

October 2, 2006

Re: Assessment of CONNECTIONS

Dear Commissioner:

With the recent implementation of CONNECTIONS case management functionality in Build 18 the Office of Children and Family Services (OCFS) is interested in assessing how well CONNECTIONS is meeting the needs of staff. To that end OCFS has contracted with an independent project team, MAXIMUS, to perform a statewide functional review of CONNECTIONS that will address:

- Support of casework
- Ease of use
- Workflow
- Management reporting
- User support
- Data retrieval and accuracy

The project team will also assess user participation in CONNECTIONS development; provide a high-level review of SACWIS implementation in other states; and determine whether CONNECTIONS will meet federal SACWIS requirements when fully implemented. This information will be used to inform future CONNECTIONS development and to enhance the user participation process.

The functional review will be a broad assessment of how well the system performs in supporting caseworkers and supervisors. To gather this information, the team will conduct interviews, convene focus groups and survey caseworkers and supervisors statewide.

A quick (10-15 minute), confidential, on-line survey will be distributed via e-mail from the MAXIMUS project team during the week of October 9, 2006 to approximately 800 randomly selected staff. Focus groups and interviews will be conducted throughout October. CONNECTIONS implementation staff will be contacting your Director of Services in the upcoming days concerning the random selection of staff and scheduling.

Your support and participation continue to be critical to the development of an accurate and thorough assessment of CONNECTIONS. If you have questions or if you need additional information, please do not hesitate to contact William E. Travis at (518) 402-3194 or Jane Lynch at (518) 474-3377.

Thank you for your continued assistance and support.

Sincerely,

/s/ 10-2-06

William E. Travis
Deputy Commissioner

/s/ 10-2-06

Jane Lynch
Deputy Commissioner

Cc: Regional Directors
William McLaughlin