

~ *The CONNECTIONS WEEKLY* ~
June 9 ~ 16, 2006



June 14, 2006

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The CONNECTIONS Program Improvement Plan Update...

It should be noted that the PIP team has continued to monitor the system to track performance and asks that if users experience any issues with the application that they these issue be reported to the NYS OFT Enterprise Help Desk at 1-800-NYS(697)-1323.

Activities for the week of June 2 ~ 9, 2006

Testing following the deployment of Build 18.7.4 was done at the Albany County Department for Children, Youth and Families – 112 State St. – (05.23.06), and the ACS Manhattan Field Office – 125th St. – (05.25.06).

The CONNECTIONS PIP team has compiled the results of the tests that were conducted at the Albany County Department for Children, Youth and Families – 112 State St. and the ACS Manhattan Field Office. These test findings will help identify and define additional CONNECTIONS medium and long-term performance improvement goals.

CONNECTIONS Records Retention Notification: Purge Program Schedule...

Just a reminder, that a communication was forwarded on Thursday 6/1 to the current Record Retention Report recipients to alert them that the next Records Retention Purge Program is scheduled to begin **Monday evening, June 12, 2006**. This program will purge cases/stages listed in the **Friday, February 17, 2006** "To Be Expunged" report. Please note that if you have not already reviewed and made the necessary demographic changes, via Local Data Maintenance, to the cases/stages identified in the February 17th "To Be Expunged" report you have until close of business on Sunday, June 11th to do so.

Information About the "Expunged Report"

Beginning Tuesday morning, June 13th local district designees will receive the "Expunged Report" in their Report list. This report identifies records that were

expunged during the June 12th run of the Records Retention Purge Program and should be used by local districts to locate and destroy all records related to these cases/stages. The "Expunged Report" has a retention period of 120 days and can be accessed via the Report Icon on the CONNECTIONS toolbar. Please note that cases/stages listed on the "Expunged Report" have been electronically erased from the CONNECTIONS system and once the purge process is completed there is no way to recover the case/stage or person information.

The Records Retention Purge Program may run for more than 1 evening, depending on the volume; therefore, designees may receive reports, through the Report Icon on the CONNECTIONS toolbar, for 2 - 4 subsequent mornings.

Information About the "To Be Expunged" Report

The "To Be Expunged Report" will be available to designated Records Retention Report recipients at the end of the purge program. As noted above, the purge program may run for several subsequent evenings; therefore, the "To Be Expunged Report" may not be available for several days after the beginning of the run of the "Expunged Report". This report identifies records that are scheduled to be expunged in the *next* Records Retention run (scheduled in 90 days). Please note that this report is expected to be significantly larger than the previous "To Be Expunged" reports as it is the first run that contains unfounded reports that have been kept on file for 10 years since the report date, as directed by the 'Elisa' legislation. Previous runs of the "To Be Expunged" report reflected only aged out indicated records and, any pre-Elisa indicated records that were unfounded following an Administrative Review. While the records to be purged with the run scheduled on Monday, June 12th, are expected to be at normal levels, the runs that follow are expected to be of significantly higher volume.

As you are aware, over the past month, we have taken steps to formally reach out to each current records retention report recipient/designee, as well as each local district Director of Service and CONNECTIONS Implementation Coordinator, for confirmation, additions and/or deletions of Records Retention Report recipients, to make certain that the individuals that we have listed to receive the reports are the individuals that local districts have designated to receive the reports.

With the implementation of Build 15.1, which included the introduction of Local Data Maintenance functions, staff with the appropriate Business Functions are able to make data corrections in cases that impact the retention period for indicated reports. There is a current issue with LDM relative to the expungement date such that, if you relate an individual to an investigation through LDM, the Records Retention date will *not* be re-calculated based on the related individual's date of birth. You will need to actually change the date of birth for the Records Retention date to be calculated. If there are any cases/stages contained in the Friday, February 17, 2006 "To Be Expunged" Report that require data corrections, staff will need to complete the corrections by close of business on Sunday, June 11th.

Due to the expected volume of the next run, we advise you to begin to work with the current "To Be Expunged" report as soon as it is received.

If you have questions about the Records Retention Program or CPS Local Data Maintenance, please refer to the CONNECTIONS Step-By-Step Guide: Data Maintenance for CPS Workers (dated 11/20/03). The guide can be accessed through the CONNECTIONS intranet website (CONNECTIONS intranet website > Step-by-Step/Job Aids/Tips > under the heading For CPS Workers. The address for the website is: <http://ocfs.state.nyenet/connect/>.

Announcing: Integration of CONNECTIONS Navigational Training to the Common Core and Child Protective Services Response (CPSR) Training...

OCFS and our training partners, the SUC Buffalo Center for Development of Human Services and the SUNY Training Strategies Group are pleased to announce the integration of CONNECTIONS navigational training to the Common Core and Child Protective Services Response (CPSR) training. This joint training partnership was recently announced in a letter, addressed to local district Commissioners and was co-signed by Jane Lynch, Deputy Commissioner of the Division of Development and Prevention Services and Peter Miraglia, Director of the Bureau of Training.

Beginning with the June 13th offering of the Child Welfare Common Core, the CONNECTIONS course entitled CONNECTIONS Case Management for Child Welfare Workers will be integrated, co-located and the training and registration will be completed in one process. The same will be true for subsequent offerings of the CONNECTIONS course entitled CPS Investigation & Case Management and the CPS Response training. This process will allow new caseworkers the opportunity to complete both trainings at one time without having to schedule or attend them separately. Registration for the integrated training is completed through STARS and is accessed through the following address: <http://stars.bsc-cdhs.org>. We ask that local district staff follow their established protocols for training registration.

Please Note: SUNY TSG will continue to offer separate deliveries of Introductory Case Management and CPS Investigation trainings for individuals who do not attend Common Core or CPRS.

New Assignments to Caseworkers Workloads (otherwise known as: "SIR 4539")...

It has come to our attention, through recent calls to the OFT Enterprise Help Desk, that users have recently begun to experience a problem with new assignments to their workload remaining 'grey' after the assignments have been accessed and/or updated. Please note that this issue is a known problem that has been documented and brought to the attention of our technical staff and that the issue has been logged and is being addressed through SIR 4539.

Moving forward, if a user calls the OFT Enterprise Help Desk with this issue they will be given the SIR number of 4539 and will not be referred to a Level 2 resolver as technical staff have adequate examples of the problem at this time. For documentation purposes, users may wish to add a progress note to the case stating that they have accessed the case on a certain date, if there is a concern the case is being monitored for acknowledgement by supervisors.

Please note that we understand that this functionality is critical to day-to-day workload management, and have identified the resolution of this issue as urgent.

“Did You Know...”

WMS Services Applications Information...

Did You Know...that WMS Services applications that have not been processed within 90 days of the last transaction date are at risk of being system withdrawn. Once the application is withdrawn, it will no longer be available; therefore it is important that the WMS case be opened within this 90-day window. Since WMS Services applications must be created through CONNECTIONS, in order to create a new WMS application after the 90 days, the FSS would need to be closed and a new FSS opened. This would allow the worker to create a new WMS application. (Please note that if it becomes necessary to open a new FSS, the new FSS should be merged with the closed FSS).

Did You Know...that when an FSS/CWS stage is progressed to a CCR stage, the WMS case needs to be maintained. If the freed child was the only child tracked in the WMS case, that case should be closed. If there are other tracked children in the WMS Services case who continue to receive services, the child who is freed for adoption should be deleted from the active WMS Services case. A new WMS case is then opened using the APP REG button that enables in CONNECTIONS when the CCR is created. The freed child's CCRS track should be closed when the child is deleted or when the WMS case is closed. Once the new WMS case has been opened, the child's CCRS track should be re-opened using a tracking indicator of Y. The supplemental registration should reflect the CID date from the child's previous track. The track start date should be the day after the M999 was posted closing out the child's previous track.

New Postings to the CONNECTIONS Intranet...

The following document(s) were recently posted to the CONNECTIONS intranet website:

- The CONNECTIONS Weekly
- Post Build 18 Self Assessment document (in WORD form)

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Friday, 6/9/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 6/14/06*** from 5:00 AM – 7:00 AM

- **Friday, 6/16/06** from 5:00 AM – 7:00 AM
- **Wednesday, 6/21/06** from 5:00 AM – 7:00 AM