

CONNECTIONS

New York State Office of Children and Family Services

CONNECTIONS Case Management Build 18.9.1 Highlights

BACKGROUND INFORMATION ON THE BUILD

It should be noted that this Build was crafted around several system enhancements that originated from a collaborative effort on the part of OCFS, local district and voluntary agency casework and supervisory staff, who were members of the Functional Improvement Team (FIT). Other system improvements included in the Build were identified through user generated/Help Desk tickets.

The detail below provides you with a “high level” view, organized by specific application module, of the system enhancements included in the Build.

Security/Agency Access:

- For districts/voluntary agencies that use Agency Access and Organizational Hierarchy, both In and Out assigned staff in the unit in the Direct Supervisory Line will have access to the units below them.

Approvals:

- A new To-Do will alert the Supervisor of the Case Planner if a FASP is rejected by the Case Manager.
- The character limit of the comment box used when approving/rejecting a FASP has been increased to 2000 characters.
- Old To-Do's for rejected approvals will be removed when the activity is approved.
- The due date of the FASP will be included in the approval To-Do that is sent to the Supervisor.
- The ordering of approvers on the Approval Status window will no longer be inconsistent. This was having an impact on High Priority Approvals.
- Worker's/Approvers information will be written to the database and their status of end-dated will no longer effect approvals.

Assign:

- An event will be written to the event list when the Case Manager is assigned or unassigned, providing a historical record.
- Worker's district/agency will be written to the database to establish historical access.

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Case Merge/Split:

- When cases are merged and then subsequently split users will now be able to access progress notes in both INV stages.

Family Services Intake:

- The blank page is removed from the FSI denial letter.

Family Assessment & Service Plan:

- The worker information grid in the FASP Report will list only the active workers at the time of submission of the FASP.
- An abbreviated version of the FASP Header will be displayed on all but the title and signature pages of the FASP Report.
- The Due Date of the FASP will be written to the To-Do list, not the submittal date. If the FASP is rejected, the To-Do will display the rejection date on the To-Do.
- A rejection alert will be sent to the Case Planner's supervisor if the Case Manager rejects a FASP.
- Foster Care Issues Section: The foster care issues section will be sorted by child.
- A Family Friendly statement is added to FASP Service Plan. It reads as follows: *The service plan described on this and any attached pages, represents a plan to help you meet the most important needs of your family. It is important that you read and understand this plan. It may be used to review agreed upon activities and to review progress.*
- The order of items on the FASP window and the FASP output will be the same.
- Family Update/Presenting Needs and Concerns Tab will have a new title: "Original Reason for Opening Case". After the initial FASP is approved, the "Original Reason" sub tab will not be in focus when the Family Update tab is opened, but will be available to view, if needed.
- The Parent/Caretaker, Child and Life Skills assessment scales will be prefilled in the Reassessment FASP from the most recently approved FASP that preceded it.
 - Associated comments will also come forward.
 - Each scale will be numbered and the ratings identified by letter, for easy reference.
 - Scale header information will more clearly identify parent or child scales that must be completed and those that are optional.
- Active O & A blocks will come forward from the last approved FASP or Plan Amendment in which they were entered, into the next FASP or Plan Amendment, when a Plan Amendment is approved that does not include the Service Plan section.
- The Check FASP Detail Button will no longer display the Update Service Plan/Family Update on the same line with Outcomes and Activities.
- Plan Amendments will require a designation of which status change(s) are documented in order to be submitted for approval.
- The Visiting Plan Information and section headers are updated to display only once in each FASP Report.
- A double space will be added between each Plan/Review.

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- The question “*Were the expectations of the previous visitation plan met?*” will be displayed in the FASP output.
- Draft entries will no longer print in the approved FSS/CCR FASPs.
- When launching a new Plan Amendment, the maintenance window will be opened for the user automatically.
- Users will be able to print individual components from an approved FASP.

FASP Report:

- Improved presentation for FASP report:
 - Line spacing has been corrected.
 - Fonts have been made uniform.
 - Full report header will be displayed on page 1 and on the signature page only. An abbreviated header will be on all other pages.
 - The FASP “map” has been minimized; headers and sub headers reduced.
 - Only the currently assigned workers will appear on the FASP report.
 - Specific sections of the approved FASP will be available for print.

Family Services Stage:

- The Date of Indication will be used as the CID date when cases are opened from a CPS stage and no application date has been entered. If both a date of indication and a date of application exist, the system will check to see which is earliest. If the date of indication is the earliest, the initial FASP will be due in 7 days; otherwise the initial FASP will be due 30 days from the CID.
- Rejection To-Dos created from an FSS closure will be deleted when the FASP is approved.

Foster/Adoptive Home Development:

- To-Dos regarding reauthorizations that were rejected will be deleted upon approval of the reauthorization.
- The system will prevent printing a FAD certificate/approval letter for out-of-state homes.
- The English and Spanish versions of the Fingerprint and Denial/Revocation letters are disabled in CONNECTIONS.

Health:

- Supervisors of end-dated employees will be able to access the historical case records of those employees.
- All saved dates on the Child Health Information tab will be frozen.
- The Clinical Appointments tab will be refreshed upon Save and Close of a modification to Health Provider information and users will not have to manually refresh the window.

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- A button labeled 'Primary Care/Medical Home' is added to the Child Health Information tab so users can access that window from the Child Health Information tab.
- The 'Health Provider' button is relabeled 'Add/Modify Prov'.
- The message 'Add or Verify Provider Exists prior to entering Clinical Appointment' will display continuously on the Clinical Appointments tab window as a reminder to users rather than displaying as a pop-up window.
- Users may identify a Primary Care/Medical home for the child with a clinical appointment of any domain type.
- The HIV test date may be back dated to the child's DOB.
- The Resource Name Field on the Health Provider screen is increased to 40 characters.
- Biological Parents' names will not print on the Child's Health History or Health Summary Reports.
- It will be possible to navigate to the Primary Provider window from the Child Health Info Tab using the Options menu.
- The Clinical Appointment tab will now have 2 pushbuttons for Providers "Select Health Provider" "Add/Modify Health Provider."
- On Clinical Appointment Tab there will no longer be any edits for domain types - all combinations of domains can be selected.
- Bio Family Health Tab will allow access to 'Additional Information' prior to completing all the prenatal health questions.
- Both Consent and Authorization Forms will be pre-filled with the child's name and case number.
- The names of the parents will not print in the Child Health History and Summary reports in the Bio Family Health Info section.

Narrative Fields:

- The spell check dictionary is updated to the approved CONNECTIONS custom dictionary.

Permanency Hearing Reports:

- The historical Case Planner's agency will display in the Permanency Hearing Report.
- The grey enterable field in question two of the PHR is restored.
- Permanency Hearing Report Help is added.
- The word DRAFT on the draft PHR will appear darker.
- When A66 is the case manager of the FSS stage, the word DRAFT will not appear on the Permanency Hearing Report.
- The 2006 version of the Permanency Hearing Report Notice, with the Child's CIN, is added.
- A list of caseworkers will appear to the right of the Family Court address with a check box next to each name to allow selection of the worker with an instruction to "Select worker(s) for Permanency Hearing Statement".
- The PHR statement may be saved in the same manner as the PHR and emailed (or uploaded to LTS-ACS programs only).
- The field for docket numbers on the Court Information window has been expanded so multiple docket numbers may be recorded.

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- Shading is removed from enterable fields/areas on the final PHR.
- On the PHR Statements and Notices window all workers with a role in the stage will be displayed rather than just Voluntary Agency workers.

Person List:

- Relate and Merge pushbuttons are disabled and a message displays when attempting to Merge/Relate an employee PID to any stage.

Person Search:

- The Case List pushbutton is disabled when an employee PID is selected from the Person Search Grid.

Progress Notes:

- The Enter Progress Notes menu item is disabled on the Case Summary Window when there is no one in an agency still assigned to the open stage.
- The Progress Note Output standard header will appear on the first page of a note; subsequent pages will contain a small subset of identifying information.
- An increase in the time period that a progress note can stay in Draft status has been made from 15 to 20 calendar days
- An option of "New Using" will be added to the options drop down menu. Users will be able to select a previously recorded note from the progress note list window and "reuse" the information from the data fields in that note. Data fields are: *Type, Method Of Contact, Location Of Contact, Other Participant, and Purpose.*
- A Save & Enter New Note pushbutton will be added to the Progress Notes window. Selecting this pushbutton will clear all fields and allow the user to enter a subsequent progress note without returning to the List window.

Removal Update:

- Rejected Removal Update To-Dos will be deleted when the next FASP is approved.

Service Plan Review:

- The Agency Name field on the Service Plan Review is increased to 30 characters.
- The Service Plan Review Notification letter will now leave space for county letterhead.