

CONNECTIONS
Q4-08 Job Aid

CONNECTIONS

Q4-08 Job Aid TABLE OF CONTENTS

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Introduction

This Job Aid provides a detailed overview of the CONNECTIONS system changes and enhancements introduced for Quarter 4, 2008 (Q4-08). This Build is being implemented on January 23, 2009. The Job Aid is intended for CONNECTIONS users on different levels, and assumes familiarity with the CONNECTIONS System. As is true for all CONNECTIONS implementation reference materials, this Job Aid is available online on the CONNECTIONS intranet site:

<http://ocfs.state.nyenet/connect/jobaides.asp>.

Improvements to CONNECTIONS that are implemented periodically through SIRs and Change Requests are referred to as "Builds." Since these improvements are implemented on a quarterly basis, they are also being called Quarterly Improvement Plans referred to as Q1, Q2, Q3, and Q4.

With the implementation of Q4-08, several changes will be introduced aimed at improving worker satisfaction with the system, simplifying documentation, and reducing and, when possible, eliminating areas that seem redundant or cumbersome. The majority of changes in Q4-08 are focused on improving navigation, streamlining data fields, and an overall look that is more intuitive to caseworkers. These changes are based on comments that have been received from front end users (caseworkers), OCFS field and ticket triage staff, along with a review of surveys, reports and other documentation.

Please note that any visible identifying data in this Job Aid is simulated.

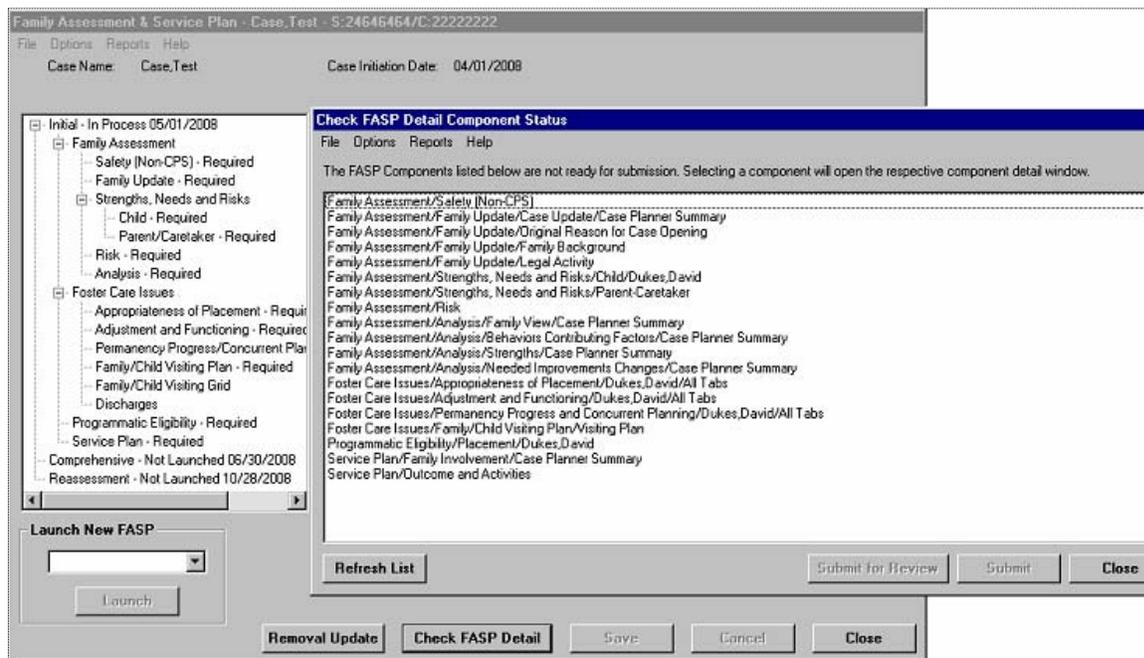
I. Family Services Stage Improvements

FASP - General Navigation Improvements (SIR 9134)

A number of changes have been made in the FASP to save steps for workers and assist them in everyday system navigation. These include:

Check FASP Detail

With Q4-08, the order of the incomplete components that are displayed on the Check FASP Detail and the Removal Update windows will match the order of these same components as they are displayed in the FASP tree. This improvement will assist workers to more easily determine work to be done.



FASP Tree

For an “In Process” FASP, the FASP tree will be expanded upon window entry displaying all sub nodes. This display will eliminate numerous extra mouse clicks needed to expand the tree.

Name	DOB	Age	PPG	Program Choice
Case, Dan	7/23/1999	9		
Case, David	5/11/1997	11	Placement with a fit and wil	Placement
Case, Test	5/1/1969	39		

Error Messaging Upon FASP Launch

Error messages generated when launching a FASP or Plan Amendment have been combined in Q4-08. Previously, the system would present messages sequentially. The worker would need to correct one error before becoming aware of another, related problem. For example, when a worker would attempt to launch a FASP before completing the Family Relationship Matrix and the Primary/Secondary Caretaker, the system would display two separate error messages.

Now, some messages have been combined, and related messages will be displayed together in a Message List. Messages that require acknowledgement by clicking “OK,” such as in the example below, will be grouped together. Additional secondary messages will also display based on the actions taken by the worker.



FASP Due Dates (SIR 9135)

The following changes have been made to the presentation of the FASP Due Dates in order to more clearly display the status and due dates in the FASP cycle.

FASP Tree - “Due Date of the FASP”

On the FASP tree, a “Due Date of the FASP” date will now be displayed for FASPs in the following statuses: Not Launched, In Process and Pending (approval). FASPs that have been approved will continue to display the approval date. Please note that Rejected FASPs display as In Process.

Family Assessment & Service Plan - Case,Test - S:25555555/C:23939393

File Options Reports Help

Case Name: Case,Test Case Initiation Date: 03/12/2007

Initial - Approved 03/27/2007

Comprehensive - Approved 08/02/2007

Reassessment - Approved 10/22/2007

Plan Amendment - Approved 12/31/2007

Reassessment - Approved 04/08/2008

Reassessment - Not Launched 10/08/2008

CID Trigger Dates

Date of Application: 12/15/2008 Corrected Application Date: 12/15/2008

Date of Indication: 03/27/2007

Date of Court Order: 12/15/2008 Date of Placement: 3/12/2007

Next FASP Due Date: 04/08/2009 Next SPR Meeting Date:

Name	DOB	Age	PPG	Program Choice
Case,David	3/10/2007	1	Return to Parent	Protective
Case,Test	7/26/1961	47		

Launch New FASP

Tracked Children

Removal Update Check FASP Detail Save Cancel Close

“Next FASP Due Date”

With Q4-08, the “Next FASP Due Date” field on the Family Assessment and Service Plan window will display the date of the earliest future “In Process” or “Not Launched” FASP. This change will result in more accurate information when there is an “In Process” FASP with a future due date. Prior to Q4-08, the “Next FASP Due Date” field only reflected the next “Not Launched” FASP Due Date.

Family Assessment & Service Plan - Case,Test - S:25555999/C:25555555

File Options Reports Help

Case Name: Case,Test Case Initiation Date: 02/01/2009

- Initial - In Process 03/01/2009
- Comprehensive - Not Launched 04/30/2009
- Reassessment - Not Launched 10/30/2009

CID Trigger Dates

Date of Application: 02/01/2009 Corrected Application Date: 02/01/2009

Date of Indication:

Date of Court Order: 02/09/2009 Date of Placement: 02/09/2009

Next FASP Due Date: 03/01/2009 Next SPR Meeting Date:

Name	DOB	Age	PPG	Program Choice
Case,Test	5/1/1969	39		
Case,Dan	7/23/1999	9		
Case,David	5/11/1997	11	Placement with a fit and wil	Placement

Launch New FASP

Launch

Tracked Children

Removal Update Check FASP Detail Save Cancel Close

"FASP is OVERDUE" Message

With Q4-08, the "FASP is OVERDUE" message will be displayed on the Family Assessment and Service Plan window only when the earliest of the "Not Launched" FASP, or the "In Process" FASP, is overdue.

The screenshot shows the 'Family Assessment & Service Plan' window for Case,Test. The interface includes a menu bar (File, Options, Reports, Help), case information (Case Name: Case,Test; Case Initiation Date: 04/01/2008), and a list of FASP types: Initial - In Process 05/01/2008, Comprehensive - Not Launched 06/30/2008, and Reassessment - Not Launched 10/28/2008. The 'Initial - In Process' item is circled. The 'CID Trigger Dates' section contains several date pickers: Date of Application (4/1/2008), Corrected Application Date (12/17/2008), Date of Indication, Date of Court Order (12/17/2008), and Date of Placement (12/17/2008). Below this, the 'Next FASP Due Date' is 04/28/2009 and the 'Next SPR Meeting Date' is empty. A table lists tracked children:

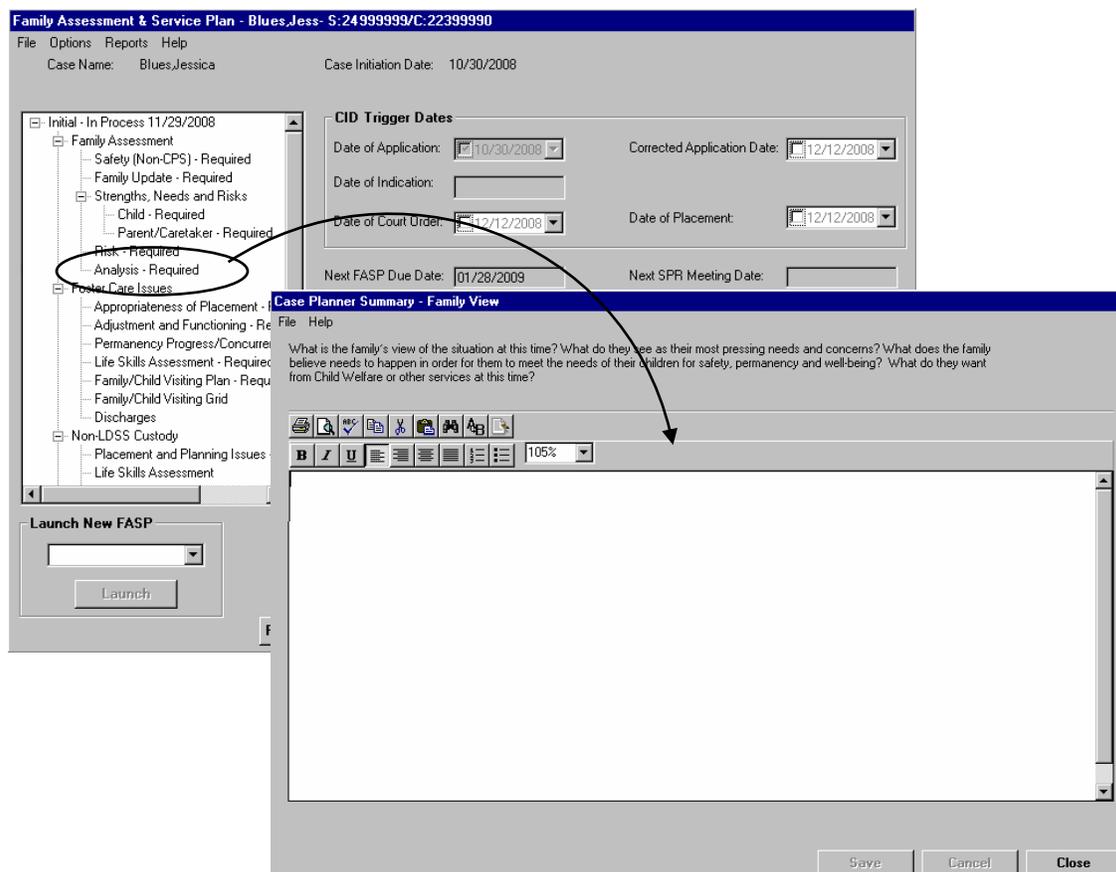
Name	DOB	Age	PPG	Program Choice
Case,Test	5/1/1969	39		
Case,Dan	7/23/1999	9		
Case,David	5/11/1997	11	Placement with a fit and will	Placement

At the bottom, there is a 'Launch New FASP' section with a dropdown and a 'Launch' button. A central message box displays 'FASP is OVERDUE.' in a red oval. To the right is a 'Tracked Children' button. At the very bottom are buttons for 'Removal Update', 'Check FASP Detail', 'Save', 'Cancel', and 'Close'.

FASP Case Planner Summary Navigation (SIR 9157)

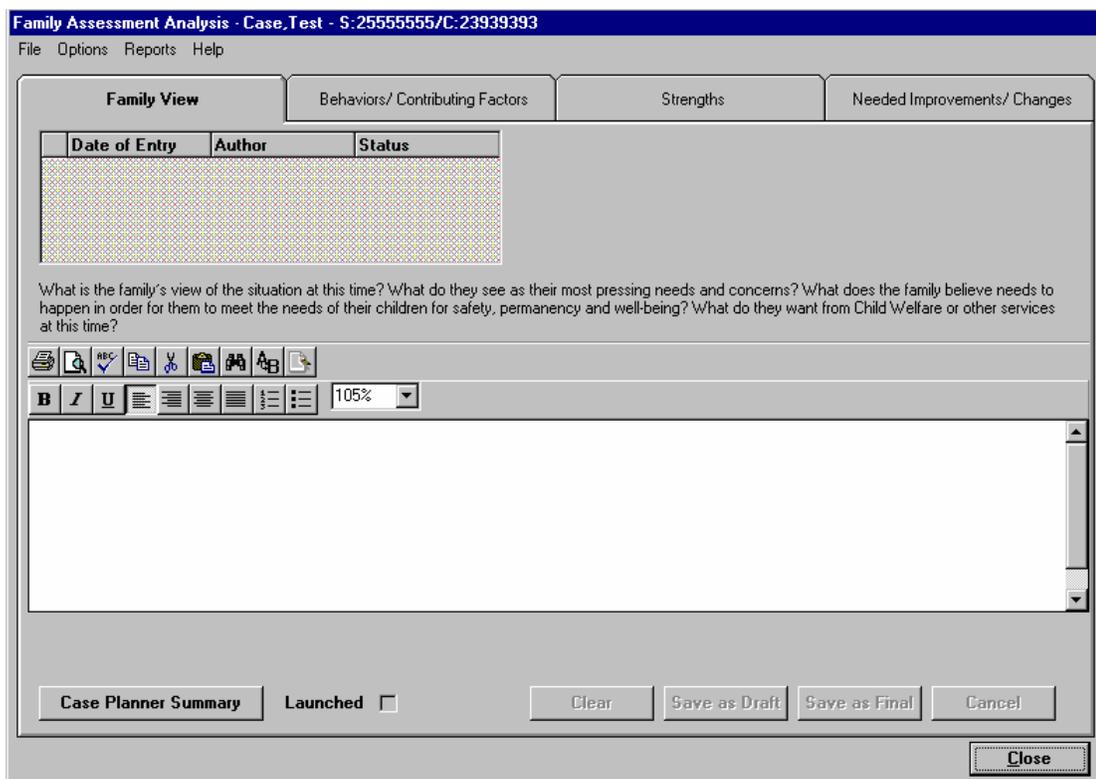
With implementation of Q4-08, system navigation to the FASP will be streamlined when there is only a Case Manager, or a Case Manager and Case Planner, assigned to a FSS. Navigation from the FASP tree will now be directly to the Case Planner Summary windows as described below. Pre-Q4-08 navigation that supports the Case Planner compiling information recorded by multiple workers will remain available when a CPS Monitor and/or Caseworker is assigned, or has contributed to the current FASP. Navigation has been streamlined as follows:

- Navigation from the Family Update node to the Case Update tab will display the Case Planner Summary window, bypassing the Case Update window. Please note that this navigation is not supported if emergency services were chosen on the FSI and a program choice of protective does not exist, since the Case Planner Summary functionality is not supported in this situation.
- Navigation from the Assessment and Analysis node will display the Case Planner Summary window for the Family View tab (Child View tab in the CCR) bypassing the Family Assessment Analysis window as displayed below.

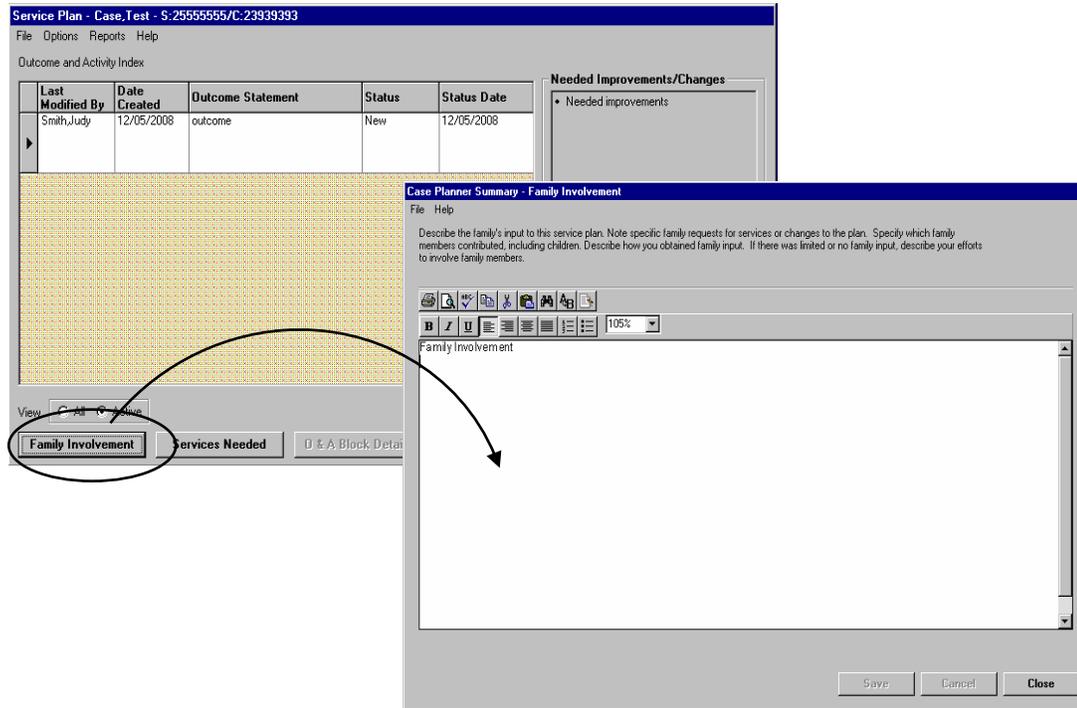


Closing this Case Planner Summary window will return the user to the Family Assessment Analysis window. The user may then navigate as follows:

- Choosing the Behavioral Concerns and Contributing Factors tab will display the Case Planner Summary window for that tab.
- Choosing the Strengths tab will display the Case Planner Summary window for that tab.
- Choosing the Needed Improvements and Changes tab will display the Case Planner Summary window for that tab.



- Navigation from Service Plan node to the Service Plan window, and clicking on the Family Involvement button will display the Case Planner Summary window.



Note: No change has been made in navigation from the Check FASP Detail window. Navigation back to Family Update, the tabs on Assessment and Analysis, or Service Plan, will return the user to the draft entry windows, not the Case Planner Summary window.

FSS - Education Tab (SIR 8983)

Edits on the date field in the Education tab, that limited the entry date to the current or previous academic years, have been lifted in Q4-08. This change will provide caseworkers and education specialists with flexibility to record pertinent information as soon as it becomes available. The date drop-down on the Education Detail window will now allow selection of current academic year, a previous year, and the next academic year. The system will default to the current year.

The screenshot shows the 'Education Detail' window for Case, Test - P:30808080. The window title bar includes 'File Options Help'. The main content area is divided into several sections:

- School:** Includes a checkbox for 'Not Enrolled In School', a 'School' text field, and an 'Address' section with fields for Street, PO Box/Apt, City, State (set to New York), Zip, and County. A 'Validate' button is present.
- School Contact Person:** Fields for First Name, Last Name, Phone, and Title.
- High School Diploma Track?:** Radio buttons for 'Yes' and 'No', and a 'Type of Diploma' dropdown. Fields for 'Expected Date of Graduation' and 'Date of Graduation' are also present.
- Individualized Education Plan (IEP):** A section for 'IEP Completed?' with 'Yes' and 'No' radio buttons, an 'IEP Date' dropdown, and an 'IEP Detail' button.
- College:** Fields for 'Name of College or Trade School', 'Dates of Attendance', and 'Date of Graduation'.
- School District:** Fields for 'County', 'School District/Region', and 'Phone'.
- School District of Origin:** Fields for 'County of Origin', 'School District/Region of Origin', and 'Phone'.

At the bottom right, there are 'Save' and 'Cancel' buttons. An arrow points to the 'Academic Year' dropdown menu, which is currently set to '9/01/2008 - 8/31/2009' and has a list of other years visible, including '9/01/2009 - 8/31/2010', '9/01/2008 - 8/31/2009', '9/01/2007 - 8/31/2008', '9/01/2006 - 8/31/2007', '9/01/2005 - 8/31/2006', '9/01/2004 - 8/31/2005', '9/01/2003 - 8/31/2004', and '9/01/2002 - 8/31/2003'.

Note: Since Effective Date is used by the system to determine access to historical information, workers who record future information for an upcoming year, who are then ended prior to the start of that year, will be unable to view that recorded information.

II. Approvals

Approval Readiness (SIRS 9139, 9298)

With implementation of Q4-08, changes have been made in the approval process to assist Case Managers when work requires multiple levels of approval. This modification applies to approval To-Do's for the FASP, Plan Amendment, Removal Update, Stage Closure, and Family Services Safety Assessment.

Approval To-Do's that are not ready to be approved by a Case Manager will now appear grayed out on the Manager's To-Do List. The Detail and Navigate push buttons on a grayed out To-Do can be accessed by the Case Manager at any time. When initial approval is complete, and the work is ready to be approved by the Case Manager, the To-Do will no longer appear gray.

If work is rejected by the first level approver, the Case Manager's approval To-Do will be automatically deleted, and a system generated alert will be sent informing the Case Manager that the Task has been rejected.

Type	Status	Date	Case Name	Stage ID	Description
A		12/28/2007	Case,Test	24600070	MNR - Approve INI FASP for FS Stage Cas
A		12/30/2007	Case,Test	24600030	MNR - Approve INI FASP for FS StageCase
A		01/04/2008	Case,Test	24600043	MNR - Approve INI FASP for FS StageCase
T	PROC	02/10/2008	Case,Test	24400047	KO - Approve INI FASP for FS StageCase,T
A		02/10/2008	Case,Test	24400047	KO - Approve INI FASP for FS StageCase,T
T		02/14/2008	Case,Test	24600010	Initial FASP is due and must be submitted
A		02/28/2008	Case,Test	24600030	MNR - Approve CMP FASP for FS Stage C
T		02/29/2008	Case,Test	24600023	Initial FASP is due and must be submitted
T		03/01/2008	Case,Test	24600057	Initial FASP is due and must be submitted
A		03/07/2008	Case,Test	24600023	MNR - Approve INI FASP for FS Stage Cas
A		03/08/2008	Case,Test	24600049	MNR - Approve INI FASP for FS Stage Cas
A		03/08/2008	Case,Test	24600057	MNR - Approve INI FASP for FS Stage Cas
T		03/13/2008	Case,Test	24600002	Initial FASP is due and must be submitted
T		03/13/2008	Case,Test	24600009	Initial FASP is due and must be submitted
T		03/13/2008	Case,Test	24600025	Initial FASP is due and must be submitted
A		03/13/2008	Case,Test	24600073	MNR - Approve INI FASP for FS Stage Cas

III. Permanency Hearing Report

Permanency Tab – Hearing Date Certain (SIR 9131)

With implementation of Q4-08, modifications have been made on the Child List Grid and the PHR Summary Grid to assist the worker when a Hearing Date Certain recorded in CCRS is subsequently updated.

The “Hearing Date Certain” label on the Child List Grid has been changed to “Hearing Date Certain from CCRS,” and a checkbox titled “Amended Date Certain” has been added to the Summary Grid. The checkbox will pre-fill if the “Hearing Date Certain” is changed on the Court Information window in CONNECTIONS, clarifying why the “Hearing Date Certain From CCRS” (top grid) may be different from the “Hearing Date Certain” (bottom grid). Q4-08 will not impact the Hearing Date Certain recorded in CCRS. CCRS remains the legal system of record, and it is important to keep it current.

The screenshot displays the 'Permanency - Mary, Smith S:23232323/C:21212121' window. It features a menu bar (File, Options, Help) and case information (Case Name: Mary, Smith; Case Initiation Date: 10/02/2006). The 'Child List' section includes radio buttons for 'Active < 21', 'All Active', and 'All'. Below is a table with columns: Name, Sex, Person ID, Age, DOB, Hearing Date Certain from CCRS, and Program Choice 1. A single row is visible for 'Smith, Jeff'. Below the table is a 'Pre-fill' dropdown and a 'Launch' button. The 'Permanency Report Summary' section contains a table with columns: Type, Status, Status Date, Date Last Update, Hearing Date Certain, Amended Date Certain, and Report ID. A single row is visible for 'Single Draft'. Below this table are buttons for 'Detail', 'Notices and Statement', 'Delete', and 'Close'. Arrows point from the 'Hearing Date Certain from CCRS' column in the Child List table to the 'Hearing Date Certain' column in the Summary table, and from the 'Amended Date Certain' checkbox in the Summary table to the 'Launch' button.

Name	Sex	Person ID	Age	DOB	Hearing Date Certain from CCRS	Program Choice 1
Smith, Jeff	M	28228282	2	09/30/2006	05/10/2008	Protective

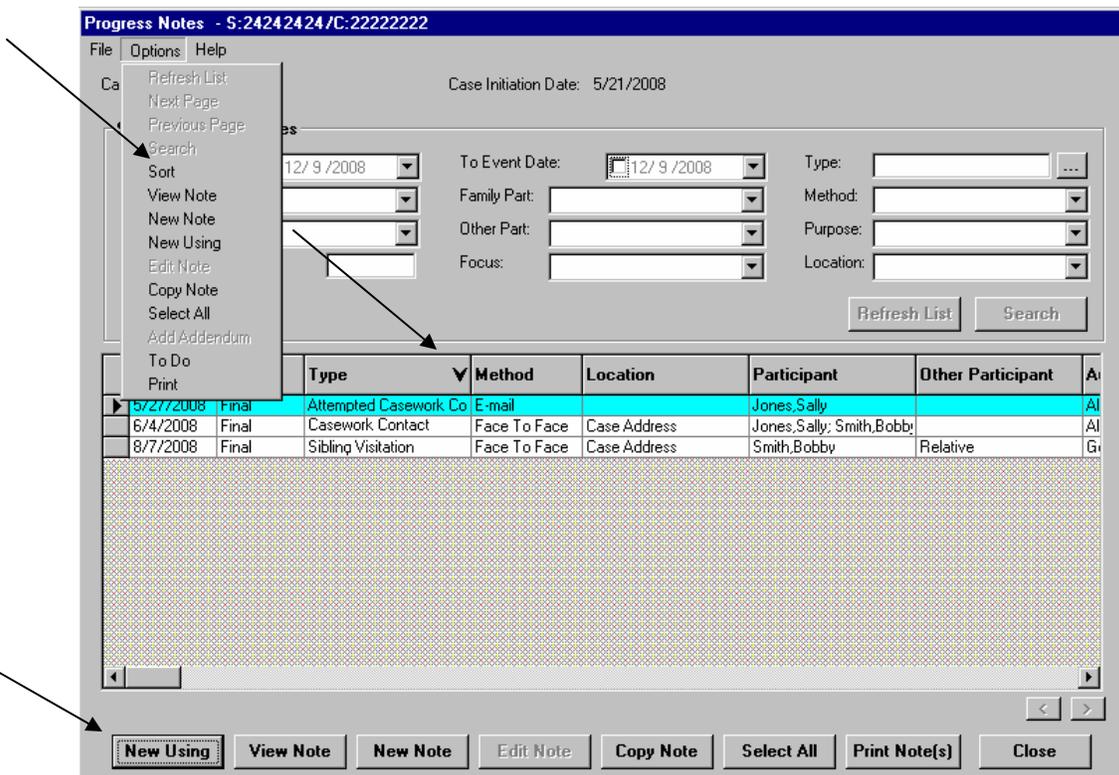
Type	Status	Status Date	Date Last Update	Hearing Date Certain	Amended Date Certain	Report ID
Single	Draft	4/20/2008	4/20/2008	5/21/2008	<input checked="" type="checkbox"/>	12121

IV. Progress Notes

Progress Notes Search Window-New Using and Sort Functions (SIR 9145)

With implementation of Q4-08 the “New Using” option will be placed directly on the Progress Notes Search window, replacing the “Sort” pushbutton. The “New Using” option, which offers the worker an efficiency by allowing data fields in an existing note to be used in a new note, has been underutilized by workers since the option has not been viewable on the Progress Notes window.

The “Sort” function will also be enhanced to allow sorting directly on the Progress Notes Grid in ascending or descending order. The worker can modify the default sort order (descending by date) by clicking on a column heading in the Search Results grid. This will sort by the selected column in ascending or descending (alpha or numeric) order. When a column is sorted in ascending order, an upward pointing arrow will display in the column heading. For descending, a downward arrow will display. The “Sort” options available prior to Q4-08 will also still be available under the “Options” menu.



Progress Notes Entry Based on CID (SIR 8459)

Q4-08 will provide additional flexibility in the recording of progress notes. For progress notes entered in FSS Stages (Stage Type CWS and ADVPO), the system will allow recording of a progress note with an event date based on CID, when the CID is prior to the date of the Family Services Intake (FSI). Progress Notes Event Dates can now be as early as the earlier of the CID, or the date of FSI (initial Save).

A new error message will display if the CID Date is earlier than the FSI, and a worker attempts to record a progress note with an Event Date prior to the CID date:

“The event date must not be prior to the Case Initiation Date. Please change the event date of the progress note.”

V. Investigation Stage

CPRS - Investigation Actions Checklist (SIR 9133)

With implementation of Q4-08, districts can decide whether to require the Investigation Actions checklist included in the submission of Investigation Conclusion for approval. Some local districts have reported that the Investigation Actions Checklist is redundant with local procedures and practices.

If a district determines that Investigation Actions will no longer be required, the Investigation Actions Task will remain on the INV Stage Task List, but the system edit that requires the checklist in order to submit the Investigation Conclusion for approval will be lifted. This will allow supervisors to determine whether to require completion of the Investigation Actions on a worker specific basis.

Regardless of whether a district requires completion of the Investigation Actions Checklist, the Investigation Actions “Event” will continue to be system generated on the Investigation Stage Event List. The status of the Event will be updated to “PEND” (Pending) and “APRV”(Approved) based on the approval of the Investigation Conclusion.

Districts opting to discontinue the Investigative Actions checklist requirement can notify OCFS CONNECTIONS Regional Implementation staff in advance of the Q4-08 implementation date. The decision can also be made after implementation, by contacting the same staff at any time and will be implemented in a relatively short period once OCFS has been notified.

CPRS – Local Notes Tab - ACS Local Protocol (SIR: 9155, 9156) (ACS ONLY)

In Q4-08, the ACS Local Protocol Template (CPRT) has been streamlined in order to remove areas of redundancy between the Local Protocol and CONNECTIONS Progress Notes. Any instructions applicable to Progress Notes have been moved to the Progress Notes Tab. This includes Local Protocol questions regarding “Child’s Account” and “Parent’s Account”.

The following topics, not required elsewhere in CONNECTIONS, will remain in the ACS Local Protocol: Child Under the Age of 1, Sex Abuse and Domestic Violence Protocols.

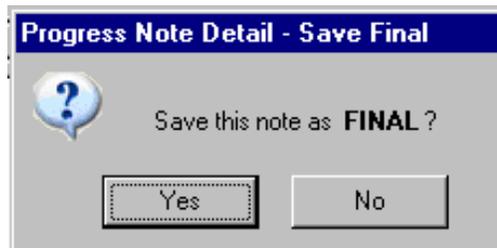
Implementation Note: The new CPRT will be available for local protocols that are initially accessed after the Q4-08 implementation date.

VI. System Messaging

“Save” Messages (SIR: 9149)

With implementation of Q4-08, the pop-up window “Changes Have Been Saved” has been removed. This pop-up was presented in Progress Notes upon selection of Save as Draft, Save as Final, or Save and Enter New, as well as when a Safety Assessment or Risk Assessment was saved in the INV stage. The message was found to be of little value to workers, however, since the only option available upon its presentation was to click ‘OK’. In Progress Notes, there was no option for the worker to “back out” of saving a Final Note to the database.

A new message (below) has been added when “Save as Final” is selected. This new message will allow the worker to cancel the FINAL save of a progress note and then save the note as DRAFT instead.



VII. Foster and Adoptive Home Development (FAD)

FAD Resource Directory/ Detail Window - Adoption Subsidy Checkbox (SIR 6506)

Currently, users who don't have access to the FA Home License window cannot determine if a resource is a subsidy home. To address this, an Adoption Subsidy checkbox has been added on the Resource Detail window (example below). This checkbox will be system checked if Subsidy is checked on the FA Home License window.

The screenshot shows a software window titled "Resource Detail - Test, Elaine - R:20000000/C:20300000". The window contains several input fields and checkboxes. The "Adoption Subsidy" checkbox is checked and circled in red. Other fields include "Legal Name: TEST, ELAINE", "Resource Name: Test, Elaine", "Resource Type: Facility", "Resource Status: Active", "Fac. Type/LOC: Adoption Subsidy Home", "Vendor ID: SA25555", "Agency ID: A60", "Maintainer: SDSS", "Hrs. of Oper.:", "Ownership:", "1099 Status:", "Resource 1099 Name:", "School Dist:", "Tax ID: --", "Address...", "Phone...", "Prime", "Sub", "Auth for Clear", "Transportation", "Resource Lien Filed", "Update Information", "Last Update Date: 03/30/2007", "Last Update By: Test, Lisa", "Facility...", "Svc Area...", "Comments...", "Comments", "Adoption Subsidy", "Save", and "Cancel".

FAD Closure Reason – Mandatory Disqualifier (SIR 9333)

The Adam Walsh Child Protection Act of 2006 requires, effective October 1, 2008, mandatory revocation of foster/adoptive parents certification/approval or disqualification of foster/adoptive applicants when convicted of certain categories of felonies. To support recording this in CONNECTIONS, a new code, "Criminal History - Mandatory Disqualifier", has been added to the drop-down closure reasons on the FAD Close Home window. "Criminal History – Presumptive Disqualifier" remains on the list, but is not to be used as of October 1, 2008.

Support Tools

Online Help

CONNECTIONS Online Help provides descriptions for various windows, as well as step-by-step instructions for common tasks. You can access Online Help at any time, from any window in CONNECTIONS by clicking on the **Help** menu or pressing the **F1** key on your keyboard. The **Contents**, **Index** and **Search** tabs in Online Help allow you to search for and navigate to the topic(s) on which you need help.

To Access Online Help:

1. Click on the **Help** menu on the CONNECTIONS Toolbar. The following list of commands displays:

Contents	A table of contents for the help facility with links to major sections.
How Do I?	Step-by-step instructions to help you complete tasks using CONNECTIONS.
Window Descriptions	Descriptions of windows in CONNECTIONS, along with information on various fields.
DSS Policy	Online OCFS policy handbooks (under revision).
Help On This Window	Window description help for the window you are on.
Help for Help	Instructions on how to use the help functionality.
About CONNECTIONS	Information about the current CONNECTIONS version and build.

2. Click on a command from the **Help** menu. The window related to your selection displays. In some cases, you will need to make another selection in that window to obtain instructions. At the top of each window you will see additional buttons and menus. Use the **Search** button to search for specific information in the Help function and use the **Back** button to return to windows you have just visited in Help. The **Glossary** button opens a list of important CONNECTIONS terms and the **Print** button allows you to print Help information.
3. When you are done reviewing information in Help, close each Help window by clicking on the **Close** button (☒) in the top right corner of the window. The system returns to the window you were using when you accessed Help.

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available from the OCFS CONNECTIONS intranet site (<http://ocfs.state.nyenet/connect/>). The intranet site contains a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, Step-by-Step Guides (including the CONNECTIONS Case Management Step-By-Step Guide), Job Aids and Frequently Asked Questions (FAQs). Release Notes—a complete list of the modifications, enhancements, fixes and impacts in the Build—is also available from the CONNECTIONS intranet site.

Accessing the OCFS CONNECTIONS Intranet Site

1. From your local desktop, double-click on the **Internet Explorer** icon.
2. If the browser does not display the OCFS intranet site automatically, enter <http://ocfs.state.nyenet> into the browser's address line and press the **Enter** key on your keyboard.
The OCFS intranet home page displays.
3. Click on the **CONNECTIONS** link.
The CONNECTIONS home page displays.
4. Click on a topic to access information. For access to various Step-by-Step Guides and Job Aids, click on the **Step-by-Step/Job Aids/Tips** link. For access to Quarterly Improvement Release Notes for Q3-08, click on the **Implementation** link.
5. To close Internet Explorer, click on the **File** menu and select **Close**.

Enterprise Help Desk

The New York State Office for Technology (NYS OFT) Enterprise Help Desk staff is available to answer basic questions related to your equipment or to solve problems you are having with the CONNECTIONS application. If they cannot solve your problem, they will record your information and forward it to others who can.

Your agency may have procedures in place for contacting the Enterprise Help Desk. Check with your supervisor before you call.

The Enterprise Help Desk is staffed 24 hours a day, seven days a week. The telephone number is: **1-800-NYS-1323** (1-800-697-1323).

When you call the Enterprise Help Desk with a problem, you will be given a ticket number to use for tracking your issue and its resolution. Keep a record of this number; you will need it for any follow-up conversations with the Enterprise Help Desk.

App Help Mailbox

In addition to calling the Enterprise Help Desk with application issues, district staff can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems and concerns can now be emailed to:

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

The 'App Help' mailbox is intended to provide an expanded level of support. It is meant for questions that have had an initial review by agency staff who are proficient in CONNECTIONS (e.g., Resource Users). For example, if you have an issue for which you have unsuccessfully sought advice from your supervisor or a Resource User, it would be appropriate to contact the App Help mailbox with the issue. However, your in-agency resources should always be your first contact when trying to resolve an issue.