



February 27, 2012

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

Dear Commissioner/Executive Director:

I am pleased to announce that the new Permanency Hearing Report (PHR) will be implemented during a statewide rollout on March 24, 2012.

**Andrew M. Cuomo**  
*Governor*

**Gladys Carrión, Esq.**  
*Commissioner*

**Capital View Office Park**

52 Washington Street  
Rensselaer, NY  
12144-2796

With the implementation of this build, the PHR will be fully integrated into CONNECTIONS. The new PHR is the product developed as a result of input from local district, voluntary agency, and legal staff from across the state. During the past two months, the Office of Children and Family Services has been working with districts and voluntary agencies to ensure a smooth implementation process. To date over 2,000 local staff have completed the training, and several hundred more are registered to attend. Our regional staff continue to work with local districts to assist in weighing the business process impacts of the new functionality in order to support a seamless transition. Once the PHR has been implemented, regional staff will continue to be available to provide on-site technical assistance in the use of the PHR.

We look forward to working with you on further improvements to the CONNECTIONS system and appreciate your ongoing support throughout the transformation process. If you have any questions, you can contact your CONNECTIONS Regional Office representative.

Sincerely,

Gladys Carrion, esq.  
Commissioner

Cc: Shelia Poole, Acting Executive Deputy Commissioner  
William E. Travis, Jr.  
CIO/Deputy Commissioner for Information Technology  
Laura M. Velez  
Deputy Commissioner for Child Welfare and Community Services

