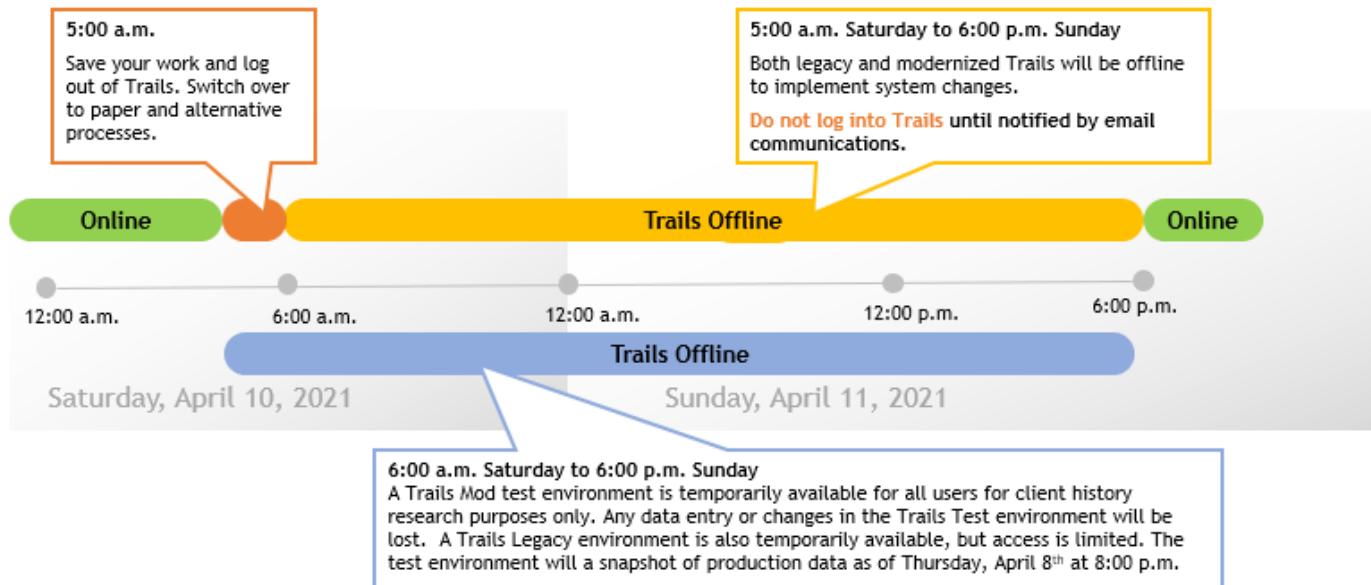


Trails Oracle Upgrade - Guidance for Offline Processes

The Trails Oracle Upgrade will occur on the weekend of April 10-11, 2021. In order to implement the necessary system changes, both legacy and modernized Trails will be unavailable from 6:00 a.m. Saturday morning to 6:00 p.m. Sunday evening.



The following TEST environments will be available while Trails Production is offline for the Oracle Upgrade:

1. ALL USERS will have access to a copy of Trails Modernization.
 - a. This environment is for research purposes only. **DO NOT enter or change any data.**
 - b. Website: <https://trails-orcl.state.co.us>
 - c. Username/Password: same as your usual Trails Modernization login
 - d. The data in this version of Trails will be a snapshot of production data as of Thursday, April 8th at 8:00 p.m.
 - e. [Click here for a tip sheet](#) for how to access client, assessment, case and placement information in Trails Mod.

2. A FEW USERS will have access to a copy of Trails Legacy.
 - a. This environment is for research purposes only. **DO NOT enter or change any data.**
 - b. The data in this version of Trails will be a snapshot of production data as of Thursday, April 8th at 8:00 p.m.
 - c. **DCW will host a help-line during the outage.** If a user cannot find what they need in Trails Modernization, they may contact the help-line:
 - i. <https://meet.google.com/ysc-axrn-usu>
 - ii. +1 502-771-2069 PIN: 653 901 750#
 - d. A few county staff also have access:
 - i. Alamosa - Laurie Rivera
 - ii. Arapahoe - Grant Miller
 - iii. Archuleta - Theresa Campbell
 - iv. El Paso - Corey Reddin
 - v. Mesa - Lynette Overmeyer
 - vi. Weld - Kim McCain

The Office of Children, Youth & Families also offers the following guidance for completing critical tasks:

1. Critical Incidents:

- a. All critical incidents and corresponding notifications should be completed manually.
- b. Once Trails is back online, all critical incidents should be entered into Trails.
- c. Within DYS Youth Centers, youth may still be issued sanctions related to Major Rule Violations and those can be entered into Trails once Trails is back online

2. DYS Youth Center Admissions and Routine Data Entry

- a. All admissions to youth centers should be completed on hard copy and entered into Trails once Trails is back up Sunday evening.
- b. All hard copy rosters (line reports, meal rosters, etc) or other documents exported from Trails for youth tracking should be printed prior to 6 am on Saturday and will require manual updates for teams until Trails is live again on Sunday evening.
- c. All other youth center typical data entry shall be recorded on hard copy and entered into trails on Sunday evening.

3. Responding to reports of suspected abuse and/or neglect:

- Hotline workers are reminded to ask questions related to possible environmental hazards and caseworker safety concerns. (per 7.103, A, 7)
- Contact local law enforcement for a household history search.
- Partner with law enforcement as needed on responses.
- Conduct history checks by other means that are available, including: sex offender checks, CBI checks, NCIC checks, Co Courts checks, Denver Gov checks, and calls to with law enforcement.

4. Background checks:

Case workers can also conduct background checks by any other means available to them including: sex offender checks, CBI checks, NCIC checks, Co Courts checks, Denver Gov checks, connecting with law enforcement, and conducting home visits to any placements being considered.

For any time-sensitive placements that may need to be considered during this weekend, case workers still must:

- Conduct the required checks available to them.
- Have conversations with the kinship placement to determine if they have had any history with child welfare, including if they have had any findings.
- Be transparent with the potential kin provider that background checks will be run when Trails is back online so any discrepancies could jeopardize the placement.

As always if there is any concern with the kinship placement in an emergency due to a worker, supervisor or county concern, they can hold the placement until a full home study can be completed to determine the appropriateness of the placement at a later time.