Office of Children and Family Services

CONNECTIONS Tip Sheet

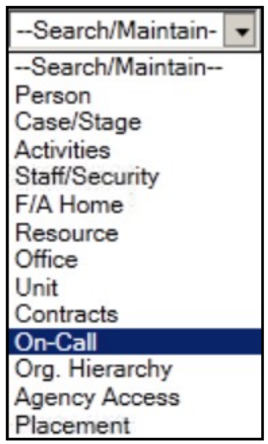
Updated Sept 2020

Creating & Maintaining the On-Call Log Schedule

The On-Call Log in CONNECTIONS is used to record the name and contact information for local district (LDSS) staff providing on-call coverage outside regular business hours. The State Central Register (SCR) uses the on-call log to assign CPS Intakes to LDSS On-call and In-day staff.

The SCR has security to update the On-Call log for *all* local districts. LDSS staff 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.
2. Select **County** *(Regional/specialized offices are also listed).*
   For NYC, **Zone** is required.
3. Enter **Start Date**/**End Date** *(optional).*
4. Enter **Start Time**/**End Time** (optional).

   *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 on the **On-Call List** to view details.
7. Select an employee on the **On-Call Employees** grid to view details about that employee.

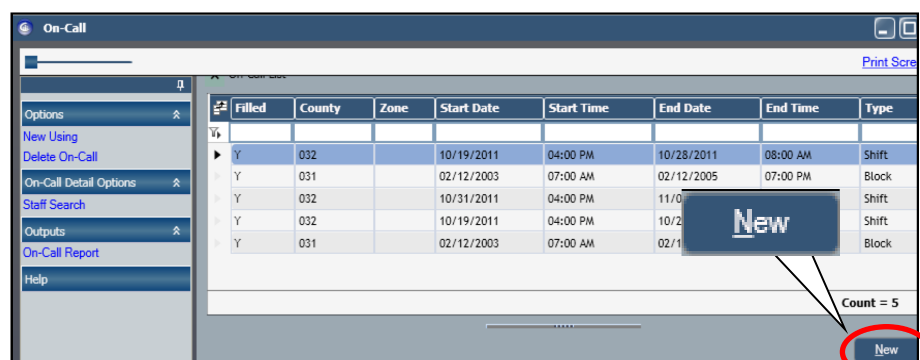
Updating the Schedule

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.

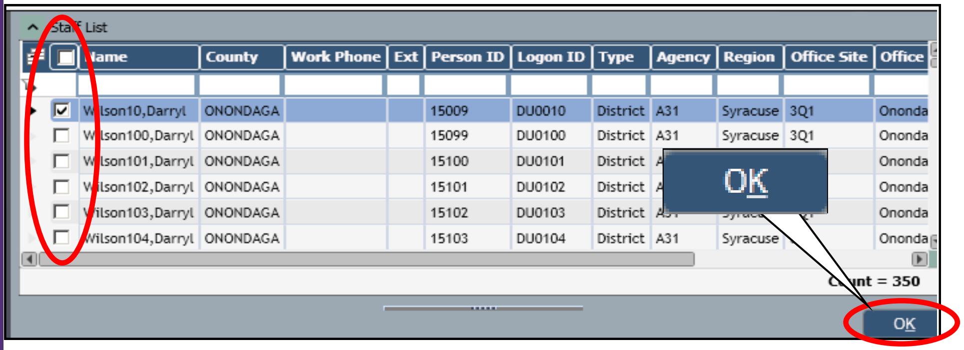
Adding a New Shift, Block or Employee

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 the **Search** button.
4. Click the **New** button.

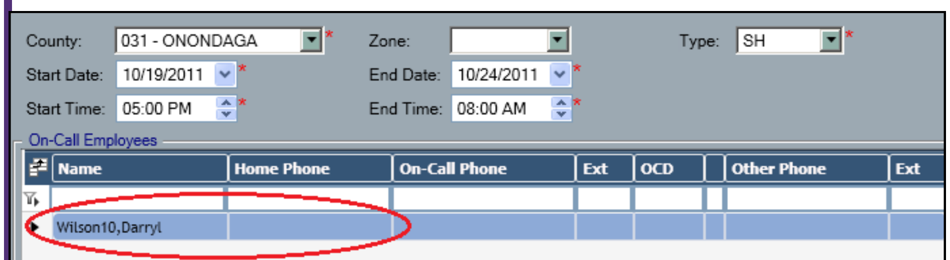


5. Select the **Staff Search** link in the NAVIGATION PANE.
6. Enter the worker's name (a last name is required, but first name is optional).
7. Click on the **Search** button.
8. Select the correct returned name(s);

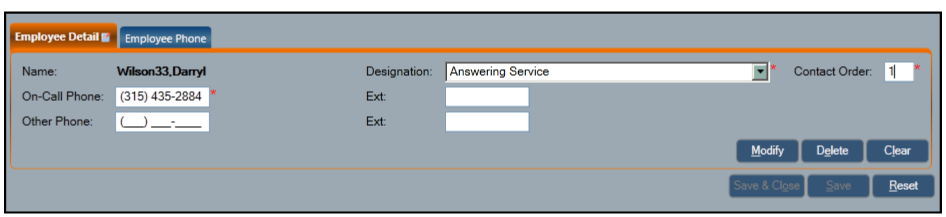
   Up to 9 employees can be selected at a time by checking the check boxes next to each employee's name.



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).

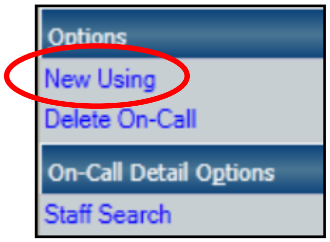


13. On the **Employee Detail** tab, enter **On-Call Phone** information, **Designation** and **Contact Order.**
14. Click the **Modify** button
15. Select **Save,** if additional records need to be created or select **Save and Close** if the log is complete.

Adding an Entry with New Using

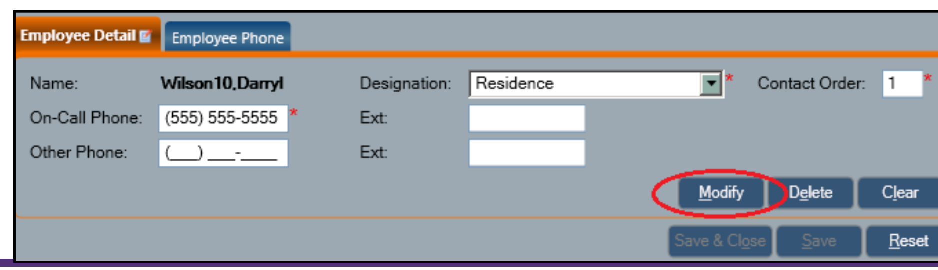
1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. Select **County** *(Regional/specialized offices are also listed).*

   For NYC, **Zone** is required.
3. Click 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**
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.

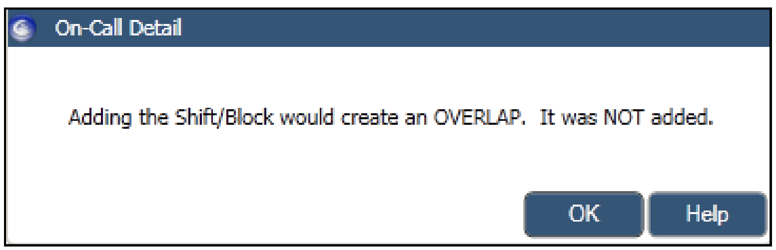


11. Select **Save** if another record needs to be created or select **Save and Close** if the log is complete

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:

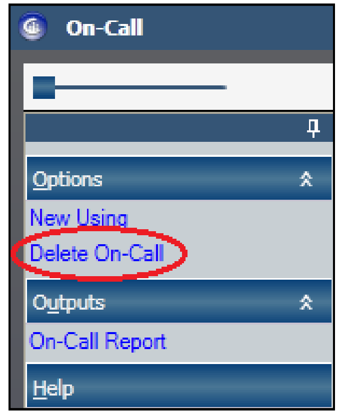
1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. Select **County** *(Regional/specialized offices are also listed).* For NYC, **Zone** is required.
3. Click on the **Search** button.
4. Select the record from the **On-Call List** to modify**.**
5. Modify the original employee shift to show the time they are unavailable.
6. Click the **Save** button.
7. Add the new employee with a shift that does not overlap the original employee.



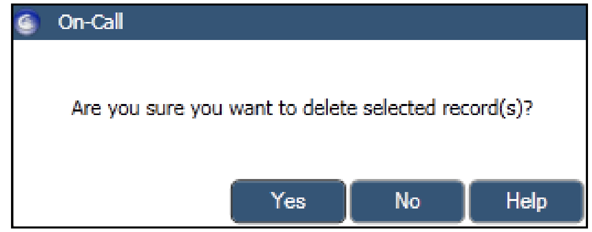
8. End the new employee and create a record for the original employee, when that employee becomes available again.

Deleting an On-Call Record

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



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 the **Search** button.
4. Select a record **on** the **On-Call List.**
5. Click the **Delete On-Call** link in the navigation pane.



6. Select **Yes** to the prompt.
7. Select **OK** to the message that the data has been deleted.

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