

CONNECTIONS

BUILD 16 TRAINING AND IMPLEMENTATION SUPPORT

To help districts implement Build 16, a variety of training and implementation supports will be available. We encourage you to use the training and implementation support materials in any combination that best meet your needs. The various supports are described below.

Instructor-Led Training in Computer Labs for CPS workers: *The schedule for lab-based classes is attached.* Full-day training sessions will be offered in the CONNECTIONS computer labs from Wednesday, November 15th through Friday, December 19th, from 9AM to 4PM. Because the changes affect Child Protective operations only, training classes will held be for CPS workers only.

We encourage districts to enroll as many CPS supervisors and caseworkers as possible. Virtually all of the material in the four job aids will be reviewed during the lab-based classes, with particular focus on changes to the Safety Assessment, Risk Assessment Profile, Progress Notes, and Consolidated CPS reports. Participants also will have the opportunity to practice using CONNECTIONS in the Build 16-enhanced training database using simulated data.

The training schedule is also available in the Public Folders. The path to the schedule is: *Public Folders/All Public Folders/Statewide/CONNECTIONS/Build 16 Implementation.* The training schedule is also located on the CONNECTIONS Intranet Website (<http://sdssnet5/ocfs/connect>) on the Training Information and Schedule page. A hard copy has been mailed to all district Implementation and Staff Development Coordinators. It should be noted that registration is required for all training.

To register for the training, all districts, except for NYC ACS, should contact the SUNY Training Strategies Group at (877) 451-4835.

NYC ACS staff registration will be handled through Office Based Trainers (OBT's) and coordinated centrally through Sandra Neville's office (212-341-2665) in the Division of Child Protective Services. To register, ACS staff should contact their Office Based Trainer. If there are questions that the OBT cannot answer, feel free to contact Sandra Neville.

To ease travel requirements for local district staff, three training sessions will be held in parts of the state that are a great distance from the CONNECTIONS training labs. One session will be held in a computer lab at the Chemung County training site, located at 425 Pennsylvania Ave., Elmira, on December 8th. In addition, another session will be held in the North Country (Albany region) in Franklin County DSS on December 3rd. A third session will be held in the southern tier in Chautauqua County DSS on December 9th. It should be noted that the latter two sessions (Franklin and Chautauqua sites) will not be in computer labs, as such, they will be conducted differently than those in the computer

labs. The training model that will be used at these sites will be to have a trainer explain and demonstrate the Build 16 functionality, however, trainees will not have their own, individual PC's on which to practice.

Build 16 Job Aids: The Build 16 job aids provide step-by-step instructions for all new CONNECTIONS features. Four job aids have been developed, each focusing on a different aspect of the Build's features:

- Changes to Safety Assessment
- Changes to CPS Functions (includes Consolidated Investigation Stages)
- Changes to Progress Notes
- Risk Assessment Profile

A hard copy of each job aid will be distributed to every Implementation Coordinator, Staff Development Coordinator, and Director of Services during the last week of October. The job aids are also available in the Public Folders. The path to the job aids is: *PublicFolders/AllPublic Folders/Statewide/CONNECTIONS/Build 16 Implementation*. The job aids are also located on the CONNECTIONS Intranet Website (<http://sdssnet5/ocfs/connect>) on the Desk/Job Aid page.

Training Video: A video has been developed to introduce users to key features of the Build in a less detailed format than the job aids. One segment of the video focuses on each area of the changes. The video can be used in conjunction with the job aids or as a stand-alone introduction to the Build. A copy of the video will be distributed with the job aids to each Implementation Coordinator, Staff Development Coordinator, and Director of Services. Within NYC ACS, video distribution will be handled centrally for CPS workers by the Division of Child Protective Services.

Build 16 Preview Application: After completing lab-based training, staff will be offered the opportunity to practice the new functionality through the use of a Preview Application. Due to the nature of Build 16, where only intakes that are received after Build 16 implementation will have the new Build functionality, cases that were on the worker's caseload as of that date will appear as pre-implemented investigations containing the pre-Build 16 functionality. Therefore, workers who choose to use the Preview Application will be working on test cases as they review Build 16 system changes. Additional information regarding access and use of the Preview Application will be forwarded to all Implementation Coordinators over the next few weeks.

Implementation Readiness Activities – CONNECTIONS Regional Field Support staff have begun meeting with local district staff to review programmatic and implementation issues related to Build 16, as well as answer any questions that district staff may have.

If you have questions regarding Build 16, please contact your CONNECTIONS Regional Field Support representative by phone or e-mail. The Field staff, their region and phone number are identified in the list below.

Name	Region	Phone Number
Roger Ward	Buffalo Region	(716) 847-3028
Cynthia Brookins	Rochester Region	(585) 238-8562
Cliff Pelton	Syracuse Region	(315) 423-5596
Mary Arnone	Albany Region	(518) 402-3075
Andrea Straker	Yonkers Region	(914) 377-2081
Michael J. Prendergast	NYC Region	(212) 383-1768
Earl Thomas	NYC Region	(212) 383-1854
Sharone Jones	NYC Region	(212) 383-4712