



**Office of Children
and Family Services**

**Changes to the CONNECTIONS
Family Services Stage (FSS) - Phase 4**

Job Aid

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**Office of Children
and Family Services**



PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY State University of New York

Changes to the CONNECTIONS Family Services Stage (FSS) - Phase 4 Job Aid

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Module 1: Introduction

Purpose of this Job Aid

This job aid provides an overview of the modernized Family Assessment and Service Plan (FASP) and Service Plan Review (SPR) windows in CONNECTIONS, as well as the system changes that support the Preventing Sex Trafficking and Strengthening Families Act. It includes step-by-step instructions for certain tasks (e.g., navigating to specific windows) and is intended for all workers who need to become familiar with the changes to the FASP and SPR windows, and/or with the new functionality that supports the Preventing Sex Trafficking and Strengthening Families Act.

This job aid focuses on how to navigate, view, and record information on the following windows:

- Family Assessment and Service Plan
- Tracked Children Detail
- Specific FASP components:
 - ⇒ Family Assessment
 - ⇒ Foster Care Issues
 - ⇒ Programmatic Eligibility
 - ⇒ Service Plan
- Check FASP Detail
- Removal Update
- Service Plan Review
- SPR Scheduling
- Invitees
- SPR Summary



Any visible identifying data in this document is fictitious and used for training purposes only. Window layout and content (e.g., field names) in CONNECTIONS Production upon implementation may differ from the images in this document.

The following functionality that supports the Preventing Sex Trafficking and Strengthening Families Act is also discussed:

- edits that ensure the completion of the *Sex Trafficking Screening* window
- changes to the availability of the “Place in another planned living arrangement” Permanency Planning Goal (PPG)—commonly referred to as “APPLA”
- the new **Essential Documents** tab on the *Tracked Children Detail* window
- the new *Bill of Rights* window
- the new *Missing Child* window



This job aid assumes familiarity with the Family Services Stage (FSS) and Family Assessment and Service Plan (FASP), as well as the Investigation (INV) and Family Assessment and Response (FAR) stages and will focus primarily on navigation and window design. If additional training is needed, please follow up with your Staff Development Coordinator. Additional resources will be reviewed in the last module.

Module 2: Reviewing the Modernized Family Assessment and Service Plan and Tracked Children Detail Windows

Overview of the Modernized Family Assessment and Service Plan and Tracked Children Detail Windows

When Phase 4 of the FSS modernization is implemented, the existing *Family Assessment & Service Plan* and *Tracked Children Detail* windows in CONNECTIONS will be replaced with versions that look and function similarly to other modernized windows such as the *Person List* and *Progress Notes*.

The FASP will continue to serve as the method of documenting assessments of family and child functioning, strengths, and needs. The methods of accessing the FASP will remain the same. Likewise, the security for accessing and modifying information in the FASP and the paths to access FASP components will remain the same.



The Service Plan Review is discussed in Module 6.

Accessing the Family Assessment and Service Plan Window

- 1 On the **My Workload** tab, select the appropriate FSS stage.
The Stage Actions section of the NAVIGATION PANE displays.

The screenshot displays the CONNECTIONS web application interface. The top navigation bar includes 'HOME', 'WORKLOAD & TO-DOs', 'REPORTS', and 'WINDOWS MANAGER'. The 'My Workload' tab is active, showing a table of stages. The 'NAVIGATION PANE' on the left is highlighted, with the 'FASP' link selected. Below the table, the 'Case To-Dos' section is visible, showing a table of tasks.

<input checked="" type="checkbox"/>	New	Stage Name	Stage	Type	Role	Stage ID	Case ID	County	Agency	Start Date	Assigned	Unit
<input checked="" type="checkbox"/>		Collins, Kristy	FSS	CWS	CM	29971662	25984522	031	A31	12/30/2014	01/30/2015	SAM

Count = 1 of 15

<input type="checkbox"/>	Type	Status	Date	Stage ID	Stage Name	Description	Assigned To	Created By
<input type="checkbox"/>	A		01/22/2016	29971662	Collins, Kristy		DB	DB

Count = 1

- 2 Click the **FASP** link in the **NAVIGATION PANE**.
The Family Assessment and Service Plan window displays.

Exploring the Window

The modernized *Family Assessment and Service Plan* window will continue to have familiar elements such as the FASP Tree, **CID (Case Initiation Date) Trigger Dates** section, and person grid. The title bar will continue to display the window name, Stage Name, and Stage ID and Case ID numbers. When the FASP is accessed in read-only mode, the title bar will also display “[Read Only].”

The screenshot shows the 'Family Assessment and Service Plan' window for 'Collins, Kristy'. The title bar includes the window name, stage information, and case ID. A 'NAVIGATION PANE' on the left lists various actions like 'Launch New FASP' and 'Bill of Rights'. The main area contains a 'FASP Tree', 'CID Trigger Dates' section with application and indication dates, and a '*NEW* FASP History grid' showing FASP types and statuses. A 'Person grid' at the bottom lists family members. A 'current window' inset shows a detailed view of the CID Trigger Dates and a table of tracked children.

FASP Type	Status	Date
Initial	Approved	04/24/2009
Comprehensive	Not Launched	07/11/2015

Name	Sex	DOB	Age	PPG
Collins, Kristy	F	02/19/1984	32	

Name	DOB	Age	PPG	Program Choice
Collins, Kristy	2/19/1984	32		Return to Parent
Collins, Jennifer	3/16/2007	8		Protective
Collins, Patrick	4/22/2003	12		Protective
Collins, Thomas	11/04/1995	18		Protective
Collins, Tyler	3/30/2014	1		Protective

In the **NAVIGATION PANE**, links will replace buttons, drop-down fields, and menu options that are on the current window. These links will include:

- Launch New FASP
- Launch Plan Amendment
- Add a Component
- Detail
- Removal Update
- Check FASP Detail
- Status Changes
- Tracked Children
- Bill of Rights



The new *Bill of Rights* window will be discussed in Module 6: Understanding the New Functionality that Supports the Preventing Sex Trafficking and Strengthening Families Act.

Upon window entry, the FASP Tree will be empty if there is no in-process or pending FASP or Plan Amendment. The **CID Trigger Dates** section will continue to be where the CID for an FSS stage is calculated using the *earliest* of four trigger dates.



For more information on the requirements to launch a FASP, refer to the OCFS Intranet site for descriptions of available trainings. See the last module for information on how to access the **Training** link.

The New FASP History Grid

All FASPs listed in the FASP tree of the current window will be listed in the **FASP History** grid on the modernized window.

This grid will be used to launch new FASPs, view an in-process FASP, and view previously completed FASPs. The following columns will display in the grid: **FASP Type**, **Status**, and **Date**. The **Date** column will reflect the date the FASP is due or the date the FASP was approved, respectively.

To launch a FASP, you will select the FASP with the status “Not Launched” in the **FASP History** grid and click the **Launch New FASP** link in the **NAVIGATION PANE**. This will populate the FASP Tree with the nodes and sub-nodes for that FASP. If there is no “Initial,” “Comprehensive,” or “Reassessment” FASP available, you will be able to launch a Plan Amendment using the **Launch Plan Amendment** link.



The requirements to launch a FASP will not change.

To view an approved FASP, you will select it in the grid and click the **Detail** link in the **NAVIGATION PANE**.

Launching a New FASP

- 1 On the *Family Assessment and Service Plan* window, select a FASP that has not been launched from the **FASP History** grid.

*The **Launch New FASP** link enables in the **NAVIGATION PANE**.*

- 2 Click the **Launch New FASP** link.

*The status of the FASP changes to “In Process” in the **FASP History** grid and the **FASP Tree** populates with the nodes and sub-nodes for the selected FASP.*

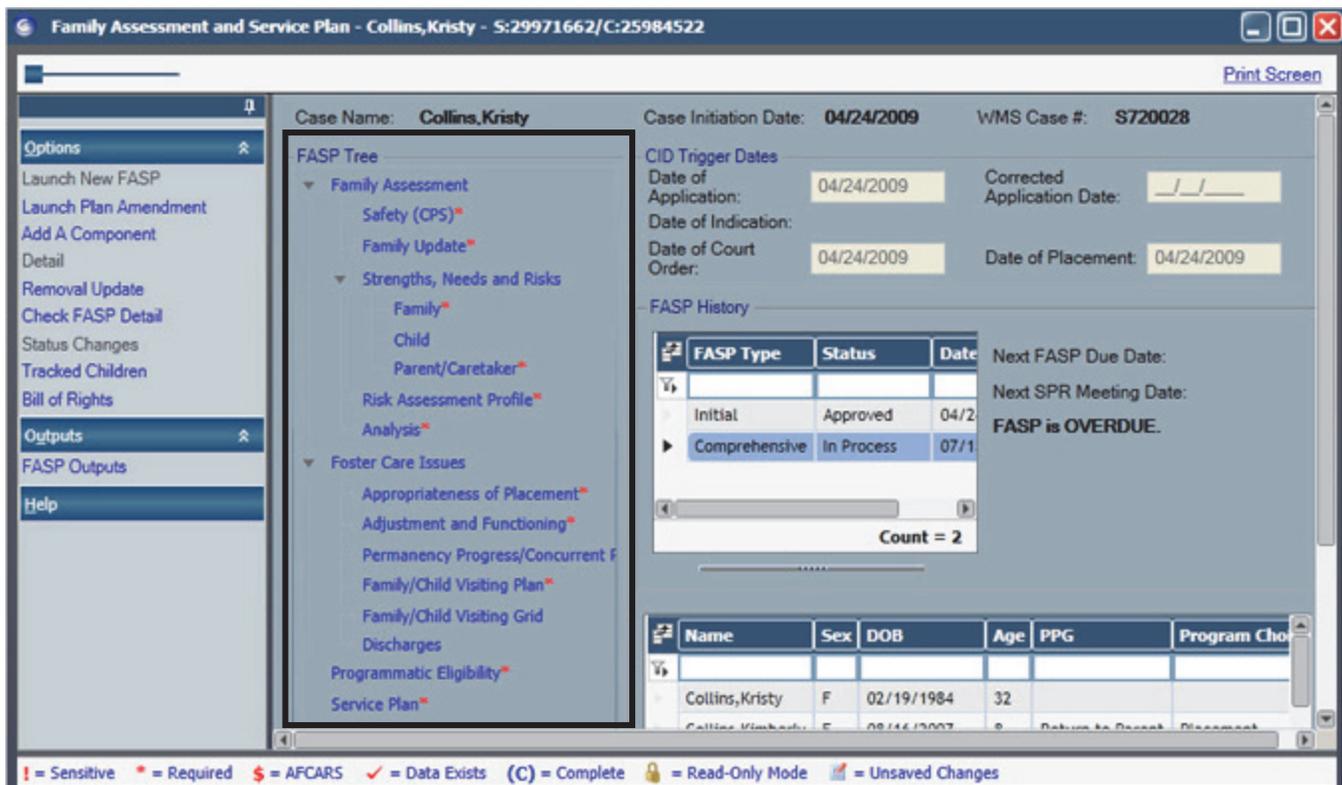


The Person Grid

Below the **FASP History** grid, the existing person grid will display with the following columns: **Name**, **Sex**, **DOB** (Date of Birth), **Age**, **PPG** (Permanency Planning Goal), **Program Choice 1**, **Program Choice 2**, **Program Choice 3**, **Associated Worker**, **Person ID**, and **CIN** (Client Identification Number). The grid functionality gives you the ability to change the order of the columns, which may be helpful when capturing screen prints.

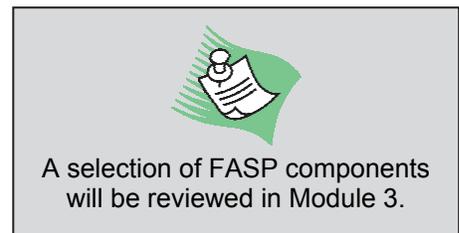


The **Print Screen** link is available to generate a printed copy of the window.



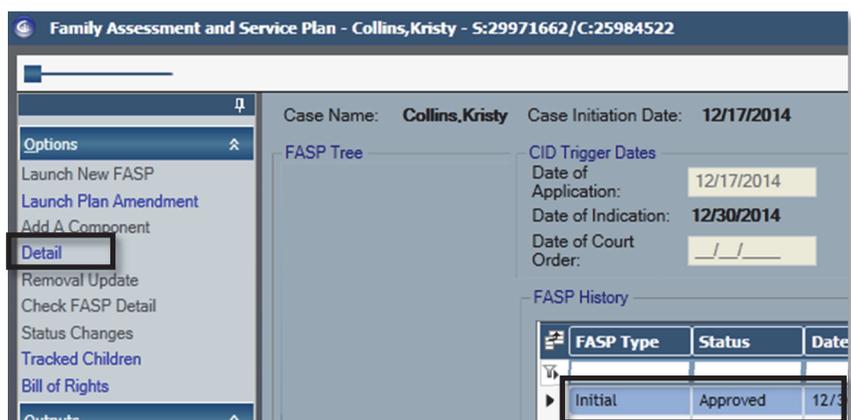
The FASP Tree

All nodes/sub-nodes listed in the FASP Tree will be enabled/disabled according to the same rules used in the current window. Clicking a node/sub-node will display the window for that component. A red asterisk (*) will be used to indicate the nodes/sub-nodes that are required.



Viewing Details of an Approved FASP

- 1 On the *Family Assessment and Service Plan* window, select an approved FASP from the **FASP History** grid.
*The **Detail** link enables in the NAVIGATION PANE.*
- 2 Click the **Detail** link in the **NAVIGATION PANE**.
The FASP opens in PDF format and can be viewed or printed.



The Tracked Children Detail Window

The *Tracked Children Detail* window will continue to allow you to record critical information about children specific to their goals and which programs and services they are receiving. It supports continuity of planning, since the information recorded remains with the child for as long as that child is known to the child welfare system.

To access the *Tracked Children Detail* window, you can click the **Tracked Children** link in the **NAVIGATION PANE** of the *Family Assessment and Service Plan* window.



The **Tracked Children** link is also available from the **My Workload** tab.

Accessing the Tracked Children Detail Window within the Family Assessment and Service Plan Window

- 1 On the *Family Assessment and Service Plan* window, click the **Tracked Children** link in the **NAVIGATION PANE**.
The *Tracked Children Detail* window displays with the **Program Choice/PPG** tab in focus.

The screenshot shows the 'Tracked Children Detail' window for Collins, Kristy. The main window displays a table with columns: Name, Sex, DOB, Age, PPG, Program Choice 1, Program Choice 2, and Program Choice 3. The table lists three children: Collins, Patrick (M, 04/22/2003, 12), Collins, Sam (F, 04/08/2006, 10), and Collins, Kimberly (F, 08/16/2007, 8). A 'Count = 4' is shown at the bottom right of the table. The 'NAVIGATION PANE' is visible on the left side of the window.

An inset window shows the 'Program Choice/PPG' tab in detail. It includes a 'Select Children' list with checkboxes for Collins, Kimberly, Collins, Patrick, Collins, Tyler, and Collins, Sam. Below this are sections for 'Program Choice Information' and 'Program Choice Information', each with fields for 'Program Choice', 'Effective Date', and 'End Date'. There are also 'Add', 'Modify', and 'Clear' buttons for each section. At the bottom of the inset window, there are 'Save' and 'Cancel' buttons.

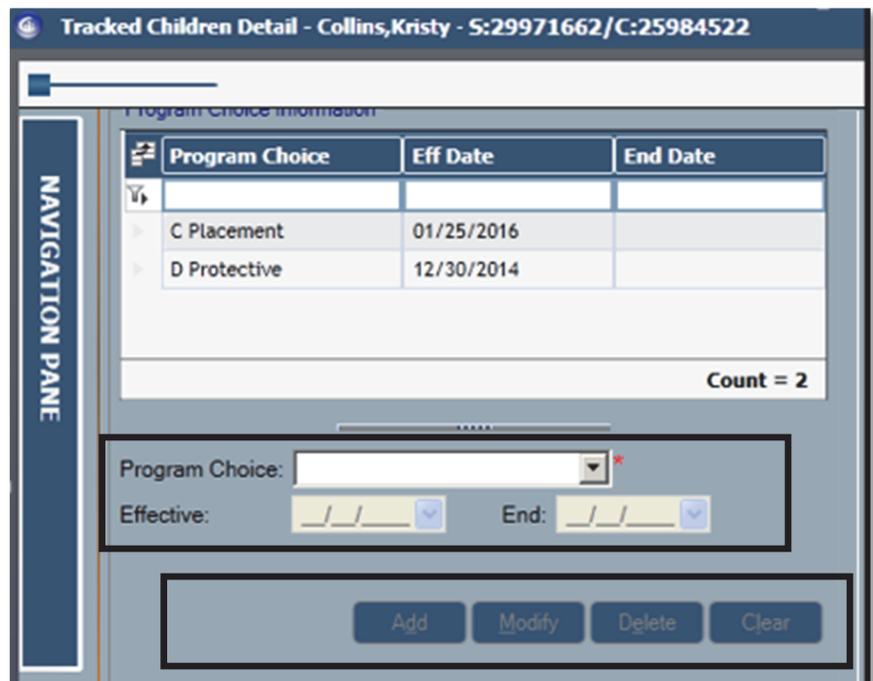
Exploring the Window

In the modernized window, you will notice the title bar and **NAVIGATION PANE** along with the familiar tabs (**Program Choice/PPG**, **Placement Information**, **Associate Worker**, and **Removal Information**), as well as the new **Essential Documents** tab.



Upon opening the *Tracked Children Detail* window, the **Program Choice/PPG** tab will be active. The default view will be “View Active/View Active Program Choice/PPG.” There will be an enhanced view option called “View All.” Clicking the **View All** link in the **NAVIGATION PANE** will allow you to view the history of Program Choices and Permanency Planning Goals of end-dated stage members. Clicking the pin icon at the top of the **NAVIGATION PANE** will minimize the pane, allowing you to see more of the of the window’s content.

The **End** date and the **Anticipated Completion** date fields will no longer default to the FASP due date, but will instead be blank. A **Delete** button will be added to the **Program Choice/PPG** tab, which will allow you to delete rows that have not yet been saved.



The “Place in another planned living arrangement” PPG (commonly known as “APPLA”) will no longer be a valid selection for a child in foster care who is under 16 years old. Refer to Module 6 for more information.

Modifying a Child's Program Choice and Permanency Planning Goal

- 1 On the *Tracked Children Detail* window, with the **Program Choice/PPG** tab in focus, select a child from the grid.

The **Program Choice Information** and **Permanency Planning Goal (PPG) Information** sections display below the grid.

- 2 Select an item from the grid and then record new dates in the **Effective** and **End** date fields.

The **Modify** button will enable.

- 3 Click the **Modify** button.

The **Program Choice** and/or **PPG** will display in the grid with the date(s).



Please note that this process will not change.

The Placement Information Tab

The **Placement Information** tab displays information recorded on the *Activities* window, as well as location detail recorded in CONNECTIONS. This tab will remain nearly the same; however, when alternate information exists in CONNECTIONS, you will click the **CONNECTIONS Placement Data** link in the **NAVIGATION PANE** instead of the current **View/Edit** button. Clicking the link will open the *Location Detail* window.

Tracked Children Detail - Collins, Kristy - S:29971662/C:25984522

Options

CONNECTIONS Placement Data

Help

Print Screen

Activities Information

Agency Name:

Placement Date:

Facility Name:

Facility ID:

Facility Address:

Facility Type:

Most Recent Activity:

Alternate Information Exists in CONNECTIONS - See CONNECTIONS Placement Data link

AFCARS Foster Care Information

Child Placed in Congregate Care:

Foster Family Structure:

Has the child been previously adopted?:

Was the child adopted internationally?:

How old was the child when the previous adoption was finalized?:

Name of Discharge Resource:

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

The Associate Worker Tab

The **Associate Worker** tab will continue to be used to associate assigned Caseworkers to specific children in the stage. Associating a Caseworker to a child indicates that the worker needs access to record in the Foster Care Issues and/or Child Scales components (of the FASP) for the child(ren).

The **Associate Worker** tab will function the same as it does currently; however, the **Select All** checkbox has been replaced with the multi-select functionality in the child list grid. To select all children, you will click the checkbox in the column header.

The Removal Information Tab

The most notable change to the **Removal Information** tab will be the **New** button. Clicking the button will display **Date of Physical Removal** and **Type of Legal Event Associated with Removal** drop-down fields, as well as the **Condition Associated with Child's Removal** grid. The process of invalidating a removal remains the same; however, the **Invalid** checkbox will now display at the bottom of the tab instead of within the grid.

The Essential Documents Tab

Tracked Children Detail - Collins,Kristy - S:29971662/C:25984522

Print Screen

Program Choice/PPG Placement Information Associate Worker Removal Information **Essential Documents**

Name	Sex	DOB	Age	PPG	Program Choice 1	Program Choice 2	Program Choice 3	Associated Worker
Collins,Patrick	M	12/20/1999	16	Return to Parent	Placement	Protective		

Count = 3

Are the following documents in the child's case record?

United States Birth Certificate: Yes No Ineligible

Social Security Card: Yes No Ineligible

State issued ID card or driver's license: Yes No Ineligible

Medical Records: Yes No

Education Records: Yes No

Health Insurance Information: Yes No

Explain why the documentation is not in the child's case record. Address efforts to obtain the documents.

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 🔄 = Unsaved Changes

The **Essential Documents** tab supports the Preventing Sex Trafficking and Strengthening Families Act. It is intended to help ensure that foster children age 18 and older who are aging out of foster care are provided with the essential documentation necessary for their transition to adulthood. This includes their birth certificate, Social Security card, state ID or driver's license, medical and education records, and health insurance information. The information you record here carries over to the Permanency Hearing Report.

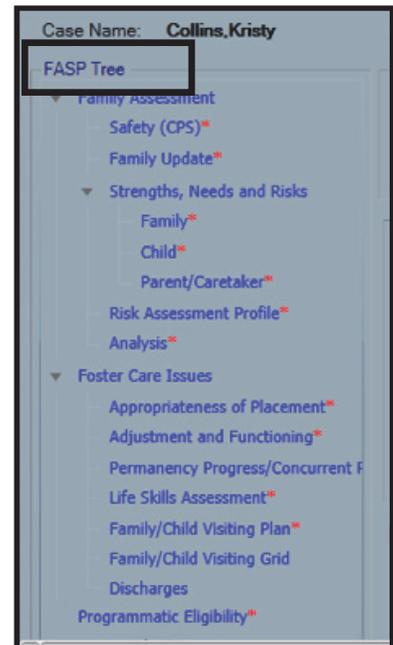
As you complete this tab, selecting a **No** radio button will require you to record a comment explaining your response.



This tab is also covered briefly in Module 6.

Module 3: Completing the FASP Components

CONNECTIONS customizes the FASP to include specific components, depending on the Program Choice, the PPG and the age(s) of the tracked child(ren). The FASP tree displays only the components that are applicable to that particular case. Remember, all required components of the FASP are now indicated with a red asterisk (*).

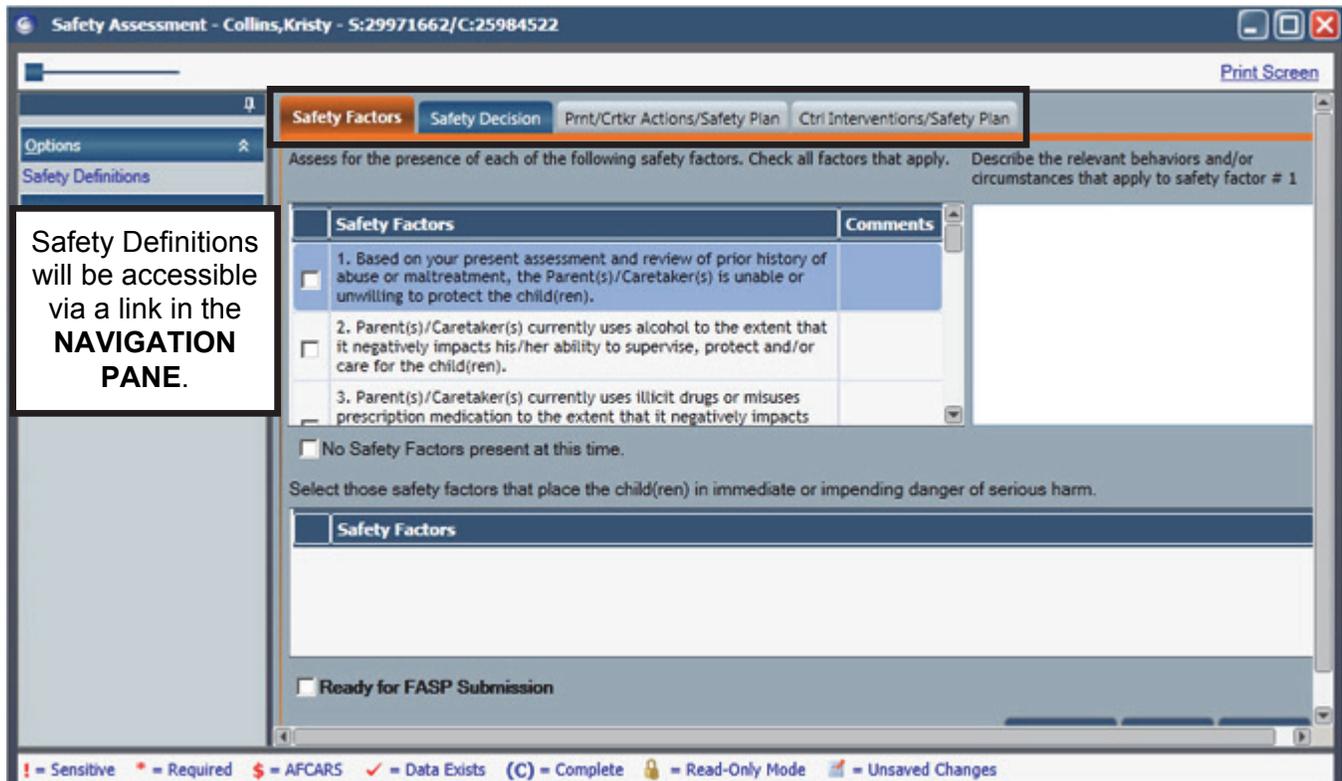


Family Assessment Node

A **Safety (CPS)** sub-node is created on the FASP Tree when any one of the children in the FSS stage has a Program Choice of “Protective.” **Safety (Non-CPS)** is available for “Preventive” Program Choices or via the **Add A Component** link.

The Safety Assessment Window

The *Safety Assessment* window continues to be where you will record Safety Factors, a Safety Decision, and a Safety Plan, which may or may not include Parent/Caretaker Actions and Controlling Interventions.



In addition to the modernized look and function of the window, there will be new edits in place to ensure that the selected Safety Decision is consistent with the selected Safety Factor(s).

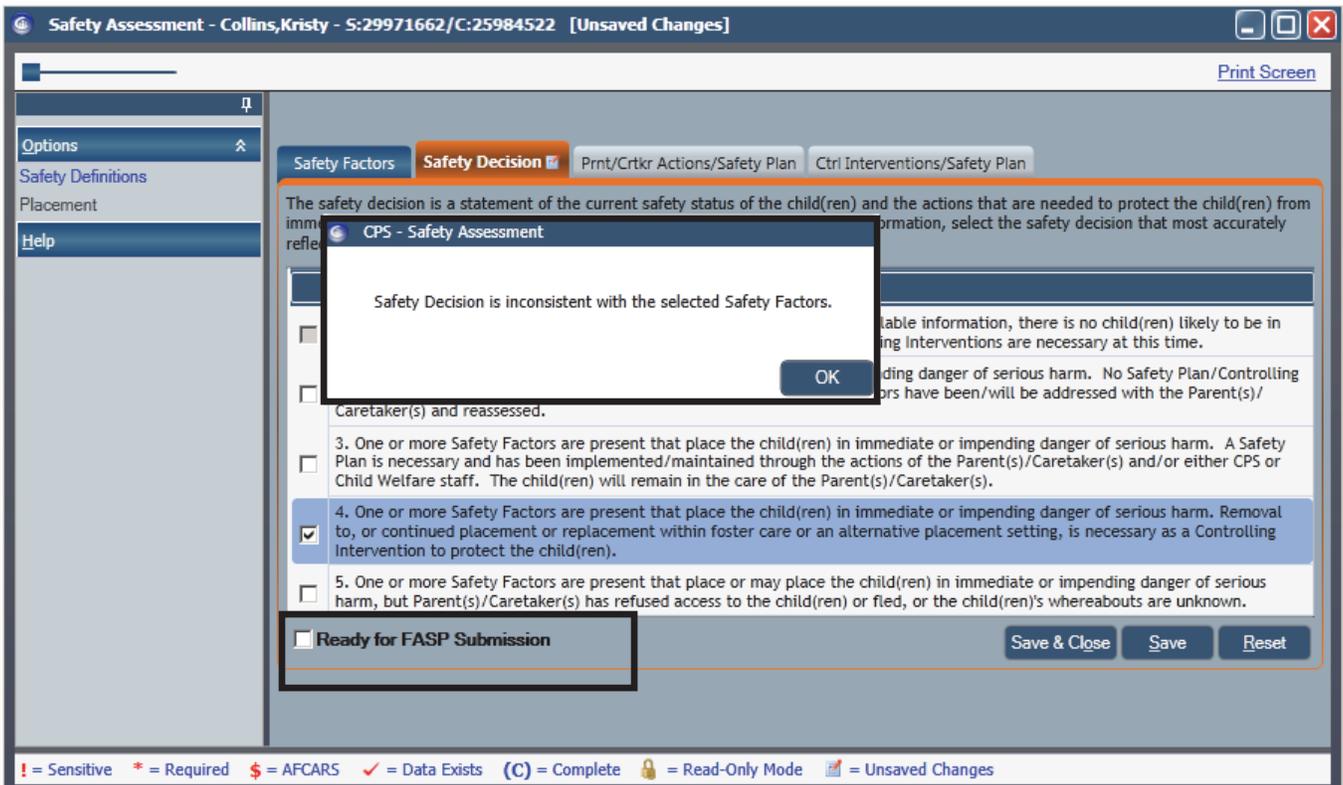
If you selected one or more Safety Factors as placing the child(ren) in immediate or impending danger of serious harm and then try to select a Safety Decision that these Safety Factors do not rise to the level of immediate or impending danger of serious harm, the system will give you the message that your selection is inconsistent:

“Safety Decision is inconsistent with the selected Safety Factors.”

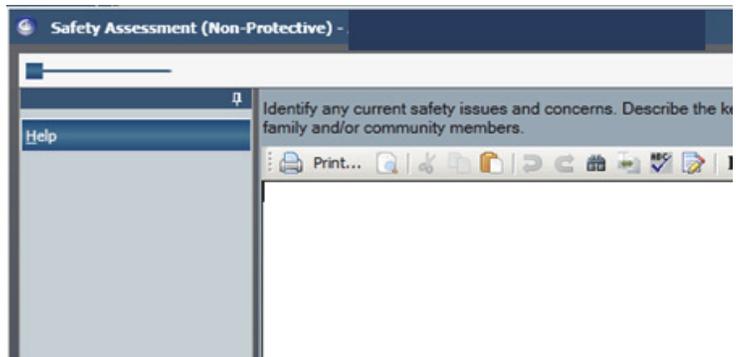
The **Ready for FASP Submission** checkbox will continue to display at the bottom of the window.



These edits will also apply to Safety Assessments in Investigation (INV) and Family Assessment Response (FAR) stages.



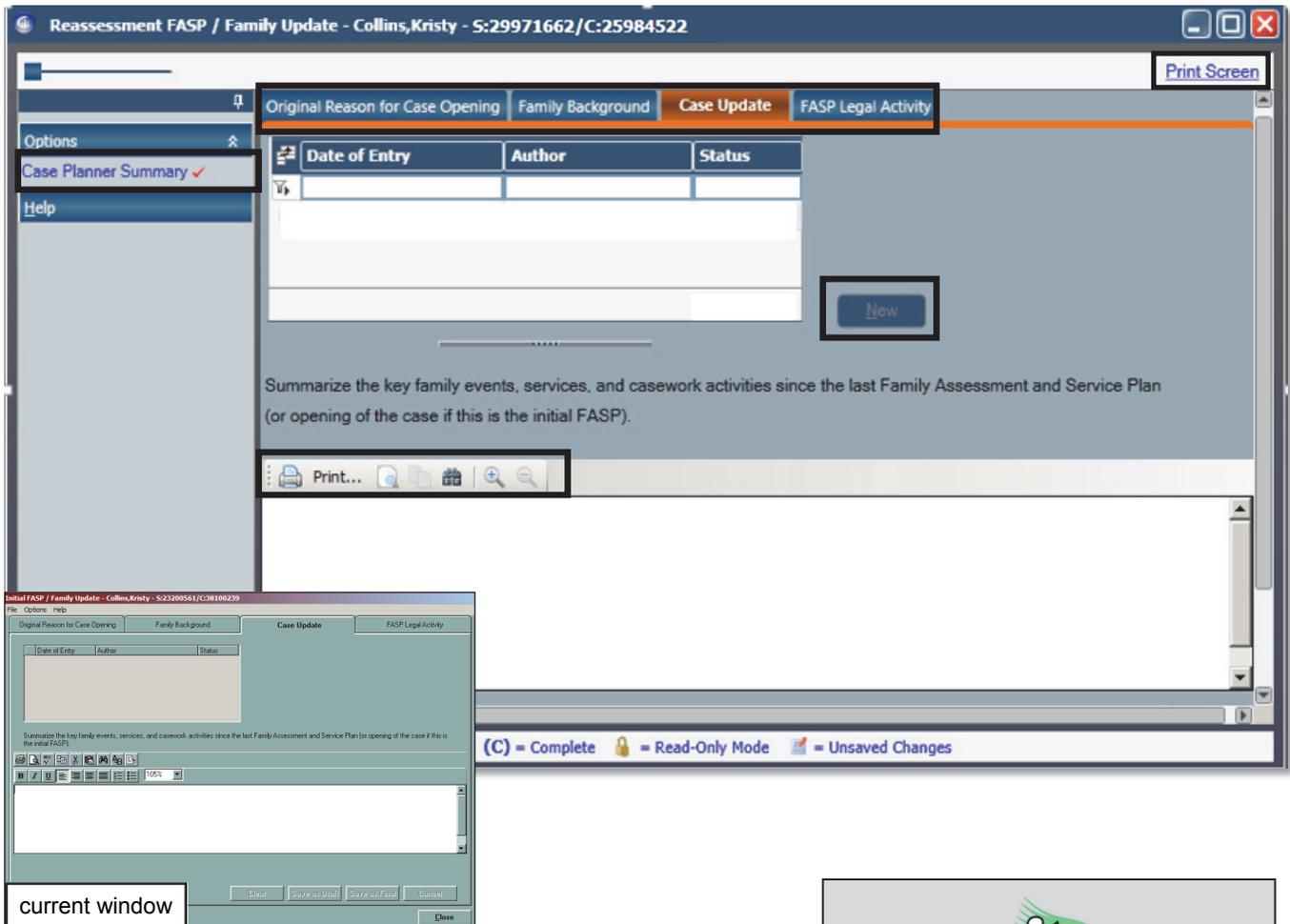
For non-CPS cases, the window will have the same functionality as that of the existing non-protective Safety Assessment. Microsoft Word-like cut, copy, and paste tools will be available. Remember, the assessment will continue to focus on the safety of the child, family members, and/or community regarding non-CPS issues.



The Family Update Window

The modernized version of the *Family Update* window will look similar to the current version and will continue to be where you will document changing events and circumstances that affect periodic assessment and service planning for the family and/or child.

The functionality of the window will remain the same, with the same tabs: **Original Reason for Case Opening**, **Family Background**, **Case Update**, and **FASP Legal Activity**.



If the Case Planner Summary has *not* been launched and saved, the **New** button will be enabled. Clicking this button will clear any row selection (if made) and the narrative field. Likewise, caseworkers can select their own "Draft" entries listed in the grid and continue to modify entries.

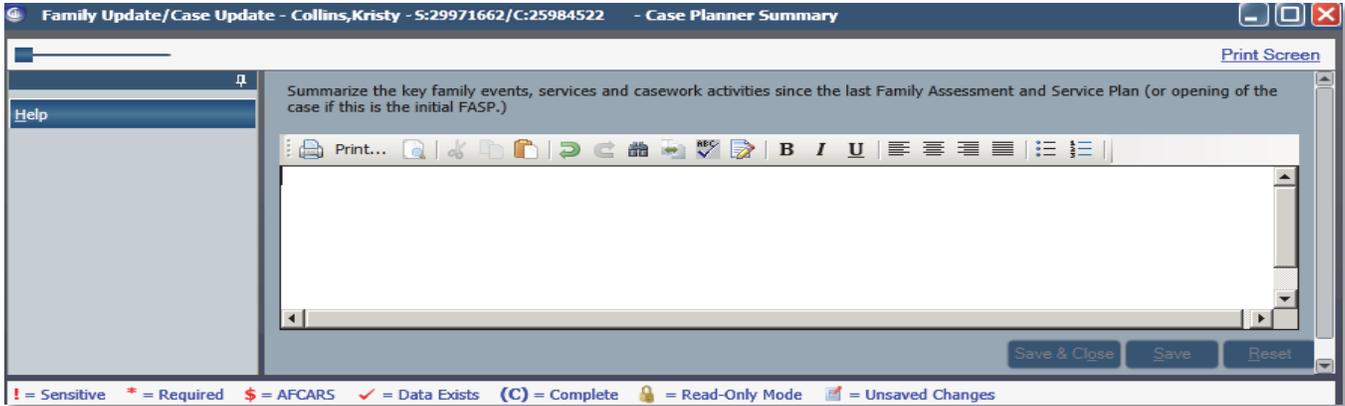
There are enhancements such as the **Print Screen** link and the modernized Microsoft Word-like tools. **Save & Close**, **Save**, and **Reset** buttons at the bottom of the window will replace the **Save**, **Cancel** and **Close** buttons.



If the *Behavioral Concerns and Family Issues* (BCFI) window was completed in the corresponding FSI stage, the **View BCFI** link will also display in the **NAVIGATION PANE** for the **Case Update** tab.

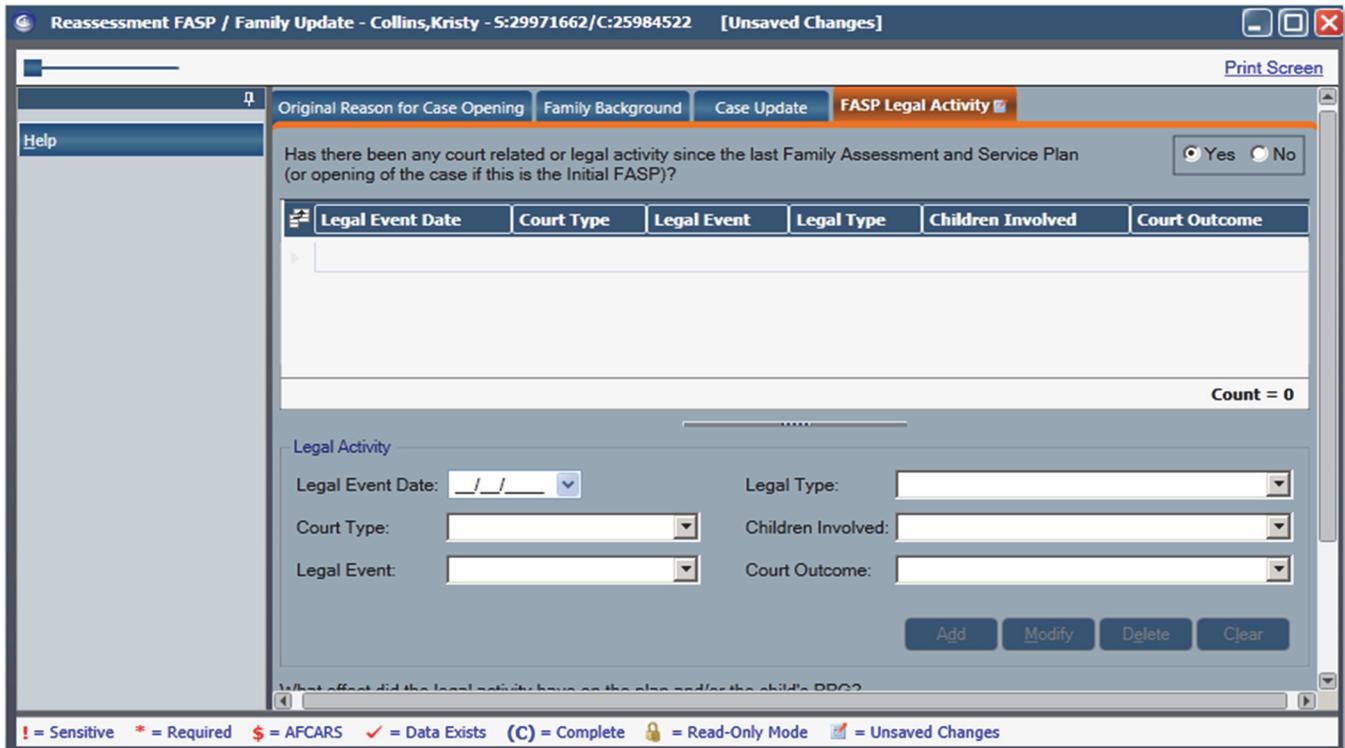
The Family Update Window: Case Planner Summary

The *Case Planner Summary* window will continue to function the same. It will now be accessible from the **NAVIGATION PANE**. A red checkmark next to the link will replace the **Launched** checkbox, indicating that a narrative has been saved by the Case Planner and Caseworkers can no longer record entries.



The Family Update Window: FASP Legal Activity Tab

Rather than recording FASP legal activity directly in the grid using the drop-down menus, you will now record information in the **Legal Activity** section that will display below the grid when the **Yes** radio button is selected at the top of the window.



The **Add**, **Modify**, **Delete**, and **Clear** buttons are new to the window. The **Delete** button will only enable when an entry selected in the grid has not yet been saved.

The Strengths, Needs and Risks Windows

The Strengths, Needs and Risks (SNR) windows of the Family Assessment and Service Plan will continue to serve as an assessment protocol designed to focus the Case Planner and/or Caseworker on the identification and documentation of individual and family strengths, needs, and risks.

The **NAVIGATION PANE** will contain the **Comments** and **Re-Align Households** links. The **Comments** link is currently a button. In order to enable the **Comments** link, you will have to save your changes, which is how it currently functions. The **Re-Align Households** link allows you to regenerate the columns for each distinct address and reinitiate the family scales if the composition of the family changes after launching a FASP.

To reduce the need to scroll horizontally; all window components will be visible at all times.

Family Strengths, Needs and Risks - Collins, Kristy - S:29971662/C:25984522

Print Screen

Scale	Ratings	Create O&A Block for Scale	All	Kristy Age: 31 PC	Thomas Age: 54 Optional	Patrick Age: 16 Optional
1. Support System (Mapped to RAP)	a. Multiple sources of reliable and useful support from extended family, friends or neighbors		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Some reliable and useful support from extended family, friends or neighbors		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Some support from extended family, friends or neighbors, but unreliable or of limited usefulness		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Effectively isolated		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Financial Resource Management/Basic Needs (Mapped to RAP)	a. Financial resources are sufficient and adequately managed to meet basic family needs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Financial resources are limited, but are adequately managed to meet basic family needs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Financial resources are limited or not adequately managed to the degree that basic family needs are occasionally unmet		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Financial resources are severely limited or mismanaged to the degree that basic family needs are chronically		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

The Risk Assessment Profile Window

The modernized *Risk Assessment Profile* window will function similarly to the current window and is intended to help you assess and document risk and safety decisions. The Risk Assessment Profile (RAP) continues to be required (and will display in the FASP Tree) for all FASPs for a child who has a Program Choice of "Protective."



A screenshot of the Risk Assessment Profile window for Collins, Kristy. The window title is "Risk Assessment Profile - Collins, Kristy - S:29971662/C:25984522". The interface includes a navigation pane on the left with "Options", "Elevated Risk", "Mapped Risk ✓", and "Help". The main content area contains the following information:

- Primary Caretaker: Collins, Kristy
- Secondary Caretaker: Collins, Thomas
- 1. Indicated CPS report(s) since the last Assessment and Service Plan: No (dropdown menu)
- Verify System Response is Accurate:
- 2. Any Child in the RAP family unit is currently or was previously in the care or custody of any substitute caregivers (informally or formally): Yes No
- 3. There is a child under the age of one in the RAP Family Unit: Yes No
- 4. Caretaker(s) understands the seriousness of current or potential harm to the child(ren) and is willing to address any areas of concern: Primary Yes No Secondary Yes No
- 5. Primary Caretaker Progress With Plan:
 - Awaiting initiation of services, compliant with referrals.
 - Participating in services and actively pursuing case plan objectives, or has successfully completed all services recommended.
 - Participating in services but not actively pursuing case plan objectives, or refused or dropped out of services.
- Secondary Caretaker Progress With Plan:
 - Awaiting initiation of services, compliant with referrals.
 - Participating in services and actively pursuing case plan objectives, or has successfully completed all services recommended.
 - Participating in services but not actively pursuing case plan objectives, or refused or dropped out of services.

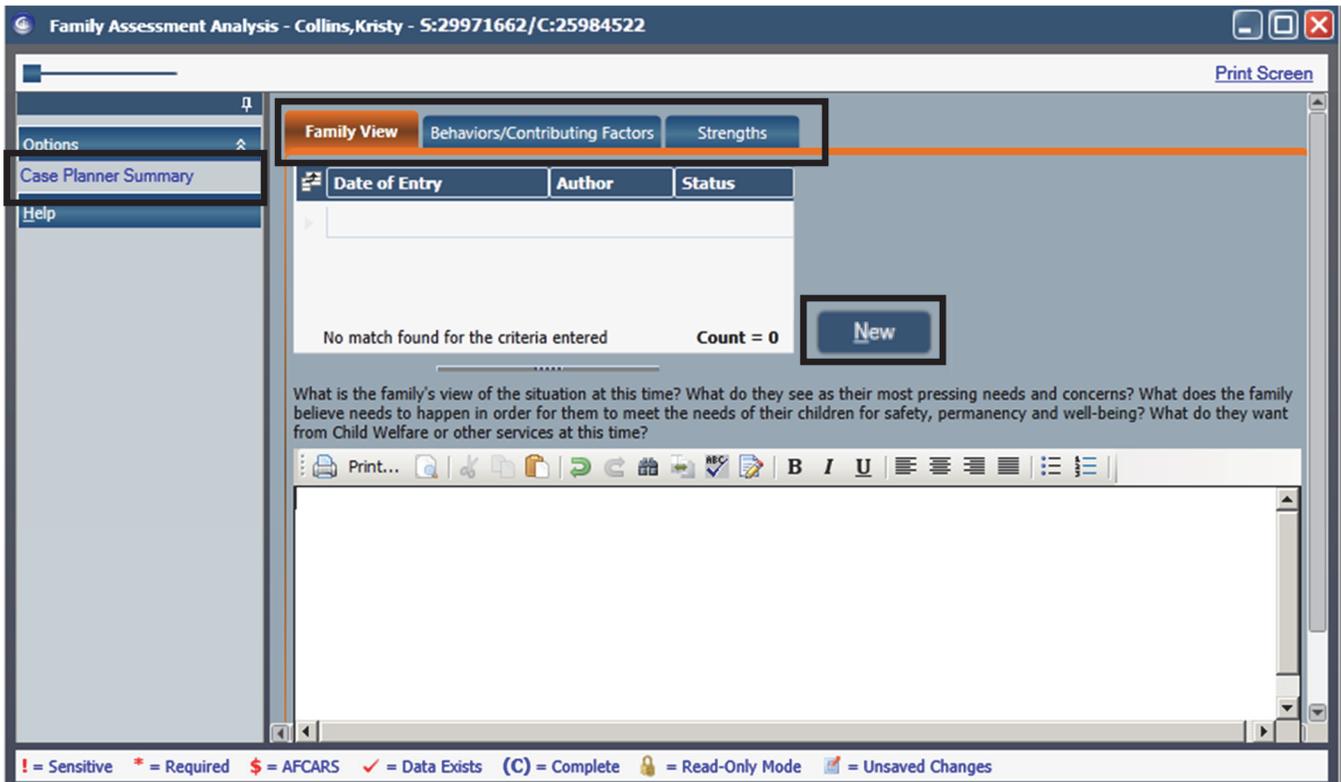
At the bottom, there are fields for "Preliminary Risk Rating:" and "Preliminary Risk Score:" with a "Ready for FASP Submission" checkbox. Below these are buttons for "Save & Close", "Save", and "Reset". A status bar at the bottom contains icons and text: "Sensitive", "Required", "AFCARS", "Data Exists ✓", "Complete (C)", "Read-Only Mode", and "Unsaved Changes".

The **Elevated Risk** and **Mapped Risk** will be links in the **NAVIGATION PANE**. A checkmark next to either link will indicate that data exists. The **Ready for FASP Submission** checkbox will display at the bottom of the window and will be enabled at all times. **Save & Close**, **Save**, and **Reset** buttons will replace the current **Save**, **Cancel** and **Close** buttons.

The Family Assessment Analysis Window

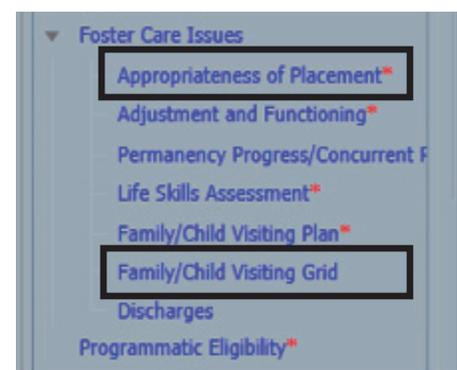
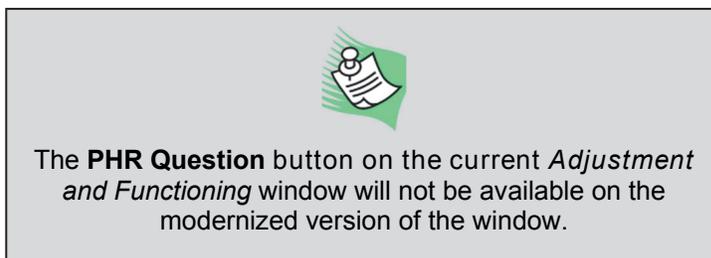
The modernized *Family Assessment Analysis* window will function similarly to the current window and will continue to assist you in evaluating individual and family functioning, including the family's own assessment of presenting needs and concerns, behaviors and contributing factors, and strengths. Remember, the Case Planner Summary functionality is available in all three tabs (**Family View**, **Behaviors/Contributing Factors**, and **Strengths**).

By default, no row will be selected upon opening the window. As with the *Family Update* window, if the Case Planner Summary has *not* been launched and saved, the **New** button will be enabled. Clicking this button will clear any row selection (if made) and the narrative field.



Foster Care Issues Node

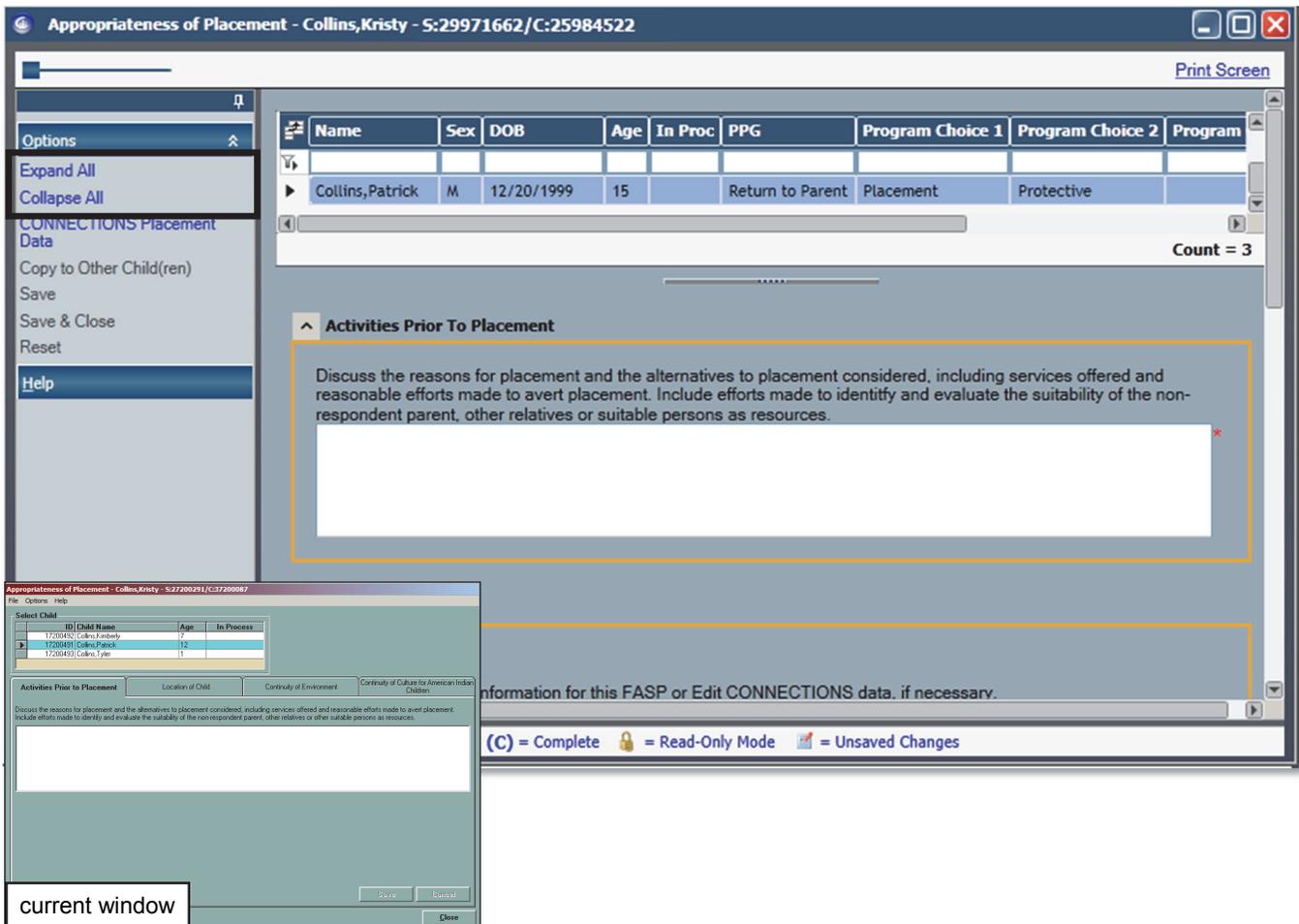
Foster Care Issues is where you address activities prior to placement, location of child, and continuity of environment and culture. Only FASPs with a Program Choice of "Placement" will have this node and its components.



The Appropriateness of Placement Window

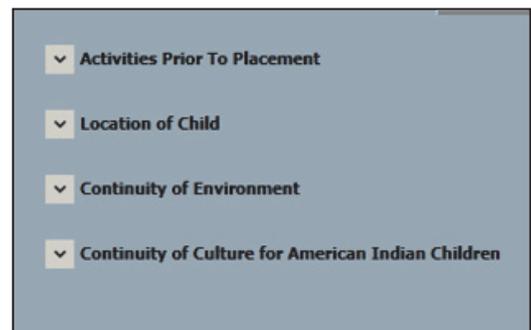
The *Appropriateness of Placement* window will continue to be where you record and maintain all required information regarding foster care placement for a child, including why a child was placed in care, the alternatives considered before placement, and the efforts to maintain continuity for the child.

The current **Activities Prior to Placement**, **Location of Child**, **Continuity of Environment**, and **Continuity of Culture for American Indian Children** tabs will display as expandable and collapsible sections.



New options for this window will display in the **NAVIGATION PANE**, including the **Expand All** and **Collapse All** links. Clicking the **Expand All** link will display all sections and narratives, and is the default view. This may be helpful when you are reviewing the window. Clicking the **Collapse All** link will allow you to collapse all sections to minimize scrolling.

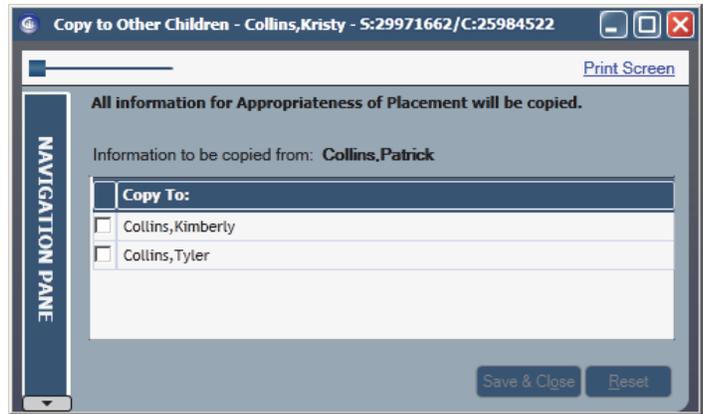
You may also expand and collapse specific sections using the up and down arrow buttons next to the section headers. This functionality is also used within Permanency Hearing Reports in CONNECTIONS.



The Copy to Other Children Window

The **Copy to Other Child(ren)** link will replace the current **Options** menu command of the same name. This function is available in the following nodes in the FASP tree:

- Foster Care Issues
(Program Choice of “Placement”)
- Non-LDSS Custody
(Program Choice of “Non-LDSS Custody”)
- Programmatic Eligibility
(Program Choice of “Placement” or “Preventive”)



The Visiting Plan Window

As you are aware, visitation is critical to maintaining and fostering sibling and other family relationships. Not only does visitation keep the families in regular contact with each other, it also provides you with valuable information regarding family interaction.

The function of the Visiting Plan window will remain the same; however, the order in which you record additional information for a Visiting Plan will change.

<p>Explain the condition. For supervised visitation, explain the reason and how supervision will be provided.</p>	<p>Explain what assistance is necessary and how it will be provided.</p>	<p>Describe specifically what will occur during visits to enhance parental capability, support the parent/child relationship and support the child's well-being.</p>
---	--	--

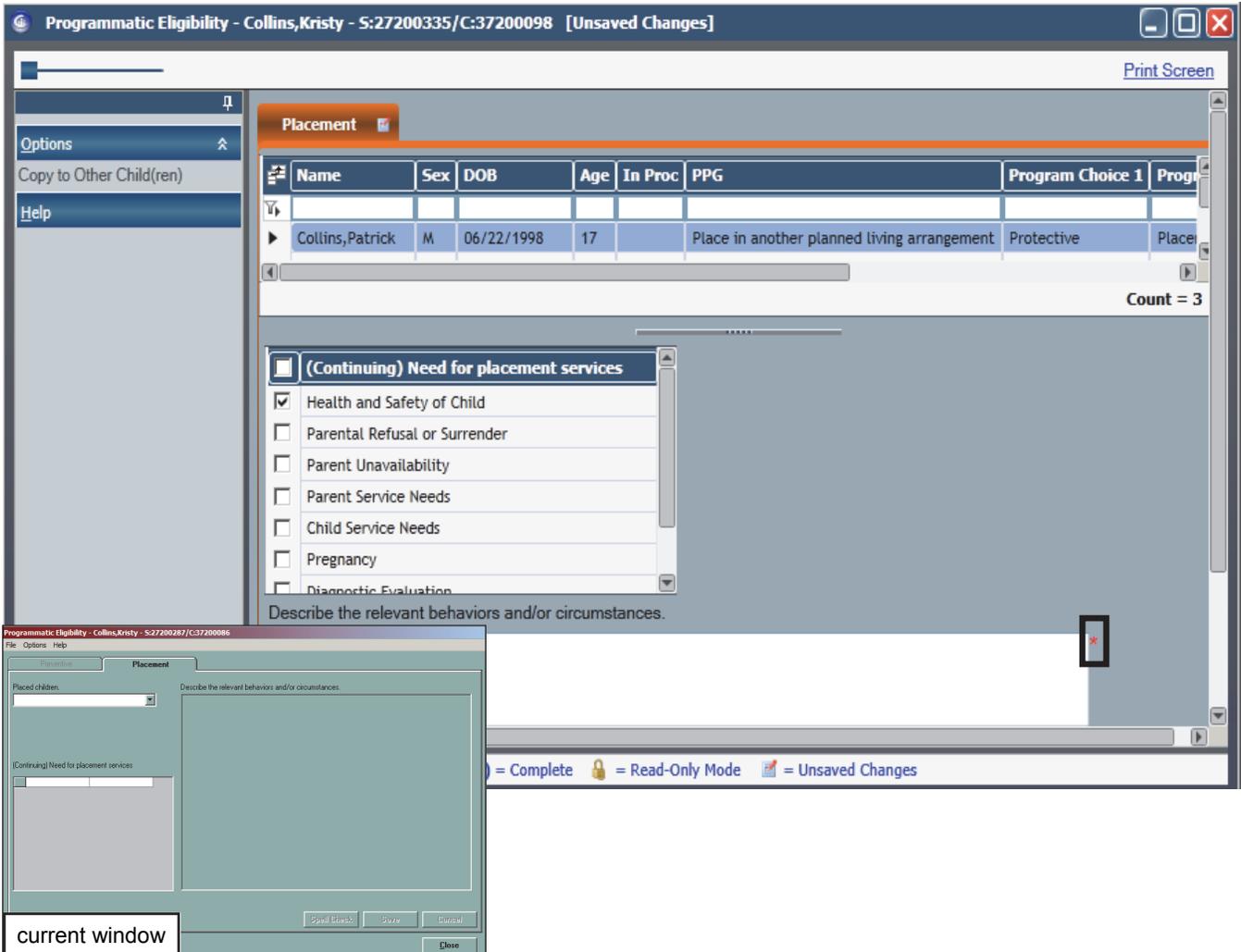
<p>Describe specifically what will occur during visits to enhance parental capability, support the parent/child relationship and support the child's well-being.</p>	<p>Are there any special conditions (i.e. court orders, supervised visitation, phone contacts, mail) regarding visitation?</p> <p><input type="radio"/> Yes <input type="radio"/> No *</p>	<p>Is assistance necessary to facilitate visitation?</p> <p><input type="radio"/> Yes <input type="radio"/> No *</p>
--	--	--

Programmatic Eligibility Node

As you know, all services to children and families must be provided in accordance with the statutory and regulatory standards that define the circumstances and conditions qualifying the child and family to receive the particular services.

Programmatic Eligibility is required for FASPs in which one or more children have a Program Choice of “Placement” or “Preventive-Mandated.”

On the modernized *Programmatic Eligibility* window, required fields will be indicated by a red asterisk. The **Save & Close**, **Save**, and **Reset** buttons will no longer enable until all required fields are complete.



Service Plan Node

Just like the current Service Plan, the modernized version will be comprised of the *Service Plan*, *Family Involvement*, and *Services Needed* windows. The *Service Plan* window will be a combination window that will display the **Outcome and Activity Index** grid and the information on the current *Outcome and Activity* window.

Selecting a record from the **Outcome and Activity Index** grid will display the **Outcome and Activity** section below it with details of the record. Likewise, clicking the **New** button below the grid will also display the **Outcome and Activity** section, but the fields will be blank for recording the details. Just like now, the **Q&A Status** drop-down field will be unmodifiable for an Initial FASP and when the status is "New" or "Temp." The **Level of Outcome Achieved** drop-down field will be hidden for an Initial FASP and when the status is "New" or "Temp."



Remember, when closing an FSS stage, select an O&A Status and Level Of Outcome Achieved that are consistent with ending services.

The screenshot displays the 'Service Plan - Collins, Kristy - S:29971662/C:25984522' window. The interface includes a sidebar with 'Options' (View All, Family Involvement, Services Needed, Delete, Comments) and 'Outputs' (Outcome and Activities, Family Service Plan, Help). The main area shows the 'Outcome and Activity Index' table with two records:

Last Modified By	Created	Problem/Concern	Out
<input checked="" type="checkbox"/> Wilson, Darryl	01/25/2016	Domestic Violence between Kristy and Thomas Collins	
<input type="checkbox"/> Wilson, Darryl	01/25/2016	No childhood history of abuse or neglect.	

Below the table is a 'New' button. The 'Outcome and Activity' form below shows the 'O&A Status' set to 'Modified' and 'Level of Outcome Achieved' set to 'Some Change has occurred'. The form includes fields for 'Problem / Concern', 'Outcome', 'Strengths', and 'Who will do what and how often?'. A legend at the bottom indicates '(C) = Complete', a lock icon = Read-Only Mode, and a red flag icon = Unsaved Changes.

An inset window titled 'Service Plan - Collins, Kristy - S:27200291/C:13720087' shows a smaller version of the 'Outcome and Activity Index' table:

Last Modified By	Date Created	Problem/Concern	Outcome Statement	Status	Status Date
Wilson, Darryl	01/25/2016	This is where we will document specific behaviors to be addressed/corrected.	This is where we will document a concrete measurable benchmark.	New	01/25/2016

The inset window also has a 'New' button and a legend.

The Family Involvement Window

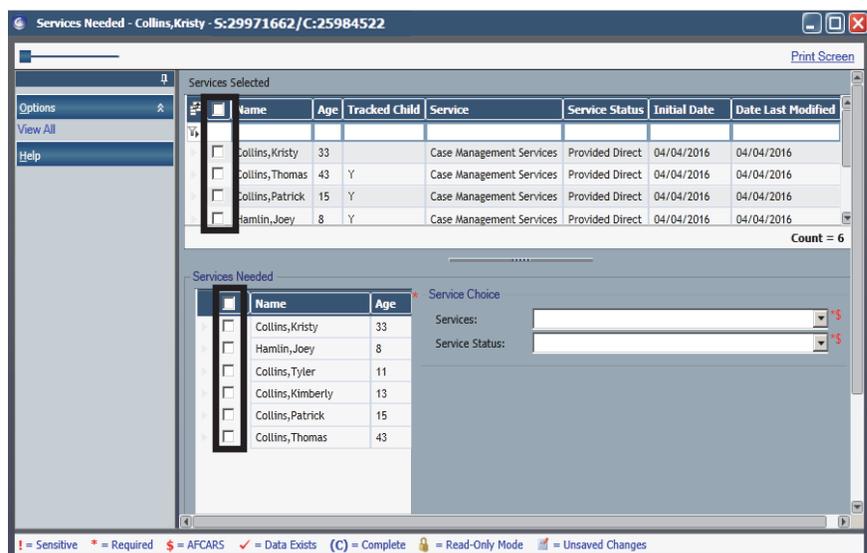
The *Family Involvement* window will continue to be used to document the family's input on the Service Plan. The functionality of this window will not change; workers with a role in the stage will record a narrative here and save it as "Draft" or "Final" or reset the window. Case Planners will record a cohesive narrative on the *Case Planner Summary* window, which will be accessible by clicking the **Case Planner Summary** link. Remember, once recorded and saved, a red checkmark will display next to the link in the **NAVIGATION PANE**.



The Services Needed Window

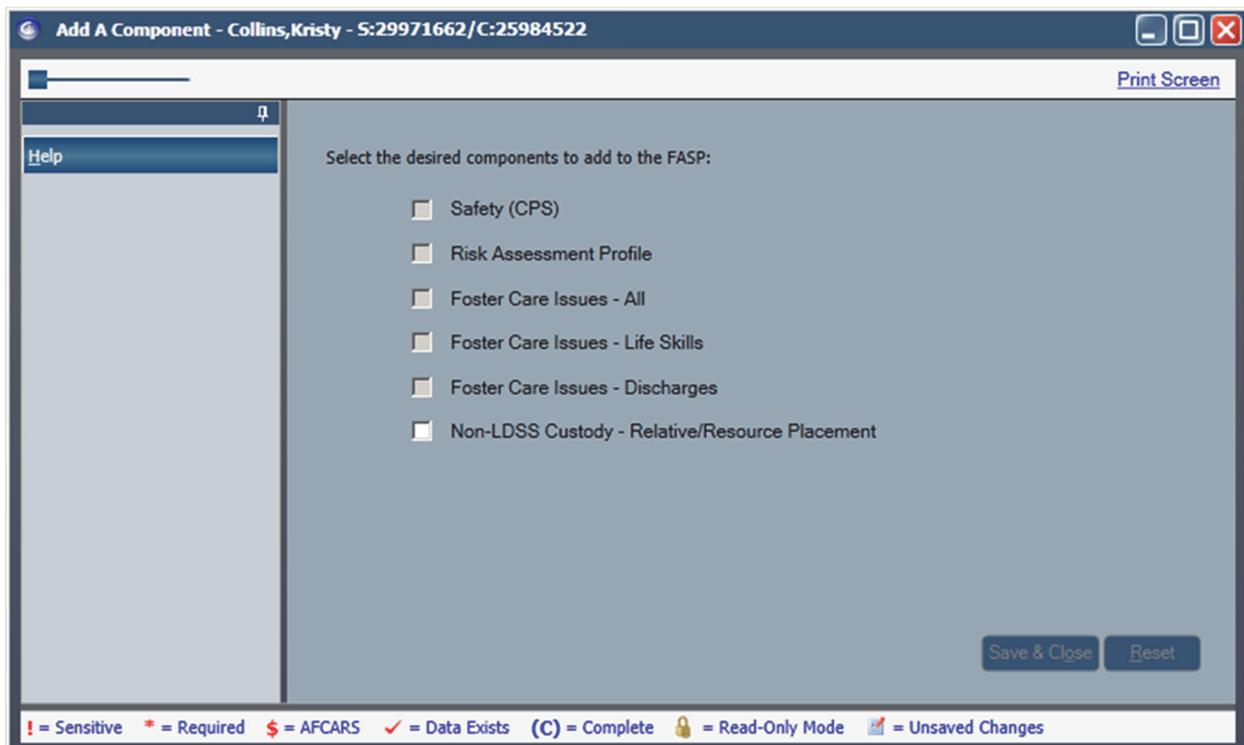
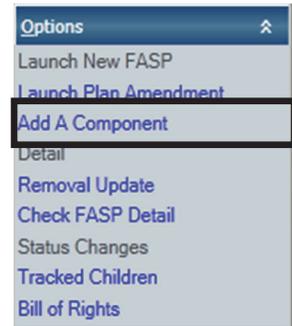
The *Services Needed* window is used to select one or more pre-defined services for adults or children in the stage. This functionality is not changing.

The **Services Needed** section of the modernized window will consist of the person grid and the **Service Choice** section with two drop-down fields. The person grid will be multi-select, meaning you can select more than one individual. This will replace the current **All** checkbox.



The Add a Component Window

For in-process and pending FASPs in FSS/CWS (Child Welfare Services) and FSS/CCR (Child Case Record) stages, you have the ability to add specific nodes/sub-nodes, such as "Foster Care Issues - Life Skills." This process will continue to be called the Add A Component feature and the link will be available in the **NAVIGATION PANE** of the modernized *Family Assessment and Service Plan* window.



Module 4: Submitting the FASP for Review and Approval

Check FASP Detail Window

There is a distinction between submitting a FASP for review and submitting it for approval; however, before either submission can be made, the FASP must be complete and pass all submission edits that check for completion.

As you know, there are several “behind-the-scenes” processes that take place when a FASP is submitted for review or approval. Because the FASP is comprised of multiple components, these processes review each FASP component for completeness. If a required tab or field was not completed or if any of the submission edits listed below fail, the FASP submission process suspends and the **Submit for Review** and **Submit for Approval** links will not enable.

The screenshot shows a web application window titled "Check FASP Detail - Collins, Kristy - S:29971662/C:25984522". The main content area displays a message: "The FASP Components listed below are not ready for submission. Selecting a component will open the respective component detail window." Below this message is a list of 20 blue hyperlinks, each representing a specific FASP component. A "refresh list" link is located to the right of the list. On the left side of the main window, there is a sidebar menu with options: "Options", "Submit for Approval", "Submit for Review", "Reports", "Incomplete FASP Component List", and "Help".

Below the main window, a smaller window titled "Check FASP Detail Component Status" is open. It contains a list of 20 components, each with a status indicator (e.g., "Ready for FASP Submission Check", "Not Ready for FASP Submission"). At the bottom of this window, there are three buttons: "Submit for Approval", "Submit", and "Close". The "Submit" button is highlighted with a red box and labeled "current window".


Note that the current **Submit** button will be **Submit for Approval** on the modernized window.

Submitting the FASP

The **Submit for Review** link allows for supervisory review of the FASP prior to a formal submission for approval. This is an optional process for Case Planners (or a Case Manager acting as a Case Planner) that is designed to assist with supervisory feedback and can aid in the timely approval of a FASP. Check with your supervisor to see if your district or agency recommends submitting a FASP for review prior to approval.

Submitting the FASP for Review or Approval

- 1 On the **My Workload** tab, select the appropriate FSS stage.
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **FASP** link in the **NAVIGATION PANE**.
*The **Family Assessment and Service Plan** window displays.*
- 3 Click the **Check FASP Detail** link in the **NAVIGATION PANE**.
*The **Check FASP Detail** window displays.*
- 4 Click the **Submit for Review** or **Submit for Approval** link in the **NAVIGATION PANE**.

Removal Updates

The Removal Update function is available only in FSS/CWS stages for children with a Program Choice of “Placement” or “Non-LDSS Custody.” This function is used when you need approved content for a Permanency Hearing Report and you have an in-process FASP that is either not ready for submission or not within submission timeframes. The **Check Removal Detail** link will be available in the **NAVIGATION PANE**.

Removal Update - Collins,Kristy - S:29971662/C:25984522

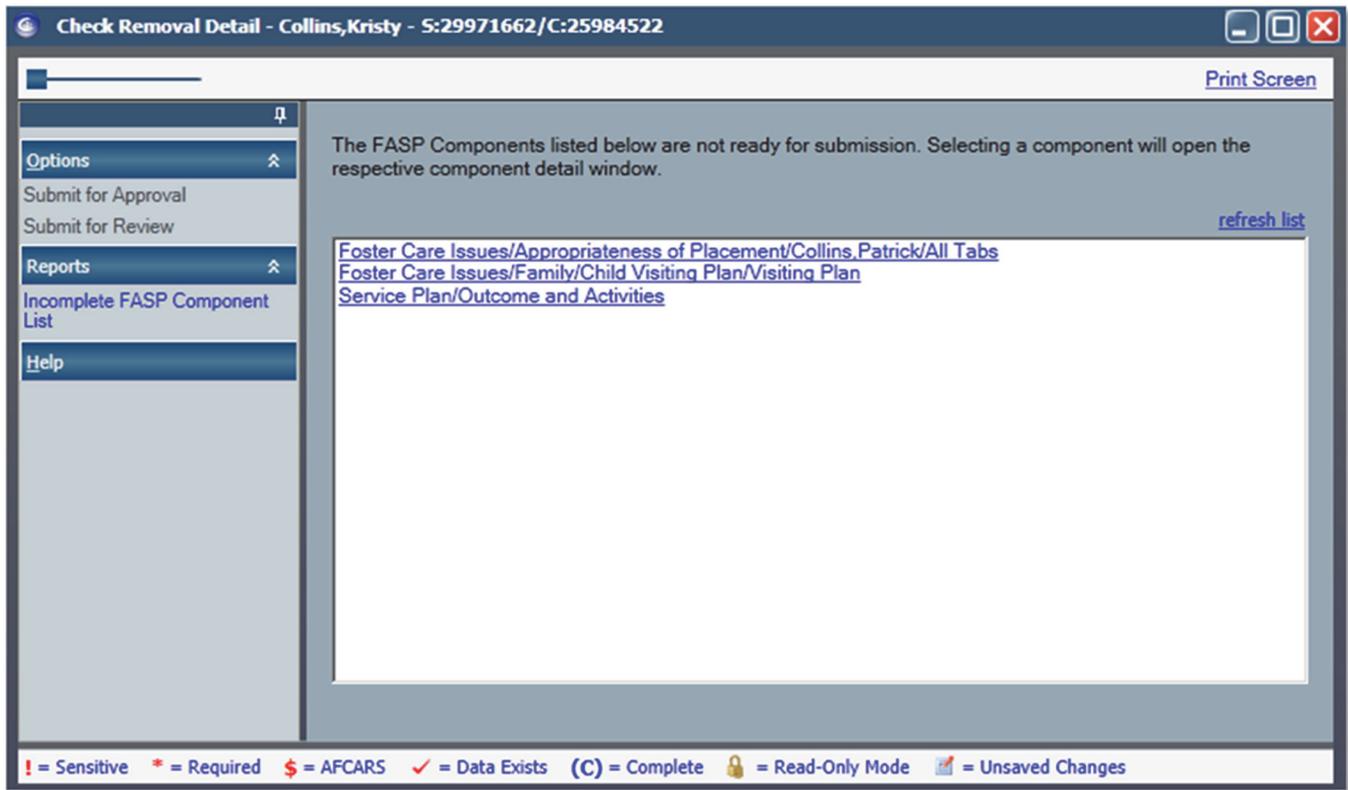
Select the child(ren) to include in the removal update:

<input type="checkbox"/>	Name	Sex	DOB	Age	PPG	Person ID	CIN
<input checked="" type="checkbox"/>	Collins,Patrick	M	12/20/1999	16	Return to Parent	33186908	DE82577T

Count = 1

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

Clicking the **Check Removal Detail** link on the modernized *Removal Detail* window will display the *Check Removal Detail* window and initiate the system submission edits, which check for completeness of certain sections of the in-process FASP. Once all the submission edits are passed, the **Submit for Approval** and **Submit for Review** links enable.

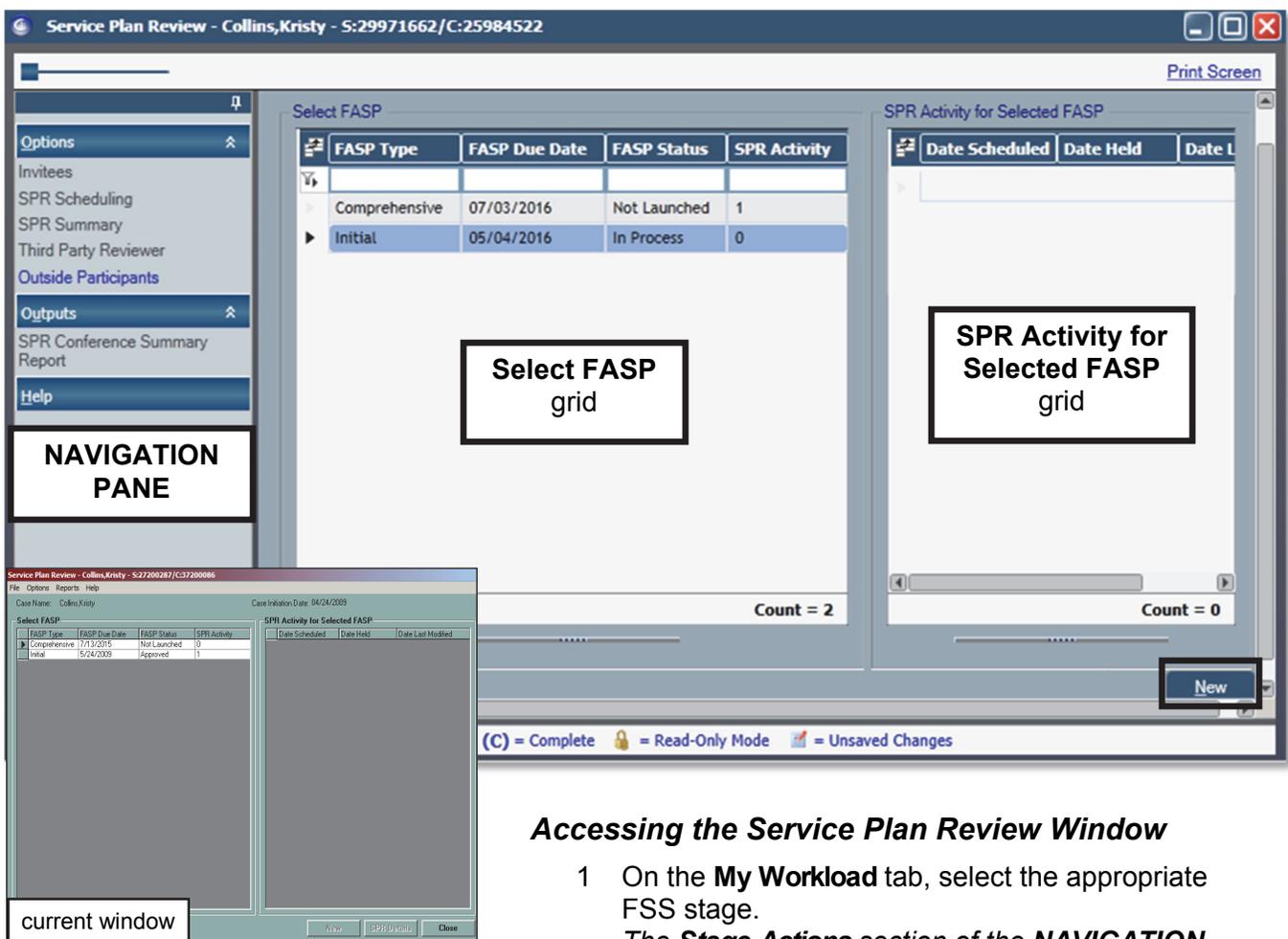


Module 5: Reviewing the Modernized Service Plan Review Windows

Overview of the Modernized Service Plan Review Windows

Service Plan Reviews will continue to provide an important opportunity for caseworkers, families, and service providers to meet and discuss progress, problems, and the changing needs of a family. They also provide the district and agency with an important quality assurance tool.

Security and access to the *Service Plan Review* window and the windows accessible from it will not change. However, a worker that is no longer assigned to the stage (historical worker) will not have access to any Service Plan Review that was created after the worker was unassigned. The historical worker will continue to have access to the SPR that was created before they were unassigned. This includes any updates that are made to that SPR.



Accessing the Service Plan Review Window

- 1 On the **My Workload** tab, select the appropriate FSS stage.
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*
- 2 Click the **Service Plan Review** link in the **NAVIGATION PANE**.
*The **Service Plan Review** window displays.*

The SPR Scheduling Window

The *Service Plan Review* window will display the **NAVIGATION PANE**, which will provide access to related windows and outputs. This window functions similarly to the current SPR window. Selecting a FASP will display any SPR activity for that FASP.

Clicking the **New** button will open the *SPR Scheduling* window, which will provide access to other Service Plan Review windows via links in the **NAVIGATION PANE**. Once you record and save information on the *SPR Scheduling* window, however, these links will no longer display. At that point, they can only be accessed on the *Service Plan Review* window.

Before saving the window

Case Name: **Collins, Kristy** Case Initiation Date: **4/4/2016** WMS Case #:

Location of Conference

Date Review Scheduled: Meeting Time:

Contact Person: Darryl Wilson * Contact Phone: (315) 444-4444 *

Location Name: LDSS * Room Number: Floor Number:

Address

Street: 100 S MAIN ST *

Box/Apt:

City: SYRACUSE * State: NY * Zip: 13212-3104

Validate

Links provide access to additional SPR windows.

After saving the window

Case Name: **Collins, Kristy** Case Initiation Date: **4/4/2016** WMS Case #:

Location of Conference

Date Review Scheduled: 04/28/2016 * Meeting Time: 02:00 PM *

Contact Person: Darryl Wilson * Contact Phone: (315) 444-4444 *

Location Name: LDSS * Room Number: Floor Number:

Address

Street: 100 S MAIN ST *

Box/Apt:

City: SYRACUSE * State: NY * Zip: 13212-3104

Validate

Save & Close Save Reset

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🗝 = Read-Only Mode 📄 = Unsaved Changes

Access to additional SPR windows is only available from the Service Plan Review window.

The Invitees Window

The *Invitees* window will replace the **Persons** tab on the current *Service Plan Review Details* window; however, the functionality will remain the same. In the **NAVIGATION PANE**, the **Outside Participants** link will replace the current **Add Outside Participants** button to open the *Outside Participants* window. The ability to generate letters and alerts will still be available; these links will enable once all conditions are met.

Case Name: Collins, Kristy Case Initiation Date: 4/24/2009 WMS Case #: S720028

Name	Role	FC	Notification Method	Notification Date	Attended	Reason for Non Attendance

Count = 0

Stage Member	FC	Date of Birth
<input type="checkbox"/> Collins, Kristy		02/19/1984
<input type="checkbox"/> Collins, Thomas		11/24/1975
<input type="checkbox"/> Collins, Patrick	Y	04/22/2003

Outside Participant Name	SPR
<input type="checkbox"/> White, Frank	Third

Worker Name	Worker Role
<input type="checkbox"/> Wilson, Darryl	Case Planner
<input type="checkbox"/> Wilson1, Darryl	Case Worker
<input type="checkbox"/> Wilson110, Darryl	Case Manager

Buttons: Add, Modify, Delete, Clear, Save & Close, Save, Reset

Status Bar: ! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

The SPR Summary Window

The *SPR Summary* window will continue to provide you with narrative fields for recording the family's input, involvement, and view, as well as the meeting summary.

Case Name: Collins, Kristy Case Initiation Date: 4/4/2016 WMS Case #

Date Review Held: *

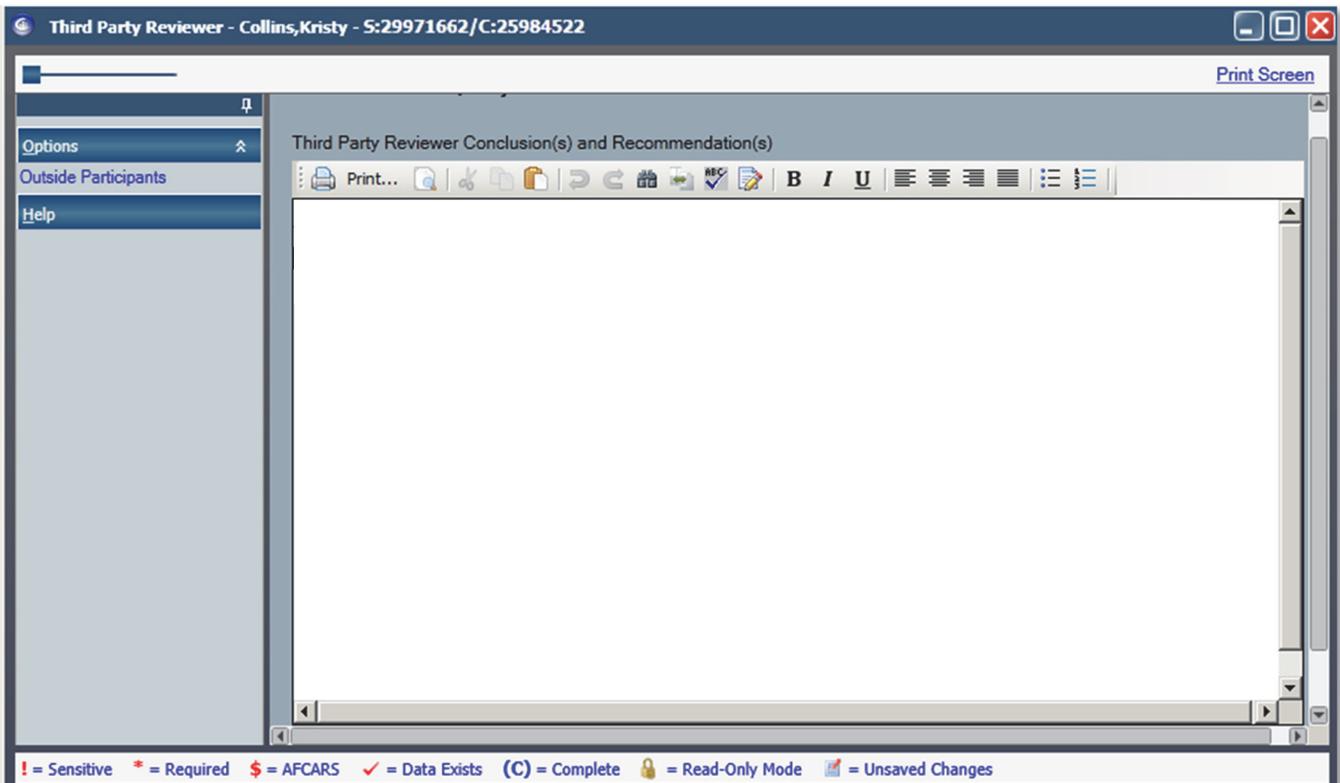
Family's Input, Involvement and View

Meeting Summary (Include input from Foster Parents and Other Participants)

Status Bar: ! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

The Third Party Reviewer Window

The function of the *Third Party Reviewer* window will be the same as the current **Third Party Reviewer** tab. The window will contain a narrative field and Microsoft word-like tools, just as the tab does.



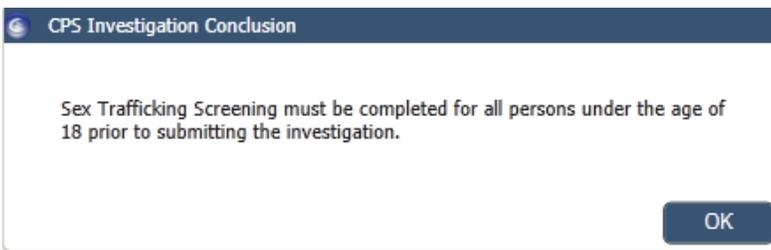
Module 6: Understanding the New Functionality that Supports the Preventing Sex Trafficking and Strengthening Families Act

Sex Trafficking Screening Window Edits for INV and FAR Stages

The *Sex Trafficking Screening* window was recently implemented in CONNECTIONS. This window is accessed from the workload and serves as the location to record the details of Quick Screenings (OCFS-3921) and Comprehensive Screenings (OCFS-3920).

When this Build is implemented, edits will be added to the *CPS Investigation Conclusion* window and *Family Assessment Response Conclusion* window to ensure completion of the *Sex Trafficking Screening* window. Specifically, the edits will check that, since the date of Intake, a valid screening has been recorded for all stage members under 18 years old who have any of the roles pictured at right.

If the edit fails, the following message will display:



AB - Abused Child
CA - Confirmed Abused
CM - Confirmed Maltreated
MC - Maltreated Child
NA - Non-confirmed Abused
NM - Non-confirmed Maltreated
PC - Primary Child
VI - Victim
RS - Services Recipient
SA - Services Applicant
FR - FAR Recipient

Sex Trafficking Screening Window Edits for FASPs

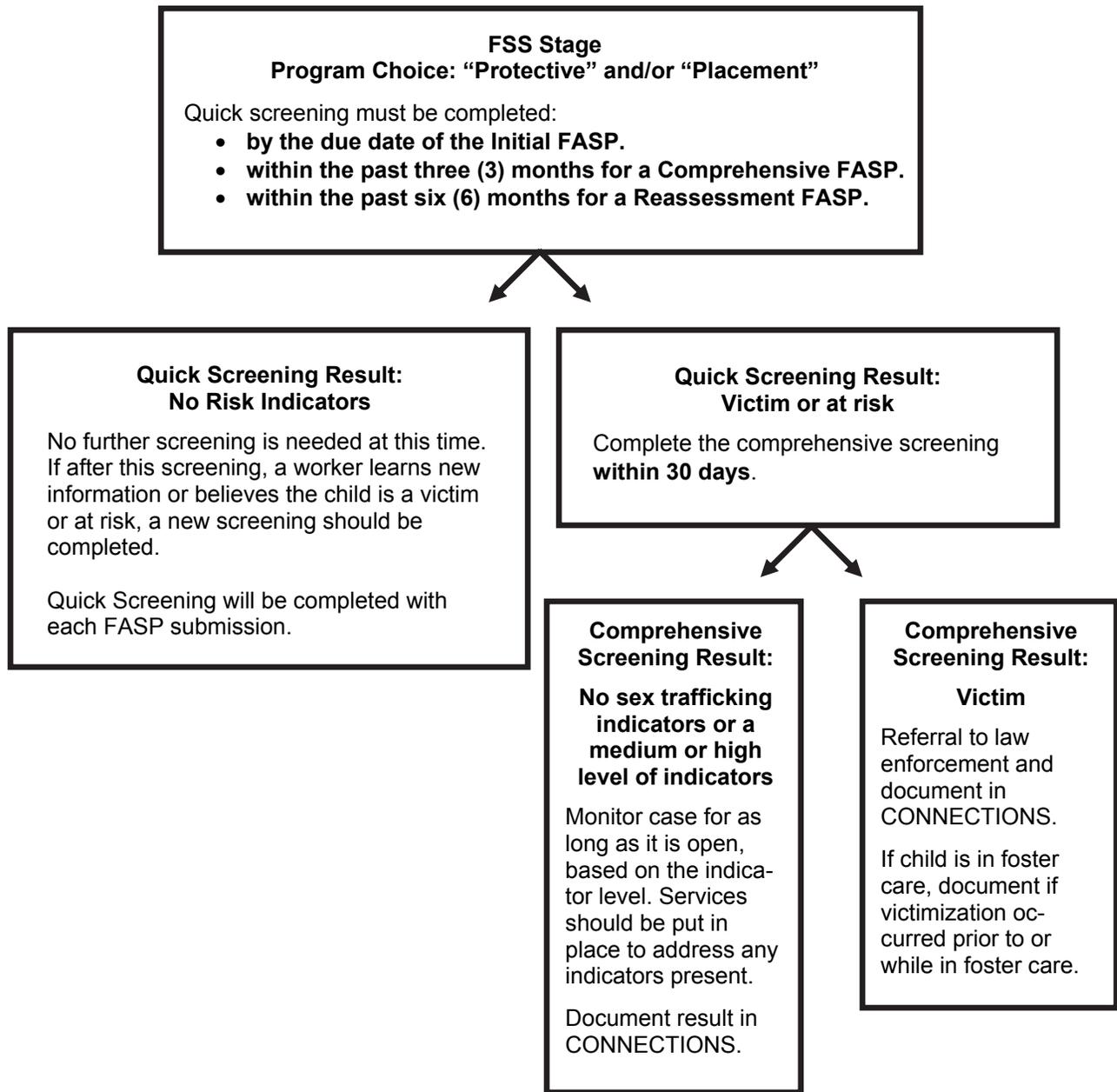
There will also be new edits to ensure that a Quick Screening has been completed for each FASP in accordance with the following timeframes:

- by the Initial FASP due date
- within the three (3) months prior to the Comprehensive FASP due date
- within the six (6) months prior to the Reassessment FASP due date



If a Quick Screening is completed during an INV or FAR stage, there were no risk indicators, an FSS stage is opened, and the Quick Screening was completed by the due date of the Initial FASP, it is not necessary to complete another Quick Screening until the Comprehensive FASP.

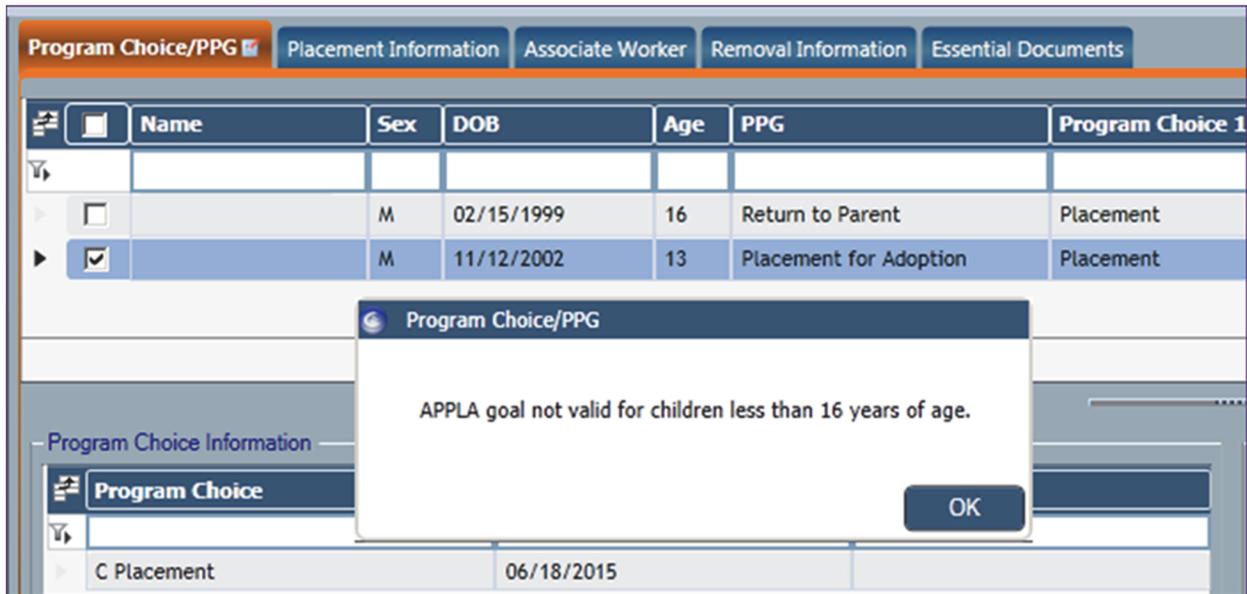
Sex Trafficking Screening Requirements for FSS Stages



Another Planned Permanent Living Arrangement (APPLA)

Changes are being made to the Permanency Hearing Report (PHR) and FSS stage to eliminate the “Place in another planned living arrangement” PPG (known as “APPLA”) for youth under age 16, and to include additional documentation requirements for children who have the PPG.

If “Place in another planned living arrangement” is selected on the **Program Choice/PPG** tab for a child under age 16 with a Program Choice of “Placement,” the error message in the image below will display.



In order to address intensive, ongoing, and unsuccessful efforts to place the youth in a PPG other than APPLA, question 8A in the Permanency Hearing Report will be changed.

The long version of the question will now read:

“Explain why it is not in the best interest of the child to return home, be placed for adoption, placed with a legal guardian, or placed with a fit and willing relative and describe the intensive, ongoing and unsuccessful efforts to return the child home, secure a placement for the child with a fit and willing relative (including adult siblings), a legal guardian, or an adoptive parent, including through efforts that utilize technology (including social media) to locate family members for the children.”

The short version of the question will now read:

“Explain why APPLA is in the best interest of the child and how you arrived at that decision.”

Changes to the Permanency Hearing Report to incorporate the documentation of the steps taken to ensure that the youth’s foster home or congregate care facility is following the reasonable and prudent parent standard, and that the youth has regular, ongoing opportunities to engage in age or developmentally appropriate activities, will be announced at a later date.

The Essential Documents Tab

The **Essential Documents** tab in CONNECTIONS supports new requirements contained in the federal Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183) pertaining to providing essential documents to youth who have been in foster care for at least six months and who leave foster care at age 18 or older.

After selecting the tab, a list of all children/youth in the stage with a Program Choice of "Placement" will populate the grid.

If you select "No" for any of the documents listed, you must explain why the documentation is not in the child's case record and address efforts to obtain the document(s) in the narrative field.

Are the following documents in the child's case record?

United States Birth Certificate: Yes No Ineligible

Social Security Card: Yes No Ineligible

State issued ID card or driver's license: Yes No Ineligible

Medical Records: Yes No

Education Records: Yes No

Health Insurance Information: Yes No

Explain why the documentation is not in the child's case record. Address efforts to obtain the documents.

Permanency Hearing Report (PHR) Question Changes

Questions have been added to the **Reasonable Efforts to Finalize Permanency** section of the PHR in order to document the completion of the youth's transition plan.

- ◆ For each youth who is 17 ½ years of age but less than 18 on the date of the next permanency hearing, you must answer the following question:

"Will the transition plan be completed for (youth's first name and last name will prefill) in the next six months?"

If you select "No," a text box will display and you must record an explanation of why the transition plan will not be completed in the next six months.

- ◆ For each youth who is 18 years of age or older on the date of the next permanency hearing, you must answer the following question:

"Will the transition plan for (youth's first name and last name will prefill) be reviewed in the next six months and if necessary, a transition plan amendment completed and attached to the permanency hearing report?"

If you select "No," a text box will display and you must explain why this will not be done.

The Bill of Rights Window

The New York State Office of Children and Family Services (OCFS) released a New York State Bill of Rights for Children and Youth in Foster Care. The document, which was developed through a collaborative effort by young New Yorkers in foster care and OCFS staff, empowers children and youth in foster care by explicitly listing their rights to safe, nurturing, and healthy environments.

“This Bill of Rights gives foster children and youth a voice in their own permanency goals, and affords them the ability to play a role in their own advocacy,” said OCFS Acting Commissioner Roberto Velez. “Our agency went right to the experts -- foster care youth -- to understand their hopes and fears, and to equip them with a tool that addresses their biggest concerns. The Bill of Rights is an important step OCFS is taking toward its vision of improving the well-being of New York’s children and families.”

The window must be completed for all children 14 years or older with a Program Choice of “Placement.”

Name	Sex	DOB	Age	PPG	Program Choice 1	Program Choice 2
Collins, Patrick	M	01/08/1998	18	Place in another planned living arrangement	Placement	Protective
Collins, Kimberly	M	12/26/2002	13	Return to Parent	Placement	Protective
Collins, Tyler	F	07/14/2004	11	Return to Parent	Placement	Protective

Count = 4

Youth has received a copy of the Bill of Rights: Yes No

Bill of Rights for Children and Youth in Foster Care (OCFS-2132) and Los Derechos de los Niños y Jóvenes en el Sistema de Crianza (OCFS-2132-S) can be found on the OCFS website under foster care forms.

! = Sensitive * = Required \$ = AFCARS ✓ = Data Exists (C) = Complete 🔒 = Read-Only Mode 📄 = Unsaved Changes

Caseworkers must provide all youth on their caseloads who are 14 years of age or older with the revised Bill of Rights. The youth must be encouraged to sign the Bill of Rights, a copy of the Bill of Rights with the youth’s signature must be placed in the case file, and the event must be documented in the youth’s progress notes in CONNECTIONS and in the next FASP.



Upon FASP submission, if “No” has been selected for “Youth has received a copy of the Bill of Rights” for any child listed who is 14 years of age or older, the FASP cannot be submitted.

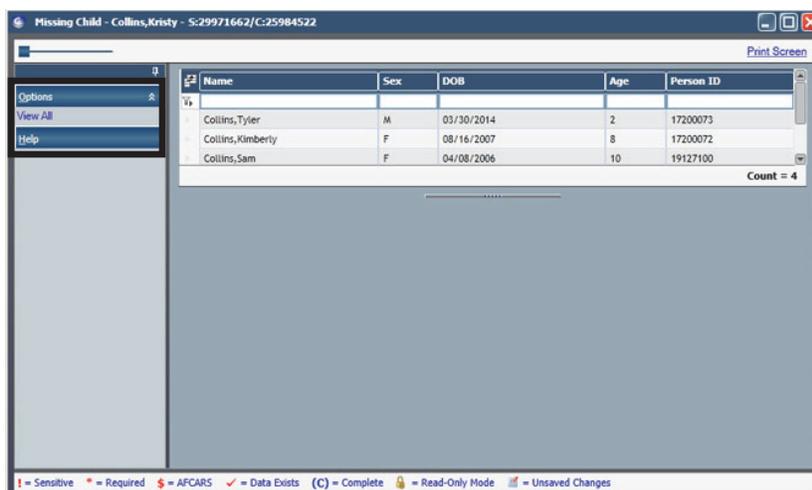
The Missing Child Window

When a child who is in foster care, an open Child Protective Services case, or a preventive case is identified as being absent without consent, missing or abducted, federal and state statutes and regulations require the following:

- Youth in foster care must be reported to the authorizing agency, who in turn must report the missing youth to law enforcement and the National Center for Missing and Exploited Children (NCMEC).
- For youth NOT in foster care living at home, the parents should be encouraged to report the missing or absent child to law enforcement. If the parent refuses to do so, the local district/voluntary agency worker must work with their supervising agency to make the report. The report must be made no later than 24 hours after receiving the information that the child is absent, missing, or abducted.
- For other youth not in foster care, workers must report the youth as missing to law enforcement and NCMEC within 24 hours of learning that the youth is absent, missing, or abducted.
- For those youth in NYC preventive cases (Advocates), information is not to be recorded in CONNECTIONS.

Specific actions must be taken upon the child's return, including screening to determine if the child was a victim of sex trafficking. In addition, children in an open CPS or preventive services case receiving Chafee services, under the supervision of a local district pursuant to a court order, in the custody of OCFS or under the supervision of OCFS and placed with a voluntary agency, under 21 and discharged with an APPLA goal, or deemed to be discharged with an APPLA goal must be reported to local law enforcement and NCMEC when they are missing or abducted.

The *Missing Child* window will be accessible via the **My Workload** tab for INV, FAR, and FSS stages. All workers who have a role in the stage or who have access to the workload of an assigned worker will be able to access the window.



The screenshot shows a software window titled "Missing Child - Collins, Kristy - S:29971662/C:25984522". The window contains a table with the following data:

Name	Sex	DOB	Age	Person ID
Collins, Tyler	M	03/30/2014	2	17200073
Collins, Kimberly	F	08/16/2007	8	17200072
Collins, Sam	F	04/08/2006	10	19127100

At the bottom right of the table, it says "Count = 4". The window also has a "Print Screen" button in the top right corner and a status bar at the bottom with various icons and text: "Sensitive", "Required", "AFCARS", "Data Exists", "(C) Complete", "Read-Only Mode", and "Unsaved Changes".

The window will be displayed in 'View Active' mode and the child list grid will display all persons in the stage under 21 years of age, and those over 21 years of age who have existing Missing Child records. All Missing Child records will be returned for the selected child; multiple absences may exist for a single child. The information that displays in the list is not stage-specific.

Timeframes for Documenting Missing Child Information in CONNECTIONS

- Within seven (7) calendar days of a child's absence without consent, the absence must be recorded on the *Activities* window in CONNECTIONS.
- Within 30 days the absence must be recorded in the case record/Family Assessment and Service Plan (FASP).
- Progress notes should include, at minimum, the names of the persons contacted, dates of those contacts, and information pertaining to the child's absence.

Date Determined To Be Missing:	02/22/2016 *	Date Returned:	02/23/2016
Date Reported To Law Enforcement:	02/22/2016	Child Did Not Return:	<input type="checkbox"/>
Date Reported To NCMEC: National Center for Missing and Exploited Children	02/22/2016	Sex Trafficking Assessment Due By: (for Placed Children Only)	2/28/2016
Was the child in foster care when the absence occurred?	<input type="radio"/> Yes <input type="radio"/> No	Medical Care Necessary?	<input type="radio"/> Yes <input type="radio"/> No *

Specific actions must be taken upon the child's return, including a screening to determine if the child was a victim of sex trafficking. In addition, the *Missing Child* window captures:

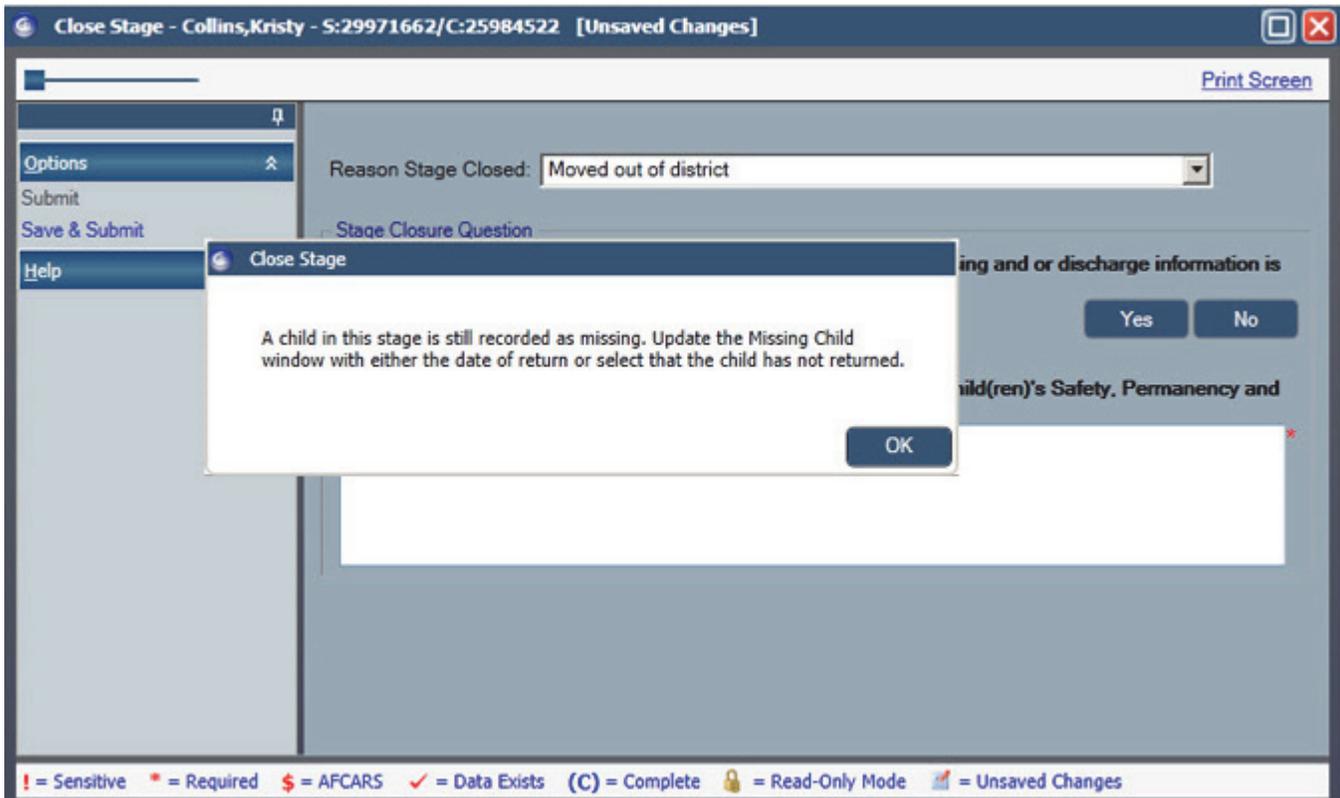
- Child's Reason for Absence
- Experiences While Missing
- Contributing Factors
- Response to Contributing Factors

Submitting a Stage for Closure

Upon submitting an FSS stage for closure, if any child is absent (**no matter what stage the Missing Child record was created in**), the following message will display:

“A child in this stage is still recorded as missing. Update the Missing Child window with either the date of return or select that the child has not returned”

Clicking the **OK** button will close the message and cancel the stage closure submission.



Upon submitting an INV or FAR stage for closure, if an absence has been recorded **in the stage being submitted**, the following message will display:

“A child in this stage is still recorded as missing. Update the Missing Child window with either the date of return or select that the child has not returned”

Clicking the **OK** button will close the message and cancel the stage closure submission.

Module 7: Resources

Build-Specific Resource

For answers to some of the frequently asked questions regarding the Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183), refer to *Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183) FAQ* located here: <http://ocfs.ny.gov/main/sppd/assets/Preventing%20Sex%20Trafficking%20and%20Strengthening%20Families%20Act%20FAQ-Final.pdf>.

OCFS CONNECTIONS Internet Site

Many resources are available for you on the **Step-by-Step/Job Aids/Tips** page of the OCFS CONNECTIONS Internet site (<http://www.ocfs.state.ny.us/connect/jobaides/>). There you will find resources such as How Do I? documents, Job Aids, Tip Sheets, and Quick Start Guides. These documents and others will provide you with the most up-to-date information on CONNECTIONS.

Also on the site, you can click the **Training** link to access descriptions of available CONNECTIONS trainings, as well as the training schedule and the Human Services Learning Center (HSLC).

CONNECTIONS Regional Implementation Staff

If you cannot find the answer to your question(s) within the documentation mentioned above, you can contact one of the many statewide CONNECTIONS Regional Implementation Staff members. The current list of members is always available on the OCFS CONNECTIONS Internet site (at <http://ocfs.ny.gov/connect/contact.asp>) and intranet site (at <http://ocfs.state.nyenet/connect/contact.asp>).

Application Help Mailbox

You can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems, and concerns can be emailed to:

ocfs.sm.conn_app@ocfs.ny.gov

Human Services - ITS Enterprise Service Desk

The Human Services - ITS Enterprise Service Desk is available to answer basic questions related to your equipment, or to solve problems you are having with CONNECTIONS. If they cannot solve your problem, they will record your information and forward it to others who can. The Enterprise Service Desk is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323 (1-800-697-1323)

Professional Development Program

Another resource is the CONNECTIONS Training Project of the Professional Development Program (PDP), Rockefeller College, University at Albany. CONNECTIONS trainers can provide you with assistance when you have a question about or are experiencing an issue with any area of CONNECTIONS. For assistance from a CONNECTIONS representative, contact the Professional Development Program at **CONNECTIONS@albany.edu**. Be sure to include your name, contact information, and your question or issue. A CONNECTIONS representative will respond as promptly as possible by email and/or phone.