



# **CONNECTIONS**

Case Management Build 18

Wave 10

Training Schedule

3/23/2005

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# CONNECTIONS Case Management Build 18

## Overview

CONNECTIONS is designed to become a single, statewide, integrated system for the collection and recording of child protective, preventive, foster care and adoption service information. Currently, CONNECTIONS is used by Child Protective Services caseworkers, as well as caseworkers responsible for the initial certification, approval and maintenance of foster and adoptive homes. CONNECTIONS Case Management (Build 18) introduces thousands of new users to CONNECTIONS. These workers—from Foster Care, Preventive and Adoption units in local districts and voluntary and preventive services agencies—will join CPS and Foster Care home finders currently using the system. The new case management functionality that will be launched with Build 18 provides a single electronic case record in which workers will record intake information, assessments, service plans, and progress notes for a family.

Build 18 (CONNECTIONS Case Management) and Build 19 (CONNECTIONS Case and Financial Management) are being implemented using a phased approach. This means that each of these builds will be implemented in successive areas (waves) across the state over the course of approximately one year. This approach was selected to allow for the increased levels of training and on-site technical support that will be provided to users.

This brochure provides a description of the training opportunities that will be available in each wave, outlines the course “tracks” that are designed to meet the needs of specific staff, the training schedule and a list of training locations.

# CONNECTIONS Case Management Build 18

## Training Course Descriptions

Build training is specifically designed to help staff prepare to implement practice and policy changes and to use new system functionality. These classes are instructor-led and offered in a classroom or computer laboratory setting. Training is provided in the 14 weeks preceding the implementation of a build. The training sequence will take the user through a series of courses that teaches them the case practice expectations and the components of the new case management model as well as the system functionality, providing hands-on practice in the skills that will be needed to use the system. Each of these trainings is designed for a specific target audience. The trainings offered for CONNECTIONS Case Management Build 18 includes the following courses:

➤ **CONNECTIONS Build 18: Case Management Model**

This non-computer course introduces the design and content of the Case Management Model and the functionality of CONNECTIONS Case Management electronic case recording system (Build 18). This is the first course in the training sequence. New York’s Case Management Model defines the essential elements of the service delivery processes from intake to case closure, what needs to be done, what needs to be recorded, what needs to be approved. The Case Management Model structures and guides casework by providing new assessment and service planning protocols and updated policies that establish timeframes, frequencies and standards for critical casework activities and events. This two-day course is essential for all supervisors and caseworkers so that they are prepared to work within the new Case Management Model that is supported by the CONNECTIONS Case-Recording System. This course presents: the key system and case practice features; the impacts on practice of a

system that supports child-centered, strengths based, family-focused casework practice; and the use of new assessment protocols and practice guides in the field, in documentation and in supervision. It also presents the key system features, terms, structure and rules. This course prepares staff to attend the lab-based courses on the system navigation.

➤ **Introduction to CONNECTIONS**

This is a half-day computer course offered to new CONNECTIONS users 7-10 weeks prior to local implementation. This course will provide basic instruction in CONNECTIONS system concepts and elementary navigation. It is designed to introduce a conceptual foundation for workers who are new to CONNECTIONS, provide participants with basic CONNECTIONS navigation skills and prepare workers for subsequent computer lab-based trainings, during which they will learn the specific functionality included in Build 18.

➤ **CONNECTIONS Case Management for CPS Workers**

This full-day computer course, offered to CPS caseworkers 4-6 weeks prior to local implementation, will provide hands-on training of Build 18-specific functionality to CPS workers who already have practical knowledge of CONNECTIONS. The course is designed to enable these workers to use the Build 18-specific functionality in CONNECTIONS at the time of implementation. This training will provide specific information and practice opportunities for using system functionality within a casework context.

➤ **CONNECTIONS Case Management for Child Welfare Workers**

This two-day computer course will provide hands-on training of Build 18-specific functionality to Foster Care, Adoption and Preventive Service workers from local districts and voluntary foster care and preventive services agencies 4-6 weeks prior to local implementation. It is designed for participants who have attended *CONNECTIONS Case Management Program Training*, the *Introduction to CONNECTIONS Case Management (Build 18)* training and either attended the *Introduction to CONNECTIONS* course or completed the *Introduction to CONNECTIONS CBT*. The course will enable these workers to use the Build 18-specific functionality in CONNECTIONS at the time of implementation. This training will provide specific information and practice opportunities for using system functionality within a casework context.

➤ **CONNECTIONS Resource User Training**

**Prerequisite:** *Participants must complete the Case Management for Child Welfare Workers Course or the Case Management for CPS Workers prior to attending Resource User Training.*

Resource Users are staff designated by their district or agency to receive extra training and support in order to enable them to be a resource to their co-workers during the implementation of a build. This is intended as a supplement to the support provided by CONNECTIONS Implementation staff. Districts and agencies have the option of assigning staff to this function. Resource User training is a two-day computer course that will provide conceptual and hands-on training of Build 18-specific functionality. It is designed to supplement the basic program and lab training sequences that are available to all workers in order to prepare Resource Users to assist their colleagues in use of the CONNECTIONS Build 18 application. This training will provide specific information and practice opportunities for using system functionality within a casework context.

➤ **CONNECTIONS Supervisory Training**

This training is a half-day non-computer course, offered to line and second level supervisors who are or will be regular CONNECTIONS users or who are directly involved with the

implementation of Build 18. This course will be offered 1-4 weeks prior to local implementation and should be taken after completing *CONNECTIONS Case Management Program Training*, and their program specific Build 18 training. This training is designed to help supervisors use CONNECTIONS as a management tool, address change management issues and perform basic supervisory system functionality (e.g., approvals, reports).

➤ **Build 18 Follow-up Training**

This training is a one or two-day course (depending on the topic) offered to CPS or Child Welfare workers who need additional assistance with Build 18. This training will begin two weeks after day one of the phased implementation of an area. The schedule for this training will be posted in STARS at a later date.

## Additional Training Opportunity

### **The CONNECTIONS Introduction to Child Welfare for Case Management Practice CBT**

The CONNECTIONS Introduction to Child Welfare for Case Management Practice CBT is designed for Child Welfare users who are new to the CONNECTIONS system and need to learn CONNECTIONS basic functionality as part of their new-worker orientation. The content will focus on orienting staff to basic CONNECTIONS concepts and familiarizing them with the Toolbar functionality, Assigned Workload, Task List and the basics of Search.

To obtain a copy of this CBT, please contact the SUNY Training Strategies Group by calling toll- free at 1-877-451-4835.

# Recommended Course Tracks

If you are a Child Welfare worker (e.g., foster care, adoption, or preventive services worker) *new* to CONNECTIONS, you will benefit by taking the following courses:

- **CONNECTIONS Build 18: Case Management Model**
- **Introduction to CONNECTIONS (hands-on computer course)**
- **Case Management for Child Welfare Workers (hands-on computer course)**

If you are a Child Welfare worker *familiar* with CONNECTIONS, you will benefit by taking the following courses:

- **CONNECTIONS Build 18: Case Management Model**
- **Case Management for Child Welfare Workers (hands-on computer course)**

If you are a Child Welfare supervisor, you will benefit by taking the above classes as well as the **Build 18 Supervisory Training**.

If you are a CPS worker *new* to CONNECTIONS, you will benefit by taking the following courses:

- **CONNECTIONS Build 18: Case Management Model**
- **Introduction to CONNECTIONS (hands-on computer course)**
- **Case Management for CPS Workers (hands-on computer course)**

If you are a CPS worker *familiar* with CONNECTIONS, you will benefit by taking the following courses:

- **CONNECTIONS Build 18: Case Management Model**
- **Case Management for CPS Workers (hands-on computer course)**

If you are a CPS supervisor, you will benefit by taking the above classes as well as the **Build 18 Supervisory Training**.

If you have been designated as the Resource User for your district or agency, you will benefit by taking the above classes as well as the **Resource User Training (hands-on computer course)**. *Participants must complete the Case Management for Child Welfare Workers Course or the Case Management for CPS Workers prior to attending Resource User Training.*

## Waves 10 Participants:

- Nassau DSS
- Suffolk DSS
- St. Christopher-Ottillie
- Mercy First
- Little Flower Children's Services
- Salvation Army Services for Children
- Berkshire Farm Center and Services for Youth
- Hope for Youth
- Regina Maternity Services Corp.
- Family and Children's Association
- Leadership Training Institute
- Timothy Hill Children's Ranch
- Lake Grove School
- Long Island Adolescent and Family Services Inc.
- Nassau Coalition on Child Abuse and Neglect
- Downey Side Inc.
- You Gotta Believe

## How to Register

Pre-registration is required for all courses. **Local Districts and agencies must use STARS for their registration needs.**

**For questions or assistance regarding registering for the first course in the series, *CONNECTIONS Case Management Model Program Training*, please contact Marje Sciolino at CDHS by calling 716-876-7600. Voluntary Agencies who are unable register for this course using STARS should contact Marje Sciolino at CDHS by calling 716-876-7600.**

**For questions or assistance regarding all other courses in the series, please contact the SUNY Training Strategies Group by calling toll-free at 1-877-451-4835, and ask for a CONNECTIONS representative.**

# CONNECTIONS Build 18 Wave 10 Training Schedule

Course Title	Who Should Attend?	Length and Type of Training	Dates	Location
<b>CONNECTIONS Build 18: Case Management Model</b>	All CPS and Child Welfare line staff and supervisors	Two-day non-computer training	March 17-18 March 21-22 March 29-30 March 31-April 1	Nassau DSS 101 County Seat Drive 2 <sup>nd</sup> Floor Conf Rm Mineola, NY 11501
			April 5-6	H. Lee Dennison Bldg (Suffolk) 100 Veterans Memorial Highway Hauppauge, NY 11788 Media Room
			March 15-16 March 17-18 March 21-22 March 23-24 March 29-30 March 31-April 1 April 5-6 April 7-8	Suffolk DSS 3455 Veterans Memorial Highway Ronkonkoma, NY 11779 Room 123A
			March 15-16 March 17-18 March 21-22 March 23-24 March 29-30 March 31-April 1 April 5-6 April 7-8	Suffolk DSS Meridian Plaza 3085 Veterans Memorial Highway Ronkonkoma, NY 11779 Michael Jones Conf Rm
<b>Introduction to CONNECTIONS</b>	Child Welfare line staff and supervisors	Half-day computer training  <i>am sessions 9 am to noon</i>  <i>pm sessions 1 pm to 4 pm</i>	April 26, 27, 28, 29 May 3, 4, 5, 6 am/pm session(s) offered each day	Nassau DSS 101 County Seat Drive Second Floor Mineola, NY 11501

			April 27, 28 am/pm session(s) offered each day	Suffolk DSS 3455 Veterans Memorial Hwy 1 <sup>st</sup> Floor Ronkonkoma, NY 11779
			May 3, 4, 5, 6 am/pm session(s) offered each day	Suffolk Mobile Lab MacArthur Bldg 3455 Veterans Memorial Hwy 1 <sup>st</sup> Floor Ronkonkoma, NY11779 Capacity: 17
			April 26, 27, 28, 29 am/pm session(s) offered each day	OCFS Central Islip Mobile Lab 320 Carleton Avenue 1 <sup>st</sup> FL Conf Room Central Islip, NY Capacity: 17
			April 27, 28 am/pm session(s) offered each day	Mercy First Mobile Lab Grammatico Building:Bsmt 525 Convent Road Syosset, NY
<b>Case Management for Child Welfares Workers</b>	Child Welfare workers	Two-day computer training	May 12-13 May 19-20 May 26-27 June 1-2 June 14-15 June 16-17	Nassau DSS 101 County Seat Drive Second Floor Mineola, NY 11501
			May 26-27 June 1-2 June 14-15 June 16-17	Nassau DSS 101 County Seat Drive First Floor Mineola, NY 11501

			<p>May 10-11 May 19-20</p>	<p>Suffolk DSS 3455 Veterans Memorial Hwy 1<sup>st</sup> Floor Ronkonkoma, NY 11779</p>
			<p>May 10-11 May 12-13 May 17-18 May 19-20 May 24-25 May 26-27 June 7-8</p>	<p>Mercy First Mobile Lab 525 Convent Road Syosset, NY</p>
			<p>May 17-18 May 19-20 May 24-25 June 8-9</p>	<p>OCFS Central Islip Mobile Lab 320 Carleton Avenue Central Islip, NY</p>
			<p>May 5-6 May 17-18 May 19-20 May 24-25 May 26-27 June 14-15 June 16-17</p>	<p>Suffolk DSS Mobile Lab Mary Gordon Bldg. 2<sup>nd</sup> Floor Rm 1K 3085 Veterans Memorial Hwy Ronkonkoma, NY 11779</p>
			<p>May 17-18 May 19-20 May 24-25 May 26-27 June 1-2 June 14-15 June 16-17</p>	<p>Suffolk Mobile Lab MacArthur Bldg 3455 Veterans Memorial Hwy 1<sup>st</sup> Floor Ronkonkoma, NY11779</p>
<p><b>Case Management for CPS Workers</b></p>	<p>Child Protective Service line staff</p>	<p>One-day computer training</p>	<p>May 10,11 May 17,18 May 24, 25 June 7</p>	<p>Nassau DSS 101 County Seat Drive Second Floor Mineola, NY 11501</p>

			<p>May 12,13  May 17,18  May 24, 25, 26  June 1</p>	<p>Suffolk DSS  3455 Veterans Memorial Hwy  1<sup>st</sup> Floor  Ronkonkoma, NY  11779</p>
			<p>May 10, 11, 12, 13  May 26, 27,  June 1, 7</p>	<p>OCFS Central Islip Mobile Lab  320 Carleton Avenue  Central Islip, NY</p>
			<p>June 7</p>	<p>Suffolk DSS Mobile Lab  Mary Gordon Bldg. 2<sup>nd</sup> Floor  Rm 1K  3085 Veterans Memorial Hwy  Ronkonkoma, NY  11779</p>
			<p>June 3</p>	<p>Suffolk County DSS  MacArthur Bldg  3455 Veterans Memorial Hwy  1<sup>st</sup> Floor  Ronkonkoma, NY  11779</p>
<b>CONNECTIONS Resource User Training</b>	Selected workers from Local Districts and Voluntary Agencies	Two-day computer training	<p>June 8-9</p>	<p>Nassau DSS  101 County Seat Drive  Second Floor  Mineola, NY  11501</p>
			<p>June 2-3</p>	<p>Suffolk DSS  3455 Veterans Memorial Hwy  1<sup>st</sup> Floor  Ronkonkoma, NY  11779</p>
			<p>June 9-10</p>	<p>Mercy First Mobile Lab  525 Convent Road  Syosset, NY</p>

			June 2-3	OCFS Central Islip Mobile Lab 320 Carleton Avenue Central Islip, NY
			June 8-9	Suffolk DSS Mobile Lab Mary Gordon Bldg. 2 <sup>nd</sup> Floor Rm 1K 3085 Veterans Memorial Hwy Ronkonkoma, NY 11779
<b>Build 18 Supervisory Training</b>	Child Welfare and CPS line and second-level supervisors	Half-day non- computer training <i>am sessions 9 am to noon</i>  <i>pm sessions 1 pm to 4 pm</i>	June 6 am/pm session(s) offered	H. Lee Dennison Bldg (Suffolk) 100 Veterans Memorial Highway Hauppauge, NY 11788  Media Room

## Listing of Large Classrooms and Mobile Computer Labs

Large Classrooms			
Wave	Location	Address	City, Zip
10	H. Lee Dennison Bldg (Suffolk)	100 Veterans Memorial Highway Media Room	Hauppauge, NY 11788

Mobile Computer Labs			
Wave	Location	Address	City
10	Nassau DSS Mobile Lab	101 County Seat Drive 1 <sup>st</sup> Floor	Mineola, NY 11501
10	Mercy First Mobile Lab	Grammatico Building: Basement 525 Convent Road	Syosset, NY 11791
10	OCFS Central Islip Mobile Lab	Courthouse Corporate Center 320 Carleton Avenue 1 <sup>st</sup> Floor Conf room	Central Islip, NY 11722
10	Suffolk DSS Mobile Lab	Mary Gordon Bldg 3085 Veterans Memorial Hwy 2 <sup>nd</sup> Floor Room 1K	Ronkonkoma, NY 11779
10	Suffolk DSS Mobile Lab	3455 Veterans Memorial Hwy MacArthur Bldg. 1 <sup>st</sup> Floor	Ronkonkoma, NY 11779

# Appendix A:

## CONNECTIONS CASE MANAGEMENT PROGRAM TRAINING

### Who should attend?

Local District Department of Social Services Child Protective Services, Foster Care, Preventive, Adoption Supervisory and Casework staff and Voluntary/contract agency foster care, preventive and adoption caseworkers and supervisors who complete UCRs and progress notes.

### Course Description:

This is the first course in a training series that introduces the design, content and functionality of CONNECTIONS Case Management (Build 18). This two-day course is essential for supervisors and caseworkers to work within the new **Case Management Model** that is supported by the **CONNECTIONS Case-Recording System**. This course presents the key features and case management and casework practice impacts of the design of the new system. It presents the use of new protocols and guides for use in the field, in documentation and in supervision. It prepares staff to use the new system to document and support child-centered, strengths based, family-focused casework practice. This course prepares staff to attend the lab-based courses on the system navigation.

### Course Objectives:

As a result of this training, child welfare staff will be able to:

- ❖ describe the practice values and principles supported by the new Case Management Model Supported by the CONNECTIONS Case-Recording System;
- ❖ differentiate the roles and responsibilities of the case manager, case planner, caseworker, and CPS monitor;
- ❖ explain how these roles are supported by the new CONNECTIONS Case-Recording System;
- ❖ describe the impact inherent in a single, shared case record, including the challenges and opportunities, on staff communication and collaboration;
- ❖ identify, gather, and record the information about families that is necessary to complete the Family Service Intake for CPS and non-CPS cases;
- ❖ identify gather and synthesize the information required for an initial and comprehensive assessment of children and their family using the new Family Strengths, Needs, and Risks scales, the Safety Assessment, the Risk Assessment Profile and Assessment Analysis questions
- ❖ Use the system functionality to integrate that information in to a documented single-case record;
- ❖ use the assessment information to develop a service plan with the family, as structured in the FASP for CPS and non-CPS cases, that targets the underlying conditions and behaviors that need to change and the strengths that will support that change;
- ❖ describe the practice standards and system supports for Family Services Intake, Safety Assessment, Risk Assessment, Family Assessment/Analysis and Service Plan, Foster Care Issues (Placement, Adjustment/Functioning, Permanency Progress/Concurrent Planning, Visiting Plan/Review, Discharge Planning, Life Skills Assessment), Plan Amendment, and establishment of a Child Case Record, and integrate those standards into their case practice and documentation.

### Key Topics:

1. The Link between CONNECTIONS and the Child Welfare Framework of Practice
2. New Case Management Model: Redefining who does what, when and how using a single shared case record
3. Managing confidentiality in a shared record
4. Using the New Uniform Case Record. Design, policy and practice:
  - Family Services Intake;
  - Family Services Stage Overview;
  - Progress Notes;
  - FASP Overview;
  - Safety Assessment;

- Risk Assessment Overview and Risk Assessment Profile;
- FASP Assessment Scales, Assessment Analysis;
- Service Plan;
- Service Plan Review;
- Child Case Record.

5. Foster Care Issues:

- Placement;
- Adjustment/functioning;
- Permanency progress/Concurrent Planning;
- Visiting plan/discharge planning;
- Life skills assessment.

**Contact Persons:**

For additional course information:

**Meg Brin, Administrative Director, Child Welfare**

Or

**Marje Sciolino, Build 18 Special Assistant**

(716) 876-7600

**Pre-registration is required (no walk-ins)**