CONNECTIONS Tip Sheet

Creating/Maintaining the On-Call Log Schedule

November 2011

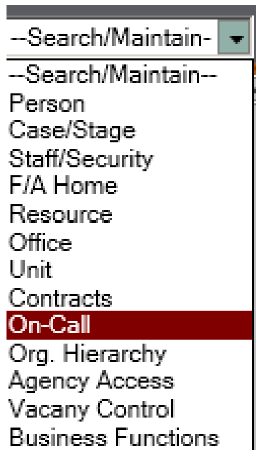
The On-Call Log in CONNECTIONS is used to record the name and contact information for local disttict (LDSS) staff providing on-call coverage outside regular business hours. State Central Register (*SCR) uses the on-call log to assign CPS Intakes to LDSS On-call and In-day staff.*

The SCR has security to update the On- Call log for all local districts. LDSS staff can only maintain the On-Call log for their own district.

New Using is a feature that allows the re-use of information, previously recorded in the On-Call log to reduce repetitive data entry; i.e. phone numbers, Shift/Blocks, Contact Order, Designation. See page two of this tip sheet.

NOTE: A **Shift** or **Block** can be created for one day, a designatated period of time or an entire month.

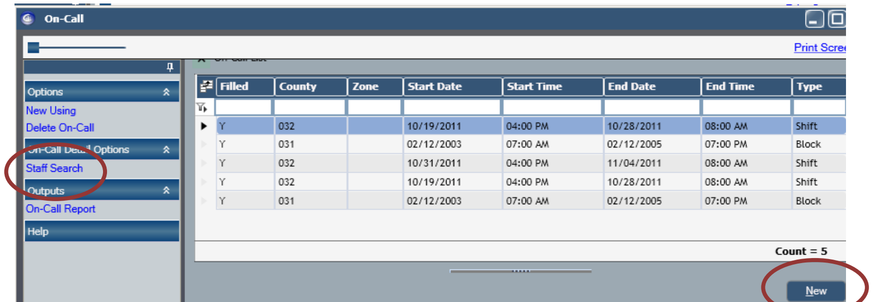
Search for a local district On-Call Log



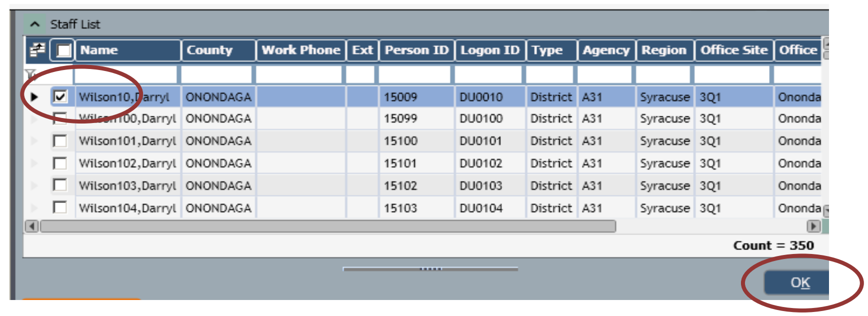
1. Select **On-Call** from the **Search/Maintain** dropdown.
2. Select **County** *(Regional/specialized offices are listed here). For NYC, **Zone** is required.*
3. Enter **Start Date**/**End Date** *(optional).*
4. Enter **Start Time**/**End Time** (optional).
   *If you select a **Start Date** and **End Date** that are the same, a **Start Time** and **End Time** are required.*
5. Click on the **Search** button.
6. Select a record on the **On-Call List** to view details.
7. Select an employee on the **On-Call Employees** grid to view details about that employee.

Add a new Shift, Block of time or Employee

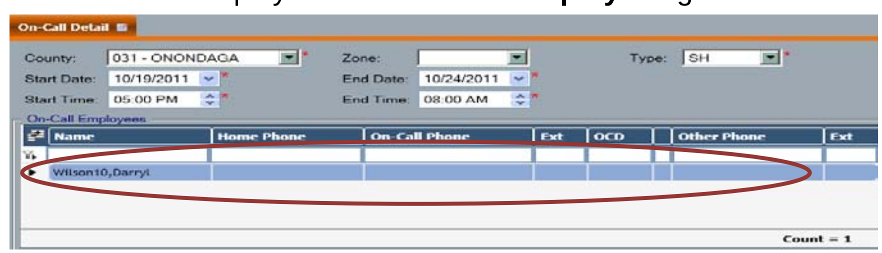
1. Select **On-Call** from **Search/Maintain** dropdown.
2. Select **County** *(Regional/specialized offices are listed here). For NYC, **Zone** is required.*
3. Click on the **Search** button**.**
4. Click on the **New** button.
5. Select the **Staff Search** link in the **NAVIGATION PANE.**



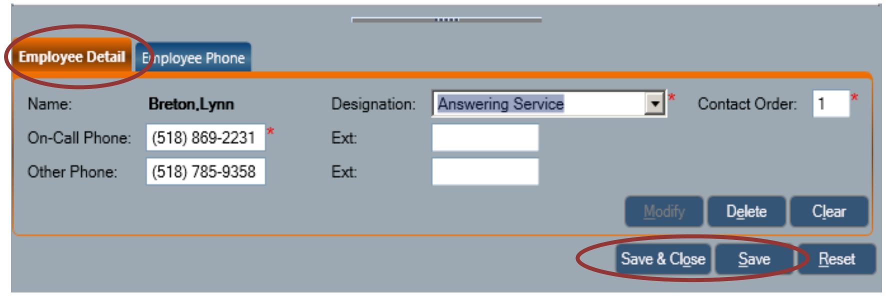
6. Enter **Name** *(last name is required, first name optional).*
7. Click on the **Search** button.
8. Select correct returned name(s)*; up to 9 employees can be selected by checking the check box to the left of each employee's name.*
9. Click on the **OK** button.



10. Select the employe on the **On-Call Employees** grid.



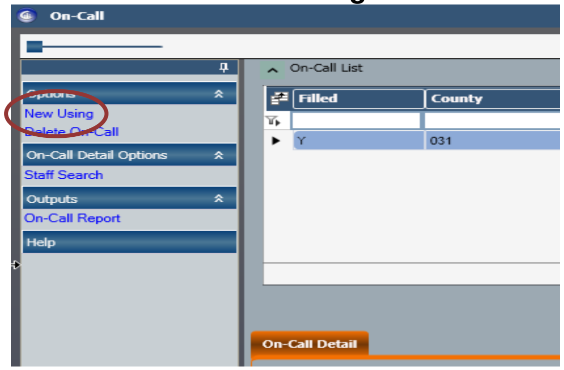
11. Enter **Start Date/Start Time** and **End Date/EndTime**
12. Enter **Type** (Block or Shift)
13. On the **Employee Detail** tab, enter **Phone Information**, **Designation** and **Contact Order** and click the **Modify** button



14. Select **Save,** if additional records need to be created.
15. Select **Save and Close** if the log is complete.

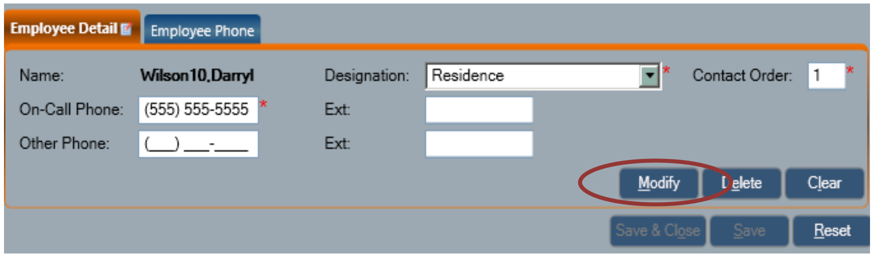
Add a new Shift, Block of time or Employee using existing information (new using)

1. Select **On-Call** from **Search/Maintain** dropdown
2. Select **County** *(Regional/specialized offices are listed here). For NYC, **Zone** is required.*
3. Click on the **Search** button.
4. Select a record from the **On-Call List.**
5. Click on the **New Using** link in the **NAVIGATION PANE**.



6. On the **On-Call Detail** tab, enter **End Date/Time** (**End Date** *must be entered before **Start Date**).*
7. Enter **Start Date/Time.**
8. Select **Employee** from the **On-Call Employees** grid**.** *Previously recorded information for the selected employee will display on the **Employee Detail** tab.*

9. On the **Employee Detail** tab, enter change in **Designation** and **Contact Order** if needed.
10. If changes made, click on the **Modify** button.



11. Select **Save** if another record needs to be created
12. Select **Save and Close** if the log is complete

When the On-call employee is not available to take calls for a period of time during their shift, another On-call employee can be added:

- Modify the original employee shift to show the time they are unavailable.
- Add the new employee with a shift that does not overlap the original employee.
- End the new employee and create a record for the original employee, when that employee becomes available again.

Delete an On-Call Record

1. Select **On-Call** from Search/Maintain dropdown.
2. Select **County** *(Regional/specialized offices are listed here) If a NYC county is selected, **Zone** is required.*
3. Click on the **Search** button.
4. Select a record **on the On-Call List**
5. Click on the **Delete On-Call** link in the **NAVIGATION PANE**.
6. Select **Yes** to prompt.
7. Select **OK** to prompt.

Note: The On-Call Log will store a maximum of 350 records

Resources:

OCFS CONNECTIONS Internet site:
http://www.ocfs.state.ny.us/connect/
E-mail your CONNECTIONS application questions to:
ocfs.sm.conn_app@ocfs.state.ny.us

OFT Customer Care Center: **1-800-697-1323**