NYS Office of Children and Family Services
on the **road** to
transforming the Child Welfare Information System

..CONNECTIONS NEWS..
for the week of January 8 - 15, 2010

Developing a more caseworker centric system

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CONNECTIONS Intranet site: http://ocfs.state.nyenet/connect/

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FEATURED IN THIS EDITION

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"Info to Know" for Caseworkers

Information About Casework Contacts:
- The Casework Contact Computer Based Training (CBT) is Available NOW!!
- Casework Contacts Letter

Casework Contact Computer Based Training (CBT)

A new Computer Based Training module (CBT) titled: *TS: Documenting Casework Contacts with Foster Children*, has been developed to provide training and information related to the federal and NYS casework contact standards. This CBT is currently available in STARS for caseworkers to complete and includes:

- A summary of the federal foster child casework contact standards, as well as an overview of state requirements on all foster care contacts and casework contact requirements in other program areas;
- Instructions for the correct documentation of casework contacts in CONNECTIONS so that full credit is received for all contacts that do meet the requirements;
- Exercises to reinforce learning and
- Information on the available reports and how to access these reports to help in self-monitoring of compliance.

It is estimated that The CBT will take approximately 30-60 minutes to complete. This CBT is a precursor to the technology that will be used extensively to train caseworkers and supervisors as we roll out the major changes to CONNECTIONS in 2010.

To access the CBT, caseworkers should refer to the guide (Online Training Courses, Training Space and Directory Services (LDAP) Accounts Guide) posted below. In brief, the process includes the following steps:

- Register each individual worker who will take the CBT course through STARS with a start date of January 1, 2010 or later.
- Once the worker has been registered in STARS access the website www.TrainingSpace.org either through the HSEN web browser or directly through the World Wide Web if you have access to the web.
- Sign in using an LDAP account Sign on and Password. Every worker with an HSEN ID can obtain an LDAP account. If the worker does not have an LDAP account, or the worker's password has expired, the guide below provides information on how to obtain an account or reset a password, as appropriate. Click on the link to the course that is visible after the prospective trainee has signed in.

Casework Contacts Letter
Please note that this piece was in the last edition of the CONNECTIONS NEWS.

A letter, dated December 30th, 2009 signed by Commissioner Carrión, and addressed to local district Commissioners and voluntary agency Executive Directors, informed them of the significant progress that has been made in the documentation of casework contacts with children in foster care over the past year. In fact, the federally established benchmark of 45% for this year was exceeded. The letter also announces the availability of a new CBT on casework contacts that staff is strongly encouraged to take. For a copy of the letter, as well as a copy of the Training Space and Directory Services (LDAP) Accounts guide referenced in the letter, please see below.

- **Letter**

Dec 09 CW Contacts
Reading Reading.doc

- Online Training Courses, Training Space and Directory Services (LDAP) Accounts Guide

LDAP-Trng
Space--rev 7-16-09.p

Data Warehouse Report Modifications

This piece was in the last edition of the CONNECTIONS NEWS.

The following FASP reports have been modified to include reporting by Office Name and Unit Specialization:
- FASPs Due Detail Organized by Stage ID
- FASPs Due Detail Organized by Worker
- Due FASP Activities
- Current Pending FASP Activities
- Current Pending FASPs - Agency Pending With
- Overdue FASP Activities
- Approved FASP Activities
- FASP Due Calendar

The prompts for Office Name and Unit Specialization are optional and will not impact reporting by districts or agencies that do not use Office Name and Unit Specialization.

The Office Name contains a 3 letter prefix that coincides with Site Code. Site Code/Unit Number and Unit Specialization columns will be included in detail lines.

General "Info to Know"

UPDATE -- Method for Connecting to CONNECTIONS and Other Citrix Applications

This communication is an update to a message that was forwarded earlier this week, directed to SSL/VPN users, regarding the method for connecting to CONNECTIONS and other Citrix applications changing.

As you are aware, the method for connecting to CONNECTIONS and other Citrix applications *is* changing. *However*, please note that the date of January 7th, that was identified in an earlier communication this week as being the last date to change your connection, has been *postponed* due to technical issues that we are experiencing. The tech team at OCFS is interfacing with experts from both Microsoft and Citrix to troubleshoot the issues and are confident that a resolution will be presented soon.

We thank you for your understanding and will update you when we have further information. In the interim, if you are experiencing any issues related to the topic in this communication we ask that you send an explanation of the issue to the following address: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us and one of our tech staff will contact you to work toward a resolution.

We ask that you forward this information to anyone in your agency that may be affected by this issue.

OCI Report
A NEW Quarterly Update is Coming that will involve:
The Open Case Inquiry (OCI) Report

There will be a new look and feel to the Open Case Inquiry (OCI) report coming soon. A few districts have graciously piloted the NEW OCI report and we have taken their feedback and are further developing the new version. The OCI report is a caseworker specific report that gives prompts to let the caseworker know when work is coming due or overdue on their workload. The report helps the caseworker to manage their workload in order to meet regulatory and policy requirements. Access to the OCI report will be via an Icon on an environment called SharePoint. Further information about this exciting development will be available through RIST meetings, as well as *Highlights* that will detail and illustrate the specific changes.

NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... http://ocfs.state.nyenet/connect/
- Casework Contacts letter

Weekly System Maintenance

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…
- Wednesday, 1/13/10 from 5:00 AM – 7:00 AM
- Friday, 1/15/10 from 5:00 AM – 7:00 AM

Office of
Children & Family
Services
Gladys Carrión, Esq.
Commissioner