

~ *The CONNECTIONS WEEKLY* ~
July 14 ~ 21, 2006



The CONNECTIONS Program Improvement Plan Update...

The CONNECTIONS PIP (CPIP) team continues to monitor the system to track performance and asks that if users experience any issues with the application they report them to the NYS OFT Enterprise Help Desk at 1-800-NYS (697)-1323. The CPIP team thanks you for your continued assistance in this regard!

Activities for the week of July 7 ~ 14, 2006

The CONNECTIONS PIP team continues to conduct various project planning sessions related to several Business Cases that have been identified as part of the medium and long-term recommendations for the continued improvement of the project. The CPIP team designated Friday, July 14th as the revised target date for the CPIP Phase II, more details to follow next week!

*****UPDATE** to the CONNECTIONS/OCFS Data Warehouse Downtime for Saturday, July 15th...***

Please note that the downtime for the following environments: the OCFS Data Warehouse, CONNECTIONS Preview, CONNECTIONS Pseudo, and possibly CONNECTIONS Production, scheduled for tomorrow (Saturday, 7/15) is cancelled. Additional downtime is tentatively scheduled for the Wednesday, July 19th system maintenance window between 3:00 AM through 7:00 AM. If this additional downtime is approved, all of these environments (OCFS Data Warehouse, CONNECTIONS Preview, CONNECTIONS Pseudo and CONNECTIONS Production) will be unavailable. We will notify you when we have confirmation of this schedule.

It should also be noted that the system work that was scheduled to be performed this Saturday is now tentatively scheduled for next Saturday, July 22nd. Therefore there may be system downtime on Saturday, July 22nd, from 7:00 AM through 3:00 PM for the following environments:

- OCFS Data Warehouse
- CONNECTIONS Preview
- CONNECTIONS Pseudo

It is not expected that the system maintenance that may be performed during the aforementioned timeframe will impact the CONNECTIONS Production application, however, the technicians performing the maintenance work have advised that, if necessary, there may be CONNECTIONS Production application downtime between 12:00 PM (noon) through 2:00 PM on Saturday, July 15th. Again, we will notify you when this schedule is confirmed.

CONNECTIONS Build 18.8 Update...

All of the enhancements identified in the Release Notes for the Build were successfully implemented with the exception of two. SIR #3335, which relates to FASP and Plan Amendment modifications involving an update to the O & A blocks was run this morning (Friday, July 14th), therefore users should be able to see this functionality at present. The other fix involves the FASP and the inability of the user to modify an existing visiting plan (SIR #3811). The code for this fix was correctly deployed, the issue appears to be data related and the tech team is analyzing this issue further. We will notify users when this fix is implemented.

For further reference purposes, the Build modifications and enhancements are described in the *Build 18.8 Release Notes*. In addition to the Release Notes document, please note the *Build 18.8 Purpose Definition* document, that was developed in concert with the Office of Children and Family Services Policy team, which describes the purposes of Permanency Consultation and 24 Hour Contact. Both of these documents are available on the CONNECTIONS intranet website.

Person Relate/Merge Procedural Update Document...

The Person Relate/Merge Procedural Update document was created in order to identify the specific guidelines that workers need to follow when performing these functions in the application. For your reference, this document is posted to the CONNECTIONS intranet website. The path to the document is as follows:
<http://ocfs.state.nyenet/connect/> > Step-by-Step/Job Aids/Tips > Job Aids.

CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers...

Please note that the SUNY Training Strategies Group has updated the CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers and identified the revisions in an accompanying document. Both of these documents are posted to the CONNECTIONS intranet website:
<http://ocfs.state.nyenet/connect/> > Step-by-Step/JobAids/Tips > CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers & Revisions document for the CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers ~ Second Quarter Updates for 2006.

CONNECTIONS Tip Sheet ~ Family Services Open Caseload Inquiry (OCI) Report...

A new tip sheet was created by the SUNY Training Strategies Group, that describes the Family Services OCI Report, as well as information on how to

access the report. The Family Services OCI Report is a “real time” report that lists the Family Services Intakes (FSI) and Family Services Stages (FSS) assigned to individual workers with coming-due and overdue FASPs. The new tip sheet has been posted to the CONNECTIONS website and can be accessed by following this path: CONNECTIONS website (<http://ocfs.state.nyenet/connect/>) > Step-by-Step/Job Aids/Tips > Job Aids/Tip Sheets > scroll down to the *Tip Sheets* heading > click on: *CONNECTIONS Tip Sheet – Family Services OCI Report*.

CONNECTIONS “Tip of the Week”...

Closing and reopening cases in CONNECTIONS...

There are occasions when a CONNECTIONS case must be closed and reopened for administrative reasons (e.g. close and reopen a case to correct a CID date, close protective case and reopen a preventive case in New York City). When this occurs it is important to relate the individuals in the new case to the existing Person ID and merge the new case with the closed case number. It is also very important that there is communication between the staff with a role in the case prior to the case closing. The Case Manager should make sure that the staff with a role in the case are aware that the case will be closed and reopened. It is also important to note that all "To Do's" related to a case are deleted when the case is closed, and will disappear from the To Do lists of staff who were assigned to the case when it is closed.

New Postings to the CONNECTIONS Intranet...

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

- The CONNECTIONS Weekly
- Person Relate/Merge Procedural Update document
- CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers
- Revisions document for the CONNECTIONS Step-by-Step Guide ~ Data Maintenance for CPS Workers ~ Second Quarter Updates for 2006

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Friday, 7/14/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 7/19/06*** from 3:00 AM* – 7:00 AM (* please note item # 2 for further explanation)
- ***Friday, 7/21/06*** from 5:00 AM – 7:00 AM