Questions, Comments or Suggestions
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IT Service Desk 844-891-3787 844-891-3787 844-891-3787
It is the responsibility of the State / Regional Office to check and uncheck the program types as needed. The program types are available in CONNECTIONS for Congregate resources only. These types are:

- Supervised Setting
- Pregnant/Parenting Youth
- Sex Trafficking
- Qualified Residential Treatment Program

A new business function (BF), VIEW SENS DASH, has been created to control who can see the Sensitive Cases in Placement Module. The new BF will also mask identifying information in the Placement Resource Roster for workers who do not have it. The Stage Name and Originating Stage ID details of a placement request from the Placement Dashboard window. When a placement request is initiated from a case marked as sensitive, users that do not have the new BF will not have access to the details of the placement request. The new BF will also mask identifying information in the Placement Resource Roster for workers who do not have it.

The following issues have been resolved in the VDI environment:

1. fixit@its.ny.gov
2. Citrix users will receive pop up messages directing them to go to VDI.
3. Districts and agencies should aim for a 2 week resolution. Districts and agencies should aim for a 2 week resolution.
4. A new legal event code, L310 - Child Placed in Adoptive Placement, will be added with certain qualified residential treatment program (QRTP) modifiers.
5. All users should now have RSA tokens.
6. Entries within the next 1 week.
7. Citrix will be decommissioned 7/16/21: Citrix will no longer be available.
8. All CONNECTIONS users should be fully transitioned to VDI. Beginning June 21, users that do not have the new BF will not have access to the details of the placement request.
9. New business function (BF), VIEW SENS DASH, has been created to control who can see the Sensitive Cases in Placement Module. The new BF will also mask identifying information in the Placement Resource Roster for workers who do not have it.
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How to report VDI issues:
- Contact the CONNECTIONS VDI rollout mailbox (“its.dl.conx.vdi.rollout@its.ny.gov”) with the incident number and issue description.
- Also please continue to email the CONNECTIONS VDI agency (using Fixit emails) to report issues. Please be sure to note the incident number and issue description.

The new BF will also mask identifying information in the Placement Resource Roster for workers who do not have it.

The ability to insert event records into a list of existing event records or of a state order will be enhanced. Activity Codes M910, M950, M960, M970, M980, M990 are now available in the State Order page before an Add Child to Order will continue to function.

The stage name and originating stage ID details of a placement request from the Placement Dashboard window. When a placement request is initiated from a case marked as sensitive, users that do not have the new BF will not have access to the details of the placement request.

Changes to Activities

- Activity Codes M910, M950, M960, M970, M980, M981, M982 and M990 must be entered in date order. The ability to insert M910, M950, M960, M970, M980, M981, M982 and M990 records before a M999 in date order will no longer be allowed. Activity Codes M910, M950, M960, M970, M980, M990 are now available in the State Order page before an Add Child to Order will continue to function.

The program types may only be checked and unchecked by state / regional office staff with modify access. The program types are available in CONNECTIONS for Congregate resources only. These types are:

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