

CONNECTIONS

Understanding the New Permanency Hearing Reports Within CONNECTIONS

Quick Start Guide

v1.0 (02/27/12)

This material was developed by the Professional Development Program, Rockefeller College, University at Albany, through The Research Foundation of SUNY, under a training and administrative services agreement with the New York State Office of Children and Family Services.

License Rights

Professional Development Program, Rockefeller College, University at Albany acknowledges the State of New York's and the Office of Children and Family Services' right to a royalty-free, non-exclusive and irrevocable license to reproduce, publish, distribute or otherwise use, in perpetuity, any and all copyrighted and copyrightable material resulting from this agreement and/or activity supported by this agreement. All of the license rights so reserved to the State of New York and the Office of Children and Family Services under this acknowledgement are equally reserved to the United States Department of Health and Human Services and are subject to the provisions on copyrights in 45CFR 92 if the agreement is federally funded.

Limited License and Disclaimer

The State of New York and the Office of Children and Family Services grants permission to reproduce these materials to any interested parties solely for noncommercial purposes and uses, provided that the user acknowledge that the materials were developed by Professional Development Program, Rockefeller College, University at Albany under a training and administrative services agreement with the New York State Office of Children and Family Services. Under no circumstances or at any time shall anyone or any entity earn a profit from the sale or use of these materials. While every effort has been made to provide accurate and complete information, the Office of Children and Family Services and the State of New York assumes no responsibility for any errors or omissions in the information provided here and makes no representations or warranties about the suitability of the information contained here for any purpose. All information and documents are provided "as is," without a warranty of any kind. Any modifications in content or delivery to the original material must be expressly delineated as a modification to the original material in the reproduced materials and the user must expressly state that the modification is not sanctioned by OCFS in any manner. Any modifications in content or delivery are solely the responsibility of the entity or organization making such modifications.

Understanding the New Permanency Hearing Reports Within CONNECTIONS *Quick Start Guide*

TABLE OF CONTENTS

Introduction to Permanency Hearing Reports	1
Introduction	1
What’s Changing?.....	1
What’s Staying the Same?.....	1
The Permanency Window	2
Accessing the Permanency Window.....	2
Identifying the Permanency Window Components	3
Completing Information Housed Outside of the PHR.....	4
The Court Information Window	5
Identifying the Court Information Window Components	5
The Docket Information Window	6
Identifying the Docket Information Window Components.....	6
The Outside Participants Window	7
Identifying the Outside Participants Window Components	7
The Adoption Checklist Window	8
Identifying the Adoption Checklist Window Components	8
The Launch Process	9
Identifying the Permanency Hearing Launch Types	9
Launching a Permanency Hearing Report.....	9
New Features of the Permanency Hearing Report	10
The Title Page.....	10
Collapsing Sections	10
Toggling Questions	11
The Notes Link.....	12
The Question Level Edits and Retrieval Window	13
Working with Customized Questions	14
The Caseworker Contacts Chart.....	14
Discharge/Transition Plan.....	15
Maintaining Permanency Hearing Reports.....	15
Checking for Report Completion	15
Submitting a Permanency Hearing Report for Review	16
Marking a Permanency Hearing Report as “Final”	16
Printing a Permanency Hearing Report	16
Using Mail Local Copy	17
Deleting an In-Process Permanency Hearing Report	17
Notices and Statements	18
Accessing the Permanency Hearing Notices and Statement Window.....	18

Resources.....	19
OCFS Intranet Site: CONNECTIONS Help/Training.....	19
Application Help Mailbox.....	19
NYS OFT Customer Care Center	19
Professional Development Program	19

Introduction to Permanency Hearing Reports

Introduction

This guide is intended for workers whose responsibilities include the completion and maintenance of Permanency Hearing Reports in CONNECTIONS. It provides an overview of the new Permanency Hearing Report (PHR) features and step-by-step directions for tasks related to the new PHR.

Please remember that any visible identifying data in this document is fictitious and used for training purposes only.

What's Changing?

The new PHR will be fully integrated into CONNECTIONS and will contain several elements that will make it easier for workers to complete.

- Reusable information (such as court and docket information) will be stored and maintained from the new *Permanency* window, allowing it to be available for updating at any time. The most current information will be uploaded to a new PHR each time you open it.
- The 'New Using' launch option will allow workers to pre-fill a new PHR with information from a previous PHR that was created using the new *Permanency* window.
- Reports will be dynamic and flexible due to the display of only age- and PPG-appropriate questions.
- Readability will be improved using new formatting.
- Report questions and wording will be updated to reflect current law.

What's Staying the Same?

Although changes are being made to the Permanency Hearing Report, some PHR-related factors are not changing.

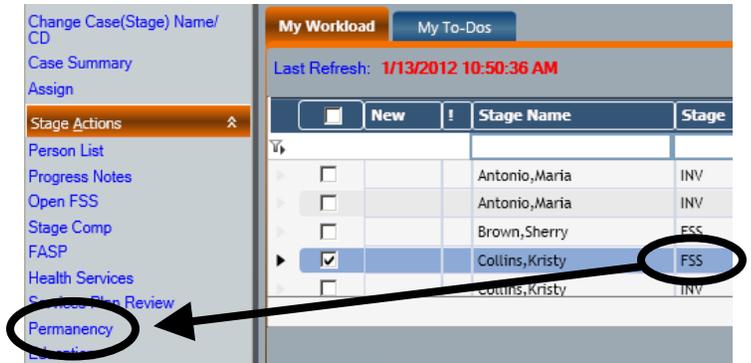
- The **Permanency** tab on the *Family Services Stage* window will remain active and provide access to the current Permanency Hearing Report templates. This tab will be accessible for a limited time after the implementation of this build; however, you will not be able to launch a report from the tab after implementation.
- Report filing deadlines and who can launch, view, and complete reports will remain the same.
- Multiple workers with an assigned role in the stage or with the proper business function(s) can contribute to a PHR.
- You will still be able to email reports using the **Mail Local Copy** feature.
- Workers on ACS cases may continue to use the LTS system.

The Permanency Window

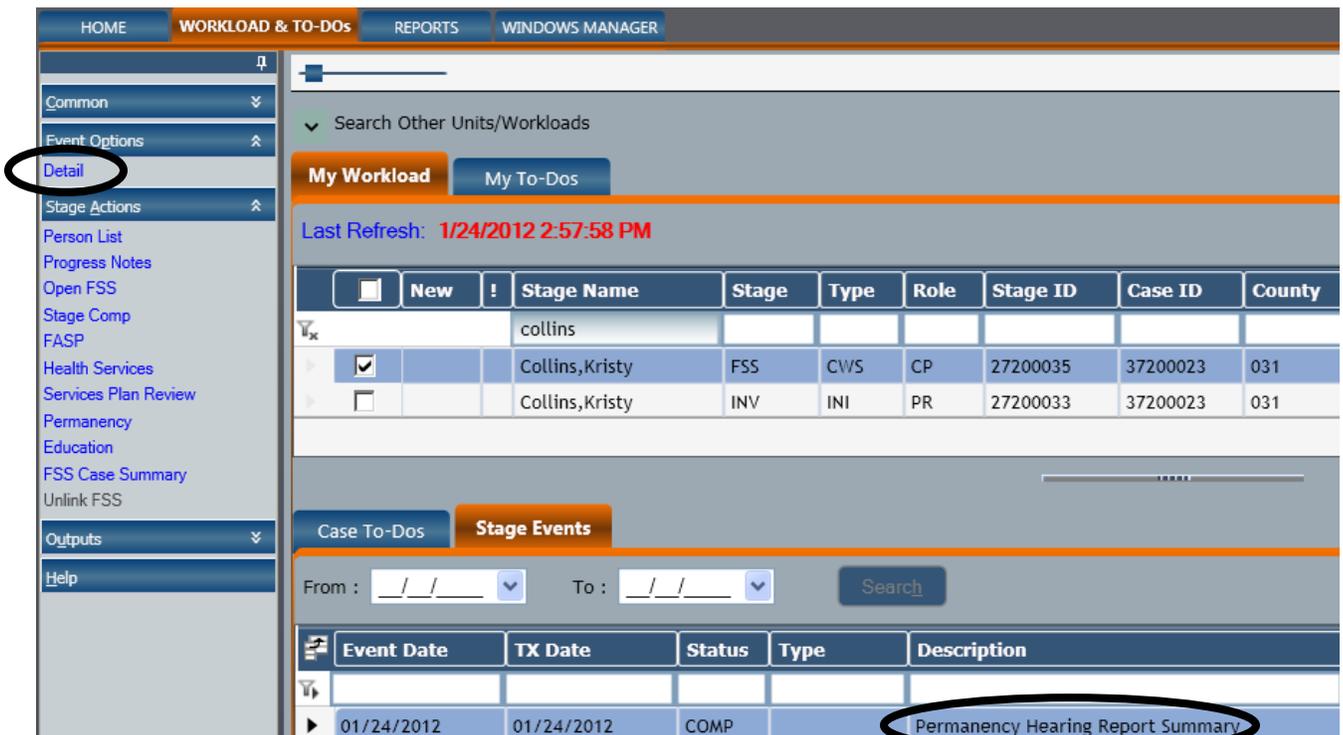
The new *Permanency* window will serve as the “home” of PHR functions within CONNECTIONS. Within this window, you will be able to launch, view, modify, print, and delete Permanency Hearing Reports, and generate Notices and Statements. You will also be able to record and maintain court information, docket information, and outside participants from this window anytime using separate, individual windows that are housed outside the PHR.

Accessing the Permanency Window

- 1 Go to the **WORKLOAD & TO-DOS** tab.
*The **My Workload** tab is active.*
- 2 Click to select the appropriate FSS stage.
- 3 Click the **Permanency** link on the **NAVIGATION PANE**.
CONNECTIONS will check if the stage is pending closure. If yes, the message “Stage is Pending Closure. You will be entering in browse mode. Contact the Approver” will display.



You will also be able to access the *Permanency* window in view-only mode from the **Stage Events** tab. Click to select the **Permanency Hearing Report Summary** event, then click the **Detail** link.



Identifying the Permanency Window Components

(A) NAVIGATION PANE – The **NAVIGATION PANE** will contain several sections with links that provide access to all PHR tasks (e.g., recording court and docket information; launching, modifying, and printing PHRs; and generating Notices and Statements). The chart on the following page details the links you will see.

(B) Child List grid – The **Child List** grid will populate with information from the *Tracked Children Detail* window, children’s names, program choices, and PPGs included. The grid will also include the **Active < 21**, **All Active**, and **All** radio buttons. The grid and radio buttons function as they do now with sorting and filtering capabilities.

(C) Permanency Report Summary grid – The **Permanency Report Summary** grid will display a list of all PHRs launched for the selected child(ren). You can use the **Type** column to identify whether an Individual Child report was completed using the current **Permanency** tab (“Single” will display), or using the new *Permanency* window (“Individual” will display).

The screenshot shows the 'Permanency - Collins, Kristy - S:27200035/C:37200023' window. On the left is the Navigation Pane (A) with a list of links: Options, Court Information, Docket Information, Outside Participants, PHR Options, Launch PHR - No Prefill, Launch PHR - Approved FASP, Launch PHR - In-Process FASP, Launch PHR - New Using, Detail, Delete, Notices and Statement, Mail Local Copy - Permanency Hearing Report, Mail Local Copy - Statement, Outputs, Permanency Hearing Report, and Help. The main area is split into two sections: B (Child List) and C (Permanency Report Summary). Section B includes radio buttons for 'Active < 21', 'All Active', and 'All', and a table with columns: Name, Sex, Person ID, and DOB. Section C includes a table with columns: Type, Status, Status Date, and Last Update.

Name	Sex	Person ID	DOB
Collins, Patrick	M	17200043	04/22/1994
Collins, Kimberly	F	17200044	08/16/2002

Type	Status	Status Date	Last Update
Individual	In-Process	01/18/2012	01/18/2012

NOTE: This image demonstrates an FSS/CWS stage with PC of “Protective” and “Placement” and PPG of “Return to Parent.”

The **NAVIGATION PANE** links that display on the Permanency window are dependent on stage type (i.e., CWS or CCR). In order to launch a PHR, the subject child(ren) in a CWS must have a PC of “Placement” or “Non-LDSS Custody.”

NAVIGATION PANE Links

Besides **Help**, which is common to all new CONNECTIONS windows, the **NAVIGATION PANE** of the *Permanency* window will contain three primary sections.

Options

This section will contain links that provide access to the *Court Information*, *Docket Information*, and *Outside Participants* windows. For FSS/CCR stages, the Adoption Checklist will also be accessible from this section (as shown in the image to the right).

Some key points to remember about these windows:

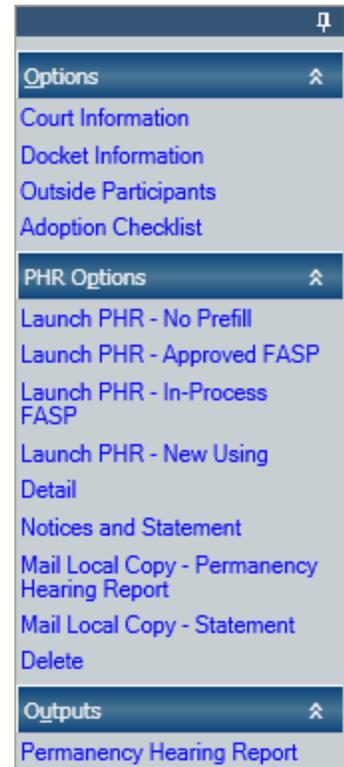
- They will be available at all times; a PHR does not need to be launched for you to access and complete these windows.
- The information recorded on them will populate all PHRs upon launch; such information is saved by stage, not by PHR.
- They can be completed in any order and modified at any time.

PHR Options

This section will contain links that allow you to launch, view, modify, delete, and email Permanency Hearing Reports. You will also be able to access the *Permanency Hearing Notices and Statement* window using the **Notices and Statement** link in this section.

Outputs

This section will contain the **Permanency Hearing Report** link that, when clicked, will display the print window for the PHR selected in the grid.



Completing Information Housed Outside of the PHR

You will no longer need to repeatedly enter court and docket information for each PHR. Instead, you will record and maintain that information on the new *Court Information* and *Docket Information* windows, which will be housed outside the PHR and used for all PHRs you launch. As long as the information on these windows is kept up-to-date, this will allow for the most current information to populate the PHR.

In addition, there will be a new *Outside Participants* window, which functions similarly to the current version. Anyone with a role may view or modify information on the *Court Information*, *Docket Information*, and *Outside Participants* windows at any time; they are always available and **do not need to be completed in a specific order**.

The Court Information Window

The *Court Information* window will allow you to record court information for purposes of completing the Permanency Hearing Report, Permanency Hearing Notices, and the Permanency Hearing Statement.

Identifying the Court Information Window Components

The new *Court Information* window will contain four sections:

- (A) **Family Court Address** – Selecting a court from the drop-down menu will automatically populate the remaining fields in this section.
- (B) **Hearing Information** – The **Docket Numbers** field is view-only and will populate automatically using information recorded on the *Docket Information* window.
- (C) **Petitioner** – Petitioner information is optional; however, your agency may have its own policy on whether to record this information. The address fields are optional; however, if you begin to record an address, you must complete it and validate it before you can save this window.
- (D) **Petitioner Attorney** – This section is optional; however, like the **Petitioner** section, your agency may have its own policy on whether to record this information.

The screenshot shows a web browser window titled "Court Information - Collins, Kristy - S:27200035 / C:37200023". On the left is a vertical "NAVIGATION PANE". The main content area is divided into four sections, each with a large letter label in a black box:

- A: Family Court Address**: Includes a "Court:" dropdown menu, "Street:", "PO Box/Apt:", "City:", "State:", and "Zip:" fields.
- B: Hearing Information**: Includes "Judge/Referee:", "Attorney for DSS/ACS:", "Court Part/Room:", and "Docket Numbers:" fields.
- C: Petitioner**: Includes "Name:", "Title:", "Address" (Street, PO Box/Apt, City, State: NY, Zip), and "Phone" (Phone, Extension) fields. A "Validate" button is present.
- D: Petitioner Attorney**: Includes "Name:", "Address" (Street, PO Box/Apt), and "Phone" (Phone, Extension) fields.

There is no option to delete court information. In order to mark a PHR as "Final" or to generate Notices and Statements, the following fields must be completed:

- Court
- Attorney for DSS/ACS
- Judge/Referee
- Docket Numbers (from *Docket Information* window)

The Docket Information Window

The *Docket Information* window will allow you to record docket numbers and related information that will be used to populate required fields on the Title Page of a Permanency Hearing Report. This window will be available for viewing and modifying at all times.

Information from other areas of CONNECTIONS, such as the Stage Composition, Tracked Children Detail, and Family Relationship Matrix, will pre-fill automatically on the *Docket Information* window. Therefore, you may wish to verify that the information in those areas is accurate and up-to-date.

Identifying the Docket Information Window Components

The new *Docket Information* window will contain four tabs:

(A) Children - This default tab will allow you to view and filter a list of all tracked children. Information from the *Tracked Children Detail* window will populate here. This is the tab on which you will record the docket number(s) for the child(ren).

(B) Agency & Attorneys – This tab will allow you to view the agency representatives and attorneys who will be presented in the PHR. There will be **Case Manager** and **Case Planner** fields that you can modify to reflect those who are most familiar with the case. Below those will be a field to select the **Case Worker** name(s), so they can be printed on the Statement that is sent to the court, and a non-modifiable **Child Protective Worker/Monitor** field. In addition, non-modifiable attorney information will populate from the *Court Information* window.

(C) Parents - This tab will allow you to view a grid of all parents and persons legally responsible who are listed in the Family Relationship Matrix. You will not be able to end-date persons on this tab; any such changes need to happen on the **Stage Composition** tab.

(D) Additional Persons – This tab will allow you to record persons associated with the case who may or may not be a respondent. Those you record can be associated to one or more children in the stage using the **Associated Child** grid on this tab.

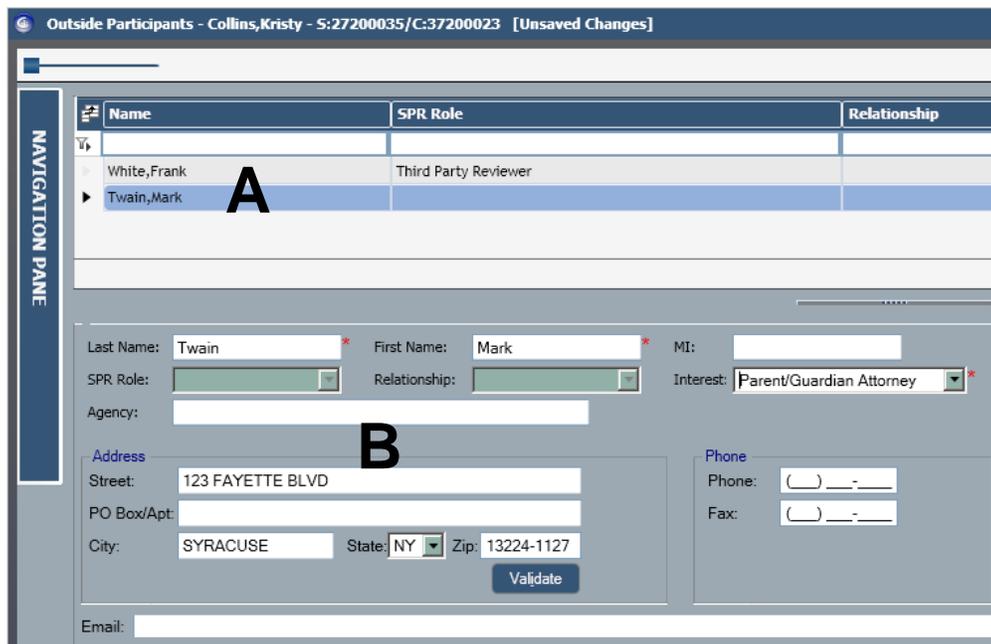
	A	B	C	D	
	Children	Agency & Attorneys	Parents	Additional Persons	
<input checked="" type="radio"/> Active < 21 <input type="radio"/> All Active <input type="radio"/> All					
	Name	Sex	Person ID	Age	DOB
▶	Collins,Patrick	M	17200043	17	04/22/1994
▶	Collins,Kimberly	F	17200044	9	08/16/2002
▶	Collins,Tyler	M	17200045	2	03/30/2009

The Outside Participants Window

This window will allow you to record information about an individual who does not appear in the Stage Composition, thereby adding him/her as an individual who may receive a Permanency Hearing Notice. The new *Outside Participants* window functions the same as those in other areas of CONNECTIONS. Individuals added to this window will display on other *Outside Participants* windows in CONNECTIONS; however, as now, in order to assign an SPR Role and Relationship to an individual, you must use the *Outside Participants* window within the SPR.

Identifying the Outside Participants Window Components

- (A) Outside participants are listed at the top of the window.
- (B) Add new Outside Participants by recording information in the fields at the bottom of the window.



The screenshot shows the 'Outside Participants' window for 'Collins, Kristy'. The window title is 'Outside Participants - Collins, Kristy - S:27200035/C:37200023 [Unsaved Changes]'. On the left is a 'NAVIGATION PANE' which is collapsed. The main area is divided into two sections. The top section is a table with columns 'Name', 'SPR Role', and 'Relationship'. It contains two rows: 'White, Frank' with 'Third Party Reviewer' and 'Twain, Mark'. A large letter 'A' is overlaid on the 'Twain, Mark' row. The bottom section is a form for adding a new participant. It includes fields for 'Last Name' (Twain), 'First Name' (Mark), 'MI', 'SPR Role', 'Relationship', 'Interest' (Parent/Guardian Attorney), 'Agency', 'Address' (Street: 123 FAYETTE BLVD, PO Box/Apt, City: SYRACUSE, State: NY, Zip: 13224-1127), 'Phone', and 'Fax'. A 'Validate' button is below the address fields. A large letter 'B' is overlaid on the form fields.

Name	SPR Role	Relationship
White, Frank		Third Party Reviewer
Twain, Mark		

Last Name: Twain * First Name: Mark * MI:
SPR Role: Relationship: Interest: Parent/Guardian Attorney *
Agency:
Address
Street: 123 FAYETTE BLVD
PO Box/Apt:
City: SYRACUSE State: NY Zip: 13224-1127
Phone: () - -
Fax: () - -
Validate
Email:

NOTE: The *NAVIGATION PANE* has been collapsed in this image.

The Adoption Checklist Window

The Adoption Checklist will be available at anytime in FSS/CCR stages to document the steps taken towards completing the adoption process. Only one checklist will exist per CCR stage.

The *Adoption Checklist* window will be accessible by anyone with a role in the stage. Within the PHR, you will be able to select whether or not to display the information on this window, which can be used for subsequent PHRs, just like court and docket information. A freed child of any age may be displayed on this window.

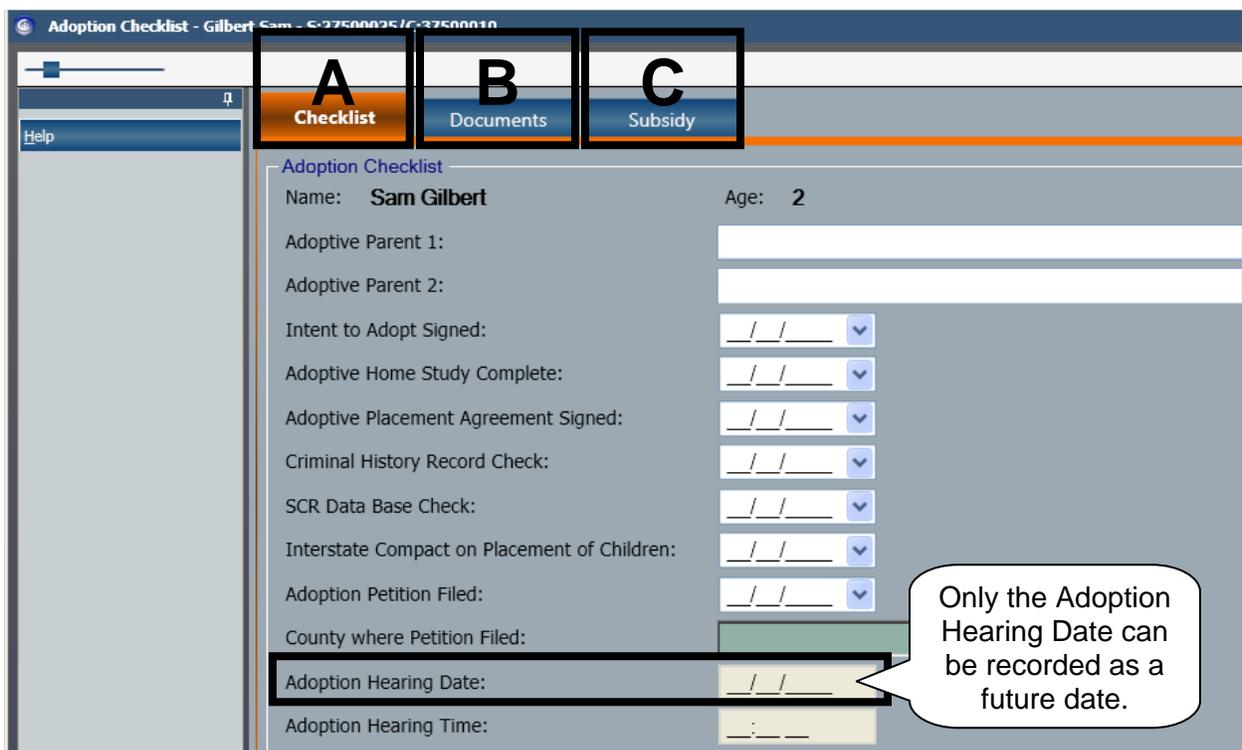
Identifying the Adoption Checklist Window Components

The *Adoption Checklist* window contains three tabs:

(A) Checklist – This default tab will allow you to record the dates on which key steps in the adoption process have been completed.

(B) Documents – This tab will allow you to record what documents and certifications have been secured towards finalizing a child’s adoption.

(C) Subsidy – This tab will allow you to record information related to an adoption subsidy application.



Adoption Checklist - Gilbert Sam - 6-3750025/6-3750010

Help

A Checklist **B** Documents **C** Subsidy

Adoption Checklist

Name: **Sam Gilbert** Age: **2**

Adoptive Parent 1: _____

Adoptive Parent 2: _____

Intent to Adopt Signed: ▾

Adoptive Home Study Complete: ▾

Adoptive Placement Agreement Signed: ▾

Criminal History Record Check: ▾

SCR Data Base Check: ▾

Interstate Compact on Placement of Children: ▾

Adoption Petition Filed: ▾

County where Petition Filed: _____

Adoption Hearing Date: ▾

Adoption Hearing Time: ▾

Only the Adoption Hearing Date can be recorded as a future date.

The Launch Process

You will be able to launch an Individual Child, Multiple Child, or Freed Child Permanency Hearing Report from the new *Permanency* window. Four launch types, available as links on the **NAVIGATION PANE**, will allow you to select from which area of CONNECTIONS, if any, to retrieve data. Unless a stage is pending closure, all four links will always be enabled.

Prior to launching a report, the *Education* and *Health Services* windows should be complete and accurate, since some of that information will be brought into the PHR upon launch. Additionally, the previous PHR must be marked “Final” before the next one can be launched.

Identifying the Permanency Hearing Launch Types

There will be four launch links on the **NAVIGATION PANE**:

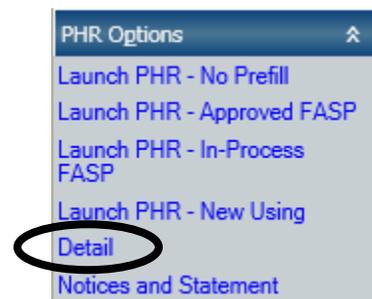
- **Launch PHR-No Pre-fill** - PHR will not pre-fill from any Approved or In-Process FASP.
- **Launch PHR-Approved FASP** - PHR will pre-fill with narratives from the most recently Approved FASP or Plan Amendment.
- **Launch PHR-In-Process FASP** - PHR will pre-fill with narratives from the In-Process FASP or Plan Amendment.
- **Launch PHR-New Using** - PHR will pre-fill using the information from the PHR selected in the **Permanency Report Summary** grid. When selecting a PHR from which to pre-fill, you cannot select one belonging to a different child; you must use a previous report of the same child, which can include a Multiple Child report that included the child.



Launching a Permanency Hearing Report

- 1 Go to the **WORKLOAD & TO-DOS** tab.
*The **My Workload** tab is active.*
- 2 Click to select the appropriate FSS stage.
- 3 Click the **Permanency** link on the **NAVIGATION PANE**.
*The **Permanency** window displays.*
- 4 Click to select a child from the **Child List** grid.
- 5 Click the appropriate **Launch PHR** link.
This should be based on the area from which you need to retrieve data for the report.

After launching the PHR, you will be able to work within the various report sections, which do not have to be completed all at once. If/when you need to return to the PHR to complete your work, you will use the **Detail** link on the *Permanency* window.



New Features of the Permanency Hearing Report

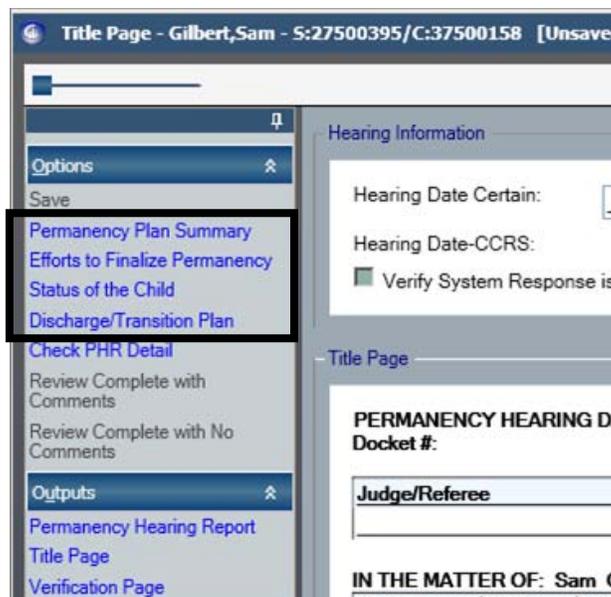
Several new features will be available to help you complete Permanency Hearing Reports more efficiently. In addition, you will notice new questions included to reflect current law.

The Title Page

Upon clicking one of the links to launch a PHR, the report's Title Page will display. In the **NAVIGATION PANE**, links will provide access to the four 'section windows' of the PHR:

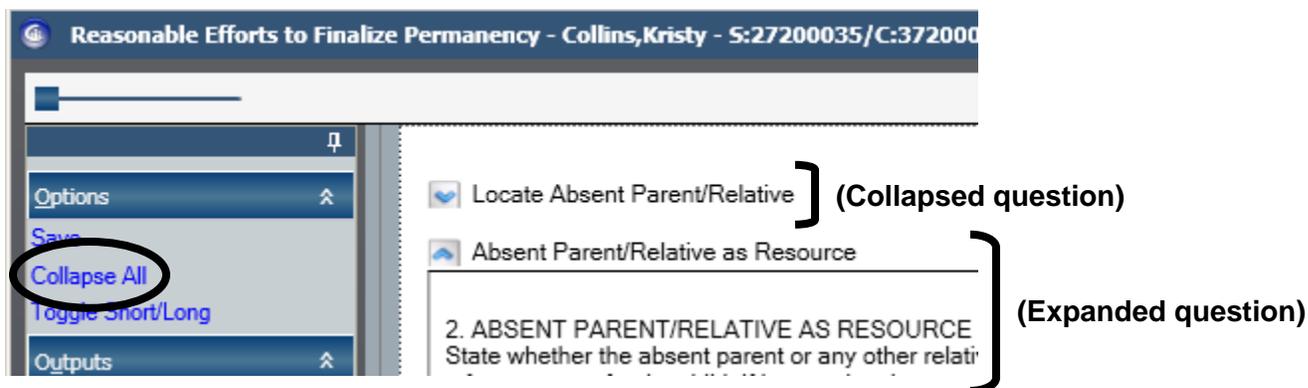
- Permanency Plan Summary
- Efforts to Finalize Permanency
- Status of the Child
- Discharge/Transition

Each section window displays questions and narrative fields to record your responses. These four windows will appear and work the same.



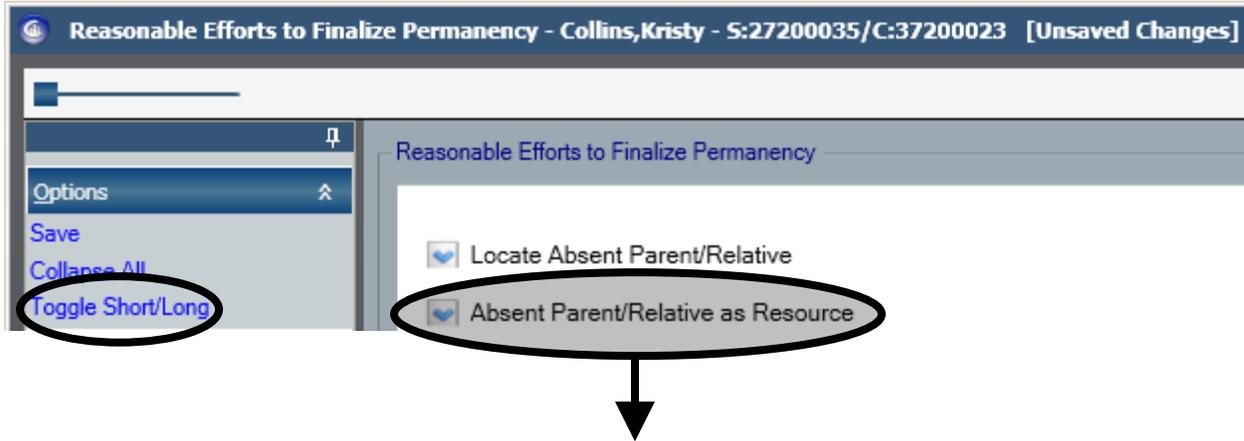
Collapsing Sections

The **Collapse All** link will display in the **NAVIGATION PANE** of certain PHR section windows. Clicking this link will collapse all questions on the window, which will minimize the need for excessive scrolling.



Toggleing Questions

The **Toggle Short/Long** link in the **NAVIGATION PANE** of each section window will allow you to toggle between the long and short (abbreviated) versions of a question. By default, the long version displays, but not all questions will have a short version.



Long Version (Default)

2. ABSENT PARENT/RELATIVE AS RESOURCE

State whether the absent parent or any other relative expressed an interest in obtaining custody of or planning for the child and whether any relative is interested in becoming a foster parent for the child. If interest has been expressed, please state what has been done to further any of these outcomes?

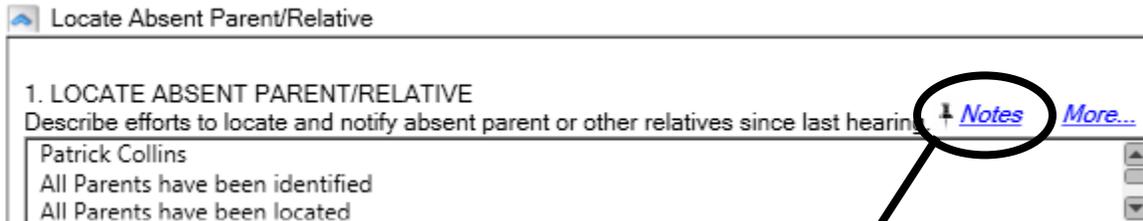
Short Version

2. ABSENT PARENT/RELATIVE AS RESOURCE

Has any absent parent or relative expressed interest in being a placement resource for the child and what has been done to further these outcomes?

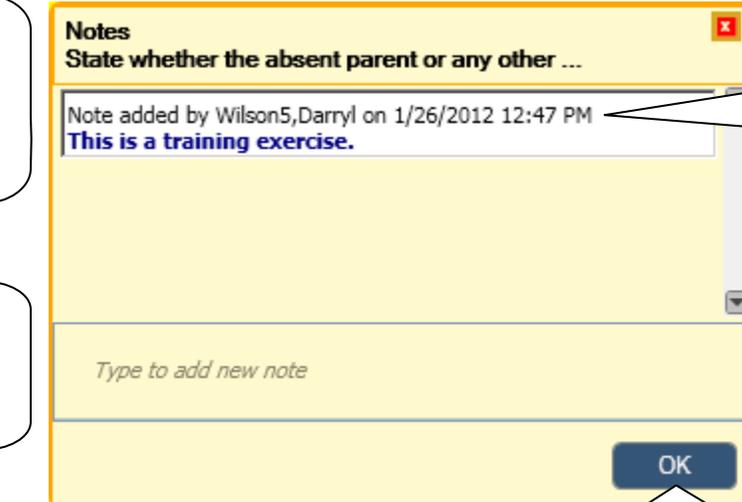
The Notes Link

Clicking the **Notes** link will display a pop-up window that allows co-workers and supervisors to communicate issues regarding the associated question. This link will display above each question on the PHR section windows, and on each *Question Level Edits and Retrieval* window (see the following page for detailed information on that window). The *Notes* window is an optional, informal means of communication meant to replace the need for excessive emails and other forms of manual communication.



Copy and paste is available using the short cuts **Ctrl + C** and **Ctrl + V**.

Only one version of the note can be opened at any given time.



The author, date, and time of the note will display automatically.

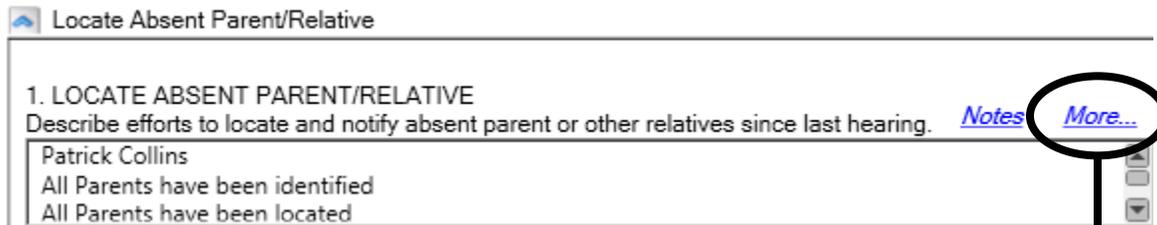
All notes, regardless of PHR status, will be deleted after 120 days.

All notes are deleted when a PHR is marked as "Final."

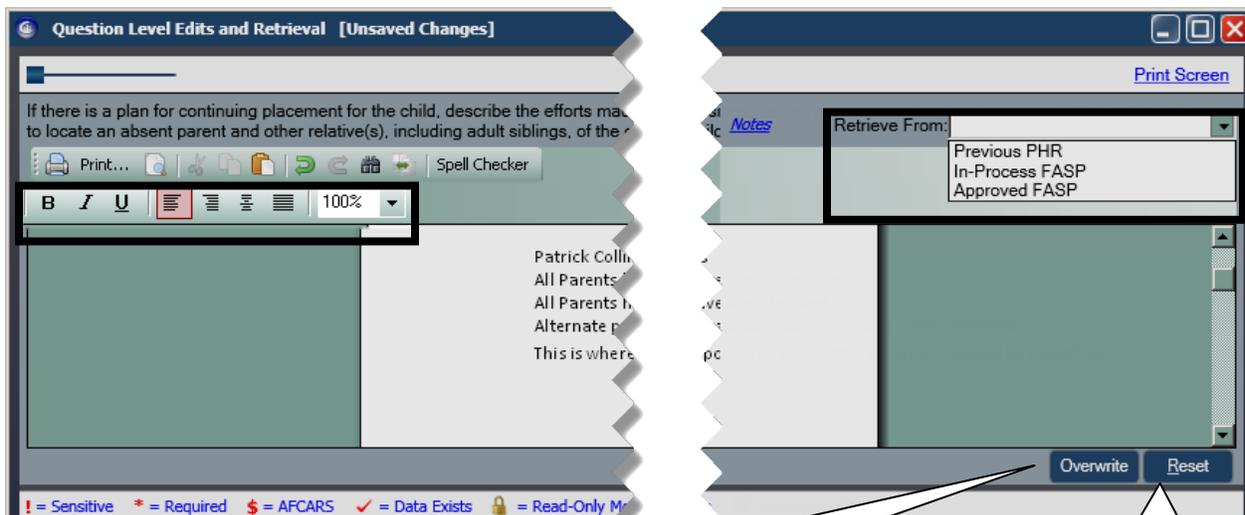
When finished recording, click the **OK** button to close the window. Next, click the **Save** button or link on the section window in order to save the note.

The Question Level Edits and Retrieval Window

The **More...** link will display next to the **Notes** link and will open the *Question Level Edits and Retrieval* window.



The *Question Level Edits and Retrieval* window displays the associated question in full screen editor mode with text control tools. This window will also provide access to the **Retrieve From** feature, which you can use to retrieve information from another source. The retrieved information will be added to the existing narrative. This feature is not available when the window is accessed in view-only mode.



The **Overwrite** button will close the *Question Level Edits and Retrieval* window and carry the recorded narrative over to the section window. Like Notes, you must then click the **Save** button or link on that window in order to save the narrative.

The **Reset** button will return the window to its original appearance for the current window session.

Working with Customized Questions

The questions that appear in the PHR will be customized based on your previous responses, as well as the age and PPG of the selected child(ren).

Reasonable Efforts to Finalize Permanency

Locate Absent Parent/Relative

Absent Parent/Relative as Resource

Incarcerated/Program

3. PARENT IS INCARCERATED / IN A RESIDENTIAL SUBSTANCE ABUSE TREATMENT PROGRAM
Are any of the parents incarcerated or in a residential substance abuse treatment program? Yes

Kristy Collins

Thomas Collins in a residential substance abuse treatment program

Thomas Collins is in a residential substance abuse treatment program.

Expected Date of Release/Discharge: 02/29/2012

A. An assessment of the parent/child relationship must be completed before the relationship with the parent can be terminated. Has an assessment been completed for all children? Yes

Describe the result of the assessments and/or explain why any of the assessments were not completed. Include information about: reasonable efforts made, services provided, barriers encountered

[Notes](#) [More...](#)

The Caseworker Contacts Chart

This optional step will create a Case Worker Contact Summary Chart that populates with numbers of contacts and attempted contacts of all methods (i.e., Face to Face, Phone, Email, Mail, Fax, Other). This information is calculated from Progress Notes and it cannot be modified within the chart. The chart will refresh each time it is opened until the PHR is marked final.

Reasonable Efforts - Case Worker Contact

5. REASONABLE EFFORTS - CASE WORKER CONTACT
Present the Case Worker Contact Summary Chart? Yes

Participants	Face to Face	Phone	Email, Mail or Fax	Other	Attempted(all methods)
Family Participants	0	0	0	0	0
Family & Other Participants	0	0	0	0	0
Other Participants	0	0	0	0	0

Provide any additional contacts made and explain or offer clarification of the information in the chart [Notes](#) [More...](#)

Results are included in the chart based on contact Event dates that occurred since one of the following dates (only one date is used starting with #1 – if not #1 then #2, if not #2 then #3):

1. Last Hearing Date Certain with a PHR status of "Final"; or
2. Earliest (first) Removal Date of the child(ren); or
3. Last eight months of the current report's Hearing Date Certain



Submitting a Permanency Hearing Report for Review

The *Check PHR Detail* window also displays the **Submit for Review** link, which initiates the new, optional review process. Clicking this link will submit the in-process PHR for review to another CONNECTIONS user. By default, this is the submitting worker's supervisor; however, this may be changed according to the policy of your district/agency. A PHR can be submitted for review at any time; the PHR does not need to be complete.

- 1 Click the **Submit for Review** link on the *Check PHR* window.
The To-Do Detail window displays. Check with your supervisor for your district/agency's policy on submitting PHRs for review.
- 2 Click the **Save & Close** button.
The Title Page displays.
- 3 Click the **X** button.
The Title Page closes and the Permanency window displays.

Marking a Permanency Hearing Report as “Final”

Once the PHR passes all required edits, the **Mark as Final** link on the *Check PHR Detail* window will enable. Clicking this link will save the report in its current state; no modifications can be made and any notes are automatically deleted.

Printing a Permanency Hearing Report

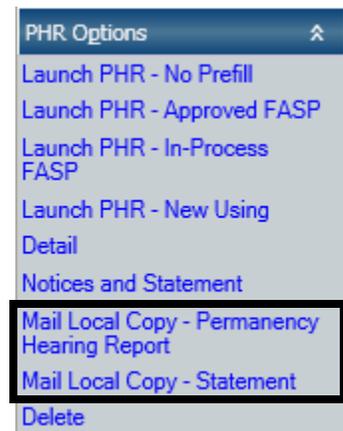
The **Outputs** section of the **NAVIGATION PANE** will include links for you to print the entire PHR. In addition, the **NAVIGATION PANE** of each section window will contain links to print the entire PHR or only that specific section.

- 1 On the *Permanency* window, click to select a child from the **Child List** grid.
The Permanency Report Summary grid populates.
- 2 Click to select a PHR on the **Permanency Report Summary** grid.
*The entire PHR can be printed using the link in the **Outputs** section of the **NAVIGATION PANE**. If you want to print a specific section of the PHR, you must open the section window via the Title Page. Refer to “New Features of the Permanency Hearing Report” in this guide for information on how to access the section.*

Using Mail Local Copy

Mail Local Copy will function the same as it currently does; the PHR or Statement will be sent to the email Inbox of the logged-on worker. You will use the **Mail Local Copy** links on the **NAVIGATION PANE** of the *Permanency* window to initiate the process.

- 1 On the *Permanency* window, click to select a child from the **Child List** grid.
*The **Permanency Report Summary** grid populates.*
- 2 Click to select a PHR on the **Permanency Report Summary** grid.
- 3 Click the **Mail Local Copy – Permanency Hearing Report** link or the **Mail Local Copy – Statement** link.
Warning messages will display.



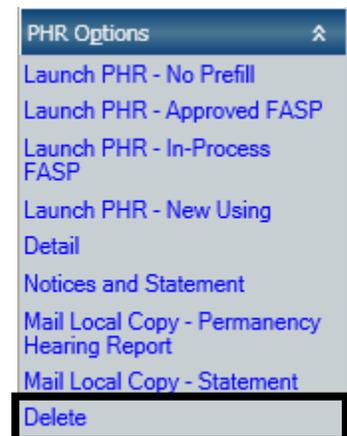
Important Reminder!

Please remember to **password-protect** the PHR before emailing it to another individual.

Deleting an In-Process Permanency Hearing Report

Deleting a PHR will work much like it does currently, only instead of clicking the **Delete** command under the **File** menu, you will click the **Delete** link on the **NAVIGATION PANE** of the *Permanency* window. Remember, once you delete a report, it cannot be recovered.

- 1 On the *Permanency* window, click to select a child from the **Child List** grid.
*The **Permanency Report Summary** grid populates.*
- 2 Click to select a PHR in the **Permanency Report Summary** grid.
- 3 Click the **Delete** link.
A confirmation message window displays.
- 4 Click the **Yes** button.
The report is removed from the grid.



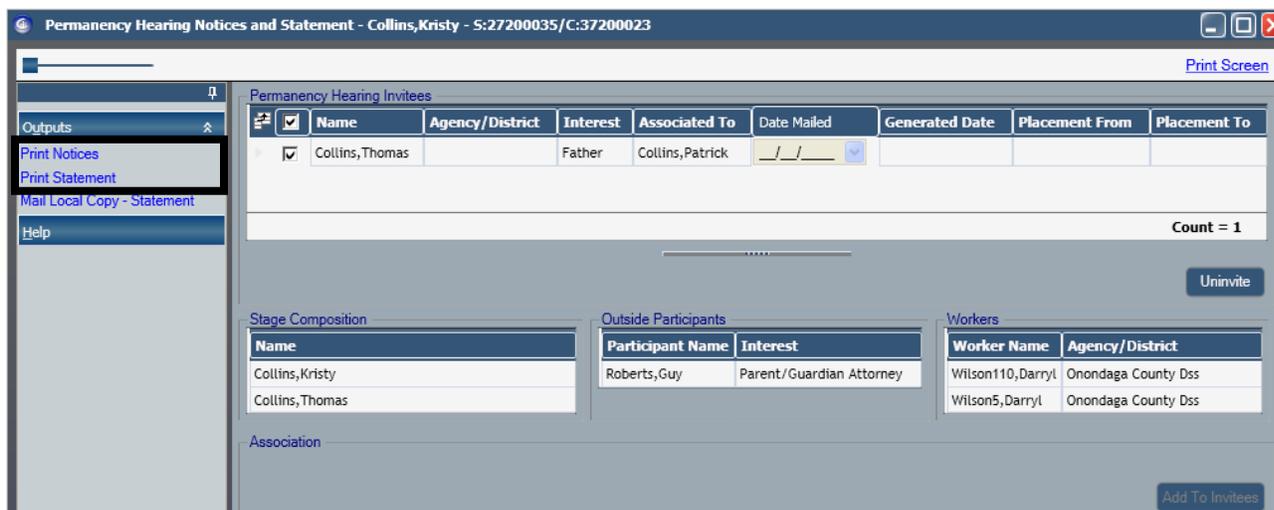
Notices and Statements

Permanency Hearing Notices are used to notify all appropriate individuals of the date, time, and location of the permanency hearing. The Statement lists all those who received Notice, and is submitted only to the court, along with the PHR.

There are no changes regarding who receives just the Notice or the Notice and PHR. Only the window from which you generate them is new.

Accessing the Permanency Hearing Notices and Statement Window

- 1 On the *Permanency* window, click to select a child from the **Child List** grid.
*The **Permanency Report Summary** grid populates.*
- 2 Click to select a PHR on the **Permanency Report Summary** grid.
- 3 Click the **Notices and Statement** link.
*The **Permanency Hearing Notices and Statement** window displays.*



If the *Court Information* and *Docket Information* windows are not complete upon clicking the **Notices and Statement** link, you will receive a warning message. This message is simply an alert; it does not prevent you from proceeding. However, the **Print Notices** and **Print Statement** links will not enable until the *Court Information* and *Docket Information* windows are complete.

Resources

OCFS Intranet Site: CONNECTIONS Help/Training

Many of the resources you may need will be available on the **CONNECTIONS Help/Training** page of the OCFS intranet site (http://ocfs.state.nyenet/connect_help/Default.asp).

There, you will find resources such as these:

- How Do I? documents
- Job Aids
- Other Quick Start Guides

These documents and others will continue to be developed and updated to provide you with the most up-to-date information on CONNECTIONS.

When you are working in CONNECTIONS, an easy way to access the intranet site is by clicking on the **Help/Training** link on the toolbar of the main CONNECTIONS window.

Application Help Mailbox

You can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems, and concerns can be emailed to:

ocfs.sm.conn_app@ocfs.state.ny.us

NYS OFT Customer Care Center

The New York State Office for Technology (NYS OFT) Customer Care Center staff are available to answer basic questions related to your equipment, or to solve problems you are having with CONNECTIONS. If they cannot solve your problem, they will record your information and forward it to others who can. The Customer Care Center is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323
(1-800-697-1323)

Professional Development Program

Another resource is the CONNECTIONS Training Project of the Professional Development Program (PDP), Rockefeller College, University at Albany. CONNECTIONS trainers can provide you with personal attention and assistance when you have a question about or are experiencing an issue with any area of CONNECTIONS.

To reach a CONNECTIONS trainer during normal business hours, call **(518) 443-5940** and ask for an available CONNECTIONS representative.