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After Hours Intake Acknowledgment Process Project

Local Departments of Social Services (LDSS) acknowledge receipt of child abuse and maltreatment reports via CONNECTIONS “online” during regular business hours Monday through Friday. Until recently, only those local districts that have 24 hour, seven day a week CPS staff on duty also processed “after hours” reports via CONNECTIONS. For a majority of local districts, reports of suspected child abuse or maltreatment taken at night and on weekends were verbally transmitted to on-call staff. In these instances the State Central Register (SCR) and local staff spent a large amount of time and effort transmitting and acknowledging reports after hours.

In the summer of 2011, OCFS introduced the Online Afterhours Acknowledgement Project to local districts. Acknowledging reports online afterhours has many benefits for LDSS staff as well as for the SCR. On-call workers are able to document the details of their initial investigatory steps directly into

CONNECTIONS, where they can additionally search for and review available historical information regarding the individuals named in the report. Once this information has been entered into CONNECTIONS, there is no need for it to be re-documented or verbally conveyed to the daytime worker who is following up on the case during daytime hours.

Now, two years later, 75% of the local districts are participating in this process, and approximately 50% of all afterhours reports are being acknowledged online. Given the flexibility of the project, each county has been able to implement a business process that meets its needs. Looking ahead, the SCR and CONNECTIONS staff plan to approach the remaining local districts to discuss their participation in this project. The goal is to have all child abuse and maltreatment reports acknowledged via CONNECTIONS, regardless of the time they are received.

CONNECTIONS INTRANET:

<http://ocfs.state.nyenet/connect>

CONNECTIONS INTERNET:

<http://ocfs.ny.gov/connect>

“In working directly with Michelle Spina from OCFS, Warren County has successfully implemented an after-hours process for taking SCR calls online. Workers (although hesitant at first) find it easier to work directly in CONNECTIONS. They have the ability to enter notes right into the system and have other tools at their fingertips. CPS Workers assigned reports from on-call also find it less time consuming. Rather than tracking down the on-call worker to see what happened on-call, the worker simply looks in CONNECTIONS.”

Tammy Breen
Warren County CPS Supervisor

Updates to the Data Warehouse Security Reports



Additional features and updated logic have been added to the Business Function (grouped and ungrouped) and the Staff Security (grouped and ungrouped) reports. These changes will provide an increased level of detail and make the reports more usable for staff responsible for administering CONNECTIONS security at local districts and voluntary agencies.

Specifically, we have incorporated the Standard Access business function and a Case Assignability column into the reports. CONNECTIONS Security Coordinators will now be able to identify staff that only has Standard Access when reviewing the age of user accounts and time since their last logon. Further, staff counts will accurately reflect the actual number of active CONNECTIONS user accounts. This will enable more accurate reconciliations between Webstar and CONNECTIONS user accounts. The Staff Security Reports will now include the Standard Access Business Function (BF) in the listing of BFs assigned to users.

In addition, the report will now indicate if the user is *Case Assignable*.

Users will be able to select the *Standard Access BF* from the Business Function menu In the Business Function report. Users can then further distinguish between users who have *Standard Access* only and those who have *Standard Access* along with other BFs.

One point of clarification must be made for this report: if there are no users in the agency/district with *Standard Access* only, then that choice will NOT display in the *Security Attributes* list.

The regional office implementation staff has been briefed on these changes and can answer your questions during the next SOaR review or by contacting your regional CONNECTIONS representative, available at the link below.

CONNECTIONS Regional Implementation Contact Information
([Intranet](#)) / ([Internet](#))

June Computer Training Courses



New computer training classes are now available throughout the month of June, in both instructor-led computer labs and via distance-learning options like Training Space and iLinc.

Classes include:

- Excel 2010
- Word 2010
- Outlook 2010
- PowerPoint 2010
- OneNote Basics

These and additional courses will assist staff in transitioning to Microsoft Office

2010 and Windows 7. New this month via online training is *Access 2010: Basics* which specifically seeks to educate learners with little to no experience with Microsoft Access.

More extensive listings of the classroom and distance-learning courses are available on the CONNECTIONS websites at the following links:

[June Classroom Training](#) (Intranet)

[June Classroom Training](#) (Internet)

[June Online Training](#) (Intranet)

[June Online Training](#) (Internet)

CONNECTIONS Clue

I can't access the B2H Windows in CONNECTIONS for a newly enrolled child—why?

- In order to access the Bridges to Health (B2H) windows in CONNECTIONS and enter B2H information, **the child must have a Program Choice of Placement.** If the child was accepted into B2H while in care but has been discharged and the Program Choice of Placement was end-dated, the Placement Program Choice must **temporarily** be added back so that the B2H windows can be accessed. Once the LDSS worker has completed and saved the Waiver Enrollment information, the Program Choice can then be end-dated if the child is no longer in care.
- The Health Care Integrator (HCI) has 30 days to complete the initial B2H Child and Adolescent Needs and Strengths (CANS) and enter the results of the information in CONNECTIONS. If **not done** in the **correct order** the **HCI** will be **unable to access the B2H Waiver**, resulting in the inability to track the child's services and services rates.

- All children receiving B2H services, except those with a finalized adoption, must have an open CONNECTIONS case.
- The discharge of a child from foster care does not impact the B2H CONNECTIONS windows. The CONNECTIONS Family Services Stage must remain open for an enrolled child in order for the worker to record the child's Individualized Health Plan (IHP) and CANS scores. If the child is no longer receiving child welfare services, the workers assigned should ignore the FASP queues.
- When a child is no longer in receipt of B2H Waiver Program services, the Discontinuance from B2H Waiver enrollment must be recorded in both CONNECTIONS and on the WMS Restriction/Exception subsystem.
- LDSS staff are responsible for un-assigning the HCI's CONNECTIONS role when enrollment is discontinued.
- If a child whose participation in the B2H Waiver Program is discontinued, and the child wishes to re-enroll, the enrollment process must be reinitiated.

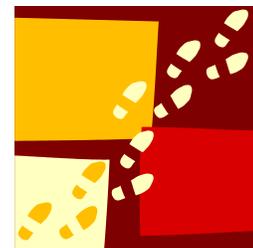


Don't Forget Past CONNECTIONS Clues!

Past CONNECTIONS Clues are available on the CONNECTIONS Website at:

[CONNECTIONS Clues](#) (Intranet)

[CONNECTIONS Clues](#) (Internet)



Coming Next...

In Our Next Issue:

⇒ CONNECTIONS Clue: Closing FAD Homes—What's your role?

