

..CONNECTIONS NEWS..

for the week of October 14-21, 2011

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

Featured in this edition...

"Info to Know" for Caseworkers

- *CONNECTIONS System Update...pg. 1*
- *CONNECTIONS Transformation Issues..pg. 2*
- *Intra Has Moved To Inter - A NEW Home for CONNECTIONS Resources and Info...pg. 2*
- *Top Hints and Tips for the Transformed CONNECTIONS...pg. 2*
- *Steps to Improve Information Security..pg. 3*
- *Accurate addresses for Notices to Subjects of Unfounded Reports—pg. 3*

General "Info to Know"

- *New CONNECTIONS Communications Lead..pg. 3*
- *CONNECTIONS Weekly System Maintenance...pg. 4*

"Info to Know" for Caseworkers

CONNECTIONS System Update

In previous CONNECTIONS weeklies we have addressed the periodic performance issues experienced by the field at large. Over the past few weeks we have engaged additional hardware and software expertise to assist in isolating and resolving the underlying problem. A series of configuration changes have been carefully introduced into the system to provide some immediate relief. In addition, we are still diagnosing the underlying causes.

We are gleaning a wealth of information from your feedback, from both our on-site support as well as your calls to the Helpdesk. We ask that you continue to work with both resources to help us to identify and remediate all pending issues. We would also like to thank you for your patience and professionalism during this time, as we work toward a full resolution of the outstanding issues.

CONNECTIONS Transformation Implementation Issues

CONNECTIONS Transformation Implementation Issues describes issues with the transformed CONNECTIONS application that are pending resolution and the actions users should take if they encounter them. This document is periodically updated as the issues are resolved and the “workarounds” are no longer needed. Implementation Issues presents the area that is affected (e.g., CPS, FAD, Narratives); a statement and description of the issue; and the action to be taken (workaround), if one exists.



Implementation
Issues Transfor...

This document will be available on the CONNECTIONS Internet page at:
<http://www.ocfs.state.ny.us/connect/>



Intra Has Moved To Inter... A NEW Home for CONNECTIONS Resources and Info!!!

Did you know that the CONNECTIONS intranet has now moved to the CONNECTIONS internet? All of the info that you were able to access via the CONNECTIONS intranet is now available on the CONNECTIONS internet. We moved to internet access so that all of the resources housed on these pages will be easier to access...just click on the link for the OCFS internet (<http://www.ocfs.state.ny.us/main/>) and then click on the CONNECTIONS button in the left navigation pane...*or* just check out our new “home” at: <http://www.ocfs.state.ny.us/connect/>.

** Please note that the *District Agency Profile* (DAP) will still reside on the CONNECTIONS intranet: <http://ocfs.state.nyenet/connect/dpm/>.



Top Hints and Tips for the Transformed CONNECTIONS

Top Hints and Tips for the Transformed CONNECTIONS presents a concise summary of time saving and ease of use features in the new CONNECTIONS windows. Topics include expanding your work area, use of filters, performing history searches, maintaining allegations (CPS staff), using the Person View (Foster Care staff) and accessing staff workloads (Supervisors). There is a separate version of top hints and tips for Supervisors, CPS staff and Foster Care staff. Additional versions will be developed as we receive suggestions from the field. Please note that these documents are posted to the CONNECTIONS internet on the Transformation page. The following is a link to the CONNECTIONS internet: <http://www.ocfs.state.ny.us/connect/>

Steps to Improve Information Security and They Don't Cost Anything!

See steps to improve information security, and they don't cost anything! See the details in the postable attachment!



CONNECTIONS
Weekly - Sept 2011

This document will be available on the CONNECTIONS Internet page at:

<http://www.ocfs.state.ny.us/connect/>

Make sure addresses for Notices to Subjects of Unfounded Reports are Valid

Notices to subjects of Unfounded Reports are sent to subjects using addresses contained in the Connections system for those subjects. We are seeing an increasing number of notices returned because the address is incomplete or invalid. It is important to ensure that to the fullest extent possible, addresses for all subjects are complete and have been system validated.

General "Info to Know"

New CONNECTIONS Communications Lead

Donna Cramer, who has served as the lead for CONNECTIONS communications and the primary point of contact for many types of inquiries has recently retired from State service. We wish Donna the best in her new endeavors. Gerry Mages has assumed Donna's role as the Communications lead. Please feel free to direct any questions or requests for information that you would have sent to Donna in the past to Gerry at Gerry.Mages@ocfs.state.ny.us or at 518-474-2351.



CONNECTIONS Weekly System Maintenance

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

- [Wednesday, 10/19/11](#) from 5:00 AM - 7:00 AM
- [Friday, 10/21/11](#) from 5:00 AM - 7:00 AM



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