Office of Children and Family Services

CONNECTIONS Tip Sheet

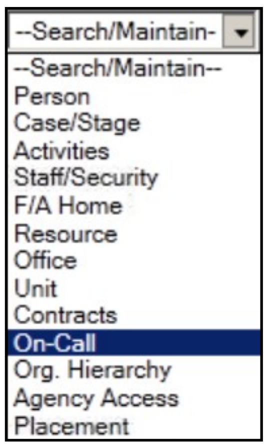
Revised Dec 2020

Creating & Maintaining the On-Call Log Schedule

The On-Call window in CONNECTIONS is used to record contact information for local district (LDSS) staff responsible for receiving incoming reports from the State Central Register (SCR). It is essential that districts keep this information complete and up-to-date so CPS Intakes can be efficiently assigned both during regular business hours and after hours.

The SCR has security to update the On-Call log for ALL local districts. LDSS staff may view schedules for all districts, but can only maintain the On-Call log for their own district.

Searching for a Local District On-Call Log



1. Select **On-Call** from the **Search/Maintain** dropdown menu.

   ***Note*: This choice does not display unless you are assigned the MAINT ON-CALL business function.**

2. On the resulting On-Call window, select **County.** *(Regional/specialized offices are also listed.)* For NYC, **Zone** is also required.
3. Enter **a Start Date** and **End Date.** *(optional).*
4. Enter a **Start Time** and **End Time.** (optional).

   *Note: If the **Start Date** and **End Date** are the same, a **Start Time** and **End Time** will be required .*

5. Click the **Search** button.
6. Select a record from the **On-Call List** to view the details for that entry.
7. Select an employee on the **On-Call Employees** grid to view details about that employee.

Updating the Schedule

A new on-call entry can be created either from scratch (New) or by reusing an existing entry (New Using) . Time may be entered in the form of shifts, blocks or a combination of the two.

- A **shift** is a portion of a day, covered over multiple days, such as Monday - Friday, 8:00 AM to 4:00 PM each day. *If scheduling in shifts, you will need to be sure each 24-hour period is covered by a combination of shifts.*
- A **block** is a continuous period of time between the start date/time and the end date/time such as Friday at 4:00 PM through Monday at 8:00 AM.

Adding a New Shift, Block or Employee

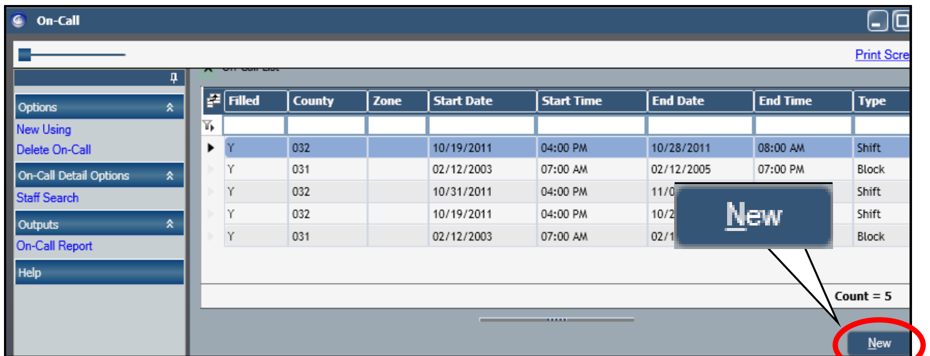
The On-Call Log can only store a maximum of 350 records. Thus, you may need to delete older entries before a new entry can be created.

New as of December 2020: To ease ongoing maintenance of the on-call schedule, CONNECTIONS automatically deletes On-Call Log entries with an end-date more than 365 days in the past.

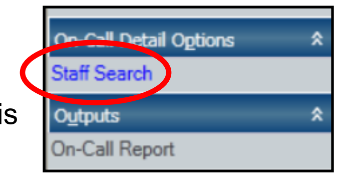
See page 3 for instructions on how to delete a record.

1. Select **On-Call** from **Search/Maintain** dropdown menu.

2. On the resulting On-Call window, select **County.** *(Regional/ specialized offices are also listed.)* For NYC, **Zone** is also required.
3. Click the **Search** button.
4. Click the **New** button.

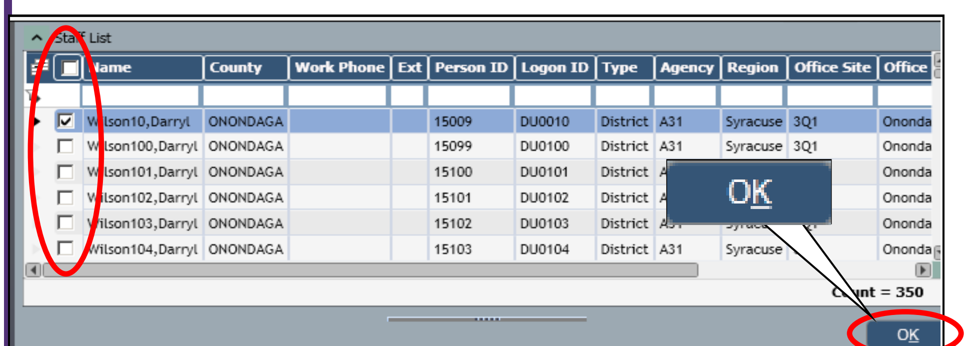


5. Select the **Staff Search** link in the navigation pane.
6. Enter the employee's name (a last name is required, but first name is optional).

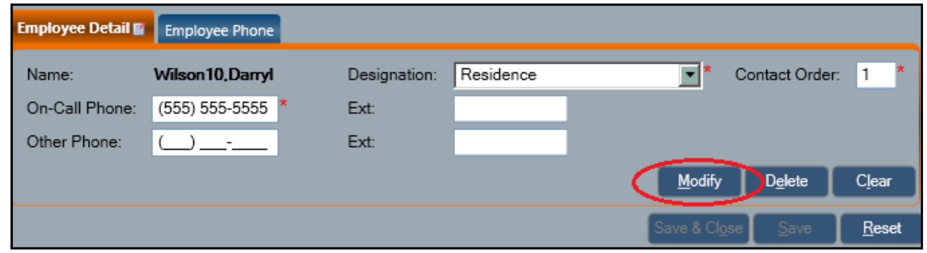


7. Click the **Search** button.
8. Select the correct returned name(s).

   Up to 9 employees can be selected at a time by checking the check boxes next to each employee's name.
9. Click the **OK** button.



10. Select the employee on the **On-Call Employees** grid.
11. Enter the **Start Date/Start Time** and **End Date/End Time.**
12. Enter the **Type** (Block or Shift).
13. On the **Employee Detail** tab, enter **On-Call Phone** information, **Designation** and **Contact Order.**
14. Click the **Modify** button.

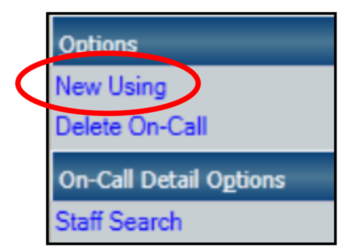


15. Select **Save,** if additional records need to be created or select **Save and Close** if the log is complete.

Adding an Entry with New Using

The New Using functionality allows you to reuse an existing entry with minor changes, such as the dates covered. This can save significant time when advancing a complicated scheduling scheme.

1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. On the resulting On-Call window, select **County.** *(Regional/ specialized offices are also listed.)* For NYC, **Zone** is also required.
3. Click the **Search** button.
4. Select a record from the **On-Call List.**
5. Click on the **New Using** link in the navigation pane.



6. On the **On-Call Detail** tab, enter an **End Date/Time**.

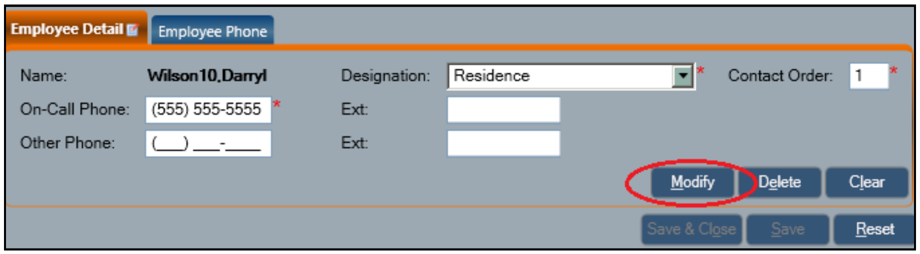
   Note: The **End Date** *must be entered before the* ***Start Date*** *is entered.*

7. Enter the **Start Date/Time.**

8. Select an **Employee** from the **On-Call Employees** grid**.** *Previously recorded information for the selected employee will display on the* ***Employee Detail*** *tab.*

9. On the **Employee Detail** tab, enter changes in **Designation** and **Contact Order,** if needed.

10. If changes have been made, click the **Modify** button.



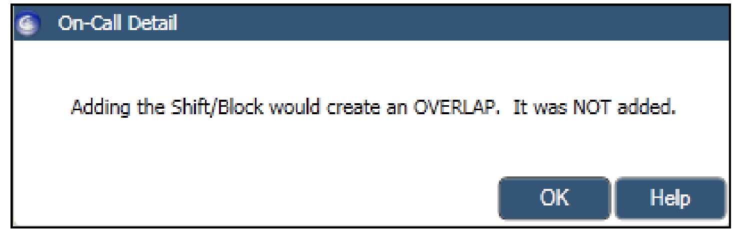
11. Select **Save** if another record needs to be created or select **Save and Close** if the log is complete.

Changing or Inserting a Shift

When the On-call employee is not available to take calls for a period of time during their shift, another On-call employee can be added:

1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. Select **County** *(Regional/specialized offices are also listed).* For NYC, **Zone** is required.
3. Click on the **Search** button.
4. Select the record from the **On-Call List** to modify**.**
5. Change the End Date/End Time of the original shift to reflect when the original employee becomes unavailable.
6. Click the **Save** button.
7. Add a new shift to the schedule, designating another employee for the period of time the originally scheduled employee is not available.

   Be sure the shifts do not overlap as an overlapping shift cannot be added.



8. Click the **Save** button.
9. Add and save another shift, with the original employee, to cover the time when they again become available.

Be sure there are no coverage gaps in the on-call schedule.

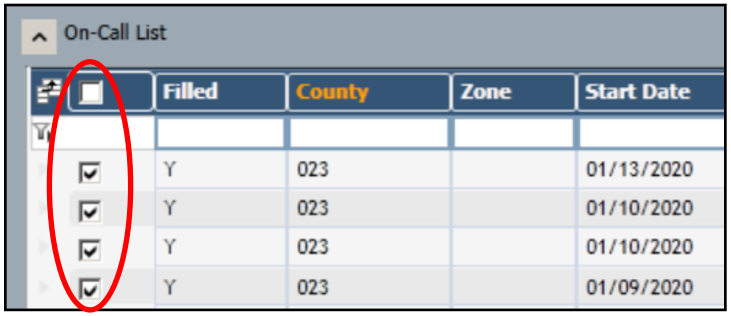
Deleting an On-Call Record

Since the on-call log can only contain up to 350 entries, there may be times when past entries need to be deleted before new ones can be added. To delete one or more entries:

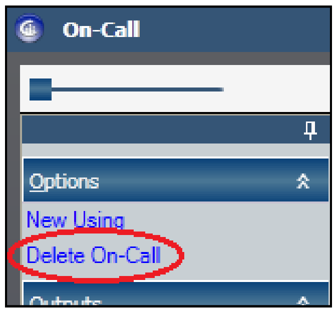
1. Select **On-Call** from Search/Maintain dropdown menu.
2. On the resulting On-Call window, select **County.** *(Regional/ specialized offices are also listed.)* For NYC, **Zone** is also required.
3. Click the **Search** button.

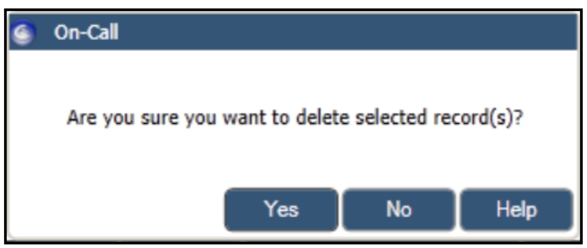
4. Select one or more records **on** the **On-Call List.**

   Multiple records can be selected using the checkboxes to the left of each entry.



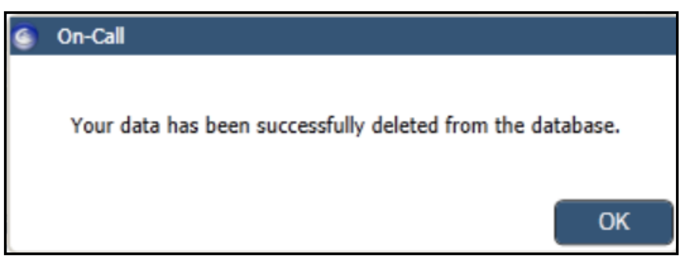
5. Click the **Delete On-Call** link in the navigation pane.



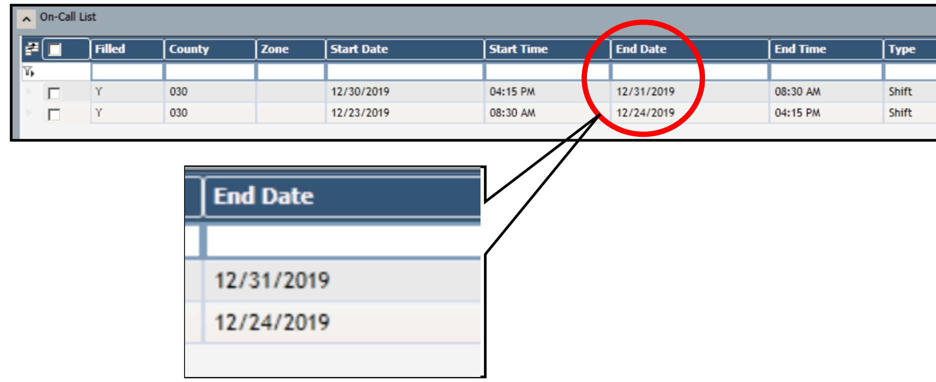


6. Click the Yes button to confirm that you wish to delete these entries.

7. Click the **OK** button to close the confirmation message.



Reminder CONNECTIONS automatically deletes On-Call Log entries with an end-date more than 1 year in the past.



Resources

- CONNECTIONS Job Aids and Tip Sheets:

  http://ocfs.state.nyenet/connect/jobaides/jobaides.asp

- CONNECTIONS Regional Implementation Staff:

  http://ocfs.state.nyenet/connect/contact.asp

- CONNECTIONS Application Help Mailbox:

  ocfs.sm.conn_app@ocfs.state.ny.us
  (NOTE: address contains an underline)

*A Helpdesk ticket is now required before sending requests to the Triage Unit. This can be acquired by emailing **FixIt@its.ny.gov**.*

ITS Enterprise Service Desk
1-844-891-1786