

~ The CONNECTIONS WEEKLY ~
April 6 ~ 13, 2007



Build 18.9.05...

In an effort to remedy four issues that were identified this past week post-Build 18.9 implementation, the project has made a decision to implement a smaller Build this evening, Friday, April 6th from 6:00PM through 10:00PM. There are four SIRs that have been slated to be included in this Build. Three of them are fixes to typographical errors that were noted by users this past week and the fourth SIR is related to the assignment of workers to an FSS stage.

The following are the SIR numbers as well as a description of the SIRs that will be implemented during this four hour window.

<i>SIR Number</i>	<i>SIR Description</i>
<i>SIR 6458</i>	When there are more than 50 workers (current plus historical) assigned to a FSS stage, the stage can not be accessed from the workload.
<i>SIR 6456</i>	There is a typo in the Permanency Hearing Report - spelling text change from 'Pre-natal' to 'Parental'
<i>SIR 3324</i>	There is a typo in the PPG list: there will be a spelling text change to 9C from 'Permament' to 'Permanent'
<i>SIR 6457</i>	There is a typo in the Permanency Notice the text - 'Attorneys for the <i>Petitioner</i> ' will be changed to be 'Attorneys for the <i>Petitioner</i> '

Please note that the Release Notes for this Build are posted to the CONNECTIONS intranet.

Info About the Outcome & Activity (O & A) Blocks...

Outcome and Activity blocks that are in an active status "come forward" to each new FASP so that they can continue to be worked on. When they come forward they must be updated. The user must change the status of these blocks from "new" to another status (retained, modified, completed etc.). The user must also

select from a list of "level of achievement" so as to indicate how the family is doing with the activity (improvement, same, worse etc.). Please note that this functionality has been a requirement; a fix implemented in Build 18.9 corrected an edit that had not been working properly since the implementation of Build 18.

A reminder: Users must remember to update any blocks that come forward. This may involve updating blocks other users created as it would be inefficient to create the same O&A block over and over.

More Info on the Citrix Upgrade...

As you are aware, we are in the process of upgrading the CONNECTIONS Citrix Server environment and want to remind those districts and agencies who have not updated the PN Agent to Version 9.237 to do so. Instructions that describe how to perform this upgrade were forwarded to agency LAN Administrators, as well as other key agency staff, and are included in the CONNECTIONS Weekly dated March 23rd–30th.

Build 18.9 Tools...

- ***Build 18.9 Release Notes and Highlights Document***

The Build Release Notes, as well as the Highlights document, are posted to the CONNECTIONS intranet on the Implementation page. Please note that there were two revisions to the Release Notes which are noted in the document dated March 30th. The revision reflects a change in language related to SIRs 2972 (Security/unit hierarchy structure) and 4066 (CID).

- ***CONNECTIONS Build 18.9 Questions & Answers***

This document was created as an on-going log of those 'frequently asked questions', with accompanying answers, about Build 18.9. The document will be updated throughout the implementation of the Build and new questions are identified as such, so you won't have to search the document for the most recent questions!

- ***Other Build 18.9 Tools That You Can Use***

Please note that all of these documents can be found on the CONNECTIONS intranet website. The Tip Sheets and Job Aids are posted to the Step-by-Step/Job Aids/Tips page and the Impact Analysis documents are posted to the Implementation page.

Tip Sheets

- CONNECTIONS Tip Sheet – Designating Health Responsibility
- CONNECTIONS Tip Sheet – Permanency Hearing Report
- CONNECTIONS Tip Sheet – Build 18.9 Health Services Components

Job Aids

- **Updated Version** (dated 4/2/07) - CONNECTIONS System Build 18.9 Job Aid – Critical Improvements
- CONNECTIONS System Build 18.9 Job Aid – Education

- CONNECTIONS System Build 18.9 Job Aid – Health Services
- CONNECTIONS System Build 18.9 Job Aid – Permanency Hearing Report
- ***Impact Analysis Documents***
- Build 18.9 Impact Analysis ~ Health
- Build 18.9 Impact Analysis ~ Security
- Build 18.9 Impact Analysis ~ Permanency Hearing Report
- Build 18.9 Impact Analysis ~ Family Assessment & Service Plan
- Build 18.9 Impact Analysis ~ Education
- Build 18.9 Impact Analysis ~ FAD - Adoption Subsidy Homes
- **Updated Version** Build 18.9 Impact Analysis ~ Interface Between CONNECTIONS & WMS

Build 18.9 Training Info...

- ***CONNECTIONS Build 18.9 Health Services Component Tip Sheet***

A **NEW** tip sheet has been designed by the SUNY Training Strategies Group that further describes information related to the Health Services component implemented in Build 18.9. The tip sheet details step-by-step instructions related to identifying the primary care/medical home, adding/linking health providers, entering additional biological family health information, as well as descriptions about other health services functionality. A copy of the tip sheet is posted to the CONNECTIONS intranet site on the Step-by-Step/Job Aids/Tips page.

- ***CONNECTIONS Second Quarter Training Classes***

Just a note, that the CONNECTIONS training classes for the second quarter of this year are currently available for registration through STARS.

- ***A Revised Version of the CONNECTIONS Critical Improvements System Build 18.9 Job Aid***

Please note that we have slightly revised the content in this job aid from the final version of the document. A copy of the information that was revised, as well as a revised copy of the job aid (which is dated April 2, 2007), are posted to the CONNECTIONS intranet website on the Step-by-Step/Job Aids/Tips page.

- ***Final Versions of the Build 18.9 Job Aids and the Companion Revision Documents***

As you may have noted, the *final* versions of the Build 18.9 Job Aids have been posted to the CONNECTIONS intranet. We initially posted the four job aids (CONNECTIONS System Build 18.9 Job Aid Permanency Hearing Reports, CONNECTIONS System Build 18.9 Job Aid Critical Improvements, CONNECTIONS System Build 18.9 Job Aid Education and CONNECTIONS System Build 18.9 Job Aid Health Services) in draft so that users would be able to get a flavor for the new Build functionality, as well as to allow them to be used in concert with Guest testing and the Preview application. Please note that the final versions of the job aids are different than the draft versions, as we have made revisions to the draft versions based on user feedback. The companion revisions

documents describe the changes that have been made from the draft versions of the job aids.

Please Take Note: Attention Needed to the Child Summary Report & Child History Report Generated from the Health Services Tab...

In accordance with § 373-a of the Social Services Law, the biological parent's names should not be included in the medical histories of a child legally freed for adoption or of a child placed in foster care, when providing this information, as authorized by law. Currently both of these reports contain the names of the biological parents. Until these reports are corrected, we must direct you to **redact the biological parents names from these reports, prior to sharing them with authorized individuals.**

Build 18.9 Implementation Support...

As you are aware in the implementation of previous Builds, CONNECTIONS Regional Implementation staff have played a key support role both pre and post Build implementation. This support will remain constant throughout the implementation of Build 18.9. We have already begun to work in concert with both district and agency staff, and will continue to do so throughout the weeks' post-implementation. It will be through this collaborative effort that we will maintain communication, answer questions, and provide support to key implementation staff in both districts and agencies, including Resource Users, in the weeks' following implementation. The focus of the CONNECTIONS regional staff's involvement during this time will be to work with district and agency staff to improve the agency's capacity to support staff in their use of the CONNECTIONS Case Management System, as it relates to their specific job function. Our goal is to provide you with the resources, within your own agency, to support this and future Build implementations.

It is our plan to contact all districts and agencies within the first two weeks of implementation either through an on-site visit, or through telephone contact. CONNECTIONS Regional Implementation staff will work with both local district and voluntary agency Implementation Coordinators, Resource Users, and supervisory staff to answer questions; provide project/Build updates; assess performance; provide recommendations for effective use of the new functionality, and observe individual staff if they have been identified as experiencing problems. CONNECTIONS Regional Implementation staff will work in collaboration with Regional Office Program staff to address any program issues encountered during their implementation support work.

The following new initiatives have been developed to support your agency's staff in the ongoing use of CONNECTIONS.

▪ **Resource User Support**

Resource Users and/or supervisors, in both districts and agencies, with extensive CONNECTIONS application knowledge, have been integral to the successful

implementation of previous CONNECTIONS Builds. As a support to these important groups, a trainer from the SUNY Training Strategies Group will be assigned to facilitate the Resource Users Groups statewide. As part of this support, regionally-based Resource User meetings will be continued after the release of Build 18.9. Some of their first agenda items will be to cover questions related to the new functionality.

▪ **CONNECTIONS Ticket Triage Unit Support**

This unit currently functions as a centralized support to the Enterprise Helpdesk, responding to user application need at the individual level. It is our plan to staff this unit so that the team members are able to respond to questions directly posed from key designated district and agency staff (e.g. Resource Users, Implementation Coordinators, and Supervisors), through the use of an e-mail mailbox, rather than the current practice of having the user phone their issue into the Enterprise Helpdesk.

Again, we want to stress the importance of your ability to mobilize key staff, within your agency, to assume the role of application support personnel. We currently have the capacity to support your efforts in this regard through the involvement of the SUNY training facilitator and we urge you to take advantage of this opportunity.

Removal of the CCRS Plan Cues from the CCRS Caseload Report...

As you are aware, effective February 5th districts were no longer required (or able) to enter assessment service plan information in CCRS. CONNECTIONS was deemed as the system of record for information previously entered via the CCRS assessment service plan grid. Information previously required to update the assessment service plan grid in CCRS will be fed to CCRS from the FASP (post approval) entered in CONNECTIONS. This will occur nightly via a batch process. (For a more detailed explanation please refer to the Connections Weekly Updates for January 19 and 26, 2007; see: <http://ocfs.state.nyenet/connect/>.)

The CCRS plan cues that appear on the Monthly CCRS District/Agency Caseload report will be suppressed effective the March 31st run of the CCRS caseload report. District/Agencies will still need to update movement, legal and adoption activities in CCRS and the monthly CCRS District/Agency caseload report will continue to provide cues for legal and adoption activities.

A Reminder about Updating Person Address Info in CONNECTIONS...

We just want to gently remind local districts to update Person address information in the CONNECTIONS application when it differs from the initial address that was transmitted upon intake. As you are aware, a Person's address is also used by the State Central Register to forward correspondence and it is very important that the addresses be complete and correct so that the correspondence

is addressed to, and received by, the correct individuals at the correct address. Your help in this matter will eliminate potentially costly errors and we thank you!

NEW OCFS Data Warehouse FASP Report...

The OCFS Data Warehouse Team is pleased to announce a new FASP report in the Cognos ReportNet environment. The **Current Pending FASPs - Agency Pending With** report is located in the "OCFS DW - FASP Reports" folder. The report can help supervisors and managers determine which agency is next to act on a pending FASP. It provides local districts and voluntary agencies with a list of FASPs in "Pending" status, including FASP Submitter information and the name of the agency with which the FASP is awaiting action. An updated FASP Reports Step-by-Step Guide is posted to the CONNECTIONS intranet on the Data Warehouse page. Please contact the Data Warehouse Team with any questions.

To access the report:

1. Go to the Cognos ReportNet environment: <http://htptda0a1aspcog/crn/>
2. Read the confidentiality agreement, and click "I Accept"
3. Click on the link for "Public Folders"
4. Click on the link for "OCFS DW – FASP Reports"
5. Click on the link for the folder that displays. (Contract agency staff will see a "Voluntary Agencies" folder, LDSS staff will see a "Local Districts and Regional Offices" folder, and state staff will see both folders.)
6. Click on the link for the "Current Pending FASPs – Agency Pending With" report to run it, and complete the report prompts when they appear.

New Postings to the CONNECTIONS Intranet...

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

- CONNECTIONS Critical Improvements System Build 18.9 Job Aid (*dated April 2, 2007*)
- Build 18.9.05 Release Notes
- OCFS Data Warehouse Step-by-Step Guide for FASP Reports
- The CONNECTIONS Weekly

Weekly System Maintenance...

CONNECTIONS Application Downtime...

*****Please note the additional window of downtime on April 6th for the implementation of Build 18.9.05.***

- ***Friday, 4/6/07*** from 5:00 AM – 7:00 AM
- *****Friday, 4/6/07*** from 6:00PM – 10:00PM
- ***Wednesday, 4/11/07*** from 5:00 AM – 7:00 AM
- ***Friday, 4/13/07*** from 5:00AM – 7:00AM