NYS OCFS

CONNECTIONS

NEWS FOR USERS

MAY 10-23, 2013

CONNECTIONS INTRANET:

http://ocfs.state.nyenet/connect

CONNECTIONS INTERNET:

http://ocfs.ny.gov/connect

New CONNECTIONS Security Tip Sheets!

Security in CONNECTIONS is a complex topic. There are a number of ways in which access can be granted, such as through assigned business functions, Agency Access and Organizational Hierarchy settings and specialty paths. It can be a challenge for Security Coordinators to understand the best options for granting access and to keep settings up-to-date as staff turnover.

The guiding principle is that staff should have access to individual identifiable information only if their specific job responsibilities cannot be accomplished without such access. As is emphasized in the Security Outreach and Reviews (SOaRs), it is against NYS law and OCFS regulations to both redisclose confidential information and to access it when you do not have a legitimate business purpose to do so.

To assist Security Coordinators, the CONNECTIONS Implementation team has developed a series of tip sheets aimed at various aspects of managing access to the confidential information within CONNECTIONS. These tip sheets are designed to complement the existing course, *CONNECTIONS Security: Your Role and Responsibility as a Security Coordinator*, that is currently available through TrainingSpace.

The tip sheets are available at the highlighted links above or on the CONNECTIONS website at the following links:

Intranet / Internet

Additional security tip sheets will be forthcoming.

New Security Tip Sheets Include:

⇒ **Adding a User to CONNECTIONS** (Intranet / Internet)

⇒ **Working with Units** (Intranet / Internet)

⇒ **Specialty Path Access** (Intranet / Internet)

⇒ **Accessing Someone Else's Workload & To-Do's** (Intranet / Internet)

Have an idea for a tip sheet?

Let us know at the communications mailbox!

New Web-Based Training: Recording Education in CONNECTIONS

A new web-based training is available: Recording Education in CONNECTIONS.

Recording Education in CONNECTIONS will introduce new local district and voluntary agency workers to the CONNECTIONS education module. Interested workers should include those who are responsible for recording education information in the Family Services Stage. Participants who take this course will become familiar with the requirements for recording education information, and learn to record, view, and maintain that information in CONNECTIONS.

It should be noted that interested parties should complete either the *CONNECTIONS Case Management for Child Welfare* training or the *Common Core* training prior to attending this course.

The course announcement and sign-up instructions for this training are available at the following links:

Recording Education Information in CONNECTIONS, WBT Announcement (Intranet / Internet)

Recording Education in CONNECTIONS is the first of three independent, online courses that encompass select content of the classroom training, *Foster Care One-Day Training.* The second two courses, *Recording Health Services in CONNECTIONS*, and *Working with Permanency Hearing Reports in CONNECTIONS,* are in development and will be available soon. Together, these web-based trainings will allow workers the convenience of learning this material online, in a standalone format, as opposed to attending a full-day classroom course, although the one-day option is still available in New York City and upstate by request.

To view the course bulletin for all Foster Care Trainings, including preliminary descriptions of the two courses in development, follow these links:

Training for Foster Care Workers—CONNECTIONS Training Bulletin (Intranet / Internet)

Preregister for this course through STARS.
Once registered, access the course via TrainingSpace.

Changes to the Casework Contact Reports

The revised Casework Contact Summary reports, which are available as predefined reports in the Data Warehouse, now include a new metric: "In Residence Contact %." This metric is a subset of "In Care Contact %" and is calculated by dividing the total number of in-residence contacts by the total number of overall contacts in a fiscal year. Per Federal requirements, at least 50% of the total number of monthly visits made by caseworkers to children in foster care during a fiscal year must occur within the child's residence.

The "In Residence Contact Months" metric is a component of "Contact Months." "Contact Months" is a measure of the number of contacts made for each caseload, per fiscal year. For example, if a caseworker was assigned an average of 10 cases, he/she would be expected to make 120 case visits throughout a 12-month Federal Fiscal Year period. If the caseworker actually completed 110 case visits, then the casework contact percentage is 92%. Within this data, the "In Residence Contact Months" is the number of contacts, out of the 110 total, that the caseworker completed at the child's residence. Continuing with this example, 60 of the 110 overall contacts were completed at the child's residence. The "In Residence Contact %" metric, then, is calculated by dividing the number of actual in-residence visits (60) by the number of actual completed visits (110) for a rate of 55%.

The **Contact** column values in the Casework Contact Detail report has been changed to reflect the type of contact made. The **Contact** value is an indicator as to whether the child had a successful contact in CONNECTIONS for the specific month:

- If the field displays **'Contacted,'** the child has a successful contact in CONNECTIONS for the month.
- If the field displays, **'In Residence,'** the child has a successful contact in CONNECTIONS for the month, and the contact was at the residence of the child.
- If the field displays **'No Contact,'** the child was missing a contact in CONNECTIONS for the month.

Report example explaining the "In Residence Casework Contact" metric

The example below reads as follows:

For the reporting period, the "In Residence Contact %" of 92.4% for X COUNTY means that out of 3,339 "Contact Months", 92.4% of those contacts were made at the child's residence

Foster Children Contact Summary (LDSS)

FFY 2013: Oct 2012 - Feb 2013

Note: Foster Care data is based on CCRS; contact information is from CONN

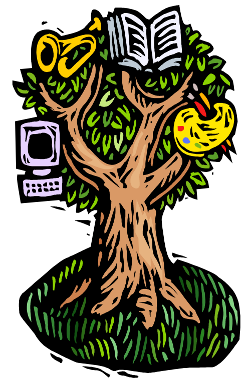
CCRS Data as of Date: Mar 21, 2013
CONN Data as of Date: Mar 23, 2013
Report Date: Mar 29, 2013

District	Total Children	Contacted Each Month	Contact %	Not Contacted	In Care Months	Contact Months	In Care Contact %	In Residence Contact Months	In Residence Contact %
	830	722	87.0%	108	3,538	3,339	94.4%	3,084	92.4%

Placement Agency	Total Children	Contacted Each Month	Contact %	Not Contacted	In Care Months	Contact Months	In Care Contact %	In Residence Contact Months	In Residence Contact %
	1	1	100.0%	0	5	5	100.0%	5	100.0%
	37	33	89.2%	4	138	129	93.5%	128	99.2%

Still have questions? Contact the OCFS Data Warehouse Team at data.warehouse@ocfs.state.ny.us.

Did You Know...



How to change your phone number in Microsoft Outlook's Global Address Book

Someone tried calling me with my phone number from the Outlook Global Address Book – but it's the wrong number! How do I change this?

Phone numbers and addresses listed in Outlook are managed from a system called Webstar. While each district/agency has a Local Security Administrator (LSA) to create and manage accounts in Webstar, any user on a state owned computer can update their own address and phone information!

If you are on a *state owned* computer:

1. Open your web browser (Internet Explorer)
2. Enter the address: https://webstar.oft.state.nyenet
3. Click on the "Update Yourself" button on the left sidebar.
4. Add to or modify the existing information as needed
5. Enter your HSEN password (the one you use to log into CONNECTIONS) in the space provided.
6. Click on the green arrow to submit the changes for processing.
7. Your information will be updated in the Microsoft Office Global Address Book.

If you reach CONNECTIONS from a *non-state owned computer*, you must contact your LSA to make these changes for you.

May Computer Training Courses

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

Classes include:

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

These and additional courses will assist staff in transitioning to Microsoft Office 2010 and Windows 7.

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

May Classroom Training (Intranet)
May Classroom Training (Internet)

May Online Training (Intranet)
May Online Training (Internet)

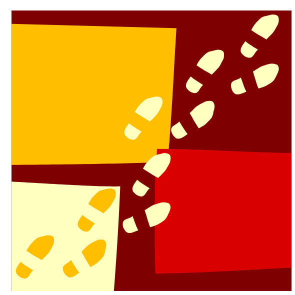
CONNECTIONS Clue

"Help! I need to print a FAD home license but it's showing the prior agency as the Authorizing Agency!"

In CONNECTIONS, the Home License displays the name of the last agency to have approved the home. When a home transfers between agencies and has not yet been approved, or when a home previously with another agency is being reopened, the name of that previous agency will display as the Authorizing Agency.

After the new agency completes the approval process and the home is in Accepted Active Status, the Authorizing Agency Name will automatically update to reflect the new agency's name. The home license may now be printed, displaying the correct agency's name.

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:

- ⇒ Feature Article: Online Acceptance of Afterhours Reports
- ⇒ Changes to the Casework Contact Report
- ⇒ CONNECTIONS Clue: Bridge to Health Tips for Case Managers and HCI's