

~ The CONNECTIONS WEEKLY ~

December 21 - 28, 2007



The Implementation of: CONNECTIONS Build 18.9.3.2 – Upgrade of the MapMaker (MapInfo) Tool ...

We are pleased to report that Build 18.9.3.2 was successfully implemented on Friday, December 14th. The Build included upgrades to the MapMarker (MapInfo) tool in CONNECTIONS and was an upgrade of the tool from Version 10.2 to Version 12.1. The Build also include an upgrade to the Address Validation Web Service from Version 1.1 to Version 2.0.

For your reference the planned upgrade included the following changes:

- Users will have the ability to validate addresses in all 50 States* (see '*Current Workaround*' notation below) - (Prior to the implementation of the Build, you could only validate 6 states)
- An Exact match is only required on the "City" – (Prior to the Build implementation, you must have entered an exact match on *Street Line 1, City & State* in order to receive a validation from MapMarker software)
- New York City addresses (primarily in Queens/Brooklyn) were being assigned incorrect values.
 - All hyphenated addresses will validate; i.e. 112-10 Bronx Rd.
 - The neighborhoods in Queens will validate
- Fractional (addresses containing ½ etc.) addresses will now validate; i.e. 14 ½ N Pearl St., Albany, NY

Current Workaround

*When validating out-of-state addresses users should continue to use the current work-around that is outlined below:

1. Type in correct address
2. Validate the address and accept
3. Select Out-of-State in the County drop down field
4. Validate address again - this time DO NOT accept
5. State code will change to XX - you must then select the state code again.

The “APP HELP” Mailbox...

What Is It? How Should I Use It? and other ‘Fun’ Facts...

In the beginning of June 2007 the CONNECTIONS project was very pleased to announce the ‘birth’ of the “APP HELP” Mailbox, via a letter (which is posted to the CONNECTIONS intranet on the *Home, Implementation and News for Users* pages) that was addressed to CONNECTIONS Implementation Coordinators and local district Directors of Service, as well as other key individuals at the local district. The mailbox was introduced as a new service for local district ‘Resource Users’ (and other key individuals at the local district) who were experiencing issues with the CONNECTIONS application, be they system issues or just questions about how to perform a task within the application. Since June the “mailbox” has taken on a few other roles as well, and has helped many district and agency CONNECTIONS system users immediately solve issues that they were experiencing within the application.

In case you missed the piece about the “mailbox” in the CONNECTIONS Weekly in June (because we know that June is a big vacation month and, we KNOW that you all, ALWAYS, read the Weekly!!!!)...here is just a bit of history about the evolution of the mailbox: In addition to contacting the Enterprise Helpdesk, selected local district staff were invited to contact the CONNECTIONS User Support/Triage unit **directly** through the **Application Help (App Help) mailbox** - and staff from the User Support/Triage unit have been (and continue to be) available to help with CONNECTIONS application issues through this mailbox. It should be noted that early in 2008, we will formally invite voluntary agencies to use this service as well.

We want you to take note, though, that the address of the mailbox has slightly changed since then and it is now: ***ocfs.sm.conn_app@ocfs.state.ny.us***. A few points about the address: please note that there is one underscore in the address, and the underscore has 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.

We want to take this time to THANK YOU for sharing the success of this resource with us! Between your use and our ability to answer your issues, for the month of November we successfully answered 99% of the issues that we partnered with you to solve! So we encourage those of you who have not yet taken advantage of this tool, to contact us, and we applaud those of you who have contacted us and look forward to working with you to resolve any future issues!

“WMS Reminder”...

WMS Services Applications Information...

Remember... WMS Services applications that have not been processed within 90 days of the last transaction date are at risk of being system withdrawn. Once the application is withdrawn, it will no longer be available; therefore it is important that the WMS case be opened within this 90-day window.

Report available...There is a report available through WMS that will assist local districts in identifying WMS Services applications that are at risk of being system withdrawn. The name of the report is: **WINR4111 Application Register - List of Overdue Applications, Applications Due for Processing, Applications to be Deleted, Applications Systematically Deleted.**

This report provides workers and /or units with a monthly four-part listing of:

- Part I - all pending applications 30+ days old
- Part II - all pending applications registered for more than 7 days
- Part III - applications to be systematically deleted, and
- Part IV - applications that have been systematically deleted.

WINR4111 includes summary pages for each local office and unit, as well as for the district. These pages are broken out in Parts I, II, III and IV by Case Type.

Part I - Lists all applications that have been registered for more than 30 days since the Application date for which the corresponding full data entry transactions have not gone through batch Update or are not pending Supervisory Signal. The oldest applications are listed first.

Part II - Lists all applications due for processing that were registered for more than 7 days.

Part III - Lists all the applications that will be systematically withdrawn unless a transaction is performed on them during the 30 days following the period covered by the Report As Of Date.

Part IV - Lists all applications that have been systematically withdrawn because no transactions were performed on the PA/FS applications for 90 days, or on the MA applications.

We may be able to help...If you have questions about this topic, please contact the Enterprise Help Desk at 1-800-697-1323 or, contact the CONNECTIONS User Support/Triage unit directly through the Application Help (App Help) mailbox at ***ocfs.sm.conn_app@ocfs.state.ny.us***.

OCFS Data Warehouse News That You Can Use...

The OCFS Data Warehouse News and Notes...

For your reading pleasure, the OCFS Data Warehouse has just released the new edition (December 2007) of their newsletter the "OCFS Data Warehouse News and Notes". Take a look, it is posted to the Data Warehouse page of the CONNECTIONS intranet and it is chock full of information! Some of the featured items are:

- info about Online Training for Cognos 8
- a piece for Report Studio Users
- an article on Report Write-Ups Are Online
- an article about the Case Manager Contact Reports

and much, much more!!!!!!

*****NEW** Contact Reports for Local District's...***

The OCFS Data Warehouse Team is pleased to announce **new** contact reports in Cognos 8 that are available to local district staff. The **Case Manager: Tracked Child Contacts** and **Case Manager: Biological Parent Contacts** reports are located in the "Casework Contact Reports" folder. These reports provide a detailed list of tracked children and their "Casework Contact" or "Attempted Casework Contact" Progress Notes from Case Managers, and all staff working with the Case Managers (including contract agency staff), during a specified month.

Persons (working in local districts) who have access to the Data Warehouse can run the Case Manager contact reports by following these steps:

1. Login to **Cognos 8**.
2. Click on the **OCFS Data Warehouse** tab, if it is not already open. [If you do not see the OCFS Data Warehouse tab, use the instructions on the Quick Reference Guide at <http://ocfs.state.nyenet/connect/datawarehouse/dwstep.asp> to add it.]
3. Click on **Casework Contact Reports**.
4. Click on **Local Districts and Regional Offices**.
5. Click on the link for the Case Manager report of your choice:
 - Case Manager: Tracked Child Contacts by Case
 - Case Manager: Tracked Child Contacts by Child Name
 - Case Manager: Biological Parent Contacts by Case
 - Case Manager: Biological Parent Contacts by Parent
6. Complete the report prompts to run the report.

Please be patient; these reports may take several minutes to run. For your convenience, you can contact the Data Warehouse Team at data.warehouse@ocfs.state.ny.us with any questions.

Change is Good...

From NIS to OneNetNYS – A Successful Transition...

In order to affect a continuum of service, and provide our customers with the most current technological environments, OCFS has been partnering with the CIO/Office for Technology (OFT) in a pilot to upgrade their access system. We are very happy to report that our voluntary agency pilot site, the Northeast Parent and Child Society, was successfully transitioned from NIS to OneNetNYS!!!! Congratulations to all those from Northeast, OCFS and CIO/OFT (DCN, CNS and CR) who partnered on this venture! A job well done!

Just For Your Information, a NEW Administrative Directive Has Been Approved

07-OCFS-ADM-15 – Xctasy's Law; Chapter 513 of the Laws of 2007...

The purpose of this Administrative Directive (ADM) is to advise local departments of social services, voluntary authorized agencies and other service providers of the enactment of Chapter 513 of the Laws of 2007, commonly referred to as Xctasy's Law. Chapter 513 amends Section 413 of the Social Services Law and directly impacts local

departments of social service, voluntary authorized agencies and certain other service provider staff with regard to the reporting of suspected child abuse or maltreatment to the New York Statewide Central Register of Child Abuse and Maltreatment (SCR). This act became effective on October 14, 2007.

The link for this Administrative Directive is below:

http://ocfs.state.nyenet/policies/external/OCFS_2007/

NEW Equipment Procurement Process via Revenue Intercept ...

(Please note that this piece was included in the Weekly dated 12/14/07)

Just as an FYI...there are NEW steps to follow when you are either requesting additional or replacement equipment that **will or will not** reside on the HSEN (Human Services Enterprise Network); as well as for used equipment that **will** reside on the HSEN. The following is a *summary* of these procedures.

Please note that the steps below are not all inclusive. We ask that prior to submitting any forms, you contact Dave Kislowksi at either Dave.Kislowksi@ocfs.state.ny.us, or (518) 486-9522.

*For additional or replacement New York state equipment that **will** reside on the HSEN (Human Services Enterprise Network)*

- The local district submits a Revenue Intercept Authorization Letter to NYS OCFS.
- OCFS then provides the local district with a model Revenue Intercept Letter and order forms and the local district then completes the forms.
- Once the original hard copy forms are received by OCFS, the equipment order process will begin.

*For additional or replacement non-state equipment that **will NOT** reside on the HSEN (Human Services Enterprise Network)*

- Local district and voluntary agencies should follow local procurement procedures.
- Both entities are encouraged to take advantage of the NYS Aggregate Purchase program. Information about the program can be found at the following site:
<http://www.ogs.state.ny.us/purchase/PCPurchase.htm>
- Local procurement connectivity to HSEN would be via a OneNet connection or Secure Socket Layer Virtual Private Network (SSLVPN).

*For used equipment that **will** reside on the HSEN (Human Services Enterprise Network)*

- Complete the request forms located at <http://ocfs.state.nyenet/admin/forms/it/>- if submitting the forms from *an HSEN device*, send to the following mailbox: ocfs.sm.comctrup; if submitting them from a device *outside the HSEN*, send the request to: comctrup@nysemail.state.ny.us.

Again, please note that the steps above are not all inclusive. We ask that prior to submitting any forms, you contact Dave Kislowksi at either Dave.Kislowksi@ocfs.state.ny.us, or (518) 486-9522.

Build 18.9 Job Aid – Health Services – Functionality for Case Workers, Case Planners, Case Managers and CPS Workers and Monitors & the Revisions to the Health Services Job Aid (November 2007)...

(Please note that this piece was included in the Weekly dated 12/14/07)

For your reference, the job aid titled: *Build 18.9 Job Aid – Health Services – Functionality for Case Workers, Case Planners, Case Managers and CPS Workers and Monitors and the Revisions to the Health Services Job Aid* is available and has been posted to the CONNECTIONS intranet website on the Step-by-Step/Job Aids/Tips page. The job aid is a detailed overview of the CONNECTIONS system changes being introduced with build 18.9 and Build 18.9.1 – specifically information about health services. The job aid audience includes those individuals who are responsible for recording health information in CONNECTIONS. The Revisions to the Health Services Job Aid (November 2007) document includes changes made to the *original* job aid to include the changes in functionality that were introduced with the implementation of Build 18.9.1.

Take a look at the job aid for further info on how to access the *Health Services* window, how to view, record and modify health information, how to generate forms and reports and more!

The Training Database (or the “TDB”) Will Not Be Available...

FAD updates need to be put into the training database so...the ‘TDB’ will not be available on Thursday, December 27th or Friday, December 28th.

New Postings to the CONNECTIONS Intranet...

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

- The *OCFS Data Warehouse News and Notes* for December 2007
- *The CONNECTIONS Weekly* for the week of December 14, 2007

Weekly System Maintenance...

Because of regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- ***Wednesday, 12/26/07*** from 5:00 AM – 7:00 AM
- ***Friday, 12/28/07*** from 5:00 AM – 7:00 AM
- ***Wednesday 1/2/08*** from 5:00 AM – 7:00 AM