

New York State Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Family Services Stage

Functional Area: Non-Child Welfare Services Stage Types in Build 18
[Note: This Impact Analysis is relevant to local districts only. A separate Impact Analysis is available for Advocate Preventive-Only Cases.]

Brief Description of Current Function/Process:

Local districts currently provide a variety of ongoing services for which the establishment and maintenance of a Uniform Case Record and completion of assessment and service plans is not required. Examples are: Court-Ordered Investigations (COI) that are not reported through the SCR, Interstate Compact for the Placement of Children (ICPC) for incoming children (children being placed into New York from another state), and Out of Town Inquiries (OTI). These cases are collectively referred to in the CONNECTIONS system as Non-CWS cases (see ‘stage type’ below). The method and vehicle for documenting Non-CWS cases is not standardized. Each local district maintains its own records, often consisting of some combination of paper and electronic copy.

What Remains the Same:

- The content documentation requirement for these records does not change. These cases will not require completion of the Family Assessment and Service Plan.
- Local districts will continue to maintain their own case records.
- Outgoing ICPC cases (New York State children being placed in another state) are treated the same as other Child Welfare Service cases. A Family Service Stage with a type of CWS will be opened for these children and FASPs are required.

What is New or Changes:

- There is a new concept of “stage types” within CONNECTIONS. Examples are: Child Welfare Services (CWS), which includes child protective, preventive, foster care, and adoption services, Court Ordered Investigations (COI), Interstate Compact for the Placement of Children (ICPC), Out of Town Inquiries (OTI), and Advocate Preventive-Only (NYC)(ADVPO). Documentation requirements for both Intake and Family Service Stages differ by stage type. All Intakes must be assigned a ‘Type’ in order to be completed.
- COI, OTI, and ICPC (Incoming cases only) will be documented within the CONNECTIONS Case Management system. This will enable these cases to be on a staff person’s workload and assist in having accurate demographic and workload statistics, among other things. It will also involve some change to current procedure.

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- A Family Services Intake (FSI) will need to be completed in CONNECTIONS before a Family Services Stage (FSS) can be opened. Intakes for Non-CWS cases are streamlined. Unlike Non-CPS Intakes for Child Welfare Services (CWS intakes that do not originate from a CPS Investigation), COI, OTI and incoming ICPC Intakes do not require completion of Behavioral Concerns and Family Issues.
- A Family Services Stage (FSS) can be opened in CONNECTIONS. The FSS for these cases will be limited to the following functionality and CONNECTIONS tabs: Stage Composition, Progress Notes, and Case Summary. These stage types do not require the opening of a WMS case in conjunction with the opening of a FSS.
- Progress notes should be entered in CONNECTIONS.

Implications/Considerations:

System

- Separate functionality has not been developed for Non-CWS cases. Users will employ selected functions of the CONNECTIONS system.
- Intake narrative entries will “freeze” upon “save” (be no longer modifiable). They will be preceded by the following system-generated message: "Narrative below was entered by User Name, (User ID), date, time".
- While the FSI can be kept open for as long as necessary, the system will automatically close Intake stages that have been inactive for more than 60 days. Districts should progress Intakes to the Family Services Stage, and record their ongoing contacts and work within Progress Notes.
- Person merge and split functionality will be available (Stage Composition tab).
- Case Managers can change the stage type (for example, from a COI to a CWS) without having to open a new Family Services Intake. This is done from the Case Summary tab. The FSS is also closed from this tab. [Note: A CWS type cannot be changed to an OTI, COI, ICPC, or ADVPO. In this instance, the CWS would need to be closed; and a new Intake for OTI, etc. opened.]

Program

- Automated functionality to support ICPC processes and communication with the NYS ICPC Unit will not be available for either incoming or outgoing ICPC cases until Build 19.

Recommendations:

1. Local Districts should review their record keeping process and procedures for COI, ICPC and OTI cases and revise if necessary.
2. Prepare staff to maintain the required records in the CONNECTIONS system.