

Hand Outs

Build 18 Deployment Plan

ID	📅	2003		Qtr 1, 2004			Qtr 2, 2004			Qtr 3, 2004			Qtr 4, 2004			Qtr 1, 2005			Qtr 2, 2005			Qtr 3, 2005			Qtr 4, 2005			Qtr 1, 2006			Qtr 2, 2006			Qtr 3, 2006				
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Oswego, Tompkins, Cortland

Cayuga, Onondaga

Chemung, Steuben, Broome, Chenango, Madison, Tioga, Otsego, Schuyler, Seneca, Yates, Livingston, Ontario

Monroe, Wayne

Erie

Allegany, Cattaraugus, Chautauqua, Genesee, Niagara, Orleans, Wyoming, Herkimer, Jefferson, Lewis, Oneida, St. Lawrence, Clinton, Essex, Franklin, Hamilton, Montgomery

Albany, Fulton, Rensselaer, Saratoga, Schenectady, Warren, Washington

Columbia, Delaware, Greene, Schoharie, Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster

Westchester

Nassau, Suffolk

NYC - 1

NYC - 2

NYC - 3

NYC - 4

Detailed Explanation of Implementation Activities 12-18-03

Organizing the Implementation Effort

OCFS Organization

Within OCFS, the Implementation Management Bureau has prime responsibility for planning and coordinating CONNECTIONS. The Implementation Management Bureau consists of 3 major areas: Training, Field Support, and Communication. The Bureau is responsible for user readiness, change management, training, on-site support and communication to stakeholders and end users.

Local District/Agency Organization

Implementation Coordinators are district/agency staff that serve as a liaison between the agency and the project team. This role is often assigned to Information Technology staff, however, as the project progresses toward the concurrent implementation of programmatic and system changes, OCFS recommends that this role be assigned (or co-assigned) to staff that have significant grounding in program and practice issues. The prompt flow of information to the correct people is the most critical responsibility of this role. In addition, the Implementation Coordinator is frequently the point person for agency preparation and planning activities.

The *Implementation Team* guides and oversees the implementation effort. These teams consist of representatives from each agency program area as well as the agency's Implementation Coordinator, LAN administrator, Security Coordinator, and Staff Development Coordinator.

Other Workgroups or subcommittees of the Implementation Team are formed to plan and coordinate agency clean-up activities and make system security decisions. It is also likely that workgroups will be formed to analyze and re-design business processes that are affected by the new system. Agencies/districts are encouraged to involve staff most directly affected by these functions in assessing impact and making procedural and workflow adjustments.

"Resource Users" are staff designated by a district or agency to receive extra training and support to enable them to be an on-site resource to their co-workers during the implementation of a build. This is a supplement to the support provided by CONNECTIONS staff. The number of super users that a district or agency may designate is tentatively established at 1:20, with a minimum of two per agency.

Regional Implementation Support Teams (RIST) consist of implementation coordinators and other staff from the Local Districts and Voluntary Agencies in a particular region of the State. These groups provide the forum to share both practice and technical solutions to commonly experienced problems as well as to standardize procedures for functions

that involve an interface between districts and agencies. It is expected that these groups will meet monthly during the 10-12 month preparation cycle.

Orienting Users to the System

The *High Level Overview* is targeted at district/agency management to provide an end to end conceptual review of the new CONNECTIONS development being released, preview the look and feel of the system and draw out impacts for business processes, practice and preparation. A session will be scheduled on a regional basis approximately ten months prior to a regional implementation

The *Regional Forum* is targeted at managers, supervisors and Implementation Coordinators to provide a somewhat more detailed look at the system to the level of window functionality, system business rules, etc. and describe the planning and preparation activities that are to follow over the next several months. Regional Forums will take place approximately nine months prior to a regional implementation.

Managerial Building Blocks, likely to be delivered through a video or through Computer Based Training (CBT), is targeted at managers and administrators who are not familiar with CONNECTIONS. It will provide grounding in generic system features and functionality as well as tools and data available in the system to support management and operational decision-making.

Building Capacity of User Agencies

Implementation Coordinator Training is designed to familiarize district/agency Implementation Coordinators with their roles and responsibilities in preparing their agencies for implementation and key change management issues.

“Resource User” Training will consist of the lab-based training that all staff will receive as well as additional exercises and reinforcement of the build training and instruction on the role of the Resource User.

Security for Managers, also likely to be delivered through a video or CBT, will provide a high level overview of the CONNECTIONS security system and identify the key decision points and options available to managers to enable them to make informed decisions in establishing their district and agency security structure.

Supervisors Training will focus on system functionality that supports supervisory processes (e.g., on line approvals) as well as using CONNECTIONS as a management tool. It will also address change management issues to help supervisors support their staff adjust to program and system changes.

Methods and Tools

District/Agency Profile is a web-based data collection instrument designed to support implementation planning by the CONNECTIONS Implementation Management Bureau and district/agency administrators. Several sections of the instrument are pre-populated with data that local users will update if necessary. The profile is accessed through the CONNECTIONS web site at <http://sdssnet5/ocfs/connect/dpm/>. Districts and agencies should complete/update the data during January/February, 2004.

Impact Analysis Documents identify the ways in which program and system changes will affect district/agency operations. Each document focuses on a specific functional area (e.g., intake, assessment and service planning) and includes a brief description of the affected function, what will stay the same, what will change, and system and programmatic implications.

Self-Assessment Tool and Local Implementation Plan provides a framework for a district/agency to assess its state of readiness to implement the new system and formulate an action plan. It is designed to focus energy on the steps most critical to a successful implementation.

Business Process Analysis and Redesign is the method through which a district/agency reviews and, as needed, revises business processes (e.g., procedures, work flows) in order to take maximum advantage of the efficiencies of automated case and financial management. The CONNECTIONS Implementation Team will provide tools and “model” business processes as well as on-site support to assist users with this effort.

Data Clean-up Reports will be provided to help user agencies identify potential data issues in the legacy system or in CONNECTIONS and focus their data clean-up effort where it is most needed. The CONNECTIONS Project will also provide districts and agencies with manpower assistance to conduct clean-up activities.

User Acceptance Test (UAT), which will occur some months prior to the release of a build, provides agencies who volunteer to participate an opportunity to better understand how the system functions and how it will support their business functions. The Implementation Team will solicit volunteers for UAT in the Spring of 2004

The *Preview Application*, typically available just prior to a build, provides a broad cadre of CONNECTIONS users with the opportunity to view new functionality. Users are able to practice with a copy of their own case data without affecting the Production system. The phase provides users with structured exercises that emphasize coordination of to cross-agency business processes.

A *Readiness Checklist* is distributed to user agencies just prior to a build. The checklist helps user agencies focus on the key activities needed to prepare for the upcoming build.

Just in Time Training

Classroom Training directed at supervisory and line staff will address new policy and practice requirements as well as on the more conceptual aspects of the new system. These classes will be conducted on a regional basis approximately 8-12 weeks prior to an implementation.

Lab-based training will be provided from 3-6 weeks prior to implementation. There will be 1-2 days of lab-based training depending on job function. This training is provided in labs located across the State.

Follow-up Training will be offered subsequent to a regional implementation and will continue to be offered on a quarterly basis as “Operational Training.” This training will follow the content similar to that of the initial Build 18 training to support staff that may have missed the training or that may need a refresher.

Other training resources include Job Aids, Training Videos as well as follow up training soon after build implementation in each region for staff who missed the initial training or who need additional training.

The Training Database mirrors the CONNECTIONS Production database and provides a safe environment for workers to learn and practice using simulated case materials. Local District and Voluntary Agency staff signs on to the Training Database from their own workstation. Districts and agencies may request up to four special training log-ons at a time for a period of up to 3 weeks.

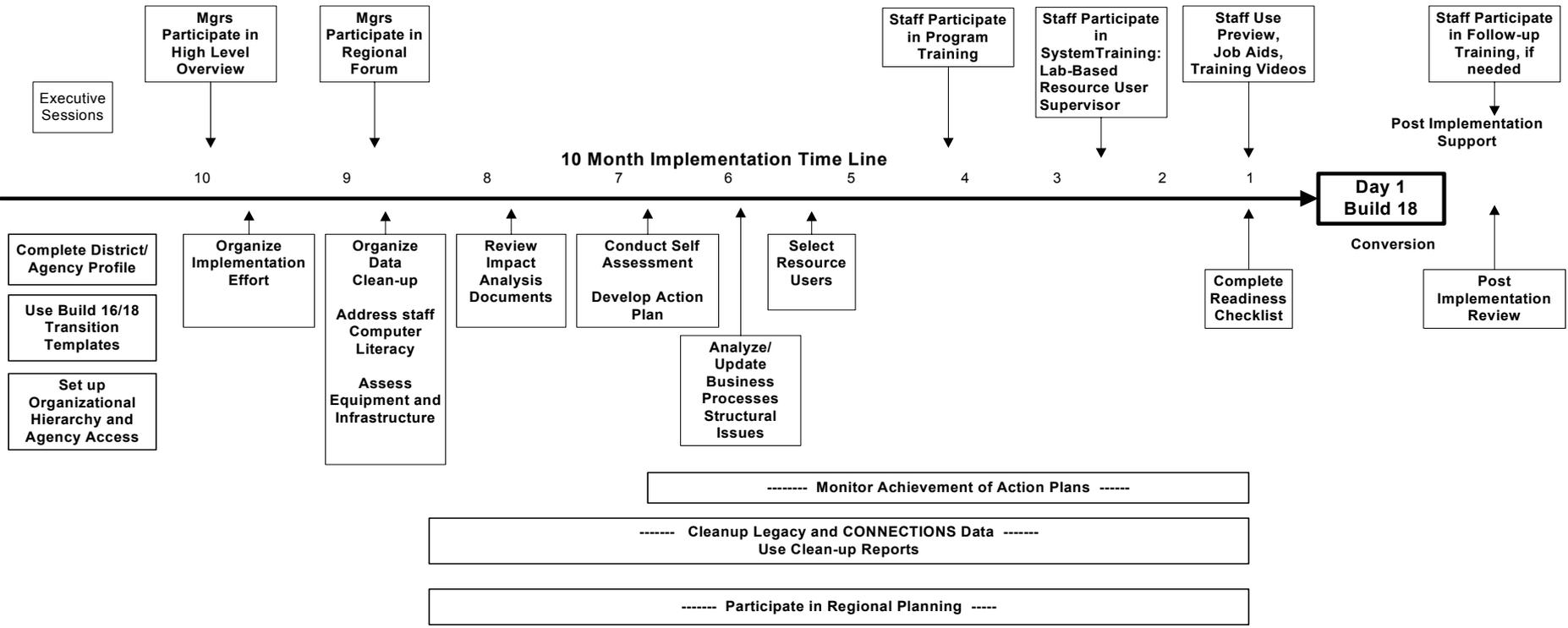
Onsite Support

Implementation Support by CONNECTIONS Regional Field Support Staff will be available to districts and agencies during the planning and preparation phase of the implementation cycle to provide technical assistance in the use of methods and tools, to help facilitate meetings (e.g., Regional Support Teams) and provide hands-on support for data clean-up activities.

Implementation Support will also be provided on the day a build is released and for several weeks that follow. During the initial days of an implementation, Field Support Staff will assist users in the following ways:

- Working side-by-side with district/agency staff newly trained on the CONNECTIONS system and assisting them with their work in the system, such as entering progress notes, conducting person searches, conducting, person-merge splits or processing local data maintenance;
- Identifying and troubleshooting, resolution and escalation, as appropriate, of technical problems/issues;
- Interpreting instructional materials and Job Aids to assist CONNECTIONS users in comprehending and completing tasks.

Implementation Timeline Build 18 From a Site Perspective



CONNECTIONS BUILD 18 TRAINING

Early Preparation for Managers and Executive Staff	
8-9 Months prior to Implementation	
Connections Orientation for Managers	Build 18 Regional Forum
High level overview of Build 18	Overview of key impacts and Build functionality
½ day	½ day
Executive/Upper Level Mgrs. & Imp. Coords	Management, Supervisors & Imp. Coords

Application Training for Workers and Supervisors				
Pre-Implementation (approx. 0-16 weeks prior to implementation)				
Connections Build 18 Program Training	Intro to Connections/Connections Readiness	Intro to Build 18 Functionality	Build 18 Application	Build 18 for Supervisors
Key Program and Policy Changes in Build 18	Intro to Connx concepts and basic system functionality (e.g., tool bar, task list, to do's etc.)	High Level Overview of Build 18 Functionality (Framework)	Detailed Build 18 functionality (Navigation)	Build 18 functionality and change mgmnt issues for sups.
1-2 days	½ day	½ day	1 day-CPS 2 days—CW	½ day
Classroom	Lab	Classroom	Lab	Classroom
All Connx users	New Connx Users	All Connx users	All Connx Users	All Connx Sup's
Training Guide	CBT SBS Guides	Video SBS Guides		Training Guide

Support for Application Training	
Pre-Implementation (0-12 Weeks)	Post-Implementation (0-6 Weeks)
Training for Resource Helpers	Follow Up Training
Attend same training as all line workers + approx. 3 additional days of training (e.g., role of helper, conversion, system practice, etc.)	Training for workers needing extra training or for those who missed original training
2-3 days same as all staff + 3 additional days	1 day-CPS 2 days—CW
Class and Lab	Lab
Resource Helpers (1:20 per participating agency/ at least 2 staff for each participating agency)	For districts/agencies/users needing additional training
Same Supports as other Build 18 training	Video SBS Guides

Additional Training for Specialists		
Ongoing		
Implementation Coordinator Training	Security Coordinator Training	Security for Managerial Staff
Basic Orientation to role of IC and information needed to do the job	Detailed presentation of Connx security	High Level overview of security issues for managers
1 day	1 day	Video
Classroom	Lab	No class
Implementation Coordinators and Backups	Security Coordinators and Backups	Managers needing to make decisions re: agency security structure
Training Manual	Step by Step Guide	Video and SBS Guide

The SACWIS System:

- Family Focused
- Strengths Focused
- Shared Information
- Practice Framework
- Child Safety
- Individual Child Assessments

The SACWIS System:

- Family Engagement and Involvement
- Concurrent Planning
- Skills and Permanent Connections for Youth
- Family Visitation

Assess expectations and support for:

- Continual focus on safety
- Family engagement
- Use of effective interpersonal skills
- Thorough assessment
- Family involvement

Assess expectations and support for:

- Supporting family change
- Rapid achievement of permanency
- Development and maintenance of partnerships

“To Do”:

- Anticipate the stress that comes with change
- Create a climate:
 - Where staff can see the “big picture”
 - Where staff can see the link between the system and the outcomes

“To Do”:

- Where staff can learn, feel supported
- Encouraged to take advantage of what the system can do for them
- Where they can ask for more help

Evolution of Case Assessment and Services Planning

- 1979 – New UCR's to support the Child Welfare Reform Act
- 1992 – New Risk Assessment and Services Planning, including Initial Safety Assessment
- Use of Evidence and Research to support Best Practice and Improved Outcomes
- Research on Cases in New York State
- 2003 - Structured Decision Making

Why Now?

- Response to the Field
- Compliance with Federal Mandates
- Support for Strength-based Practice
- Consistency of Assessments
- Effective Use of Limited Resources

Benefits

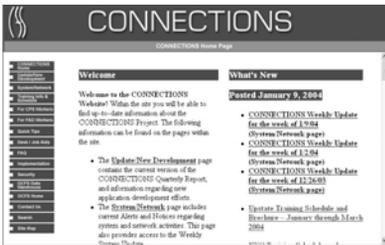
- Management of Caseloads
- Targeting Resources to Needs of Families
- Resource Development
- Investment in Services that have Proven Outcomes
- Marketing and Accountability to Stakeholders

Equipment / Connectivity

- Replacement of networked PC's over the past 2 years
- Replacement of CIAB (CONNECTIONS in a box) PC's this year
- Network Integration Services
- Use of high speed connectivity

- CONNECTIONS Intranet Website:
<http://sdssnet5/ocfs/connect>

- "Contact us": on website



- Network Integration Services Website:
http://sdssnet5/crcc/nis/Voluntary_NIS_Request.doc



Voluntary Agency NIS Projects

User Communication

- Management/Steering Committee
- User Groups
 - Define requirements
 - Resolve issues
- Support Work Groups
- Local Implementation Teams

CONNECTIONS Now Supports

- CPS Intake
- CPS Investigations
- CPS Administrative Reviews
- Foster and Adoptive Home Development (FAD)

6,000 users

CONNECTIONS Will Soon Support

Security for CONX Case and
Financial Management

- Enhancements for case access
 - Agency Access
 - Organizational Hierarchy

CONNECTIONS Will Soon Support

Security for CONX Case and
Financial Management

- Trigger to Get Ready
 - Set up Units and Staff
 - Assign Business Functions
 - Link CONX to Legacy Ids
 - Clean up “Conversion Units”

CONNECTIONS Will Soon Support

CONX Case Management
(Build 18)

- New Standardized Intake for Services Cases
- Family Assessment and Service Plan (FASP) that incorporates:
 - Structured decision making
 - Outcome-based and strength-based framework

CONNECTIONS Will Soon Support

CONX Case Management
(Build 18)

- Visit Planning and Plan Review
- Service Plan Review
- Progress Notes
- WMS Interface 16,000
Users

CONNECTIONS Will Soon Support

CONX Case and Financial Management

(Build 19)

- Foster Care Placement
- Legal Activities
- Financial Eligibility
- Service Authorization
- Adoption Photolisting
- Adoption Subsidy
- Health and Education
- Interfaces with Other Systems

CONNECTIONS Case Management

(Build 18) – Key Features

- Standardized Intake for Services Cases
- On-line Workload
- Single Electronic Family Case Record
 - On-line, real-time access by all w/ role in Case
 - FASP completed using CONX software
 - Online Progress Notes
 - Historical case information tied together
 - New Case Activity

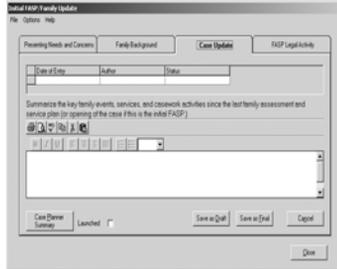
CONNECTIONS Case Management

(Build 18) – Key Features

- Coordinating Role of Case Planner
- On-line Approvals

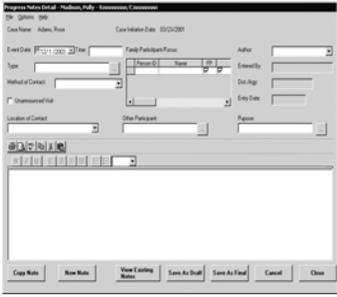
Build 18 – Look and Feel Typical Assessment Tab

- Narrative with Text Tool
- Supports Entries from multiple workers
- Save as Draft or Final
- Case Summary Button → Case Summary Window



Build 18 – Look and Feel Progress Note

- Contact specific entry
- Data Fields
- Text tool
- Drafts frozen in 15 days
- Supports entry by Clerical Staff
- Supports Addenda



Build 18 – Look and Feel Progress Note Search

- Search and Sort by Multiple Filters
- Navigate to any note
- Builds Visitation Grid



CONX Case and Financial Management

Key Impacts

- Intake – Case Opening
 - Case/Person Search and Maintenance
 - Case Movement between Agencies (Intake Units)
 - Intake approvals – Needed for continued work

CONX Case and Financial Management

Key Impacts

- On-going Services
 - Up-to-date, complete information
 - Single, consolidated assessment and service plan
 - Expanded role of Case Planner
 - Accurate Completion Dates

CONX Case and Financial Management

Implications

- Expectations of Staff
 - Computer Literacy
 - Information Sharing
 - Maintaining Confidentiality
 - Record Access/Security

CONX Case and Financial Management

Implications

- Opportunities to “Re-engineer” business processes
 - Hand-offs
 - Use of Support Staff

- LDSS – Agency Relationships

CONNECTIONS Implementation Group

- Training and Training aids
- Communications: Website and weekly updates; other announcements of interest to CONNECTIONS users
- Field Support: pre- and post- technical assistance to Local Districts and Voluntary Agencies

Build 18 Rollout Considerations

- Number of staff to be trained and supported post implementation
 - Provide “just in time” training
 - Provide dedicated technical assistance for 8 weeks following your rollout
- Voluntary Agency Use
 - Reduce the amount of time working in two worlds

Field Support Tools and Methods

- Information Sessions
- Impact Analyses
- Self-Assessment
- Action Plan
- Business Process Redesign
- Facilitated Implementation Support Teams
- Prototype
- Data Clean-up
- Use of Preview
- Readiness Checklist
- Dedicated Technical Assistance
- Post-Implementation Review

Training Principles

- Engage management before line workers
- Program training drives System training (80/20 Rule)
- Face to face training for all new content

Training Principles (cont'd)

- Training content in manageable chunks
- Training assumes basic computer literacy
- Plan to train virtually all line staff

Early Preparation for Managers and Executive Staff

8-9 Months Pre-Implementation	
Connections Orientation for Managers	Build 18 Regional Forum

Application Training for Workers and Supervisors

0-16 Weeks Pre-Implementation				
Program Training	Connections Readiness	Intro to Build 18 Functionality	Build 18 Application	Build 18 for Supervisors

Support for Application Training

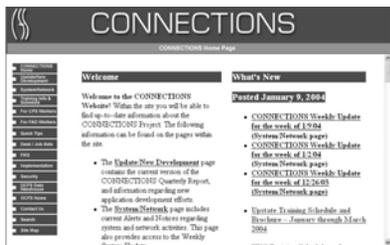
Pre-Implementation (0-12 weeks)	Post-Implementation (0-6 weeks)
Training for Resource Helpers	Follow Up Training

Training for Specialists

Ongoing		
Implementation Coordinator Training	Security Coordinator Training	Security for Managerial Staff-Video

■ CONNECTIONS Intranet Website:
<http://sdssnet5/ocfs/connect>

■ "Contact us": on website



To Evaluate Online (Internet):
<http://www.dfa.state.ny.us/>



To Evaluate Online (Intranet):
<http://sdssnet5/>



Next Program

Family Type Homes for Adults
Program

January 26th, 2004

1:30 to 3:30
