



New York State
Office of
Children & Family
Services

<http://ocfs.ny.gov>

Andrew M. Cuomo
Governor

Gladys Carrión, Esq.
Commissioner

Capital View Office Park
52 Washington Street
Rensselaer, NY 12144-2834

MEMORANDUM

TO: Connections Training Coordinators

FROM: Pamela Kelly 
Bureau of Training Director

SUBJECT: Release of STARS/HSLC

DATE: November 21, 2013

After years of discussion and several months of beta testing, OCFS is pleased to officially announce the release of the upgraded STARS, called STARS/Human Services Learning Center (HSLC), which is scheduled for Tuesday, November 26, 2013.

In preparation for this release, OCFS has engaged in a number of efforts to support and prepare the users of STARS and to reduce the possibility for system issues. For example, throughout 2013 we provided the opportunity for you to beta test the system. As a result of that testing, we have been able to identify and proactively respond to potential system issues which should aid in a smoother transition. Also, for the last six months, and still continuing today, we have provided hands on training to all of our STARS users. And finally, staff in the Bureau of Training have developed a number of user guides that will be available online post-transition, along with a built in help function to assist you as you move through the system.

Attached is an overview of important information that you need to know about the release. For assistance, please contact the HSLC Help Desk at this toll-free number: **1 (800) 413-3210** or send an email to: starssupport@bsc-cdhs.org. We look forward to your feedback on the STARS/HSLC.



An Equal Opportunity Employer