

..CONNECTIONS NEWS..

for the week of June 24 - July 1, 2011

CONNECTIONS Intranet site: <http://ocfs.state.nyenet/connect/>

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"Info to Know" for Caseworkers



CONNECTIONS Transformation Update

The Transformed CONNECTIONS application was successfully implemented in the Albany region on Monday, June 13th!

Staff from eighteen local districts and twenty-four voluntary agencies, totaling over 1,170 active system users in the Albany region, have begun to use the newly transformed system. In light of their excitement, we would like to share a few quotes from caseworkers who are using the system for the first time:

"The Sort and Filter functionality makes life a lot easier!"

"The Transformed application is much easier to navigate!"

"We love the Windows Manager - it makes it easier to view multiple stages at one time!"

We are pleased to report that the transformed application will be implemented in the *New York City* region next!

The following defines the implementation schedule for the New York City region:

- **Monday, June 27th** the transformed application will be available to staff at *the ACS field offices*
- **Monday, July 11th** the transformed application will be available to ACS staff at *110 and 150 Williams Street and 492 1st Avenue*
- **Monday, July 18th** the transformed application will be available to all of *the Voluntary Agencies in the NYC region*

After full implementation of the New York City region there will be approximately **8,600 active users** in both regions!

On-site support will be available in both the Albany and New York City regions throughout the implementation. In addition to this support, we have a fully staffed twenty-four hour Help Desk, and a Triage team available to remediate any issues that may arise.



CONNECTIONS Transformation Post Implementation Survey - Your Opinion Counts!

Approximately **one month** following the release of the Transformed CONNECTIONS application in each region, a *sample* of staff in that region will be asked to complete a survey. The purpose of the survey is to obtain staff's reaction to the recent CONNECTIONS application changes, as well as their views on the effectiveness of the communication, training and support activities that were designed to prepare them for the Transformation. The results of the survey will be used to help OCFS determine the need for additional application improvements, as well as refine preparation activities for future enhancements. Summary findings will be shared with the field.

The Albany County DCYF and 1200 Waters Place/ACS pilot participants received the survey on June 20th. The randomly selected (sample) staff in the Albany region will receive it on July 11th. They will be emailed a link to the web-based, anonymous survey instrument. The survey should take approximately five-ten minutes to complete.

We ask that you please encourage staff in your local district or agency who receive the survey to take the time to thoughtfully complete it. Thank you!!!!



CONNECTIONS Transformation Resources --NEW/Revised Tip Sheets--

In continuing to provide resource documents regarding the Transformation, we have created and/or updated 7 tip sheets. All the new tip sheets are posted to the CONNECTIONS intranet on both the Home and Transformation pages. Please note that

we are in the process of creating/updating more tip sheets which will be posted to the CONNECTIONS intranet soon!

For your reference, the following is a title list and link to each of them.

- Accessing Online Resources

<http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Accessing%20Online%20Resources%20FINAL%20v2%20rev%2003%2017%2011.pdf>

- Progress Notes: Search, Sort and Print

http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Progress%20Notes-Search%20and%20Sort_rev%20120110.pdf

- Progress Notes: Create and Modify

http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Progress%20Notes-Create%20and%20Modify_rev%20120110.pdf

- Progress Notes: Show Instructions

<http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Progress%20Notes%20Show%20Instructions%20FINAL%20v2%20rev%2003%2017%2011.pdf>

- Creating a Family Services Intake (FSI) from a CPS Investigation

<http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Creating%20a%20FSI%20from%20a%20CPS%20INV%20rev%20120610.pdf>

- Creating Contract Headers

<http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Contract%20Header%20Tip%20Sheet%20FINAL%20v2%20rev%2003%2017%2011.pdf>

- CONNECTIONS Transformation Tip Sheet: Implied Role/Cross District Access

<http://ocfs.state.nyenet/connect/jobaided/Tip%20sheets/Implied%20Role%20Tip%20Sheet%20v2%20Final%2006%2011.pdf>



CONNECTIONS Transformation Highlights and Resource Documents

The following information provides a broader scope of what the transformed application will look like, as well as how it will function. For any updates to the information below we refer you to the Transformation page of the CONNECTIONS intranet.

The following are the CONNECTIONS Transformation resource documents:

- The CONNECTIONS Transformation Highlights
<http://ocfs.state.nyenet/connect/projupdt/CONNECTIONS%20Transformation%20Highlights%20%20final.pdf>
- The CONNECTIONS Transformation Quick Start Guide
<http://ocfs.state.nyenet/connect/jobaides/Transformation%20Quick%20Start%20Guide%20%20final.pdf>
- The CONNECTIONS Phase 1 Transformation Job Aid
<http://ocfs.state.nyenet/connect/jobaides/CAMP%20Phase%201%20Job%20Aid%20-%20PDF.pdf>

If you have any question related to the Transformation we refer you to your agency's OCFS CONNECTIONS Implementation staff in your local regional office.



NEW INFO -- CONNECTIONS Transformation Training

Training on the Transformed application is open to staff from both local districts and voluntary agencies - state-wide!!!

During the past month, we forwarded announcements regarding the training that has been designed for the CONNECTIONS Transformation, to local district and voluntary agency Staff Development Coordinators, CONNECTIONS Implementation Coordinators as well as Directors of Services for the Albany, New York City, Spring Valley and Syracuse regions. Now, Transformation training has been opened to local districts and voluntary agencies across the state. For further information, please refer to the attachment and links below.

CONNECTIONS Transformation Training Announcement



Transformation
Training Announceme

iLinc and WBT Training Announcements

- *CONNECTIONS Transformation Training for Supervisors and Resource Users - iLinc Training*
[http://ocfs.state.nyenet/connect/training/Course%20Announcement%20Tranfmrtn%20iLinc%20Training%20for%20Sup%20and%20RUs%20\(3\).pdf](http://ocfs.state.nyenet/connect/training/Course%20Announcement%20Tranfmrtn%20iLinc%20Training%20for%20Sup%20and%20RUs%20(3).pdf)

- *TS: CONNECTIONS Transformation for CPS Workers Three-part, Web-based Training*
http://ocfs.state.nyenet/connect/training/Course%20Announcement%20Tranfmtn%20for%20CPS%20Workers%20CBT_FINAL.PDF
- *TS: CONNECTIONS Transformation for Child Welfare Workers Two-part, Web-based Training*
http://ocfs.state.nyenet/connect/training/Course%20Announcement%20Tranfmtn%20for%20CW%20Workers%20CBT_FINAL.PDF
- *TS: CONNECTIONS Transformation for FAD Workers Three-part, Web-based Training*
http://ocfs.state.nyenet/connect/training/Course%20Announcement%20Tranfmtn%20for%20FAD%20Workers%20CBT_FINAL.PDF
- *Accessing CONNECTIONS On-line Training Courses – UPDATED*
<http://ocfs.state.nyenet/connect/training/Accessing%20Online%20Training--Updated%203-25-11.pdf>



CONNECTIONS Transformation Training: Clarification for Web-based Training Courses and Modules

It has come to our attention that there may be a bit of confusion regarding the training courses and modules staff should be completing in preparation for CONNECTIONS Transformation. In this light, we have developed a few guidelines to clarify what is recommended:

- ***Only*** supervisors and Resource Users should take the iLinc Class titled: **LL: CONNECTIONS Transformation Training for Supervisor/RU (iLinc)**
- Line staff should take **one** of the three web-based trainings (WBT) depending on their primary role:
 - Foster Care, Adoption, Preventive Services and ongoing CPS Services caseworkers should take -- **TS: CONNECTIONS Transformation for Child Welfare Workers: Part 1** (2 modules)
 - CPS Investigation caseworkers should take -- **TS: CONNECTIONS Transformation for CPS Workers: Part 1** (3 modules)
 - FAD caseworkers should take -- **TS: CONNECTIONS Transformation for FAD Workers: Part 1** (3 modules)
- When you register a trainee for a WBT course labeled “Part 1”, the STARS system will **automatically** register the trainee for all of the modules in the course.
- Each WBT is divided into either 2 or 3 modules as noted above. **The first two modules in each course are identical.** One focuses on changes to Common Features and the other focuses on changes to Searching. Where there is a 3rd module, it deals with specialized functionality for CPS or FAD caseworkers.
- If a caseworker has responsibilities that cut across more than one program area, for example, child welfare and CPS, the caseworker should take only the CPS WBT. This WBT includes the same two modules that comprise the

- Child Welfare WBT and covers the changes to the CPS Investigation functionality in the third module.
- The WBT courses may be taken in more than one sitting.
 - Supervisors are welcome to take any of the WBTs in addition to the iLinc class if they wish to gain a more detailed view of the changes.



The June 2011 Records Retention Cycle Is Complete

**** The following information pertains to local districts only.**

The Records Retention run for the month of June 2011 successfully completed on Sunday, June 19th.

The current 'To Be Expunged' reports identify the cases/stages slated to be purged with **destruction dates prior to 06/20/11**.

The next Records Retention run will be in September 2011. The exact dates of the run will be communicated later in the summer.

General "Info to Know"



Security Awareness Message for June 2011 *Topic: Personal Removable Media*

Did You Know?...that using personal removable media in OCFS machines is prohibited. It can introduce malware to the HSEN. This presents a very serious and real risk as Malware attempts to make changes to the infected workstation's operating system and can take down the network. For further info on this topic please review the attached message.



Security Awareness
Message doc remova



NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



CONNECTIONS Weekly System Maintenance**

***** Please note: The CONNECTIONS Application will not be available on Saturday, June 25th from 8:00 am - 11:00 am (a period of 3 hours). During this time we will be prepping the application for the implementation of the first wave in the New York City region (involving the ACS field offices only), which will begin on Monday, June 27th.***

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- [Wednesday, 6/29/11](#) from 5:00 AM - 7:00 AM
- [Friday, 7/1/11](#) from 5:00 AM - 7:00 AM



Office of Children & Family Services
Gladys Carrión, Esq., Commissioner