

Introduction to

***OCFS Data Warehouse
Case Management
(Build 18) Reports***



**CONNECTIONS Training Project
SUNY Training Strategies Group**

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***Introduction to OCFS Data Warehouse
Case Management (Build 18) Reports***

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Preface

This document serves as a general overview of the OCFS Data Warehouse Case Management (Build 18) Reports. The reports are being released in groups over time, beginning with the FASP series of reports in the fourth quarter of 2005. Each release will be accompanied by a document containing detailed information about the reports and step-by-step instructions on how to access them.

Scheduled Release	Reports
Quarter 4 - 2005	FASP reports
Quarter 1 - 2006	SPR reports
Quarter 1 - 2006	Casework Contact reports
Quarter 1 - 2006	FSI reports
Quarter 2 - 2006	Visitation reports
Quarter 2 - 2006	I&R report / FSS report
Quarter 2 - 2006	Case management report

These reports are only available through the OCFS Data Warehouse ReportNet environment, which users will enter via an Internet URL. The reports are not available directly from the CONNECTIONS or CCRS systems. Users must have access to the OCFS Data Warehouse to view these reports.

**Current
Data Warehouse Users**

Those who already have access to the OCFS Data Warehouse are automatically granted access to the Case Management (Build 18) Reports. No further action needs to be taken.

**Non-Data Warehouse
Users**

Those who do not currently have access to the OCFS Data Warehouse can request access to the Case Management (Build 18) Reports by sending an e-mail to the Data Warehouse Team at data.warehouse@ocfs.state.ny.us. Be sure to include your full name, 6-digit user ID, and copy your Director or Security Coordinator on the e-mail.

Data Warehouse Case Management (Build 18) Reports

The OCFS Data Warehouse is a repository of data retrieved from CONNECTIONS and the Child Care Review Service (CCRS) that can be accessed independently of those systems. The information from the two systems is organized and stored in the Data Warehouse, which makes it available as a read-only file in current point-in-time (snapshot), trend and historical views. The Data Warehouse is updated regularly with data from CONNECTIONS and CCRS.

OCFS has developed several Data Warehouse Case Management (Build 18) Reports to provide managers and supervisors with a comprehensive set of reports that help meet their basic operational reporting and planning needs in the CONNECTIONS Case Management system. The reports generated from the OCFS Data Warehouse can be easily accessed from any CONNECTIONS computer.

The Data Warehouse Case Management (Build 18) Reports are comprised of two report types:

Management Summary Reports These reports include the word “Summary” in their title, as they are intended to provide workers with an overview of a particular business function by using various levels of aggregate information. As a result, managers can evaluate how their organization performed during a specified report period. An example of a Management Summary Report is the FASP Status Summary Report.

Target users: Managers and supervisors from Local Districts, Voluntary Agencies, and Regional Offices.

Operational Reports Reports that do not include the word “Summary” in their title are classified as Operational Reports and provide workers with a more detailed, operational view of a specific business function, as of the current date.

Target users: Managers and supervisors from Local Districts and Voluntary Agencies.

The information contained in these reports is typically at a lower level of detail than the Management Summary Reports. These reports are more tactical and can assist users and managers on a day-to-day basis. An example of an Operational Report is the FASPs Due Report.

To help meet individual business needs and to facilitate report generation, the Data Warehouse Case Management (Build 18) Reports use a set of basic user-specified report parameters, which provide workers with the flexibility to restrict and focus the available information. These parameters may include:

- Report Period
- Agency
- Unit(s)
- Stage Type(s)

Workers select or directly enter parameter values into each report using Cognos ReportNet. Once the report is executed, all worker-provided values will be displayed in the header of each report page.

The Data Warehouse Case Management (Build 18) Reports assist workers with many business tasks, including:

- Service and resource assessments
- Service and resource planning and budgeting
- Compliance assessments (e.g., Federal, State and local standards, regulations, mandates, contractual obligations or other requirements)
- Workload assessments
- Trend analysis
- Cost/benefit analysis
- Problem identification and resolution
- Training and educational assistance planning and budgeting

Workers are able to view data for all of the child welfare cases in which someone at the District or Agency has been assigned a formal role in the CONNECTIONS system. Reports can be exported to PDF or Excel format for printing and e-mailing. In addition to the pre-defined reports available for Build 18, workers will be able to utilize the Build 18 data packages to create their own reports. This ad hoc reporting capability will be made available after the release of each Data Warehouse Case Management (Build 18) Report.

Note: Many of these reports are still in the development stages. Differences between the information contained in this document and the information contained in the final reports may occur.

Management Summary Reports

FASP Status Summary Report

The Family Assessment and Service Plan (FASP) serves a critical function in working with a family. The FASP is a record of past and current family functioning, as well as a record of plans to assist the family in meeting the goals of safety, permanency and well-being.

Monitoring FASP activity and status is an important task that supervisors and managers need to perform. The FASP Status Summary Report can assist workers in monitoring FASPs by providing the status of all FASPs by FASP type (Initial, Comprehensive, or Reassessment) for a particular month. The information contained in the report can assist supervisors and managers in improving the FASP process, promoting its effectiveness, and for resource planning and budgeting. For example, the FASP Status Summary Report can be used for:

- assessing and monitoring FASP approvals, completions and “overdues”—the observation of negative trends can be used to identify areas for improvement;
- facilitating problem-solving by helping workers identify the level(s) at which problems exist, so that appropriate action can be taken;
- monitoring program areas and business units in meeting state and local regulatory mandates, Federal “Child and Family Services Review Program Improvement Plan” (CFSR PIP) requirements and contractual obligations between Local Districts and Voluntary Agencies; and
- assessing, planning and budgeting for staff and service resources, including the need for integrated/interagency service planning, coordination and collaboration, in order to support FASP needs appropriately.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices



Available Report Information

The information in the FASP Status Summary Report has been organized into the following sections:

- Total open FASPs
- Total open FASPs with no CID
- Total FASP approvals due
- Total FASPs approved on time
- Total FASPs overdue
- Total FASPs overdue, per status:
 - Late
 - Templated – with next FASP In Process
 - Templated – with next FASP Not Launched
 - Missed

SPR Summary Report

Service Plan Reviews (SPRs) are an integral part of child welfare casework, since they provide an important opportunity for workers, families and service providers to meet and discuss the family's progress, problems and changing needs.

The SPR Summary Report provides for the monitoring and assessment of Service Plan Review activity for a particular month, as well as for the overall SPR process.

The information contained in the SPR Summary Report is useful for:

- assessing and monitoring trends in SPR activities (e.g., meetings scheduled vs. held, parents invited vs. attended, children invited vs. attended) in relationship to other defining factors, such as FASP type, foster child characteristics, and Permanency Planning Goal (PPG);
- monitoring program areas and business units in meeting state and local regulatory mandates, Federal CFSR PIP requirements and contractual obligations between Local Districts and Voluntary Agencies, as related to Service Plan Reviews; and
- facilitating problem-solving; for example, identifying areas in which practice/process issues exist, so that appropriate action can be taken.

Target Users
Managers and supervisors from:
• Local Districts
• Voluntary Agencies
• Regional Offices

Available Report Information

The information available in the SPR Summary Report has been organized into the following sections for Comprehensive and Reassessment FASPs:

Summary-Level SPR Information	FASP, SPR and participant-status line items are used to create one summary-level report presentation.
Invitee/Attendee-Level SPR Information	Foster child characteristics and SPR actions (i.e., Invited to, Attended, and Focus of) are used to create the following separate report presentations (or subsections): <ul style="list-style-type: none">• Total Foster Children• Total Foster Children with Return To Parent/Discharge Resource PPG• Total Foster Children with Independent Living PPG• Total Foster Children with Adoption PPG• Total Foster Children with Other PPG

Tracked-Child Casework Contact Summary Report

One of the most important tasks child welfare workers perform is promoting the safety and well-being of the children they are monitoring. The tracked child functionality in CONNECTIONS provides workers with a way to record critical information about children related to their respective Permanency Planning Goals (PPG) and the programs and services they are receiving to achieve those goals.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

The Tracked-Child Casework Contact Summary Report can help workers monitor, analyze and manage casework contacts associated with tracked children for a particular month. This information can be applied to a number of related business functions to help impact service delivery quality and desired outcomes. The information contained in the Tracked-Child Casework Contact Summary Report is useful for:

- assessing and monitoring trends in the numbers of contacts *made* with tracked children versus those *attempted*;
- assessing, planning and budgeting county and/or community-based programs, service resources, staff and appropriations to help support families' needs; and
- assessing and monitoring program areas, agencies and business units' compliance with state and local regulatory mandates, Federal CFSR PIP requirements and/or contractual obligations between Local Districts and Voluntary Agencies.

Available Report Information

The information in the Tracked-Child Casework Contact Summary Report is displayed for Children, Child Contacts Made and Child Contacts Attempted, and is organized into the following two sections:

By Tracked Children

Provides aggregate counts and percentages for:

- Total Tracked Children
- Total Tracked Children in Foster Care
- Total Tracked Children in Non-Foster Care

By Permanency Planning Goal

Provides aggregate counts and percentages for total tracked children in foster care with:

- Return to Parent/Discharge Resource PPG
- Independent Living PPG
- Adoption PPG
- Adult Residential Care PPG
- Other PPG (tracked children in non-foster care)

Parent Casework Contact Summary Report

In many child welfare cases, a major responsibility of the assigned worker(s) is to attempt to influence positive change in the parent(s) involved, which can be achieved with consistent and frequent casework contact. Parent/guardian and/or foster parent casework contacts should be monitored in order to make certain that the families are receiving the support needed to achieve their goals.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

The Parent Casework Contact Summary Report can assist workers in monitoring, analyzing and managing casework contact volumes associated with the parents/guardians and/or foster parents for a particular month. This information can be applied to a number of related business tasks, including:

- assessing and monitoring trends in the number of contacts *made* versus *attempted* with parents/guardians and/or foster parents;
- assessing, planning and budgeting county and/or community-based programs, service resources, staff and appropriations to help better support families; and
- assessing and monitoring program areas, agencies and business units' compliance with state and local regulatory mandates, Federal CFSR PIP requirements and/or contractual obligations between Local Districts and Voluntary Agencies.

Available Report Information

The information available in the Parent Casework Contact Summary Report includes contacts *made* and *attempted* for both parents/guardians and foster parents. Each of these sets is comprised of the following two report sections:

- By Tracked Children** Provides aggregate counts and percentages for:
- Total Tracked Children
 - Total Tracked Children in Foster Care
 - Total Tracked Children in Non-Foster Care

- By Permanency Planning Goal** Provides aggregate counts and percentages for total tracked children in foster care with:
- Return to Parent/Discharge Resource PPG
 - Independent Living PPG
 - Adoption PPG
 - Adult Residential Care PPG
 - Other PPG (tracked children in non-foster care)

FSI Summary Report

The Family Services Intake (FSI) standardizes intake documentation and is the path to opening all services cases. Since this process is new to the CONNECTIONS system, workers will find the FSI Summary Report helpful in monitoring, analyzing, managing and refining the Family Services Intake process for a particular month.

This report can be used to assess the categories of services requested, which can be used in related planning and budgeting processes. It can also be used to help assess the efficiency of the FSI process, which can be used to identify the need for staff training and educational assistance.

Target Users
Managers and supervisors from:
<ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

Available Report Information

The information in the FSI Summary Report has been organized into the following sections:

- FSIs Open
- FSIs Closed
- FSI Closure Decisions
- FSI Closure Reasons
- Requested Service Types
- FSI Case Origin
- FSI Sources
- Non-CPS FSI Sources

Parent Visitation Summary Report

Child welfare workers must be diligent in their efforts to reunite families of children in foster care. Frequent and positive parent-child visitation is a major component of these efforts.

The Parent Visitation Summary Report provides a way to monitor, analyze and manage visitations of parents/guardians with their children for a particular month. This information can be applied to various related business functions, including:

- assessing and monitoring parental visitation trends and how they involve or impact:
 - the appropriateness of the visitation plan
 - the achievement of plan frequency
 - the achievement of expectations
 - supportive behavior
- initiating or facilitating the problem-solving process as it pertains to parental visitation-related issues; and
- assessing and monitoring programs, agencies and business units for parental visitation compliance with state and local regulatory mandates, Federal CFSR PIP requirements and/or contractual obligations between Local Districts and Voluntary Agencies.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

Available Report Information

The information available in the Parent Visitation Summary Report has been organized into the following report sections:

By Tracked Children	Provides aggregate counts and percentages for the total number of tracked children in foster care.
By Permanency Planning Goal	Provides aggregate counts and percentages for the total number of tracked children in foster care with: <ul style="list-style-type: none">• Return to Parent/Discharge Resource PPG• Independent Living PPG• Adoption PPG• Adult Residential Care PPG

The following information is displayed in the report for each of the sections listed above:

- total visiting plans
- total children in foster care
- the frequency values for Parent Plan Frequency Met
- the support-level values for Parent Behavior Supportive
- the values identifying Parent Plan Expectations Met
- the total for No Parent Plan

Sibling Visitation Summary Report

Sibling visitation is not only required by regulations, it is crucial to the well-being of children in foster care.

The Sibling Visitation Summary Report provides a way for workers to monitor, analyze and manage visitations of siblings and half-siblings for a particular month. This information can assist workers in performing certain tasks, including:

- assessing and monitoring sibling visitation trends and how they involve or impact such factors as:
 - appropriateness of visitation plan
 - achievement of plan frequency
 - achievement of expectations
 - supportive behavior
- initiating or facilitating the problem-solving process as it pertains to sibling visitation-related issues; and
- assessing and monitoring programs, agencies and business units for sibling visitation compliance with state and local regulatory mandates, Federal CFSR PIP requirements and/or contractual obligations between Local Districts and Voluntary Agencies.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

Available Report Information

The information available in the Sibling Visitation Summary Report has been organized into the following sections:

By Tracked Children	Provides aggregate counts and percentages for the total number of tracked children in foster care.
By Permanency Planning Goal	Provides aggregate counts and percentages for the total number of tracked children in foster care with: <ul style="list-style-type: none">• Return to Parent/Discharge Resource PPG• Independent Living PPG• Adoption PPG• Adult Residential Care PPG

The following information is displayed in the report for each of the sections listed above:

- total visiting plans
- total children in foster care
- the frequency values for Sibling Plan Frequency Met
- the support-level values for Sibling Behavior Supportive
- the values identifying Sibling Plan Expectations Met
- the total for No Sibling Plan

I&R Summary Report

Requests for information about services are recorded on the *Information and Referral* (I&R) window in CONNECTIONS. This is helpful in assessing the types of services being requested in a particular agency or by geographic area for a particular month.

The I&R Summary Report can help workers evaluate the use of their agency's I&R service and factor I&R requests into the planning, budgeting and management of service resources and needs for the agency.

Target Users
Senior and middle managers from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies• Regional Offices

Available Report Information

The information in the I&R Summary Report has been organized into the following sections:

- an aggregate count of all I&R service requests
- aggregate time spent on all I&R service requests
- I&R service request counts and percentages by:
 - I&R Service type
 - Referrals Made (per service type)
 - Information Provided (per service type)
 - Services Unavailable (per service type)

Case Management Summary Report

The Case Management Summary Report provides information about caseworker, supervisor, director or agency-level case management performance. In a single report, managers can review their direct units for the timely completion of FASPs, SPRs and the contacts and visits tracked in Progress Notes.

Target Users
Managers from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies

Available Report Information

- FSIs due, completed on-time, late and not completed
- FASPs due, completed on-time, late and not completed
- SPRs due, completed on-time, late and not held; SPR attendance percentage
- Contacts due, completed on-time, late and missed
- Visitations due, completed on-time, late and missed

Operational Reports

FASPs Due Report

The FASPs Due Report is another tool that can help workers track FASP activity and status by monitoring and assessing the number of outstanding FASPs as of the current date. This information can then be used to assist staff with several related business functions. Outstanding FASP information can be used for many purposes, including:

- supporting short-term monitoring, analysis and planning of individuals' workloads, including identification of workers with chronically overdue FASPs, as well as workload "triage" and prioritization;
- recognizing and planning for workers' training and educational assistance needs, including the need for interdepartmental/interagency planning, as appropriate, in an effort to improve the efficiency of the FASP process;
- analyzing, planning and budgeting for available staff and service resources to support FASP needs appropriately; and
- monitoring and assessing FASPs for compliance with state and local regulatory mandates, Federal CFRS PIP requirements and contractual obligations between Local Districts and Voluntary Agencies.

Target Users
Managers and supervisors from: <ul style="list-style-type: none"> • Local Districts • Voluntary Agencies



The information contained in each report is based on the parameters specified by the user.

For example, report information can be generated for a District/Agency or for a specific unit within the District/Agency. The information contained in the report will be based on the specified parameters.

Available Report Information

The information in the FASPs Due Report has been organized into the following sections:

FASPs Due Summary Level

Provides aggregate counts and percentages by FASP Type (Initial, Comprehensive and Reassessment) for:

- Total FASPs due
- Total FASPs overdue across separate "day ranges"
- Total FASPs coming due across separate "day ranges"

FASPs Due Detail Level

Provides a listing of FASPs currently overdue and FASPs coming due within 30 days. Each line item includes:

- Case information (Case ID, Worker Name, Worker Role, Worker Agency)
- Stage information (Stage ID, Stage Type, Start Date)
- FASP information (CID, FASP Type, FASP Status, Due Date, Days Due)

SPRs Outstanding Report

Service Plan Reviews (SPRs) serve as an important quality assurance tool for Local Districts and Voluntary Agencies. The SPR functionality in CONNECTIONS is a scheduling, notification and documentation tool that organizes the necessary activities and includes the participants who will attend the SPR.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies

It is imperative that supervisors and managers make sure that SPRs are being held as required by regulations. The SPRs Outstanding Report can help workers monitor the levels of both missed and coming-due SPRs (i.e., outstanding SPRs) as of the current date, which can assist in:

- short-term monitoring, analysis and planning of individuals' SPR workloads, including the identification of workers with chronically late SPRs, as well as SPR "triage" and prioritization;
- identifying and planning for workers' training and educational assistance needs, including interdepartmental/interagency planning, in an effort to improve the efficiency of the SPR process;
- monitoring and assessing SPRs for compliance with state and local regulatory mandates, Federal CFSR PIP requirements and contractual obligations between Local Districts and Voluntary Agencies; and
- facilitating problem-solving by, for example, helping identify specific aspects of the SPR process that are preventing workers from meeting mandates or desired outcomes and for which an appropriate action must be taken.

Available Report Information

The information in the SPRs Outstanding Report has been organized into the following sections:

SPRs Outstanding Summary Level

Provides aggregate counts and percentages of Comprehensive and Reassessment FASPs by:

- Total FASPs Open
- Total SPRs Missed (across separate "day ranges")
- Total SPRs Due (across separate "day ranges")
- Total Children Identified in Service Plans
- Total Parents Identified in Service Plans

SPRs Outstanding Detail Level

Provides a listing of missed SPRs and SPRs coming due within 30 days. Each line item includes:

- Case information (Case ID, Case Name, CID)
- Stage information (Stage ID, Stage Type, FASP Type, FASP Due Date)
- SPR information (SPR Schedule Date, Days Due)

FSI Inactivity Report

The FSI Inactivity Report can help workers monitor and assess the inactivity levels of FSI stages as of the current date. This information can then be used to assist staff with a number of related business functions, such as:

- supporting short-term monitoring, analysis and planning of workers' workloads, including detection of workers with continually inactive FSIs, as well as workload "triage" and prioritization;
- recognizing and planning for workers' training and educational assistance needs, including interdepartmental/interagency planning, in an effort to improve the intake process;
- analyzing, planning and budgeting for available staff and service resources in order to support intake needs appropriately; and
- monitoring and assessing intakes for compliance with state and local regulatory mandates, Federal CFSSR PIP requirements, agency reimbursements and contractual obligations between Local Districts and Voluntary Agencies.

Target Users
Managers and supervisors from: <ul style="list-style-type: none">• Local Districts• Voluntary Agencies

Available Report Information

The information in the FSI Inactivity Report has been organized into the following sections:

FSI Inactivity Summary Level

Provides 30-day and 60-day inactive FSI aggregate counts and percentages for:

- FSI origin (CPS versus non-CPS)
- Non-CPS originated FSI initiation information (Local District or Voluntary Agency)

FSI Inactivity Detail Level

Provides a listing of inactive FSIs. Each line item includes:

- Case information (Case ID, Case Name, Worker Agency, Worker Name)
- Stage information (Stage ID, Stage Type, Start Date)
- FSI information (Origin, Initiated By, Last Update Date, Days Inactive)

FSS Services-Needed Status Report

The Family Services Stage (FSS) provides a comprehensive view of the services development and delivery process regarding the children and adults involved in a case.

The FSS Services-Needed Status Report can help workers monitor the types and levels of services needed by clients within their respective area(s) as of the current date. This information can then be used to assist staff with a number of related business tasks, which can impact service delivery quality and desired outcomes. For example, services-needed information is useful for:

Target Users
Managers and supervisors from: <ul style="list-style-type: none"> • Local Districts • Voluntary Agencies

- assessing and monitoring trends for service needs—as required by *all* individuals in general vs. tracked children, and by various active vs. inactive statuses—as a means to identify service areas needing improvement and/or adjustment (e.g., underutilized services/programs);
- analyzing, planning and budgeting for county and community-based programs, service providers and related resources, including the need for integrated/interagency service planning, coordination and collaboration to support family service needs appropriately; and
- monitoring and assessing family service resources and provisions for compliance with State and local regulatory mandates, Federal CFSR PIP requirements and contractual obligations between Local Districts and Voluntary Agencies.

Available Report Information

The information in the FSS Services-Needed Report has been organized into the following sections:

Service Plan and Needs Totals

Provides aggregate counts for the total number of:

- Service Plans
- Individuals in need of service
- Tracked children in need of service

Service Needs by Service Type and Status

Provides a listing of FSS-related service types, along with their associated counts and percentages for Individuals in Need vs. Tracked Children in Need, displayed by service status:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Active Statuses <ul style="list-style-type: none"> - Provided Direct - Provided Purchased - Referred/Waitlisted - Planned | <ul style="list-style-type: none"> • Inactive Statuses <ul style="list-style-type: none"> - Completed - Discontinued - Refused - Unavailable |
|--|--|

Resources

The SUNY Training Strategies Group (TSG), under contract with the New York State Office of Children and Family Services (OCFS), offers CONNECTIONS trainings at various locations throughout New York State. The following resources are also available to provide workers with greater knowledge and familiarity of the Data Warehouse Case Management (Build 18) Reports, which can assist them in managing the needs of their agency and the families that they serve:

- Step-by-Step Guide** A Word document will accompany each report release. This document will include background information on the report, as well as step-by-step instructions for accessing the report.
- Streaming Video** Users will be able to access a series of streaming video modules containing information about the Case Management (Build 18) Reports. The video will include background information on the reports and a visual demonstration of how to access each report that has been released using the ReportNet application.
- CONNECTIONS Intranet Site** The OCFS Data Warehouse page of the CONNECTIONS Intranet site (<http://ocfs.state.nyenet/connect/>) contains the latest information on the Case Management (Build 18) Reports.

For more information on any of these reports, please e-mail the Data Warehouse Team at data.warehouse@ocfs.state.ny.us.