

NYS Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Information and Referral

Functional Area: Documenting Information and Referral Inquiries
[This Impact Analysis should be read in conjunction with the Documenting Intake Impact Analysis.]

Brief Description of Current Function/Process:

Currently, each district follows its own procedures for documenting Intakes and Requests for Information/Referrals. Many districts document only those intakes that result in Child Welfare services actually being provided, but some attempt to track all inquiries. Several districts have expressed a desire to document services requested but not available.

What Remains the Same:

- Districts/Agencies continue to opt whether or not to document information and referral contacts.

What is New or Changes:

- Optional functionality is available within CONNECTIONS to document Requests for Information/Referrals, including recording the amount of time spent on the I&R contact and the results of the contact (referral made by worker, referral information provided to the requestor, service unavailable).
- A standardized list of 16 services is available for tracking requests and referrals. Districts may opt to add up to 10 customized services to the standard list.

Implications/Considerations:

System

- An Intake and I&R may not be open simultaneously. [If data is entered into any tab on a Family Services Intake, the I&R tab will not be available for entry by the user. If any data is entered into the I&R tab, the Family Services Intake tabs will not be available for entry by the user.] Workers need to close one, before opening the other. I&R functionality does not include recording of name or demographic data.

Program

- The information collected through documenting requests for information and referral may be used to support the compilation of statistics pertaining to service needs/gaps and the amount of staff effort expended in the I&R function.

Recommendations:

1. Review and determine if I&R functionality will be employed by district.
2. Prior to build 18, local districts need to provide OCFS a customized list of up to 10 services, if they are opting for a customized list.
3. Develop process and procedures for determining when Intake or I&R functionality will be used.