



CONNECTIONS

NYS Office of Children and Family Services
Q2-09 Highlights

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-- Implementation Date: June 27, 2009 --

[The purpose of this document is to provide a *high level* description of the system enhancements that are included in this Quarterly Improvement Plan.]

CONNECTIONS Intranet site: <http://ocfs.state.nyenet/connect/>

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On June 27, 2009, OCFS will implement the second Quarterly Improvement Plan of 2009, Q2-09. The *Q2-09 Highlights* document presents a high-level overview of programmatic and application changes, modifications and enhancements. It is one in a series of tools that define, describe and detail the system changes and enhancements that will be included in this *Quarterly Improvement Plan*. A listing of other Q2-09 tools to aid in the implementation of these system improvements will be detailed later in this document.

What Will the Implementation of Q2-09 Include?

Q2-09 will include important enhancements to the CONNECTIONS application that support programmatic changes, as well as several system improvements. The major ease of use enhancements included in Q2-09 are recommendations from the Child Welfare System Transformation Business Team. These recommended enhancements are based on a collaborative effort on the part of OCFS, local district and voluntary agency casework and supervisory staff. The following are the key areas of the application that will encompass the noted enhancements:

- **FASP** - efficiencies in entry and options to streamline documentation requirements
- **FAD** - support for regulatory requirements
- **Permanency Hearing Report** - increased options and improved pre-fills

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High-Level Overview of the Ease of Use Enhancements Included in Q2-09

The following highlight the enhancements to be included in this Quarterly Improvement.

- **FASP System Enhancements**

- **Modify Original Reason for Case Opening**

- The Original Reason for Case Opening in the FASP will initially be recorded as one continuous narrative. After the initial information is approved, addendums can be added on subsequent FASPs by the Case Manager or Case Planner.

- **Strength Needs/Risk Scales/Risk Pre-fill to Service Plan**

- The ability to pre-fill Service Plan Outcome and Activity Problem Statements from Assessment scales in an in-process FASP.

- **Assessment Scales**

- Two changes in the FASP assessment scales. The first modification will allow local districts to opt out of completing some assessment scales. Secondly, workers will be able to utilize a multi-select option when answering age-based questions in the FASP, even if all children listed do not fall within specified age limits.

- **Needed Improvements/Changes Tab**

- In response to users' requests to streamline the FASP, the "Needed Improvements/Changes" tab on the Family Assessment/Analysis dialogue has been removed.

- **FASP/PHR Mapping**

- Caseworkers completing both the FASP and PHR are required to answer similar questions with very similar statements. This enhancement will assist workers to develop answers to FASP questions that are consistent with the corresponding/mapped PHR question when pre-filling from the FASP to the PHR.

- **FAD System Change**

- **SCR Database Check Dates**

- Before a foster Boarding Home can be fully certified or approved, or before an adoptive home can be fully approved, New York State regulations require State Central Register database checks for all persons age 18 or over in the home. To support this requirement, an edit will be added on the FRS

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Household Member Detail window requiring the entry of the In-State SCR Database Check information; including “Sent Date”, “Received Date,” and “Results” for such checks for foster parents. This change will prevent opening of a new FAD home or re-opening of a closed home unless these fields have been completed.

- **Permanency Hearing Report System Enhancements**

- **PHR Placement Information Pre-fill**

- Placement information stored in the latest approved, pending or in-process FASP will be used to pre-fill the placement location question in the PHR.

- **Other System Enhancements**

- **Update/View Placement Information**

- Provides the ability to review and update placement information in CONNECTIONS (CCRS updates must be done separately). A new window, Location Detail, has been added, navigation has been improved, and improvements have been made in system messaging.

- **Progress Notes**

- Per a request from local districts, the “type” titled ‘Attempted Collateral Contact’ has been added to the Progress Notes Detail window.

- **Time Limit To-Do Display**

- Display of Alert, Reminder and non-navigable Task To Do’s will be time limited to present more manageable lists.

- **Safety Assessment**

- An optional comment box will be available from the Safety Factors window when “No Safety Factors Present” is selected.

- **Case List Sort Order**

- Case list search results will be displayed in a predictable order making it easier for users to review search results in CONNECTIONS.

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- **Service Plan Review Business Function Access**

The Business Function of “ACC SERPLAN REV”, which exists for staff who only need to create or modify a Service Plan Review (SPR) was not allowing access the SPR from Case Summary. This navigation problem will be corrected.

Additional Q2-09 Tools

Other Q2-09 tools will be developed to aid in the implementation of these system enhancements. These tools are listed below.

- **Q2-09 Release Notes**
- **Update to On-line HELP**
- **Impact Analysis document titled: *Changes to the Family Assessment and Service Plan***
- **CONNECTIONS Q2-09 Quarterly Improvements Job Aid**