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## The NR Remediation Project: A Statewide Update

In March, 2012, OCFS began the *NR Remediation Project* to assist Local Departments of Social Services (LDSS) to maximize their federal and state reimbursement for foster care expenditures by rectifying expenditures that are non-reimbursable (NR). Now, nearly eighteen months after the project's implementation, targeted districts have seen significantly lower rates of NRs. As the project expands to the remaining upstate regions, it bears preliminary signs of widespread success and therefore substantial fiscal gain on a district-level.

The NR Remediation Project follows a general project model in which OCFS leads and ITS staff partner with district staff to work directly with individual districts. Together, regional staff, program leads, and district staff engage in roughly a half-day of training in which the NR report for the district is collaboratively reviewed. Based on the various categories of NRs designated within the NR Report, the team can then determine how best to remediate each non-reimbursable expense.

Although this half-day training can retroactively improve existing instances

### Looking Back...

The March 15-28th issue of *News for Users* featured an article which described the background of the NR project as well as the most common instances of NRs within local districts, and is available for review on both the [intranet](#) and [internet](#) CONNECTIONS websites.

of NRs within each district, the NR Remediation Project is a long-term venture to decrease the amount of non-reimbursable expenses by preemptively preventing their occurrence at the onset. Following the half-day training, districts work together with the NR team to revise district-level business processes for future NR prevention. In fact, the districts experiencing the most success in decreasing their NRs are those which have adopted business processes and work plans that identify stakeholders and create an ongoing, self-sustaining plan to avoid non-reimbursable expenses in the future.

**CONNECTIONS  
INTRANET:**

[http://ocfs.state.nyenet/  
connect](http://ocfs.state.nyenet/connect)

**CONNECTIONS  
INTERNET:**

[http://ocfs.ny.gov/  
connect](http://ocfs.ny.gov/connect)

*“Before the NR Remediation Project, I filled with dread at the mere sigh of the green bar (NR) report. With the patience and assistance of the NR Remediation team, I can now read it, interpret the data, and even fix our errors.”*

Jennifer Hull-Braun  
Niagara County  
DSS

Jennifer Hull-Braun comments on the NR Remediation Project in Niagara County DSS in saying, “Before the NR Remediation Project, I filled with dread at the mere sight of the green bar (NR) report. With the patience and assistance of the NR Remediation team I can now read it, interpret the data and even fix our errors.” Niagara County DSS, consequentially, has experienced some of the most dramatic decreases in non-reimbursable expenses.

Another district, working with their regional office and using the resources available via OCFS and ITS, has reduced their NRs from **22%** as of April 2013 to **14%** as of July 2013. Equally as impressive, their *legal NRs*, which result from a lack of legal authority within CCRS and are one of the top occurring NR categories, were reduced from **33%** to **9%**. These are *significant* decreases in non-reimbursables, and therefore noteworthy steps towards ongoing fiscal gain,

By the end of 2013, the NR Remediation project plans to have begun work within each of the upstate regional districts, as

New York State Region	NR Project Implemented
Region 1 (BRO)	December, 2012
Region II (RRO)	December, 2012
Region III (SRO)	September, 2013
Region IV (ARO)	March, 2012
Region V (SVRO)	August, 2013

indicated in the above schedule.

If you have questions about the NR Remediation Project and its role in your district, please contact NR Specialist Laura Turner at [Laura.Turner@its.ny.gov](mailto:Laura.Turner@its.ny.gov)

## August Computer Training Courses

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

Featured this month is a new online course: **NYSeMail: 90-Day Email Retention—Using the New Retain and System Cleanup Folders**. This course may be particularly helpful in assisting staff in transitioning to the statewide 90-day email preservation directive.

Other classes include:

- Excel 2010

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

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

**August Online Training**  
([Intranet](#) / [Internet](#))

**August Classroom Training**  
([Intranet](#) / [Internet](#))



## Outstanding Issue with Certain FAR Cases

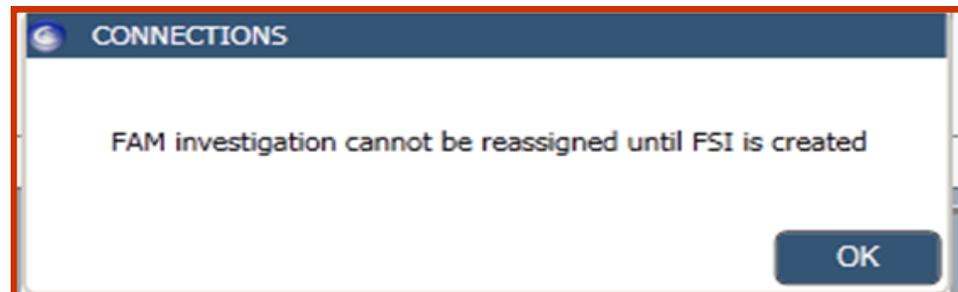


An issue has been identified in certain FAR cases. When a case has an existing FSI/FSS stage and subsequent INV stages are assigned to the same case, a district is experiencing an error when making the INV stage a FAR stage. The District is able to check the box in the Investigation Conclusion window for Family Assessment Response. When the worker clicks on assign from the Left Navigation Pane and assigns to the Closed FAR workload, the error below appears when clicking on save and close.

Workers have tried to create an FSI and the system indicates that there is already an FSS stage in this case, thus creating an endless cycle and preventing the closing or assigning of the INV stage for the purpose of FAR. There are situations

where some INV stages will be overdue since the districts may want to assign to the Closed FAR workload when the 60 days are approaching and since they are unable to do so, they will have overdue work on their workloads.

This issue is currently being worked on by technical staff. There is no need to report further instances of this problem, as a master ticket has been created to target this issue. As soon as a fix has been identified and scheduled for implementation, an update will be distributed.



# CONNECTIONS Clue

**I'm being asked to enter Health information, but I don't have access .....why?**

Due to the highly confidential nature of health information, the Health Services module is subject to enhanced security in CONNECTIONS. Unless you are assigned as the district Case Manager or district Case Planner (or can access their workloads), you cannot enter health information for a child unless your district/agency has been designated as health responsible for that child. Without this designation, your only access is to the Early Intervention tab.

A voluntary agency Case Planner, district or agency Case Worker or staff using the Maintain Health specialty path (Case or Person Search plus the Maintain Health business functions), must have their district/agency designated as health responsible in order to access the Health Services module. (For more information on this specialty path, see the CONNECTIONS Security Tip sheet, *Specialty Path Access*: ([Intranet](#) / [Internet](#)))

## Who can designate health responsibility?

The stage's Case Manager or Case Planner (district or agency) can designate responsibility. Those assigned a Case Worker role or using the specialty path cannot. See the CONNECTIONS Tip Sheet, *Designating Health Responsibility* for more information: ([Intranet](#) / [Internet](#))



## I could enter health information before, but now I can't!

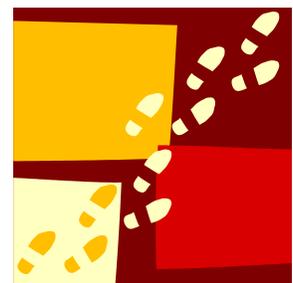
If an agency's role in a stage is unassigned – even temporarily - health responsibility is automatically removed and must be re-designated. This most commonly happens when the agency's Case Planner's role is unassigned so the district Case Manager can edit a FASP. Without being again designated, the agency will be unable to enter health information for that child.

# 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: Reducing Scrolling

