



In line with the principle of least access, staff should have access to individual identifiable information only if their specific job responsibilities cannot be accomplished without such access. Not all workers will need to be assigned a workload in CONNECTIONS. Some workers, such as clerical or medical staff, may only need to access a portion of the record. For these workers, specialty paths offer a way to grant targeted access. This tip sheet offers information on the types of specialty paths and navigational directions for using them.



IMPORTANT: The specialty path business functions are intended for those staff who enter information in stages in which they do not have an assigned role. **Workers do not need these business functions to record information in stages on their own workload or in stages they can access through the Unit Summary Access path.**

What Specialty Paths are Available?

✓ Maintain Health

The MAINT HEALTH business function is typically assigned to medical staff responsible for entering medical information on children in care. In combination with either the Case or Person Search business function, it grants the worker access to only the Health Services windows in all Family Services Stages in the district/agency.

✓ View Health

The VIEW HEALTH business function is appropriate for staff, such as administrators or QA auditors, that may need to see health information but would not be responsible for entering or editing such information. Used in combination with either the Case or Person Search business function, it grants view only access to the Health Services windows in all Family Services Stages in the district/agency.



NOTE: Due to the confidential nature of health information, workers outside the Case Manager's agency may only modify or view health information on children for whom their agency has been designated as responsible.

- Health responsibility is designated per child.
- Only one agency at a time may be designated as responsible for each child, so coordination between agencies will be needed to insure all health information is complete when a child's placement transfers.
- Health responsibility is designated in the Health Services window by either the Case Manager or Case Planner. Voluntary Agency Case Workers doing business with ACS may also contact the ACS Mailboxes to request health

responsibility (fostercare@acs.nyc.gov or prev@acs.nyc.gov).

✓ Maintain Education

The MAINT EDUCATION business function is typically assigned to staff that are responsible for entering educational information for children in care. In combination with either the Case or Person Search business function, it grants the worker access only to the Education window in all Family Services Stages in the district/agency, including State Education information.

✓ Access Service Plan Review

The ACC SERPLAN REV business function is typically assigned to Service Plan Review staff or those who regularly act as Third Party Reviewers. In combination with either the Case or Person Search business function, it grants the worker access only to the Service Plan Review windows in all Family Services Stages in the district/agency.

✓ Enter Progress Notes

The ENTER PROG NOTE business function is typically assigned to clerical or other staff that enter progress notes on behalf of someone else. In combination with either the Case or Person Search business function, it grants the worker access to only the progress notes windows of all CPS Investigation, FAR or Family Services Stages in the district/agency.



NOTE: To locate and record information in cases that have been marked as sensitive, the View Sensitive business function is also required.

CONNECTIONS recognizes workers by their log on ID, and will auto-fill the **Entered By** field in progress notes with the name of the person who is logged on. The name of the note's actual author can be selected in the **Author** field from a pull-down list of staff assigned a role in the stage. The value of "Other" is also available for notes authored by someone without a role in the stage. While in draft status, progress notes can be edited by either the **Author** of the note or the **Entered By** person.

Author	Wilson33,Darryl
Entered By	Wilson110,Darryl Wilson33,Darryl
Dist/Agy	May33,Sally May110,Sally
Entry Date	Other

Entering/Viewing Information Via a Specialty Path

Navigation for all specialty paths begins at the Search/Maintain drop-down menu.

The most direct search path is a Case/Stage Search using the Stage Number.

The Person Search path may also be used, but may require some exploration to be sure you are selecting the correct person from several with similar names.

--Search/Maintain--
--Search/Maintain--
Person
Case/Stage
Staff/Security
F/A Home
Resource

 **HINT:** The *Tracked Child Roster* report, available in both LDSS and VA versions through the Data Warehouse lists Stage IDs for each tracked child.

Specialty Access via the Case/Stage path:

1. Select **Case/Stage** from the Search/Maintain drop-down menu.
2. In the **Case Search** window, enter the case number or stage number.
3. Click the **Search** button.
A Stage search will return only one result. Highlight the result and click the appropriate link in the left navigation pane to open the corresponding tab for that stage.
4. If you searched by case number, click on the Case Summary tab to locate the correct open stage.
5. Highlight the open stage.
6. In the left navigation pane, click on the enabled link for the path you are following (Health, Education, Service Plan Review or Progress Notes) to open the specific tab and record your information.

Specialty Access via the Person path:

1. Select **Person** from the Search/Maintain drop-down menu.
2. In the Person Search window, enter the first and last names. You can further refine your search by entering the county and a date of birth, if known.

3. Select the correct result from those returned.
4. Select the **Case List** tab from the resulting tabs.
5. Highlight the open case ("OPN" in the status column).
Note: If there is more than one open case listed, you may have to repeat steps 5, 6 and 7 to locate the correct stage.
6. Select the **Case Summary** tab from the resulting tabs.
7. Select the open Family Services stage.
8. In the left navigation pane, click on the enabled link for the path you are following (Progress notes, Health, Education, or Service Plan Review) to open the specific windows and view or record your information.

Specialty Paths	↑
Progress Notes	
Health	
Education	
Service Plan Review	

Resources

- CONNECTIONS Job Aids and Tip Sheets:
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:
ocfs.sm.conn_app@ocfs.state.ny.us
(NOTE: address contains an underline)
A Helpdesk ticket is now required to submit a request to the App-Help Mailbox.

ITS Enterprise Service Desk 1-844-891-1786
