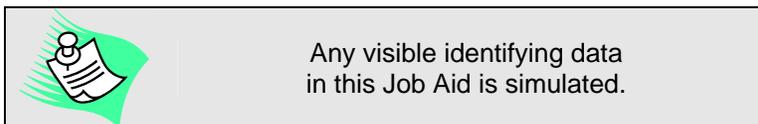
This Job Aid is intended for CONNECTIONS users on different levels. It provides a detailed overview of the CONNECTIONS system changes and enhancements introduced in Q3-08 (Build 18.10).

Improvements to CONNECTIONS that are implemented periodically through SIRs and Change Requests are referred to as "builds." Since these improvements are implemented on a quarterly basis, they are also being called Quarterly Improvement Plans and are referred to this year as Q1-08, Q2-08, Q3-08 and Q4-08. The Q1, 2, 3, or 4 indicates the quarter of the year beginning in January and "08" represents 2008. Build 18.10, to be released in October 2008, is called "Q3-08."

With the implementation of Q3-08 (Build 18.10), several important changes will improve the CONNECTIONS system. It should be noted that many of the enhancements included in this build originated from a collaborative effort on the part of OCFS, local district and voluntary agency casework and supervisory staff. Specifically, this Job Aid contains information about enhancements in the following functional areas:

- Safety Assessment
- Risk Assessment Profile (RAP)
- To-Do
- Progress Notes
- Foster and Adoptive Home Development (FAD)

Also included in Q3-08 is support for Child Protective Services Family Assessment Response (FAR). Family Assessment Response is a new services approach for working with some families reported to the New York State Child Abuse and Maltreatment Register (SCR) for suspected maltreatment of their children. With implementation of Q3-08, six local districts will be participating in FAR. They are: Chautauqua, Erie, Onondaga, Orange, Tompkins and Westchester. Additional information for non-participating districts and agencies regarding FAR will be contained in an informational letter that will be issued prior to any of the six counties initiating FAR. The districts participating in FAR will be issued a Job Aid specifically for their use.



This Job Aid is available online on the CONNECTIONS intranet site:

<http://ocfs.state.nyenet/connect/jobaides.asp>

The CONNECTIONS Intranet site also contains information about CONNECTIONS training.

Redesigned Safety Assessment

Across the country and internationally, child welfare experts are continually looking to refine their safety and risk assessment protocols so that they are easier to use and provide reliable, consistent and valid assessment information. Based on this as well as input from users, OCFS determined that the Safety Assessment needed to have more clearly defined terms and to more explicitly emphasize if any action was needed to protect children, what that action was, and who was responsible for it. In that way, it would better assist critical thinking and decision-making. Therefore, with the implementation of Q3-08 (Build 18.10) changes will be made to the *Safety Assessment* window for INV and FSS stages.

A new version of the CPS Safety Assessment is being implemented with Q3-08 (Build 18.10). All Investigation stages with a post-implementation start date will contain the new version of the Safety Assessment, while all Investigation stages opened prior to implementation will continue to support the old version. For Family Services Stages, all FASPs launched post-implementation will contain the new version. In-Process FASPs will support the new version if no data had been saved on the *Safety Assessment* window prior to implementation. FASPs with a status of pending, approved, or rejected as of the implementation date will continue to support the old version of the Safety Assessment.

Safety Assessment Window Changes

Although several important improvements have been made, much of the current *Safety Assessment* window remains unchanged. For example, the four tab format remains the same and navigation to and within the window is unchanged. What you will notice is that the **Safety Decision** tab has been moved to second position and that the **Mitigating Strengths/Resources** tab is no longer part of the *Safety Assessment* window. In its place you will see a new tab entitled **Prnt/Ctrkr Actions/Safety Plan** (Parent(s)/Caretaker(s) Actions/Safety Plan). The **Safety Interventions** tab has been renamed to the **Ctrl Interventions/Safety Plan** (Controlling Interventions/Safety Plan).

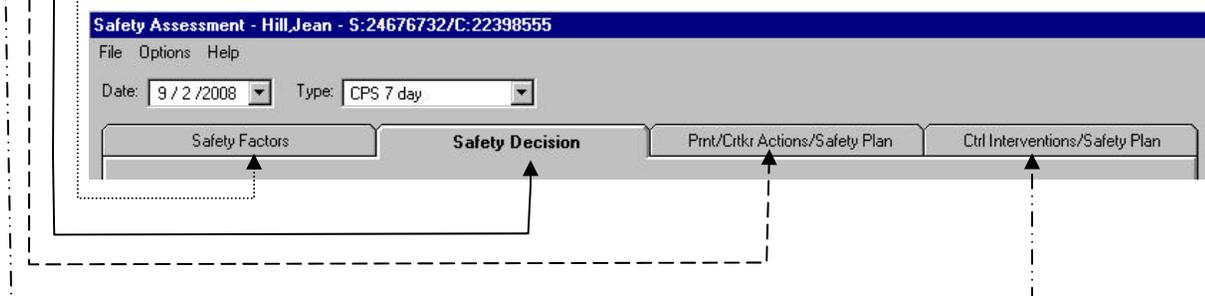
The names of the four tabs and their purpose are as follows:

Safety Factors – This tab is used to identify any existing safety factors, determine whether any rise to the level of immediate or impending danger, as well as record comments related to **each** safety factor you identified.

Safety Decision – This tab is used to record your conclusion as to the safety status of the child(ren).

Prnt/Ctrkr Actions/Safety Plan – This tab is used to record a narrative related to the specific action(s) taken or to be taken by the parent(s) or caretaker(s) to protect the child(ren) from the identified danger(s).

Ctrl Interventions/Safety Plan – This tab is used to identify interventions that have been implemented to control for the safety of the child(ren) and to record a narrative explaining how the safety plan will be monitored.



An additional change to the *Safety Assessment* window concerns the pre-filling of a safety assessment from one previously completed and approved. With the implementation of Q3-08 (Build 18.10), a new safety assessment in an Investigation stage will be pre-filled from the most recent approved safety assessment in an **open** Investigation stage within the same case, if the previous safety assessment has an approval date of **60 days or less** from the date of accessing the new safety assessment. Investigation safety assessments will pre-fill into the FSS/FASP as they do now. In both situations, there will be no pre-fills from a pre-Build safety assessment into a post-Build safety assessment (i.e., a pre-build INV will not pre-fill into a post-build FSS).

Changes to Safety Definitions

The definitions of safety terms that can be found in Appendix A have been revised to be made simpler and less open to various interpretations. You will now notice the addition of "Impending Danger" to the safety definitions, and on various tabs of the Safety Assessment.

Impending Danger is defined as: *A child is in impending danger when exposure to serious harm is emerging, about to happen, or is a reasonably foreseeable consequence of current circumstances.*

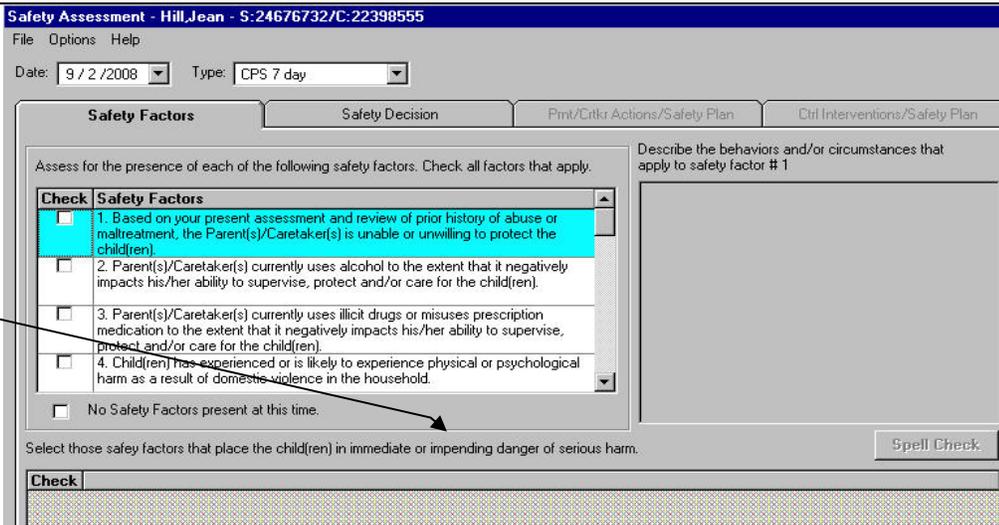
The definition was changed to help you focus beyond "immediacy." Safety is about the exposure of children to danger to serious harm - both right now and in the immediate future. Just because the danger isn't occurring right in front of you does not mean that it doesn't exist and that the child's safety is not threatened. The behaviors and conditions that create danger to children are fluid- they change - and you and your supervisor must be able to detect if danger of serious harm might emerge in the very near future.



You will also notice a new button at the bottom of the *Safety Assessment* window in the INV and FSS stages called the **Light Bulb** button.



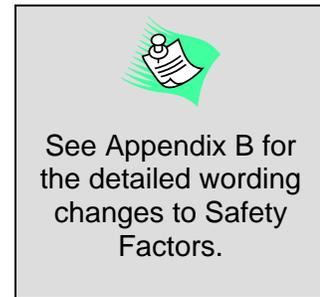
To bring up a list of safety definitions, click on the **Light Bulb** button.

What's New	Safety Factors Tab in the Safety Assessment Window INV and FSS Stages
<p>Addition of <i>Impending Danger</i></p>	 <p>The screenshot shows the 'Safety Factors' tab in the 'Safety Assessment' window. The window title is 'Safety Assessment - Hill, Jean - S:24676732/C:22398555'. Below the title bar are menu options 'File Options Help', a 'Date' dropdown set to '9 / 2 / 2008', and a 'Type' dropdown set to 'CPS 7 day'. The main area has four tabs: 'Safety Factors', 'Safety Decision', 'Pmt/Ctrkr Actions/Safety Plan', and 'Ctrl Interventions/Safety Plan'. The 'Safety Factors' tab is active, displaying instructions: 'Assess for the presence of each of the following safety factors. Check all factors that apply.' Below this is a table with a 'Check' column and a 'Safety Factors' column. The first row is highlighted in blue and contains a checked box and the text: '1. Based on your present assessment and review of prior history of abuse or maltreatment, the Parent(s)/Caretaker(s) is unable or unwilling to protect the child(ren)'. Other factors include alcohol use, illicit drug use, and domestic violence. At the bottom, there is a 'Spell Check' button and a 'Check' button.</p>

Safety Factors Tab

The Investigation safety assessment in the Investigation stage will no longer have any pre-filled safety factors identified by the SCR in the CPS Intake stage. The CPS worker may view the safety factors identified by the SCR intake worker by navigating to the Intake Stage. This change was made to permit CPS investigators to make a fresh assessment of safety at the beginning of the CPS case.

As is presently the case, if you select the *"No Safety Factors are present at this time"* checkbox, all other safety factors in the list, along with the comment box and **Immediate or Impending Danger Factors** grid, become disabled. But if you identify one or more of the safety factor(s) from the **Safety Factors** grid, you must now record a **separate** comment for **each** factor selected. When a safety factor is checked, the comment box will turn yellow, indicating that it is a required field. If you attempt to navigate to another tab without first recording all required comments, the following message displays: *"You must comment on the selected safety factors."* This does not prevent you from navigating to another tab, however, you will not be able to submit the Investigation Safety Assessment for approval or mark the Safety Assessment associated to a periodic FASP ready for FASP submission until you have recorded comments for each selected safety factor.



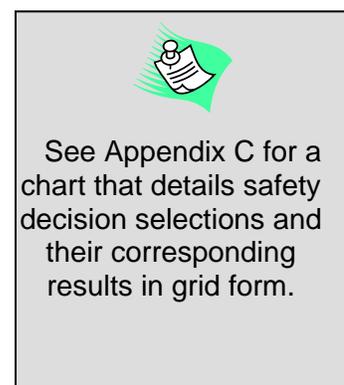
The comments should describe the behaviors or circumstances that you found that are the basis for identifying the safety factor.

As is presently the case, the **Immediate or Impending Danger Factors** grid at the bottom of the **Safety Assessment** tab will be dynamically populated with each safety factor you have selected. As you do now, identify, by checking, any of the safety factors that you judge place the child(ren) in immediate or impending danger of serious harm.

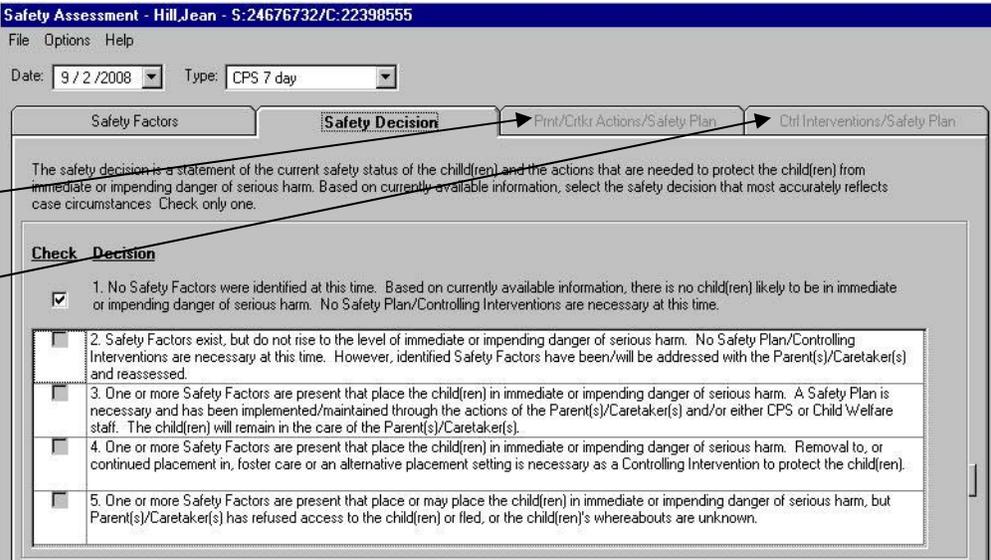
Safety Decision Tab

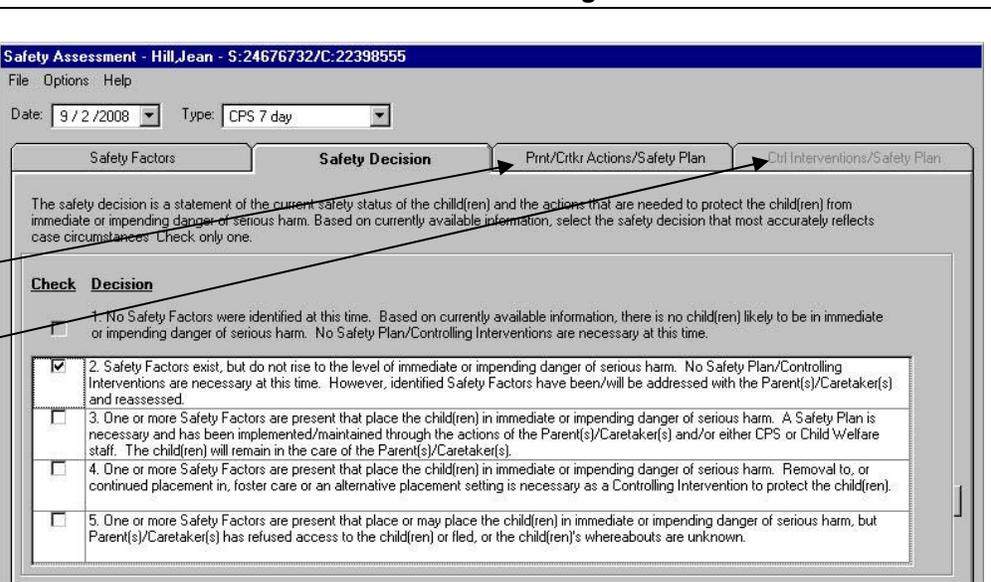
The safety decision is a statement of the current safety status of the child(ren) and the actions that are needed to protect the child(ren) from immediate or impending danger of serious harm. A safety decision is dynamic, and is always based on the information you have available to you at the time of the decision.

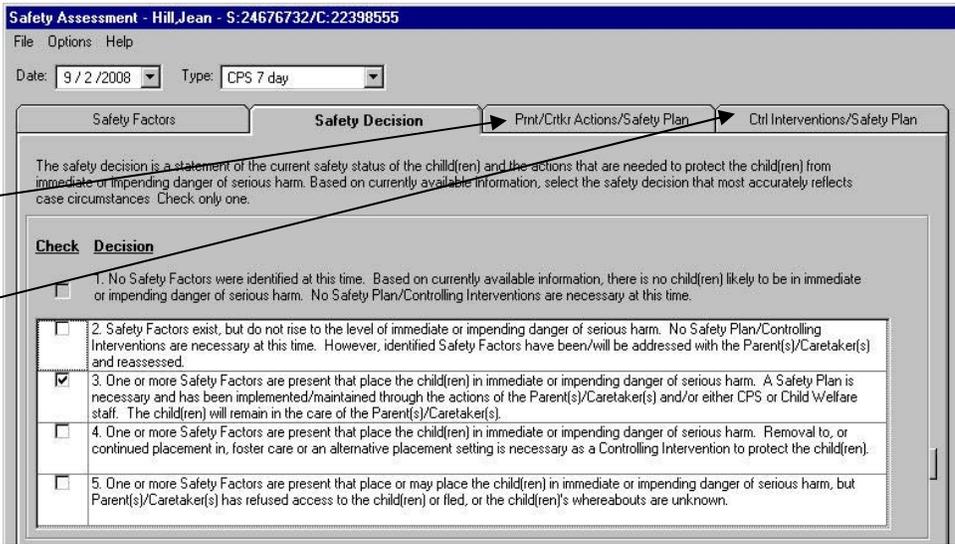
Although the **Safety Decision** tab is always enabled you must select at least one safety factor on the **Safety Factors** tab before you can select a safety decision. On this tab you select one and only one safety decision from the list. If you select *"No Safety Factors are present at this time"* on the **Safety Factors** tab, then the Safety Decision #1 *"No Safety Factors were identified at this time..."* is automatically pre-populated and the rest of the decision choices are disabled. Based upon the safety decision you choose, the **Prnt/Crtkr Actions/Safety Plan** tab and the **Ctrl Interventions/Safety Plan** tab remain disabled, become enabled and optional, or become enabled and required. If you select Safety Decision #4, the Placement sub-window opens where you identify the children who have been placed and, if necessary; address the safety of any children who remain in the home.

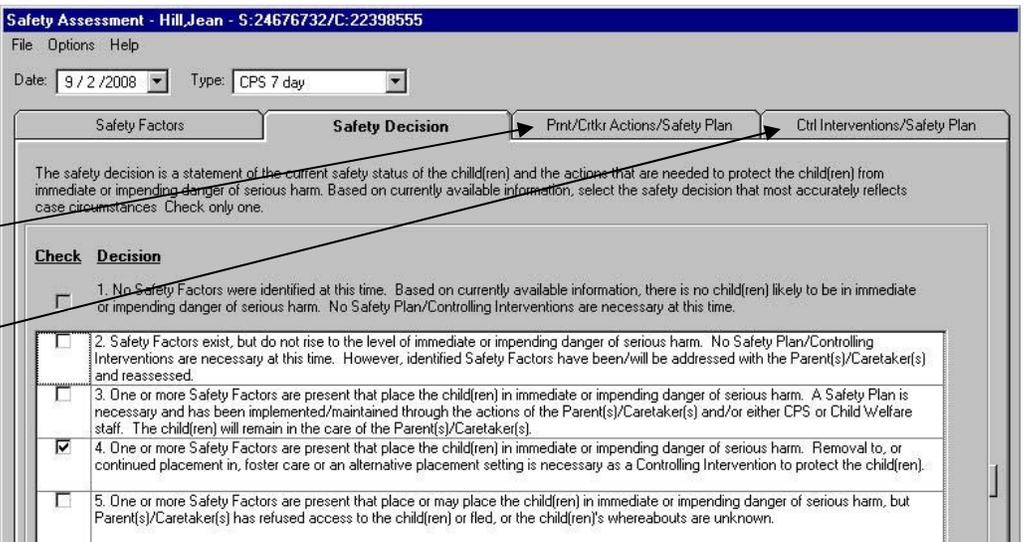


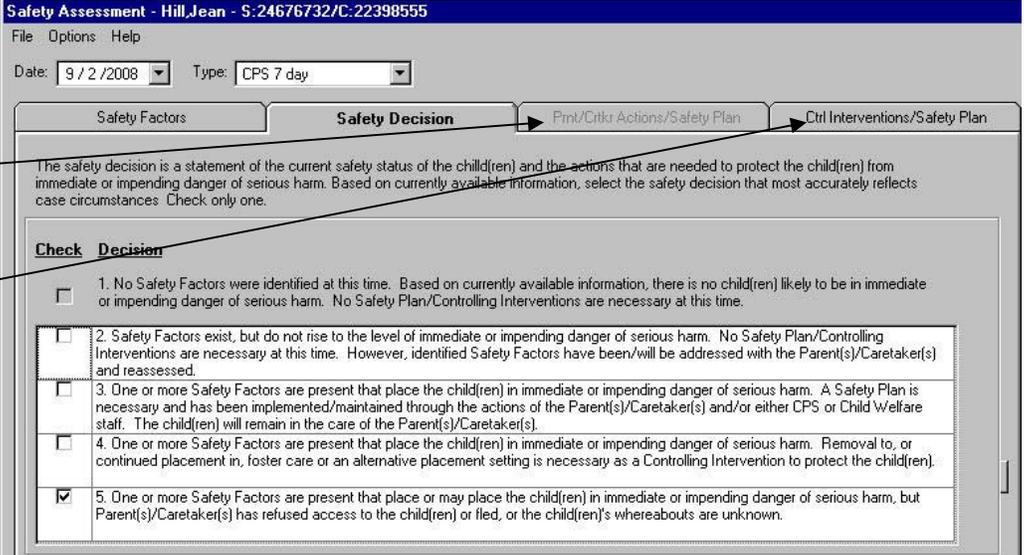
Examples of enabled and disabled tabs by selection of safety decisions in the *Safety Assessment* window are shown below:

What's New	Safety Decision Tab in the Safety Assessment Window INV and FSS Stages
<p>Selecting Safety Decision #1:</p> <p>Prnt/Ctrkr Actions/Safety Plan and Ctrl Interventions/Safety Plan tabs are disabled.</p>	 <p>The screenshot shows the 'Safety Assessment' window for 'Hill, Jean' with ID 'S:24676732/C:22398555'. The 'Date' is '9 / 2 /2008' and 'Type' is 'CPS 7 day'. The 'Safety Decision' tab is selected, and the 'Prnt/Ctrkr Actions/Safety Plan' and 'Ctrl Interventions/Safety Plan' tabs are disabled. The 'Check Decision' section shows five options, with the first option selected:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> 1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. <input type="checkbox"/> 2. Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed. <input type="checkbox"/> 3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s). <input type="checkbox"/> 4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren). <input type="checkbox"/> 5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.

What's New	Safety Decision Tab in the Safety Assessment Window INV and FSS Stages
<p>Selecting Safety Decision #2:</p> <p>Prnt/Ctrkr Actions/Safety Plan tab is enabled and optional.</p> <p>Ctrl Interventions/Safety Plan tab is disabled.</p>	 <p>The screenshot shows the 'Safety Assessment' window for 'Hill, Jean' with ID 'S:24676732/C:22398555'. The 'Date' is '9 / 2 /2008' and 'Type' is 'CPS 7 day'. The 'Safety Decision' tab is selected, and the 'Prnt/Ctrkr Actions/Safety Plan' tab is enabled, while the 'Ctrl Interventions/Safety Plan' tab is disabled. The 'Check Decision' section shows five options, with the second option selected:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. <input checked="" type="checkbox"/> 2. Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed. <input type="checkbox"/> 3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s). <input type="checkbox"/> 4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren). <input type="checkbox"/> 5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.

What's New	Safety Decision Tab in the Safety Assessment Window INV and FSS Stages
<p>Selecting Safety Decision #3:</p> <p>Prnt/Ctrkr Actions/Safety Plan and Ctrl Interventions/Safety Plan tabs are enabled and required.</p>	 <p>Screenshot of the Safety Assessment window showing the Safety Decision tab selected. The 'Prnt/Ctrkr Actions/Safety Plan' and 'Ctrl Interventions/Safety Plan' tabs are highlighted with arrows from the text on the left. The 'Check Decision' section shows option 3 selected.</p>

What's New	Safety Decision Tab in the Safety Assessment Window INV and FSS Stages
<p>Selecting Safety Decision #4:</p> <p>Prnt/Ctrkr Actions/Safety Plan tab is enabled and optional.</p> <p>Ctrl Interventions/Safety Plan tab is enabled and required.</p>	 <p>Screenshot of the Safety Assessment window showing the Safety Decision tab selected. The 'Prnt/Ctrkr Actions/Safety Plan' and 'Ctrl Interventions/Safety Plan' tabs are highlighted with arrows from the text on the left. The 'Check Decision' section shows option 4 selected.</p>

What's New	Safety Decision Tab in the Safety Assessment Window INV and FSS Stages												
<p>Selecting Safety Decision #5:</p> <p>Prnt/Ctrkr Actions/Safety Plan tab is disabled.</p> <p>Ctrl Interventions/Safety Plan tab is enabled and required.</p>	 <p>The screenshot shows the 'Safety Decision' tab selected. The text below the tabs reads: 'The safety decision is a statement of the current safety status of the child(ren) and the actions that are needed to protect the child(ren) from immediate or impending danger of serious harm. Based on currently available information, select the safety decision that most accurately reflects case circumstances. Check only one.'</p> <table border="1"> <thead> <tr> <th>Check</th> <th>Decision</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>2. Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s).</td> </tr> <tr> <td><input type="checkbox"/></td> <td>4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren).</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.</td> </tr> </tbody> </table>	Check	Decision	<input type="checkbox"/>	1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time.	<input type="checkbox"/>	2. Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed.	<input type="checkbox"/>	3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s).	<input type="checkbox"/>	4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren).	<input checked="" type="checkbox"/>	5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.
Check	Decision												
<input type="checkbox"/>	1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time.												
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<input type="checkbox"/>	3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s).												
<input type="checkbox"/>	4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren).												
<input checked="" type="checkbox"/>	5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.												

Safety Plan

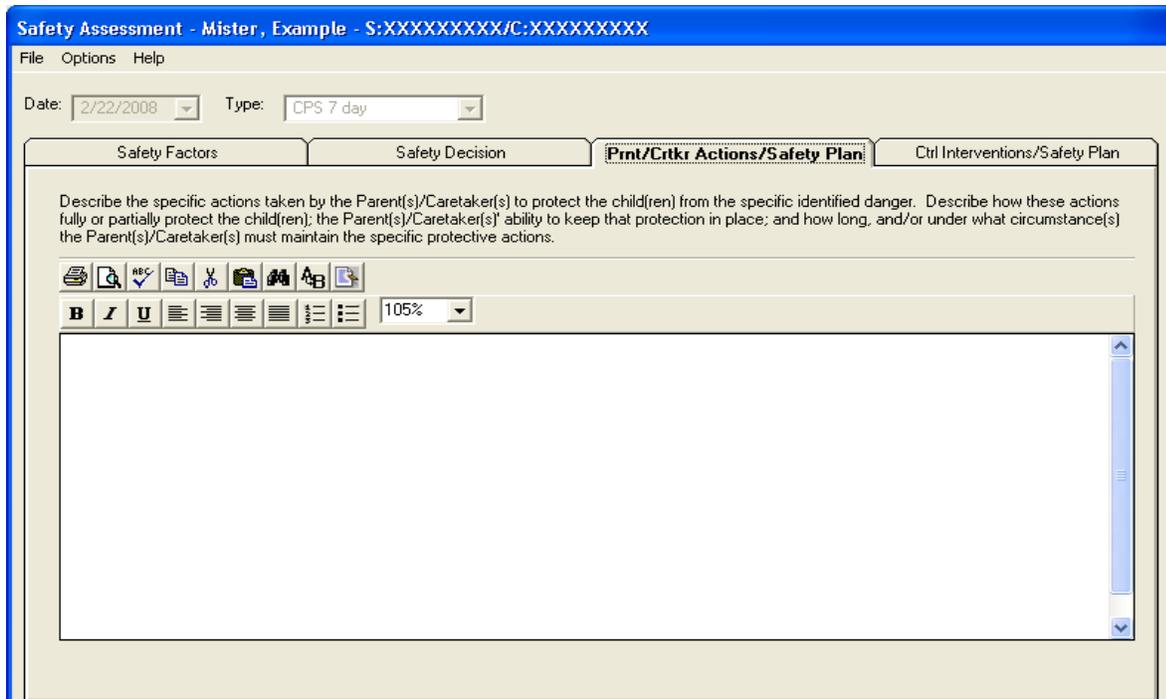
The Safety Plan that is being introduced in Q3-08 (Build 18.10) consists of:

- the actions that taken or that will be taken by the parent(s)/caretaker(s) to protect the child(ren) that you will record as narrative in the **Prnt/Ctrkr Actions/Safety Plan** tab;
- the controlling intervention(s) you have put in place that you will record by selecting from the checklist, on the **Ctrl Interventions/Safety Plan** tab; and
- any protective actions associated with Safety Decision #4 (Placement) sub-window.

A Safety Plan is different from a Service Plan in that the Safety Plan defines a set of actions to be taken without delay to protect the child(ren) from immediate or impending danger of serious harm whereas the Service Plan describes the risk reduction and family related outcomes and activities that will support reunification or another permanency plan and/or the resolution of family problems.

Prnt/Crtkr Actions Safety Plan Tab

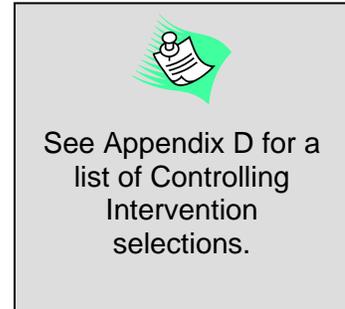
As you have seen, the **Prnt/Crtkr Actions/Safety Plan** tab is enabled (required or optional) or disabled depending upon the decision you select on the **Safety Decision** tab. Here you record a narrative related to the specific actions taken or to be taken by the parent(s)/caretaker(s) to protect the child(ren), fully or partially, from the identified danger(s). You also describe the parent(s)/caretaker(s)' ability to keep the protection(s) in place, for how long, and/or under what circumstances the parent(s)/caretaker(s) must maintain these specific protective action(s). Note that the tab is supported by several text tools, including spell check and copy/paste commands.



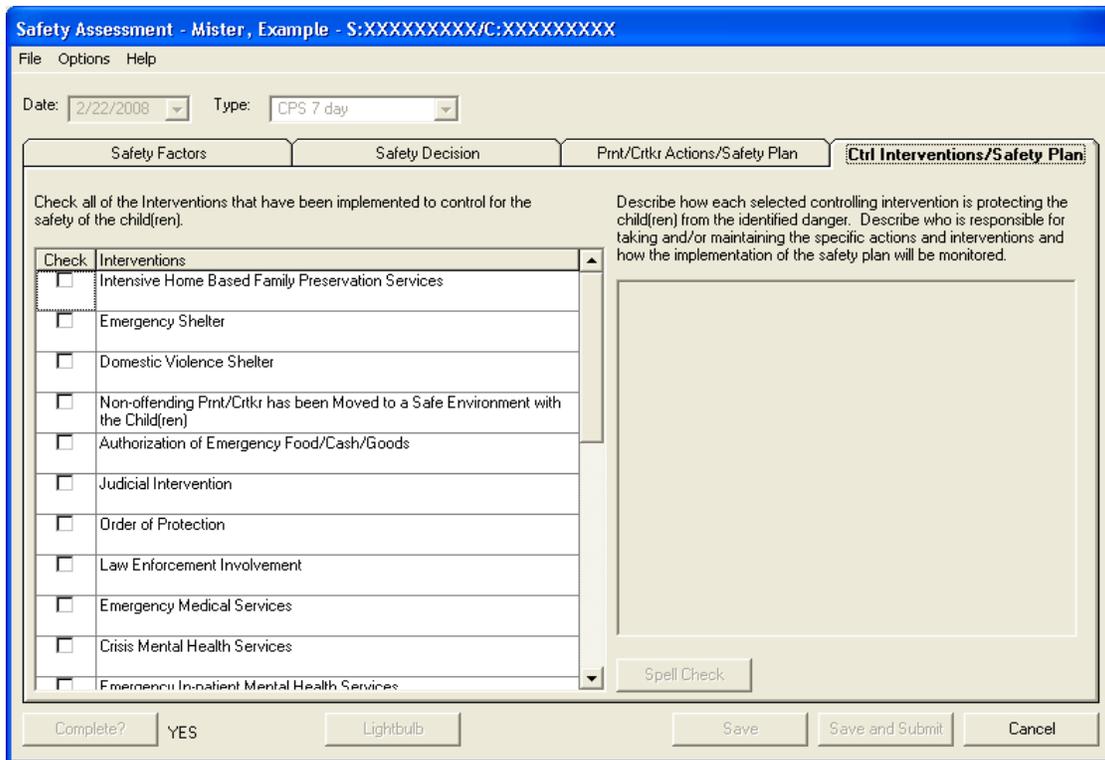
Ctrl Interventions/Safety Plan Tab

As noted above, controlling interventions make up the second part of the safety plan, in accordance with the chosen safety decision. The changes on this tab are:

- The tab is now named Controlling Interventions/Safety Plan;
- The instruction at the top of the list of Interventions prompts you to check all of the interventions that you have implemented to control for the safety of the child(ren);
- The list of interventions has been modified/expanded;
- When completing the narrative, you are prompted to describe how each intervention that you identified is protecting the child(ren) from the identified danger, who is responsible for taking and/or maintaining the specific interventions and how the implementation of the safety plan will be monitored; and
- If you select Controlling Intervention # 19 (Use of Family, Neighbors . . .) or # 23 (Other), the comment box will turn yellow indicating that it is a required field. If # 19 is selected, specify which individuals will serve as safety resources, what they will do, for what period of time, etc. For # 23, provide the appropriate details.



For INV stages you will not be able to mark the Safety Assessment complete (and submit to your supervisor) if the tab is required but incomplete. For FSS stages you will not be able to mark the Safety Assessment as “Ready for FASP Submission” if the tab is required but incomplete.



The screenshot shows a software window titled "Safety Assessment - Mister, Example - S:XXXXXXXXXX/C:XXXXXXXXXX". The window has a menu bar with "File", "Options", and "Help". Below the menu bar, there are two dropdown menus: "Date:" with the value "2/22/2008" and "Type:" with the value "CPS 7 day". The main area of the window is divided into three tabs: "Safety Factors", "Safety Decision", and "Ctrl Interventions/Safety Plan". The "Ctrl Interventions/Safety Plan" tab is active. It contains two columns of text. The left column says "Check all of the Interventions that have been implemented to control for the safety of the child(ren)." and is followed by a table with a "Check" column and an "Interventions" column. The right column says "Describe how each selected controlling intervention is protecting the child(ren) from the identified danger. Describe who is responsible for taking and/or maintaining the specific actions and interventions and how the implementation of the safety plan will be monitored." and is followed by a large empty text box. At the bottom of the window, there are several buttons: "Complete?", "YES", "Lightbulb", "Save", "Save and Submit", and "Cancel".

Check	Interventions
<input type="checkbox"/>	Intensive Home Based Family Preservation Services
<input type="checkbox"/>	Emergency Shelter
<input type="checkbox"/>	Domestic Violence Shelter
<input type="checkbox"/>	Non-offending Prnt/Ctrkr has been Moved to a Safe Environment with the Child(ren)
<input type="checkbox"/>	Authorization of Emergency Food/Cash/Goods
<input type="checkbox"/>	Judicial Intervention
<input type="checkbox"/>	Order of Protection
<input type="checkbox"/>	Law Enforcement Involvement
<input type="checkbox"/>	Emergency Medical Services
<input type="checkbox"/>	Crisis Mental Health Services
<input type="checkbox"/>	Emergency Inpatient Mental Health Services

Safety Plan Output

With Q3-08 (Build 18.10), CONNECTIONS will populate a new Safety Plan output with the information you recorded on the **Prnt/Crtkr Actions/Safety Plan** tab, the **Ctrl Interventions/Safety Plan** tab and if applicable, the narrative from the Placement sub-window associated with Safety Decision #4. Demographic information also pre-fills the plan with slight differences depending on whether the plan is being produced from an INV or FSS stage. This plan can be printed, reviewed with the parents and offered for their signature, along with your signature and others who may be appropriate to sign the plan, such a grandmother if she has a role in the Safety Plan.

The new Safety Plan output will be available only if the stage was opened on or after the date of Q3-08 (Build 18.10) implementation.

You may update a safety plans at any time during the INV stage to reflect changing circumstances. Once an FSS is opened with a Program Choice of "Protective," you update the plan as part of the FASP cycle.

The steps for generating a safety plan from the CRPS and FSS/FASP follow:



See Appendix E for samples of Safety Plan output. Note the statement to the parent(s)/caretaker(s) on page 2 of the Safety Plan.



Step-by-Step: Printing a Safety Plan From the CPRS

1. In the **Safety Assessment** tab of the *Child Protective Record Summary* window, click to select a safety assessment for which you wish to generate a safety plan.
2. Click on the **Detail** button.
The safety assessment will display.
3. In the **File** menu, select **Print Safety Plan**.
The safety plan displays.
4. To print the safety plan, click on the **Print** button. The **Print** dialog box displays. Verify that the prompted printer choice is correct and select the number of copies to be printed.
5. Click on the Print button.
The document is sent to the selected printer.
6. To close the safety plan, click on the **Close** button.
The Safety Assessment window displays.
7. Click on the **Cancel** button.
The Child Protective Record Summary displays.

Printing a Safety Plan from the FASP

The Safety Plan defines a set of actions to be taken without delay to protect the child(ren) from immediate or impending danger of serious harm.

The Safety Plan consists of:

- the actions that will be taken by the parent(s)/caretaker(s) to protect the child(ren) that you will record as narrative in the **Prnt/Crtkr Actions/Safety Plan** tab;
- the controlling intervention(s) you have put in place that you will select from the checklist, and the associated narrative recorded on the **Ctrl Interventions/Safety Plan** tab; and any protective actions associated with *Safety Decision #4* sub-window.



Step-by-Step: Printing a Safety Plan From the FASP: For a Pending or In-Process FASP

For a Pending or In-Process FASP:

1. Via the *Family Assessment and Service Plan (FASP)* window, click on the **Reports** drop down menu item (located at the top of the window) select/highlight **Family Assessment**. *The **Family Assessment** sub menu will display to the right.*
2. Click to select **Safety Plan**.
The safety plan is displayed.
3. To print the safety plan, click on the **Print** button.
*The **Print** dialog box displays. Verify that the prompted printer choice is correct and select the number of copies to be printed.*
4. Click on the **Print** button.
*The document is sent to the selected printer. A *Generate Report* window is displayed indicating the report has been queued to the printer.*
5. Click on the **OK** push button, to close the *Generate Report* window. *Focus is return to the Safety Plan.*
6. To close the safety plan, click on the **Close** button.
Focus is returned to the Family Assessment and Service Plan window
7. Click on the **Close** button.
Focus is returned to the Family Assessment and Service Plan (FASP) window. .



Step-by-Step: Printing a Safety Plan From the FASP: For an Approved FASP

For an Approved FASP:

1. Via the *Family Assessment and Service Plan (FASP)* window, double click on the 'Approved' node. *The FASP report is displayed on the window.*
2. Click on the **Print Selected** button.
3. The *FASP Report component* window is displayed. Click and select **Safety Plan**. *A check mark is displayed once selected.*
4. Click on the **OK** push button.
The Safety Plan report is displayed.
5. To print the safety plan, click on the **Print** button. *The **Print** dialog box displays. Verify that the prompted printer choice is correct and select the number of copies to be printed.*
6. Click on the **Print** button.
The document is sent to the selected printer.
7. Click on the **Print** button.
The document is sent to the selected printer
8. To close the safety plan, click on the **Close** button.
*Focus is returned to the **Family Assessment and Service Plan** window.*

[The Safety Plan can also be produced from the Event List, for an Approved FASP](#)



Step-by-Step: Printing a Safety Plan From the FASP: From the Event List for an Approved FASP

1. Via the *Assigned Work load* window, Click on the **Options** drop down menu item.
2. Click on **Event List**.
3. Select the *FASP submitted for Approval* event and click on the **Detail** button.
The FASP report is displayed on the window.
4. Click on the **Print Selected** button.
The FASP Report component window is displayed.
5. Click and select **Safety Plan**.
A check mark is displayed once selected.
6. Click on the **OK** button.
The Safety Plan report is displayed
7. To print the safety plan, click on the **Print** button.
*The **Print** dialog box displays. Verify that the prompted printer choice is correct and select the number of copies to be printed.*
8. Click on the **Print** button.
The document is sent to the selected printer.
9. To close the safety plan, click on the **Close** button.
Focus is returned to the 'Event List' window.
10. Clicking on the **Close** button will return focus back to the 'Assigned Work load' window.

Please Note:

If the CPS Safety Assessment was NOT part of the FASP, the check box will be disabled.

The Safety Assessment must be completed before the Safety Plan output can be generated. You may generate the plan from the CPRS tab dialog by clicking on the **Options** menu and selecting the **Print Safety Plan** command, which will only be enabled when you have highlighted an existing Safety Assessment in PROC, PEND, APRV, COMP or REJT status. The Safety Plan is also available from the *Safety Assessment* window. After navigating to the *Safety Assessment Detail* window, the Safety Plan can be generated by clicking on the **File** menu and selecting the **Print Safety Plan** command.

Improved Risk Assessment Profile Tool

The purpose of the Risk Assessment Profile (RAP) is to guide decision-making by having CONNECTIONS calculate a risk score that is a valid predictor of the likelihood that a child will be abused or maltreated in the future. Research and review of cases uncovered common errors in how workers throughout the State interpreted and applied the risk elements. This led to inaccurate risk scores which meant the risk rating may not be as reliable and useful in helping you to decide which cases to open for services. Therefore, making the descriptions in the RAP elements as close as possible to what the research has proved to be predictors of the likelihood of any type of abuse or maltreatment has been incorporated into a new RAP. This RAP will be implemented with Q3-08 (Build 18.10) in the INV and FSS stages.

Elements in the RAP have been updated in order to increase the:

- correctness in interpretation and application of risk elements;
- accuracy of risk scores for investigations and service planning; and
- precision of forecasted likelihood of recurrence of abuse or maltreatment.

The following rules will apply to the implementation of the revised RAP to cases that existed before the implementation of Q3-08 (Build 18.10)

INV or FSS-Initial FASP - If the RAP, or the Initial FASP, was approved, rejected, pending approval, or in process (information was saved in the RAP module) prior to build implementation, you will see the **pre**-implemented version of the RAP elements on the *Risk Assessment Profile* window and output.

FSS- Comprehensive and Reassessment FASP - If the FASP was in-process and information was saved in the RAP module when Q3-08 (Build 18.10) is implemented, you will see the **post**-implemented version of the RAP elements on the *Risk Assessment Profile* window and RAP **Component** report and once approved, the **Full FASP** report. If the FASP is pending approval at the point of implementation, the **Full FASP** report will contain the pre-implemented version of the RAP questions.¹

¹ While the FASP is in PEND status, you will see the post-implemented version of the RAP on the window and component report.

Q3-08 (Build 18.10) Changes to Risk Assessment Profile Elements

Below is the comprehensive list of RAP elements. For the purposes of this job aid, Q3-08 (Build 18.10) wording changes are in bolded text, however, text in the actual CONNECTIONS window will not display as bolded.

Questions 2-6 refer to the RAP Family Unit Stage Composition and require a Yes or No answer.

Questions 7-15 refer to Primary and Secondary Caretakers and require a Yes or No answer for each individual identified as a Caretaker.

	Risk Element	Rationale for Change
1.	Total prior reports for adults and children in RAP family unit.	No Change.
2.	Any child in the RAP family unit was in the care or custody of any substitute caregivers (informally or formally) at any time prior to the current report date .	<ul style="list-style-type: none"> - Clarified to apply whenever a child has been in out-of-home care, informally or by court order, not only to previous foster care placements. - Substitute living arrangement does not need to have been due to child protective concerns; could have been informal family arrangement. - The research shows a link between parental inability or unwillingness to care for their children, the need for others to provide that care and the likelihood of some form of abuse or maltreatment in the future.
3.	Child under one year old in RAP family unit at time of the current report, and/or new infant since report .	<ul style="list-style-type: none"> - Need to always factor into the RAP a new baby born since the report was received.
4.	Current or recent history of housing with serious health or safety hazards; extreme overcrowding; unstable housing; or no housing.	<ul style="list-style-type: none"> - Need to consider recent history of housing stability and condition issues, even if problems have abated at time of completing the RAP. - Homelessness or an unstable housing situation is also included in this risk element. Temporary shelter that requires frequent relocation is not adequate, stable housing.
5.	Financial resources are mismanaged or limited to the degree that one or more basic family needs are intermittently or chronically unmet.	<ul style="list-style-type: none"> - Clarified to apply in more than extreme cases or only if multiple needs were not met. - If available financial resources are sufficient to meet the family's basic needs, but are not sufficient due to mismanagement or inappropriate use of funds, factor applies.

		<ul style="list-style-type: none"> – “Intermittently or chronically unmet” does not need to be continuous. Could reflect a pattern of shifting from financial crisis to relative stability to financial crisis. If that is the case, risk element applies.
6.	Caretaker has, and utilizes , reliable and constructive support and assistance from extended family, friends, or neighbors.	<ul style="list-style-type: none"> – Clarified to apply the risk element when there is helpful family, friends and neighbors but the caretaker does not take advantage of their offered help.
7.	Caretaker has been a victim or perpetrator of abusive or threatening incidents with partners or other adults in family/neighborhood.	<ul style="list-style-type: none"> – Clarified to expand the focus to relationships beyond the adults in the nuclear family. – Should include domestic violence between intimate partners. – Also refers to violent or threatening relationships with other non-partner adults. – Element broader than physical violence between current intimate partners. For example, threats or harassment included, even if no physical contact has occurred.
8.	Caretaker’s alcohol use has had negative effects on child care, family relationships, jobs, or arrests , within the past two years.	<ul style="list-style-type: none"> – If caretaker behavior suggests alcohol (#8) or drug (#9) problems, this element should be checked even if a professional evaluation has not been completed – Check factor if use of these substances has had a negative effect on the person’s life within the past two years. – Applies if regular or periodic use of one or more drugs has had adverse effects on any aspect of relationships or responsibilities – Select Yes for #8 if the caretaker is currently participating in an alcohol treatment program. – If the caretaker is participating in a non-professional support group, such as Alcoholics Anonymous (AA), without any other evidence of continuing alcohol use within the last two years, do not consider this, by itself, as a current alcohol problem.
9.	Caretaker’s drug use has had negative effects on child care, family relationships, jobs, or arrests , within the past two years.	See # 8 above

10.	Caretaker's behavior suggests a mental health problem exists and/or caretaker has a diagnosed mental illness.	<ul style="list-style-type: none"> – If caretaker behavior suggests mental health problems, this element should be checked even if a professional mental health evaluation has not been completed. – This risk element should be checked even if the person is appropriately attending to his or her mental health problem through treatment or prescribed medication.
11.	Caretaker has very limited cognitive skills.	No change
12.	Caretaker has a debilitating physical illness or physical disability.	No change
13.	Caretaker demonstrates developmentally appropriate expectations of <u>all</u> children.	<ul style="list-style-type: none"> – Focus on what parents do or do not do with all children in the family.
14.	Caretaker attends to needs of <u>all</u> children and prioritizes the children's needs above his/her own needs or desires.	<ul style="list-style-type: none"> – Isolated or temporary instance of not meeting a child's needs may not apply. – Does apply if instance was seriously dangerous lapse or caretaker evidences a lack of concern about potential for harm to the child. – Factor applies if caretaker knowingly does not protect a child from physical or sexual abuse by another person, or they have physically or sexually abused their child.
15.	Caretaker understands the seriousness of current or potential harm to the children, and is willing to address any areas of concern.	<ul style="list-style-type: none"> – Consider if children were harmed or if there is a potential for them to be harmed, does the caretaker see that, and, are they willing to do anything about it? Or do they minimize the harm to which the children have been exposed? – If the caretaker verbally agrees that there are behaviors or conditions that have harmed or could likely harm the child, but the caretaker does not follow through with appropriate actions, this Risk element applies

Note that there have not been any changes made to the elevated risk elements, such as a previous termination of parental rights, that automatically increase the rating to "high."

Enhanced Progress Notes

Larger Font for Progress Notes Printouts

With the implementation of Q3-08 (Build 18.10), you will be given a choice of font size for progress notes outputs. The system default is 8pt; however, you will be able to choose a larger font (12pt) by selecting “Larger (12pt)” from the *Print Notes* window.

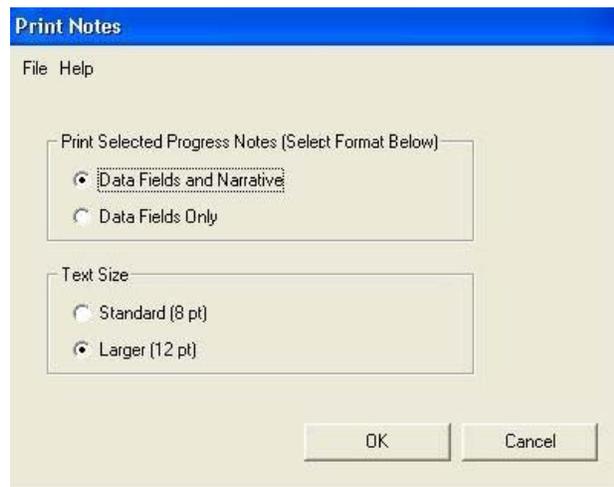
When “Standard (8pt)” is selected on the *Print Notes* window, the data fields and/or narrative in the print preview and output will have 8pt font size. When “Larger (12pt)” is selected, depending upon which radio button you select, the data fields and narrative in the print preview and output will have 12pt font size.

In order to select “Larger (12 pt),” the **Data Fields and Narrative** radio button *must* be selected first.



Step-by-Step: Printing Progress Notes in Larger Font Size

1. From the **Progress Notes** tab, select the Progress Notes you want to print on the **Progress Notes** tab (of the *FSS* or *CPRS* window).
2. Click on the **Print Note(s)** button on the lower right hand corner of the window.
The Print Notes window displays.
3. Click on the **Data Fields and Narrative** radio button in the **Print Selected Progress Notes** section.



4. Click on the **Larger (12pt)** radio button in the Text Size section.
5. Click on the **OK** button.
Your print preview and printout will show the larger 12 pt font size.

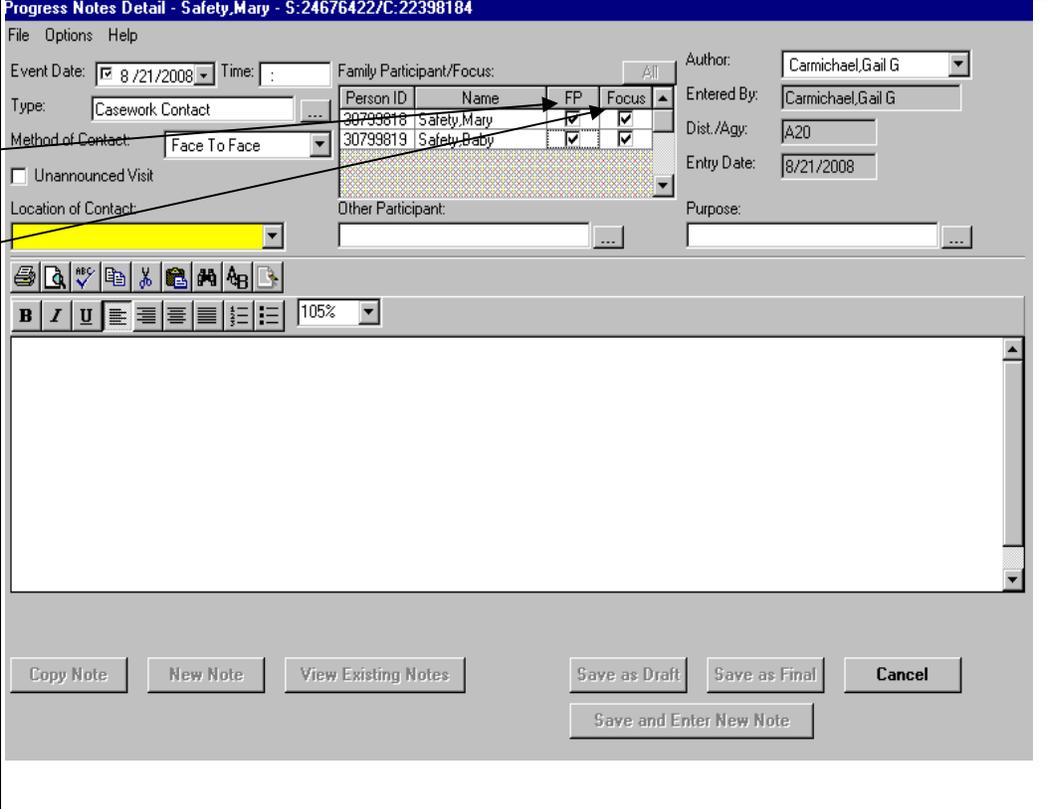
Pre-Filled Focus Indicator

Progress notes that record caseworker contacts with foster children are often not counted towards meeting the federal contact requirement because incorrect data values were selected. One of the most frequent issues is the failure to identify the child as the Focus of the contact.

With the implementation of Q3-08 (Build 18.10), when an individual from the Family List is selected as a Participant, the individual will now also be system identified as the Focus. This applies to progress notes in both the INV and FSS stages.

Points to remember:

- When you select a person from the **Family Participant** checkbox, the corresponding **Focus** checkbox will be automatically selected.
- When you deselect a person from the **Family Participant** checkbox, the corresponding **Focus** checkbox will be automatically deselected.
- You are able to deselect the **Focus** checkbox without deselecting the **Family Participant** checkbox for the corresponding person.
- You are also able to select the **Focus** checkbox, without selecting the **Family Participant** checkbox for the corresponding person.
- Selection of the “**All**” pushbutton will automatically pre-fill both the **Family Participant** and the **Focus** checkboxes for all persons listed.

What's New	Progress Notes Detail Window Family Participant/Focus												
<p data-bbox="181 1178 342 1245">Family Participant</p> <p data-bbox="181 1318 277 1350">Focus</p>	 <p>Progress Notes Detail - Safety, Mary - S:24676422/C:22398184</p> <p>File Options Help</p> <p>Event Date: 8/21/2008 Time: : Family Participant/Focus: All Author: Carmichael, Gail G</p> <p>Type: Casework Contact Entered By: Carmichael, Gail G</p> <p>Method of Contact: Face To Face Dist./Agy: A20</p> <p>Entry Date: 8/21/2008</p> <table border="1"><thead><tr><th>Person ID</th><th>Name</th><th>FP</th><th>Focus</th></tr></thead><tbody><tr><td>30799818</td><td>Safety, Mary</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr><tr><td>30799819</td><td>Safety, Baby</td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr></tbody></table> <p>Unannounced Visit <input type="checkbox"/></p> <p>Location of Contact: [Yellow Highlighted]</p> <p>Other Participant: []</p> <p>Purpose: []</p> <p>Copy Note New Note View Existing Notes Save as Draft Save as Final Cancel Save and Enter New Note</p>	Person ID	Name	FP	Focus	30799818	Safety, Mary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	30799819	Safety, Baby	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Person ID	Name	FP	Focus										
30799818	Safety, Mary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>										
30799819	Safety, Baby	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>										

New To-Do Management Tool for Unit Approvers

With the implementation of Q3-08 (18.10), it will no longer be necessary for supervisors and managers to request OCFS to perform a data fix to remove any outstanding Task To-Dos associated with a worker who has left their district or agency. When a worker leaves the job, his/her To-Dos need to be completed or reassigned. Currently, Unit Approvers have to go through every To-Do for the worker who left and complete every task before they can end date the worker. But after the implementation of Q3-08 (Build 18.10), Unit Approvers will be able to reassign these tasks to another worker for completion.

Please note the **Staff** button or the **Staff Search Criteria** command (within the **Options** menu) on the *To-Do Detail* window will be enabled for the Unit Approver (of the unit to which the departing worker was in-assigned), when accessed through the Unit Summary Path (Unit Summary>Search>To-Do>Detail). Using either of these features the Unit Approver can assign the Task To-Do to another worker.

Another change is that the message concerning outstanding Task To-Dos is different. When a Unit Approver enters a date in the **End Date** field on the *Staff Detail* window and clicks on the **Save** button, the system will check for any outstanding Task To-Dos for that worker. If the worker has outstanding To-Dos after s/he is end dated, the following message will display upon clicking on the **Save** button.

“Employee has outstanding system generated Task To-Dos which must be completed or transferred.”



Step-by-Step: Re-Assigning Task To-Do's for Unit Approvers

1. Click **Unit Summary** button on the CONNECTIONS toolbar.
The Unit Summary window displays.
2. Click on the Search button.
The staff assigned to the unit display.
3. Click to select the worker for whom To-Dos must be reassigned.
4. Click on the **To Do...** button.
*The **Staff To-Do** list for the worker displays.*
5. Click to select a To-Do which will be reassigned.
The To-Do highlights.
6. Click on the **Detail...** button.
The To-Do Detail window displays.
7. Click on the **Staff...** button or in the **Options** menu select **Staff Search Criteria...** choice.
The Staff Search Criteria window displays.
8. Enter search criteria for the staff person to whom you will reassign the To Do.

9. Click on the **Search** button.
The Staff List window displays that match the criteria.
10. Click to select the staff person to who you will reassign the To-Do.
The person's name highlights.
11. Click on the **OK** button.
The To-Do Detail window displays with the selected staff person's name in the Assigned To field.
12. Click on the **Save** button.
The Staff To-Do List window displays.
13. Click on the **Close** button.
The Unit Summary window displays.
14. Click on the **Close** button.

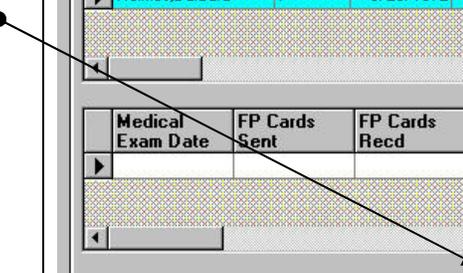
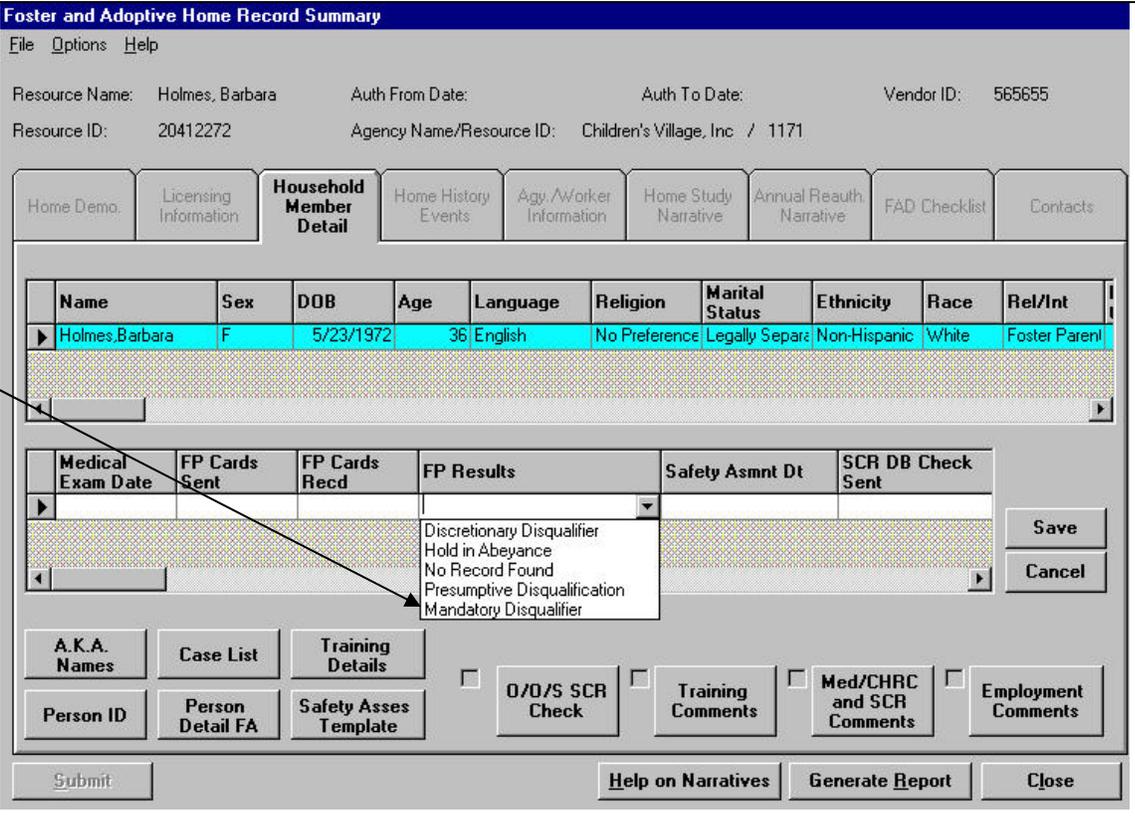
Changes in Language to FAD Fingerprint Requirement Letters and Denial/Revocation Letters

The federal Adam Walsh Child Protection Act of 2006 eliminates the ability for states to "opt out" of the Title IV-E criminal history record check requirements for prospective foster and adoptive parents. As of October 1, 2008, it becomes New York State's standard to require that applicants to become foster and adoptive parents who were convicted of certain categories of felonies, or persons who have already been certified or approved to be foster or adoptive parents who are subsequently (after October 1, 2008) convicted of certain categories of felonies, must be disqualified from becoming foster or adoptive parents, or must have their certification or approval revoked. This disqualification/revocation is mandatory.

The *Fingerprint Requirement Letters* (both English and Spanish versions) and the *Denial/Revocation Letters* (both English and Spanish versions) will be updated with Q3-08 (Build 18.10) to reflect the Mandatory Disqualifier language in the law as of October 1, 2008.

Until Q3-08 (Build 18.10) is released, use the notice/letter that will be sent with the Administrative Directive (ADM) that will be provided to local social service districts and voluntary agencies.

Please also note that the values in the Fingerprint Results dropdown on the Household Member Detail tab in the Foster and Adoptive Home Record Summary have changed to reflect the new value of "Mandatory Disqualifier." The new "Mandatory Disqualifier" value will be ready for use on October 1, 2008 in advance of the implementation of Q3-08 (Build 18.10).

What's New	Fingerprint Results Dropdown menu on the Household Member Detail Tab																				
<p>Values for Fingerprint Results ●</p> 	 <p>Foster and Adoptive Home Record Summary</p> <p>File Options Help</p> <p>Resource Name: Holmes, Barbara Auth From Date: Auth To Date: Vendor ID: 565655 Resource ID: 20412272 Agency Name/Resource ID: Children's Village, Inc / 1171</p> <p>Home Demo Licensing Information Household Member Detail Home History Events Agy./Worker Information Home Study Narrative Annual Reauth. Narrative FAD Checklist Contacts</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Sex</th> <th>DOB</th> <th>Age</th> <th>Language</th> <th>Religion</th> <th>Marital Status</th> <th>Ethnicity</th> <th>Race</th> <th>Rel/Int</th> </tr> </thead> <tbody> <tr> <td>Holmes, Barbara</td> <td>F</td> <td>5/23/1972</td> <td>36</td> <td>English</td> <td>No Preference</td> <td>Legally Separated</td> <td>Non-Hispanic</td> <td>White</td> <td>Foster Parent</td> </tr> </tbody> </table> <p>Medical Exam Date FP Cards Sent FP Cards Recd Fingerprint Results Safety Asmnt Dt SCR DB Check Sent</p> <p>Discretionary Disqualifier Hold in Abeyance No Record Found Presumptive Disqualification Mandatory Disqualifier</p> <p>A.K.A. Names Case List Training Details <input type="checkbox"/> O/D/S SCR Check <input type="checkbox"/> Training Comments <input type="checkbox"/> Med/CHRC and SCR Comments <input type="checkbox"/> Employment Comments</p> <p>Person ID Person Detail FA Safety Asses Template</p> <p>Submit Help on Narratives Generate Report Close</p>	Name	Sex	DOB	Age	Language	Religion	Marital Status	Ethnicity	Race	Rel/Int	Holmes, Barbara	F	5/23/1972	36	English	No Preference	Legally Separated	Non-Hispanic	White	Foster Parent
Name	Sex	DOB	Age	Language	Religion	Marital Status	Ethnicity	Race	Rel/Int												
Holmes, Barbara	F	5/23/1972	36	English	No Preference	Legally Separated	Non-Hispanic	White	Foster Parent												

Support Tools

Online Help

CONNECTIONS Online Help provides descriptions for various windows, as well as step-by-step instructions for common tasks. You can access Online Help at any time, from any window in CONNECTIONS by clicking on the **Help** menu or pressing the **F1** key on your keyboard.

The **Contents**, **Index** and **Search** tabs in Online Help allow you to search for and navigate to the topic(s) on which you need help.



Step-by-Step: Accessing Online Help

1. Click on the **Help** menu on the CONNECTIONS Toolbar.

The following list of commands displays:

Contents	<i>A table of contents for the help facility with links to major sections.</i>
How Do I?	<i>Step-by-step instructions to help you complete tasks using CONNECTIONS.</i>
Window Descriptions	<i>Descriptions of windows in CONNECTIONS, along with information on various fields.</i>
DSS Policy	<i>Online OCFS policy handbooks (under revision).</i>
Help On This Window	<i>Window description help for the window you are on.</i>
Help for Help	<i>Instructions on how to use the help functionality.</i>
About CONNECTIONS	<i>Information about the current CONNECTIONS version and build.</i>

2. Click on a command from the **Help** menu.
*The window related to your selection displays. In some cases, you will need to make another selection in that window to obtain instructions. At the top of each window you will see additional buttons and menus. Use the **Search** button to search for specific information in the Help function and use the **Back** button to return to windows you have just visited in Help. The **Glossary** button opens a list of important CONNECTIONS terms and the **Print** button allows you to print Help information.*
3. When you are done reviewing information in Help, close each *Help* window by clicking on the **Close** button (☒) in the top right corner of the window.
The system returns to the window you were using when you accessed Help.

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available from the OCFS CONNECTIONS intranet site (<http://ocfs.state.nyenet/connect>). The intranet site contains a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, Step-by-Step Guides (including the *CONNECTIONS Case Management Step-By-Step Guide*), Job Aids and Frequently Asked Questions (FAQs). Release Notes—a complete list of the modifications, enhancements, fixes and impacts in the Build—is also available from the CONNECTIONS intranet site.



Step-by-Step: Accessing the OCFS CONNECTIONS Intranet Site

1. From your local desktop, double-click on the Internet Explorer icon.
2. If the browser does not display the OCFS intranet site automatically, enter <http://ocfs.state.nyenet> into the browser's address line and press the Enter key on your keyboard.
The OCFS intranet home page displays.
3. Click on the CONNECTIONS link.
The CONNECTIONS home page displays.
4. Click on a topic to access information. For access to various Step-by-Step Guides and Job Aids, click on the Step-by-Step/Job Aids/Tips link. For access to Quarterly Improvement Release Notes for Q3-08, click on the Implementation link.
5. To close Internet Explorer, click on the File menu and select Close.

Enterprise Help Desk

The New York State Office for Technology (NYS OFT) Enterprise Help Desk staff is available to answer basic questions related to your equipment or to solve problems you are having with the CONNECTIONS application. If they cannot solve your problem, they will record your information and forward it to others who can.

Your agency may have procedures in place for contacting the Enterprise Help Desk. Check with your supervisor before you call.

The Enterprise Help Desk is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323
(1-800-697-1323)

When you call the Enterprise Help Desk with a problem, you will be given a ticket number to use for tracking your issue and its resolution. Keep a record of this number; you will need it for any follow-up conversations with the Enterprise Help Desk.

App Help Mailbox

In addition to calling the Enterprise Help Desk with application issues, district staff can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems and concerns can now be emailed to:

ocfs.sm.conn_app@ocfs.state.ny.us

The 'App Help' mailbox is intended to provide an expanded level of support. It is meant for questions that have had an initial review by agency staff who are proficient in CONNECTIONS (e.g., Resource Users). For example, if you have an issue for which you have unsuccessfully sought advice from your supervisor or a Resource User, it would be appropriate to contact the App Help mailbox with the issue. However, your in-agency resources should always be your first contact when trying to resolve an issue.



For more information on the App Help mailbox, refer to the Implementation page of the OCFS CONNECTIONS intranet site:

<http://ocfs.state.nyenet/connect/imp/>

Appendix A: Safety Definitions

Safety

A child is safe when there is no immediate or impending danger of serious harm to a child's life or health as a result of acts of commission or omission (actions or inactions) by the child's parents and/or caretakers.

Safety Factor

A Safety Factor is a behavior, condition, or circumstance that has the potential to place a child in immediate or impending danger of serious harm.

Immediate Danger

A child is in immediate danger when presently exposed to serious harm. In deciding whether the child(ren) is in immediate or impending danger, consider the following:

- the seriousness of the behaviors/circumstances reflected in the safety factor;
- the number of safety factors present;
- the degree of the child(ren)'s vulnerability and need for protection; and
- the age of the child(ren).

Impending Danger

A child is in impending danger when exposure to serious harm is emerging, about to happen, or is a reasonably foreseeable consequence of current circumstances. In deciding whether the child(ren) is in immediate or impending danger, consider the following:

- the seriousness of the behaviors/circumstances reflected in the safety factor;
- the number of safety factors present;
- the degree of the child(ren)'s vulnerability and need for protection; and
- the age of the child(ren).

Safety Decision

The Safety Decision is a statement of the current safety status of the child(ren) and the actions that are needed to protect the child(ren) from immediate or impending danger of serious harm. A safety decision is dynamic, and is always based on the information you have available to you at the time of the decision.

Safety Plan

A safety plan is:

- is a clearly identified set of actions, including controlling interventions when necessary, that have been, or will be taken without delay, to protect the child(ren) from immediate or impending danger of serious harm;
- addresses all of the behaviors, conditions, or circumstances that create the immediate or impending danger of serious harm to the child(ren);
- specifies the tasks and responsibilities of all persons (Parent/Caretaker, household/family members, caseworker, or other service providers) who have a role in protecting the child(ren);
- delineates the timeframes associated with each action or task in the plan that must be implemented;

- identifies how the necessary actions and tasks in the plan will be managed and by whom;
- must be modified in response to changes in the family's circumstances, as necessary, to continually protect the child(ren) throughout the life of the case; and
- is necessary until the protective capacity of the Parent/Caretaker is sufficient to eliminate immediate or impending danger of serious harm to the child(ren) in the absence of any controlling interventions.

*A safety plan is **not** a set of educational, rehabilitative or supportive activities or services intended to reduce risk, address underlying conditions and contributing factors, or to bring about long-term and lasting change within a family.*

Controlling Interventions:

Controlling interventions are activities or arrangements which protect a child from situations, behaviors or conditions which are associated with immediate or impending danger of serious harm, and without which the dangerous situations, behaviors or conditions would still be present, would emerge, or would in all likelihood immediately return.

Appendix B: Revised Safety Factors

Below is the comprehensive list of safety factors that display on the **Safety Factors** tab of the *Safety Assessment* window. Q3-08 (Build 18.10) wording changes are in bolded text, which is used only for the purposes of this job aid and not in the CONNECTIONS application itself.

1. **Based on your present assessment and review of prior history of abuse or maltreatment, the Parent(s)/Caretaker(s) is unable or unwilling to protect the child(ren).**
2. **Parent(s)/Caretaker(s)** currently uses alcohol to the extent that it **negatively impacts** his/her ability to supervise, protect and/or care for the child(ren).
3. **Parent(s)/Caretaker(s)** currently **uses illicit drugs or misuses prescription medication to the extent that it negatively impacts** his/her ability to supervise, protect and/or care for the child(ren).
4. Child(ren) has experienced or is likely to experience physical or psychological harm as a result of domestic violence in the household. (No changes made here)
5. Parent(s)/Caretaker(s)'s apparent or diagnosed medical or mental health status or developmental disability **negatively impacts** his/her ability to supervise, protect, and/or care for the child(ren).
6. Parent(s)/Caretaker(s) **has a recent history of violence and/or** is currently violent and out of control.
7. Parent(s)/Caretaker(s) is unable and/or unwilling to meet the child(ren)'s needs for food, clothing, shelter, medical or mental health care **and/or control child's behavior.**
8. Parent(s)/Caretaker(s) is unable and/or unwilling to provide adequate supervision of the child(ren). (No changes made here)
9. **Child(ren) has experienced serious and/or repeated** physical harm **or injury** and/or the Parent(s)/Caretaker(s) has made a plausible threat of serious harm **or injury to the child(ren).**
10. Parent(s)/Caretaker(s) views, describes or acts toward the child(ren) in predominantly negative terms and/or has extremely unrealistic expectations of the child(ren). (No changes made here)
11. Child(ren)'s current whereabouts cannot be ascertained and/or there is reason to believe the family is about to flee or refuses access to the child(ren). (No changes made here)
12. Child(ren) has been or is suspected of being sexually abused **or exploited** and the Parent(s)/Caretaker(s) is unable or unwilling to provide adequate protection of the child(ren).
13. The physical condition of the home is hazardous **to the safety of the child(ren).**
14. Child(ren) **expresses or exhibits fear of being in the home due to current behaviors** of Parent(s)/Caretaker(s) or other persons living in, or frequenting the household.
15. **Child(ren) has a positive toxicology for drugs and/or alcohol.**
16. **Child(ren) has significant vulnerability, is developmentally delayed, or medically fragile (e.g. on Apnea Monitor) and the Parent(s)/Caretaker(s) is unable and/or unwilling to provide adequate care and/or protection of the child(ren).**

17. **Weapon noted in CPS report or found in the home and Parent(s)/Caretaker(s) is unable and/or unwilling to protect the child(ren) from potential harm.**
18. **Criminal activity in the home negatively impacts Parent(s)/Caretaker(s) ability to supervise, protect and/or care for the child(ren).**
19. **No Safety Factors** present at this time.

Appendix C: Revised Safety Decisions

Q3-08 (Build 18.10) wording changes are in bolded text, which is used only for the purposes of this job aid and not in the CONNECTIONS application itself.

Safety Decision	Result
<p>1. No Safety Factors were identified at this time. Based on currently available information, there is no child(ren) likely to be in immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time.</p>	<p>If #1 is selected, both the Prnt/Crtkr Actions/Safety Plan and Ctrl Interventions/Safety Plan tabs are disabled.</p>
<p>2. Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed.</p>	<p>If #2 is selected, the Prnt/Crtkr Actions/Safety Plan tab is enabled; however, the system does not require you to record a narrative.</p> <p>The Ctrl Interventions/Safety Plan tab is disabled.</p>
<p>3. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. A Safety Plan is necessary and has been implemented/maintained through the actions of the Parent(s)/Caretaker(s) and/or either CPS or Child Welfare staff. The child(ren) will remain in the care of the Parent(s)/Caretaker(s).</p>	<p>If #3 is selected, both the Prnt/Crtkr Actions/Safety Plan and Ctrl Interventions/Safety Plan tabs are enabled and required.</p>
<p>4. One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren).</p>	<p>If #4 is selected, the <i>Placement</i> window opens, which you are required to complete.</p> <p>Prnt/Crtkr Actions/Safety Plan tab is enabled and optional</p> <p>Ctrl Interventions/Safety Plan tabs is enabled and required.</p>
<p>5. One or more Safety Factors are present that place or may place the child(ren) in immediate or impending danger of serious harm, but Parent(s)/Caretaker(s) has refused access to the child(ren) or fled, or the child(ren)'s whereabouts are unknown.</p>	<p>If #5 is selected, the Ctrl Interventions/Safety Plan tab is enabled and required and the Prnt/Crtkr Actions/Safety Plan tab is disabled.</p>

Appendix D: Controlling Interventions

Below is the comprehensive list of controlling interventions that display on the **Controlling Interventions/Safety Plan** tab of the *Safety Assessment* window. Q3-08 (Build 18.10) additions or wording changes are in bolded text, which is used only for the purposes of this job aid and not in the CONNECTIONS application itself.

1. Intensive Home Based Family Preservation Services
2. Emergency Shelter
3. Domestic Violence Shelter - new
4. Non-offending Prnt/Crtkr **has been Moved** to a Safe Environment with the Child(ren)
5. Authorization of Emergency Food/Cash/Goods
6. Judicial Intervention
7. Order of Protection - **new**
8. Law Enforcement Involvement
9. Emergency Medical Services – **separated out from mental health services in #10 and 11**
10. Crisis Mental Health Services - **new**
11. Emergency In-patient Mental Health Services - **new**
12. Immediate Supervision/Monitoring - **reworded**
13. Emergency Alcohol Abuse Services
14. Emergency Drug Abuse Services
15. Correction or Removal of Hazardous/Unsafe Living Conditions
16. Placement - Foster Care
17. Placement - Alternate Caregiver
18. Supervised Visitation - **new**
19. Use of Family, Neighbors, or Other Individuals in the Community as Safety Resources (specify) – **comment required**
20. Alleged Perpetrator has left the Household Voluntarily and Current Caretaker will Appropriately Protect the Victim(s) with CPS Monitoring
21. Alleged Perpetrator has left the Household in Response to Legal Action
22. Follow-up to Verify Child(ren)'s Whereabouts/Gain Access to the Child(ren) - **new**
23. Other (specify) - **comment required**

Appendix E: Safety Plan Outputs

INV Stage Safety Plan Sample
Safety Plan

*****WARNING*****
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Case Name: Hill,Jean
Stage Name: Hill,Jean

Case ID: 22398555
Stage ID: 24676732

Safety Assessment Status: NEW
Submitted By:

Safety Plan Approval Date:

FAMILY/HOUSEHOLD

<u>NAME</u>	<u>DOB</u>	<u>REL/INT</u>
Hill,George	10/12/1973	Bio. Father
Hill,Jean	05/11/1976	Mother
Hill,William	12/23/1997	Child
Hill,Ken	03/31/2008	Child

WORKER INFORMATION

<u>WORKER NAME</u>	<u>ROLE</u>	<u>COUNTY</u>	<u>UNIT</u>
Getnick,Ken	Primary	Albany County Dss	150

SAFETY PLAN

Parent/Caretaker Actions/Safety Plan

Describe the specific actions taken by the Parent(s)/Caretaker(s) to protect the child(ren) from the specific identified danger. Describe how these actions fully or partially protect the child(ren); the Parent(s)/Caretaker(s)' ability to keep that protection in place; and how long, and/or under what circumstance(s) the Parent(s)/Caretaker(s) must maintain the specific protective actions.

Controlling Interventions/Safety Plan

Interventions:

Describe how each selected controlling intervention is protecting the child(ren) from the identified danger. Describe who is responsible for taking and/or maintaining the specific actions and Interventions and how the implementation of the safety plan will be monitored.

To the Parent(s)/Caretaker(s): We have developed this safety plan with you to clearly identify the actions you will take and

INV Stage Safety Plan Sample
Safety Plan

*****WARNING*****
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Case Name: Hill,Jean
Stage Name: Hill,Jean

Case ID: 22398555
Stage ID: 24676732

actions your caseworker or others have taken or will take to protect your child(ren). It includes the timeframes associated with each specific task or activity and under what circumstances the specific protective actions must be maintained. We will work with you to revise this plan as needed to continue to protect your child(ren). This plan will remain in effect until you can protect your children without the intervention of the Department of Social Services/ACS or the provider agency that is working with you.

It is important that you read and understand the safety plan.

SIGNATURES

	<u>Date</u>
Parent/Caretaker: _____	_____
Parent/Caretaker: _____	_____
CPS Caseworker: _____	_____
Other Signatures and Title/Role:	
_____	_____
_____	_____
_____	_____

FSS Stage Safety Plan Sample

Safety Plan

*****WARNING*****
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Case Name: Hill,Jean
Stage Name: Hill,Jean

Case ID: 22398555
Stage ID: 24676735

Submitted By:
LDSS/Agy With Case Management: ALBANY
LDSS/Agy With Case Planning:

Safety Plan Approval Date:

FAMILY/HOUSEHOLD

Hill,Jean
Hill,George

Primary Caretaker
Secondary Caretaker

CHILDREN

Hill,William
Hill,Ken

DOB
12/23/1997
03/31/2008

WORKER INFORMATION

<u>WORKER NAME</u>	<u>ROLE</u>	<u>COUNTY/AGENCY</u>	<u>UNIT</u>
Getnick,Ken	Case Manager	Albany County Dss	150

SAFETY PLAN

Parent/Caretaker Actions/Safety Plan

Describe the specific actions taken by the Parent(s)/Caretaker(s) to protect the child(ren) from the specific identified danger. Describe how these actions fully or partially protect the child(ren); the Parent(s)/Caretaker(s)' ability to keep that protection in place; and how long, and/or under what circumstance(s) the Parent(s)/Caretaker(s) must maintain the specific protective actions.

xxx

Controlling Interventions/Safety Plan

Interventions:

Placement - Foster Care

Describe how each selected controlling intervention is protecting the child(ren) from the identified danger. Describe who is responsible for taking and/or maintaining the specific actions and Interventions and how the implementation of the safety plan will be monitored.

xxxxx

FSS Stage Safety Plan Sample

Safety Plan

*****WARNING*****
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Case Name: Hill,Jean
Stage Name: Hill,Jean

Case ID: 22398555
Stage ID: 24676735

To the Parent(s)/Caretaker(s): We have developed this safety plan with you to clearly identify the actions you will take and actions your caseworker or others have taken or will take to protect your child(ren). It includes the timeframes associated with each specific task or activity and under what circumstances the specific protective actions must be maintained. We will work with you to revise this plan as needed to continue to protect your child(ren). This plan will remain in effect until you can protect your children without the intervention of the Department of Social Services/ACS or the provider agency that is working with you.

It is important that you read and understand the safety plan.

SIGNATURES

	<u>Date</u>
Parent/Caretaker: _____	_____
Parent/Caretaker: _____	_____
Case Manager: _____	_____
Case Planner: _____	_____
CPS Monitor: _____	_____
Other Signatures and Title/Role:	
_____	_____
_____	_____
_____	_____