

CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: May 20, 2004
Re: Activities for the week of 5/21/04-5/28/04

1. Build 17.2 Schedule

Build 17.2 is scheduled for release Tuesday, June 1st through Tuesday, June 8, 2004. There is no scheduled downtime for this Build as it will be a rolling implementation throughout the week. CONNECTIONS Build 17.2 will include minor modifications and enhancements to the Progress Notes, the CPRS, and the Safety Assessment. Release Notes identifying the specific fixes will be forthcoming next week.

2. CONNECTIONS Issues Brief – Local District Options in CONNECTIONS Case Management

The second in a series of CONNECTIONS Issues Briefs, titled Local District Options in CONNECTIONS Case Management, was forwarded to Directors of Services and local district Implementation Coordinators on Wednesday, May 19th. This Brief defines and discusses five CONNECTIONS case management system options that can be implemented in Build 18 if local districts choose them. The Issues Brief, including the response form, are attached below. Please note that a response is required by *Friday, June 25, 2004*. This document is also posted on the CONNECTIONS Intranet website on the Implementation page.



Issue Brief - CONX
Options.doc...

3. CONNECTIONS Case Management Impact Analysis Documents

The Impact Analysis documents identify the ways in which CONNECTIONS Case Management program and system changes will affect district/agency operations. Each document focuses on a specific functional area and includes a brief description of the affected function within the scope of what is new and what remains the same, implications

and/or considerations, and recommendations. These documents will be used in conjunction with the Self-Assessment process. Several Impact Analysis documents have been created and will be disseminated in a communication later next week.

4. CONNECTIONS Case Management Build 18 Self-Assessment

The CONNECTIONS Case Management Build 18 Self-Assessment document is a planning tool that has been created to help to prepare both local districts and voluntary agencies for the enhancements, modifications and system changes that will be implemented in Build 18. The Self-Assessment will be forwarded to both local districts and voluntary agencies, with the accompanying Impact Analysis documents, later next week.

5. Public Folder Access and Maintenance

As you are aware, for those individuals who have been migrated to the NYSEmail system the Public Folders have been inaccessible. This issue is due to the emergency nature of the migration. Since this issue was identified, the Technical team has been working on an overall resolution. However, if there are documents in the Public Folders that are critical to the nature of the work that you perform on a day-to-day basis the Director of Services of the local district can contact Donna Cramer. Donna can be reached via telephone (518) 474-9589 or email donna.cramer@dfa.state.ny.us.

6. CONNECTIONS Assignment Alerts ~ aka “Noisy Alert”

A communication was forwarded to Directors of Services, Regional Office Directors and local district Implementation Coordinators on Tuesday, May 11th that requested that each local district/regional office review their procedure regarding the “Noisy Alert” process. For your convenience the communication is posted below.



CONNECTIONS
Assignment Alerts.do

7. WMS Case Number Validation

Since May 1, 2004 *all* WMS case numbers entered into the system, either on the Investigation Conclusion window, or through Local Data Maintenance have had the return value of “03 – Case Number does not exist in district. Do you wish to override?” The Project team worked collaboratively to identify the cause of this issue and, as a result, a code fix was run on Friday, May 14th. A follow-up communication will be forwarded on Friday, May 21st, identifying the list of impacted cases to be revalidated.

Revalidation Instructions

If a stage is still open, the user may revalidate the number or, save and submit the stage for approval, which automatically revalidates any non-valid WMS case number.

If the stage is closed, the number may be reentered and validated through Local Data Maintenance.

8. Multiple Person Report Update

As an update to this initiative we would like to highlight that considerable progress is being made cleaning up duplicated people in the CONNECTIONS database. From the time the Multiple Person Report was available for use (October 2003) the number of lines overall in the state has been reduced by 70,000. There are now 34 districts that have reduced the lines on their reports to less than 500.

The project team hired 20 Data Clean up staff this year—8 for the Upstate Districts and 12 for New York City. The upstate staff analyzes the people listed on the Multiple Person Reports and then sends the report back to the local district. The district can then merge the duplicates or can request that the Data Clean Up staff perform the merges. In New York City, the Data Clean Up staff were requested to perform the merges directly, based on defined business rules.

This clean up effort has multiple benefits. Obviously, keeping duplicates to a minimum reflects good business practice as workers have accurate history. In addition, fewer duplicate people make it easier to consolidate investigations. Searches of the database are more accurate and easier for everyone as well.

This effort will make the Build 18 conversion of open WMS services cases more accurate as well. The conversion program will attempt to match WMS people to CONNECTIONS people and will only create new people in the database if there is no match, or if there are multiple matches.

As this work progresses, please review internal office procedures for accurately relating people at the Intake Stage to ensure that you don't create multiples during the investigations. If you see multiples in the intake/investigation, please relate or merge them. The project team is available to assist you in doing these merges. If you have any questions, or if you would like our assistance in completing these tasks, please contact your CONNECTIONS Implementation Support staff person in the regional office.

9. New Training Course for CONNECTIONS Implementation Coordinators

The New York State Office of Children and Family Services, in conjunction with the SUNY Training Strategies Group, is pleased to announce a *new* CONNECTIONS Implementation Coordinator course. For further information on the course as well as a registration form please see the attachment below.



Implementation
Coord announcem...

10. Security Information Related to Build 17

In light of the implementation of Build 17 and the modifications and enhancements to Security functionality, a communication was forwarded to Implementation Coordinators, Security and Back-up Security Coordinators on Monday, March 15, 2004. This communication requested that local districts and voluntary agencies identify a person(s), in the district or agency who should have the Maintain Agency Access or Maintain Organizational Hierarchy security functionality. A form was attached to this communication. This form should be completed by the Implementation Coordinator for your district or agency. Upon completion, the form should then be e-mailed to either Donna Cramer or Nancy O'Hara of the CONNECTIONS Communication Unit. A copy of the form is posted below this notice and can also be found on the Security page of the CONNECTIONS Intranet.

If you have any questions regarding this document you may contact either Paula Ainspan (518) 486-3743 (paula.ainspan@dfa.state.ny.us) or Jo Shrader (518) 473-9254 (jo.shrader@dfa.state.ny.us).



Add or Remove
Maintain Agency ...

11. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 5/21/04 from 5:00 AM - 7:00 AM

Wednesday, 5/26/04 from 5:45 AM - 6:30 AM

Friday, 5/28/04 from 5:00 AM - 7:00 AM

12. Microsoft Exchange Mail Servers

Due to regularly scheduled maintenance on MS Exchange E-mail 5.0 servers, all Exchange E-mail 5.0 servers will be unavailable on:

Sunday, 5/23/04 from 1:00 AM - 6:00 AM

Sunday, 5/31/04 from 1:00 AM - 6:00 AM