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Commissioner, Division
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Jacqueline McKnight,
Deputy Commissioner,
Family Support
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Benita Miller,
Deputy Commissioner,
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Dawn Saffayeh
Deputy Commissioner,
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MEMORANDUM

TO: Provider Agency Executive Directors

FROM: Gilbert Taylor, Executive Deputy Commissioner
Jacqueline McKnight, Deputy Commissioner
Benita Miller, Deputy Commissioner
Raye Barbieri, Deputy Commissioner
Dawn Saffayeh, Deputy Commissioner

SUBJECT: Critical Intake Unit Function for Transfer of Cases

DATE: September 4, 2013

We would like to alert you to the fact that some provider agencies have not kept their "Assign Units" (aka Intake Units) in Connections up-to-date. This delays electronic case assignments to case planners (case managers) decreasing the time case planners are allotted to complete and approve the FASP. Consequently, the family service needs are not documented timely and delivery of services is impacted.

When ACS Procedure 108: Connections Build 18 was issued in August 2005, it established a requirement for agencies to setup and maintain "Assign Units" expressly for the purposes of accepting electronic case transfers from DCP. In our efforts to eliminate delays in caseworker and case planner role assignments, we ask that you make certain your agency's "Assign Unit" in Connections has a designated active staff with the authority to make appropriate case assignments within two (2) business days to a supervisor or worker in your agency. It is imperative that PPRS Agencies ensure ALL their designated caseworkers in the Intake phase of referrals on pre-disposition cases are made case assignable in Connections. Doing this will ensure that your agency can gain timely access to the information in the INV and FSS stage, which will aid in your engagement with families. Please ensure the DCP PPRS liaison is made aware of the person(s) you designate.

We request all agencies bring their "Assign Unit" into compliance with Procedure 108, by no later than 9/30/13. If you are unable to designate an authorized active staff by the due date, we ask that you provide us with the name and number (via email) of an interim designated staff that will be responsible for maintaining this function in Connections. This email should be sent to: Nadia.Peets@dfa.state.ny.us.

If your agency requires technical assistance with setting up or staffing your "Assign Unit", please contact your OCFS Implementation Specialist (IS) for assistance. If you are not assigned an IS, please email Sharone Jones at: Sharone.Jones@its.ny.gov to request guidance on how your agency may receive assistance with setting up and maintaining your "Assign Unit."

Please email any questions or concerns regarding this memo to Nadia Peets, Deputy Director of SSO Communication Center at Nadia.Peets@dfa.state.ny.us.