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| LOCAL COMMISSIONERS MEMORANDUM |
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DSS-4037EL (Rev.10/99)

Transmittal No: 99 OCFS LCM-35

Date: December 15, 1999

Division: Development
and Prevention
Services

TO: Local District Commissioners

SUBJECT: Year 2000 Transition: Preparations relating to
Children and Family Services and CONNECTIONS
Systems Verifications on January 1, 2000

ATTACHMENTS: State Emergency Management Office Emergency
Operations Directory (Not available on line)

PURPOSE:

The purpose of this release is to provide additional guidance on preparations for the Year 2000 Transition. This release includes suggested printouts of child welfare and day care program documents to support manual processes, if this becomes necessary. Additionally, some local districts will be conducting CONNECTIONS system verifications, similar to the systems verifications detailed in 99 LCM - 35: Y2K Millennium Weekend Systems Verification.

SUGGESTED DISTRIBUTION:

It is suggested that this release be shared with your child welfare, day care, and systems managers.

CONTACTS FOR THE YEAR 2000 WEEKEND:

The County Emergency Management Offices are your first point of contact for county-wide emergency matters. Attachment I (not available on-line) provides the contact names and telephone numbers for your County Emergency Management Office. This is the same directory that was provided in 99 OCFS LCM-22: Y2K Preparation.

For program-specific issues, you may contact the Office of Children and Family Services' Y2K Command Center at (518) 486-6766. The Office of Children and Family Services will have staff available to respond to local district and voluntary agency issues. Additionally, the Office of Temporary and Disability Assistance has a Y2K Command Center that may be contacted by calling (800) 342-3009.

SERVICES Y2K CONTINGENCY ACTION PLAN:

CCRS/WMS Services Connections -

In the event of Y2K-related system failure, local district staff will need to use manual procedures and keep paper records which can be data entered at a later date when the systems become available. Staff at the Bureau of Technical Services (BTS) will provide any necessary technical assistance to support this process. In preparation, please complete the following steps.

WMS Services

- Order an adequate supply of Common Application Forms and Authorization Forms.
- Produce Report 4126-Services Current Application and Caseload Listing by 12/20.
- Complete outstanding authorizations by 12/20.
- Complete recertifications coming due in December and January.
- Maintain manual records from 12/17 forward of additions and changes.
- Coordinate manual check issuance process with fiscal office.

CCRS

- Order an adequate supply of Activity Log and Assessment Service Plan forms.
- Produce and Review the 11/99 CCRS Caseload Report for overdues, coming dues for Dec., Jan., Feb.
- Request voluntary agency review of the Caseload Report and necessary data clean-up.
- Complete and print outstanding UCRs.
- Print incomplete UCRs.
- Arrange for issuance of Temporary Medicaid cards (NYC only).
- Complete outstanding data entry by 12/23.
- Maintain manual records from 12/17 forward.

CONNECTIONS

Print each worker's Assigned Workload.

Complete outstanding To Dos.

Produce Individual Worker OCI Reports.

For on-going CPS Investigations, have the following materials available in hard copy:

Intake Report, IRI, Progress Notes, Latest Safety Assessment, Investigation Conclusion.

Summary Report (if partial entry has occurred or the conclusion is pending approval).

CCRS Facility File/CONNECTIONS Resource Directory

Locate CCRS Foster Facility Register.

Print CONNECTIONS Foster Family Report from Agency Window.

For foster homes in the certification process, complete and print as much of FAHD process as possible.

Print certificates for all certified homes.

Complete January recertifications.

Complete outstanding data entry by 12/23.

Complete Outstanding To Dos.

Print each worker's workload.

Print the event list for each home.

Maintain manual records from 12/17 forward.

Request voluntary agency completion of these activities.

NEW YEAR'S DAY SYSTEM VERIFICATION PROCEDURES

For your information, some districts will be participating in system verification procedures on New Year's Day. The time frame for this process is 9:00 a.m. until 12:00 p.m.. WMS, CCRS, and CONNECTIONS will all be available to districts to use. These systems will be in production, not test. Where possible, districts participating in system verification should save some authorizations, activities, recerts, investigation conclusions, pending approvals etc. to be used in the system verification process. If you would like to participate in the CONNECTIONS system verification, please contact Kate Couse at (518) 402-3081.

WMS Services and CCRS

Login and make sure WMS is up and running.

Process a new authorization if available. If not, perform zero maintenance on several cases.

Where possible POS lines should be entered with dates that span 1999 to 2000.

Perform opening, maintenance, recertification and closing on several WMS cases.

Perform inquiry on several cases, especially authorization dates and POS dates. Compare the 2000 system with the 1999 rosters produced as part of contingency planning steps listed above.

Verify that cases entered in WMS have come over to CCRS. Enter CCRS activities and Service plans. If there are no activities to be added, several should be added and then contra'd.

Problems should be called into the BTS helpline at 1-800-342-3727.

CONNECTIONS

Login and access CONNECTIONS.

If appropriate* - access the on-call workload, review intake and print Intake/IRI; acknowledge receipt to SCR, stage progress to investigation, assign to investigative worker.

Access Assigned Workload and compare to pre-Y2K version.

Launch and print OCI and compare to pre-Y2K version.

Access and update an event from the task list (i.e. Investigative Actions).

Access, complete and save and submit an event using the To Do list (i.e. Safety Assessment).

Complete an approval of an event submitted pre-Y2K.

Perform various case, person and staff searches.

Add or modify future On-Call schedule.

*These activities should only be completed if the verification staff person is familiar with district on-call and routing procedures.

CCRS Facility File/CONNECTIONS Resource Directory

Check workloads against printed reports.

Verify home study date, workloads and To Do's.

Verify all screens in an open home, both resource and kinship.

Perform zero maintenance in the licensing window.

Enter a recertification.

Check CCRS and BICS on Tuesday to be sure changes made on Saturday are brought over.

Problems should be called into the CONNECTIONS Help Desk at 1-800-759-3832.

DAY CARE PROGRAM Y2K PREPARATIONS:

The December 1999 list of registered and licensed child care providers should be obtained from the BICS system in hard copy form. This list should be used (in the event of a system failure) to provide parents with a list of potential child care providers. It can also be used by districts to verify that a provider chosen by a parent is licensed or registered. This report is generated by the BICS operator from the Albany telecommunications calendar. The reference number is CCF 870-B.

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The district should also have a mechanism for issuing child care certificates to allow parents to access care. Districts should have a letter or other form with all of the information that would otherwise be available on a child care certificate. This would include an indication that the client is eligible for child care and the applicable maximum reimbursement rates (market rates) for child care by type of care and age of child.

In NYC, the list of licensed and registered child care providers is obtained through the NYC Department of Health. Erie County, which is not part of the BICS system, receives a monthly hard copy of licensed and registered child care providers from the NYSOTDA Production Control.

CONTACT PERSON

If you have any questions regarding this release, please contact Bud LePage at:

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