

*~ The CONNECTIONS WEEKLY ~*  
*August 31 – September 7, 2007*

## Labor Day



### ***Post Build 18.9.1 ...***

Build 18.9.1 was deployed on Friday evening, August 24<sup>th</sup> and approximately one hundred and twenty fixes, modifications and enhancements to the CONNECTIONS application were implemented within this Build. Although the Build implementation was a very successful one given the magnitude of the modifications and enhancements, we have discovered, through our post-Build interaction with users both on-site and through the Triage Team, that a small number of the fixes did not meet with the needs of the user population at large. As in the past, and as part of the all post-Build activities, we are in the process of analyzing these impacts.

### ***Build 18.9.1 Tools You Can Use ...***

#### ***Build 18.9.1 Job Aids...***

- ***[CONNECTIONS System Build 18.9.1 Job Aid – Functionality for All Users of CONNECTIONS](#)***

This job aid is intended for all CONNECTIONS users. It provides a detailed overview of the CONNECTIONS system changes being introduced with the implementation of Build 18.9.1. For your reference, the job aid is posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page.

- ***[CONNECTIONS System Build 18.9.1 Job Aid – Health Services Functionality for Health Specialists, Caseworkers, Case Planners, Case Managers and CPS Workers/Monitors](#)***

System Build 18.9.1 Job Aid – Health Services provides a detailed overview of the CONNECTIONS system changes being introduced with Build 18.9.1 – specifically information about health services. This job aid is intended for all CONNECTIONS users who will be responsible for recording health information in CONNECTIONS. For your reference, the job aid is posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page.

#### ***Build 18.9.1 Release Notes...***

The Release Notes, describing the content of the Build's modifications, enhancements, fixes and impacts provides the reader with a "SIR by SIR" detail

of the enhancements that are included in the Build. For your reference, the Release Notes are posted to the CONNECTIONS intranet.

***Build 18.9.1 Highlights Document...***

The Build Highlights document, a document that describes the enhancements in more detail, is posted to the CONNECTIONS intranet on the Home and Implementation pages.

***Access to CPS Investigation Stages by Voluntary/Contract Agencies Teleconference...***

***Teleconference Date: September 12, 2007 ; 9:30 – 11:30AM***

***Provided by: NYS OCFS/Bureau of Training SUNY Training Strategies Group***

***Target Population:***

Local DSS offices, Voluntary Agencies, and Contract Preventive and Protective Supervisory and Casework staff

***Description of the Teleconference:***

The OCFS is presenting a teleconference for Local Department of Social Services (LDSS), Voluntary Authorized Foster Care Agency and Contract Preventive Agency (Agency) supervisory and casework staff on the new functionality in CONNECTIONS that will support the ability for agency staff to access Child Protective Services (CPS) Investigation Stage information. The teleconference will include: a presentation by OCFS Legal and Policy staff on the history and statutory authority to access information in CPS cases, confidentiality standards, appropriate case recording, roles and responsibilities of both LDSS and Agency staff during the investigation process, and benefits of sharing CPS information; a walkthrough by CONNECTIONS staff on how to navigate to, and access, CPS Investigation stages via Implied Role; and a panel discussion that will include LDSS, ACS and Voluntary Agency staff. Topics will include current practices on sharing information; maintaining the integrity of the investigation process; maintaining the therapeutic relationship with the client and the service provider; expectations; and training/orientation needs. For your reference, the training announcement is posted to the CONNECTIONS intranet on the Home page.

***SUNY CONNECTIONS Training Project Information...***

As a result of federal funding cuts, the SUNY CONNECTIONS Training Project has absorbed commensurate budget cuts. Although some aspects the project will remain essentially the same, these cuts will result in important changes to what SUNY can provide. Here is a summary of the impacts on key project activities:

- **Training**—Lab training will continue to be offered, but on a somewhat reduced scale. Focus will be on the delivery of the two day basic case management training. Requests for onsite training and special offerings

- will be considered on a case by case basis, but the ability to respond to such requests will be significantly diminished.
- **Resource User Support**—Support for Resource Users will continue upstate at its current level.
  - **Build Support/ Step by Step Guides**—SUNY will continue to provide job aids to support Builds and to update Online Help. However, Step by Step Guides and Tip Sheets will no longer be maintained or updated. **Online Help will become the sole source of up-to-date documentation for the functioning of the CONNECTIONS application.**
  - **CBT's**—CBT's currently in process (ie, update to Introduction to CONNECTIONS, Supervisory Functions, FASP, Data Maintenance) will be completed during the early fall. Several other CBT's will be produced in the coming 6-8 months, with particular attention to those areas where training will be less available going forward.
  - **Other Administrative Supports**—A number of other administrative supports will be greatly curtailed or eliminated, including:
    - Distribution of printed materials
    - No Advance notice of classes in danger of cancellation (cancellation decisions will occur on the Monday of the preceding week of the class)
    - Elimination of toll-free access to the CONNECTIONS Training Project
    - Requests to the CONNECTIONS Project for assistance with STARS, registration will be referred directly to the STARS staff
    - Maintenance of the Training Data Base will continue, but on more limited basis.

If you have additional questions, please contact Gerry Magnes, CONNECTIONS Team Lead for Training, at 518.474.2351.

### ***A Note About To-Do Removals For Staff Who Have Left Local District or Voluntary Agency Employment...***

Please note that good Business Practice dictates that local districts and voluntary agencies should routinely check to see that any worker who is planning to leave a district or agency has addressed all To-Do's prior to the actual end date. As we know, however, this is not always possible, and Task To-do's that remain on a workers To-Do list after the worker **no longer** works at the district/agency require a data-fix to have them deleted before that the worker can be end-dated.

If a district or agency experiences any issues with these 'lingering' To-Do's, we ask that you send these issues directly to the mailbox titled: **ocfs.sm.Connections\_APP\_HELP** (in the Global Address Book), versus calling the Enterprise Helpdesk for assistance on these matters. This mailbox is continuously monitored throughout the work day.

The information that needs to be included in any request for a To Do Data-Fix is:

- **Mail Subject Line:** To Do Data-Fix

- In the email include the request to perform a data-fix to remove To-Do's for: HSEN ID #, User's Name, Office, Unit and Zone  
***For Example:*** Ny5990, Joe Duffney, KBD, C, 236

***Selecting a Default Printer...***

***Printing in CONNECTIONS...***

Last week we forwarded instructions on how to select a default printer in order to be able to print in CONNECTIONS. Please note that if you do not have a default printer selected, you will be unable to print in your Citrix Session; thus, unable to print in CONNECTIONS. The instructions will also be posted to the CONNECTIONS website on the System/Network page.

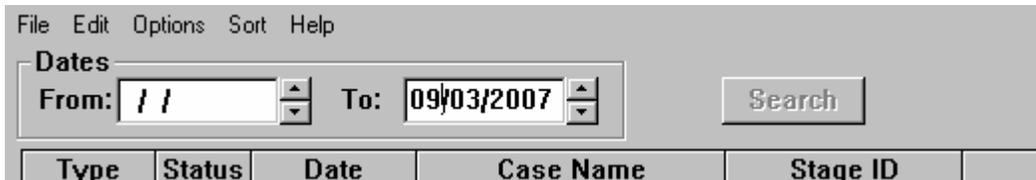
***CONNECTIONS Tip...***

***FASP Approval To-Do Date Change...***

With the implementation of Build 18.9.1 a change was made in the way the date displays for a *FASP Approval To Do*. Using the FASP due date as the To Do due date allows the user the ability to manage their To Do list based on the date the work is due. Instead of seeing the date the FASP was submitted for approval by the worker, the supervisor now sees the date the FASP is due. The To date, on the To Do list, defaults to one week from the current date. Therefore, the Approve FASP To Do may not immediately appear in the Staff To Do list when the user clicks on To Do from their workload or, from the Case To Dos, if the FASP Due Date is more than seven days in the future.

The user can change the To Date to a future date in order to locate the To Do:

- On the To Do list , Click on the up button (  ) to advance the month. Click on the Search button.



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

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

- The CONNECTIONS Weekly
- Instructions on How to Select a Default Printer

***Weekly System Maintenance...***

***CONNECTIONS Application Downtime...***

- ***Wednesday, 9/5/07*** from 5:00 AM – 7:00 AM
- ***Friday, 9/7/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 9/12/07*** from 5:00 AM – 7:00 AM