



November 15, 2010

Dear Commissioner/VA Executive Director:

New York State  
Office of  
Children &  
Family  
Services

We would like to take this opportunity to update you on the progress of the transformation of the CONNECTIONS system. As you are aware, the goal of the transformation is to provide an improved tool for caseworkers and child care workers to use when they are documenting their work with children and families. With this in mind, we are extending our testing efforts to ensure delivery of a quality product.

David A. Paterson  
Governor

Gladys Carrión, Esq.  
Commissioner

The application development staff have been working on over 400 improvements to the caseworker/child care worker application experience. We are conducting extensive testing of the application, and will soon partner with a group of caseworkers and supervisors to further test the modernized application. We are beginning two implementation pilots in mid-December, with a statewide deployment to begin in April 2011. As the pilots progress, details will be shared within various communication venues.

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Many of you have begun the steps necessary to prepare for the implementation. The following are "five tips for an easy implementation:"

**Make Sure That:**

1. *The equipment you have is in "tip top" shape, the PCs that staff use are accessible and, if shared, have sign-on IDs for all staff who share the equipment.*
2. *Key staff are selected and ready (Delegated Administrators / Staff Development Coordinators / STARS Coordinators/Implementation Coordinators / Security Coordinators).*
3. *All staff have completed the Web-based training that has been developed specifically for the Transformation.*
4. *All staff have the ability to access the "tool set" that has been developed for the implementation – specifically, the Transformation Job Aid.*
5. *All staff are aware of the post-implementation resources available to help in case they need it – Online Help within the application, the Help Desk and the Application Help Team.*

We are committed to providing a quality product to your staff and would like to take this opportunity to thank you and your casework staff, for your patience and support.

Respectfully,

Laura M. Velez  
Deputy Commissioner CWCS

William Travis  
Deputy Commissioner IT



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cc: William Geltman, Executive Deputy Commissioner