

## **Impact Analysis**

**Subject:** General Casework

**Functional Area:** Handling Cases During Phased Implementation

### **Brief Description of Phased Implementation for Build 18:**

The implementation of Build 18 will be accomplished in 14 “waves” or instances over the period of one year. Each wave is comprised of one or more local districts and, generally, those contract agencies whose administrative offices are located in those districts. The CONNECTIONS Project is using this phased implementation approach to minimize the time between when staff receive training and when they begin to use the system as well as to maximize the level of post-implementation support provided to users. It is recognized that the approach poses specific challenges to districts and agencies, particularly to voluntary foster care agencies that contract with multiple districts that will be implemented across several waves. A soon to be released INF will delineate the waves to which each district and voluntary agency will be assigned, the timing of these waves and the strategies to accomplish essential case planning activities during the phased implementation period.

### **Impacts to ALL Districts, Preventive and Voluntary Foster Care Agencies (VA) upon Implementation of the First Wave:**

- There are new Investigation Conclusion values for in-process or new CPS Investigations.
- All other existing CPS and FAD functionality remains the same.
- LDSS and agency staff statewide will have the ability to perform case and person search.
- All Preventive and VA will have full Build 18 functionality. *Depending upon whether the local district from which the case originated and a VA itself have been fully implemented the VA may continue to employ existing case management processes (utilizing the paper UCR) until all of their VA staff are trained and prepared to implement the new case management system. The VA may opt to begin to implement the new CONNECTIONS supported case management system as districts that have custody of the children placed with their program are implemented and the respective cases appear on their workload. Staff should not utilize the new case management system in CONNECTIONS until they have been fully trained.*
- Agencies will be able to generate Family Service Intakes from the CONNECTIONS Toolbar, however, system edits will prevent agencies from submitting an FSI to a district in a wave that has not yet been implemented.

### **Once a Wave is Implemented:**

- The local districts in the wave will receive Build 18 case management functionality and have its WMS cases converted into CONNECTIONS Family Services Stages.
- The converted Family Services Stages (FSS) will be placed on the workloads of LDSS staff based on worker identifiers in WMS. Any FSS that cannot be assigned to a specific worker will be assigned to a conversion unit. Stages will also be directed to the workloads of agency workers (or conversion units within the agency), if the agency worker (or agency) is properly identified on CCRS.

- A Family Services Intake will be auto-generated whenever a CPS Investigation Stage is closed with an “open for services” closing reason. A CPS worker may also initiate an FSI during an in-process investigation from the workload.
- Any LDSS worker will be able to create Family Services Intakes (e.g., non-CPS) from the CONNECTIONS Toolbar.
- Preventive or Voluntary Agencies that per agreement with a local district are permitted to initiate a Family Service Intake will be able to submit the FSI for acceptance to the implemented LDSS.
- Local districts may stage-progress newly created Family Services Intake Stages to the Family Services Stage.
- WMS Services cases (for child welfare-related services) will be initiated from CONNECTIONS. (See Impact Analysis – Interface Between CONNECTIONS and WMS.)
- The WMS Case Number can no longer be entered into the Investigation Conclusion window because CONNECTIONS now interfaces with WMS for implemented districts.
- The Case Status Maintenance Menu in Investigation stages will be disabled. All cases with no opened Intake, Investigation, or ARI stages for the district will be automatically closed post-conversion.

### **Implications/Considerations:**

#### **Program**

- OCFS is developing an INF that will set forth the guideline that staff should continue to work with exiting UCR templates and other pre-Build 18 processes until the district and agency(s) of all the staff with a role in the case are implemented.
- Local district staff and to a greater extent agency staff will need follow pre-Build 18 and new (Build 18) processes for portions of their caseload. This may create confusion and requires a tight system of controls to promote timely completion of work while avoiding duplication of effort.

#### **System**

- Local districts should update worker information in CCRS to enable the assignment of converted Family Services Stages to contract agency staff when the LDSS is implemented
- Agency staff may receive cases on their CONNECTIONS workloads (from earlier implemented local districts) prior to the wave to which they are assigned being implemented. Unless they have received training, these staff should avoid accessing or attempting to maintain information in those cases.
- After an LDSS is implemented, there may be instances in which a Family Assessment and Service Plan (FASP) will come due where an agency in a non-implemented wave has a role. Since the district and agency will use the current UCR template, the FASP in CONNECTIONS will be overdue. The forthcoming INF will contain suggestions for how to handle this situation.
- District staff should avoid assigning the role of Case Planner to an agency worker until the agency has been implemented.

**Recommendations:**

With the assistance of reports provided by OCFS, local districts and agencies will need to keep track of cases where not all of workers assigned to a case are being implemented in the same wave and to determine the date when all workers will be able to work in CONNECTIONS. (This situation is projected to occur in a relatively small portion of the overall services caseload.)

Local districts that wish to have their own staff maintain data – including the assessment and service plan – in CONNECTIONS until the wave in which agencies caring for district children is implemented are free to do so.