

**~ The CONNECTIONS WEEKLY ~**  
*May 25 – June 1, 2007*



***CONNECTIONS Build 18.9.06...***

A communication was sent out on Wednesday, May 23<sup>rd</sup> to Director's of Service, district and voluntary agency CONNECTIONS Implementation Coordinators, Security and Back-up Security Coordinators, Resource Users and other key staff regarding the implementation of Build 18.9.06 on Friday, May 25<sup>th</sup>, between the hours of 6:00PM and midnight. During this six hour window, the CONNECTIONS application will be unavailable. Among the enhancements to the application will be a fix to the copy and paste issue that users are currently experiencing in the Permanency Hearing Report. Another modification included in the Build eliminates the error that user's receive when they try to enter Health Provider information for the Primary Care/Medical Home.

***A Note About the Preview Environment...***

In an effort to align all environments with the functionality that will be implemented in Build 18.9.06, the Preview Environment will be unavailable from 1:00PM, Friday, May 25<sup>th</sup> through midnight, May 26<sup>th</sup>.

***Announcing ~ Application Help (App Help) Mailbox...***

CONNECTIONS staff is pleased to announce a new service for Resource Users or other key users at Local Districts. Now, in addition to contacting the Enterprise Helpdesk, selected staff will be invited to contact the CONNECTIONS User Support/Triage unit **directly** through the Application Help (App Help) mailbox. The staff from the User Support/Triage unit will be available to help with the CONNECTIONS application through this mailbox. The App Help Mailbox is provided as an additional support for Resource Users, and each local district is being asked to identify the staff that they would like to participate in this service. Additional information will be forwarded in a separate communication to Implementation Coordinators at each local district. Please contact either the Implementation Coordinator at your district, Joe Duffney or Nancy Cullings from the User Support/Triage unit or your Regional Office Implementation staff for more information.

***The Portable Technology Demonstration Project...***

In late April 2007 a letter was sent to local district Commissioner's inviting them to submit a proposal to participate in the Portable Technology Demonstration Project (The letter, as well as the accompanying attachments, is posted to the CONNECTIONS intranet on the Home page). The purpose of this project is

three-fold. First, to determine best practices in portable information technology for Child Protective Services (CPS) caseworkers investigating allegations of child abuse and maltreatment; second, to determine the impact of the use of such technology on CPS caseworker efficiency and productivity, and third, to determine the impact on caseloads for CPS caseworkers with such technology.

As such, a total of \$1 million dollars was appropriated in the state budget to implement this project. We are pleased to report that the selected participants were notified, via e-mail, on May 22<sup>nd</sup> and that all of the submissions were able to be accommodated. A total of twenty-three local districts will participate in the project, representing a broad spectrum of geographic location and size. Among those are: Administration for Children's Services, Albany, Broome, Chemung, Clinton, Columbia, Erie, Fulton, Jefferson, Nassau, Niagara, Onondaga, Orleans, Putnam, Rockland, Schenectady, Seneca, St. Lawrence, Suffolk, Ulster, Washington, Wayne and Westchester Counties.

To those local districts that will be partnering with us during this initiative, we would like to express our appreciation in helping our agency demonstrate the value of portable technology to the vital work performed by Child Protective Services staff, and we look forward to working with you toward the successful implementation of this exciting initiative!

### ***A "NEW" CONNECTIONS Tip Sheet – Implied Role...***

There is a "new" *CONNECTIONS Tip Sheet – the Implied Role Tip Sheet*. As you know, if a stage you are working on shares a person in common (has the same PID) with another stage or case, you have an *implied* role in the related stage or case. With an implied role you will have view-only access to the stage or case information on the related stage or case. The Tip Sheet describes step-by-step instructions on how to access information in a case in which you have an implied role. A copy of the Tip Sheet is posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page. The path to the document is: CONNECTIONS intranet (<http://ocfs.state.nyenet/connect/>) > Step-by-Step/Job Aids/Tips > Job Aids/Tip Sheets (the link is in the box located at the top of the page to the right) > the Tip Sheet is posted under the heading "Tips Sheets For All Workers".

### ***CONNECTIONS Tip Sheet – Hot Keys...***

This Tip Sheet provides the user with a list of *Hot Keys* that can be used in the CONNECTIONS application. Hot Keys are keyboard shortcuts to specific tasks that help the user perform a function more quickly. You can use Hot Keys when copying and pasting, when you switch between your Citrix session and other applications, when you need to print a screen, as well as when you perform other functions within the application. A copy of the Tip Sheet is posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page. The path to the document is: CONNECTIONS intranet (<http://ocfs.state.nyenet/connect/>) > Step-by-Step/Job Aids/Tips > Job Aids/Tip Sheets (the link is in the box located at the top of the page to the right) > the Tip Sheet is posted under the heading "Tips Sheets For All Workers".

## ***New Link to the Office for Technology Bulletins from the CONNECTIONS Intranet...***

In an effort to communicate these bulletins in a more expeditious manner and reach all of our voluntary agency partners, we have created a new link from the CONNECTIONS intranet directly to the site where the bulletins are posted. The link is posted to the System/Network page of the CONNECTIONS intranet. The path to the link is: CONNECTIONS intranet (<http://ocfs.state.nyenet/connect/>) > click on either the System/Network button in the left panel > click on the link OFT Customer Relations Bulletins in the box located on the right-hand side of the page. Just as a point of clarification, these bulletins are sent to voluntary agency LAN Administrators by the Communication Team and this individual communication will still continue. If voluntary agencies have questions regarding information in the bulletins, we ask that you send them to the CONNECTIONS Communications mailbox and we will respond via email. The address of the mailbox is: *ocfs.sm.connections.intranet.communications*.

## ***Did You Know...***

We may be able to assist if you encounter a 100 match issue when trying to open or add an individual to a WMS case. If the known CIN for an individual does not appear on the WMS clearance because there are over 100 possible matches, the Connection Triage Unit may be able to help. Please contact the Enterprise Help Desk at 1-800-697-1323 or Tina McCarthy at 1-518-402-3068 or email [Tina.McCarthy@ocfs.state.ny.us](mailto:Tina.McCarthy@ocfs.state.ny.us).

## ***CPS Reminder...***

### ***Determinations on CPS Reports...***

**\*\*Please note that this information is specific to local districts only.**

This is a gentle reminder that, as you are aware, local districts have a timeframe of 60 days within which to make a determination on a CPS report. If the determination, including the Supervisory approval, is not made in the 60 day timeframe, and the SCR receives a 3370 Database Check, they are unable to process it. Please note that overdue determinations can cause delays that affect prospective adoptive and foster parents, as well as employment applications. In addition, a delay in determination could also result in local district CPS units receiving additional reports on open cases that would not have been merged or, may have otherwise been assigned to a different county, if the case had been determined within the 60 day timeframe.

## ***New Postings to the CONNECTIONS Intranet...***

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

- CONNECTIONS Tip Sheet – Implied Role
- The CONNECTIONS Weekly

**Weekly System Maintenance...**  
**CONNECTIONS Application Downtime...**

*\*\*Please note the six hour window of application downtime on Friday, 5/25/07.*

- **Friday, 5/25/07** from 5:00 AM – 7:00 AM
- **\*\*Friday, 5/25/07** from 6:00PM – midnight
- **Wednesday, 5/30/07** from 5:00 AM – 7:00 AM
- **Friday, June 1** from 5:00AM – 7:00AM