CONNECTIONS

New York State Office of Children and Family Services

CONNECTIONS Case Management Build 18.9.3

DESCRIPTIVE INFORMATION ON THE BUILD

The new functionality that will be implemented with this Build will support the ability for Voluntary Authorized Agency Foster Care/Adoption staff and Contract Preventive Agency staff, with an appropriately assigned role in a case, to have full access to the comprehensive family case record in CONNECTIONS. Access in CONNECTIONS will be provided to all historical Child Protective Services (CPS) Familial Investigation stages established as of January 1, 2006. This will include access to CPS investigation information in both "Indicated" and "Under Investigation" stages for the children and families served through contractual agreements with, and on behalf of, local Departments of Social Services and the Administration of Children's Services (LDSS), but excludes all access to any investigation stages that are determined "Unfounded".

Voluntary Authorized Agency Foster Care/Adoption staff and Contract Preventive Agency staff will be able to view Safety Assessments, the Risk Assessment Profile, all related Progress Notes, Investigation Conclusions, and any other relevant information maintained in the CPRS, as well as any events related to fatalities in the investigation stage for "Under Investigation" and "Indicated" investigation stages. This will enable all staff with an assigned role in a case and appropriate security, who is working with a family to view relevant history and essential information that supports their ability to take appropriate actions and provide the most effective plans for the safety, permanency and well-being of the children we serve.

For CPS investigation stages prior to January 1, 2006, allegations contained in reports, results of the investigation, safety and risk assessments, case history, and other pertinent information shall be shared, as is currently required, with service providers, in a manner that is consistent with statute and safeguards the confidentiality of the information.

To protect the identity of the reporter/source, support full viewing ability of historical and current CPS information by assigned Voluntary Authorized Agency Foster Care/Adoption staff and Contract Preventive Agency staff, and concurrently provide CPS staff the ability to document appropriate contact with the source during the course of the investigation, OCFS has taken the following actions:
- OCFS established clear guidelines, effective April 19, 2005, for the necessary documentation of all contact with reporter/source in Progress Notes by CPS staff.
- Development of security in CONNECTIONS that blocks all information documented in the **Progress Note data field, "Other Participant", with a value of "Reporter/Source"** from viewing by a Voluntary and Preventive agency staff person.
- Only LDSS/ACS staff assigned the specific business function, "View Reporter/Source" will be able to view the identity of the reporter/source.
- Only persons with the "View Unfounded" business function may see any CPS cases with an "Unfounded" determination. **Please note-an INV stage is considered under investigation until the determination has been approved, therefore a stage with a determination of unfounded will still be available for view until that determination has been approved.
- Only LDSS/ACS staff may be assigned the business function, "View Unfounded".

- Voluntary Authorized Agency Foster Care/Adoption staff and Contract Preventive Agency staff will be able to view the entire Child Protective Record Summary (CPRS) for "Under Investigation" or "Indicated" investigation stages; which includes information pertinent to each allegation, subject of the report, and child listed in the Intake report, but no narrative information from the Intake, because the Intake report may reveal identifying information related to the reporter/source.

Other features include an ability to print a comprehensive report for indicated investigation. However, Voluntary and Preventive agency staff are prohibited from printing of any investigation stage while it is Under Investigation.

As with all situations involving disclosure of case information, Voluntary and Preventive agency staff are subject to existing limitations on re-disclosure (see section 422(4)(A), 422(5) and 422(7) of the SSL) and there are penalties for unauthorized disclosure (see section 422(12) of the SSL).

We understand that this will be a significant change for some staff. As always, along with having access to more critical family information, is the responsibility for keeping the information confidential, and, the obligation to use the information appropriately. Please refer to the information that was disseminated through the Build 18.9.3 regional information sessions, as well as the official policies and guidance available to assist your staff in the successful implementation of this new functionality.

BUILD BENEFITS
- Provides those individuals working with a family a comprehensive view of the family history
- Decreases repetitive recounts of potentially traumatic family history by both children as well as other family members
- Allows the verification of information within the case record and keeps this information more consistent
- Leads to more appropriate and stable placements for children
- Assists with the identification of appropriate persons as resources to both children and their families
- Structures more effective Safety and Service Plans

OCFS COMMUNICATIONS AND NOTIFICATIONS RELATED TO THE BUILD
- October 14, 2004, letter from the OCFS addressed to Commissioners and Executive Directors
- 05-OCFS-ADM-02 (Build 18 ADM) issued April 19, 2005
- Changes to 18 NYCRR 428 and 432
- June 8, 2007, letter from the OCFS addressed to Commissioners and Executive Directors

OTHER RESOURCES
- Administrative Directive: Access to CPS Investigative Information
- Impact Analysis – Access to Child Protective Services Investigation Stage by Contract Preventive, Foster Care or Adoption Agency Workers
- Build 18.9.3 Frequently Asked Questions

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- Job Aid, System Build 18.9.3 - Changes to Access to the Child Protective Investigation via Implied Role in CONNECTIONS

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The following are a description of the modifications to the CONNECTIONS application that will be implemented with the deployment of Build 18.9.3

Voluntary Agency Access to Child Protective Services Information

Users Affected	What is Affected	Issue Description	Fix/Impact	SIR
Unit Approver	Security	An Approver/Maintainer is unable to view Events and or Stages on a case past the first unassignment of the Case Manager/Case Planner.	Security is update to allow the Approver/Maintainer to access historical stages on the FSS.	4929
Agency Access/ Unit Hierarchy	Security	When a user with the 'Maintain' business function attempts to access Case Events through Case Search, they are unable to view Events that are displayed on the Case Summary window.	This fix corrects the Security Module to allow the same access when entering a case through the Case Search as through the Case List window.	6048
SCR	Intake: Business Continuity Application	The Business Continuity Application (BCA) is added to the Call ID Search Element on the CONNECTIONS Call Log Window.		6111
SCR	Intake: Business Continuity Application	A new database table is created to link the BCA Call ID with the CONNECTIONS Call ID.	The database table includes the following attributes: • BCA Call ID • Stage ID • Date Last Updated	6112
All	Voluntary Agency Staff	This modification to the application allows Voluntary Agency workers access to CPS stages through the implied role path.	Updates are being made to the Case List, CPRS module and Progress Notes window to allow limited access to Child Protective Stages when they are 'Under Investigation' or when the Stage has been 'Indicated'. Printing, Reporter/Source Information and Intake Narrative will ***not*** be enabled.	6332
Voluntary Agency Staff	Security	The common security module used in Case List access path needs to be restructured to allow Voluntary Agency Access to CPS stages.	The Security Module will be updated to allow Voluntary Agency workers access to CPS stages when the stage is 'Under Investigation' or 'Indicated'.	6991
All	Case Search/ Event List	User receives an internal error when attempting to perform an event search. This problem occurs when there are some events returned in the search result however; the user is not allowed to access any of those events due to insufficient security.	The Event List code has been modified so the user will no longer receive an internal error when attempting to search events where the user has insufficient security. Instead the message 'You do not have sufficient security to view these events' will display.	7233

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Case Manager/ Planner	PH Statements and Notices	Users are unable to print Notices or Statements for subsequent Permanency Hearings.	The code is updated to look for the 'Date Certain' entered on the 'Removal Information Tab' from the 'Tracked Child Detail Module'.	7257
Case Manager/ Planner	Service Plan Review Letters	The SPR letter is printing the text of the letter multiple times based on the number of children in a stage.	This fix will print the text of the SPR letter once for each letter printed.	7298
Approvers	FASP Approval To-Do	Prior to the release of B18.9.1, the date on the FASP approval To-Do was the date the approval was submitted. In an attempt to assist approvers in prioritizing their work, the date was changed to the date the FASP is due. This has resulted in some of the To-Dos not displaying when the date the FASP is due is greater than 7 days in the future.	The range of dates on the To Do window has been expanded from 7 to 14 days.	7368