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CONNECTIONS

OCFS Custody Youth Placed in Voluntary Agencies

System Build 18 Job Aid

CONNECTIONS Training Project
SUNY Training Strategies Group

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CONNECTIONS - System Build 18 Job Aid
OCFS Custody Youth Placed in Voluntary Agencies
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This job aid is available online:

- In the Public Folders:
  All Public Folders > Statewide > CONNECTIONS > Build 18
- On the CONNECTIONS Intranet site:
  DFA Intranet Site > OCFS Home page > CONNECTIONS >Desk and Job Aids

The *CONNECTIONS Case Management Step-by-Step Guide* provides detailed information and step-by-step instructions for Build 18 system functionality. This Step-by-Step Guide is available on CD and is distributed in the CONNECTIONS Case Management for Child Welfare Workers and CONNECTIONS Case Management for CPS Workers trainings.

The OCFS CONNECTIONS intranet site also contains information about trainings offered to support you in your work with CONNECTIONS.

Any visible identifying data in this Job Aid is simulated.

Introduction

This Job Aid provides information about how the OCFS/Division of Rehabilitative Services (DRS), Local Department of Social Services (LDSS) and Voluntary Agency staff can use CONNECTIONS to support them in their work with children and youth in the custody of the OCFS Commissioner who are placed in Voluntary Agencies.

Specifically, this Job Aid contains information about:

- confidentiality and security;
- accessing the CONNECTIONS application;
- closing the CONNECTIONS application;
- navigating via the CONNECTIONS Toolbar;
- managing your *Assigned Workload*;
- using To-Do's;
- processing placements;
- assigning roles;
- OCFS/DRS Family Assessment and Service Plan procedures; and
- the FASP approval process.

CONNECTIONS Security

Workers must understand their role and responsibilities regarding the security of CONNECTIONS information. They have an obligation to protect and preserve all information in a consistent and reliable manner. Designated staff are responsible to verify that appropriate physical, logical and procedural controls are in place to preserve the confidentiality, integrity, availability and privacy of CONNECTIONS information.

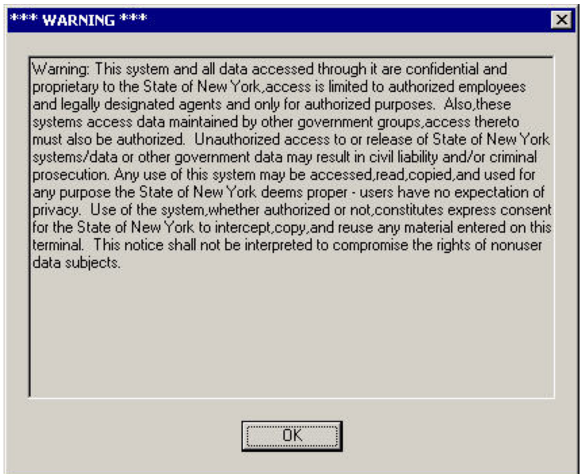
For important information about CONNECTIONS security see Appendix B: Security Awareness Materials.

Logging On to Your Computer

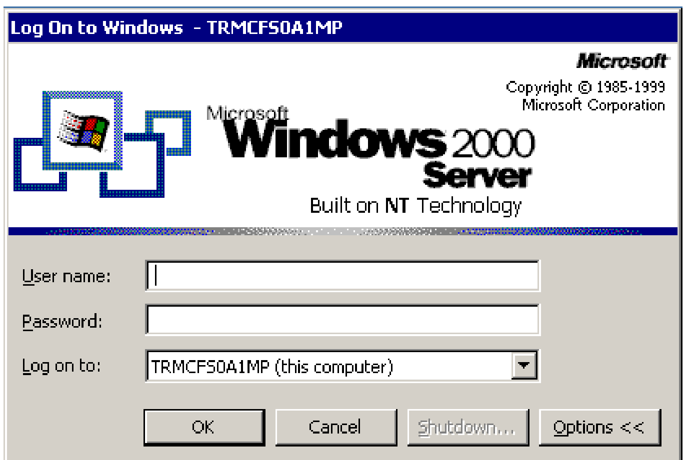
The CONNECTIONS application can be accessed only by designated individuals on computers that are set up to run the application. CONNECTIONS computers use the Windows 2000 Operating System.

	Step-by-Step: **Logging On to Your Computer (Windows 2000 Operating System)**

1 Press the **Ctrl** + **Alt** + **Delete** keys on your keyboard at the same time.
A Confidentiality warning displays.

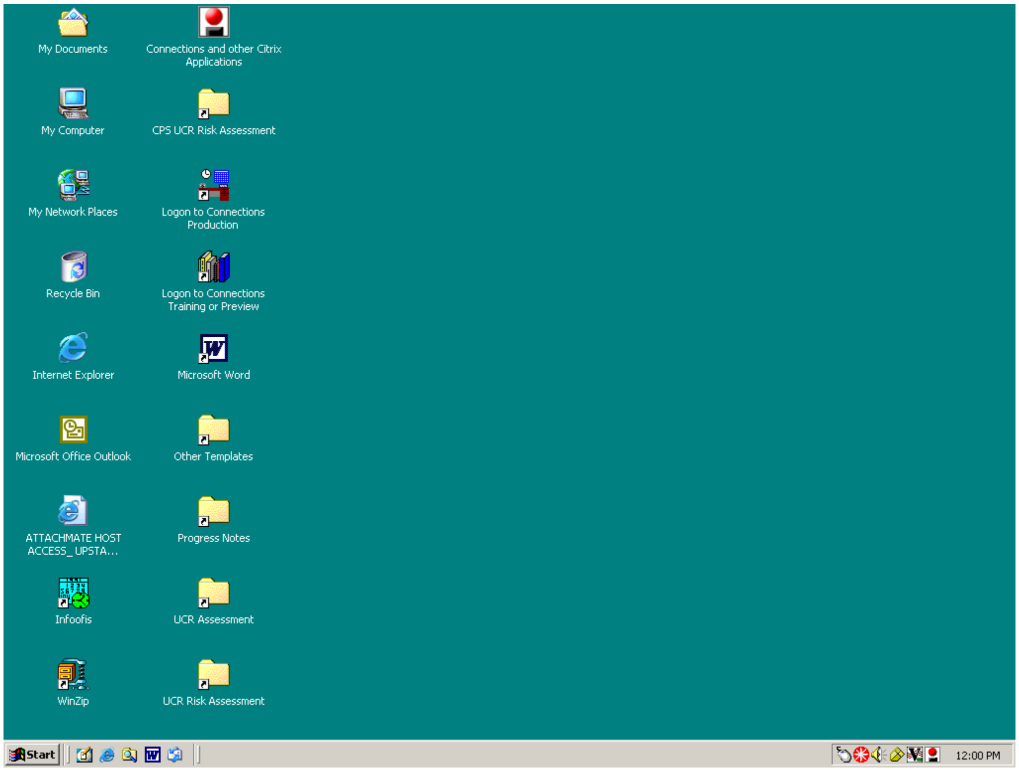


2 Click on the **OK** button in response to the Confidentiality warning.
The Log On to Windows dialog box displays.



3 Enter your user name, password and domain in the respective fields.
If pre-filled, make sure that your user name and domain (HSEN) are listed correctly in the log on dialog box.

4 Click on the **OK** button.
Your local desktop displays.



Launching CONNECTIONS

CONNECTIONS resides on a centralized Citrix server. The **CONNECTIONS and other Citrix Applications** icon on your local desktop opens the *CONNECTIONS and other Citrix Applications* window, which contains icons of applications that are available to you based on your NT logon. When you select one of the CONNECTIONS log on icons from the *CONNECTIONS and other Citrix Application*s window, your computer accesses the Citrix server and begins a “Citrix session.” The Citrix desktop displays, covering your local desktop and remaining open for the length of your Citrix session. Users with 95% screen resolution will still see a portion of their desktop. The Citrix desktop also has an easily recognizable background.

> If the **CONNECTIONS and other Citrix Applications** icon does not display on your local desktop, click on the **Logon to CONNECTIONS Production** icon (see the screen graphic above). This alternative method will not be available in the future when the PN Agent will be the path to CONNECTIONS.

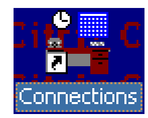
Step-by-Step:
Launching CONNECTIONS (Production)

1 From your local desktop, double-click the **CONNECTIONS and other Citrix Applications** icon.
The Program Neighborhood (PN) Agent displays the CONNECTIONS and other Citrix Applications window, containing icons of applications that are available to you based on your NT logon.

2 Double-click the **Connections Desktop 95 Percent** icon.
A Confidentiality Warning message displays.

3 Click on the **OK** button in response to the Confidentiality Warning.
The Citrix desktop displays and your Citrix session begins.

4 Double-click the **Connections** icon.
When the CONNECTIONS Production Database has launched successfully, the CONNECTIONS Toolbar displays, reading: Production – CONNECTIONS Toolbar – <Your Name>.



Step-by-Step:
Launching CONNECTIONS *(Without an Icon on the Local Desktop)*

1 If you do not have the **CONNECTIONS and other Citrix Applications** icon on your desktop, double-click the Internet Explorer icon.
The New York State Human Services Intranet Site displays.

2 Delete the existing address in the Address bar and type "connections."

3 Press the **Enter** key on your keyboard or click on the **Go** icon.
The CONNECTIONS Production log on screen displays.

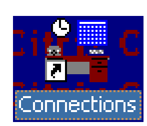
4 If this is the first time accessing CONNECTIONS Production, record the following in the respective fields: User Name, Password and select the HSEN domain.
Once you have successfully logged onto CONNECTIONS once, you will only be required to enter your password for future logons. Make sure your domain (HSEN) is correct.

See the corresponding screen graphics on the next two pages.

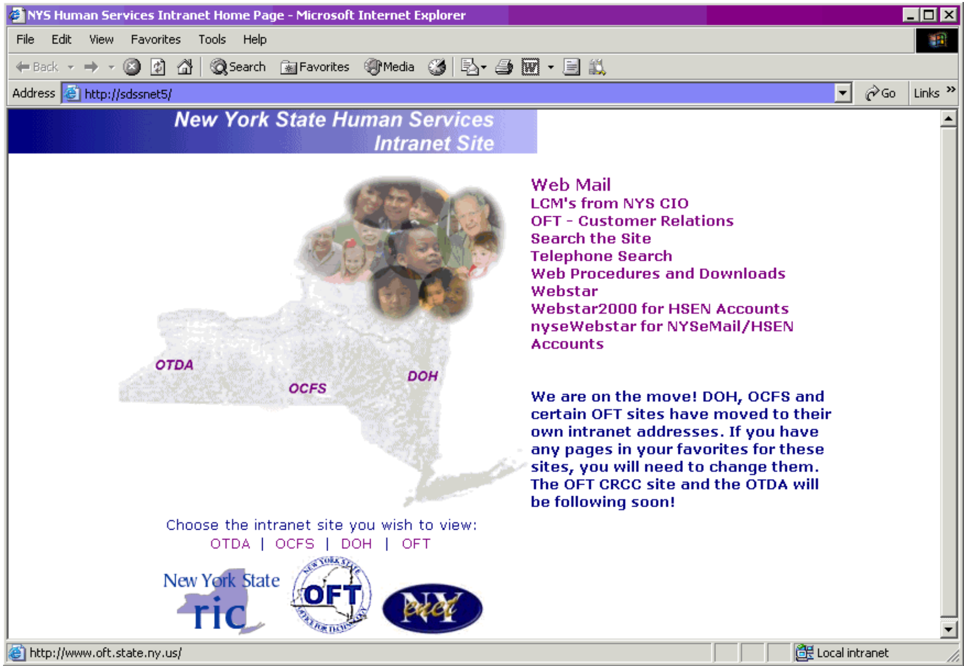
5 Click on the **Logon** button.
A Confidentiality Warning message displays.

6 Click on the **OK** button in response to the Confidentiality warning.
The Citrix desktop displays and your Citrix session begins. If your Citrix session does not begin, click on the **Go** icon.

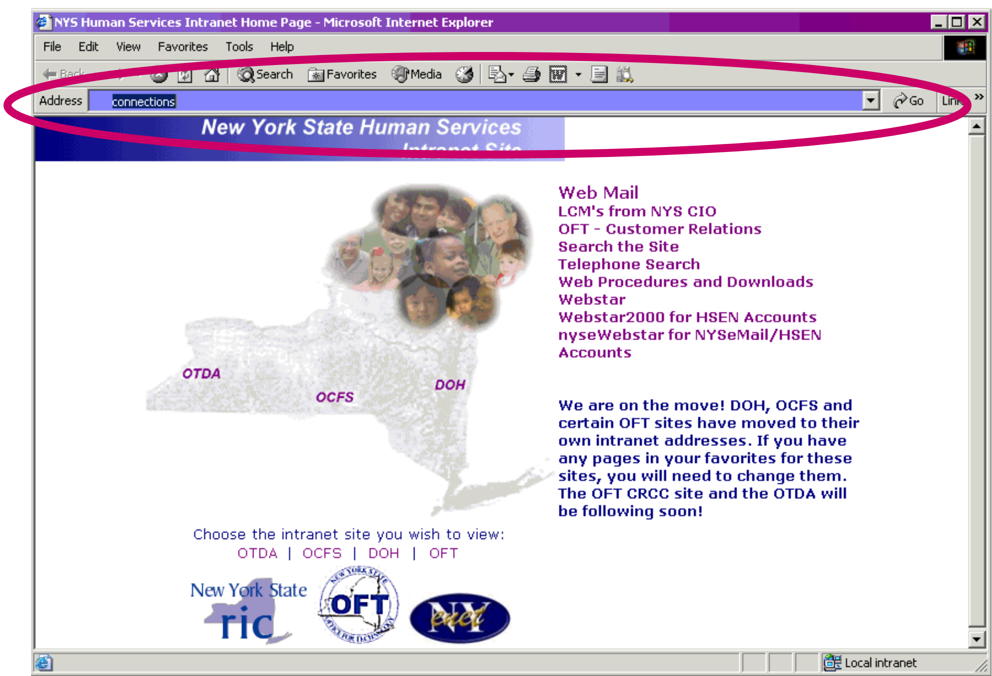
7 Double-click the **Connections** icon.
When the CONNECTIONS Production Database has launched successfully, the CONNECTIONS Toolbar displays, reading: Production – CONNECTIONS Toolbar – <Your Name>.



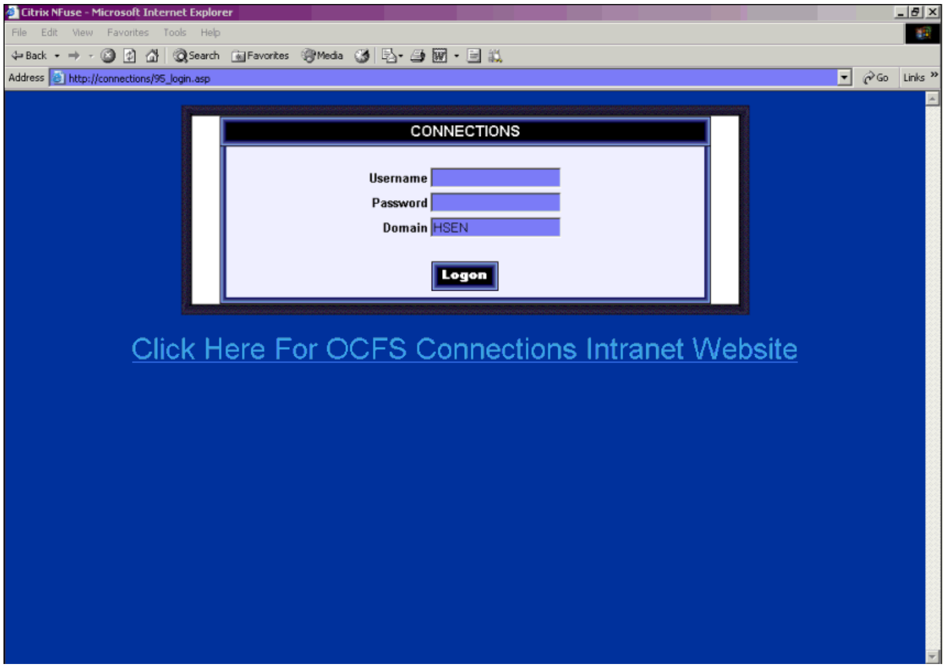
Accessing the CONNECTIONS Application



Entering "CONNECTIONS" in the Address bar



Logging into CONNECTIONS



Closing CONNECTIONS and Logging Off Your PC

When you have finished your work in CONNECTIONS, you should close both CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. Doing so (as opposed to logging off of Citrix while CONNECTIONS is still open) reduces the likelihood of problems occurring during the log off procedure. It is also important to log off your computer at the end of your work day. Leaving your computer logged off (but with the power still on) provides for the automated system updates that may occur overnight.

If you are logged on to the system, always lock your computer (*or log off the network*) by holding down the **Ctrl**+**Alt**+**Del** keys at the same time and selecting the **Lock Computer** button. Do this every time you leave your desk to help prevent unauthorized individuals from using your user ID and password to access the network.

Step-by-Step: Closing CONNECTIONS and Logging Off Your PC

1 Click on the **File** menu (represented by the **Globe** icon in the upper left corner of the CONNECTIONS Toolbar) and select **Close**.
You may need to use the vertical scroll bar to scroll up on the desktop to reveal the ***Globe*** *icon (****File*** *menu) on the CONNECTIONS Toolbar.*

2 Click on the **Start** button in the lower left corner of the Citrix desktop and select **Log Off <User name>** from the resulting menu.
The Log Off Windows dialog box displays the following message:
“Are you sure you want to log off?”

3 Click on the **Yes** button.
This does not log off your machine; it only ends your session with the Citrix server*. Your local desktop displays.*

4 Close all applications still open on your local desktop.

5 Click on the **Start** button and select the **Shut Down** command.
The Shut Down Windows dialog box displays. If necessary, click on the drop-down arrow and select ***Log off <user name>****.*

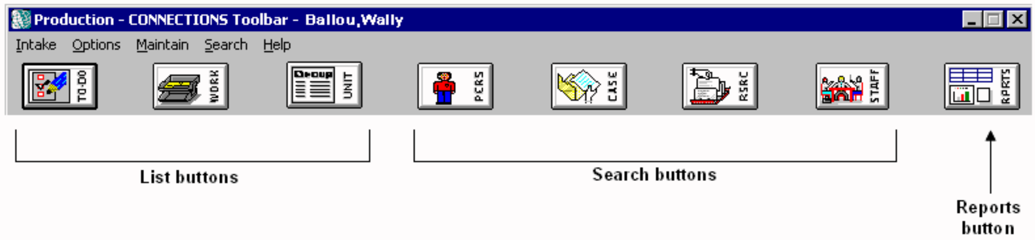
6 Click on the **OK** button.

The **Shut Down** command in the **Start** menu provides four choices:

- ♦ **Log off [User Name]**
- ♦ **Shutdown**
- ♦ **Restart**
- ♦ **Stand by**

Select the **Log off** command to exit the system and leave your computer powered on; this will enable your computer to receive automated system updates.

The CONNECTIONS Toolbar



Using CONNECTIONS Toolbar Buttons

The first two buttons on the CONNECTIONS Toolbar (**TO-DO** and **WORK**) help you organize your day-to-day work. The **TO-DO** button opens the *Staff To-Do List*, containing items/tasks needing your attention. The **WORK** button opens the *Assigned Workload,* which lists your case assignments. This is the method you use to access your tasks in CONNECTIONS.

The third button, **UNIT**, opens the *Unit Summary* window, which is available only to CONNECTIONS users who have been assigned the UNIT SUM ACCESS Business Function. It is typically available to staff at the supervisory level and to their designees. It gives supervisors access to the workloads of the caseworkers they supervise and the ability to assign work to other staff. For users without this special Business Function, the button is disabled.

The next four buttons (**PERS**, **CASE**, **RSRC** and **STAFF**) are search buttons, which enable you to search for people, cases, resources (including foster homes, agencies and service providers), and staff in CONNECTIONS. Staff in Voluntary Agencies must conduct Person Searches from within a case, instead of using the **PERS** button on the Toolbar. Keep in mind that Voluntary Agency workers cannot view information in *any* CPS Intake or Investigation stages.

The final button, **RPRTS**, opens the *Report List*, which provides access to reports that you've generated (or "launched") from within the application. Monthly management reports are also downloaded directly into the **RPRTS** window for people with special Business Functions.

Understanding Cases and Stages in CONNECTIONS

The CONNECTIONS case management system organizes information about a family or individual situation into *cases* and *stages*.

- A *case* contains the information about the child welfare services provided to a family or individual, including reports of abuse or maltreatment, as well as the provision of ongoing protective/preventive services, foster care, or adoption services. A "CONNECTIONS Case" consists of an associated group of "stages."
- A *stage* is a grouping of casework activities related to a particular time frame, case status, or casework action within the context of the overall case.

The following stages exist in the CONNECTIONS Case Management system:

- CPS Intake (INT)
- CPS Investigation (INV)
- Foster/Adoptive Home Development (FAD)
- Administrative Review Investigation (ARI)
- Family Services Intake (FSI)
- Family Services Stage (FSS)

Different Types of CPS Reports

Initial Report An Initial report is registered by the State Central Register (SCR) when there is no open case or investigation. Although the principals may have been involved in past cases, these cases have been closed prior to the current report. As a result of this type of report, a new case is created in CONNECTIONS. Historical cases involving any of the same individuals will be linked within CONNECTIONS through these individuals.

Duplicate Reports A report made which describes the same incident(s), involving the same subjects and child(ren), occurring within the same time frame as a previously made report—*and which does not include any new allegations*—is considered a duplicate report. Duplicate reports are usually made by different reporters. This type of report displays on the *Assigned Workload* with the label "DUP" in the **Type** column. Duplicate reports are merged with the original case by the SCR and thereby receive the same Case ID number as that of the original report. Unlike an initial or subsequent report, a duplicate report is not progressed to an investigation in CONNECTIONS.

Subsequent Reports Subsequent reports are those reports made to the SCR concerning families that have:

- a child abuse or maltreatment report under investigation; or
- an open indicated child protective case.

A subsequent report is added to an open case when a call to the SCR contains new or additional allegations, subject(s) or abused/maltreated child(ren), or involves a new incident. Subsequent reports are merged with the original case by the SCR and thereby receive the same Case ID number as that of the original report. However, this report displays on the *Assigned Workload* as a separate report/stage, and it a must be investigated and fully documented within CONNECTIONS in the same way that any other report would be.

Additional Information

At times a reporter will provide the SCR with additional information that is relevant to a CPS case that is either open or under investigation. An Additional Information (ADD INFO) contains no allegations and may include more identifying details (names, addresses, birth dates, relationships, etc.) or other information related to the case. Since an ADD INFO contains no allegations, it is not classified as a report. The SCR transmits an ADD INFO to the local district. The information displays on the *Assigned Workload* with "ADD" in the **Type** column.

An Additional Information is merged with the original case by the SCR and thereby receives the same Case ID number as that of the original report. An Additional Information is not progressed to the Investigation stage in CONNECTIONS. An Additional Information Intake stage should be closed, using the *Intake Priority Closure* window, *after it has been accepted and reviewed* by the local district.

Each Family Services Stage (FSS) in CONNECTIONS will have one of the following types:

- **Child Welfare Services (CWS)**
  This is the most commonly used type of Family Services Stage. It includes adoption, foster care, preventive and long-term protective services.
- **Child Case Record (CCR)**
  The Child Case Record is created when a child is legally freed for adoption. This is a completely separate type of FSS; every child who has been freed, including those who might not be placed in an adoptive setting, has a separate CCR.
- **Out-of-Town Inquiry (OTI)**
  There are two types of Out-of-Town Inquiry (OTI): out-of-state and county-to-county. An *out-of-state* OTI is a written request for assistance or follow-up on a specific matter that usually involves a family (or family members) now residing in New York State. A *county-to-county* OTI is a request made by one Local District to another Local District for assistance or follow-up on a specific matter that involves a family (or family members) residing outside the requesting district. The request usually requires an action that cannot be completed by the requesting district.
- **Court Ordered Investigation (COI)**
  This type is used for a case that was initiated by a court-ordered investigation, rather than by a CPS Investigation.
- **Interstate Compact for the Placement of Children (ICPC)**
  This type is used for cases where the Local District or Voluntary Agency is *receiving* a child from another state. All children who were in foster care in New York State and are being placed via ICPC in another state already have an open FSS/CWS in CONNECTIONS and will continue to be tracked in that stage.
- **Advocates Preventive Only (ADVPO)**
  The Advocates Preventive Only (ADVPO) type is used exclusively for Family Services Stages in New York City when ACS is the Case Manager for a preventive services case ***and*** the Voluntary Agency that will be directly providing only preventive services to the family is exempt from the responsibility of recording the FASP online, in accordance with the terms of the Advocates for Children lawsuit settlement.

Managing Your Workload

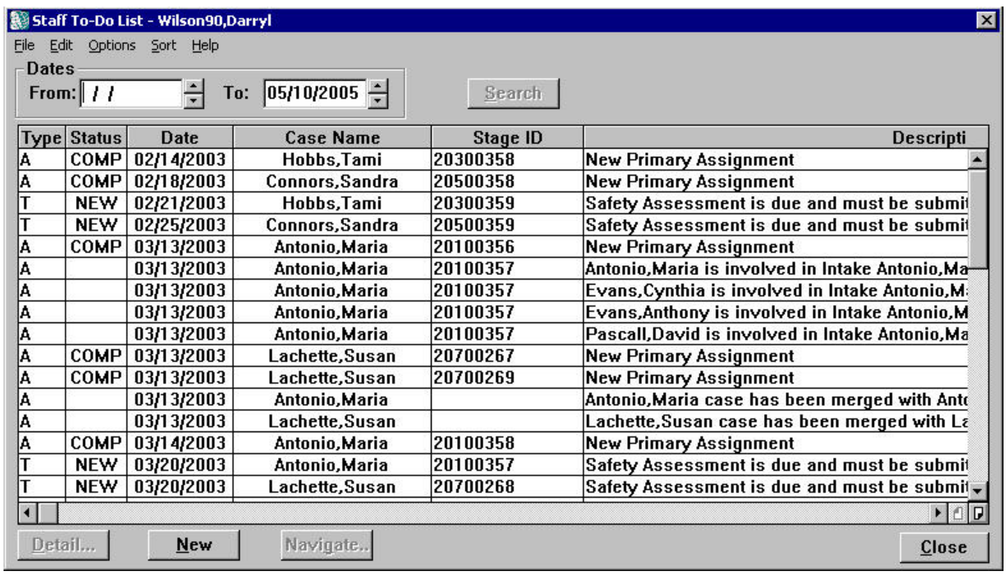
CONNECTIONS provides tools to help you manage your caseload. These tools include the To-Do Lists and the *Assigned Workload*.

Using Staff and Case To-Do Lists

CONNECTIONS sends you To-Do's to notify you of actions you must take on an assigned case, and of events in a case, including when something has happened or is about to happen. You can also send To-Do's to yourself and others.

These To-Do's appear on the *Staff To-Do List* and the *Case To-Do List*. The *Staff To-Do List* contains all To-Do's for a specific staff person. The *Case To-Do List* contains all To-Do's associated with a particular case, regardless of assignment.

To-Do Lists are useful workload management tools in CONNECTIONS. The lists provide you with information about a particular stage. You can also organize your To-Do's, keep the lists current by deleting outdated To-Do's, and reassign To-Do's that should be handled by another worker.


Staff To-Do List - Wilson90,Darryl
File Edit Options Sort Help
Dates
From: / / To: 05/10/2005 Search

Type	Status	Date	Case Name	Stage ID	Descripti
A	COMP	02/14/2003	Hobbs,Tami	20300358	New Primary Assignment
A	COMP	02/18/2003	Connors,Sandra	20500358	New Primary Assignment
T	NEW	02/21/2003	Hobbs,Tami	20300359	Safety Assessment is due and must be submi
T	NEW	02/25/2003	Connors,Sandra	20500359	Safety Assessment is due and must be submi
A	COMP	03/13/2003	Antonio,Maria	20100356	New Primary Assignment
A		03/13/2003	Antonio,Maria	20100357	Antonio,Maria is involved in Intake Antonio,Ma
A		03/13/2003	Antonio,Maria	20100357	Evans,Cynthia is involved in Intake Antonio,M
A		03/13/2003	Antonio,Maria	20100357	Evans,Anthony is involved in Intake Antonio,M
A		03/13/2003	Antonio,Maria	20100357	Pascall,David is involved in Intake Antonio,Ma
A	COMP	03/13/2003	Lachette,Susan	20700267	New Primary Assignment
A	COMP	03/13/2003	Lachette,Susan	20700269	New Primary Assignment
A		03/13/2003	Antonio,Maria		Antonio,Maria case has been merged with Ant
A		03/13/2003	Lachette,Susan		Lachette,Susan case has been merged with La
A	COMP	03/14/2003	Antonio,Maria	20100358	New Primary Assignment
T	NEW	03/20/2003	Antonio,Maria	20100357	Safety Assessment is due and must be submi
T	NEW	03/20/2003	Lachette,Susan	20700268	Safety Assessment is due and must be submi

Detail... New Navigate... Close

Types of To-Do's

There are three types of To-Do's:

Alert Alert To-Do's are created by CONNECTIONS to notify workers that something has happened or needs to happen. For example, you are sent an Alert To-Do when you receive a new assignment. Alert To-Do's are identified by an "A" in the **Type** column of a To-Do List. You can delete Alert To-Do's at any time. Because they are not directly task-related, you cannot navigate directly from Alert To-Do's to task-related windows.

Reminder Reminder To-Do's are created by CONNECTIONS users. You might create this kind of To-Do to remind yourself of an upcoming appointment. You can also send Reminder To-Do's to other CONNECTIONS users. Reminder To-Do's are identified by an "R" in the **Type** column of a To-Do List. Reminder To-Do's can be deleted at any time. Because they are not directly task-related, you cannot navigate directly from Reminder To-Do's to task-related windows.

Task Task To-Do's can be either system- or user-generated to notify workers that there is a task they must complete. Task To-Do's are identified by a "T" in the **Type** column of a To-Do List. Task To-Do's cannot be deleted. The only way to remove a *system*-generated Task To-Do from your *Staff To-Do List* is to complete that task. *User*-generated Task To-Do's can only be deleted by entering a **Complete Date** on the *To-Do Detail* window.

Creating a *user*-generated Task To-Do can be helpful if you need another worker to complete a task for your case. For example, you assign a worker a Task To-Do to record a Progress Note entry. If anyone other than an assigned worker or supervisor, such as clerical staff, receives a user-generated Task To-Do to complete Progress Notes, s/he has access only to the *Progress Notes Detail* window and the **Progress Notes** tab; all other tabs on the *Family Services Stage* window are disabled.

An example of a *system*-generated Task To-Do is to approve the Family Assessment and Service Plan. You can navigate to task-related windows from a Task To-Do by selecting it from the list and clicking on the **Navigate…** button.

Step-by-Step:
Viewing To-Do's on the *Staff To-Do List*

1. Click on the **TO-DO** button on the CONNECTIONS Toolbar.
   The Staff To-Do List displays.
2. Click on a To-Do to select it from the list.
3. Click on the **Detail…** button.
   The To-Do Detail window displays for the selected To-Do.
4. To close the *To-Do Detail* window, click on the **Cancel** button.
   The Staff To-Do List displays.
5. To close the *Staff To-Do List*, click on the **Close** button.

Step-by-Step:
Navigating from Task To-Do's

1. Click on the **TO-DO** button on the CONNECTIONS Toolbar.
   The Staff To-Do List displays.
2. Click on a Task To-Do to select it from the list.
   *The **Navigate…** button enables.*
3. Click on the **Navigate…** button.
   The task-related window associated with the selected To-Do displays.

> If you receive a Task To-Do to review/approve work completed by staff, click on the **Navigate…** button to go directly to the work submitted for approval. (Refer to "Approving a FASP" on page 32 for details.)

4 If you make changes on that window, save your work by clicking on the **Save** button.
The Staff To-Do List displays.

5 To close the window without saving changes, click on the **Cancel** button.
The Staff To-Do List displays.

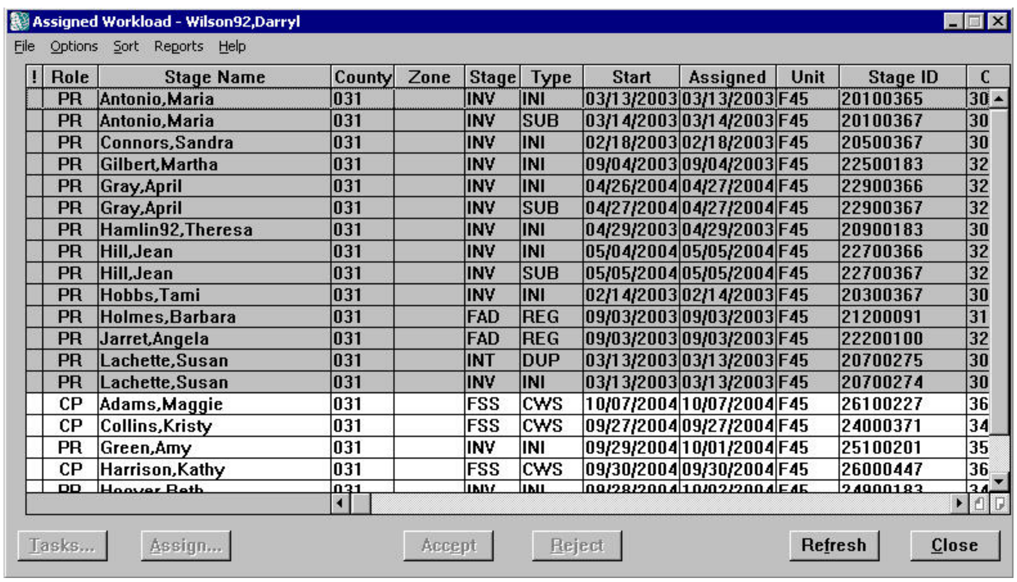
The *Assigned Workload*

The *Assigned Workload* is an important workload management tool in CONNECTIONS. It lists all of the stages assigned to you, along with basic information about those stages. From the *Assigned Workload*, you navigate to the work you need to complete by selecting the stage and clicking on the **Tasks…** button. When you click on the **Tasks…** button for a Family Services Stage, the *Family Services Stage* window displays with the **Stage Composition** tab active. This tab provides you a view of which children are involved in the stage.

If you have your *Assigned Workload* open when a new stage is assigned to you, it does not automatically display on the *Assigned Workload;* it is necessary to refresh the workload for the assignment to display. To refresh the *Assigned Workload,* click on the **Refresh** button or click on the **Close** button to close the *Assigned Workload* and then reopen it.

Step-by-Step:
Opening the *Assigned Workload*

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.



!	Role	Stage Name	County	Zone	Stage	Type	Start	Assigned	Unit	Stage ID	C
	PR	Antonio,Maria	031		INV	INI	03/13/2003	03/13/2003	F45	20100365	30
	PR	Antonio,Maria	031		INV	SUB	03/14/2003	03/14/2003	F45	20100367	30
	PR	Connors,Sandra	031		INV	INI	02/18/2003	02/18/2003	F45	20500367	30
	PR	Gilbert,Martha	031		INV	INI	09/04/2003	09/04/2003	F45	22500183	32
	PR	Gray,April	031		INV	INI	04/26/2004	04/27/2004	F45	22900366	32
	PR	Gray,April	031		INV	SUB	04/27/2004	04/27/2004	F45	22900367	32
	PR	Hamlin92,Theresa	031		INV	INI	04/29/2003	04/29/2003	F45	20900183	30
	PR	Hill,Jean	031		INV	INI	05/04/2004	05/05/2004	F45	22700366	32
	PR	Hill,Jean	031		INV	SUB	05/05/2004	05/05/2004	F45	22700367	32
	PR	Hobbs,Tami	031		INV	INI	02/14/2003	02/14/2003	F45	20300367	30
	PR	Holmes,Barbara	031		FAD	REG	09/03/2003	09/03/2003	F45	21200091	31
	PR	Jarret,Angela	031		FAD	REG	09/03/2003	09/03/2003	F45	22200100	32
	PR	Lachette,Susan	031		INT	DUP	03/13/2003	03/13/2003	F45	20700275	30
	PR	Lachette,Susan	031		INV	INI	03/13/2003	03/13/2003	F45	20700274	30
	CP	Adams,Maggie	031		FSS	CWS	10/07/2004	10/07/2004	F45	26100227	36
	CP	Collins,Kristy	031		FSS	CWS	09/27/2004	09/27/2004	F45	24000371	34
	PR	Green,Amy	031		INV	INI	09/29/2004	10/01/2004	F45	25100201	35
	CP	Harrison,Kathy	031		FSS	CWS	09/30/2004	09/30/2004	F45	26000447	36

The following columns on the *Assigned Workload* provide an abbreviated view of relevant information about each stage assigned to you:

!	Indicates if a case has been marked "Sensitive."
Role	Your role in the assigned stage. The roles that display depend on the type of stage. (See Assigning Roles on page 17 for more details.)
Stage Name	The name by which the stage is identified in CONNECTIONS; this is typically named after the female caretaker/mother.
County	This column displays a code representing the Local District whose caseworker has Primary (for CPS stages) or Case Manager (for FSS stages) assignment for the stage. For FAD stages, the County Code indicates the county where the foster home is located.
Stage	The stage of service the selected item represents.
Type	The type of stage.
Start	The date the stage was created/opened in CONNECTIONS.
Assigned	The date the stage was assigned to the worker.
Unit	The unit to which the worker is assigned.
Stage ID and **Case ID**	Unique, system-generated identification numbers assigned to stages and cases, respectively.

The *Assigned Workload* for ACS caseworkers (New York City) displays four additional columns:

HPF	Indicates the ranking of the High Priority safety factor associated with the stage. The lower the number, the higher the ranking. High Priority factors are determined by the system and are calculated from the type of allegations made, the age of the child and the safety factors selected.
*****	An asterisk (*) in this column indicates that the stage has more than one High Priority factor.
CD	Displays the Community District (CD) code for the address associated with the stage.
Zone	Displays a code for New York City addresses only.

Processing Placements

When a Voluntary Foster Care Agency directly receives a youth in the legal custody of OCFS from the court or the youth is admitted as a “Placement for Replacement.” A youth who is transferred to Voluntary Agency from DRS facility is admitted as a “step-down” placement (i.e., the youth in the custody of OCFS is transferred from a DRS residential care facility and transferred to a Voluntary Agency), the Voluntary Agency must open a Family Services Intake (FSI) stage for that child.

> Refer to Module 2 of the *CONNECTIONS Case Management Step-by-Step Guide* for details on recording information in an FSI.

The Family Services Intake (FSI) standardizes Intake documentation as the path to open all services cases. Information must be recorded in CONNECTIONS before a Family Services Stage (FSS) can be opened.

Information captured in the FSI includes the following:

- Source of the Intake
- People in need of services
- Type(s) of services being requested
- Presenting concerns
- Issues requiring emergency services (for non-Protective Child Welfare Services)
- Actions necessary to deal with emergency situations (for non-Protective Child Welfare Services)
- A decision concerning the provision or denial of services
- Programmatic Eligibility for Mandated Preventive Services
- Behavioral Concerns and Family Issues (BCFI) (for non-Protective Child Welfare Services)

The Voluntary Agency Caseworker needs to indicate clearly on the FSI **Narrative** tab that the OCFS custody youth has been placed in the care of the Voluntary Foster Care Agency.

Part of the FSI process is conducting a Person Search. The Person Search results can help the Voluntary Agency Caseworker determine if the child is part of any open Child Welfare Services stage. Perhaps the same child is also named in an open FSS or CPS Investigation stage. This can aid in service planning. (Note: Voluntary Agency staff cannot access information in CPS Intake or Investigation stages in CONNECTIONS.) Voluntary Agency staff should link the FSI to a known CONNECTIONS case (opened or closed). If the youth is already part of an open FSS, the Voluntary Agency worker should contact the Local District Case Manager for further direction. The FSI should be closed if the youth is to remain in the already open FSS. To close the FSI stage, the worker would open the **Decision Summary** tab on the *FSI* window, select the “Close-Application NOT signed by parent (client)” decision and select the Closure Reason “Open Family Services Intake or Services Stage Exists.”

Once the FSI is complete, the Voluntary Agency submits it to the Local District for acceptance. The Local District Caseworker will stage progress the stage to an FSS. The Local District worker who progressed the stage from FSI to FSS is automatically assigned the role of Case Manager in the FSS when the stage progression is completed. This role can be reassigned to another Local District worker, as appropriate. The Local District will initiate the WMS Application Registration process from the FSS **Stage Composition** tab in the same manner as for youth placed in the care and custody of the Local Commissioner of Social Services.

Local Districts may wish to designate specific workers within their FSI units to receive these FSI referrals and share that information with Voluntary Agencies.

The legal and procedural methods that govern how youth in the legal custody of OCFS are placed into, transferred between, and discharged from foster care agencies remain the same. Information related to a transfer or discharge is documented by the Local District in the FASP or appropriate Plan Amendment. If it is not within the time frame to launch the FASP, the Voluntary Agency must complete a Plan Amendment by selecting the appropriate Status Change(s) (e.g., with a type of "Discharge"). If a youth was placed in a Voluntary Agency and then removed (modified or discontinued) to a DRS facility, the Voluntary Agency must complete the FASP. The Local District would need to close the stage, provided there is not an active services case. The CONNECTIONS case must be closed by the Local District before closing the case in WMS. If the Local District will continue to provide services, the case remains open.

Assigning Roles

The system *will not* automatically assign OCFS/DRS staff a role in the Family Services Stage (FSS). Roles must initially be assigned by the Case Manager. Every FSS has a single Case Manager, who *must* be Local District staff. The Local District where the child resides retains "ministerial" case management responsibility to provide monitoring. OCFS/DRS retains the functional role of Case Manager for the youth placed in OCFS custody.

04-OCFS-ADM-02 recommends that WMS case management be assigned to the Local District staff acting as the liaison to OCFS/DRS, for eligibility purposes.

From the FSS, the Local District Case Manager assigns the role of Caseworker to an OCFS/DRS worker. OCFS/DRS staff retain programmatic/functional case management duties and responsibilities. The Local District Case Manager also assigns the responsible Voluntary Foster Care Agency the role of Case Planner.

Responsibilities for overall case management are different if the Local District maintains custody ("dual custody" cases) of the OCFS youth and/or if the Local District has concurrent CPS, Preventive Services or Foster Care case involvement with other family members. The Local District, in consultation with the assigned OCFS/DRS worker, determines which of the agencies involved will be assigned the role of Case Planner. The Local District will maintain the role of Case Manager and OCFS/DRS retains the functional role of Case Manager for the youth placed in their custody.

The OCFS/DRS worker in the FSS unit who receives this initial assignment will reassign the stage to the appropriate OCFS/DRS worker in the OCFS/DRS Regional Office, which has responsibility for the case. The FSS units are populated with one worker from each Regional DRS office. The Local District Case Manager will know which staff person should be assigned a role in the stage based on a list of counties responsible for each DRS office. The available workers are listed in a DFY FSS Unit in CONNECTIONS by conducting a Staff Search.

Step-by-Step: Assigning a Role

1 Click on the **WORK** button.
The Assigned Workload displays.

2 Select the appropriate FSS stage.

3 Click on the **Assign** button.
The Family Services Assign window displays.

4 Click the **Options** menu and select the **Staff Search Criteria** command.
*The Staff Search Criteria window displays. The **Agency** field pre-fills with the assigning worker's agency code. (Refer to "The Staff Search Criteria Window" on page 19.)*

5 If the person's name is known, enter the person's First and Last name in the respective fields.
*Skip this step if you are **not** searching based on a person's name.*

6 In the Office section, delete the pre-filled agency code and enter "DFY" in the **Agency** field.
Refer to "Deleting the Existing Agency Code" on page 19.
Skip to step 8 if searching by a person's name.

7 In the Unit section, enter "FSS" in the **Unit** field.

8 Click on the **Search** button.
The Staff List displays a list of staff assigned to the Regional Office FSS Unit. If the search was not successful, the following message displays:
"No staff match the entered search criteria. Please change the criteria."

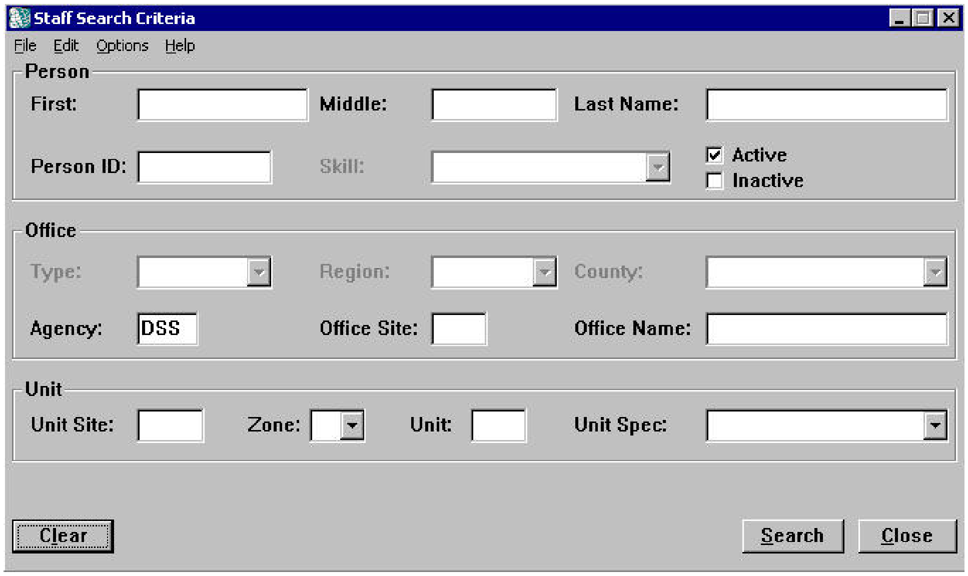
9 From the *Staff List*, select the appropriate OCFS/DRS worker from the DFY Agency with a unit labeled "FSS."

10 Click on the **OK** button.
The Family Services Assign window displays; the worker you added is automatically selected in the Available Staff grid.

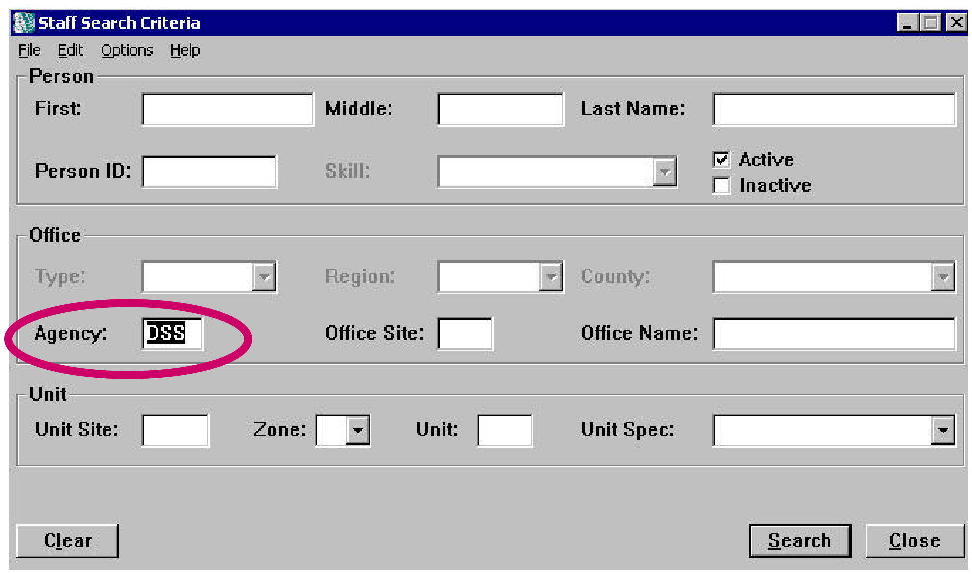
11 With the worker selected, click on the **Case Worker** button.
*The worker is added to the **Assignments** grid showing that the worker will be assigned the role of Caseworker. This assignment takes effect when you click on the **Save** button.*

12 Click on the **Save** button.
The Assigned Workload displays.

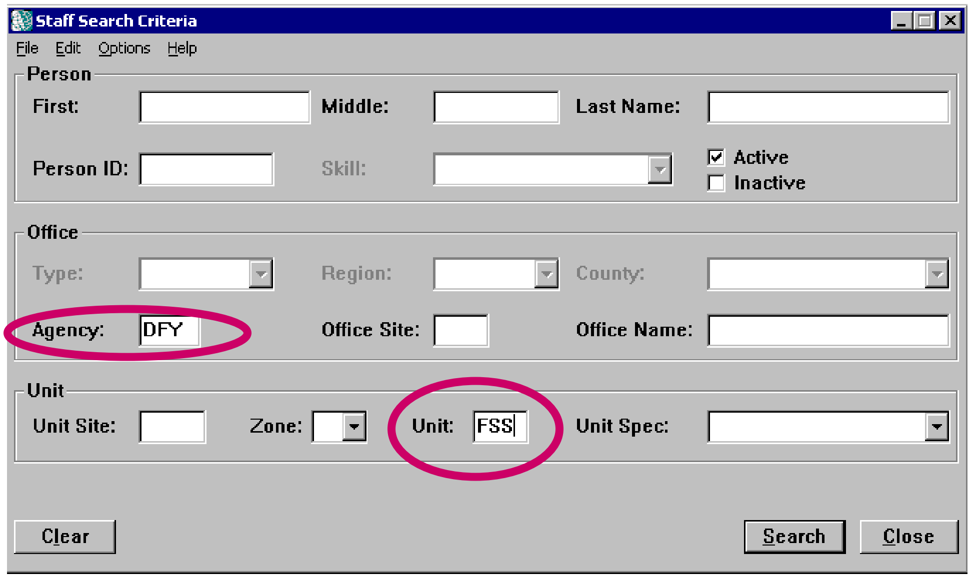
The Staff Search Criteria Window



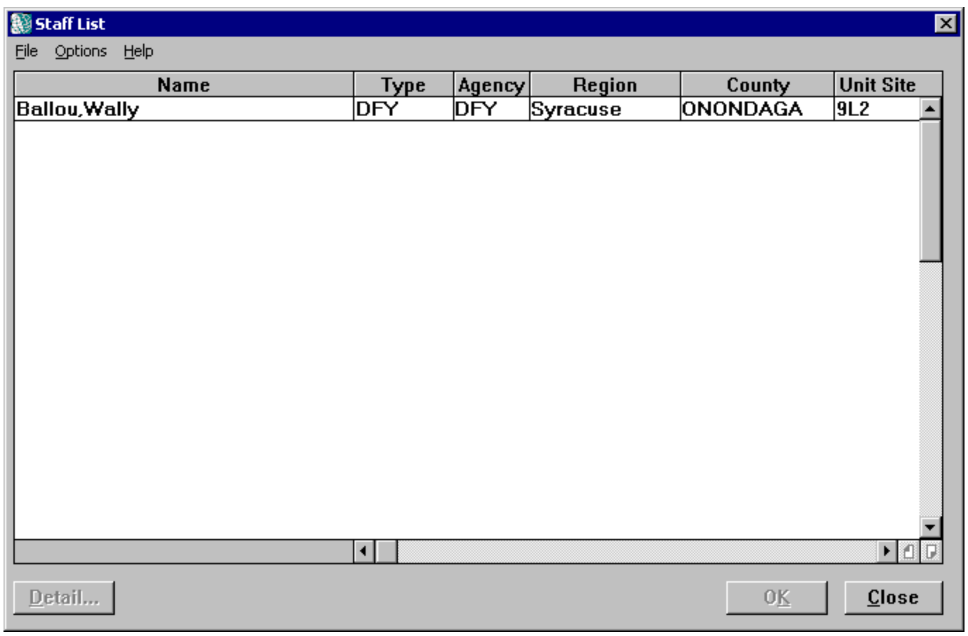
Deleting the Existing Agency Code



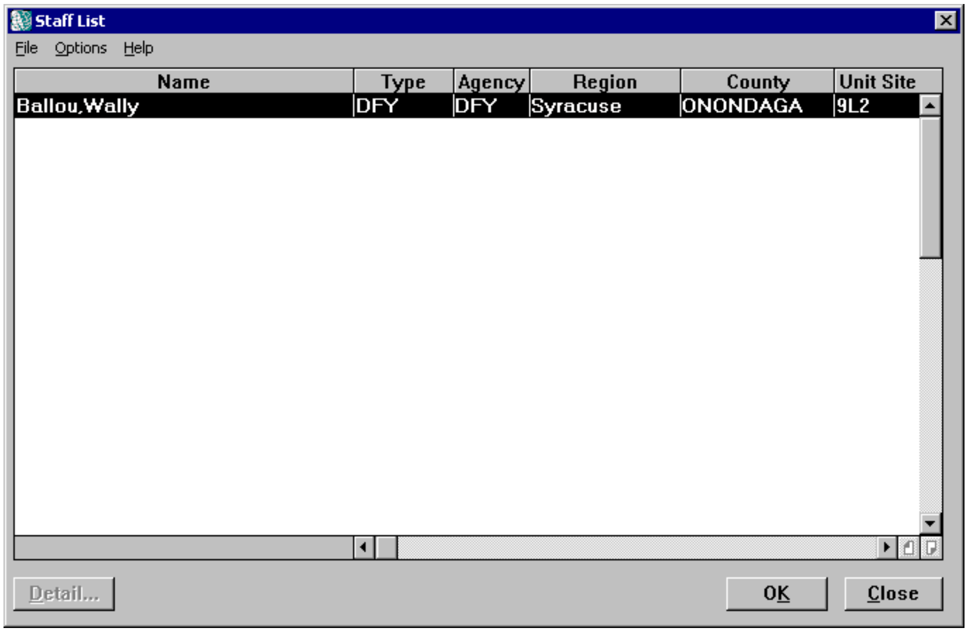
Searching for a DFY Agency with an FSS Unit



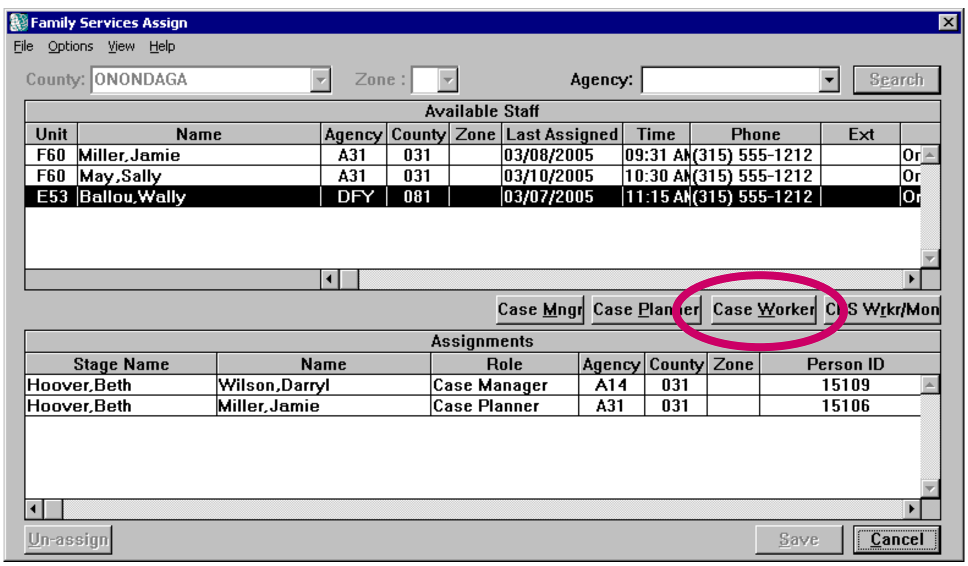
Staff Search Results



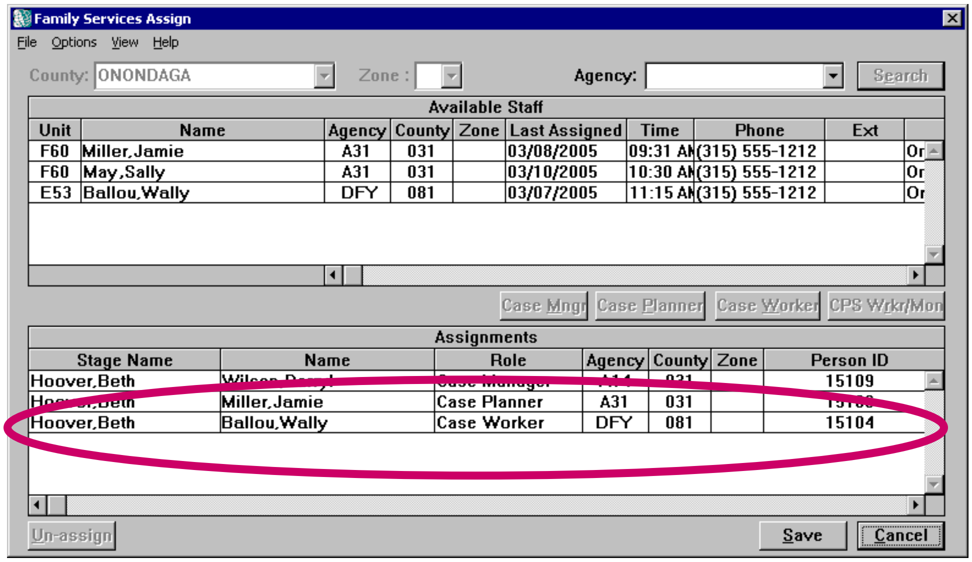
Selecting a Worker



Family Services Assign Window
(before assigning a role)



Family Services Assign Window
(post-assignment)



Step-by-Step: Un-Assigning a Role

1. Click on the **WORK** button.
   The Assigned Workload displays.
2. Select the appropriate FSS stage.
3. Click on the **Assign** button.
   The Family Services Assign window displays.
4. Select the worker in the **Assignments** grid.
5. Click on the **Un-assign** button.
6. Click on the **Save** button.
   The Assigned Workload displays.

The ability to assign, un-assign and reassign workers is dependent on:

- ♦ The role of the person performing the assignment/ un-assignment/ reassignment
- ♦ The role that is being assigned/un-assigned/ reassigned
- ♦ If a DRS worker needs to be un-assigned a role, this must be completed by the Local District Case Manager.

(See the table below.)

A worker with this role…	…can perform assignments/un-assignments/ reassignments for the following roles:			
	Case Manager†	**Case Planner†**	**Caseworker**	**CPS Worker/Monitor**
Case Manager† (Local District)	• Reassign	• Assign • Un-assign • Reassign	• Assign • Un-assign • Reassign	• Assign • Un-assign • Reassign
Case Planner† (Voluntary Agency)	n/a	• Reassign • Un-assign	• Assign • Un-assign • Reassign	• Assign • Un-assign • Reassign
Caseworker (OCFS/DRS)	n/a	n/a	• Assign • Un-assign • Reassign	n/a
CPS Worker/ Monitor	n/a	n/a	n/a	n/a

†Since a Family Services Stage in CONNECTIONS *must* be assigned only one Case Manager (who must be Local District staff) and *can* be assigned only one Case Planner, reassigning the Case Manager or Case Planner role will display the following message: *"This action will remove the current <Case Manager or Case Planner>. Do you wish to continue?"*

OCFS/DRS Family Assessment and Service Plan Procedures

Service planning for OCFS custody youth placed in Voluntary Foster Care Agencies is documented in CONNECTIONS. A Family Assessment and Service Plan (FASP) must be completed for children in the care and custody of OCFS. The Child Scales and Foster Care Issues in the FASP must be completed for each tracked child. A tracked child is defined as a child in a Family Services Stage with a Type of "Child Welfare Services" (FSS/CWS) or "Child Case Record" (FSS/CCR) *and* who has an active Program Choice and Permanency Planning Goal (PPG) *and* who is receiving Child Welfare services.

Refer to "Accessing the FASP from the Assigned Workload" on page 27 and "Generating the Family Services OCI Report" on page 27 for steps on how to see when a FASP is coming due.

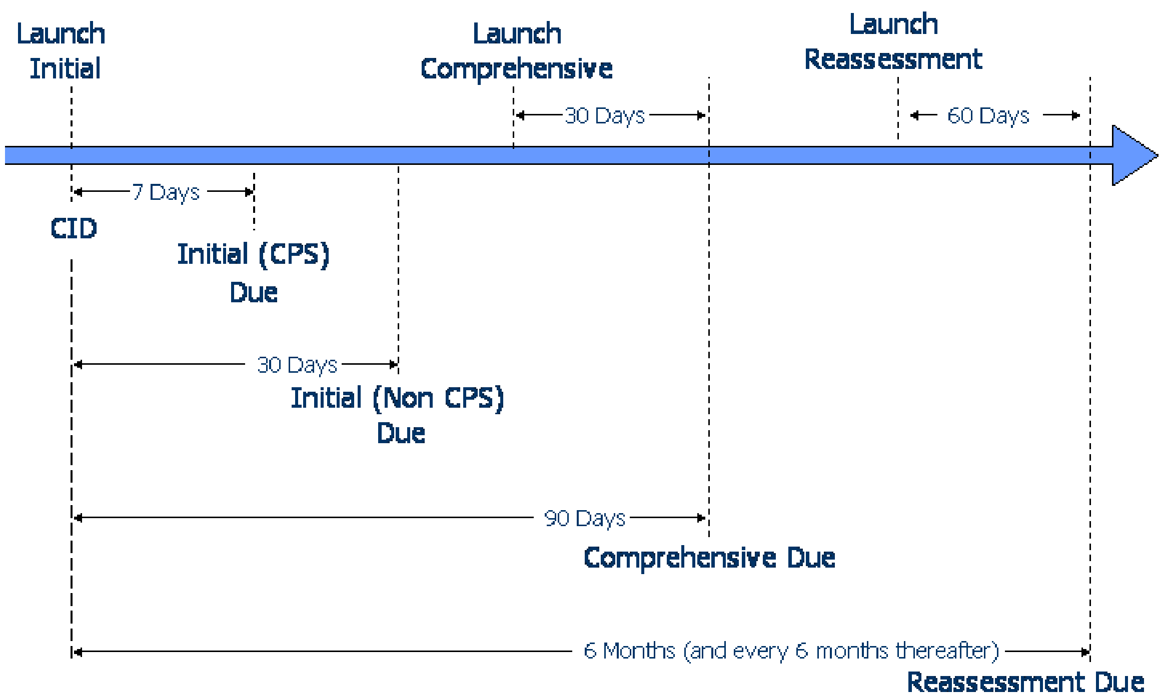
The Family Assessment and Service Plan (FASP) provides a uniform and effective method for workers to document their assessment of family and child functioning, strengths and needs. Ongoing assessment of family and child functioning, strengths and needs is important in achieving the goals of safety, permanency and well-being for children. These assessments form the basis for determining what aspects of family functioning need to change in order to support the desired outcomes. These assessments also establish a foundation for the service plan. Therefore, the FASP serves three distinct roles:

- A record of past and current family functioning, including the identification of individual and family strengths, behaviors or conditions that indicate the risk of future abuse or maltreatment and an overall assessment of the family's service needs
- A record of plans to assist the family in meeting the needs and goals of safety, permanency and well-being
- A guide and tool for casework practice and assessment, including calculation of risk ratings

As an OCFS/DRS worker designated to review/approve FASPs, you must review the FASPs on a periodic basis. The specific requirements for any one FASP are dependent upon multiple factors, including the type of FASP (i.e., Initial, Comprehensive, Reassessment or Plan Amendment), as well as the Permanency Planning Goals (PPG), Program Choices and age(s) of the child(ren) in the service case. Each FASP is customized with respect to these factors. The FASP is dynamic; the "look" of the FASP changes as these factors are updated, utilizing information recorded in different areas of CONNECTIONS.

FASP Timeline

(not to scale)



CONNECTIONS users complete the FASP (instead of the UCR templates), record Progress Notes and schedule/document Service Plan Reviews in CONNECTIONS; this is the Voluntary Agency's responsibility.

OCFS/DRS is required to approve the FASP for any child who has been placed in the care of a Voluntary Agency and who is in the custody of the OCFS Commissioner. For these children, the Local District where the child resides retains "ministerial" case management responsibility to provide monitoring, since only a Local District worker may fulfill the role of Case Manager in CONNECTIONS. This Local District approves all FASPs after the OCFS/DRS functional Case Manager (assigned the role of Caseworker in CONNECTIONS) has approved the programmatic content, permanency plan and the service plan identified in the FASP. The FASP report lists who the assigned workers are and their corresponding roles.

If the youth in OCFS custody is part of a family receiving child welfare services, then the Local District Case Manager approves each FASP for the OCFS custody youth and the other family members in the case as a single integrated assessment and service plan. Approval of the FASP by the Case Manager will occur in the appropriate sequential order after the OCFS/DRS worker has approved the FASP.

Refer to Appendix A: 05-OCFS-ADM-05 regarding documenting in the FASP who is the OCFS/DRS contact for youth in OCFS/DRS custody.

OCFS retains legal custody and programmatic case management responsibility, including approval of the FASP for youth in OCFS custody placed in Voluntary Foster Care Agencies. The following policies apply:

- The Local District where the child resides retains “ministerial” case management responsibility to provide monitoring of the family’s case.
- OCFS/DRS maintains functional case management duties and responsibilities.
- The Voluntary Agency will continue to provide direct care and services to the youth and family that support the appropriate permanency plan, as well as perform the Case Planner or Caseworker responsibilities, including documentation of the FASP.
- The Voluntary Agency must complete a Plan Amendment indicating any change in circumstances for the youth.
- OCFS is responsible for maintaining continuous legal authority for the custody and placement of the youth, including the filing of timely petitions for the extension of placements and permanency hearings, and for verifying that court orders contain “best interests” and “reasonable efforts” language related to the youth’s placement.
- The legal and procedural methods that govern how youth in OCFS custody are placed into, transferred between, and discharged from Voluntary Agencies remains the same.
- OCFS will continue to submit an application for Title IV-E, Medicaid (MA) and TANF-EAF determinations to the fiscally responsible Local District, as well as the Common Application (LDSS-2921), Verification of Assistance form, Household Economic Profile, court orders and WMS screen prints. If OCFS/DRS is unable to obtain the detention remand order from the appropriate OCFS liaison, and it is known that the youth was in detention prior to placement with OCFS, OCFS/DRS must contact the Local District to request a copy of such detention remand order from the Family Court or detention facility.
- The Local District (having fiscal responsibility) will continue to determine funding eligibility, pay the Voluntary Agencies and claim reimbursement for the appropriate federal and state shares of the total cost of care, based on the applicable funding streams. The Local District will notify OCFS of the eligibility determination and provide the CIN that has been assigned for each youth, if it was not previously known.
- The Local District will continue to open and authorize services in WMS and, until the implementation of Build 19, make legal, movement and Level of Difficulty (LOD) entries into CCRS. The Local District will continue to ignore CCRS Plan cues, unless the Local District has joint or shared responsibility with OCFS/DRS.
- Until Build 19, the Local District will continue to notify OCFS/DRS within 60 days when Title IV-E and/or Medicaid re-determinations are due. OCFS will submit needed re-determination documents to the Local District every six months.
- The Local District is responsible for all legal and court activities related to the respective child welfare case, including, but not limited to, permanency hearings, Article 7 or Article 10 proceedings related to the *family’s* case.

Step-by-Step:
Accessing the FASP from the *Assigned Workload*

1 On the *Assigned Workload*, click on the FSS stage that contains the FASP you need to access.
*The **Tasks…** button enables.*

2 Click on the **Tasks…** button.
*The Family Services Stage window displays, with the **Stage Composition** tab active.*

3 Click on the **Family Assessment and Service Plan** tab.
The FASP window displays in modify mode.

The Family Services Open Caseload Inquiry Report

This "real-time" report lists stages assigned to individual workers to include coming due and overdue FASPs. The report provides you with a quick view of all stages assigned to a worker. Coming due FASPs display on this report two weeks before they are due.

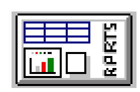
Step-by-Step:
Generating the Family Services OCI Report

1 On the *Assigned Workload*, click on the **Reports** menu and select **Family Services OCI by Worker**.
The following message displays:
"The Report has been launched. Check Report List Window."

2 Click on the **OK** button.

3 Click on the **Close** button to close the *Assigned Workload*.

4 Click on the **RPRTS** button on the CONNECTIONS Toolbar.
The Report List displays.



5 Select the OCI Report you just generated.
*Make sure the value in the **Status** column is "DONE." If the status is "PEND," click on the **Refresh** button.*

6 Click on the **Open** button.
The report opens as a Microsoft Word document.

7 To print the Family Services OCI report, click on the **Print** ( ) button.
—OR—
Click on the **File** menu and select the **Print** command.

8 Click on the **File** menu and select the **Close** command to close the report.
The Report List displays.

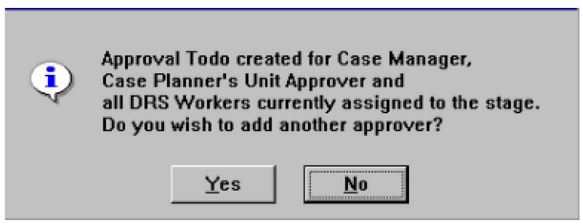
9 Click on the **Close** button to close the *Report List*.

Family Assessment and Service Plan Approval Process

It is the responsibility of the OCFS/DRS programmatic or functional Case Manager, who is assigned the role Caseworker in the FSS stage, to provide oversight of the services provided by the agency to the youth in OCFS custody and the progress towards achievement of the permanency plan. You will be required to approve the FASP at each cycle (e.g., every six months for the Reassessment Family Assessment and Service Plan). The approval by the Local District Case Manager does not imply an agreement regarding the content of the FASP or oversight of the work completed by the agency on behalf of the youth in OCFS custody. The Local District is monitoring the case, not providing direct case management.

It is the responsibility of the Voluntary Foster Care Agency Case Planner to submit a completed FASP for approval. Once the Case Planner submits the FASP, Approval Task To-Do’s are generated simultaneously to the Voluntary Foster Care Agency supervisor/Unit Approver, the OCFS/DRS Caseworker, and the Local District Case Manager, indicating that the FASP is ready for approval.

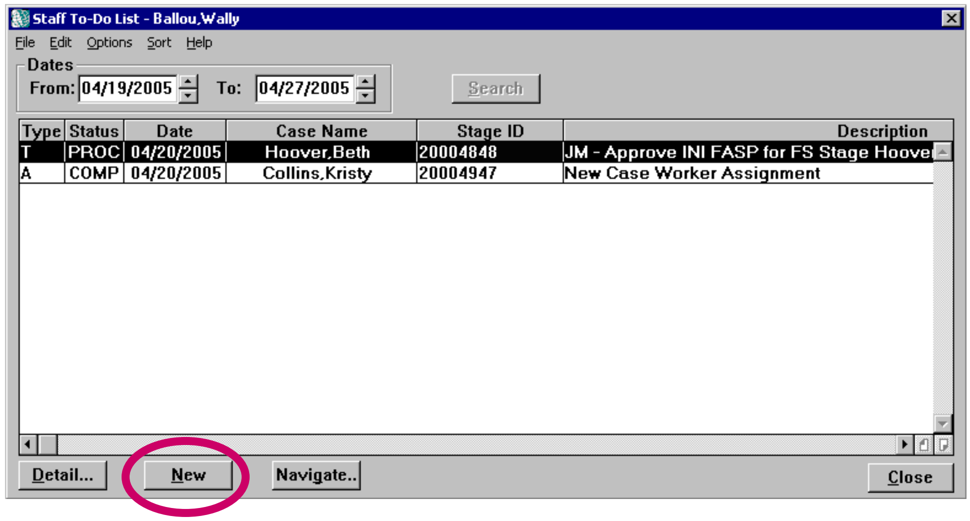
The following message displays once the Case Planner saves the Approval Task To-Do:



For the Division of Rehabilitative (DRS) workers, the order of the approval process is as follows:

1. Case Planner to Case Planner’s supervisor/Unit Approver
   (also to any additional approvers within the Case Planner’s agency)
2. DRS approver (the OCFS/DRS Caseworker)
3. Final approval by the Local District Case Manager

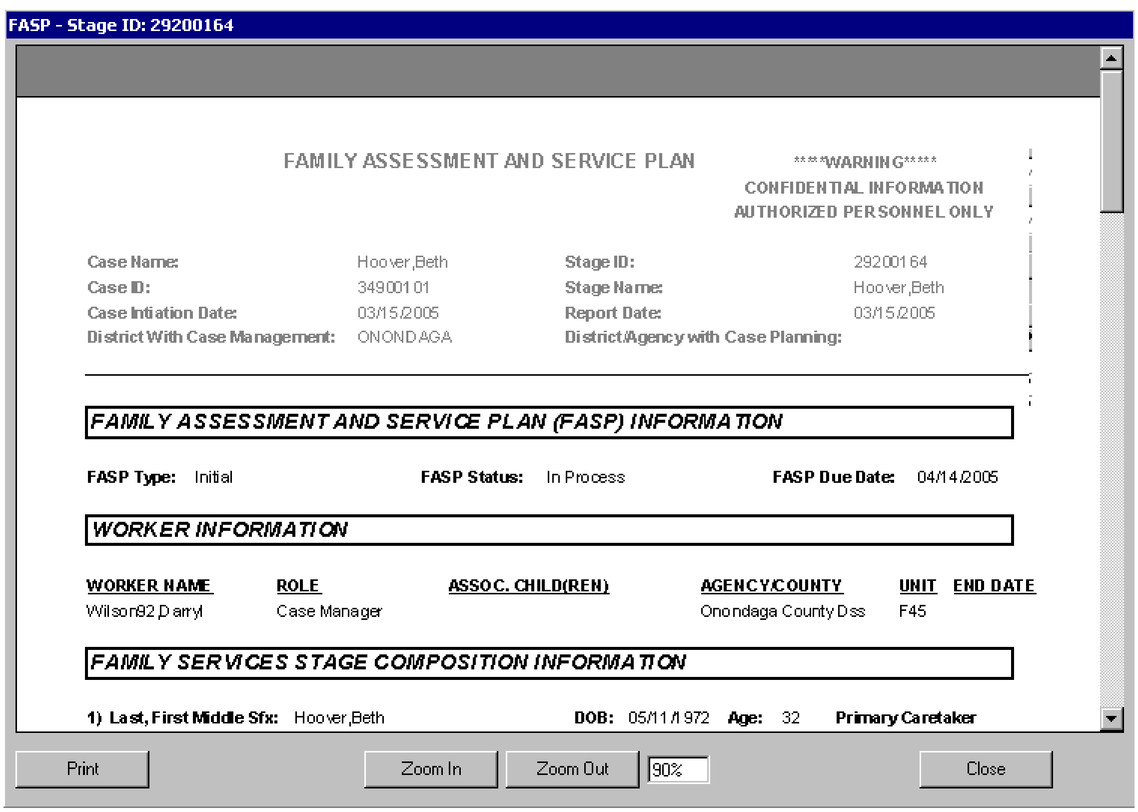
Upon submission, a FASP report is created; the approver navigates to this report (rather than to the individual FASP windows) via the Approval Task To-Do that s/he received on the *Staff To-Do List*. Selecting the Approval Task To-Do and clicking on the **Navigate…** button displays the FASP report. The Approval Task-To Do is listed by the Case Name, which is typically named after the female caretaker/mother; the FASP is not listed by the child’s name. Once you open the Approval Task To-Do, the FASP report displays with a listing of the Family Services Stage Composition information; the child will be listed in that section.



The format of the report is different from the layout of the information on the windows, but it contains the same content that is contained in each window of the FASP, including all case, stage and worker identifying information. You can print a copy of the FASP report by clicking on the **Print** button, which sends the FASP report to your default printer.

The FASP report does not contain individual worker entries, but rather the Case Planner Summary. Until the FASP is approved, the FASP report can only be accessed via the Approval Task To-Do; however, all assigned workers may still view the FASP information online in the window format until the FASP is approved.

FASP Report

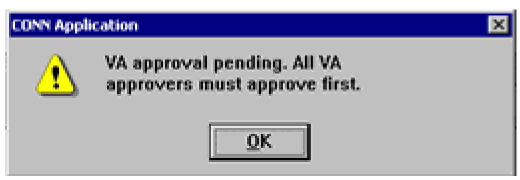


Upon approval by the Case Planner's supervisor/Unit Approver, the OCFS/DRS Caseworker can approve or reject the FASP. CONNECTIONS prohibits the Local District Case Manager from approving the FASP until the Case Planner's supervisor/Unit Approver (and any DRS workers) has approved it.

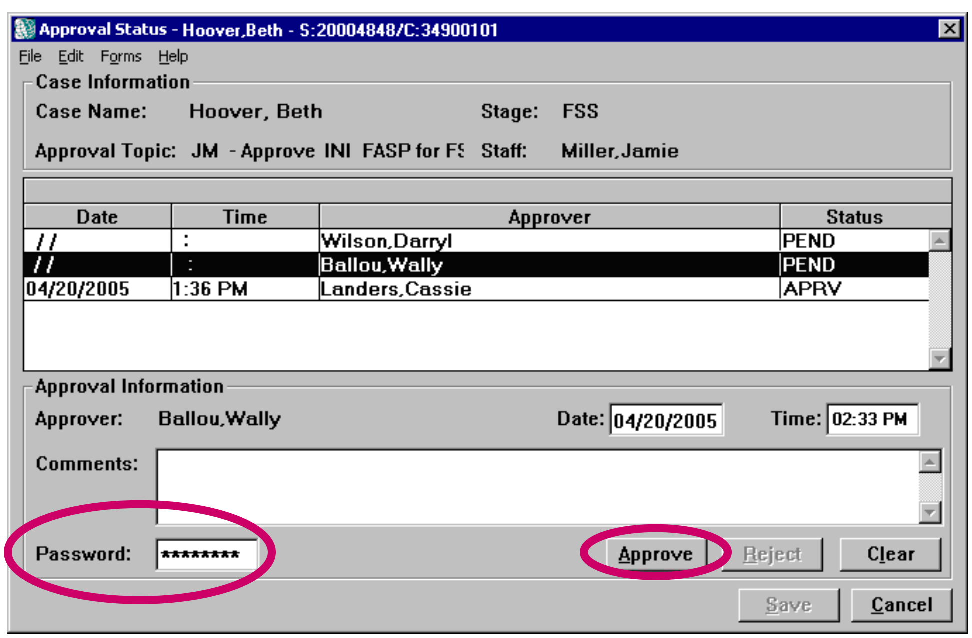
Modifications to the FASP may not be made directly in the FASP by any approvers; if modifications are necessary, the FASP must be rejected. A rejection is completed by recording comments in the **Comments** field on the *Approval Status* window and clicking on the **Reject** button. By clicking on the **Save** button, any other pending approvals are invalidated. Once this rejection To-Do is saved, the Voluntary Foster Care Agency Case Planner and any other assigned workers receive an Alert To-Do notifying them that the FASP has been rejected. Events are generated to the *Event List* when you reject submitted work. You will be able to view the original reason(s) for rejecting the task to make certain the worker has made the requested modifications. The Case Planner must then make any necessary modifications and resubmit the FASP for approval.

The approvers do not receive an alert when the FASP has been approved by other designated staff. The *Approval Status* window displays who has approved the FASP and whose approval is pending. If an approver navigates from an Approval Task To-Do that has pending approvals, s/he cannot approve the FASP, but is notified that there is a pending approval (e.g., Case Planner's supervisor/Unit Approver must approve the FASP first). (See the two graphics below.)

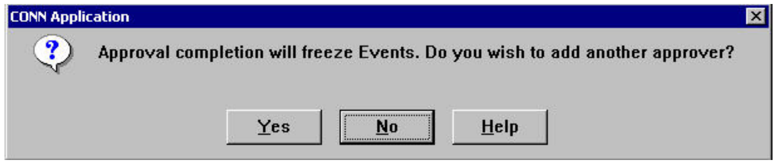
The following message displays if an approver attempts to approve a FASP before it has been approved by the Voluntary Agency supervisor/Unit Approver:



Once you have reviewed the FASP, click on the **Close** button on the FASP report. On the *Approval Status* window, you must record an approval decision. Select the approval item in the grid; the **Password** field enables. Enter your unique password and click on the **Approve** button.



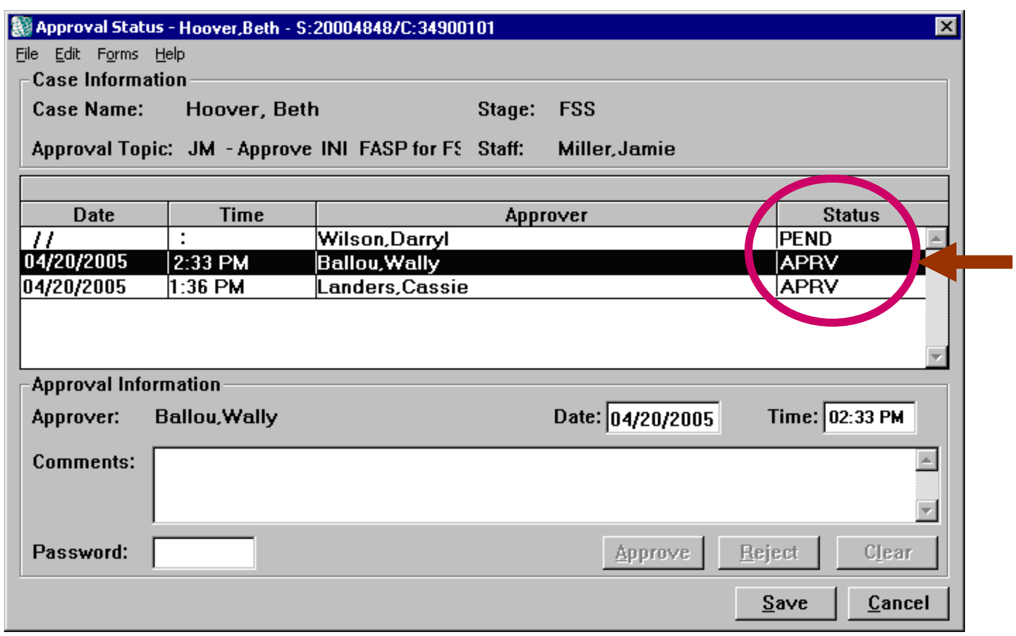
The following message displays, providing the *option* to add an additional approver:



An OCFS/DRS worker would only add another approver if s/he wanted another DRS staff member (such as his/her supervisor/Unit Approver) to review and approve this FASP also. If you click on the **No** button, an additional approver is not added and you can complete the approval by clicking on the **Save** button. If you click on the **Yes** button, the *Staff Search Criteria* window displays, allowing you to search for and subsequently add another approver. This additional approver must approve the FASP before the Local District Case Manager can do so. Clicking on the **Help** button displays CONNECTIONS Online Help.

Once the OCFS/DRS Caseworker approves the FASP, it can be approved by the Local District Case Manager as a "ministerial" monitoring duty. When the Case Manager has approved or rejected the FASP, all workers with a role in the case will receive an Alert To-Do. If the Case Manager adds an additional approver, the FASP will not be approved until all approvals are complete. Once the FASP is approved, it is "frozen" and no modifications are allowed.

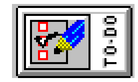
When any approver records an approval of the FASP, that approval is marked as APRV ("Approved"). Any outstanding approvals display with a PEND ("Pending") status on the *Approval Status* window. Once the Local District Case Manager approves the FASP (acting as the final approver), the information previously recorded in the various FASP components can now only be found on the Final FASP Report.



When you click on the **Save** button, the *Staff To-Do List* displays; the Approval Task To-Do is no longer included on the list.

Step-by-Step:
Approving a FASP

1 Click on the **TO-DO** button on the CONNECTIONS Toolbar.
The Staff To-Do List displays.



2 From the *Staff To-Do List,* select the Task To-Do with the following description*: “<Worker initials>-Approve <Type> FASP for FS Stage <Name>.”*

3 Click on the **Navigate…** button.
The FASP report displays. You can click on the ***Print*** *button to print a copy of the FASP report.*

4 When you have finished reviewing the report, click on the **Close** button.
The Approval Status window displays.

5 Select the approval item listed with your name in the grid.
The ***Password*** *field enables.*

6 Enter your password in the **Password** field.

7 Click on the **Approve** button.
The following message displays:
“Approval completion will freeze events. Do you wish to add another approver?”

- *Click on the* ***No*** *button to complete the approval without adding another approver. Skip to* ***Step 13****.*

—OR—

- *Click on the* ***Yes*** *button to add another approver.*
  The Staff Search Criteria window displays.

8 On the *Staff Search Criteria* window, enter the approver’s name in the **First** and **Last Name** fields.

9 Click on the **Search** button.
The Staff List displays with the results of your search.

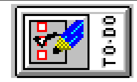
10 Select the approver and click on the **OK** button.
The following message displays:
“Approval To-Do created for <Name>. Do you wish to add another Approver?”

11 Click on the **No** button if you do not want to add another approver.
The approval status column changes to APRV (“Approved”).
—OR—
Click on the **Yes** button to add another approver.
Repeat steps 9-12.

12 Click on the **Save** button.
The Staff To-Do List displays.

Step-by-Step:
Rejecting a FASP

1 Click on the **TO-DO** button on the CONNECTIONS Toolbar.
The Staff To-Do List displays.



2 From the *Staff To-Do List,* select the Task To-Do with the following description:
"<Worker initials>-Approve <Type> FASP for FS Stage <Name>."

3 Click on the **Navigate…** button.
*The FASP report displays. You can click on the **Print** button to print a copy of the FASP report.*

4 When you have finished reviewing the report, click on the **Close** button.
The Approval Status window displays.

5 Select the approval item listed with your name in the grid.
*The **Password** field enables.*

6 Enter your password in the **Password** field.

7 Record comments in the **Comments** field.
*The **Reject** button enables.*

8 Click on the **Reject** button.
*The status of the To-Do changes to REJT ("Rejected"). Once you click on the **Save** button, any pending approvals (e.g., the Case Manager's approval) for this FASP are invalidated. Once the FASP is revised and resubmitted, it again goes through the full review and approval process (Case Planner's Unit Approver, DRS Worker, Case Manager).*

9 Click on the **Save** button.
The Staff To-Do List displays.

Appendix A:
05-OCFS-ADM-05

Section M: Youth in OCFS Custody

1) Policy and Practice Implications

These instructions apply to youth in the legal custody of OCFS, who are placed in the care of a foster care agency, not to youth placed directly into OCFS facilities. Historically, social services districts have had responsibility for authorizing or determining financial eligibility and WMS/CCRS system requirements for youth in the legal custody of OCFS. With the implementation of Build 18, foster care agencies must initiate and submit FSIs to social services districts for youth in the legal custody of the Commissioner of OCFS who are placed in their care. Social services districts will support stage progression to the FSS and assignment of a “Case Planner” role to the foster care agency that submitted the FSI, and assignment of a “Caseworker” role in CONNECTIONS to an OCFS staff person for cases involving a youth in the legal custody of OCFS placed in a foster care agency. This practice will become effective for each social services district and foster care agency as it is implemented respective to each district’s or foster care agency’s wave of implementation. These types of cases are often referred to as “replacement cases” as the court awards legal custody to the Commissioner of OCFS, but at the court hearing, a determination is made that the youth, at this time, may be best served at a foster care agency. Please note that the cases of youth in the legal custody of OCFS placed in a foster care agency that have been opened in WMS will convert to a CONNECTIONS FSS workload on the date Build 18 is implemented in the applicable social services district.

The same responsibilities will be assumed by social services districts and foster care agencies when a youth in the legal custody of OCFS is prepared to “step-down” from an OCFS facility. These are youth who remain in the legal custody of OCFS, and have demonstrated that they are no longer in need of the more secure, structured or restrictive program within an OCFS facility, but reintegration into the community may be best served through a transitional placement at a foster care agency.

Case Manager is a role uniquely assigned to social services district staff only, and at this time may not be assigned to an OCFS staff person within the CONNECTIONS system. Social services district staff will assume the CONNECTIONS role of “Case Manager” for these cases since the social services district “Case Manager” is the sole entity provided with the ability to “approve” a FASP. In order to support appropriate case planning and case processing in the system, “approvals” are required steps. Unless the social services district also has legal custody of the youth though another court proceeding, (see Section 2), the approval of the FASP by the social services district “Case Manager” should be regarded as “ministerial” or an action taken to facilitate the completion of the FASP approval process only, allow for necessary tracking, and in the future to support eligibility, legal activity, payment and other essential data gathering.

Unless the social services district also has legal custody of the youth through another court proceeding, this “approval” by the social services district Case Manager does not imply an agreement with the FASP or oversight of the work completed by the foster care agency on behalf of this youth. It is the OCFS Division of Rehabilitative Services (DRS) programmatic or functional Case Manager, assigned a role of a “Caseworker” in the FSS stage in CONNECTIONS, who is responsible for oversight of the services provided by the foster care agency to the youth in OCFS legal custody and the progress towards achievement of the permanency plan.

The legal and procedural methods that govern how youth in the legal custody of OCFS are placed into, transferred between, and discharged from foster care agencies remain the same.

2) Joint Custody or Shared Cases

Responsibilities for overall case management are different if the social services district maintains joint custody of the youth in the legal custody of OCFS and/or if the social services district has concurrent CPS, Preventive Services or Foster Care case involvement with other family members. The social services district, in consultation with the assigned OCFS/DRS worker, will be responsible for making the designation of the role of "Case Planner" which may or may not be the foster care agency where the youth in the legal custody of OCFS is placed. The social services district Case Manager will approve each FASP for the youth in the legal custody of OCFS and the other family members in the case as a single integrated FASP. Approval of the FASP by the Case Manager will occur in the appropriate sequential order after the OCFS/DRS worker has approved the FASP submitted by the Case Planner. In these cases, the following rules/actions will occur:

- OCFS retains legal custody and programmatic case management responsibility, including approval of the FASP for youth in the legal custody of OCFS placed in foster care agencies;
- the social services district is responsible for the case management of the family case;
- the foster care agency will continue to provide direct care and services to the youth and family that support the appropriate permanency goal, as well as perform the Case Planner or Caseworker role which includes documentation in the FASP;
- the foster care agency where the youth in the legal custody of OCFS is placed must complete a Plan Amendment indicating the change in circumstances for the youth;
- OCFS is responsible for maintaining continuous legal authority for the custody and placement of the youth, including the filing of timely petitions for the extension of placements and permanency hearings, and for monitoring that court orders contain required "reasonable efforts" language related to the child's placement with OCFS; and
- the social services district is responsible for all legal and court activities related to the respective child welfare case, including, but not limited to, permanency hearings, Article 7 or Article 10 proceedings related to the family case.

3) For All Youth in OCFS Custody Cases

OCFS will continue to submit an application for Title IV-E, MA and TANF-EAF determinations to the fiscally responsible social services district as well as the Common Application (LDSS-2921) form, Verification of Assistance form, Household Economic Profile, court orders and WMS screen prints. Note: if OCFS is unable to obtain the detention remand order from the appropriate OCFS liaison, and it is known that the youth was in detention prior to placement with OCFS, then the social services district must request a copy of such detention remand order from the Family Court or detention facility:

- the social services district having fiscal responsibility will continue to determine funding eligibility, pay the foster care agencies and claim reimbursement for the appropriate federal and state shares of the total cost of care based on the applicable funding streams and notify OCFS of the eligibility determination and provide the CIN that has been assigned for each youth if it was not previously known;

- the social services district must send notification of the eligibility determinations to the OCFS Federal Resource Unit;
- the social services district will continue to open and authorize services in WMS and, until the implementation of Build 19, make legal, movement and LOD entries into CCRS. The social services district will continue to ignore CCRS Plan cues, unless the social services district has joint or shared responsibility; and
- until Build 19, the social services district will continue to notify OCFS within 60 days when Title IV-E and/or MA re-determinations are due. OCFS will submit needed re-determination documents to the social services district every six months. (This will become every 12 months upon final promulgation of the proposed regulations – see Attachment E.)

With a role in the case for a youth in the legal custody of OCFS placed in foster care agencies, OCFS staff and social services district staff will be able to view essential information and progress the youth and family have made towards achievement of the youth's permanency plan. This will support more effective communication and coordination between OCFS staff and social services district staff when OCFS is preparing the youth in the legal custody of OCFS for discharge and successful reintegration to his or her home and community.

Required Action – Youth in OCFS Custody

To enable the opening of a Family Services Stage (FSS), the foster care agency must complete the Family Services Intake (FSI) or Plan Amendment. The foster care agency must submit the FSI for acceptance to the fiscally responsible social services district. The social services district must stage-progress the FSI to the FSS. The social services district must initiate the WMS Application Registration process from the FSS Stage Composition window in the same manner as for youth placed in the legal custody of the commissioner of a social services district.

The social services district Case Manager must assign the "Case Planner" role to the foster care agency in which the youth in the legal custody of OCFS is placed and the "Case Worker" role to OCFS/DRS staff. Note: OCFS/DRS staff retains programmatic/functional case management responsibility. If there is joint custody of the youth by the social services district and OCFS, or the social services district has preventive services or foster care involvement with the family of the youth in the legal custody of OCFS, the Case Planner role may be assigned to either a social services district worker or to a worker in another agency that the social services district, in consultation with the OCFS/DRS worker, determines appropriate. The social services district must assign the OCFS/DRS worker the Case Worker role.

Services planning for youth in the legal custody of OCFS placed in foster care agencies must be documented in CONNECTIONS, foster care agencies must complete the FASP instead of the UCR templates and record Progress Notes in CONNECTIONS. When the Case Planner submits a FASP for approval, the Approval To Do will be simultaneously sent to the Case Planner's Supervisor, the assigned OCFS/DRS Case Worker and the Case Manager at the social services district. The system will enforce that the approvals occur in the order of Case Planner's Supervisor, OCFS/DRS worker and Case Manager. Foster care agency staff must schedule and document Service Plan Reviews through CONNECTIONS (see Section III. H).

Each social services district should consider designating a specific person within its CONNECTIONS Intake unit to receive FSIs for youth in the legal custody of OCFS placed in foster care agencies that are submitted for acceptance in order to expedite timely opening of the FSS and WMS case. This name must be shared with appropriate agency and OCFS staff.

1. Foster care agencies must document on the FASP narrative the name of the OCFS contact person for the child and if different, which OCFS staff person is to be assigned the role of “Case Worker” for the case.
2. The social services district should consider whom it wishes to be assigned the role of Case Manager in the CONNECTIONS case. 04-OCFS-ADM-02 recommends that WMS case management be assigned to the social services district staff acting as the liaison to OCFS for eligibility purposes. This person would need to be trained in CONNECTIONS Build 18.
3. The social services district should maintain a current list of the specific OCFS/DRS staff person(s) who will be assigned the role of “Case Worker” for its respective social services district.
4. Where the social services district retains legal custody of the youth in the legal custody of OCFS placed in a foster care agency and/or maintains a preventive services or foster care case involvement with the family of the youth in the legal custody of OCFS, the social services district and OCFS/DRS staff assigned to the case should jointly determine which entity (social services district or foster care agency) is assigned “Case Planner.”
5. The social services district must determine and re-determine funding eligibility, as appropriate, and provide this information to OCFS, as described above in section 3) For All Youth in OCFS Custody Cases.

See 04-OCFS ADM-02 for more detailed information and specific instructions for these youth.

Appendix B:
Security Awareness Materials

OCFS Security Guidelines

Protecting Confidential Information

Maintain confidentiality 24/7

Protecting confidential information encompasses all spoken, handwritten, printed and electronically transmitted notes and communications. When you make case visits, be sure to keep client-identifiable casework documentation with you at all times and *never* allow unauthorized individuals to view the information. Remember that all case and system information must be used *only* for legitimate business purposes. If you must keep hard copies of confidential information at your desk, *always* lock your desk whenever you are away from it. If hard copies need to be discarded, *always* run them through a cross-cut shredder.

Don't kick this habit

It's easy to become complacent or to think, "I'll only be away from my computer for a few minutes." If you are logged on to the system, *always* lock your computer (or log off the network) by holding down the **Ctrl+Alt+Del** keys at the same time. Do this *every time* you leave your desk; this helps prevent unauthorized individuals from using your User ID and password to access the network. ***80% of security breaches are unauthorized people using an authorized user's computer, NOT hacking in from outside.***

Hit the road, but…

Be particularly careful when using portable electronic devices, such as laptop computers, Quick Pads, voice recorders and PDAs. Don't leave confidential information on these devices longer than is absolutely necessary. If the device has the ability to transmit information, avoid transmitting confidential information over wireless connections or unsecured public connections. When traveling with the device, keep it with you at all times; *never* check it into airline luggage systems.

Exercise care with voicemail and e-mail

When conducting casework or other legitimate business contacts by phone, it's inevitable that you may sometimes need to leave a voicemail message or send an e-mail to a contact. *Avoid* ever including confidential information in voicemail you leave or e-mail you send.

Don't convey confidential information where others can intercept it

Caseworkers have an obligation to preserve the confidentiality rights of the children and families with whom they work. Other staff may also have legitimate access to this information. If you must discuss confidential information on the phone, avoid areas where your conversation can be overheard. Remember that cellular phone lines are not sufficiently secure to be appropriate when discussing confidential information. *Avoid* saving confidential information to the hard drive of *any* desktop computer. Check the permission levels on your Microsoft Outlook folders; make sure you understand what each level of access means and assign permissions on a need-to-know basis *only*.

The walls have ears

Be mindful of protecting confidential information in areas where you can be easily overheard, such as in cubicle areas.

Use follow-through when faxing

If you need to transmit any confidential information via fax, call first *before* sending the fax, in order to alert the intended recipient that you are sending a fax. Be sure to call the recipient afterward, too, to verify that the fax was received *and* that it was not left on the fax machine. Avoid faxing confidential information whenever possible.

Security is everyone's responsibility.

Always follow established security protocols to help protect confidential information.

OCFS Security Guidelines

Safe Computing Practices

- **Be responsible—**Download *only* authorized, work-related executables or documents from the Internet that are from trusted sources ***and*** that your LAN/Security Administrator has approved. *Never* use commercial e-mail accounts (such as AOL, Hotmail or Yahoo), Instant Messaging, chat rooms or other third-party services on a state computer without prior *written* authorization.
- **Be professional**—*Never* use state e-mail services for prohibited activities, including (but not limited to): sharing jokes or any other non-work-related materials; transmitting illegal, offensive or threatening items; and soliciting for unauthorized causes or activities. In addition to being prohibited, these unnecessary electronic transmissions crowd network bandwidth and occupy server capacity needed for legitimate business purposes.
- **Be alert** and *immediately* report any suspected virus infection or other system compromise to your LAN/Security Administrator *and* to the OCFS Information Security Officer (Jo Shrader). Proper reporting speeds reaction, recovery and damage control. Be sure you know who your LAN/Security Administrator is *before* you need to contact him/her.
- **Be consistent** in complying with the same safety procedures when using remote access or transporting files between PCs via a floppy disk or CD. If you move disks between your home and work PCs, make sure you have up-to-date anti-virus software on your home PC and regularly scan disks and CDs. Viruses can easily be brought into the state network through a laptop, home PC or storage media.
- **Be suspicious** of e-mail you weren't expecting, even if it's from someone you know. Computer viruses often send e-mails to all contacts in an unsuspecting sender's address book. *Before* you open the e-mail, call the source to verify that s/he intentionally sent the e-mail.
- ***NEVER* run/download/forward unsolicited files**
(e.g., executables, documents, spreadsheets). Any programs that run or execute on your PC must be virus-checked and approved by your LAN/Security Administrator first. *Never* open *any* file with a double file extension (e.g., iamavirus.txt.vbs).
- ***NEVER* forward virus warnings to *anyone***
Contact your LAN/Security Administrator to determine how to proceed. (If your LAN/Security Administrator is not available, contact the Help Desk.) Forwarding these items increases risk and creates additional network traffic.
- ***NEVER* attempt to test system weaknesses or vulnerabilities** unless you are specifically authorized to do so.
- ***ALWAYS* leave your PC powered on (being sure to log off, as appropriate)**
This will ensure that your PC will receive security patches. Click on **Start > Shut Down > Restart** to log off and restart your computer *without* leaving it powered off.

Anti-virus software helps protect against computer viruses, but does NOT replace conscious, consistent adherence to established safety procedures.

If you think your computer may have been exposed to a virus, DON'T PANIC! Contact your LAN/Security Administrator IMMEDIATELY.

OCFS Security Guidelines

Protecting Your Password

- **Make it difficult**
  Select a password that is easy for you to remember, but difficult for others to guess. Don't be stingy—make your password as long as possible (at least 8 characters and up to a maximum of 13 characters), in order to help reduce the likelihood of allowing someone to guess it. You cannot use all or part of your logon ID in your password, nor can you reuse any of your last 13 passwords.

- **Mix it up**
  Your OCFS password *must* contain *at least* one uppercase letter, one lowercase letter *and* one number. CONNECTIONS users must *never* use symbols in their passwords.

- **Keep it to yourself**
  Don't share your password with others. Never display your password; if you need to write it down, don't keep the information at your desk or anywhere it can be easily seen by others.

- **Embrace change**
  You must change your password periodically—*at least* once every 90 days. If you think your password has been compromised, *change it immediately*. (Don't forget to report the situation to your LAN/Security Administrator as soon as possible!)

- **Be yourself**
  Use *only* your logon ID and password; *never* use a current or former co-worker's ID or password.

- **Let your fingers do the walking**
  Never store passwords in macros or automatic log-on features. Enter your password manually every time.

Your unique User ID and password not only provide you with "keys" to access the OCFS network (including CONNECTIONS, as applicable), they also serve as a form of identification—linking you to your actions in the system.
YOU are responsible for actions taken with your User ID and password!
Always follow established password protocols to help prevent unauthorized use of your User ID and password.

If you think your password has been compromised, change it immediately AND report the situation to your LAN/Security Administrator.

Security is everyone's responsibility!

These guidelines are advisable for *all* of your passwords.