

## Resource Search

In the course of your work, you may need to locate information about agencies, facilities or providers. If you know the name of the resource, you can conduct a **Resource** search using the resource's name in the search criteria.

The Resource Directory is considered the "yellow pages" of CONNECTIONS. It contains information about providers of child welfare-related services throughout New York State.



The following Search Types are available for performing a Resource Search:

- Phonetic Name** Resource Search defaults to the Phonetic Name search type. Phonetic Name search returns matches that *sound similar* to the search criteria, which usually produces the largest pool of results. You can use Phonetic Name search even if the resource's name is not spelled correctly. The **Resource Name** field is required to enable a Phonetic Name search.
- Phonetic Address** Phonetic Address Search returns results that *sound similar* to the information entered in the Address section. The **Street 1** field is required to enable a Phonetic Address search. When the Phonetic Address search type is selected, all non-address fields disable. All address fields are enabled, but search criteria must be entered in the **Street 1** field to initiate a Phonetic Address Search.
- Exact/Directory** An Exact/Directory search returns results that *exactly* match the search criteria. You can use Exact search when you know the exact spelling of the Resource name you're searching for. This search type also enables you to search for resources based on their characteristics, rather than by name.

Each resource has a designated **Resource Type**. Six Resource Types exist in the Resource Directory:

- Agency** A local district (LDSS) or a voluntary agency.
- Only OCFS can record and maintain agencies in CONNECTIONS. Each agency has a three-character agency code and CONNECTIONS-assigned Resource Identification (RID) number. The voluntary child caring agencies have been assigned Vendor Identification (VID) numbers. Voluntary agencies that operate facilities or certify/approve foster homes are displayed as Primary. They are able to submit Database Checks to the SCR.
- Facility** A location that provides professional child welfare services:
- Foster and Adoptive homes
  - OCFS congregate care facilities, such as institutions and group homes
  - OCFS, OMH and OMRDD facilities
  - OCFS preventive facilities (converted and new entered by districts)

<b>Provider</b>	<p>An organization or individual that provides services for the local district:</p> <ul style="list-style-type: none"> <li>• Day care</li> <li>• Foster care</li> <li>• Housing (preventive)</li> <li>• Adoption</li> </ul> <p>Each Provider is maintained exclusively in CONNECTIONS by the district displayed as the Maintainer for that provider.</p>
<b>Hotline/Helpline</b>	<p>The Hotline/Helpline and Law Enforcement Resource Types are maintained by local districts. They are functional, but may not always be consistently maintained in every local district.</p>
<b>Law Enforcement</b>	
<b>School</b>	<p>The School Resource Type is maintained by the state and includes public schools.</p>

Most workers generally search for Facilities, Agencies or Providers.



**Step-by-Step:  
Searching for a Resource by Name**

- 1 Click on the **RSRC** button on the CONNECTIONS Toolbar.  
*The Resource Search Criteria window displays. The **Search Type** defaults to “Phonetic Name.”*
- 2 In the **Resource Name** field, enter the name of the resource.  
*The **Search...** button enables.*
- 3 Click on the **Search** button.  
*The Resource List displays with the results of your search. Use the horizontal and vertical scroll bars to see information beyond what is displayed on screen at one time.*

### Viewing Detailed Information About a Resource

When CONNECTIONS performs a Resource Search, results display on the *Resource List*. The *Resource List* provides summarized information about a resource, including its status, Facility Type/Level of Care (LOC), Resource ID number, Vendor ID (VID) number and authorizing agency.

You can select a resource from the *Resource List* and view detailed information, including the Service Area, Comments and Update Information, by opening the *Resource Detail* window.



**Step-by-Step:  
Viewing Detailed Information About a Resource**

- 1 Click on a resource from the *Resource List* to select it.
- 2 Click on the **Detail...** button.  
*The Resource Detail window displays for the selected source. You can view a variety of information about the resource by clicking on the **Address...**, **Phone...**, **Facility...**, **Svc Area...** and **Comments...** buttons.*



In the *Resource Detail* window of an Agency’s listing, you can generate a report of all facilities in the agency.

1. Click on the **Options** menu and select **Resource Relationships**.  
*The Resource Relationships window displays.*
2. Click on the **Report** menu in the *Resource Relationships* window and select **Facilities by Agency/District**.  
*The following message displays: “The report has been launched. Check Report List Window.”*
3. Click on the **OK** button.
4. Click on the **RPRTS** button on the CONNECTIONS Toolbar and select the report to be viewed and/or printed from the *Report List*.

- 3 To close the *Resource Detail* window, click on the **Cancel** button.  
*The Resource List displays.*
- 4 To close the *Resource List*, click on the **Close** button.  
*The Resource Search Criteria window displays.*
- 5 To close the *Resource Search Criteria* window, click on the **Close** button.

### **Information on the Resource List**

<b>Resource Name</b>	The name of the resource.
<b>VID</b>	The Vendor ID number. All resources must have a VID to receive payment via the Benefits Issuance Control System (BICS).
<b>Facility Type/LOC</b>	If the resource is a facility, the facility type or Level of Care (LOC) displays in this column; otherwise, the column is blank.
<b>Status</b>	The resource's current status (Active or Inactive).
<b>Auth By</b>	The authorizing state agency (e.g., OMH, OMRDD, State Health), if required, that has authorized the resource.
<b>Maintainer</b>	The Agency ID/Jurisdiction—AST (OCFS staff), SDSS (local district staff), or voluntary agency—that has access to maintain the resource in CONNECTIONS. This field is "read only."
<b>Street 1, City and County</b>	The resource's street address, city and county.
<b>CD</b>	The Community District (NYC only).
<b>Phone and Ext</b>	The resource's phone number and extension.
<b>Rsrc Type</b>	The resource type (e.g., Agency, Facility, Provider).
<b>Resource ID</b>	The resource's unique system-generated identification number.
<b>Agency ID</b>	The 3-character identification code for the authorizing agency.
<b>Sub-Agency</b>	Displays for New York City resources only.
<b>FAD Facility</b>	If the facility is a Certified Foster Home, Certified Foster/Adoptive Home, or Approved Relative Foster Home, "Y" displays in this column; otherwise, this column is blank.
<b>Last Update By</b>	The name of the worker who last updated the resource.
<b>Phone Number</b>	The phone number of the worker listed in the <b>Last Update By</b> column.
<b>Case ID</b>	The unique, system-generated case identification number; displays for FAD homes only.
<b>D/V</b>	Indicates whether the resource is a voluntary agency (V) or a local district (D).
<b>C</b>	Denotes whether <b>Comments</b> are recorded in the <i>Resource Detail</i> window.