

# CONNECTIONS WEEKLY SYSTEM UPDATE



## Memo

To: CONNECTIONS Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team  
Date: May 22, 2003  
Re: Activities for the week of May 23, 2003 – May 30, 2003

---

### 1. ASFA/UCR Template Correction

#### **\*\*Important\*\***

In the current suite of UCR templates that reside on **Windows 2000 CONNECTIONS PCs**, there is an error in the OCFS-4341 UCR Comprehensive Risk Assessment and Service Plan Template. A narrative entry box in Section 1, Part C Protecting Factors (“Safe” decision only) is missing. Absence of this field has made it more difficult for workers to complete this UCR. In order to correct this error, we have attached a new (corrected) template to the e-mail cover page of this week’s CONNECTIONS Weekly Update. The newly revised template replaces the current OCFS-4341 UCR Comprehensive Risk Assessment and Service Plan Template. This corrected version of the UCR will make it easier for workers to complete the above referenced assessment.

In addition, our program and technical staff have provided instructions for LAN Administrators or staff with “Administrator” privileges to overwrite the existing OCFS-4341 UCR Comprehensive Risk Assessment and Service Plan Template that resides on the C:/drive of your districts/agencies CONNECTIONS workstations. These instructions are also attached to the cover page of CONNECTIONS Weekly Update.

For your information, the complete set of templates that are located in the Public Folders will be updated with the revised (corrected) version of the OCFS-4341 UCR Comprehensive Risk Assessment and Service Plan Template.

## 2. **NYS OCFS WEB-RAP (For CPS Only)**

**Reminder: Changes to WEB-RAP were implemented beginning Monday, May 19th.**

Beginning Monday, May 19<sup>th</sup>, 2003, access to WEB-RAP was enabled statewide for all CONNECTIONS users, however, the WEB-RAP (Risk Assessment Profile) is to be utilized by Child Protective Services workers only. Voluntary Agency staff and non-CPS staff should not access the WEB-RAP functionality and icon.

When CONNECTIONS users click on the WEB-RAP icon, the user's Assigned Workload Window will be displayed with the following message:

**The Risk Assessment Profile (RAP) is for Child Protective Services workers only. All non-Child Protective Services staff should NOT proceed any further.**

**Child Protective Services - DO NOT utilize the web RAP until your district has received web RAP training and your administration has identified an implementation date.**

As referenced over the last several weeks, statewide training and implementation for LDSS and ACS Child Protective staff, on the WEB-BASED RAP, began on May 12, 2003, and will continue over the next six months.

The WEB-RAP icon graphic appears on the Citrix Production Desktop as follows:



Later this year after the implementation of CONNECTIONS Build 16, the RAP will no longer be completed in the WEB format. Instead, Child Protective workers will be completing the RAP within the CONNECTIONS Application.

### **WEB-RAP Technical Assistance**

Technical assistance is available for addressing programmatic questions and system questions and/or problems.

#### **WEB-RAP System Problems:**

- Call the **Enterprise Help Desk (1-800-697-1323)** for any technical difficulties accessing or using the WEB-RAP; i.e., missing icon, workload is incorrect, error messages, etc.

**Program Questions:**

- Questions concerning how to apply the risk elements to a particular case should be addressed first by referring to the definitions in the user manual, and second by discussing the question with your supervisor. If questions still remain, contact the regional office program staff for your county. Regional office staff will contact OCFS home office staff, as warranted, to seek answers and/or resolution to problems.

**3. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 05/23/2003 from 5:00 am - 7:00 am

Tuesday, 05/27/2003 from 5:45 am - 6:30 am

Friday, 05/30/2003 from 5:00 am - 7:00 am

**4. Microsoft Exchange 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, 05/25/2003 from 1:00 am - 6:00 am

Sunday, 06/01/2003 from 1:00 am - 6:00 am