



CONNECTIONS Training Bulletin

Completing the CONNECTIONS Family Services Intake for NYC (HSLC web)

TRAINING LENGTH

2 hours

REGISTRATION

Pre-registration in STARS/HSLC is required. Once registered, participants can access the course within STARS/HSLC.

(<https://www.hslcnys.org/hslc>).

Please note: There are no training fees charged to district and voluntary agency personnel for CONNECTIONS trainings.

REQUIRED PLUG-IN

Adobe Flash Player version 10.0 or newer is required to complete the course simulations, demonstrations, and interactive knowledge checks.

LOOKING FOR CONNECTIONS TRAINING IN STARS/HSLC? SEARCH UNDER...

Provider:
"SUNY Albany - PDP"

Course Content:
"Systems Connections"

PURPOSE

The purpose of this course is to provide Administration for Children's Services (ACS) and voluntary agency casework staff with an understanding of the Family Services Intake (FSI). At their own pace, participants will become familiar with the information that must be recorded in an FSI in order to document a decision regarding whether to provide a family with services.

After reviewing the purpose of recording an FSI and who is responsible for doing so, participants will work toward achievement of the learning objectives below.

LEARNING OBJECTIVES

As a result of completing this course, participants will be able to:

- ✓ perform a thorough search for existing records in CONNECTIONS prior to creating a new FSI.
- ✓ record an FSI using the windows that comprise the stage and explain the function of each one.
- ✓ identify the review steps and approvals necessary to either open the Family Services Stage (FSS) or close the FSI.
- ✓ examine the *Stage Summary* and *Family Services Intake Log* windows and the available FSI reports.

RECOMMENDED PREPARATION

Learners taking this course should be experienced CONNECTIONS users or if new to CONNECTIONS, should have already completed the *Preventive Case Management in CONNECTIONS for NYC* classroom training prior to beginning this course.

Questions regarding this training or inquiries regarding special requests can be directed to:
CONNECTIONS@albany.edu







CONNECTIONS Web-Based Training

Launching Asynchronous Web-Based Training in STARS/HSLC

Logging in to STARS/HSLC to Access Web-Based Training

- 1 Open a browser window.
- 2 Navigate to STARS/HSLC (<https://www.hslcnys.org/hslc/>).
The STARS Human Services Learning Center logon page displays.
- 3 Enter your username and password in the respective fields.
- 4 Click the **Login** button.
Your customized home page displays.

Accessing a Training

- 1 Place your cursor over the **User** drop-down menu at the top of your home page and click the **My Registration** link.
*The **Current Registration** page displays.*
- 2 Click the **Open/Close** icon () for the training you wish to access.
The content grid displays, listing one or multiple course components.
- 3 Click the **Launch** icon for the appropriate content ().
The training displays in a new browser window/tab.
- 4 When you have completed the training, return to the **Current Registration** page.
- 5 Press the **F5** key on your keyboard to refresh the page.
*The **Participant Reaction Questionnaire** link enables under the content grid.*
- 6 Click the **Participant Reaction Questionnaire** link.
The questionnaire displays.
- 7 When you have completed the questionnaire, click the **Submit Questionnaire** button.
Upon submitting the questionnaire, the level 2 post-test will be available for you to complete.

STARS/HSLC TECHNICAL SUPPORT

For assistance with STARS/HSLC, please call the Help Desk at this toll-free number:

(800) 413-3210

Support Specialists are available weekdays between the hours of 8:00am and 4:00pm to provide technical assistance and information.

You may also send an email to:
starsupport@bsc-cdhs.org

FORGOTTEN YOUR CREDENTIALS?

STARS/HSLC USERNAME: Your STARS/HSLC Username is an email address, typically the one you use for work.

STARS/HSLC PASSWORD: Click the **Forgot password?** link on the logon page. You will then be guided through a series of steps to reset your password.

