

~ *The CONNECTIONS WEEKLY* ~
September 14 - 21, 2007



CONNECTIONS Enhancements...

During the scheduled maintenance on Wednesday morning, September 12th three fixes to CONNECTIONS application functionality were successfully implemented. The following are a description of the issue that users experienced prior to the fix as well as a description of the enhancement.

Pre-enhancement Issue: Prior to the implementation of the fix, a user was unable to approve a FAD home reauthorization. Previously, when the approver clicked "Approve", they received a data access error with a message directing them to call the Help Desk. It should be noted that this situation occurred intermittently.

Fix (SIR # 7310): Users are currently able to approve a FAD home reauthorization. If a home system closed due to a data access error during this time period, the home will have to be reopened and back dated if necessary. Please contact the *APP HELP mailbox* if you need further instructions on either of these transactions.

Pre- enhancement Issue: Prior to the implementation of the fix, information entered into the "Child Moved from one Foster Care setting to Another" and "Child Entering/Reentering Foster Care" components in the Plan Amendment were not printing on the Final FASP output report.

Fix (SIR # 7318): Information entered into the "Child Moved from one Foster Care setting to Another" and "Child Entering/Reentering Foster Care" components in the Plan Amendment are printing on the Final FASP output report.

Pre- enhancement Issue: Prior to the implementation of the fix, when users accessed the RAP in CPS INV an error was received that resulted in the user being closed out of CONNECTIONS. It should be noted that this situation occurred intermittently.

Fix (SIR # 7321): Users no longer receive an error when they access the RAP in CPS INV.

Build 18.9.3...

As you are aware, Build 18.9.3 is scheduled to be deployed the evening of September 28th, from 6:00 PM – midnight. Please note that the CONNECTIONS application will be unavailable for this six hour window while the Build is being deployed. The Build content will be described in a Build Highlights/Build Release Notes document that will be communicated the week of September 17th. For further information on the content of the Build please refer to the teleconference materials that were distributed to conference participants on Tuesday, April 11th.

Info That You Need to Know About the Health Component of the CONNECTIONS Application and the FDA Approved Medication Listings...

As you may be aware, the CONNECTIONS application uses the same list of approved medications that the Federal Drug Administration (FDA) uses. The FDA updates the approved medication list on an on-going basis, therefore, changes to the listing of medications that are identified in CONNECTIONS will occur under the following parameters:

- The medications list within the CONNECTIONS application will be updated *once* a month, on the first Wednesday of the month.
- **The first update to the medications list is scheduled for October 3rd.**

**** Please note:** The FDA's list will generally remove as well as add medications to the selection. The medications that were removed will no longer be available for selection in the CONNECTIONS application. However, if the user selected the medication when it was available, and they did not end-date it, they will be allowed to do so.

A Bit Of Info About The “APP HELP” Mailbox (“Application Help Mailbox”)...

Or “What Is The “APP HELP” Mailbox?” and... “What Is The Address?”...

In the beginning of June 2007 the CONNECTIONS project was very pleased to announce the ‘birth’ of the “APP HELP” Mailbox. The mailbox was introduced as a new service for Resource Users or other key users at Local Districts. In the recent past we have been receiving help requests from voluntary agencies as well.

Just a bit of history about the evolution of the mailbox: in addition to contacting the Enterprise Helpdesk, selected staff were 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 are available to help with the CONNECTIONS application issues through this mailbox. It should be noted that the App Help mailbox is provided as an

additional support for users when they are experiencing issues with the CONNECTIONS application, but shouldn't be used in lieu of the OFT Enterprise Help Desk.

Now after all of this info, the address of the mailbox is: ocfs.sm.connections_app_help. A few points about the address: please note that there are two underscores in the address, these have to be typed into the address in order for the email to be directed to the correct mailbox. Point two, if you are emailing 'out of our network' we ask that you tack on the following piece to the address: @dfa.state.ny.us or, @nysemail.state.ny.us.

Zip Code Requirements In Services Case Processing...

GIS (General Information System) Message - #07-008

***** Please note that the following is specific to local districts only.***

A new GIS message (#07-008) was communicated to Directors of Service on September 7, 2007, about the zip code requirements in services case processing.

The following details the contents of the communication:

"Effective Monday, September 10th, Services Case processing edits are modified such that deletion of the Zip Code from the Case Address will no longer be allowed.

Users have long had the capacity to modify Case Address information, including the Zip Code, in Under Care and Recert transactions (WSUWK1). This change simply imposes, when updating WSUWK1, the same edits as are in place for new case openings. Specifically, Zip Code cannot be spaces. Pertinent error is as follows:

105: A Residence Zip Code not equal to 5 numeric digits was entered.

Comparable edits have also been imposed regarding Mailing Address Zip Code; IE Associated Zip Code is required if Mailing Address has been input (error 107).

Please note that for systems questions, please contact OCFS-IT-Customer Support at 1-800-342-3727.

For your reference, GIS messages are available in Public Folders at the following path:

*All Public Folders/dfa.state.ny.us/OCFS/TSU/ ***Services systems Reference Documents/ GIS (system change notices)*

New Postings to the CONNECTIONS Intranet...

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

- The Build 18.9.1 Implementation Issues
- The CONNECTIONS Weekly

A Note About the Training Database...

The training database will be unavailable on Monday, October 1st as well as Thursday and Friday, October 4th and 5th.

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Wednesday, 9/19/07*** from 5:00 AM – 7:00 AM
- ***Friday, 9/21/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 9/26/07*** from 5:00 AM – 7:00 AM