

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: June 4, 2004
Re: Activities for the week of 6/4/04-6/11/04

1. NYS OFT Enterprise Help Desk Update

The New York State Office for Technology Help Desk has modified their voice response message to direct callers to a specialized queue of agents. This process is expected to be in effect the week of June 7th. As is the situation currently, when callers phone into the Help Desk they will be presented with two options. If selected, option one will identify that they are "Calling to check the status of a previously reported problem or, for a password reset."; option two will identify that they are "Calling to report a new problem.". Callers who choose option two will then be presented with another level of options that identify "If your call pertains to the CONNECTIONS Application", the caller will be instructed to press 1 and, "for all other matters", the caller will be instructed to press 2.

2. Build 17.2 Release Notes and 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. The Build 17.2 Release Notes and Schedule Memo were forwarded to Implementation Coordinators and Directors of Service on Thursday, May 27, 2004. These documents are also posted on the CONNECTIONS Intranet website on both the Home and Implementation pages.

3. Eligibility Worksheet for Title IV-E, TANF-EAF and Title XX-200% Has Been Updated

A communication was forwarded to Commissioners, Directors of Service and CONNECTIONS Implementation Coordinators on June 1st, providing notification that an updated version of the Eligibility Worksheet for Title IV-E, TANF-EAF and Title XX-200% has been posted in the Public Folders. The posted version reflects the new federal poverty levels effective June 1, 2004.

The path to follow in Public Folders to access the worksheet is:
*Public Folders > All Public Folders > *Statewide > OCFS > Finance > Eligibility > Automated Eligibility*

The files that are in the posted message under 'Version 5 6/1/04 Eligibility Worksheet' should be copied to the users C:drive under the location of C:\data\excel.

4. CONNECTIONS Case and Financial Management District/ Agency Profile

We would like to thank those districts, agencies and CONNECTIONS Regional Office Field staff, who have completed entering information in the Profile and, would like to take this opportunity to remind those districts and agencies that have not completed the Profile, to update and complete the Profile as soon as possible. The information that this document provides, particularly within the areas of contact and site identification, as well as staffing information, is necessary as we collaboratively prepare the implementation plans for Build 18. As a reminder, the Profile can be found on the CONNECTIONS Intranet on the Implementation page.

5. CONNECTIONS Issue Brief – Local District Options in CONNECTIONS Case Management

The second in a series of CONNECTIONS Issue Briefs, titled Local District Options in CONNECTIONS Case Management, was forwarded to local district 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 Issue Brief, including the response form, due June 25, 2004, is posted on the CONNECTIONS Intranet website on the Implementation page.

6. CONNECTIONS Case Management Impact Analysis Documents and Self-Assessment

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 CONNECTIONS Case Management Build 18 Self-Assessment process. A separate mailing of the Impact Analysis and Self-Assessment documents is being forwarded in a communication to local district Directors of Service, and voluntary agency and local district Implementation Coordinators early next week. It should be noted that the Impact Analysis documents and the Self Assessment document are posted on the CONNECTIONS Intranet website on the Implementation page.

7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 6/4/04 from 5:00 AM - 7:00 AM

Wednesday, 6/9/04 from 5:45 AM - 6:30 AM

Friday, 6/11/04 from 5:00 AM - 7:00 AM

8. 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, 6/6/04 from 1:00 AM - 6:00 AM

Sunday, 6/13/04 from 1:00 AM - 6:00 AM