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CONNECTIONS
INTRANET:

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

CONNECTIONS
INTERNET:

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

Casework Contact: Tips and Suggestions



As the last day to enter Casework Contact (CWC) data for the 2012-2013 fiscal year approaches on **December 2nd**, regional Implementation Specialists and Business Analysts offer suggestions for best practice in the 2013-2014 fiscal year.

Research has shown a strong correlation between frequent casework visits and positive outcomes for children. As such, the Casework Contact initiative is a particularly important aspect of child welfare practice. For the fiscal year 2013-2014, casework contact must meet a 90 percent federal standard. Realizing this goal is a two-part process that involves first making the actual contact with the child *and then* accurately documenting your contact in progress notes in a timely and efficient manor.

To maintain the tremendous progress we have made in meeting this goals, regional implementation specialists and business analysts offer the following tips as we begin CWC for this fiscal year.

Casework Contact: Best Practice Tips and Suggestions

- ⇒ **To meet casework contact requirements, the child visited must be selected as both focus and family participant of a face-to-face casework contact.** Make sure you have the correct checkboxes selected on the Family Participant/Focus Grid.
- ⇒ **Schedule as an appointment a block of time every week to do progress note/case work contact documentation. Document your contacts as soon as possible— your recollection of the contact is more complete and accurate.**
- ⇒ **Give yourself credit!** If you have a court contact, visitation or collateral contact that also included a legitimate casework contact with the child, be sure to multi-code for it.
- ⇒ Children discharged from care – including those in OCFS custody at a Voluntary agency – must have their discharge coded (M990) in CCRS when they leave care.
- ⇒ **Plan to make your contacts early in the month.** This way if it doesn't work out, you have the last two weeks to reschedule!
- ⇒ **Is the child on a Trial Discharge?** Children on Trial Discharge are still technically in care and must still have casework contacts made and documented.

Tips Continued...

- ⇒ Be mindful that CWC reports are available from the Data Warehouse between the third and seventh of each month. The **Foster Children Contact Summary** is particularly useful as it allows supervisors to drill down on missed contacts and remedy the issue.
- ⇒ Use the **Missing Contact by Month** search feature in CONNECTIONS between the 15th and the last of the month. This gives district/agency staff the first two weeks to enter their notes, thereby reducing the number of names appearing in the Person Grid between the 15th and the last day of the calendar month.
- ⇒ **Record all contacts BEFORE creating a Child Case Record (CCR) Stage.** Creating the CCR removes the child from the FSS Stage Composition, so no additional notes can be entered that record the child as a *Focus* or *Family Participant*.
- ⇒ **Record all contacts BEFORE finalizing an adoption.** Finalizing an adoption seals the CCR so no additional notes can be entered.

The 2013-2014 Federal fiscal year began October 1, 2013 and runs through September 30, 2014. Start documenting your casework contacts now!

In the last *News for Users*, we erroneously published the federal casework contact rate for the 2013-2014 fiscal year as increasing to 95 percent. The federal standard *remains 90 percent* for the next Federal fiscal year, but beginning in the Federal fiscal year 2014-2015, will be raised to 95 percent.

In preparation for the 5 percent increase coming in 2014-15, and as we embark upon a new fiscal year with a 90 percent standard to meet, please re-familiarize yourself with the tools and resources developed to aide in casework contacts. The list below provides links to related CONNECTIONS Tip sheets.

Tip Sheets:

Managing Missing Casework Contacts

([Intranet](#) / [Internet](#))

Progress Notes — Successful Documenting Casework Contacts with Children in Foster Care

([Intranet](#) / [Internet](#))

System and Casework Contact Implications for Youth Moved Into and Out of OCFS Facilities

([Intranet](#) / [Internet](#))

Year	Benchmark	Achieved
2007-2008	15%	✓ 21.3%
2008-2009	45%	✓ 47.3%
2009-2010	75%	67.5%
2010-2011	90%	81.5%
2011-2012	90%	✓ 94.6%
2012-2013	90%	...
2013-2014	90%	...
2014-2015	95%	...

FAR Impact Analysis

Now Available

Family Assessment and Response (FAR) provides an alternative intervention to a Child Protective Services investigation in response to a report of suspected child abuse or maltreatment.

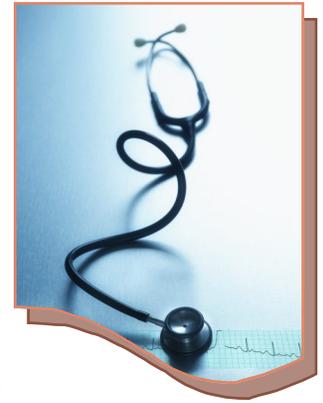
When FAR was implemented as a program in 2008, it was not then possible to support all the needed changes in CONNECTIONS. Interim measures such as use of the FSS/FAM stage will be replaced with more comprehensive system support for FAR with a system update or build scheduled for the first quarter of 2014.

With these upgrades, various windows

used for FAR and INV stages are being modernized. This impact analysis outlines these changes while also exploring implications and considerations for all levels of affected staff, district policies and business processes. More detailed information on the build will be made available in the coming weeks.

The impact analysis is available on the CONNECTIONS websites and at the links below:

FAR Impact Analysis
([Intranet](#) / [Internet](#))



New Tip Sheet: FAR Conversion Scenarios

Developed to support the Family Assessment Response (FAR) transformation (*mentioned above*), this CONNECTIONS Tip sheet provides a roadmap of how the conversion of existing and historical FAR stages will be affected by the new FAR functionality as well as any needed clean-up actions.

It covers:

- Closed FAR stages on the state workload
- INVs Marked as FAM with a Corresponding FSI/FSS not on the

State Workload

- INVs Marked as FAM with No Corresponding FSI/FSS
- Open FSI/FSS (OTI/FAM)
- INVs marked as FAM but which, based on additional information, no longer meet the FAR criteria

The tip sheet is available on the CONNECTIONS websites or at the following links:

FAR Conversion Scenarios
([Intranet](#) / [Internet](#))

New Security Tip Sheet Now Available



A new **CONNECTIONS Security Tip Sheet, *Removing a Worker from CONNECTIONS***, is now available on both the **Intranet and Internet**.

This tip sheet outlines the basic steps necessary to remove a worker's account from CONNECTIONS, a complicated and often underestimated procedure.

Just as adding a user to CONNECTIONS is a multiple step, multi-system process, removing a user from CONNECTIONS also involves steps in both the CONNECTIONS and Webstar systems. It

requires coordinated efforts among the worker's supervisor, the CONNECTIONS Security Coordinator and the Local Security Administrator (Webstar).

The tip sheet is available on both the CONNECTIONS Security pages and Tip Sheet pages, or at the following links:

Removing a Worker From CONNECTIONS
([Intranet](#) / [Internet](#))

December Computer Training Courses Now Available



New **computer training** courses are available for the month of December in both instructor-led classrooms and via distance-learning options like Training Space and iLinc.

Featured in classroom training in December is the new course: *Word 2010 Level 2: Working with Complex Documents*. In addition, classroom training will feature *Visio 2010: Getting Started—Diagrams, Flowcharts, and Organization Charts*.

Online courses feature *NYS eMail: 90 Day*

Email Retention (applicable to HSEN email accounts only) and *Excel 2010: Charts and Graphics*. December's featured TrainingSpace course is *Moving to Office 2010*.

The full list of courses is available at the following links.

December Classroom Training
([Intranet](#) / [Internet](#))

December Distance Learning
([Intranet](#) / [Internet](#))

CONNECTIONS Clue



**When did you last log on?
(AKA how to keep your Local Security Administrator (LSA) and your CONNECTIONS Security Coordinator happy!)**

Been a while since you last logged into CONNECTIONS? Don't let it be too long or you'll lose your account!

CONNECTIONS access is granted via an additional permission added to a basic account known as a New York State Human Services Enterprise Network (HSEN) account. These accounts — and CONNECTIONS access — are managed by the LSA at each district or agency in a system called Webstar. Passwords are good for 90 days, and then must be reset. However, if your password expires and an

additional 30 days beyond the expiration pass, the account will be automatically deleted from the system. Whatever access you had to CONNECTIONS will be gone with it—even if it appears that you still have a caseload.

So keep your LSA, your Security Coordinator, and yourself happy: Log onto CONNECTIONS regularly and change your password *BEFORE* it expires!

Extra hint: If you don't log into CONNECTIONS often, put a reminder on your calendar so you remember to log in at least once a month!

Check Out Past CONNECTIONS Clues!

Past CONNECTIONS Clues are available on the CONNECTIONS Website at:

[CONNECTIONS Clues](#) (Intranet)

[CONNECTIONS Clues](#) (Internet)

