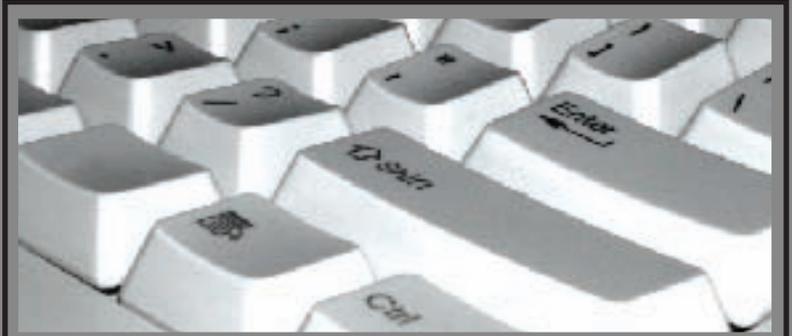


CONNECTIONS Build 18 Job Aid: Changes to CPS Functions



**The New York State Office of Children and Family Services
Developed in collaboration with SUNY Training Strategies Group**



CONNECTIONS Build 18 Job Aid Changes to CPS Functions

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Introduction

This Job Aid provides information about changes to existing CPS functions in CONNECTIONS that are being introduced with Build 18.

Specifically this Job Aid contains information about changes to the following:

- The CONNECTIONS Toolbar
- The *Assigned Workload*
- The *CPS Investigation Conclusion* window
- The *Event List*
- The Person Relate function

Changes to the CONNECTIONS Toolbar

With the implementation of Build 18, three new commands are added to the **Intake** menu on the CONNECTIONS Toolbar:

- **Record Family Services Intake** opens the *Family Services Intake* window to create an FSI directly from the CONNECTIONS Toolbar; this is the method used to create an FSI when a CPS case does not already exist for the family.
- **Record Family Services I&R** provides for documenting (on the *Information and Referral* window) the fact that a request for information about services was received. This is helpful when a request was received but a decision has been made not to open the case for services. Once the window is saved and closed, information about the I&R can only be accessed via the Data Warehouse.
- **Family Services Intake Log** enables workers to locate FSI stages. This log lists Intake activity within a specified time period. Workers can perform a search of Family Services Intakes that were generated within their agency or assigned to their agency.

These functions are available to any worker who has been assigned the CREATE FSI Business Function.

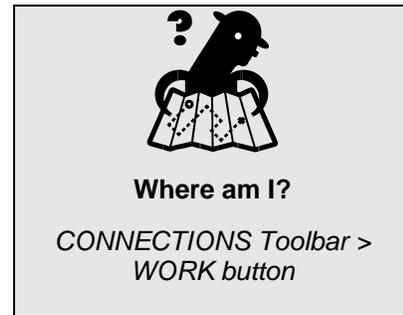


Changes to the *Assigned Workload*

In Build 18, two new stages display on the *Assigned Workload*:

- FSI (Family Services Intake)
- FSS (Family Services Stage)

The *Assigned Workload* displays all assigned stages, including the new FSI and FSS stages. When the Primary or Secondary worker creates a Family Services Intake (FSI) from an Investigation stage, s/he becomes the Intake Source and his/her identity information pre-fills; this information is not modifiable. The Person Demographic information from the CPS Investigation also pre-fills into the FSI. The newly created FSI displays on the *Assigned Workload* of the CPS worker who created it. By default, that worker is assigned the role of Caseworker for the FSI and Case Manager for the FSS (if the FSI is subsequently stage-progressed). Only one FSI for the same family, in the same jurisdiction, can be open at one time. The Local District worker can reassign the Case Manager role for the FSS to another worker within that Local District and/or can assign the Case Planner or Caseworker role to a different Local District worker within that district, or to Voluntary Agency workers, as appropriate. Workers in Voluntary Agencies do *not* have access to information in CPS Intake and Investigation stages.



Roles in the Family Services Stage

CPS caseworkers are familiar with the concept of role assignment. A role designates a level of responsibility for a case. A worker is assigned Primary or Secondary role in a CPS Investigation stage. Build 18 implements four new system roles in the Family Services Stage (FSS). Each worker assigned to an FSS will be assigned one of these roles:



Case Manager

Every FSS has a single Case Manager, who *must* be Local District staff. The Case Manager provides oversight of the case (including authorizing services and approving eligibility determination) and must approve the Family Assessment and Service Plan (FASP). In instances where Local Districts are providing services directly, the Case Manager may assume the responsibilities of the Case Planner if no Case Planner is assigned to the case. Under these circumstances, the Case Manager's supervisor/Unit Approver must approve the FASP.

Case Planner

The Case Planner, who may be either Local District or Voluntary Agency staff, is responsible for the coordination of work with a family and for communicating with Caseworkers who may be assigned a role in the case. The Case Planner is also the author of the FASP and is responsible for the entirety of its contents and the timeliness of its submission for approval. There can be only one Case Planner in an FSS.

Caseworker

One or more Caseworkers (who may be either Local District or Voluntary Agency workers) may be assigned to an FSS. Caseworkers who are assigned to an FSS complete work within the FASP, such as the Parent/Caretaker Scales, Family Scales, Child Scales and/or Foster Care Issues (for children in foster care). Caseworkers also contribute to other narrative questions in the FASP.

Caseworkers may also be Associated to a specific child or children in the FSS; if so, those Caseworkers can complete specific work within the FASP regarding the child(ren) to whom they are Associated. Multiple Caseworkers can be assigned to an FSS. Only one Caseworker can be associated per child.

CPS Worker/Monitor

The CPS Worker/Monitor is a Local District worker who is responsible for overseeing case activities when:

- the case was opened from an Indicated CPS investigation;
—AND—
- the CPS worker is *not* the primary service provider for the case;
—AND—
- ongoing safety and/or risk concerns have been identified.

All workers with these assigned roles—Case Manager, Case Planner, Caseworker(s) and CPS Worker/Monitor(s)—can see the FASP and, depending on their respective roles, may be responsible for viewing and/or completing different parts of it. For this reason, it is imperative that regular, ongoing communication and coordination of casework efforts occur.

Creating a Family Services Intake from a CPS Investigation

There are different navigational paths to create an FSI. The paths available are contingent on the worker's role and assigned Business Functions, and whether the stage is originating from a CPS Investigation or a Non-CPS Child Welfare request for services. A CPS worker can open an FSI during the Investigation of a CPS report (via the *Assigned Workload*); an FSI automatically opens upon the approval of a CPS Investigation Conclusion when the CPS stage is closed with an "open for services" Closure Reason:

Unfounded CPS Report:

- Case Open-Services

Indicated CPS Report:

- Case Open-CPS not required
- Case Open-CPS required

For Non-CPS cases, a worker can create an FSI from the CONNECTIONS Toolbar.

When an FSI is created, a **Record Family Services Intake** event is generated and displays on the *Event List*.



Step-by-Step: Creating an FSI from an Open CPS Investigation

- 1 On the *Assigned Workload*, select an INV stage for which you will create an FSI.
- 2 Click on the **Options** menu and select **Record Family Services Intake**.
The Assigned Workload displays with the new Family Services Intake stage listed.

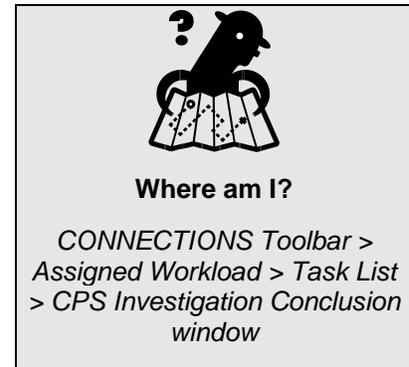
Changes to the *CPS Investigation Conclusion Window*

With the implementation of Build 18, the **Closure Reasons** on the *CPS Investigation Conclusion* window are revised to reflect the outcome of the Investigation stage. In addition, the recording and validation of the **WMS Number** is no longer necessary on the *CPS Investigation Conclusion* window.

Changes to the Closure Reasons

With the implementation of Build 18, Closure Reasons on the *CPS Investigation Conclusion* window will be revised to reflect the outcome of the investigation stage more accurately. As illustrated in the chart below, there is not always a direct match between the old (pre-implemented) and new (Build 18-implemented) Closure Reasons; however, the revised reasons are easy to understand and will simplify the selection of the appropriate Closure Reason. Closure Reasons continue to be linked to the determination of the Investigation.

Both Unfounded and Indicated Closure Reasons have been revised; the reasons for not opening a case for services have been clarified. The “open for services” Closure Reasons have been streamlined; there is only one “open” Closure Reason for Unfounded determinations (Case open – Services) and only two for Indicated determinations (Case open – CPS required; Case open – CPS not required). If there are ongoing child welfare issues requiring the continued assessment of safety and risk with a child protective focus, the worker must select **Case open – CPS required**. If there are no identified safety or high-risk issues at the time of determination, the worker may select **Case open – CPS not required**. If workers are unsure of the Correct Closure reason to select, they should consult their supervisor to discuss the safety and risk issues in the case.



Pre-Build 18 Closure Reasons	Build 18-Implemented Closure Reasons
<i>Unfounded Determinations</i>	
<ul style="list-style-type: none"> Close – No credible evidence 	<ul style="list-style-type: none"> Closed – No services required —OR— Closed – Refused services —OR— Closed – Unable to contact/moved out of jurisdiction
	<ul style="list-style-type: none"> Closed – Referred to community based services only
<ul style="list-style-type: none"> Close – Unable to contact 	<ul style="list-style-type: none"> Closed – Unable to contact/moved out of jurisdiction
<ul style="list-style-type: none"> Open – Court ordered services Open – Court ordered supervision Open – Voluntary Services 	<ul style="list-style-type: none"> Case open – Services

<ul style="list-style-type: none"> • Open – Voluntary Placement • Open – Court ordered placement 	
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Pre-Build 18 Closure Reasons	Build 18-Implemented Closure Reasons
Indicated Determinations	
<ul style="list-style-type: none"> • Close – Refuse service/unable to take legal action 	<ul style="list-style-type: none"> • Closed – Services refused/unable to take or continue legal action
<ul style="list-style-type: none"> • Close – No services required 	<ul style="list-style-type: none"> • Closed – No services required
	<ul style="list-style-type: none"> • Closed – Referred to community based services only
<ul style="list-style-type: none"> • Close – Lost contact 	<ul style="list-style-type: none"> • Closed – Unable to contact/moved out of jurisdiction
<ul style="list-style-type: none"> • Close – Only child died 	<ul style="list-style-type: none"> • Closed – No surviving children
<ul style="list-style-type: none"> • Open – Court ordered services • Open – Court ordered supervision • Open – Voluntary services • Open – Voluntary placement • Open – Court ordered placement 	<ul style="list-style-type: none"> • Case open – CPS required <li style="text-align: center;">—OR— • Case open – CPS not required

Selecting any “Case open” Closure Reason will create an FSI and pre-fill demographic information upon supervisory approval. Selecting the **Case open – CPS required** Closure Reason in an Indicated Investigation automatically generates the Program Choice of “Protective” for every child in the open FSS (provided none of them is a Tracked Child in another case). The programmatic function of CPS monitor must be fulfilled when there is a Program Choice of “Protective.”

Although the remainder of the Build 18 implementation will occur in waves across the state, *the Closure Reasons on the CPS Investigation Conclusion window will change for all districts as soon as the first district is implemented on February 28, 2005.* All CPS caseworkers need to select from the new Build 18 Closure Reasons upon the implementation of Wave 1. However, selection of ‘Case open’ *will system-generate a Family Services Intake only in districts that are implemented.* For Primary workers in an *implemented* Local District who are concluding an investigation, the following message will display at the top of the *CPS Investigation Conclusion* window:

“This is a build 18 implemented Investigation Conclusion.”

This message is a tool to assist staff at the Enterprise Help Desk in distinguishing between implemented and non-implemented districts; once *all* districts have been implemented, the message will no longer display.

During the Wave 1 implementation period, there are instances (connected with saved or pending investigations) in which a CPS worker may be required to select a new Closure Reason from the revised Build 18 list. This affects all workers, whether their district is implemented or not.

- If an Investigation was Pending Approval before the date of Build 18 Wave 1 implementation, the *CPS Investigation Conclusion* window will contain the pre-Build 18 Closure Reasons. If the pending Investigation is then rejected, the selected pre-Build 18 Closure Reason will still display when the *CPS Investigation Conclusion* window is re-opened, *but the selected Closure Reason will be red to indicate an error condition*. The worker must then click on drop-down arrow for the **Closure Reason** field and select a Build 18 Closure Reason from the revised list.
- If an Investigation was Pending Approval before the date of Build 18 implementation and the Pending Approval status was invalidated as a result of a worker opening the *CPS Investigation Conclusion* window in Modify mode, the worker needs to click on the drop-down arrow for the **Closure Reason** field and select a Build 18 Closure Reason from the revised list.
- Pending Investigations with a pre-Build 18 Closure Reason can be approved. If a pending Investigation Conclusion with a pre-Build 18 Closure Reason is approved in an implemented district, the pre-Build 18 Closure Reason will be used to create an FSI stage. Since there is no pre-Build 18 Closure Reason equivalent to “Case Open – CPS Required,” the “Protective” Program Choice will not be system-added to the FSS for the child(ren) in that stage. Workers will need to add the “Protective” Program Choice, if appropriate.
- If an Investigation Conclusion has a pre-Build 18 Closure Reason saved *but not submitted for approval* before Build 18 implementation, then upon Wave 1 implementation the selected Closure Reason will display in red and the worker must select a Build 18 Closure Reason before the Investigation Conclusion can be submitted for approval.

Required Action

- All CPS workers statewide must use the revised Closure Reasons when concluding an Investigation upon Wave 1 implementation of Build 18.
- CPS workers must select the Case open – CPS required Closure Reason if there are ongoing child welfare issues requiring the continued assessment of safety and risk.
- After Wave 1 implementation of Build 18, CPS workers must select a Build 18 Closure Reason if a pending Investigation with a pre-Build 18 reason is rejected, or if a pre-Build 18 Closure Reason was saved but not submitted for approval before Wave 1 implementation.
- If a pending Investigation Conclusion with a pre-Build 18 Closure Reason is approved, workers must add the program choice ‘protective’ to the FSS, as the system will not automatically do so.
- The programmatic function of CPS monitor must be fulfilled when there is a Program Choice of “Protective.”

For Implemented Districts...	
If an open FSI or FSS was created from the Investigation stage <i>and</i> one of the following closure reasons was selected (regardless of the determination):	The following warning message displays:
<ul style="list-style-type: none"> • Closed – No services required • Closed – Refused services • Closed – Unable to contact/moved out of jurisdiction • Closed – Services refused/unable to take or continue legal action 	<p><i>“Determination or Closure Reason Inconsistent with existing FSI/FSS.”</i></p> <ul style="list-style-type: none"> • Click on the OK button to close the message.

The CPS Investigation Summary report displays the new Build 18 Closure Reasons:

Unfounded Determinations	Indicated Determinations
<ul style="list-style-type: none"> • Case open – Services • Closed – No services required • Closed – Refused services • Closed Unable to contact/moved out of jurisdiction. 	<ul style="list-style-type: none"> • Case open – CPS required • Case open – CPS not required • Closed – No services required • Closed – Services refused/unable to take or continue legal action • Closed – Unable to contact/moved out of jurisdiction • Closed – No surviving children

Changes to WMS Information

Currently, CPS workers record and validate the WMS Case Number by:

- entering the WMS Case Number in the **WMS Case Number** field; and
- verifying that the WMS Case Number is valid by clicking on the **Validate** button.

Once validated, a check mark displays in the **WMS# Validated** check box.

With the implementation of Build 18, CPS workers no longer need to complete the **WMS Case Number** field. WMS services cases will be created within the Family Services Stage in CONNECTIONS, once Build 18 is implemented; the two systems will interface. For non-implemented districts, during **Save and Submit**, if the WMS Case Number has not been previously validated with an error, one more attempt is made to validate the WMS Case Number. This is to make sure that the WMS Case Number is validated as accurately as possible before the final **Save and Submit**.

With the implementation of Build 18, implemented districts can no longer record the WMS Case Number; the **WMS Case Number** field does not display for Implemented Districts. However, if a WMS Case Number was saved to the database prior to Build 18 in an open Investigation stage that is in an Implemented District, the field will display. When all districts are implemented, only *closed* stages that have a WMS Case Number recorded will display information in this field.



Where am I?

*CONNECTIONS Toolbar >
Assigned Workload > Tasks List
> CPS Investigation
Conclusion window*

Starting with Build 18, the **Validate** button no longer displays for implemented districts. When all districts are implemented, the *CPS Investigation Conclusion* window for new investigations no longer displays this button or the **WMS Case Number** field. For closed Investigations, if the WMS Case Number was recorded, it displays on the *CPS Investigation Conclusion* window. If the WMS Case Number was recorded on the *CPS Investigation Conclusion* window that was *not* submitted for approval in an Implemented district, this WMS Case Number will display on the *CPS Investigation Conclusion* window after Build 18 is implemented, and it will be modifiable. It may be deleted, if desired.

For Non-Implemented districts, the **WMS Case Number** field is enabled only for the Primary worker or Secondary worker in the unit hierarchy for both CPS familial and Foster Care/Day Care (FC/DC) cases. The closure reason must also be one of the open closure reasons for the worker to record a WMS Case Number. The **WMS Case Number** field is enabled when the worker selects an open closure reason. The **WMS Case Number** field is disabled if the closure reason is not an open closure reason, and the WMS Case Number is erased if one was previously recorded. All five boroughs of New York City are considered as one district for WMS Case Number validation.

Changes to the *Event List*

With the implementation of Build 18, CONNECTIONS will automatically generate events to the *Event List* when certain activities are performed for FSI or FSS stages:

- An FSI is saved for the first time using the **Record Family Services Intake** function (The worker will be able to navigate from the event to the *Family Services Intake* window in view-only mode, provided s/he has the required security and access.)
- An FSI is closed via the **Family Services Intake Closed** function *without* creating a Family Services Stage.
- An FSI is submitted for review and all of the edits have been passed.
- An FSI is submitted for acceptance and all the edits have been passed.
- Any letter or notification is generated for a client or other interested party.

Changes to Person Relate

Build 18 extends the Person Relate function in CONNECTIONS to Family Services Intakes and Family Services Stages. When a worker in a Family Services Intake or Family Services Stage relates an existing person record to that FSI or FSS, CONNECTIONS generates an Alert To-Do to the *Staff To-Do List* of every worker assigned to any case or stage in which that person is involved. The Alert To-Do reads, "Name <PID> was added to Stage Name <Stage ID>."