

*~ The CONNECTIONS WEEKLY ~*  
*June 1 - 8, 2007*



***An Update to the Best Practices Guidelines for General HSEN Passwords and PCs...***

Just as an FYI...our Security team has recently updated the document titled: *Best Practices Guidelines for General HSEN Passwords and PCs*. The document highlights how to set up a password, including general password 'tips' as well as security information access to the Public Folders and the OCFS Intranet. The document is posted to the CONNECTIONS intranet on the Security page. The path to the document is: <http://ocfs.state.nyenet/connect/> > click on the Security button in the left-hand side navigational panel.

***A Reminder About "Noisy Alerts"...***

***\*\*Please note that the following piece pertains to local districts only.***

A bit of background on the "Noisy Alert" - The State Central Register (SCR) relies on both automated and manual processes to support the timely transmission and acknowledgement of reports, communicating the assignment of Child Protective (CPS) reports as expeditiously as possible. The SCR assigns CPS reports to investigative offices based on the on line "On Call" schedule maintained by each office in CONNECTIONS. Once the assignment is made, the SCR monitors that the On Call worker has accepted the report in CONNECTIONS within 30 minutes. If the report is not accepted in that timeframe, manual follow-ups are initiated. In order to assure the timely transmission and acknowledgement of reports the CONNECTIONS Assignments Alerts, aka "Noisy Alerts" process was developed to provide an on site, audible alert (telephone ring) whenever a report is assigned to a district. The alert signals when a report has been assigned and must be acknowledged. Just as a point of note, districts may use an answering machine to receive calls. However, the outgoing message must not exceed five (5) seconds, and the machine should be set to pick up within 2-3 rings.

Districts that opt into the assignment alert process must identify a phone number to receive the alert message. Just a reminder, if the phone number on which districts receive the "Noisy Alerts" changes, we ask that you notify us so that we

can update our information as well. Notification should be made via the *Assignment Alerts Update Form* that is posted to the CONNECTIONS website on the CONNECTIONS Forms page.

***Two New GIS Messages (General Information System)...  
LDSS-3313 Services Activity Log Available on OCFS Intranet Site***

A new GIS message (#07-002) was communicated on May 18<sup>th</sup>, to all local district Directors of Services, Casework Supervisors, Caseworkers, Data Entry Operators, MILs about the LDSS-3313 Services Activity Log being available on the OCFS Intranet Site. The form *LDSS-3313 Services Activity Log* is now available on the OCFS Intranet website: <http://ocfs.state.nyenet/> > under General Resources > Forms > Services Systems (WMS/CCRS) Input Documents and Reference Materials. This form is used to document CCRS activities for Data Entry input. It should be noted that LDSS-3313 is no longer available for re-supply as a hard copy, padded form. You may contact OCFS-IT Customer Support at 1-800-342-3727 if you require additional information. For your reference, GIS messages are available in the Public Folders using the following path: *All Public Folders/dfa.state.ny.us/OCFS/TSU/\*\*\*Services systems Reference Documents/ GIS (system change notices).*

***New Income Eligibility Standards: 6/1/07 - 5/31/08***

A new GIS message (#07-003) was communicated on May 29<sup>th</sup>, to all local district WMS Coordinators and Directors of Service about the *New Income Eligibility Standards: 6/1/07 - 5/31/08*. The new income standards to be used in determining eligibility for Services are scheduled to migrate to production and will be reflected in WMS Services case processing effective June 1, 2007. It should be noted that the new income standards were promulgated in 07-OCFS-INF 03, issued on April 11, 2007. The new standards have also been incorporated into an updated Eligibility Determination spreadsheet (Version 8 Eligibility Worksheet 2007) used in Title XX under 200% of poverty calculation. The updated spreadsheet is posted to the Public Folders and can be accessed via the following path: *All Public Folders/dfa.state.ny.us/OCFS/Finance/Eligibility/Automated Eligibility.*

We ask that any program questions be directed to the appropriate Regional office, as noted in the INF, and any systems questions be directed to OCFS IT Operations at 1-800-342-3727.

***Please, Please, Please Take Note - A Reminder About the  
PN Agent Upgrade...***

Please let this serve as a reminder to those of you who have not yet updated the PN Agent to the newest version 9.237, to do so as soon as possible. Please note that instructions to upgrade to the new version of the PN Agent are posted to the CONNECTIONS website on the System/Network page. We thank you for your attention to this important matter!

### ***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 has been 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 CONNECTIONS User Support/Triage unit, or your Regional Office Implementation staff for more information.

### ***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*.

### ***WMS - “The 100 Match Issue” or, Who To Contact When you Encounter This...***

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 CONNECTIONS Triage Unit may be able to help. Please contact Tina McCarthy at 1-518-402-3068 or email [Tina.McCarthy@ocfs.state.ny.us](mailto:Tina.McCarthy@ocfs.state.ny.us).

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

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

- Assignments Alerts Update Form – *updated version*
- Best Practice Guidelines for General HSEN Passwords and PC
- The CONNECTIONS Weekly

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

- **Wednesday, 6/6/07** from 5:00 AM – 7:00 AM
- **Friday, 6/8/07** from 5:00AM – 7:00AM