

NYS Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Assessment and Service Planning

Functional Area: Scheduling and Documenting the Service Plan Review

Brief Description of Current Function/Process:

Service Plan Reviews (SPR) are currently documented within the Plan Development section of Comprehensive and Reassessment Assessment and Service Plans (UCRs) for foster care cases. They are optional for non-foster care cases. Scheduling of the SPR conference is done offline.

What Remains the Same:

1. Service Plan Reviews are required for all placement cases. They continue to be strongly encouraged for all other cases.
2. The timing of required SPRs remains the same.
3. The date and attendees of the SPR Conference will continue to be documented in the Family Assessment and Service Plan (FASP).

What is New or Changes:

1. Online support for scheduling and notification of SPR conferences is provided. Workers record scheduling details in CONNECTIONS and generate system alerts to all assigned workers and notification letters to family members and other invitees.
2. Workers record the date and participants of SPR conference on a separate tab in CONNECTIONS; this information is linked to and brought forward into the appropriate FASP.
3. The system will retain meeting and participant information for efficiency in scheduling future SPR conferences.
4. Because the SPR tab is located outside of the FASP, it may be accessed whenever needed.
5. Clerical workers may be given security access to schedule conferences and record SPR information.
6. All workers with a role in the stage may record narrative comments regarding family input, meeting outcomes, and third party reviewer comment in the SPR tab. This information is not brought forward to the FASP.
7. The third party reviewer, if a CONNECTIONS user, has direct access to the SPR tab to record information (either through an assigned role in the case or the new security BFP "Access SPR"). Third party reviewer comments are frozen when saved.
8. Because SPR information is recorded outside of the FASP, workers need to designate the appropriate FASP to which SPR data should be related.

Implications/Considerations:

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System

1. Name and address information in Stage Composition must be kept updated to enable scheduling accuracy and efficiencies.
2. The scheduling of the SPR meeting can begin prior to launch of the FASP.

Program

3. Since multiple workers can record narrative comments regarding the SPR, conflicting viewpoints might be documented. Even though this information is not brought forward into the FASP and is not required for FASP submission, it is essential that the Case Planner review the data in this tab as a matter of practice.

Recommendations:

1. Review current procedures for scheduling SPR meetings and modify as necessary to take advantage of system efficiencies.
2. Determine who should be given new BFP “Access SPR” to facilitate SPR scheduling and documentation.
3. Review 3rd party reviewer appointment process, and modify as desired to take advantage of 3rd party reviewer access to SPR tab. Consider how third party reviewer comments will be entered for non-CONNECTIONS users.
4. Develop policy/procedure for recording narrative comments re SPR meeting. Determine if this should be assigned to case planner/case manager or open to all workers assigned to the case.