

2/17/10

CONNECTIONS

Job Aid

SharePoint Open Caseload Inquiry (OCI) Worker Report

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I. Overview

The new OCFS Reports Window provides CONNECTIONS users with the ability to produce reports utilizing SharePoint technology. The first report to be made available through SharePoint is a new Open Caseload Inquiry (OCI) Worker Report.

Like the existing OCI Worker Report, accessed in CONNECTIONS through the Reports Icon, the new report provides a list of cues for due and overdue tasks for stages within a workload. All cues currently supported in CONNECTIONS are supported in the new report. New cues have also been added in order to help workers manage their workloads and meet regulatory and policy requirements. The new cues are in the following areas:

- INV and FSS stages - Progress Notes cues have been added
- FSS stage - Health and Education cues have been added
- FAD stage - Foster and Adoptive Home cues have been added

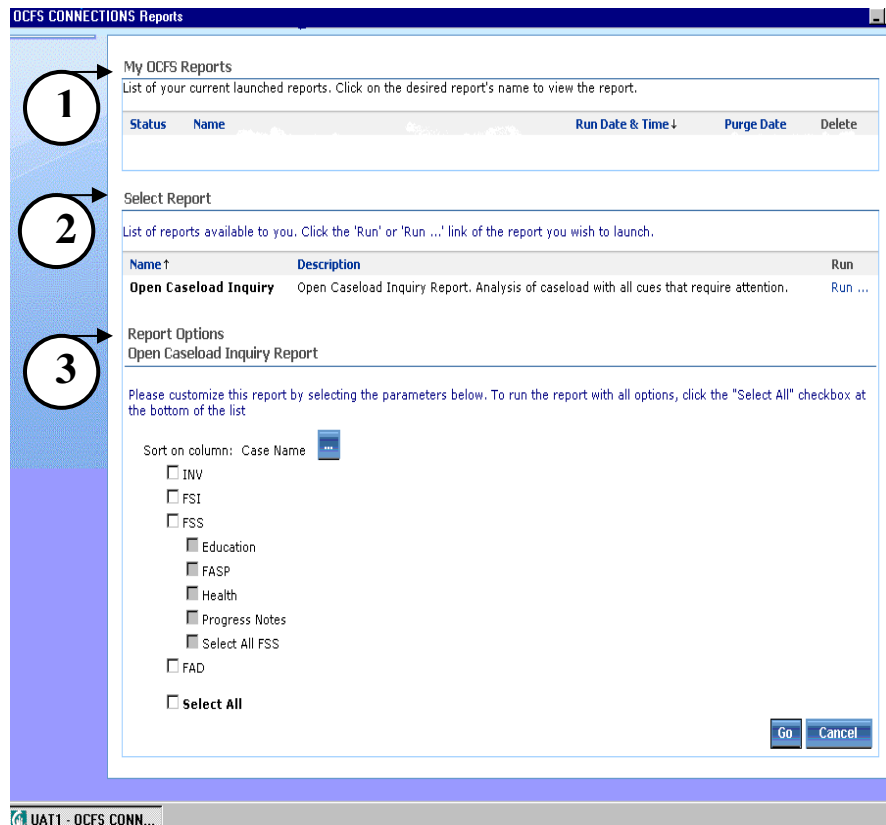
All LDSS and Voluntary Agency workers with a role in a stage can generate and view the OCI Report. Workers who have cases in more than one program area (e.g. Investigation and Family Services) can see all open cases and stages in the workload report, including stages where there are no due or overdue tasks. Prior to running each OCI report workers will identify specific report parameters related to the stages on the workload. This will allow for some, or all, stage types to be included in the report. Also, within the FSS stage, cues can be requested for specific tasks.

II. The OCFS CONNECTIONS Reports Window

The OCI Worker Report is an on-line report. It can be run by the worker at any time from the OCFS CONNECTIONS Reports Window. The OCFS CONNECTIONS Reports Window is accessed by double clicking on the “CONNECTIONS Reports” icon (pictured below) on the Citrix desktop. Please note that access to the Reports Window is supported by Microsoft Internet Explorer browser. Only one browser session may be open on a desktop at a time. One can, however, have both the CONNECTIONS application and the CONNECTIONS Reports window open at the same time.



The OCFS CONNECTIONS Reports Window is divided into three sections as described below.



Section 1 - My OCFS Reports

This section contains a list of any previously generated reports that have not been purged. The most recently run report will appear on top of the list. Included in this section are the columns described below. A column heading can be selected to sort in ascending or descending order.

Status: can be “!New” or “Processing”, or can be blank. Reports with “!New” are those that the worker has generated but not yet viewed. A report with the processing symbol is currently being run. A blank status means that the user has already viewed the report.

Name: will list report name, worker name and PID

Run Date and Time: displays date and time the report was generated.

Purge Date: specific purge dates are identified for each report type. This column displays the date the report will be purged by the system. The OCI Report will be purged by the system 7 days after it is launched. Note: a worker can purge a report at any time using the delete function.

Delete: will contain a X. Clicking on the X will delete the report from the list.

Section 2 - Select Report

This section contains a list of reports that are available for generation and a brief description of the report. Currently, only the worker level OCI Report for the logged on worker is supported.

The Run column displays either “Run” for reports that do not require the worker to select report parameters, and “Run...” for reports that do require the worker to select report parameters. Clicking on the link will run the selected report.

Section 3 - Report Options

This section contains a list of parameters that are available for selection. Prior to launching the OCI Worker Report, the worker must select one or more of the report parameters. The worker can select INV, and/or FSI, and/or FSS and/or FAD or any combination of the above. “Select All” can also be chosen to include all cues on the workload regardless of Stage. The selections under FSS are grayed out until the FSS checkbox is checked. The “Select All” FSS checkbox can be used to choose all FSS parameters.

The Sort Button will allow the worker to select a specific sort order for the requested report.

The screenshot displays the 'OCFS CONNECTIONS Reports' web application. It features three main sections: 'My OCFS Reports', 'Select Report', and 'Report Options'. The 'Select Report' section lists available reports, including 'Open Caseload Inquiry'. The 'Report Options' section for 'Open Caseload Inquiry Report' includes a 'Sort on column' dropdown menu. A callout dialog box, titled 'Select Sort Column -- Webpage Di...', is shown with a curved arrow pointing from the dropdown menu to it. The dialog lists five options: 'Case Name', 'Coming Due Activity', 'Overdue Activity', and 'Case Planner Agency'. The 'Coming Due Activity' option is selected. The dialog also includes 'Submit' and 'Cancel' buttons.

| Status | Name | Run Date & Time | Purge Date | Delete |
|--------|------|-----------------|------------|--------|
|--------|------|-----------------|------------|--------|

| Name | Description | Run |
|-----------------------|--|---------|
| Open Caseload Inquiry | Open Caseload Inquiry Report. Analysis of caseload with all cues that require attention. | Run ... |

Sort on column: Case Name

- INV
- FSI
- FSS
 - Education
 - FASP
 - Health
 - Progress Notes
 - Select All FSS
- FAD
- Select All

Select Sort Column -- Webpage Di...

- Case Name
- Coming Due Activity
- Overdue Activity
- Case Planner Agency

Submit Cancel

OCI Reports that are limited to INV Stages will be sorted by Primary and Secondary assignments. All other OCI Reports will list cases alphabetically regardless of Stage type. The cues for each case will then be grouped by Stage. INV Stage cues will be listed first, followed FSI cues and FSS cues. Within each stage, individual names associated with each cue will also be sorted alphabetically.

The OCI can also be sorted by Case Name, Coming Due Activity, Overdue Activity, or Case Manager Agency/Case Planner District. If a LDSS worker is requesting the OCI, the sort option will be by Case Planner Agency. The Case Planner at a voluntary agency can sort by the Case Manager's District. If no sort order is specified, the default is alphabetical order by stage name, in descending order by due date.

III. The OCI Report - General Information

The OCI report is divided into two sections, with a generic header repeated throughout. The selected report parameters are identified on the top of each report. Section 1 of the report is comprised of a detailed list of all INV, FSI, FSS or FAD stages assigned to a particular worker. Section 2 of the report lists workload summary information related to the specific parameters of the report. The Report lists all cues for one case before the next case is displayed.

The following columns are included in the OCI:

1. ! (Sensitivity Indicator)
2. Case Name / Case ID
3. Stage Name / Stage ID
4. Stage Start Date/Intake Date
5. Case Initiation Date
6. Stage Type INI (Initial) or SUB (Subsequent)
7. FAM (if applicable)
8. Role
9. Case Manager District or Case Planner Agency
10. Cue Description
11. Due Date
12. Coming Due Days
13. Days Overdue
14. Status (INV Stages only)
15. Approval Date (INV Stages only)*
16. Date Last Updated (FSI Stages only)
17. Functional Area (FSS Stages only)
18. FASP Type (FSS Stages only)
19. FASP Status (FSS Stages only)
20. Name (Child's Name - FSS Stages only)

* In the INV stage, if there are multiple approvers, and the first approver has already approved, an 'M' will appear in the Status field. Once all the approvers have approved the Investigation Conclusion and the status is “Approved”, the stage is closed and the record is taken off the OCI report.

IV. Investigation (INV) Stage Cues

The INV section of the OCI Report provides the worker a snapshot of all open INV stages on the workload. The INV cues are generated when the worker selects INV or the Select All checkbox.

- INV or
- Select All

INV Stage Cue Descriptions

Please Note: the new SharePoint OCI Report incorporates existing cues from the OCI Report that is currently generated from the Report List in CONNECTIONS. For reference, cues described below that are only available on the SharePoint OCI are identified as “New.” Any cues that are not new in the SharePoint version of the OCI are identified as “Pre-SharePoint” in parenthesis after the listed cue.

1. *“First Assessment of Safety 24-Hour or 7-Day Requirement”* (“Pre-SharePoint”)
 - There is a cue for each open INV Stage on the workload.
 - The cue will be displayed for any Primary or Secondary Worker.
 - The due date is 7 days from the Intake Report Date.
 - The cue includes Assessments coming-due and over-due.
 - The cue includes Safety Assessment Event Status.
 - For Approved Safety Assessments the Approval Date will display.

Please Note: for Non NYC Foster Care/Day Care INV Stages, since no safety assessments are required to be completed before approval of Investigation Conclusion, "FC/DC-SA Not Applicable" will display in the Cue Description field for the Safety Assessment task. The other Safety Assessment fields (Status, Apr. Date, Due Date, Coming Due Days and Days Overdue) will be blank.

2. *“Investigation Conclusion due on (date)”* (Pre-SharePoint)
 - A cue is generated for each open INV Stage on the workload.
 - The cue will be displayed for any Primary or Secondary Worker.
 - The due date is 60 days from the Intake Report date.
 - Investigations due and over-due are included.
3. *“Last Date of PN entry was on (date)”* (New)
 - A cue is generated for each INV Stage on the workload

- The cue will only be displayed for the Primary Worker
- Event Date of the most recent Progress Note recorded in the stage. If Event Date is not available, the most recent Entry Date will be listed.
- The cue will not display if no progress notes have been recorded.

4. “*Most recent ‘Face to Face’ was (date)*” (New)

- A cue will display for each INV Stage on the workload.
- The cue will only be displayed for the Primary Worker.
- The Event Date is the date of the most recent progress note in which Method of Contact is Face to Face.
- The cue will not display if no progress notes have been recorded.

V. Family Services Intake (FSI) Cues

The FSI section of the Open Caseload Inquiry Worker Report provides a snapshot of all open Family Services Intake (FSI) stages on the workload. This includes all stage types. The FSI cues are generated when the worker selects the FSI or Select All checkbox in the OCFS CONNECTIONS Reports window. There is only one cue for the FSI Stage.

- FSI, or
- Select All

FSI Stage Cue Description

“*# of days with no FSI activity*” (Pre-SharePoint)

- The cue is the accumulated value of the number of days for which there has been no FSI activity recorded.
- The cue is based on the date the Stage was last updated.

VI. Family Services Stage (FSS) Cues

The FSS section of the Open Caseload Inquiry Worker Report provides a snapshot of all open stages on the workload, and includes cues for all functional areas within the FSS stage. The FSS cues included in the report will depend on the parameters selected on the Report Options section of the OCFS CONNECTIONS Reports window. Choices include Education, FASP, Health, Progress Notes, or all FSS areas.

- FSS
 - Education
 - FASP
 - Health
 - Progress Notes
 - Select All FSS (click this checkbox to choose all FSS parameters), or
- Select All

FSS Cue Descriptions

Progress Notes

“Children in Placement. A Face to Face Progress Notes entry is due” (New)

- A cue will be generated for any worker with a role in the stage.
- A cue will be generated for any child with Program Choice of Placement.
- For each month a child is in placement there must be a face-to-face casework contact progress note recorded in which the child is identified as both the “focus” and “participant.”
- The cue will be generated on the 20th day of each month if a progress note, as described above, with an event date in the first 20 days of the month, has not been recorded.
- The Cue due date will always display the 20th day of the month in which the OCI Report is generated.
- The Overdue days displays the difference between the report generation date and the 20th of the month.
- The cue will be released on the first of every month, or when a progress note is recorded that meets the program requirement.

FASP

“FASP is due” (or “overdue”) (Pre-SharePoint)

- The coming due cue will be generated for workers assigned the role of caseworker, case planner, and case manager (if there is no case planner.)
- An overdue cue will be generated for the Case Planner and Case Manager.
- A cue is generated 14 days prior to the FASP due date.
- The message will be updated to “FASP is overdue” when a FASP is not approved by the due date.

Education

“Update Education Information” (New)

- The cue will be generated for workers assigned the role of caseworker, case planner, and case manager (if there is no case planner.)
- A cue will be generated for children between the age of 6 and 21 who have a Program Choice of Placement.
- If the program choice of placement or non LDSS custody relative/resource placement is added during the academic year (September 1-May 31), the cue will be generated 30 days from the program choice effective date.
- If placement is during the summer months, the cue will be generated the following October.
- The cue will be released in September if nothing is recorded and another academic year begins.
- The cue is regenerated annually the first of October as long as there is a program choice of placement.

Health Services

Coming-due health cues will be generated for a caseworker in an agency designated with health responsibility. When there is no designated agency, the case planner will receive the cue. When there is no case planner, the case manager will receive the cue.

Overdue health cues will be generated for a caseworker in an agency designated with health responsibility, a case planner and a case manager. A CPS worker monitor will receive a cue for Early Intervention only.

To assist users in identifying agency responsibility for recording Health information, the agency code of an agency designated with responsibility for recoding health information will appear at the end of the cue description.

1. *“Determination of capacity to consent and HIV risk are due” (or “overdue”)* (New)

- A cue will be generated for each child less than 21 years old with a program choice of placement.
- The cue will be generated if it has been 30 days since the effective date of placement, and capacity to consent has not been recorded.
- If the HIV Risk Assessment has not been done after 30 days, the cue is replaced with: *“Determination of capacity to consent and HIV risk are overdue”*
- The cue is released if HIV Risk Assessment is recoded.

2. *“Child has no capacity to consent. HIV Testing is due”* (New)

- A cue will be generated for each child less than 21 years old with a program choice of placement.
- The cue will be generated for 30 days starting with the effective date of placement.
- The cue will be generated for a child who does not have capacity to consent; who has HIV risk factors; and for whom an HIV testing date has not been recorded.
- The due date is 30 days from the effective date of placement. The cue is overdue after 30 days.
- The cue is released if the testing date is recorded.

3. *“Child has capacity to consent. HIV Testing is due”* (New)

- A cue will be generated for each child less than 21 years old with a program choice of placement.
- The cue will be generated for 60 days from the effective date of placement.

- The cue will be generated for a child who has capacity to consent; who has consented to a confidential test; has HIV risk factors; and for whom an HIV testing date has not been recorded.
- The due date is 60 days from the effective date of placement. The cue is over due after 60 days.
- The cue is released if the testing date is recorded.

4. *“HIV risk reassessment is due”(or “overdue”)* (New)

- A cue will be generated for each child less than 21 years old with a program choice of placement.
- The cue is generated when date of next Reassessment FASP is due in 60 days, and no HIV Risk Assessment has been recorded.
- If no HIV Risk Assessment has been done prior to the FASP due date, the overdue cue will be generated.
- The cue is released when the Risk Assessment is recorded.

5. *“Initial physical/medical assessment due” (or “overdue”)* (New)

- A cue will be generated for each child less than 21 years old when there is a program choice of placement.
- The cue will be generated for 30 days from the effective date of placement.
- The cue will be generated when a physical/medical appointment with a type of Initial, Well Child or Reassessment and an appointment date within 90 days of placement does not exist.
- The due date is 30 days from the effective date of placement.
- If assessment has not been done after 30 days the cue is replaced with *“Initial physical/medical assessment is overdue.”*
- The cue is released when an Initial, Well Child or Reassessment appointment type is recorded

6. *“Physical/medical exam for Well Child is due”* (New)

- A cue will be generated for each child between the ages of 1 month and 6 months of age when there is a program choice of placement.
- Between the ages of 1 month and 6 months the cue will be generated if the last appointment date for physical medical exam is more than 30 days from the date of report generation.
- Between the ages of 6 and 18 months, the cue will be generated if the last appointment date for physical/medical exam is more then 3 months from the date of report generation.
- Between the ages of 8 and 36 months, the cue will be generated if the last appointment date for physical medical exam is more than 6 months from the date of report generation.

- The cue will be released when an appointment date for the physical/medical domain (type of Initial, Well Child or Reassessment) exists for the period, or if a cue for the next period is generated.

7. *“Schedule physical/medical exam for Well Child”* (New)

- A cue will be generated annually for each child over 3 years of age when there is a program choice of placement.
- The cue will be generated 30 days prior to the next birth date if no “well child” appointment has been recorded for the past 3 months. After the child’s birth date, “days overdue” will display.
- The cue will be released if a new appointment for physical/medical exam is entered; if the child reaches 21 years of age; or if the next year’s cue is generated.

8. *“Dental assessment is due”* (or *“overdue”*) (New)

- A cue will be generated for each child over 3 years of age when there is a program choice of placement.
- The cue will be generated based on the effective date of child’s placement program choice, or the date a child who has program choice of placement turns 3 years old, whichever is more current.
- The cue will be generated for 30 days from either the effective date of placement, or from the 3rd birthday.
- If assessment has not been done after 30 days replace cue with *“Dental assessment is overdue.”*
- The cue will be released if the date of the dental assessment is recorded.
- The cue is repeated annually based on either the date of the prior appointment, or, if no appointment was recorded, the due date the prior appointment. The annual cue will be generated 30 days prior to the due date.

9. *“Mental health assessment is due”*(or *“overdue”*) (New)

- A cue will be generated for each child over 3 years of age when there is a program choice of placement.
- The cue will be generated based on the effective date of child’s placement program choice, or the date a child with a program choice of placement turns 3 years old, whichever is more current.
- The cue is generated for a period of 45 days from either the effective date of placement, or from the 3rd birthday.
- If assessment has not been done after 45 days replace cue with *“Mental Health assessment is overdue”*.
- The cue will be released if the date of the mental health assessment is recorded.

10. *“Early Intervention referral is overdue”* (New)

- A cue will be generated if the FSS stage has been progressed from an INV stage to a FSI to the FSS.
- The cue will be generated for each child under 3 years of age.
- Cue will be generated on the Date of Indication (in the INV) or the DOB for the child whichever is more current.
- The cue will be released if the Early Intervention Referral or Evaluation exists or is recorded.

VII. Foster and Adoptive Home Development Stage (FAD)Cues

The FAD section of the Open Caseload Inquiry Worker Report provides a snapshot of all open FAD stages on the workload as well as FAD stages that were on the workload that have system closed. This section of the report is generated when the worker selects the FAD or the Select All checkbox in the OCFS CONNECTIONS Reports window.

- FAD or
- Select All

The FAD section of the report displays the following column headers:

1. Case Name / Case ID
2. Stage Name / Stage ID
3. Stage Start Date/Intake Date
4. Stage Type
5. Role
6. Resource ID
7. Contact number
8. Name
9. Cue Description
10. Due Date
11. Coming Due Days
12. Days Overdue

FAD Stage Cue Descriptions

If FAD Stages exist on the workload, but do not meet the criteria to produce a cue, a message will be displayed “There are no FAD stages that produce cues”.

Workers will receive cues 1-5 for an F/A home with a Setting of Foster Home and a Status of Accepted Active or Emergency:

1. *“Fingerprinting is coming due” (“overdue”)* (New)
 - The coming due cue will be generated 60 days prior to an individual in the home turning age 18.
 - The overdue cue is based on the date the individual turns age 18, or the date the individual was added to the stage, whichever one is more recent.
 - The cues are released when worker enters valid fingerprint results.

2. *“Medical exam is due” (“overdue”)* (New)
 - The due cue will be generated 120 days prior to the medical exam coming due for a Foster Parent in the home. Cue will also begin 90 days prior to the expiration of the home license if a Foster Parent has been newly added to an Accepted Active home.
 - The overdue cue will be generated on the day after the medical exam is due.
 - The cues are released when worker enters valid medical exam date.

3. *“Certification/ Approval of home in Accepted Active status will expire”* (New)
 - The cue will be generated 90 days prior to the expiration of the home license.
 - The cue will be released when worker changes the home status.

4. *“Certification/ Approval of home in Emergency status will expire* (New)
 - The cue will be generated 30 days prior to the expiration of the home license
 - The cue will be released when worker changes the home status.

5. *“ Certification/ Approval for home has expired”* (New)
 - The cue will be generated the day after the home license expires and continues for 14 days.
 - The cue will be released when worker changes the home status or 15 days past the expiration date.

Program Note: An application to become a foster or adoptive parent is programmatically valid for 6 months. If the worker decides to progress the home to Accepted-Active status after 180 days of the home being in Applicant status, the worker needs to be certain that the Application Date is within the past 6 months. If it is not they must obtain a new application. If the home is no longer being considered, it should be closed.

Workers will receive the following cues for F/A Homes with a Setting of Foster Home or Adoptive Home and a Status of Applicant:

1. *“Application will be invalid if home is not progressed to Accepted Active by < date>”* (New)
 - A cue will be generated when a Home has been in Applicant status for 120 days until the Home has been in Applicant status for 180 days.

2. *“Application for <home name> is invalid. A new application must be taken”*
(New)
- A cue will be generated on the day after the home has been in Applicant status for 180 days and continues for 14 more days.
 - Cues will be released if the worker takes an action that changes the status of Applicant, or on the 195th day.

VIII. The Worker Summary Section

The worker summary section of the Open Caseload Inquiry Worker Report provides aggregations of the caseload as well as the upcoming and overdue tasks that are contained in the detailed sections of the report. The summary section of the report is displayed at the end of the OCI report, and can only be displayed along with Part 1 of the Report. It includes all counts for a particular OCI Report based on the parameters identified for that Report.

The first part of the Summary Section provides the summaries for the following sections, listed in the following order: INV, FSI, and FSS, and FAD. The FSS Section further separates the summary statistics for each of the options: Education, FASP, Health and Progress Notes. The second part of the Summary section provides summary data for FAD stages.

| OCI Worker Report Cues | |
|-------------------------------|--|
| INV | <ul style="list-style-type: none"> • First Assessment of Safety 24-Hour or 7-Day Requirement • Investigation Conclusion • Last Date of PN entry was on [date] • Most recent 'Face to Face' was on [date] |
| FSI | <ul style="list-style-type: none"> • [Number of] days with no FSI activity |
| FSS | |
| Education | <ul style="list-style-type: none"> • Update Education information |
| FASP | <ul style="list-style-type: none"> • [FASP Type] FASP is due • [FASP Type] is overdue |
| Health | <ul style="list-style-type: none"> • Determination of capacity to consent and HIV risk are due • Determination of capacity to consent and HIV risk are overdue • Child has no capacity to consent. HIV Testing is due • Child has capacity to consent. HIV Testing is due • HIV risk reassessment is due • HIV risk reassessment is overdue • Initial physical/medical assessment due • Initial physical/medical assessment overdue • Dental assessment is due • Dental assessment is overdue • Mental health assessment is due • Mental health assessment is overdue • Early intervention referral is overdue • Schedule physical/medical exam for Well Child • Physical/medical exam for Well Child is due |
| Progress Notes | <ul style="list-style-type: none"> • Children in Placement. A Face to Face Progress Notes entry is due |
| FAD | <ul style="list-style-type: none"> • Certification/approval of home in "Accepted Active" status will expire • Certification/approval for home in "Accepted Active" status has expired • Certification/approval of home in "Emergency" status will expire • Certification/approval of home in "Emergency" status has expired • Medical exam is due • Medical exam is overdue • Fingerprinting is coming due • Fingerprinting is overdue • Application will be invalid if home is not progressed to Accepted Active by < date>. • Application for < home name> is invalid. A new application must be taken |