Build 18 Questions and Answers

Please Note: *This document is comprised of a running list of questions and answers from regional meetings, forums, teleconferences, etc. Revised and most recent questions are posted at the top of each section.*
Updated: 1/07/05

EQUIPMENT / TECHNOLOGY

Where can I get the Network Integration Services (NIS) Form & Information?

http://sdssnet5/crcc/nis/

When are the agencies going to get equipment?
Are preventive workers getting one computer per worker?

OCFS has announced the ability of voluntary/contract agencies to obtain replacement laptops and additional desktops to remediate gaps in equipment. Please refer to Dear Commissioner/Executive Director Letter, dated November 11, 2004. This letter is posted on the CONNECTIONS website.
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Will the agency computers be able to access CONNECTIONS?

In several instances, local district and agency computers have access to the CONNECTIONS application through Network Integration Services (NIS). Additional information about NIS may be found on the NYS Office for Technology (OFT) website or by contacting your CONNECTIONS Regional staff representative

Is there any process in place to acquire new equipment?

OCFS has announced the ability of voluntary/contract agencies to obtain replacement laptops and additional desktops to remediate gaps in equipment. Please refer to Dear Commissioner/Executive Director Letter, dated November 11, 2004, posted on the CONNECTIONS website. Please also refer to the Supplemental CONNECTIONS Equipment INF (03 OCFS INF-02, January 28, 2003**).**

For larger agencies, how are you working with them for dual data entry systems, data sharing?

CONNECTIONS is the system of record. Dual data entry is to be avoided wherever possible. OCFS-IT is working on solutions, such as the Operational Data Store, to enable local districts and agencies to extract their CONNECTIONS data on a regular and frequent basis to be used at their discretion.

Are we moving towards a web-based application?

Not in the immediate future.

If you are working on a case and get called away and the system logs you off, what happens to the information you were working on?

The system times out after 15 minutes of non-activity (no keystrokes). The Citrix session remains open for an additional 15 minutes. So, if you return to your desk within the 30 minutes, and select GO from the blue Citrix window, you will be re-connected to the same session that you are logged into. You can then Save any changes you have made on the open window. Generally, Connections will not save any changes if you fail to return to your pc within the 30 minute time frame.

The one exception is Narratives. Connections has an Auto Save feature where the narrative is saved every 3 minutes. Should a user enter Narrative data but fail to save it, and then walk away from their pc for more than 30 minutes, a copy of the changes should be saved to their Local Save folder on their T (Citrix Network) drive. The user will be prompted to open this "more recent" document the next time they try to access that narrative.

From the point where you logon, is there a maximum time that you can stay online?

No, there are no time limits, provided the system is in continual use. However, the workstation will be "timed out" if idle as described above.

When multiple user are using computer simultaneously, what is the refresh time? When can you see the others work?

When a given piece of work is saved, it is placed on the data base and immediately available for view/modify access by all the users who have access to that information.

Is the current system infrastructure going to grow with the new builds and the additional people in the system?

Yes, 275 production Citrix servers and additional support servers are being added.

What do voluntary agencies do about PC's and laptops that still have NT 3.50 and are currently offline? Initial roll-out PC's have all been replaced but the laptops and supplemental PC's have not been replaced.

OCFS has announced the ability of voluntary/contract agencies to obtain replacement laptops and additional desktops to remediate gaps in equipment. Please refer to Dear Commissioner/Executive Director Letter, dated November 11, 2004, posted on the CONNECTIONS website.

NIS is a slow process with no feedback. When will we hear back from OCFS about our request for NIS?

The state Office for Technology has released the revised offering for Network Integration Services (NIS) and in collaboration with OCFS Implementation Management is processing project applications. Per the Offering, the goal is to complete projects within 90 days of the installation of equipment necessary to support the integration.. OCFS-IT and OFT meet regularly to track progress of pending projects and resolve any issues that are impeding project completion.

What will happen to CIABs in Build 18?

CIABs will continue to provide access to the CONNECTIONS application in Build 18 and future builds. OCFS issued an offering in November 2004 that provides for high-speed connectivity for these devices using a virtual private network (VPN) solution. Please see the OCFS website for a link to the offering for more details.

Can we get a technology survey tool?

The CONX Implementation Team is currently reviewing existing technology survey tools and hopes to have a version available on the website in the very near future.

Will agencies that choose NIS (Network Integration) receive future allocations of CONNECTIONS Equipment and receive replacements for failed equipment?

Depending on which of the NIS plans an agency chooses, the agency may be allocated future replacement PCs. Please note that the NIS Offering issued on 10/28/04 does not permit the location of CONNECTIONS (State) computers on the agency side of the firewall. The NIS Offering can be accessed at http://sdssnet5/crcc/nis.

I am from a voluntary agency that is currently stock piling old CONNECTIONS computers that cannot be upgraded. What is the plan for disposal of these computers?

New York State is required to retrieve the old devices in order to reconcile with the federal government. Agencies should call their regional CONNECTIONS representative if this situation exists. The Project will be collecting old 3.51 and 4.0 laptops in the first few months of 2005.

In regard to Network Integration, will agencies be allowed to run the full CONNECTIONS Application on the Agency's computers? In the past, it was stated that Network Integration would be for e-mail only and the CONNECTIONS Program could not be shared with local agency networks.

Network Integration will allow agencies to use the CONNECTIONS application, run local programs from within the Local Area network, and have full access to the HSEN state network.

Can the new FASP program be downloaded on a disk by supervisory staff?

No, the FASP is part of the CONNECTIONS application. It is not a separate template like the UCR.

Will there be a mechanism to attach digital documents to the case record to make it complete (i.e. scanning) such as medical records, letters, and digital photos?

Scanning of documents into CONNECTIONS will not be available with Build 18. It is being looked into as a possible enhancement in the future.

Is there capacity for on-line, informal communication with electronic case record? During on-line case review a supervisor often has a question or needs clarification on something in record. Similarly a case manager may have question of a case planner regarding something in the electronic case record. Is there capacity to write an on-line informal note and return on-line with electronic record to worker before formally approving or rejecting case? Of course, this is not meant as substitute for direct communication, case review meeting, etc. but this capacity will be important if the goal is to facilitate efficiency and eliminate paper.

There is no capacity for instant messaging within CONNECTIONS. Email could be utilized for such informal communication. Supervisors formally rejecting a FASP, etc. can attach an explanatory note to the rejection. CONNECTIONS "To-Dos" may also be utilized for formal communications and requests. *Please note that a forthcoming Administrative Directive concerning the Implementation of Build 18 will address issues of confidentiality, including the use of email.*

FAMILY SERVICES INTAKE

What are the rules for "linking" stages? How is this different from Merging stages?

Linking is an immediate transaction, as opposed to merge, which requires a batch (overnight transaction). Family Services Intake may be linked to open or closed cases where the person who is or will be named as the primary caretaker is the same individual in both cases. There must be at least one individual, age 18 or older in common in the two stages, in order to link. Linking is an easy method to bring the new stage under the "case umbrella" of the pre-existing case. Merging, on the other hand, actually combines two separate cases into one. This can happen in the Investigation stage when a worker determines that two reports with separate case numbers are actually the same family and situation (one may have been reported with a subject name, the other without a name). The worker can merge the two reports/cases into one single case number.

Is the worker who starts the FSI saved when the FSI is re-assigned?

Yes, there is a historical listing of all workers who were assigned to the Family Services Intake. Reassigning the intake creates an assignment event, which is visible on the event list.

How will LDSS be notified that they have an FSI to look at?

Each local district will set up an FSI acceptance unit. When a FSI is submitted for acceptance, the system will send an alert to the LDSS worker in the acceptance unit to whom it has been submitted.

Can a Local District initiate a FSI, then send it to a Voluntary Agency for completion?

No, the system will not allow the LDSS to reassign a FSI to a VA. Once a FSI is opened, it can only be reassigned to a worker within the same district or agency. The LDSS should either refer the client to the VA and have the VA initiate the FSI, or contact the VA to discuss the referral, then complete the FSI, progress it to the FSS, and assign it to the VA if they have agreed to provide services.

Can an LDSS worker assign a case to a worker in another LDSS?
No, they can assign only to a worker in their own district or to a worker in a Voluntary Agency's Family Services Assign Unit.

Does the Intake Process replace the 2921 (Common Application)?
No. Completion of the Common Application is still part of the Intake process. However, a Face Sheet can be printed from Connections for attachment to the 2921.

Why do we still need a 2921?
There is a federal requirement for a signed application that supports due process for a person who wishes to apply for services.

What happens when there are 2 of the same person with different PIDs in the system? Can they be related?
Yes, the worker should merge them.

What will happen if the family (applicant) decides they do not want services after they have already signed the service application (2921)?
If the VA has entered the signed service application date into the FSI, the VA must submit the FSI to the Local District for approval/rejection. The VA should record the applicant's decision to withdraw the request for services and the reason(s) for this in the FSI narrative and request that the FSI be rejected. If the service application is withdrawn before it was signed, the VA can simply close the FSI stage.

Is the intake stage open immediately once everything is in the computer?
The FSI is opened with the first "Save" of data in the Intake.

Will people have unique identification numbers?
Yes.

If information is entered into the FSI stage and the FSS is not opened, is the information that was entered in the FSI maintained in the system? How does it appear in a search? Is there any difference if an application for services has been signed?
The FSI will appear in a search upon opening of the Intake stage. If a FSS is not opened, Intake data will be purged after 180 days and the FSI will no longer appear in the search. It does not matter whether or not an application was taken.

W**hen it is necessary to start the clock ticking for persons who are requesting services. When should documentation begin in order to support the decisions necessary for due process.**
Presuming that the contract between the district and the Preventive or Foster Care agency indicates that the agency is responsible for intake services, providing notification and offering a services application, then documentation should begin upon the request for services by a consumer. This way there is verification of such events as the date of

request, the offer for a client to sign an application, their decision to accept or deny the application, and the agency's decision to deny the services. If no trail of activity is initiated prior to the signed application then there is no way to defend themselves or the district should they be sued for failure to provide due process for someone who indicates that they made a request for services and were refused an application.

If an FSI is initiated from the tool bar, and then the worker does a search and discovers there is an open Investigation and links the FSI to the Investigation Stage, does a BCFI need to be completed?

If the FSI is opened outside of the Investigation (from the toolbar), the BCFI must be completed. The Intake does not get linked until the stage is progressed and the system will not allow you to progress if the BCFI is not completed.

Who initiates the Intake, LDSS or the POS agency?

This has to be decided between LDSS and the POS agency.

Should a worker do a search before doing intake?

Yes

Can you relate people whose information is different?

Yes.

On the FSI, can additional information be added to the narrative screen after it has been closed?

If a worker saves the narrative, without selecting an FSI closure reason, the worker can continue to record (add) narrative. Once the worker "closes" the FSI, by selecting a Closure Reason, the narrative is frozen and narrative can no longer be added.

Will voluntary agencies be able to complete a person search if they are entering an FSI?

Yes, workers have the ability to perform various case maintenance activities within the FSI. These include a person search, relating and unrelating persons to the case composition and linking the FSI to an existing CONNECTIONS case.

What role does a voluntary agency have in a Family Services Intake (FSI)?

Voluntary Agencies can initiate a FSI when necessary. Voluntary Agencies must submit the completed FSI to the local district for either acceptance (FSI stage progressed to a FSS) or denial (FSI closed).

Would you use the FSI to open non-CPS cases for services?

Yes. All Family Services cases are initiated through the FSI stage. For CPS cases, demographic data migrates into the FSI stage. For non-CPS cases, all demographic data and FSI information must be completed in the FSI stage.

Will the Intake screen for CPS mirror the City's Template or will it be different? Will the counties have input to its creation?

All workers statewide will use the same Family Services Intake screens as the first step in opening an ongoing services case. Completion of selected Intake components (i.e.

Behavioral Concerns and Family Issues, Requested Services, Programmatic Eligibility) is not required for Intakes originating from a CPS Investigation. Family Service Intake screens were designed with the input of the CONNECTIONS Workgroup and are finalized. They should not be confused with templates that a local district may use within the Child Protective Services Record Summary.

FAMILY SERVICES STAGE

Who does a worker submit the FASP to for approval?

The Build 18 FASP approval process has been revised as follows:

1. When the Case Planner (*whether from an LDSS or a VA*) submits the FASP or the stage closing for approval, CONNECTIONS will **AUTOMATICALLY** add the Case Planner's unit approver and the Case Manager to the Approval To Do. (see rule #4 for one exception.)

2. The Case Planner may modify this default to his/her unit approver, if needed. Upon **SAVE** of the Approval To Do, the Case Planner will be presented with a message which lists to whom the approval has been submitted (the CP's unit approver and the Case Manager) and ask the Case Planner if they wish to add another approver?

3. If the Case Planner adds one or more additional approvers, within their district or agency, those additional approvers must all sign off before the Case Manager can.

4. If the staff person who is assigned as the Case Planner is the unit approver for their own unit, CONNECTIONS will enable the staff search and that individual will be forced to choose someone else from their LDSS or VA to submit to, prior to the Case Manager signing off. (An individual cannot submit work to himself or herself. Nor can an individual add himself or herself as an approver.)

5. If the unit approver of the Case Planner submitting the work is the individual who is also assigned as Case Manager, for this piece of work, only one Approval To Do will be generated. (In other words the same person will NOT get two approval to do's for the same piece of work.)

6. If the Case Manager adds an approver(s) to any work, that piece of work is not considered complete, until the additional approver(s) has approved it.

7. If there is a DRS staff person involved in the stage, the order of approval is as follows: Case Planner to Case Planner's unit approver (to any additional approvers within the district or agency of the Case Planner) then to the DRS approver(s), and then to the Case Manager.

8. Although the Approval To-Do goes to all approvers at the same time, the system edits against the approval sequence as to who can approve first, second, third. Case Managers can easily see who has approved and who has yet to approve on the approval status window. If the Case Manager navigates from an approval To-Do which has pending approvals, he or she is not allowed to approve but is notified that the DRS approver or the Case Planner's Supervisor (whichever the case) must approve first. If a pending approver rejects the approval, the Approval To-Do of the other approvers is marked 'Complete' and the Approver status is marked 'Invalidated.' [If the approver tries to navigate to this invalidated approval, the To-Do gets deleted.] Upon resubmission of the FASP for approval, all approvers get a new Approval To-Do and the 'Complete' To-Do automatically comes off their To-Do Lists.

How does the supervisor of the case planner get to approve the FASP?
The FASP will be submitted by the Case Planner to his or her unit approver and approved online within CONNECTIONS. The approval process is revised, as described above, to include the Case Planner’s unit approver in the CONNECTIONS approval process.

Once FASP is submitted for approval and has not been approved or rejected by the case manager, is there anything you can do to get information into the FASP?
After a FASP is submitted for approval, the Case Planner (only) can still open the FASP and modify it. Once he or she saves anything, the approval To-Do will be cancelled and the FASP will need to be resubmitted for approval. Everyone else in the FSS will only have ‘View” access to the FASP once it has been submitted.

Can a child’s Case Worker submit a plan amendment?
The system allows any worker to launch and complete a Plan Amendment (the same as any other type FASP), but only the case planner can submit it for approval. Workers should contact the case planner by phone or send a To-Do to submit the Plan Amendment.

Can you assign roles across county?
There is no cross-district assign capability in B18. LDSS can assign to a VA in any county, but not to another LDSS.

Will you see 8D children in FSS?
8D children will be listed in Stage Composition and included in the Relationship Matrix. Workers have the option of tracking them (assigning a Program Choice and PPG) for the purpose of providing preventive services, in which instance child strengths, needs, and risk scales must be completed for them in the FASP. Even if not tracked, the child will be listed on the assessment scales and the worker will have the option of completing the scales for them.

What is ethnicity information collected for?
Ethnicity is submitted to the federal government as one of the required AFCARS elements.

If you have a role in a case, what access do you have to CPS information?

Workers will receive an alert when a CPS report comes in on a Familial case. When the CPS investigation is determined (Indicated or Unfounded) another alert will be sent to the worker(s). LDSS Workers with an assigned role in a case will have access to CPS to indicated and *under investigation* information. They *will not* have access to Unfounded investigation stages, however they will have historical access to Indicated investigation stages. VA staff will not have on-line access to any CPS investigations – in-process, unfounded, or indicated; they should contact the CPS worker for this information. Only the reporter/source must be withheld. IAB report information is not accessible to either LDSS or VA staff. Once a worker's role in the case has ended, they will not be able to view or access any new stages/documentation related to the case.

What happens when a TPR is suspended? How does the Child Case Record revert back to its old case?

There is no system reversion to the old record. The worker has several options.
If the goal is to return to parent, the worker can close the CCR and reenter the child in the CWS stage if it is still open. If the CWS stage has been closed, the worker must do a new FSI for the family and open a new CWS stage for services. If the goal is anything but reunification (for example, will file for a new TPR), the worker can leave the child in the CCR and work from there.

How current is the data in Key Dates? What's behind the Key Date calculations? Is it direct from CCRS or derived somehow?

- Key dates data is derived from CCRS monthly. Derived data is posted to the data warehouse and then retrieved by CONNECTIONS for display in Key Dates.
- On the Tracked Child Detail window, placement data is pulled in real time from CCRS each time the window is opened. This data is not stored in CONNECTIONS.
- In the FASP Foster Care Issues, Appropriateness of Placement, CCRS data is pulled over in real time until the first save on the window. At that point the user is answering questions about that placement, and the data is stored with the specific FASP record.

Why can't you launch a Plan Amendment if a FASP has been launched?

The system can only accommodate one unapproved FASP at a time. If a FASP has been launched, or it is within the launch window for a coming due FASP, Plan Amendment status change information can easily be documented directly within the FASP. Plan Amendments are for documentation of status changes that occur outside the launch window for the periodic FASP.

How do you end a child's track? Is it a Plan Amendment?

Program choices and PPGs can be added, modified, and end dated on the Tracked Children Detail window in CONNECTIONS. Relevant status changes are to be documented within the FASP, or on a Plan Amendment if the FASP is not available for launch. If the child is no longer in the FSS, he or she should be end dated on the Stage Composition tab.

What if a CPS report is still under investigation and a family wants services? Who is responsible for opening a case for services without an Investigation Conclusion?

The CPS worker can open a Family Services Stage prior to the Investigation Conclusion. He or she would need to open and complete a Family Services Intake first, then progress it to a FSS.

What are the rules for associating a worker to a specific child? What does association do?

Associating a worker to a child allows that specific worker to complete information for that child; specifically, the child scales in the Strengths, Needs and Risk scales, and the foster care issues questions, if the child is in placement. The association blocks all other assigned workers, except the Case Planner, from entering data, in the areas noted, for the specific tracked child. (If a non-tracked child is not associated to any worker, all case workers and the case planner may complete Strengths, Needs and Risk scales for that child.) Associating may be done at any time, by any worker in the stage. This functionality was developed to decrease the likelihood that workers in stages with many children and multiple assigned workers would accidentally change each other's answers. It has no other programmatic meaning.

At what point in B18 is a CIN required? Can a FASP be completed if there is no CIN?

If the stage involves a child in placement, the FASP cannot be completed without the assignment of a CIN. The CIN is the link, which allows CONNECTIONS to pull over placement information into Tracked Child Detail, Foster Care Issues and Key Dates.

Under what circumstances is the Non LDSS custody functionality used? What group of kids?

Non-LDSS custody functionality is used to support circumstances where children have been placed with a relative or other resource person and there is **NO** transfer of care and custody to the local commissioner. This may include cases with or without court involvement. The Program Choice "Non LDSS Custody – Relative/Resource Placement" must be used in conjunction with either or both of the Program Choices, Protective and/or Preventive.

When is the Life skills section required/used?

Life Skills is *required* for all children who are age 14 or older, at the time the FASP is due, and who are in foster care placement. It may be used for children under age 14 or for children not in foster care.

Are Foster Care Issues carried over…i.e. how is resolution of these issues shown?

The answers recorded on one FASP in the foster care issues section are **NOT** carried forward to the next FASP. Resolution to these issues should be documented in the FASP or discharge plan at the time of the child's discharge.

How does the Visiting Plan relate to contacts?

The Visiting Plan is a description of the *planned* visitation. Contacts, within the progress notes dialog is a way to document that those planned visits took place. A Family/Child Visiting Grid will be created by the system based upon Progress Note entries with a note type of family or sibling visitation or attempted family or sibling visitation.

When the FSS is closed, what happens to a pending or in process FASP? Does WMS close automatically? Are there associated messages/warnings?

If a FASP is pending approval and the stage is submitted for closure, the approver will receive a warning that the FASP should be approved first. If the FASP is "in process", the worker initiating the closing will receive a message asking if they want to complete the FASP. If they say "no", they will receive a closing question, which must be answered. The approver to whom they submit the closing will receive a message that the FASP has not been completed. The approver may choose to reject the closing and have the worker finish the FASP or proceed with the closing, if that is appropriate. Any FASP, which was in any status other than approved, when the stage is closed, will be dropped to "template" status. WMS does not close automatically. Until Build 19, the user must take steps to close the WMS case.

Will VA's be able to see on-line that CPS Notification Letters have been generated and sent out?

No, VA staff will not be able to access any CPS info of any status, in-process, unfounded or indicated.

If you are working on a preventive case, will you be able to determine whether there is an active Foster Care or CPS case open?

Yes.

If a new CPS report comes in, will a Voluntary Agency worker assigned to the case be able to see who the new CPS investigator is?

Yes

If CW Case is ongoing, and a new CPS issue arises, does CW stage end pending CPS Investigation.

No, a case can have several different stages open concurrently. The Family Service Stage would remain open and a separate CPS Investigation Stage would be opened.

If the system tells you there is an active case, will the system tell you the other workers unit number and phone number?

Yes, if the phone is entered in Staff Detail.

How will Mental Health Services be incorporated?

Build 19 will contain a separate and secure module on Health Services for foster children. Among other things, clinical appointments, diagnoses, and treatment recommendations will be entered and maintained for five separate domains, one of which is Mental Health.

Build 18 has child scales related to this area in the assessment section of the FASP. The scales ask if there are any mental health concerns. No specific diagnoses are mentioned in the scale responses, but narrative may be recorded in conjunction with the scale response.

What cases qualify as Advocate Preventive Only (ADVPO) cases?

ADVPO cases are cases covered by the NYC Advocate Agreement served by Voluntary Agencies that contract with ACS. ADVPO cases are preventive services only. They are cases in which there is no child in foster care, or being referred to foster care, and no under investigation or open indicated child protective services (CPS) reports.

Is there still the need for signatures on the Service Plan Review?

Electronic approvals take the place of signatures on paper documents for those items done in the system. Printed documents that are given to clients should be signed by all parties as appropriate.

Will there be a new form to give to the family to let them know where their information is going to maintained (i.e. in Connections)?

We have not developed such a form.

Can a caretaker with an unknown address be listed in the FSS Stage Composition?

Each individual listed in the FSS Stage Composition must have one primary address. If the address is truly unknown (i.e. the person is homeless, etc.), we suggest using the agency address of the worker.

Can additional caretakers, other than the specified Primary Caretaker (PC) and Secondary Caretaker (SC), be assessed in the FASP?

Yes, all adults listed in the FSS Stage Composition Tab will appear in the columns on the Parent/Caretaker Strengths, Needs and Risks window. If a person has been designated as a Primary or Secondary Caretaker, completion of the scales is *required*. Scales *may* be completed for all other adults listed, but are not required.

Will workers still have to "end date" a child, within the Family Composition, if a Plan Amendment has already been completed?

Yes, workers will still have to "end date" the child. The Plan Amendment does not automatically "end date" people, unless the entire case is closed as a result of the Plan Amendment.

How and where does a worker access an *in process* FASP or Plan Amendment that was dropped to template format and is now "frozen"? Can the "frozen" template be printed?

A 'template format' FASP or Plan Amendment will be visible on the FASP tree and may be accessed by highlighting the template format and clicking on it. Workers will have 60 days from the day the FASP is dropped to template format to complete work within the template format. The template will be frozen (it is no longer modifiable) after 60 days and can be accessed in View mode only. The template can be printed.

Will the PID replace the CIN #?

No, a CIN will be associated with a PID if there is a WMS case.

Will all the information that everyone has put into the system be available to the Case Planner to do the FASP?

Yes.

When can a worker start a FASP?

The Initial FASP may be launched (started) at any time after the opening of the FSS. Comprehensive FASPs can be started 30 days before they are due. Reassessment FASPs may be started 60 days before due. (For a summary of all FASP 'rules,' see the document, FASP Rules, on the Implementation page under 'Other Implementation Tools.')

Can supervisors edit their workers' work (FASP/ Progress notes)?

Supervisors can access their workers' caseload but they cannot edit their work. A supervisor can create a progress note or FASP entry in the case. This would be marked with the supervisor ID.

Can others view work in draft?

Yes, both draft progress notes and draft FASP entries are viewable by all workers in the stage.

If a supervisor rejects work within a FASP, can the worker submit it anyway?

If the Case Planner's supervisor rejects the FASP, it cannot be submitted to the Case Manager until it is resubmitted and approved by the Case Planner's supervisor.

Individual Case Worker contributions to the FASP (such as completion of the Foster Care Issue component for a child) are entered directly into the FASP and may only be modified by the Case Worker or Case Planner. Supervisors need to review worker entries online and direct the worker to make requested changes. Districts and agencies need to develop and monitor their own internal procedures for review/approval of Case Worker contributions to the FASP, if desired, prior to its submission by the Case Planner for approval.

If we do a search will other siblings in other agencies pop up?

Sibling information can be seen by going into Case List.

How does the Supervisor sign off on Progress Notes?

The system does not require supervisory approval of progress notes. Internal procedures need to be developed where this is desired. Supervisors have online access to view their workers' progress notes, and up to 200 progress notes at a time can be sorted and printed in chronological order, if they wish to review them offline. Where supervisory sign off is desired, workers should be instructed to save their progress notes in 'draft' form. As progress notes freeze 15 calendar days after being entered in draft, supervisors need to review them within this time period so workers can make any requested corrections.

Supervisors might want to instruct workers to send an Alert to them when notes are ready for review.

How would supervisors alert the Caseworker that there is something they want them revise or change?

Supervisors can send a To-Do to the worker telling them what needs to be revised. If a FASP sent for approval needs changing, they can reject it, noting the specifics in the rejection comments.

Does the system give you an alert to let you know a progress note will go final?

No. Freezing is automatic after 15 calendar days.

Does the 15 days also count weekends?

Yes.

What if the system goes down for two days, would those days be counted as part of the 15 days?

Yes.

Does the event list track when the FASP was submitted to the Case Manager for approval?

Yes.

Case Planner role sometimes automatically transfers when the child that is assigned to the Case Planner's agency has been discharged. If another agency was servicing the family as a caseworker, the case planner role is automatically transferred to that worker. Will this system support this?

Reassignment would not be automatic within the system. The Case Manager will need to reassign the Case Planner role to the worker in the other agency.

If both workers on the case were on the same call, would they each be required to record a Progress Note on that call?

This is an internal business practice to be addressed.

Will foster care workers receive an alert if there is a CPS report is called in on a foster parent?

Yes.

Can more than one person work in the case in edit mode (in FASP & progress notes) at the same time?

Yes.

If the case is not in the system and an UCR is due, what do you do?

Until a district or agency is fully implemented, FASPs (which replace the UCR) will be completed in either paper or template form. Upon implementation, all cases must be opened in the CONNECTIONS Case Management system and FASPs will be completed online.

If you are the Case Planner and submit a FASP that was rejected, is that FASP frozen? How would it be modified?

No, rejected FASPs are modifiable. They need to be resubmitted for approval after the appropriate revisions have been made.

According to regulations, the earliest that you can have a Service Plan Review Meeting is on the first of the month prior to the month in which the FASP is due. For example, if a FASP is due on 4/15/2004, then the earliest that the SPR meeting could be held would be 3/1/2004. Why is there no edit on the SPR "Date Review Scheduled" field in Build 18?

We have not put in hard edits for every regulatory requirement. The regulation is unchanged and we will have that information in help and will reinforce in training. However, we would rather have the SPR one day early rather than not have it at all.

If a child was in foster care 15 years ago and then came in for preventive services as an adult, will the new worker be able to see historical information for that person?

Yes, as long as the person is appropriately related.

Will FSS cases be assigned directly to the worker or to the Agency? How will this work if the case originates in your agency?

When a local district approves a Family Service Intake and progresses it to a Family Services Stage, they will assign it to a worker listed in the VA Assign Unit. The VA can populate that unit with one or multiple workers. The specific business procedure will need to be negotiated by the district and agency. If the Intake originated in the VA, the Intake worker would need to first submit the FSI to the local district for acceptance, and then it would be reassigned back to the agency after progression to a FSS.

What makes up case composition? Is it the same as before in that it is who resides in the household?

Case composition may include non-household family members who are being served; all known children's parent(s) must be included. Design work is underway regarding a means to record other significant relatives, especially grandparents as a part of Build 19. Workers should perform a Person Search when adding a person to the case and relate known persons.

What is the role of Case Manager when various agencies disagree about FASP?

The Case Manager is the final arbitrator; nothing about the system changes that.

What happens when an indication is overturned?

When an indication is overturned through Administrative Review, the SCR updates the database to 'Unfounded.' A person would need the Business Function 'View Unfounded' in order to see it.

Will the system allow you to change a CID date?

The system will generate the Case Initiation Date (CID) based upon the earliest date related to four distinct events: the initial date of application for services, the date that a CPS report is indicated, the date of placement of a child into foster care; or the date of a court order requiring the delivery of services or placement into foster care. The original information related to these dates can be modified, thus generating a new CID up until approval of the Initial FASP or the launching of a Comprehensive or Reassessment FASP (in instances where there is no approved Initial FASP). The CID is frozen and can no longer be modified after either of these events.

If a case is closed and then reopened will there be a new CID?

If all services to the family are terminated and the family services stage is closed, and then one of the above four events identified above occurs, a new family services stage will be initiated and a new CID will be generated.

When you get a case from the field office with one CID, and subsequently find another child in foster care, will they now have only one CID instead of two?

There will be only one CID per case.

How does CONNECTIONS Support the Use of the YASI?

The YASI (Youth Assessment and Screening Instrument) is currently an approved "model of practice" alternative to the UCR and agencies with UCR waivers may continue to use it as an appropriate Assessment and Service Plan to satisfy the regulatory requirements for the UCR. Therefore, for those with waivers, the Department of Probation will not have to do the FASP and can continue to use the YASI. However because CONNECTIONS will not support "Best Practice Alternative Models" until Build 19, if the district does not complete the FASP, it will still *show up* as overdue on their OCI. If districts/agencies wish to complete the FASP so that the system reflects that the official Family Assessment and Service Plan was completed, they may use the information from the YASI to do so, but this would be *above and beyond the regulatory requirement*.

With the implementation of Build 19, the unique *type of case* "Best Practice Alternative Models" will be supported within the Intake module. It will require the completion of all Intake fields in the FSI so we can capture unique demographic, eligibility and data elements, but the FASP will not be required in the Family Services Stage and will not show as overdue in the OCI reports.

As of Build 18, all new child welfare cases need to go through the Intake process. This sets up all of the eligibility, payment, etc. for Build 19, in addition to providing the demographic data that needs to be in the system. The WMS application process is completed within the Connections application and CCRS is maintained separately. Instead of entering data into WMS you will now enter it into Connections for these cases. Therefore, these cases must be opened in CONNECTIONS in order to maintain a WMS services case.

Questions have been raised regarding whether Departments of Probation would need to be CONNECTIONS users. If they currently complete the UCR, they would need to be trained on Build 18 and contribute to the FASP. If there is a waiver in place to use the YASI instead of the UCR, they could continue to complete the YASI according to the current process but the FASP in CONNECTIONS would appear to be overdue as stated above. Once Build 19 is implemented, use of the new case type would allow for the creation of a Family Services Stage that does not require the completion of the FASP.

When a supervisor goes on vacation, how will progress notes get reviewed and approved before they freeze?

The supervisor may assign a designee in the system who will receive all alerts, to do's, and approval tasks that have been assigned to the supervisor during the period of their absence.

Is there a time frame as to when progress notes are supposed to be entered?

Regulations require that progress notes must be made as contemporaneously as possible with the occurrence of the event or the receiving of information that is to be recorded.

For the Progress notes that are already in the system, are the workers printing them out and putting them in a hard copy folder?

This is an individual agency determination related to business processes. The official record includes the information and progress notes maintained in CONNECTIONS in addition to any external documentation relevant to the case.

Will we be able to file the DSS 2221-A form, Report of Suspected Child Abuse or Maltreatment, online?

No, the DSS 2221-A form will continue to be mailed into the local district CPS Unit, per normal procedures.

With regards to the worker role in a case, how would it work if you have a freed child who might have both a foster care and an adoption worker?

These decisions will be made on a case by case basis depending on numerous factors, including the status of the child, freed or not, the number of children in the family and their status, how your agency is organized, etc. These are issues that will need to be reviewed and addressed as part of the business process review that both local districts and voluntary agencies will be completing.

If only one child of a sibling group is freed for adoption what happens?

When a child is freed, and the Case Manager records this in the system by checking the "completely freed for adoption" box on the Tracked Children Detail window, a separate case, known as the Child Case Record (CCR), is established for that child.

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Can you have a CCR for a sibling group that is freed at the same time? It would save a lot of redundant entry.

No, a separate CCR is created for each child. It is possible that a child (ren) might eventually go down separate paths, even though a sibling group was originally freed together. The system provides the ability to copy Progress Notes between records, if the Case Manager is the same for the CCRs.

Can a child care worker have a role?

Yes, the child care worker can be assigned the role of Case Worker.

Can you associate a child with more than one caseworker?

No, there is only one caseworker associated to an individual child. However, workers may be associated to more than one child.

Is the last assessment available when you are completing the present assessment?

Yes, prior completed FASPs are accessible in view mode from the FASP tree.

If the case planner leaves out a crucial part of the caseworkers report that s/he submitted for the FASP, is there any record of the workers entry?

Workers' draft entries remain on the system, and the Draft FASP can be printed, until the FASP is approved. A copy of the entry in the FASP may also be cut and pasted into a progress note by the worker if desired.

Do progress notes have to be recorded before filling out the visitation grid?

Yes. The visitation grid is system-generated from the data in Progress Notes. The worker cannot enter data directly into the grid. The Progress Notes must be labeled as one of the following types: Family/PDR Visitation, Attempted Family/PDR Visitation, Sibling Visitation, Attempted Sibling Visitation, and Other Visitation in order for the information to come forward into the grid.

Does the Visiting Grid continue to update as you write progress notes after a FASP is launched?

Yes, the Visiting Grid is updated from Progress Notes as long as the FASP is In-Process. Every time the Family/Child Visitation Grid window in the in-process FASP is opened, it will display a list of visitation notes from the due date of the last FASP (or from opening of the FSS if in the Initial FASP) up to the current date. The visitation report is generated and frozen upon submission of the FASP for approval. Anything added to Progress Notes after the submission of the FASP will not be included.

Can you send the SPR notification letter electronically to people not in the Connections system?

No, the worker generates a hard copy that must be mailed.

How will progress notes be sorted when multiple staff are recording notes on one case. Is there a default to a particular role?

Progress notes will sort by date, time, and person who entered them in chronological order. All notes are viewable by any one with a role in the case.

How do you handle duplicate entries if you have two workers involved in the same event?

This is an internal business practice to be addressed. Nothing prevents both people from entering a note on the same event.

Is there any way you can include e-mails into your narrative of Progress Notes?

Yes, you would use copy/paste functionality.

When a Case Manager rejects a FASP is there a place in the system to record the reason for the rejection?

There is a place for the Case Manager to note the reason for the rejection on the rejection notice.

Who assigns roles?

Initially the Case Manager makes the assignments, but if a worker needs to reassign their role to someone within their agency they can (or their supervisor can). You cannot reassign a role of someone else (unless you are the Case Manager) and you cannot reassign your role to someone outside of your agency.

Can you change Case Planner in the middle of a case?

The Case Manager can reassign the role of Case Planner during an open case. As noted above, the Case Planner can also reassign the role of Case Planner to someone in their own agency.

Is there anyway the non-CPS cases can get the same structural risk analysis as CPS cases?

The Risk Assessment Profile can be added to the FASP through "add-a-component" functionality. It would be given the designation 'Added' in the FASP header record. It should be noted, however, that the Risk Assessment Profile was developed and validated on cases where there had already been at least one substantiated incidence of maltreatment. Its validity for non-CPS cases has not been established.

If a supervisor does not approve a FASP, does this go into a category of a missed FASP?

The Case Manager is the official approver of the FASP unless the Case Manager is also acting as the Case Planner. If the Case Manager does not approve the FASP, it will be dropped into Template Format when the next FASP is launched. (A 'Missed FASP' refers to a FASP that was never launched, and can no longer be launched due to the launch of a subsequent FASP.)

If the FASP goes into a template form is it still accessible by other workers involved in the case and can everyone still see it?

Yes. The template FASP can be modified for 60 days (after that point it will freeze). The information in the template will not carry forward to the next FASP. The template FASP is always viewable, even once frozen.

What will happen if you don't complete the visiting plan?

The system will not let you submit the FASP for approval if there is a child is in placement *unless there is data entered on the "No Visiting Plan" tab*. Either a Visiting Plan must be created or the reason why it is unsafe or impossible for the child to visit must be recorded.

Is the case planner the only one who can complete the safety assessment of FASP?

Only the Case Planner or CPS Monitor can complete the Safety Assessment.

Is the role of the CPS Monitor optional?

The role of a CPS monitor is not optional if a case is opened for services as a result of an indicated abuse and maltreatment report. CPS, or the designated monitor, is responsible for monitoring the safety of the child, activities that reduce risk, and determining that appropriate services are being implemented and that the service plan is modified when progress has been insufficient. If other DSS staff are appropriately trained and designated to be the CPS monitors, they may assume that role. If the Case Manager/Case Planner is also the CPS monitor, the role of CPS monitor in Connections does not have to be uniquely assigned.

What is the impact of CONNECTIONS system display of differing opinion/perspective between workers working with a family?

Without a specific example, it is difficult to respond to this question. First, it should be noted that the record should reflect facts, not specific opinions or perspectives that do not have supportive information or evidence. If the worker is stating an opinion, then that should be clearly identified and information that supports that opinion should be included in the narrative statement. The effect of the system displaying differing information demonstrates the need for more communication among the participants who are working with the family. In many instances, particularly when service providers are working with only one or some of the children, or only the adult(s) in the family, the differing views or information they may glean from the family member will reflect that family member's perspective. This should also be clearly identified. We currently see multiple records and progress notes that reflect differing information. With the implementation of one on-line family case record we will have the opportunity for better communication to provide more accurate and consistent information.

Can a Supervisor enter a progress notes?

Yes, 'Create Progress Note' rights are granted to the following:

- any worker assigned a role in the stage,
- any worker who has access to an assigned worker's workload,
- a person with the Business Function, ENTER PROG NOTES, that is in the assigned worker's district or agency,
- a person assigned a Progress Notes 'Task To-Do.'

Does the system track the date and times of entries in Tabs other than Progress Notes?

Yes, the system keeps a record of the time and author of important system information.

How does B18 affect out-of-state placements?

There is no plan to equip or otherwise provide out-of-State agencies with the CONNECTIONS application. Since case planning and documentation requirements for children in these placements are <u>no different from children in in-State placements</u>, it will be necessary for local districts to gather the information necessary to complete assessment and service plans, progress notes (and, upon implementation of Build 19, legal, placement and eligibility information) and enter that information into CONNECTIONS. Local districts may wish to discuss with out-of-State providers means of obtaining information for inclusion in the CONNECTIONS electronic case record.

Is there a system timeframe for approvals of FASPs by LDSS?

The system does not enforce timeframes for FASP approvals. Case Planners should contact the Case Manager if a FASP remains pending for a prolonged period. It should be noted, however, that a FASP that has been pending approval for more than 7 days will be dropped into "Template Format" upon the launch of a subsequent Comprehensive or Reassessment FASP. This can only happen if the launch window for the new FASP is open so the approval of the pending FASP would be seriously overdue. (Attempting to launch a Plan Amendment will never drop a pending FASP into template; the worker will receive a message to contact the Case Planner).

How do you handle situations where a worker does not complete their components of the FASP?

The Local District/VA should address situations in which a worker does not complete their work in a timely manner the same way they always did, through supervision, discussion and appropriate corrective action. In some instances, the Case Planner may need to personally complete the FASP and then address the situation. Since a FASP that is marked "missed" by CONNECTIONS can no longer be completed in the system, the potential exists for serious fiscal implications to be imposed on Local Districts and VA's, especially if IV-E money is involved. The state has yet to determine any specific fiscal implications and/or sanctions that may be imposed.

Please give an example of each role in the case?

- <u>Case Manager</u> – Every FSS has a single Case Manager, who must be LDSS staff. The Case Manager provides oversight of the case and must approve the Family Assessment and Service Plan (FASP). When the Case Manager also acts as the Case Planner, the Case Manager's supervisor must approve the FASP.
- <u>Case Planner</u> – The Case Planner, who may be either LDSS or VA staff, is responsible for the coordination of work with the family. The Case Planner is also author of the FASP and is responsible for the entirety of its contents and the timeliness of its submission for approval. This means the Case Planner must coordinate the documentation of all work in the FASP, and either accept it as contributed by the worker(s) or revise it accordingly. The Case Planner sends the FASP to his or her supervisor and to the Case Manager for approval. There may be only one Case Planner in the FSS.

- CPS Worker/Monitor – The CPS Worker/Monitor *must* be LDSS staff and may complete the CPS Risk Assessment Profile (RAP) and the Safety Assessments. The system supports, but does not require, review of the FASP by a CPS Worker/Monitor. The Case Planner needs to alert the CPS Worker/Monitor in circumstances where she/he needs to complete work in, or review, the FASP.
- Case Worker – Case Workers may be either LDSS or VA staff. These workers may be associated with a specific child(ren) in the FSS and can complete specific work within the FASP, such as the Child Scales and Foster Care Issues regarding the child(ren) to whom they are associated. There may be multiple Case Workers assigned to the FSS.

How will LDSS decide which voluntary agency will have case planning responsibility?
LDSSs and VAs will have to discuss and negotiate with each other about who will be assigned the role of Case Planner and assume case planning responsibilities.

Will OCFS be providing districts with direction on assigning roles in CONNECTIONS?
The role of Case Planner should be designated or assigned to the worker with primary responsibility for working with the family and the majority of the children in the family. General recommendations include the following: Districts should assign roles based on a "need to know" basis and use caution when assigning multiple Caseworkers, thereby allowing increased access to case information. Districts should consider the following question; "What information does the worker need in order to make good case decisions?" A Case Planner from a VA *cannot* assign a role to a different VA. Only the Case Manager can make cross agency assignment of roles.

Are there any decision guidelines and rules on who should be the case planner?
See answers to Questions above.

Why do Progress Notes 'freeze' after 15 days? Supervisors do not have enough time to review progress notes of workers before the 'freeze'.
Case progress notes are part of the *contemporaneous daily business record* and as such may be submitted into evidence.

What happens when a plan is overdue?
In Build 18 the "Open Caseload Inquiry" will indicate when a FASP is overdue. It continues to be important that all assessment and service plans are completed and included in the case record, even if they are not completed on time. However, the system can only support work on one FASP at a time and seriously overdue FASPs cannot impede work going forward. In order to allow work on coming due FASPs, the system, upon the launch of a new FASP, will drop an *in-process* FASP or Plan Amendment into a 'Template Format.' Workers will then have 60 days to complete work within the template format, at which point the template will be frozen. Previously due FASPs *that were never launched* will be marked as 'Missed' upon the launch of a new FASP and will not be able to be completed, even in template format. The system will provide warnings to alert workers when FASP initiation will affect overdue or in-process work.

What is contained in the Life Skills Assessment?

A Life Skills Assessment is required for all children in foster care who are 14 years of age or older. Completion of the Life Skills Assessment is optional for all other children in the stage composition regardless of age, even if not in care, and may also be completed on children in a Preventive Case , if the worker chooses to do so. The Life Skills Assessment contains a set of competencies and basic life skills (Daily Living Skills, Housing and Community Resources, Money Management, Self Care, Social Development and Work and Study Skills) that are critical for an adolescent to master in order to thrive and transition into a healthy, productive and self-sufficient adult. Youth's competency, in these basic life skills, is assessed and evaluated periodically to determine progress achieved in these areas.

What is the role of a therapist or parent aide in formulating the FASP and do they have to enter progress notes?

The role of the therapist or parent aide in case assessment and service planning has not changed. The following individuals may enter Progress Notes: Anyone with a role in the case, anyone with access to the workload of a person with a role in the case and anyone with the business function "enter progress notes". A parent aide who is a District or VA employee may be given this business function and enter progress notes, however an independent therapist would not. Therapist evaluations/reports would become part of the external documentation.

Which children have to be tracked in Build 18?

Any child receiving Child Welfare Services is a tracked child. Each tracked child would have a designated Program Choice (PC) and Permanency Planning Goal (PPG). If the PC is "Protective," *all* children in the home will be "tracked".

Can a case planner role be reassigned?

Yes, the Case Manager can assign the role of Case Planner to another individual in *either* the Local District or a VA. The Case Planner can reassign the role of Case Planner to another individual in their agency only (no cross- agency assignment in this instance).

Can a case manager enter a plan if the case planner fails to do it?

A Case Manager cannot complete the FASP if there is another worker assigned as Case Planner.

Can a Case Worker be assigned to the entire family rather than just one child?

Yes. A caseworker can be assigned at the stage level without having specific responsibility for a specific child. They can view everything in the stage, enter progress notes, create service plans in the FASP, and answer 'generic' FASP questions (for example, Case Update), but they will not be able to complete any child scales or foster care issues sections for tracked children. If a child(ren) is not tracked, they could complete the Strengths, Needs and Risk scales or Life Skills Assessment for that child(ren).

If a voluntary agency works with different districts, is it possible that they will have different roles?

Yes, they could be assigned as Case Planner for some or all cases from one district, and as Case Worker for cases from another district.

How do progress notes "come" to a supervisor for review?

Supervisors have online access to their workers cases (and therefore, progress notes). Workers can also send the supervisor a To-Do to review notes or otherwise alert them that they are ready for review.

Can you read progress notes as a running narrative or do you have to open each one separately?

Up to 200 progress notes at a time can be sorted and read or printed in chronological order.

Can anyone with a role in a case edit progress notes?

Anyone with a role in the case may enter a progress note. Everyone's progress notes will be viewable by all workers assigned to the stage, but each worker maintains (edits) his or her own notes. Only the worker who authored the note, or the (clerical) worker who entered it on behalf of the author, can modify a progress note.

Will CPS progress notes show up on an FSS stage progress note screen?

No.

Voluntary agency records "therapist notes" rather than progress notes. Where will they record these?

Clinical notes will continue to be recorded outside of the CONNECTIONS Case Management system.

Is there any information that once entered cannot be changed?

Progress notes freeze (cannot be changed) when 'saved as final' or after 15 calendar days from entry, whichever comes first. FASPs freeze upon approval.

Who can add an addendum to a Progress Note?

The following individuals can add an addendum to a Progress Note in FSS.

- The progress note's author,
- Anyone that has access to the Author's workload,
- The progress note's 'Entered By' person,
- When the progress note contains an Author identified as "Other," a new addendum may be added by:
  - The Entered By person, or
  - The assigned worker, or
  - Anyone with access to the assigned worker's workload in the district or agency of the 'entered by' person.

If a child has a caseworker but the family also has a caseworker that works on the plan (FASP), how do both caseworkers complete their work on the plan?

This depends upon their individual role in the case and whether they are "associated" to an individual child. All workers assigned a role in the Family Service Stage (FSS) will document their work within a single, shared FASP. Workers will enter their contribution to specified FASP components in draft format. The Case Planner will then compile the draft entries of all workers into a single narrative and modify as appropriate. In this instance, the caseworker for the child would be 'associated' to the child and would complete child scales and foster care issue components. Both workers could create as many 'outcome and activity' service blocks for the child and family as necessary.

Can there be a caseworker that is not associated to a child?

Yes, they will have access to case information and progress notes, but will not be able to complete selected components of the FASP for tracked children. They may, however, contribute to non-child specific components like 'Family Background' and may create Outcome and Activity blocks.

Do the timeframes for the FASP stay the same?

The timeline for submission of the Initial FASP is slightly altered <u>for indicated and opened CPS cases</u> only. Where the CID is the date of indication of a CPS report, the FASP is due 7 days after approval of the Investigation Conclusion. Similarly, CPS related status changes must be recorded on Plan Amendments within 7 days of the status change. All other FASP timeframes remain unchanged.

Where would a worker view the historical PPG or changes?

This is viewed by selecting the "View All" button on the Tracked Children Detail window on the FASP tab.

Can anyone modify a FASP component?

The Case Planner can modify all FASP components. Workers can modify their own draft entries ("Saved as Draft") up until the time the Case Planner invokes the Case Planner Summary functionality. Anyone with a role in the stage can modify a Service Plan Outcome and Activity block; a record of who last updated the block is retained in the O&A Index, until the FASP is approved and becomes frozen.

Can a FASP be modified after the family sees and signs it?

Approved FASPs cannot be modified. Draft FASPs are able to be printed (they will be clearly marked as 'Draft') and could be modified. The family should sign the approved FASP but there is no reason they should not see and comment on a Draft one.

When does a FASP revert to a template?

Incomplete or pending FASPS will be dropped into template form upon the launch of a new FASP. For example, if a foster care worker launched the Comprehensive FASP prior to CPS worker completion of the Initial FASP, the Initial FASP will be dropped into template format. Because of launch date rules, this will only happen to overdue FASPs. The system will alert workers attempting a launch of a FASP to the existence of the in-process FASP.

On a Reassessment FASP, what parts are pre-filled?

Presenting Needs and Concerns will be pre-filled and unmodifiable. Family Background and Service Plan Outcome and Activity Blocks will be pre-filled and modifiable. Placement information will be brought forward from CCRS (Agency, Placement Date, and Facility ID, Address, and Type) and displayed on the Tracked Child Detail tab.

Risk rating is generated at the initial plan; when is it modified?

The Risk Assessment Profile (RAP) must be completed in all FASPs for stages with a Program Choice of 'Protective.' The Non-CPS Risk Assessment is only completed in the Initial FASP for stages without a 'Protective' Program Choice.

How do we accommodate the signature of the 3rd party reviewer?

A FASP output Signature Page is available. Although online approval in CONNECTIONS is acceptable as the electronic equivalent of required signatures, districts may want to use the printed output page, especially at Service Plan Review Meetings. Obtaining signatures of parent(s) and child(ren) is strongly encouraged.

What will this single case record look like, when there are multiple inputs from different workers?

Progress Notes will always be identified by worker name and agency. The FASP output will present and read as a single coherent document. A cover page will list all workers in the stage by role, agency and associated children. The Case Planner will use system 'Case Planner Summary' functionality to compile the input of multiple workers into a single narrative. FASP Service Plan Outcome and Activity blocks will be marked with the name of the worker that last modified the block.

How does a worker get notified of a new CPS report?

All persons with a role in the case would receive an alert. Also, the Case Planner would see the new INV stage on the Case Summary window and be able to access that stage.

How would a worker know that a Case Planner changed his/her input through the Case Planner Summary functionality?

Workers have view access to Case Planner Summary. A checkbox on the window will indicate when the Summary functionality has been launched. Workers can then review the Case Planner Summary to determine if there have been significant changes.

Can Preventive Agencies that currently substitute the YASI for the UCR continue to use the YASI?

YASI is currently an approved "model of practice" alternative to the UCR and agencies with UCR waivers may continue to use it as an appropriate Assessment and Service

Plan to satisfy the regulatory requirements for the UCR. They do not have to do the FASP. However because CONNECTIONS will not support "Best Practice Alternative Models" until Build 19, if the district does not complete the FASP, it will still *show up* as overdue on their OCI. If districts/agencies wish to complete the FASP so that the system reflects that the official Family Assessment and Service Plan was completed, they may use the information from the YASI to do so, but this would be *above and beyond the regulatory requirement*. See also questions under PINS/JD.

Does FASP replace the UCR on Non-CPS cases?

Yes, the FASP replaces the UCR in both CPS and Non-CPS cases, with the following exception. Agencies that have an existing OCFS waiver to the UCR (see above question) will have the option to use an OCFS approved alternative case assessment and planning model for non-CPS cases.

If a voluntary agency needs to have access to a case in a local district, who would be responsible for assigning that access?

The Local District case manager assigns the Voluntary Agency worker a 'role in the stage' which provides them access to the case record. If the case planner is a staff member of the VA, then the case planner may assign the role of caseworker to another staff within the same agency. A case planner in a VA, or his or her supervisor, may also reassign the case planner role to someone in the same agency.

Who will be the case planner? In the past the local districts "assigned" this to private agency personnel. Will this remain the same? What happens when several children are placed at different agencies?

This can remain the same. As in today's world, the Case Manager must be a LDSS staff. The Case Manager can assign the role of Case Planner to either a LDSS or Voluntary Agency staff. There can only be one Case Planner in the Family Services Stage. He/she is responsible for coordination of all work with a family. He/she is also the author of the FASP and is responsible for the entirety of its contents and the timeliness of its submission for approval. If children are placed in multiple agencies, the Case Manager will assign one worker as Case Planner and the other workers as Case Workers. There is no limit to the number of Case Workers that may be assigned. Districts can prepare for Build 18 implementation by defining protocols for the selection of Case Planner ahead of time.

Now that we will be recording Progress Notes in CONNECTIONS, what exactly must be included? Can any information be kept off-line?

The content of Progress Notes remains the same. Progress notes should <u>not</u> include clinical notes, daily logs, or written material created by service providers who act in roles other than Caseworker, CPS Monitor, Case Planner and Case Manager. If the Case Planner is also the clinical therapist that treats the child or family, there is no expectation that comprehensive clinical or treatment notes will be entered as daily progress notes. For all cases, there is an expectation that documentation will reflect the child and family's specific progress or barriers to successful clinical treatment outcomes, accomplishment of specific tasks and treatment goals and progress in achieving permanency goals.

Do other states that utilize a "CONNECTIONS" type systems, do they keep hard copies? We have multiple needs for hard copies (re: accreditations, court paperwork/TPR's, etc.). How do others deal with this?

At this time, retention of hard copy documents (birth certificates, court orders, medical records, etc) is necessary. Some information in records, such as original photographs, certified or notarized documents, court orders, etc., will need to be retained even if scanning should become available at a future date. Build 19 will include specific functionality that will support the ability to record the existence and location of external documentation or hard copy documents. Districts and agencies should define a procedure for referencing this type of information until Build 19 implementation, such as noting the specific document, photographs, etc. and location of external documentation in progress notes. This information continues to remain part of the official record and should be maintained in secured file cabinets.

CONFIDENTIALITY / SECURITY / ACCESS

Has the proposed Voluntary Agency access to CPS information changed? Will VA staff have access to the Investigation stage?

Yes, we have needed to postpone proposed VA access to the Investigation stage. Although existing statute and regulations provide access to all information to persons or agencies responsible for the care of a child or for the provision of services essential to the planning, treatment and delivery of services, disclosure of such information may not include any information that identifies the reporter/source of a CPS report, absent express written consent of the reporter/source.

CONNECTIONS was specifically designed to protect the identification of the reporter/source by blocking access to the reporter/source field in the CPS Intake report to all persons who are not CPS staff with a special security attribute or Business Function Profile (BFP) of "View Reporter/Source". However, it has come to our attention that CPS staff may be including identifying information related to the reporter/source in their progress notes or other narrative fields throughout the CPS investigation stage. This affects cases that have been in CONNECTIONS since July 1997. OCFS has determined that to allow access to existing progress notes or narrative fields in CPS investigation stages in CONNECTIONS by Contracted Preventive or Voluntary Foster Care agencies would place all social services districts at risk of non-compliance with existing statute.

All persons with a role in the Family Services stage will have access to the current or historical Family Services stages in a case, but we must limit access to the Investigation stage until future legal or technological solutions to this issue can be implemented.

Effective with the implementation of the CONNECTIONS Build 18 the following will apply:

1. Contract Preventive Services and Voluntary Foster Care Agency staff will have no access to current and historical CPS investigation stages.
    - For all Family Services Stages that are initiated from a CPS investigation stage, the Safety Assessment completed at the time of the Investigation Conclusion and the Risk Assessment Profile completed prior to the determination will be brought forward into the Family Services Stage and incorporated into the Initial Family Assessment and Services Plan (FASP), to be available to all contract Voluntary Foster Care Agency and Preventive Services staff for review.

2. All CPS staff are instructed to enter any identifying information related to contacts with the reporter/source *in Investigation Stage Progress Notes only, using the "Other Participant" data field, with the value of "reporter/source".*
    - Social Services district staff must not include any identifying information regarding the reporter/source, including the institution, organization, etc. with which the person is affiliated, in any narrative field in Safety Assessments, the Risk Assessment Profile, Investigative Findings or Investigative Actions.

   We are requiring this change to facilitate future technological development in the application that will support protection of the reporter/source of the CPS report in a consistent manner.

3. Any person with a role in the Family Services Stage will receive an alert when a new CPS report is made on the family and a subsequent alert when the determination is made, so that they may contact the CPS worker assigned to discuss the status of the investigation, any relevant safety issues and the findings of the case. Information relevant to any previous indicated or current CPS investigation stages may be shared with any person who has a role in the case.

4. All social services district staff, including non-CPS staff, will have access to historical and existing CPS investigation stages, including progress notes and other narrative fields in the investigation stage in CONNECTIONS, if they have a role in the case.

OCFS will pursue available legal and/or technological solutions to address this issue so that we will be able to support access to all relevant case information for persons with a role in the case.

How is Build 18 access defined? Does it give you the ability to edit?

There are two basic types of access: Maintain access, which allows a person to edit, and View access, in which there is no ability to edit. Anyone who has a role in a stage will have Maintain access to that stage. To create entries in a case (i.e. maintain), the user must access the stage through the workload. LDSS staff with a role in the stage will have

View access to all other stages in the case. VA staff with a role will have view access to all stages except Investigation. To simply View information, the user accesses the stage through person or case search.

Can you mark a case 'view sensitive'?

A case may be marked "sensitive" in FSS. Access to Sensitive Cases is restricted through the use of security. The View Sensitive security attribute will allow users to view sensitive information on a case. If the user does not have the View Sensitive security attribute and he/she attempts to enter the Case Summary window, sensitive stages will not be displayed on the Case Summary window. *However, if an LDSS worker has a role in the case or an implied role in the case (a person in-common), then they will not need the View Sensitive security to see the stages of the case.*

How do you handle information on unfounded CPS cases that is included in indicated cases?

CPS Investigation stages continue to remain separate and distinct from the Family Services stage and from each other. Workers will not have access to Unfounded Investigation stages, unless they are CPS workers with a special business function profile (BFP) of "View Unfounded", regardless of their assigned or implied role in the case. It's important to note that Unfounded Investigation information may become part of the documentation for a new Investigation stage. If information is copied from an Unfounded Investigation stage to an open or Indicated Investigation stage, *prior to the determination,* then all information is viewable to anyone with access to the open, or subsequently indicated, investigation. The Unfounded Investigation will be sealed and external documentation relevant to the CPS Investigation should be sealed or expunged.

Will voluntaries be able to see the CPS workers progress notes when a case is still under investigation? There is some concern that this information may not be expunged by the voluntaries if the case is unfounded.

Voluntary Agencies will not have access to CPS investigations in Build 18.

What access will a worker have to information about the source of a CPS report?

VA workers will not have access to CPS Intake or Investigation stages. It's important to note that any reference to the source of a report, in FSS Progress Notes or the FSI narrative, should *not* contain identifying information. Workers can put identifying information in the Investigation Progress Notes only, using the "Other Participant" data field and a value of 'reporter/source.'

With multiple worker access to the case record, how do you safeguard client confidentiality?

The security within the system has been developed to support all current legal requirements and standards for confidentiality of information while allowing access to all essential persons who have a role in the delivery of services to the children and family. A person must have an assigned role in a case, or be a person who has been authorized access to the assigned worker's workload (for example, the case planner's supervisor), in order to access the information in the case.

Unique business function profiles (BFP) have been developed to allow, or limit, access to view or input case information according to a person's role, or according to specific statutory or regulatory prohibitions for access to information. We will also be reinforcing in all levels of training, policy manuals, guidelines and regulatory standards, the requirements for safeguarding confidentiality of client information.

How do users who do not have a role in the case access a case?

Access rights are granted or assigned in several different ways. This allows districts and agencies to customize security access to the needs and business practices of their own organization. The district /agency Security Coordinator sets up the specific access rights for persons without a role in the stage through employing one or more of the following:

- Unit Hierarchy
- Organizational Hierarchy
- Assigned Business Function
- Assigned Job Type
- Assigned Unit Specialization
- Agency Access Options Matrix

These options are described briefly below. The Build 17 Job Aid and Security Step-by-Step Guide give more detailed information.

How does Unit Hierarchy work?

Unit Hierarchy access is dependent upon meeting three conditions:

- being in the same unit as the worker with a role in the case, and
- having the role of Unit Approver or a role above Unit Approver, and
- having the UNIT SUMMARY ACCESS Business Function.

Anyone who has Unit Hierarchy access will have Maintain access to the Stage. Thus, a supervisor has the same maintain rights as their workers, providing they go through the worker's caseload.

How does Organizational Hierarchy work?

A unit's position within the organizational hierarchy may be used to grant implicit security rights to individuals at higher management levels. A district/agency may choose to grant case access to all Family Service Intakes and Family Service Stages in subordinate units.

How do Business Functions work? Can a person be given View access to all cases in a district or agency?

Security Coordinators can grant access through the assignment of specific Business Functions. A staff person who has the Business Function ACCESS ALL (in district or agency) will have View access to all cases in that district or agency, whether CPS, FAD or Family Services, subject to specific restrictions such as 'View Sensitive.'

How is Job Type used to grant access?

There is a new concept of 'Job Type' that gives a district / agency additional control of access to the new FSI and FSS stages, if they choose. Security Coordinators can opt to assign a Job Type to each staff which will allow access to all FSI's and FSS's for which there is a staff person assigned with the same Job Type. For example, a person who is assigned the 'Foster Care Caseworker' Job Type will be able to view all Family Service Intakes and Family Service Stages that have a staff person with the Job Type of 'Foster Care Caseworker' assigned to the stage. This additional access does not apply to FAD or CPS.

How is Unit Specialization used to grant access?

Build 17 security changes the use of Unit Specialization. This works much like Job Type described above. A district can allow all Unit Approvers with a Unit Specialization (such as Foster Care) to access all FSI's and FSS's assigned to staff in a unit with the same Unit Specialization. [Note: Another available option is to give Unit Approvers access to every FSI and FSS stage in the district or agency, regardless of unit specialization].

How is the Agency Access Options Matrix used to grant access?

The Agency Access Window allows Security Coordinators the option of a blanket specification of type of access (maintain, view or none) by three staff groupings (Case Assignable Staff, Unit Approvers, and Direct Supervisory Line). This optional assignment provides access to <u>Family Service Intakes (FSI) and Family Service Stages</u> (FSS) only; it does not apply to FAD or CPS.

- **Case Assignable Staff may be assigned Maintain <u>or</u> View <u>or</u> No Access to:**
  All cases in district/agency
  All cases in a unit
  All cases with a worker with the same Job Type.

  [For example, case assignable staff could be assigned Maintain access for all cases in the worker's unit, View access to all cases of workers with the same Job Type, and No access to all other cases in the district/agency.]

- **Unit Approvers may be assigned Maintain <u>or</u> View <u>or</u> No Access to:**
  All cases in district/agency
  All cases within the same Unit Specialization

- **Staff in a Direct Supervisory Line may be assigned Maintain <u>or</u> View <u>or</u> No Access to:**
  All cases of staff in subordinate units.
  [If desired, this access can be granted to only professional staff in the higher units in the direct supervisory line. Clerical staff can be excluded from access.]

If a worker goes out on leave is it going to be fairly easy for a supervisor or manager to have access to their caseload?

If a supervisor or manager is in the same unit, he or she can access worker caseload through Unit Hierarchy access as defined above. A supervisor or manager can also be given access through one of the other choices delineated above.

Do you have access to the other kids information as long as you have a role in the FSS?
All workers with a role in the FSS have View access to child information. A worker who is "Associated" with a child has Maintain access to that child's data and View access to other information in the FSS.

What if the supervisor goes on vacation, how will work get reviewed and approved?
The supervisor may assign a 'designee' in the system, which gives them the supervisor's business functions. However, making someone a designee does not cause him to receive all Alerts, To-Do's, and Approval tasks that have been assigned to the supervisor. The designee can be assigned to the supervisor's unit and get access to the supervisor's workload through Unit Hierarchy access or can get access to the supervisor's workload through one of the options described above.

For optional work review that is not required by CONNECTIONS (such as agency desired review of progress notes), staff should send a To-Do to review work directly to the designee.

Approval To Do's for the FASP are initiated by the Case Planner and sent to the Case Planner's unit approver and the LDSS Case Manager. [If the Case Manager is the only worker assigned and also functioning as the Case Planner, the approval To Do's go to the Case Manager's unit approver]. These workloads will need to be covered when staff are on vacation or away for extended periods of time. Access through Unit Hierarchy or through one of the other methods described above is critical to keeping the work moving forward.

What happens if the worker is on vacation? Are there alerts to the rest of the agency to let them know of coming and due work?
Two management reports, the FASP Coming-Due / Overdue Report and the SPR Coming-Due / Overdue Report, will be available through the Data Warehouse to facilitate supervisory coverage**.** Each worker in CONX also has a Family Services Open Caseload Inquiry Report (FSOCI), available on-line in real time, which lists coming due and overdue work. If a worker will be off for an extended period, his/her Supervisor should access that report by going through Unit Hierarchy access to the workers workload and checking the FSOCI.

Can supervisors edit their workers' work (FASP/ Progress notes)?
There is **NO** edit capability on a progress note, for anyone but the author or the "entered by" person (who can only edit until the note freezes). Supervisors can create their own note or do an amendment to a worker's note, but they cannot edit the worker's note. Anyone with maintain access to the Case Planner's workload has maintain access to the FASP though the assigned Case Planner's workload. Any updates made via that path will reflect the name and ID of the person who made them. Case Manager's have no

update rights to the FASP if he or she is not also assigned as the Case Planner. Therefore, the Case Manager's Supervisor, under this circumstance, also has no update rights to the FASP.

Will Child Care staff in Voluntary Agencies have access to the case record to read?

It depends on how the agency sets up security. Any worker with an assigned role in the stage, LDSS or VA, has update and view rights to the case record, with the exception of unfounded reports. A child care worker would need to be assigned the role of Caseworker if he or she needed access to view the record. He/she could not enter child specific data unless they were the worker associated to the child.

How will Quality Assurance staff get access to CONNECTIONS?

They can be given access through the Business Function ACCESS ALL, or can be put in a unit that is, in the organizational hierarchy, above the units that have the cases that they need to access. This is explained further in the Build 17 Job Aid.

If you have a household with multiple families in it in two different cases, will you have access to both cases? If you have a case with mom and a 17 year old who has a baby and the daughter and baby are in another case, you would have access to the information in both cases?

Yes, this is referred to as an 'implied role'. If there is a person in common in a stage or case where a worker has a role, and another stage or case, the worker will be able to view the other stage or case, with the exception noted earlier – VA staff cannot access an Investigation Stage..

Is there anything in the system that can restrict access to someone?

Voluntary Agency staff will not have access to In -Process, Unfounded, Indicated or IAB Investigations. Access to information about children freed for adoption is restricted. Marking a case "sensitive" restricts access to those with the business function "View Sensitive Case."

What measures will be needed to ensure organizations comply with HIPAA? Since personal health information will be shared not only with the county but other agencies, how will we ensure all of our compliance with HIPAA?

It is essential to understand that HIPAA does not apply to everyone who receives or maintains protected health information (PHI). In fact, Congress only authorized the U.S. Department of Health and Human Services (DHHS) to promulgate regulations for three specific types of entities that transmit or maintain PHI, namely those health care providers who conduct certain financial and administrative transactions electronically (such as claims for payment), health plans, and health care clearinghouses. These entities governed by the HIPAA regulations are collectively referred to as "covered entities." Several years ago OCFS conducted an examination of its business practices and, finding that it did not meet the above definition, declared itself to not be a covered entity. Therefore OCFS need not comply with the federal HIPAA regulations.

Under HIPAA, DHHS explicitly permits covered entities to disclose protected health information as may be required by law (see 45 CFR 164.512(a)). As New York State is required by applicable state (See Social Services Law §373-a) and federal statutes and regulations (45 CFR 1355, Appendix D (AFCARS)) to collect and report certain information regarding children receiving Title IV-E, including Title XIX (Medicaid) assistance information, covered entities are permitted under HIPAA to make such disclosures to the State. Disclosure to the State as required by law does not jeopardize a covered entity's ability to comply with HIPAA. Information that is required and which may be disclosed includes, but is not limited to those conditions which require special medical care, such as chronic illnesses. Included are children diagnosed as HIV positive or with AIDS. Additional conditions that must be reported are mental retardation, visually or hearing impaired, physically disabled, emotionally disturbed.

Once this information is disclosed to the State, it is not subject to HIPAA. However, such information is confidential and protected by various federal and state laws, and as such, is restricted in CONNECTIONS, through the use of Business Function Profiles (BFPs) to those with a legitimate need to know / role in the case.

There is a unique Business Function Profile (BFP) which provides specific access through security that must be assigned by your agency to staff in order to view a child's health history. Only the caseworker associated to the child, the case planner and the case manager and their respective supervisors may view the information. There is no access permitted through implied role and no access across agency as feasible under the new Build 17 security. There are also specific confidentiality statements that are included on each page of the data when it is printed out and warnings regarding confidentiality of the information when entering the module and the different tabs.

Will children/families be able to choose what information is shared with other providers? For example, if a family member does not want their progress notes to be shared with other providers working with other family members, will they be able to make that determination?

No, unless it is specifically prohibited from being shared under the existing confidentiality, privacy and redisclosure regulations.

Will a family have the <u>right to refuse</u> having information regarding substance abuse or mental health issues (which may be captured in progress notes) shared with other contract agencies (third parties)?

All confidentiality and re-disclosure statutes specifically related to Mental Health and Substance Abuse written material, assessments or other information are not changed. Information that is currently entered into progress notes may specifically identify problems, safety issues or needs of the family related to mental health or substance abuse issues. Information in progress notes may now be shared with appropriate service providers. This will continue as appropriate to provide the necessary safety interventions and rehabilitative services to the family.

Can you access info in a closed case?

Yes. Workers who had an assigned role in a case, or who had authorized access to case (for example, the case planner's supervisor), will be able to see historical stages associated with that case and will have access to information in closed cases subject to VA restrictions discussed above. Unique business function profiles (BFP) have been developed to allow, or limit, access according to specific statutory or regulatory prohibitions for access to information.

Who can see what parts of a FASP?

All workers with an assigned or implied role in the stage, and persons in their supervisory hierarchy, can view all FASP components.

How will voluntary agencies use the information in the system? What if a voluntary agency has information that is "confidential" from other voluntary agencies?

All confidentiality statutes apply equally to LDSS and the VA's with whom the LDSS contracts. All future training sessions should specifically emphasize increased staff responsibility to maintain confidentiality and adhere to existing confidentiality and re-disclosure mandates.

Is a release of information required if sharing information in electronic record with other agencies?

Current agency policies on the "release of information" should continue. Build 18 will not require additional local policies relevant to the "release of information.

How will families get access to information contained in the records of the voluntary agencies?

Families will get access to VA case information via the protocols currently in place; the information, however, may be presented in a different format.

How will confidentiality issues regarding substance abuse, mental health issues and HIV be addressed in Connections (especially in progress notes)? Will a family have the right to refuse having the above information (which may be captured in progress notes) shared with other contract agencies (third parties)?

Progress notes may include clinical information such as summaries of child and family's progress in treatment and related to achievement or barriers to successful clinical intervention, tasks and goals and information necessary to support the safety of child(ren). Local policies on the "release of information" may also apply in these specified circumstances. Workers will need a specific security profile in order to access the health services tab to be supported in Build 19.

Will there be a model confidentiality form provided by the state?

Prior to the implementation of Build 18, OCFS will release an ADM on Case Management Changes Associated with Build 18. The ADM will address Confidentiality and Access to Information and Re-disclosure.

Would a case planner/caseworker have access to an IAB record via his or her implied role? If an IAB report comes in on a child in a VA, does the VA worker assigned to the case have access to the information in the IAB record?

There will be no automatic notification of an IAB investigation to workers in a VA. There will be no system access to IAB reports provided to staff at VA. LDSS staff will be able to access the system record, if the child in question is under their jurisdiction.

How will CONNECTIONS meet HIPPA requirements?

Per Legal, CONNECTIONS is *not required by law* to comply with the Health Insurance Portability and Accountability Act, commonly known as HIPAA. HIPAA does not apply to everyone who receives or maintains patient health information. As CONNECTIONS is not a health care provider, a health plan or a health care clearinghouse as defined in the 45 CFR 160.103, the state SACWIS system, while collecting and storing health and eligibility information, would not be considered a covered entity.

REPORTS / OUTPUTS / PRINTING

Can the print button be disabled until a CPS case is indicated?

The print button will not be disabled for in-process CPS cases. However, the ability to print under investigation CPS info is limited to individuals within an LDSS with the CPS profiles. So, for example, while a clerk may have the 'enter progress notes' profile and be able to enter notes on behalf of a CPS worker, that same clerk will NOT be able to print those notes, while the INV is under investigation.

Will there be Spanish versions of the SPR letters?

Yes

Can the SPR letters be printed on local letterhead?

Yes

Does the system generated SPR letter incorporate ASFA language to notify people of the 15/22 months in care?

Yes.

Can the SPR letter be customized?

The text of the letter cannot be customized. Specific data fields (name/address of invitees, child demographics, scheduling and contact information) are entered into the SPR window and brought into the letter by the system.

Will a management report accessible through the Data Warehouse be available that will delineate Service Plan Reviews (SPR's) completed by District/Agency, Unit, and Date?

Two SPR Management Reports will be available through the Data Warehouse. The SPR Coming-Due Report provides case-level details for those SPRs that have been missed or are coming due. The SPR Summary Report provides an aggregate number of completed SPRs; it does not provide a listing by case. Both reports can be specified by District

/Agency, Site, or Unit, and depending on the type of report, by Report Date (Coming Due) or Report Period (Summary).

What is released if a printed copy of a case record is requested?

The following data will be maintained and printable in CONNECTIONS, Build 18:

Family Services Intake Report
Family Services Intake Face Sheet
All Family Assessment and Service Plans (FASPs) and Plan Amendments
All Service Plan Review Reports
All Progress Notes

Other documentation will be maintained outside of CONNECTIONS and may need to be copied, depending on the release request. This includes:

Birth Certificates
Court Orders
Medical Information and Consents
Record of school placement, education reports and evaluations
Psychiatric/psychological reports
Reports from other agencies
Correspondence

Based on printing edits, can a worker print enough of the case to maintain a paper record?

We strongly recommend that worker's do not maintain paper records. Although the ability to print case record components will be available, it should be employed judiciously for specific purposes, not as maintenance of a 'back-up' paper record. For example, copies of the Family Assessment and Service Plan may be printed to share with the family or the case components listed in the above question can be printed separately where a copy of the case record is required for legal purposes. 'Case File Print' functionality, the ability to print the complete official record via a single command, will not be available until Build 19.

If a voluntary agency receives a subpoena, can they print records?

Anyone with View access to the case record can print it. This includes Voluntary Agencies.

Can records be printed for auditors?

Yes

Can a FASP be printed after a case is closed?

Yes

Can supervisors access and print a report that identifies which workers have reports (FASP) coming due?

Yes, they may access an online report for each worker that lists "coming due" and "overdue" FASPs. Management reports by unit will not be available until Build 19.

PINS / JD CASES

If the children are placed solely through OCFS, will the worker be doing UCRs?
The voluntary agency will continue to provide direct care and perform the case planner role, including documentation of the assessment and service plan. This is done through the FASP (Family Assessment and Service Plan) which replaces the UCR in Build 18.

Will voluntary agencies do Intakes on PINS cases?
This will depend upon their contract with the Local Department of Social Services.

If the child is a PINS or JD and the case begins with a POS Agency, how will the LDSS get the referral?
FSI and Business Practices will need to be worked out locally. One possibility is that the POS Agency completes the Intake and then submits it for Local District Acceptance and the opening of the FSS.

Will PINS/JD cases have the ability to have their own case like that of a freed child?
No, the child case record is only for freed children. The PINS/JD case would include all family members, but other children in the family are not required to be tracked or addressed in the case.

How do you handle cases where the children are in the custody of OCFS?
Children placed in the custody of OCFS and in the care of voluntary agencies will be treated in the same manner, from the standpoint of establishing a case documenting work in CONNECTIONS as children placed in the custody of local commissioners of social services. Further details will be provided in forthcoming administrative and informational material.

How will the new system support assessment completed for PINS types cases that currently use other documentation tools in lieu of UCR's?
For all child welfare cases, including those currently being served by agencies that have an existing OCFS waiver to the UCR, the Local Department of Social Services (LDSS) retains the role of case manager. In Build 18, the LDSS will be required to complete an Intake and open a Family Services Stage. Requirements necessary for completion and approval of the Family Assessment and Service Plan (FASP) must be completed in the CONNECTIONS system. If you do not complete the FASP in CONNECTIONS and submit it for approval, the system will identify this as a missed FASP and it will continue to be reflected as overdue on your Open Case Inquiry (OCI) report that will be available. The alternative assessment tool may continue to be used by the service provider, and meet the regulatory requirements for case planning, but it will not be recorded as a substitution for the completion of the FASP in Connections at this time. A new case type for Preventive Only cases that have OCFS approved alternative case assessment and planning models is anticipated in Build 19. We hope to support minimal LDSS data entry at the Intake stage for these cases in the future.

Our County contracts with two agencies, the County Youth Bureau and County Probation Department to provides PINS-type services to children and families which are opened to and paid for under mandated preventive services by DSS. OCFS has approved acceptance of the YASI in lieu of UCRS for these cases. How will CONNECTIONS Build 18 support this practice?

See above response.

How does Build 16 and 18 relate to Voluntary Agencies working with JDs placed by Family Courts?

Build 16 in CONNECTIONS relates to Child Protective Services Investigations and, therefore, does not relate to the provision of ongoing services. New CPS UCR's that were developed to support the new Safety Assessment process for all cases that originated as Child Protective Cases were also implemented in December 2003, in conjunction with Build 16. If the family of the child who is in foster care, regardless of his or her status as a JD or PINS, is receiving services as a result of an indicated child protective services report, the new CPS UCR's must be used. If the only reason the services case is open is because of the child's entry into foster care as a result of his or her adjudication as a PINS or JD, the current risk based or non-risk based UCR may be used.

When Build 18 is implemented**,** assessment and service planning as well as service plan reviews and progress notes will be completed within CONNECTIONS. For instance, the Family Assessment and Service Plan (FASP) that will be introduced with Build 18 will replace the current paper/template UCR assessment and service plan forms. The activities involved in establishing the case in CONNECTIONS, such as recording the Family Services Intake and conducting person/case clearances, will also need to be performed. An agency's role and responsibilities for the performance of these activities will depend on the terms of the agency-LDSS agreement. All information respective to children in foster care, regardless of their legal status as a JD or PINS, will be entered into the CONNECTIONS system.

IMPLEMENTATION / TRAINING / SUPPORT

I represent a Voluntary Agency. When will I be implemented?

Preventive agencies upstate and on Long Island will be implemented at the same time and “wave” as the district in which the preventive agency administrative office is located. Preventive agencies in NYC will be implemented with their respective Administration for Children’s Services (ACS) Office of Case Management Services. Please see the schedule in the 12/21/04 Information Letter (04-OCFS-INF 10; Phased Implementation for CONNECTIONS Build 18) to identify the wave in which your agency will be implemented.

What are we going to do when a county and voluntary don’t go up at the same time?

In general, districts and agencies will be permitted to continue to work in the current "manual" system until both district and agency case work staff have been implemented.

- Individual case implementation for children in foster care requires that both the Voluntary Agency responsible for the care of the child and the local district with custody of the child have been implemented.
- For those districts that have children served by Voluntary Agencies where the central administration office is in NYC, the effective date of implementation for those Voluntary Agencies will correlate with the date of implementation for the respective NYC ACS case management office.
- For those Voluntary Agencies that support satellite offices or residential programs in more than one district, there is an option to begin to implement the new Case Management system in CONNECTIONS for specific children being served in satellite programs or remote campuses at an earlier date than reflected in the respective wave assignment. <u>This is a decision that must be made in conjunction with your respective Regional Office Director.</u> In order to begin to utilize the new Case Management system in CONNECTIONS, staff must be fully trained and the Voluntary Agency central administration must be prepared to support staff as they begin implementation. This includes modification to processes and procedures at both the remote location and central administration that will support successful implementation.
- Until the district with custody of the child and the Voluntary Agency caring for the child attain their effective date of implementation**,** the Voluntary Agency will continue to complete and submit the existing UCR Templates to the district as identified by current contract requirements and procedures.

Please refer to the 12/21/04 Information Letter (04-OCFS-INF 10; Phased Implementation for CONNECTIONS Build 18) for more detailed guidance to address this period of time between the initial implementation and full implementation of Build 18 by all districts, preventive agencies, and VAs.

Will the training be in the boroughs that your offices are in?

As all training sites have not yet been determined, it is not yet clear to what extent training will be borough-based, centralized in Manhattan, or some combination of the two.

What is the plan for training regarding staff turnover?

Once the system has been implemented, there will be ongoing, operational training to support the use of the application to cover new hires and transfers from other program areas.

How much time/resources will the voluntary agency need to invest for a successful implementation?

Case Workers who will use the CONNECTIONS Case Management system will likely need 4-7 days to attend training and review materials in preparation for Build 18. Supervisors, Implementation and Security Coordinators will need an additional 1 to 11/2 days training on top of this. Personnel selected as Resource Users to facilitate staff use of the CONNECTIONS application will receive an additional 2 - 3 days of lab training. Training estimates do not include travel time. Preparation costs more difficult to estimate include time spent by staff preparing for Build 18 Implementation (setting up security units, reviewing Impact Analyses, participating in Self- Assessment and self-defined Action Plans, updating business processes, etc. These will vary by Voluntary Agency. The Implementation Coordinator role is key to a successful implementation; it is expected that this role may take some time away from normal duties.

How far in advance will the training occur? When will the users get notification of the training?

Program training will come first and begin approximately 11-14 weeks prior to each wave's implementation. The system training will begin approximately 10 weeks prior to implementation and will include several courses that will be provided over a several week period leading up to implementation. Notification for CONNECTIONS trainings will be sent by email and snail mail approximately 1-2 months prior to the start of training for each wave. Notice will also be made through STARS for program training provided by the Center for the Development of Human Services (CDHS).

How long will Implementation Coordinator Training be?

The Implementation Coordinator training will be a one day course. It will be offered on a regular basis regionally starting in May and continuing throughout the implementation of Builds 18 and 19.

How much time will workers need to go to training?

Line workers will receive 4-5 days of training. This training will be divided into several courses during the 11-14 week period leading up to implementation. The amount of training will vary slightly, depending on the amount of the Build 18 application that the worker is responsible for using.

Can we send Resource Helpers to training early?

You can request this. We will try to accommodate these requests, but we cannot guarantee it, as it will depend on the availability of space in the training for the preceding waves. To the extent possible, Resource Helpers will be trained in the early sessions of each wave, thereby giving Helpers somewhat of a head start on their colleagues.

Is there a work group that agencies can join?

Yes, in most regions, there are Regional Implementation Support Teams. These teams examine common implementation problems and work to develop consistent regional solutions. Local Districts and agencies are encouraged to participate. Please contact your CONNECTIONS Regional staff representative for additional information.

Do the Security Coordinator and the person coordinating training require technical skills?

Persons holding these positions should be comfortable with using a computer, but they do not require extensive technical skills. Both LDSS and VA Security Coordinators need to use CONNECTIONS to establish security. The coordinator of training for local districts should be familiar with the STARS system.

Does the state still need mobile lab sites?

Yes we do, especially in the Lower Hudson Valley, NYC, and Long Island areas, but we would welcome agencies or districts that would volunteer to serve as a mobile lab site from all parts of the state. If you have a potential site or have questions, please contact Suzanne Wilson of the CONNECTIONS Training Team at 518-474-8899 or by email through Outlook.

How will we be notified about the training and how do we sign up for it? To whom in our agency will you be sending all of the training materials?

Program training will be provided through the Center for Human Development Services (CDHS). For this training, local district staff will be notified and register through the STARS system. Voluntary agency staff will be notified through snail mail to executive directors as well as email to implementation coordinators. Instructions will be provided for registration in the mailings.

CONNECTIONS Training will be provided through the SUNY Training Strategies Group (TSG). Districts will be notified through the STARS system, as well as through email and snail mail. Both email and snail mailings will be sent to implementation coordinators, directors of services, and staff development coordinators. In voluntary agencies, implementation coordinators will receive email and snail mail notifications of training. In addition, the schedules will be posted on the OCFS/CONNECTIONS Intranet Site. All staff will be able to register for the CONNECTIONS training by calling or faxing SUNY TSG directly. The contact information will be provided in these mailings.

How should we select the staff to be designated as Resource Users?

Resource users are staff who will receive extra training and be expected to provide support to their colleagues in learning to use the new system. Some of the criteria for selecting these staff should include as many of these qualities as possible:

- Knowledge of the scope of the local agency or district's child welfare programs
- General skill and comfort level using computers and learning new applications
- Familiarity with Windows applications
- Willingness to assume the role of a helper for other staff and comfort in this role
- Familiarity with the current CONNECTIONS application would be helpful, but not essential

How is OCFS going to support district and agency staff to understand all of the practice changes – and to sharpen their skills in the areas of practice that were discussed?

The teleconference was the beginning of a series of orientation and information opportunities for districts and agencies that will address the practice changes that will accompany Build 18. Some of the practice changes, such as an increased focus on the structure and effectiveness of visitation, discharge planning and preparation of youth to master life skills, have already been shared with the field in the form of the templates that accompanied Build 16. Prior to training on the technical dimensions of using the new case management system, districts and agencies will be trained on the practice dimensions. This will include use of the new safety assessment, Risk Assessment Profile, and the family assessment scales and how to synthesize the information gathered through these.

The skills that are needed in the field remain the same as they are today. Staff will continue to need to have the ability to engage families, to skillfully interview them, to be able to assess family systems dynamics and maltreatment dynamics. They will need to continue to engage families in assessing their own strengths and needs and in planning to make the changes needed. Currently OCFS, through its training partners at CDHS, PDP and Stonybrook, offers Core Essential Skills for experienced casework staff. This course supports the skill development that is at the center of outcome-focused, strengths-based casework. In addition, OCFS will be supporting skill clinics so that staff can sharpen specific skills.

I have staff now who need help in writing their UCRs. Should I just wait for training on the new system or can I still get help on the UCRs?

Don't wait. The UCR, for the present, is the family's record and needs to be as useful and skillfully completed as possible. The Professional Development Program (PDP) at SUNY Albany is available to provide training and TA to districts and agencies so that they can use the new CPS UCRS, the non-risk based UCRs, and the new progress note and other templates that were recently released.

How do I sign my District up for Data Cleanup?

Local districts that want assistance with data cleanup for Build 18 should contact their CONNECTIONS Regional Field Support representative. A listing of these staff is available on the on the Implementation Page of the CONNECTIONS Intranet site.

What other types of supports or training can we expect to support the program and practice changes?

In addition to the training resources that are identified above, OCFS will continue to support all new program and policy changes with written guidelines that will be available on the OCFS website. We will be issuing a new administrative directive addressing all of the policy and practice changes in Build 18, similar to 03-OCFS-ADM-01 that supports Build 16 changes. New regulations addressing the changes to the "UCR" will also be implemented. All new Job Aids, available "On-line Help," and curricula designed to support systems training are developed in partnership with Policy and Program staff and as such, reflect accurate policy and program guidelines.

GENERAL

What is the difference between a CONX unit number and a CCRS unit number?

The WMS and CCRS codes used in Conversion are the Office/Unit/Worker codes in those systems cross-referenced with the Staff ID (PID) in CONNECTIONS -- on Staff Detail window. For Districts, the code in WMS is used to Identify the Case Manager; for Districts and Agencies, the code in CCRS is used to identify the Case Planner (oldest child in care or if no child in care, oldest tracked child) and any other associated workers (as Case Workers).

Some districts chose to leave the Office code blank and fill in only unit/worker codes. They "assume" the office is their district code, A31, etc. They must correct this in WMS/CCRS or the conversion program will assign to the Conversion Workloads. If they need help with this, they can contact their Field Support Staff person to request that the Home Office Data Cleanup staff enter this information for them.

Voluntary agencies typically did not define office/unit/worker codes at this level of detail. They should define the office/unit/worker codes the way they want reports from CCRS/CONX to be generated and write those codes on the UCR's for the Counties to enter in to CCRS. As the Voluntary sets up the CONX security, they should make certain that they cross-reference the Staff ID (PID) to the CCRS office/unit/worker code. For most agencies, this will give them a "preview" if you will of what the reporting structures will be.

Is WMS # the same as the APP registration #?

These are different numbers. Initially, when a worker does the "APP REG," the WMS system returns a *registration* number which is assigned by the system. Then, after full data entry, the WMS *case* number which is assigned by the worker in WMS is displayed in CONX.

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Is there a cap on the number of cases that can be assigned to a worker?

No

Is there a limit on the number of workers that can be assigned to a unit?

Yes, 50.

Are there any alerts to remind the worker to complete WMS app reg and WMS Synch? Will there be any reminders if the WMS FDE is not completed? If CINS are not assigned?

- There are no alerts. The WMS app reg button will stay enabled until used. Once app reg has been completed, the button label will change to the WMS synch button. If the demographic data between WMS and CONNECTIONS is in synch, the synch button will be disabled. If the demographic data between CONNECTIONS and WMS is out of synch the button will be enabled. There are no on line reminders or alerts to complete the WMS processing. However, if a voluntary agency worker adds an individual, an alert will be sent to the Case Manager to synchronize the data with WMS. Workers will not be able to complete a FASP without obtaining a WMS CIN.

- There is a monthly report described in number 1 above that serves to flag cases that are out of synch.

Are there any controls (i.e. reconciliation reports) planned to help keep data in synch between CONX B18 and WMS/CCRS?

- WMS demographic information will be kept in synch with CONNECTIONS demographic data via an on-line interface. When the data is out of synch, the "WMS synch" button will be enabled. There is no synch between CONNECTIONS Build 18 and CCRS.
- There is also a Monthly CONNECTIONS – WMS Discrepancy report that shows those cases where Application registration and/or Full Data Entry have not been completed, and where the CONNECTIONS case has closed but the WMS case remains open. This report also lists discrepancies in person demographics, addresses and Office/Unit/Worker assignments across WMS and CONNECTIONS.

Who will be invited to Guest Process Application Verification (UAT)?

Guest Application Verification Testing will take place for a two week period in October, 2004. Selected users will be invited to participate in testing the application prior to the Field Test. The purpose of this phase of the testing process is for these local district and agency users to conduct a final check of the application, identify any issues that may face new users during the implementation and test job aids.

When will the Voluntary Agencies be advised of what local options the Districts have chosen?

A communication will be distributed to the field prior to the beginning of training.

Since we will not be able to make corrections to certain information when the system goes live, is there a way in which you will be able to input corrections. Can you correct DOB information in CONNECTIONS?

The corrections that <u>can be made to converted data</u> post-Build 18 implementation are as follows:

- Any demographic information on people brought over and either linked to a CONNECTIONS person, OR created by the Conversion program in the database.
- People who are duplicates of existing people in the CONX database can be merged.
- Program Choices and Permanency Planning Goals brought over from CCRS can be updated/changed.
- People can be added and/or deleted from the Family Services Stage.
- Case assignments can be updated/changed.

The only data that <u>cannot</u> be changed for a converted case are the Case Initiation Date, CIN numbers automatically populated by the conversion/interface programs, and WMS numbers automatically populated by the conversion/interface programs.

Will you be able to export information from connections to an Excel spreadsheet?

There will not be any ability to directly export data from the CONNECTIONS application into an Excel spreadsheet, however, data from the application will be available through the Data Warehouse which your agency will be able to customize to address your agency's unique data needs.

If the Dual Tracking bill before the Senate passes, will the system be able to accommodate this change?

CONNECTIONS was not designed to accommodate dual tracking, but if it passes OCFS will look at the adjustments needed.

Can risk scale information be exported to data warehouse to produce aggregate data to identify reduced risks?

Data Warehouse is working with research and policy staff to provide essential reports and aggregate data that will support this analysis.

Will old records have to be entered into the system?

No. Upon implementation of Build 18, WMS cases will be converted into Family Services Stages. Workers will enter information into the FSS from that date forward. Both WMS and CCRS data must be kept up to date during the period between Build 18 and Build 19. Upon implementation of Build 19, WMS placement and other POS lines, and eligibility categories will be brought over, as will CCRS activities (placement/movement, legal and adoption).

Some agencies have other documentation requirements. Can information be imported from or exported to CONNECTIONS? Can you recommend any software vendors that could work on this?

The OCFS Data Warehouse contains some CPS, CCRS and FAD data from weekly loads of Connections and Legacy systems data. The data is refreshed on a weekly basis. Thus, every Monday the data reflects the state of the CONNECTIONS and CCRS systems as of the previous week. Using the Cognos Impromptu and Power Play tools, data extracts can be saved and used in spreadsheets, statistical packages, word processing and other stand-alone applications.

However, there is no capability or future plan to allow outside data to populate the Connections application, whether directly or through the use of the Data Warehouse. The focus of the Data Warehouse is to provide data for strategic analytical purposes. The Data Warehouse is not the appropriate vehicle for establishing ongoing data transfers between two or more applications due to both the latency of the data and the business logic applied to the data during its preparation for analysis.

There is one effort that will soon be underway, the CONNECTIONS Operational Data Store (ODS) project, which will focus on providing some of the CONNECTIONS data for more tactical reporting use. It is envisioned that extracts will be pulled from the ODS and utilized in making some of the straight forward daily decisions and analyses. Users will be cautioned as to their reliance on the ODS for sourcing downstream applications as the purpose of the ODS is to support tactical decision making capabilities of the organization.

When people are deleted/added in the Connections application, are they reflected in WMS?

No, full data entry will need to be done directly in WMS.

Is there any charge or billing back to a LDSS or Voluntary Agency for the expense of a help desk ticket?

There is no charge, either direct or billed back to a program, for a help desk call or ticket.

Does the service application still have to go through WMS and the app reg process?

Once a county's caseload is converted to Build 18, all application registrations will take place in CONNECTIONS; the user will not be able to initiate this process in WMS. The interface program will create the "shell" WMS case when the Family Services Intake is stage progressed to the Family Services Stage. Full data entry will still need to be done in WMS directly.

Voluntary Agency supervisors will have to review both the system progress notes and the clinical notes; there will not be enough time to complete all the work.

There are no mandates for supervisory review of notes, either clinical or progress. Supervisors can continue to review these as in the past as they deem appropriate. The only change is that Progress Notes will be stored within CONNECTIONS. Supervisors will be able to sort and search by worker name and dates to expedite their review. The sort is also printable.

Will there be a link between CONNECTIONS and IM information?

There is no link to IM information in Build 18.

Will there be differential rates for the different roles in CONNECTIONS?

No, There are no planned changes to rates for different roles.

Will the language of the model contract be updated for CONNECTIONS?

Yes, the contract is in the process of being updated.

Build 18 & 19 changes will have a major impact on voluntary agencies in that it will duplicate data functions that they are already performing, either manually or automated. Has any consideration been given to the cost impact on voluntary agencies and the changes they will have to make?

The CONNECTIONS system is a comprehensive data collection and case management system that supports existing data requirements of the federal government with which New York must comply or risk losing hundreds of millions of dollars in federal revenue. Without this federal revenue we would be unable to sustain the level of service that we currently provide our children and families. It is also essential for compliance with federal mandates that NYS have a single statewide system.

Although a voluntary agency may currently be collecting specific data unique to the families that their agency serves, current databases do not provide access to a comprehensive case record for the family, nor do they provide access to historical information regarding the family when they may have been served by other agencies which CONNECTIONS will do. Most of the data currently collected should be available through the Data Warehouse Management reports as future components including legal activities, placement information, fiscal, service authorization and eligibility are implemented.

With the ability of voluntary agencies to access the Network Integration Services (NIS) currently available, they will be able to continue to use their own computer network to access CONNECTIONS, as well as to support any unique data collection programs that have already been developed that do not duplicate the data collected in the CONNECTIONS system.

How will Voluntary Agencies manage the federal or state compliance issues while we are transitioning from a paper system to an electronic system when we are working in two worlds and some cases are electronic and others are not?

We are keenly aware of the inherent challenges that the Voluntary Agencies will be facing as we transition from a paper system to an electronic case management system. This is particularly true for some of our larger upstate agencies that contract with multiple districts all across the state. We are in the process of developing specific policy guidelines regarding compliance with case planning requirements during the transition period. It is the intent of these policy guidelines to minimize disruption, confusion and compliance concerns during the transition period.

Does the research indicate whether Build 18 is likely to result in more or less face-to-face time between caseworkers and families?

As Build 18 has not been implemented yet we are unable to conduct any specific research to evaluate the impact of the case management system on the amount of face-to-face time between caseworkers and families. One of the reasons OCFS designed the new Consolidated Investigation process in Build 16 was to minimize the investigative system requirements so that CPS caseworkers would have more time to address the critical needs of families and complete comprehensive investigations. In addition, a new Risk Assessment Profile was implemented, and will also be supported in Build 18, to better identify families that are at highest risk of repeated abuse and maltreatment so resources can be used more effectively and children and families at greatest risk are appropriately served. It is our anticipation that immediate access to historical and current case information, an assessment process that is based on an evidence-based decision-making model, and a more coordinated, comprehensive service plan that incorporates families' strengths will help us achieve more timely and successful outcomes for families. The data and information that will now be provided, both on an individual case and agency wide basis, should also assist both caseworkers and administrators to better manage caseloads, analyze data and deploy resources more effectively.

Please summarize how the new policy and system will simplify the workload for caseworkers.

Please see above.

Will WMS be replaced by CONNECTIONS?

At this point, there is no plan to replace WMS with CONNECTIONS as WMS serves other programs (child care, adult services, child support, etc.). However, once Build 18 is implemented, child welfare services cases can no longer be initiated through WMS--they will be initiated through CONNECTIONS, however, Full Data Maintenance must be completed in WMS. Through an interface between CONNECTIONS and WMS, demographic information on the case participants will be maintained and discrepancies in this information between the two systems will be identified. With the implementation of Build 19, the WMS requirements for child welfare services cases will cease except for obtaining a CIN assignment (an automated process).