

## **CONNECTIONS WEEKLY**

*June 10-17, 2005*



*Flag Day*



*Flag Day*

### ***Wave 13 Training Schedule***

The Wave 13 training schedule was forwarded to Implementation Coordinators, Staff Development Coordinators, Directors of Services and Executive Directors on Wednesday, June 8<sup>th</sup>. The schedule is also posted on the CONNECTIONS intranet website on the Training Info and Schedule page.

### ***Additional Training Sessions Have Been Scheduled for NYC Wave 11 Agencies and ACS Staff***

Three additional offerings of the CONNECTIONS Build 18: Case Management Model course have been *added* to enable those in Wave 11 who have not yet attended to take advantage of this important training. All classes are being provided at the Children's Center, 492 First Avenue, New York City. The sessions are scheduled on the following dates from 9:00 AM-5:00 PM.

- ***6/21-22--Room 625***
- ***6/27-28--Auditorium***
- ***7/12-13--Auditorium***

This two-day course is essential for all supervisors and caseworkers. It is designed to prepare staff to use the new system to document and support child-centered, strengths based, family focused casework practice and work within the new Case Management Model that is supported by the CONNECTIONS Case-Recording System. It should not be confused with the lab based, navigational training which is being offered separately.

For questions about course registration, you can contact the Center for the Development of Human Services at 1-716-876-7600.

### ***CONNECTIONS Operational Training Schedule***

Please note that the schedule of courses, offered through the SUNY Training Strategies Group, for July through September 2005 is available. It was sent to Staff Development Coordinators, Directors of Services and Implementation Coordinators. The schedule is also posted on the CONNECTIONS website.

### ***Launching a FASP Update...***

Last week we asked that users call a ticket into the NYS OFT Enterprise Help Desk if, when they launch a FASP, the drop down shows an incomplete list of options or, no options at all. Thanks to user response to this request we have identified this issue as a critical fix, and a resolution has been designed. We are not looking to track this issue any longer so it is not necessary that you call a ticket in to report this issue. We will notify you when the fix has been run.

### ***“Quick Tips”...***

We would like to thank the CONNECTIONS regional field staff for this week’s tips!

### ***Exiting Preview...***

In order to properly exit the Preview environment, users must click the *Start* button *at the bottom of the Citrix screen* and then click *Log off*, this will prompt the message “*Are you sure you want to log off*”, click *yes*. This will first close the application and then end your Citrix session. This task may take a few seconds. Do not click the “x” box in the top right corner of the Citrix screen to close either the application or the Citrix session, as this will ‘hang’ the application up.

### ***How To Mark a Case as Sensitive....***

After the FSI has been completed and progressed to the FSS

- Go to *Assigned Workload*
- Highlight the Case Name
- Go to *Options* in the *Assigned Workload* screen
- Go to *Case Summary*
- Highlight *Stage*
- Go to *Options* in the *Case Summary* screen
- Go to *Special Handling*
- Click Sensitive Case and/or other appropriate information

### ***Synching a Case...***

When a case is transferred from one Case Manager to another and saved, the save does not synch with WMS as it does in other circumstances. The 'synch' button will be highlighted once the new Case Manager has the case and must be pushed to change the unit worker number in WMS and produce a new 2970.

### ***Successful Day 1 Implementation for Waves 6 East and 7!***

*Monday, June 6<sup>th</sup>* was Day 1 implementation for Waves 6 East and 7. The Departments of Social Services that were included in these Waves are: Herkimer, Jefferson, Lewis, Oneida, St. Lawrence, Clinton, Essex, Franklin, Hamilton, Montgomery, Otsego, St. Regis, Albany, Fulton, Rensselaer, Saratoga,

Schenectady, Warren and Washington. There were also twenty-nine voluntary agencies included in these Waves.

### ***Additional Contact Numbers for WMS Issues...***

Just as a reminder, there are additional contact numbers available to users who may encounter WMS issues. As a first resolve however, we ask that users phone these issues in to the NYS OFT Enterprise Help Desk (1.800.697.1323). Additional contact numbers follow:

- NYS OCFS-IT Customer Support Help Line: 1.800.342.3727
- BICS Hotline: 1.800.342.3010

### ***CONNECTIONS Build 18 Implementation Issues~Version 4 Is Here!***

Just a reminder, the CONNECTIONS Build 18 Implementation Issues~Version 4 document is posted on the CONNECTIONS intranet on the Implementation page. This document identifies implementation issues, as well as actions that users should take if they encounter the situations described.

### ***Build 18.3 Is on the Horizon...***

Just a quick reminder, the Build 18.3 planned implementation date is Friday, June 24<sup>th</sup>. The content of the Build will be forwarded by the end of next week.

### ***CONNECTIONS System Down Time***

- Friday, 6/10/05 from 5:00 AM - 7:00 AM
- Wednesday, 6/15/05 from 5:00 AM – 7:00 AM
- Friday, 6/17/05 from 5:00 AM – 7:00 AM