

Introduction to the Automated Restraint Tracking System (ARTS)

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Participant Materials



**New York State
Office of
Children & Family
Services**

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Office of Children and Family Services Bureau of Training
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INTRODUCTION TO THE AUTOMATED RESTRAINT TRACKING SYSTEM (ARTS)

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AUTOMATED RESTRAINT TRACKING SYSTEM (ARTS) USER GUIDE FOR VOLUNTARY AGENCIES

Introduction:

The Automated Restraint Tracking System (ARTS) is a web-based application for use by both Voluntary Agencies and DRS Facilities to record all incidents of youth restraints. The system will allow agencies/facilities to collect and save data electronically, and will enable OCFS and the user organizations to view reports for trending/analysis as well as operational and statistical needs.

The application will be available via both the OCFS Intranet (for DRS Facilities and any VA's with access to our network) and the Internet. The Internet Explorer web browser, version 5.5 or higher, is required.

Voluntary agencies are expected to enter restraint incident information on at least a quarterly basis; that is, restraints must be entered by the end of each quarter for all incidents that occurred in the previous quarter. If a facility has no restraint events in a quarter, that must also be recorded in the system. Data entry need not wait until the end of a quarter; it may be done real-time and/or on an ongoing basis depending on the process/practice at each facility.

Security:

Users will be required to log into the system with their NYS LDAP Siteminder account. Users who do not yet use an LDAP account for other OCFS web-based applications will be set up and provided with a username/password. (Directions for logging in via Siteminder will be provided as a separate hand out.)

How to Access:

ARTS is accessible through your web browser. Double-click on the **Internet Explorer icon** on your PC Desktop.

For users on the OCFS HSEN Intranet, go to this URL: <http://ocfs.state.nyenet/Arts/>

For users coming in through the Internet, go to this URL: <http://www.ocfs.state.ny.us/Arts/>

You may add this URL to your Internet Explorer Favorites, or create a Shortcut on your Desktop, to avoid having to type it in each time:

- **To add to your Favorites:**
 1. After typing in the URL noted above, click on the Favorites menu at the top of the Internet Explorer window.
 2. Click "Add to Favorites."

3. Make sure the Name “Automated Restraint Tracking System” or “ARTS” is in the Add Favorite dialog box.
 4. Click “OK.” Next time you want to go into ARTS, simply open Internet Explorer, Click on Favorites, and it will appear in your list. Click on the entry to go to the login screen.
- **To create a Shortcut on your Desktop:**
 1. After typing in the URL noted above, click on the File menu at the top of the Internet Explorer window.
 2. Point your mouse pointer to the Send menu item; a sub-menu will pop out to the right.
 3. Click “Shortcut to Desktop.” There will now be an icon on your Desktop for ARTS; next time you want to go into ARTS, double-click the icon on your Desktop.

Log In:

Using your Siteminder username and password, log into the application. (See separate “Accessing Proprietary Applications Guide” for instructions for first-time log in.)

NOTE: This is a DEVELOPMENT server!

ACCEPTABLE USE POLICY FOR USERS OF NYeNet APPLICATIONS

This application uses the Central Directory Service of the NYeNet for authentication and authorization. In addition to any obligations arising under acceptable use policies implemented by NYeNet Participating Organizations, logging into this application indicates your agreement to abide by the following:

1. You shall use this application only for purposes directly related to the conduct of official business and the application shall not be used for nonpublic purposes including, but not limited to, the pursuit of personal activities, the mass distribution of unsolicited messages (“spamming”), and the promotion of commercial ventures or religious or political causes;
2. You shall be responsible for any activity attributable to the use of your account whether by you or any other person;
3. You shall not engage in activities that may cause interference with or disruption to any network, information service, equipment or user thereof;
4. You shall comply with all applicable confidentiality and security requirements and shall not seek information on other users or attempt to obtain access to, copy, or modify other users’ files without express permission;
5. You shall not violate the rights of any person or entity protected by copyright, trade secret, patent, or other similar laws or regulations;
6. You shall not use this application for any illegal purpose, including, but not limited to, the transmission of obscene or harassing materials; and
7. You must report any abuse or misuse of this application to OIT and you shall cooperate fully in any investigation into any such abuse or misuse.

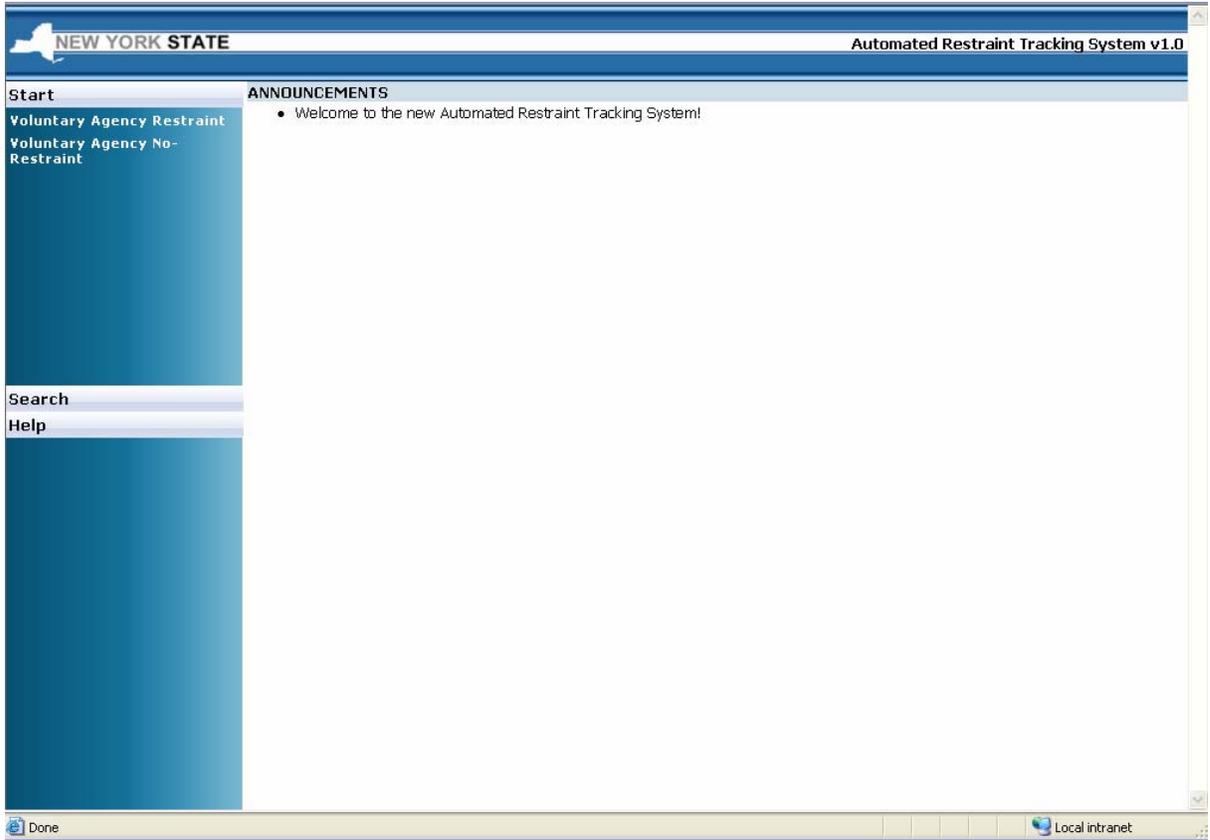
Please Login

Username:

Password:

Entering Restraint Information:

After logging into ARTS, the home page will open, with a Menu of options in the left-hand margin and Announcements in the main area of the screen.



To enter a new restraint event:

1. Click on Voluntary Agency Restraint on left hand side menu; a data entry screen will open. VA's have a single screen of data entry per restraint. Required field are marked with a red asterisk "*".

Start Return To Main Menu	RESTRAINT INFORMATION: Restraint ID: <input type="text"/> •Voluntary Agency Name: <input type="text" value="Graham-Windham"/> •Facility Name: <input type="text" value="GRAHAM WINDHAM 174TH ST. SILP"/> Operating Certificate Type: <input type="text" value="Agency Boarding Home"/> Unit: <input type="text" value="234"/> Voluntary Agency Youth ID: <input type="text" value="4556"/> CIN: <input type="text" value="234523"/> •Date Of Birth: <input type="text" value="1/5/1987"/> •Gender: <input type="text" value="Male"/> •Restraint Type: <input type="text" value="Other"/> Restraint Type Other - Description: <div style="border: 1px solid #ccc; padding: 5px; min-height: 80px;">Description for Restraint Type "Other" goes here.</div> •Date Of Incident: <input type="text" value="8/2/2007"/> •Time Of Incident: <input type="text" value="1:29 PM"/> •Duration Of Restraint (in mins): <input type="text" value="33"/> •Injury To Child: <input type="text" value="Minor"/> •Injury To Staff: <input type="text" value="None"/>
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2. Enter restraint incident information as described in the following table:

Field	Type	Description
Restraint Id	System-generated	This is a system-generated unique identification number assigned to each restraint event. It will be assigned and appear as soon as you Save the screen (or click Continue) after entering the required data.
Voluntary Agency Name	Required	This will recognize agency users and pre-populate with their VA name. For home office users, select a VA name from the dropdown list.
Facility Name	Required	Some VA's have multiple facilities (or sites/locations); some only operate as 1. Select the appropriate Facility associated with the VA selected above from the dropdown list.
Operating Certificate Type	System-generated	This will be automatically populated based on the VA/Facility combination selected above.
Unit	Optional	Type in the name of the Unit (Program/Cottage) of the youth restrained. This is a free text field.
CIN	Optional*	This is the Client Identification Number from the NYS Welfare Management System (WMS) and also now in CONNECTIONS. This is expected to be the OCFS unique identifier for every person receiving services at some point in the future. <u>*If the youth has a CIN, it must be entered here.</u>
Voluntary Agency Youth Id	Optional*	This is an Optional field if the youth has a CIN, for VA's that assign their own youth identification numbers (to use here for reference purposes only). Please note that <u>*this is Required for youth that do not have a CIN.</u> This is a free text field.

Field	Type	Description
Date of Birth	Required	Enter the youth's date of birth in MM/DD/YYYY format. (You may type in the date or click the down arrow to open a calendar that you can scroll through.)
Gender	Required	Must select one value from the dropdown list: <ul style="list-style-type: none"> ◇ Female ◇ Male
Restraint Type	Required	Must select one value from the dropdown list: <ul style="list-style-type: none"> ◇ Small Child ◇ Standing ◇ Team - Prone ◇ Team – Supine ◇ Other <ul style="list-style-type: none"> ○ Description – enabled and required if Other is selected.
Date of Incident	Required	Enter the date of the restraint in MM/DD/YYYY format.
Time of Incident	Required	Enter the time of the restraint in HH:MM AM/PM format.
Duration of Restraint (in Minutes)	Required	Enter the duration of the restraint in number of minutes.
Injury to Child	Required	Must select one value from the dropdown list: <ul style="list-style-type: none"> ◇ Minor ◇ None ◇ Serious**
Injury to Staff	Required	Must select one value from the dropdown list: <ul style="list-style-type: none"> ◇ Minor ◇ None ◇ Serious**

**Please use the following criteria to define “serious injury”:

- Death
- Broken bone
- Dislocation
- Lacerations Requiring Stitches
- Concussion
- Torn ligaments, tendons
- Internal injuries
- Loss of tooth
- Broken tooth
- Punctured eardrum
- At least temporary hearing loss
- At least temporary loss of vision
- At least temporary loss of consciousness
- Other serious injury, including significant rug burns

“Minor Injury” is any injury not considered Serious, including the child’s complaint of pain.

3. **Click Save** at the bottom of the screen to save the record. Once you save a Restraint, Restraint Id will be displayed on the screen. This is a unique sequential number generated by the system. You will also see “Printer Friendly version” link on the right hand corner of the screen. Click on this link to print restraint information.

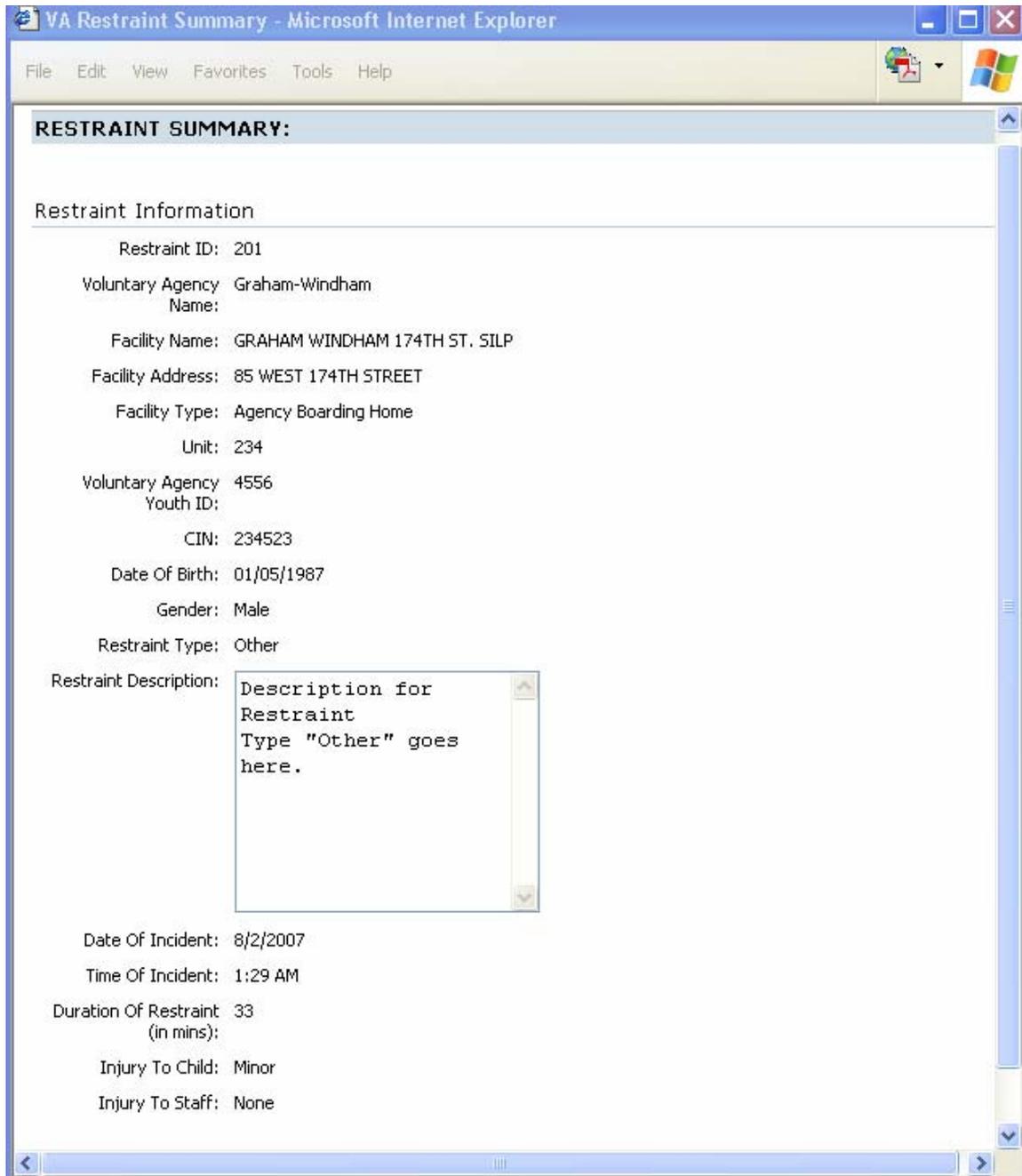
The screenshot shows a web form for entering restraint information. The form includes the following fields:

- Voluntary Agency Name: Graham-Windham
- Facility Name: GRAHAM WINDHAM 174TH ST. SILP
- Operating Certificate Type: Agency Boarding Home
- Unit: 234
- Voluntary Agency Youth ID: 4556
- CIN: 234523
- Date of Birth: 1/5/1987
- Gender: Male
- Restraint Type: Other
- Date of Incident: 8/2/2007
- Time of Incident: 1:29 PM
- Duration of Restraint (in mins): 33
- Injury To Child: Minor
- Injury To Staff: None

A Microsoft Internet Explorer dialog box is overlaid on the form, asking: "Once a restraint has been saved it can no longer be edited. Would you like to continue saving this restraint?" with "OK" and "Cancel" buttons.

At the bottom of the form are buttons for "New Restraint", "Cancel", and "Save".

- It is important to note that restraint information cannot be edited once saved. When you click “Save” you will get a message “Once a restraint has been saved it can no longer be edited. Would you like to continue saving this restraint?”. If you click “OK”, the restraint information will be saved and locked. Click “Cancel” to make any edits/updates and then click “Save” to save the restraint. In the event that you do require a change in a saved restraint incident, you must contact OCFS DDPS (home office) to request the change.
- **Print** if desired
 - Once you have saved a restraint, you will see the link “Printer Friendly version” on the top right hand corner. When you click on this link, it will bring up a printer friendly screen.
 - Go to the top menu bar in this screen, click File – Print
 - The Restraint Information as shown on this screen will be sent to your default printer



You can print Restraint Information from this summary screen

- **Click New Restraint** to open a blank restraint incident screen
- **Navigate back to the main menu**
 - When done entering restraints, in the left hand margin of the screen, click Return to Main Menu.

No restraints to report?

If a Voluntary Agency Facility has no restraint incidents in a calendar year quarter, that must be indicated in the system as well. This is required by the end of the following quarter.

Log into the system as described above, **and from the Menu:**

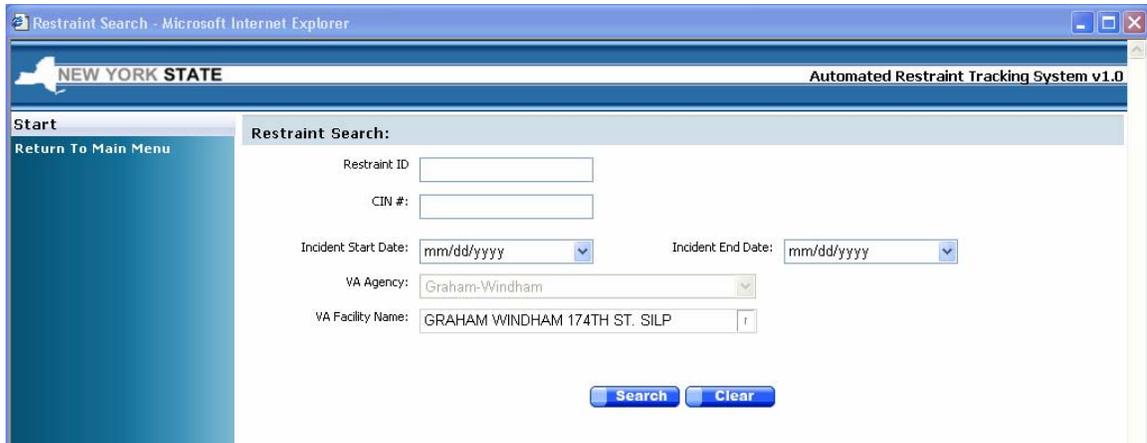
1. **Select Voluntary Agency – No Restraints;** a data entry screen will open.
2. Select the Voluntary Agency name (for other than home office users, it should pre-fill to the user's VA). All Facilities associated with that VA will then be listed on the screen.
3. Check the checkboxes for all Facilities that had no restraint incidents in the previous quarter.
4. Click **Save**.

Facility Name	Facility Address	No Restraint
Adam Clayton Powell Blvd SILP	1980 ADAM CLAYTON POWELL BLVD	<input checked="" type="checkbox"/>
GRAHAM WINDHAM 174TH ST. SILP	85 WEST 174TH STREET	<input type="checkbox"/>
Graham Windham Residential Treatment Center	1 South Broadway	<input type="checkbox"/>
Graham-Windham Residential Treatment Center	1 S. BROADWAY	<input checked="" type="checkbox"/>
Graham-Windham Willoughby SILP	619 WILLOUGHBY AVE	<input checked="" type="checkbox"/>
WEST 120TH STREET SILP	232 WEST 120TH ST	<input type="checkbox"/>

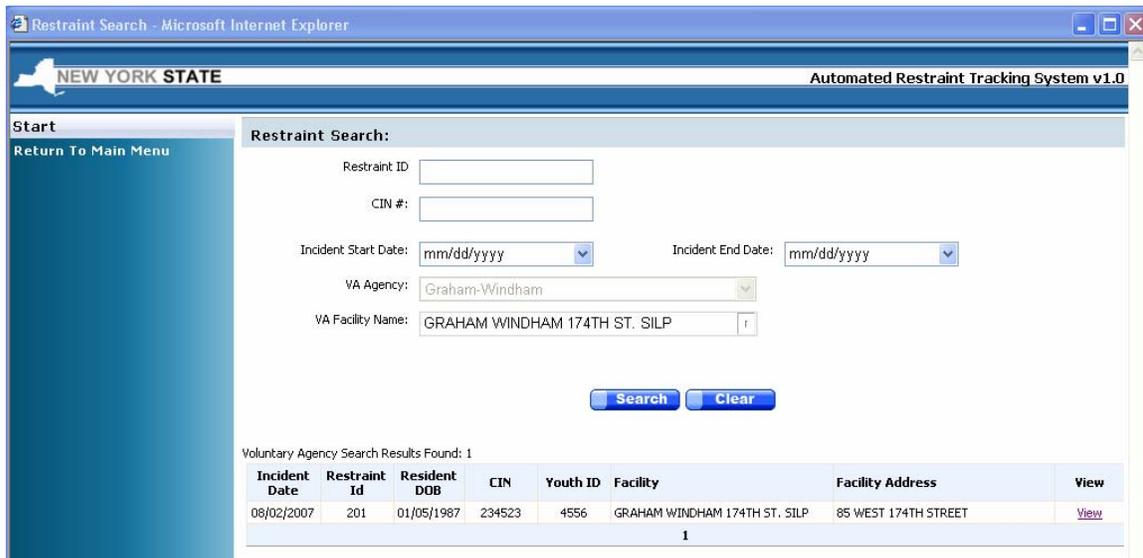
Search:

You may do a Search to locate restraint event information for your facility/agency (and for home office users, all facilities/agencies). You may perform a search based on the entire agency or by facility, by Restraint Id, by CIN # and by date of Incident (you may enter a date range).

1. From the Menu of options in the left margin of the application, **select Search**.



2. Select/enter search criteria, click Search button. (For the first release, if you want a report listing all restraint events for your facility, simply do not put any other criteria in the search; the results will be a full listing for the default facility shown in the search criteria. The home office users should select)
3. Evaluate the results, view selections from grid.
 - Click on the link to View the summary screen for that incident. Close out this window to get Back to the Search Results.
 - Tip: Each restraint event matching the search criteria will appear in the search results grid displaying the primary information for that restraint. If you search for a staff name, for example, and that staff is the “secondary” or “other” staff involved in a restraint, that restraint will still be found in the search, but in the results grid you will see the name of the primary staff involved. Viewing the details will show you the full information for that incident.



4. Use the left margin options to get Back to Main Menu.

Reports:

Coming soon!

DDPS/ REGIONAL OFFICES

- ❖ **Albany Regional Office**
Director: Glen Humphreys
Telephone: (518) 486-7078
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- ❖ **Buffalo Regional Office**
Office Manager: Gwen Bennett
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Contact Person/ARTS: Giovanna Germain
Telephone: (716) 847-3151
Email: Giovanna.Germain@ocfs.state.ny.us

- ❖ **Rochester Regional Office**
Director: Linda Kurtz
Telephone: (585) 238-8201
Email; Linda.Kurtz@ocfs.state.ny.us

- ❖ **Syracuse Regional Office**
Director: Jack Klump
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Email: Jack.Klump@ocfs.state.ny.us

- ❖ **Yonkers Regional Office**
Director: Patricia Sheehy
Telephone: (914) 377-2080
Email: Patricia.Sheehy@ocfs.state.ny.us

- ❖ **New York City Regional Office**
Acting Director: Brenda Smalls
Telephone: (212) 383-1788
Email: Brenda.Smalls@ocfs.state.ny.us

- ❖ **Contact Person/ARTS; Ellen Lally**
Telephone (212) 383-1808
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Restraint Tracking Committee Resource List

Name	Agency	Phone	E-Mail Address
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Dr. Robert Lustig	St. Joseph's Villa	(585) 885-1550 Ext 222	rlustig@stjosephsvilla.org
Al Dirschberger	Gateway-Longview	(716) 208-2008	adirschberger@gateway-longview.org
Carrie Hoestermann	Gateway-Longview	(585) 507-7901	kikignel04@aol.com
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Denise Hinds	Good Shepherd Services	(212) 243-7070	Denise_Hinds@goodshepherds.org
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Erika Flint	Children's Home of Jefferson Cty	(315) 788-7430	eflint@nnychildrenshome.com
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Walter Joseph	Children's Home of Poughkeepsie	(845) 452-1420	wjoseph@childrenshome.us
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Bill Pryzlucki	Council of Family & Child Caring Agencies (COFCCA)	463-2398	billp@cofcca.org
David Lapidus	Elmcrest Children's Center	(315) 446-6250	3498@dfa.state.ny.us
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