~ The CONNECTIONS WEEKLY ~
July 28 ~ August 4, 2006

The CONNECTIONS Program Improvement Plan Update…

The CONNECTIONS PIP (CPIP) team continues to monitor the system to track performance and asks that if users experience any issues with the application they report them to the NYS OFT Enterprise Help Desk at 1-800-NYS (697)-1323. The CPIP team thanks you for your continued assistance in this regard!

Activities for the week of July 21 ~ 28, 2006

The CONNECTIONS PIP team has developed the CPIP Phase II plan and has scheduled August 8th as the date that the full team will meet to review the projects involved in the plan. In that regard, it should be noted that the project includes the task of building and maintaining a testing environment that is robust enough to run tests and extrapolate the performance of the peak production workload prior to the deployment of a Build so that system issues can be identified and remediated before a Build is deployed. By incorporating both performance and stress testing as part of the system development methodology for each application Build and software upgrade the following benefits can be anticipated:

- An increase in system availability by detecting problems prior to migrating them into the production environment
- A reduction in response time to the remediation of identified issues
- The ability to take a proactive stance when dealing with hardware/software issues

All of these benefits will provide users with a more thoroughly tested application yielding a smooth transition in functionality, when a Build is implemented or an issue identified.

The New York Public Welfare Association Summer Conference Info…

As in seasons past, the Division of Information Technology hosted a booth at the NYPWA conference. In order to take a peek at the all of the info that was

presented at the booth (handouts included) please go to the CONNECTIONS intranet website, on the Home page.

For your reading pleasure. the following is the bio of the Division of Information Technology that was included in the NYPWA program:

'The New York State Office of Children and Family Services (OCFS) Division of Information Technology (IT) provides support to the agency in the development, maintenance, implementation, and operation of numerous computer application systems. IT helps OCFS program management achieve their identified objectives by providing users with training, technical assistance, and quality assurance for each system implemented. Local social services districts, youth bureaus, and voluntary agency service providers benefit from the growing technology and exchange of information made possible by these systems. At present, there are more than 95 applications in use and over a dozen applications in various stages of development. IT also works in concert with the OCFS Data Warehouse (a data repository for child welfare data) to assist users in local districts and voluntary agencies in strategic planning, trend analysis, and management activities.

The Division of Information Technology has received the following awards in 2005:

- *Best of New York award, from the Center for Digital Government, for the Best Application Serving a Department or Agency's Business Need, for the Adult Services Automation Project;*
- *Best of New York award, from the Center for Digital Government, for the Best Use of Innovative Technology, for the Geographic Information Center; and*
- *Best Practices award, from the Governor's Office of Employee Relations Workforce Champions, for the Contract Management Services program.*

Recently, the OCFS Division of Information Technology, in collaboration with the New York State Office of Temporary and Disability Assistance and the New York State Department of Health, earned the Best Collaboration in Government award for the Commissioner's Dashboard project. Also, this project was recently nominated for national recognition.'

CONNECTIONS Tip Sheet ~ Family Services Open Caseload Inquiry (OCI) Report...

A *new* tip sheet was created by the SUNY Training Strategies Group that describes the Family Services OCI Report, as well as information on how to access the report. The Family Services OCI Report is a "real time" report that lists the Family Services Intakes (FSI) and Family Services Stages (FSS) assigned to individual workers with coming-due and overdue FASPs. The new tip sheet has been posted to the CONNECTIONS website and can be accessed by following this path: CONNECTIONS website (http://ocfs.state.nyenet/connect/) > Step-

by-Step/Job Aids/Tips > Job Aids/Tip Sheets > scroll down to the *Tip Sheets* heading > click on: *CONNECTIONS Tip Sheet – Family Services OCI Report.*

CONNECTIONS "Tip of the Week"...

Some Family Services Stages (FSS) have exceeded the 1,000 Progress Note limitation. When accessing the Progress Notes tab in these stages the following error messages are received:

> "SecureProgNote.clsSecurePBAccess.SecureRefreshProgressNotes failed.
> ProgNoteBP.clsProgressNotes.FSSRefreshProgressNotes failed: Error Number −2147214504
> ClsDBCommon.OpenDisconnRSfailed: Error Number −214767259
> ORA-01795: maximum number of expressions in a list is 1000..."

The messages above will appear every time the Notes tab is either accessed or a note is saved.   The CONNECTIONS application has a database limitation of approximately 1,000 notes. It should be noted that this issue has been raised to the level of a priority SIR.

Identified Workaround
Please use this work-around to access or create new Progress Notes:

1. Click on the **OK** in the error message every time it appears (if you click OK the error message will go away)
2. At the top of the main **Progress Notes** window, under **Search Progress Notes**, select a date range covering a short timeframe (ranges of one or two months are recommended for viewing)
   - **From Event Date** field - click on the drop down arrow to open the calendar and select the start date
   - **To Event Date** field - click today's date
   - Click the **Search** button

3. The requested **Progress Note List** will populate, and the **New Note** button will be available
4. Create a new progress note as usual; click **OK** on the error message when saving the note

New Postings to the CONNECTIONS Intranet...

The following document(s) were recently posted to the CONNECTIONS intranet website:
- The CONNECTIONS Weekly
- NYPWA handouts

WMS System Update...

It should be noted that the Upstate WMS 2006.2 Software Release will migrate this weekend (Friday 7/28 through Sunday 7/30). This migration includes an upstate WMS schema change with a database unload and reload, which is

estimated to take approximately 30 hours. We are cautioning users who plan to work in this system this weekend that if they attempt to do any type of activity involving the CONNECTIONS – WMS interface the functionality may fail.

WMS "Tip of the Week"…

Please remember when you add new staff to CONNECTIONS who will work in the Family Services Stage that they need their Office/Unit/Worker ID added to WMS. This ID may be passed to WMS in the CONNECTIONS/WMS Interface (by saving demographic changes or by pressing the WMS SYNCH button). If your WMS ID is not known to WMS, reports may not print to the appropriate printer and the data in WMS may be compromised. Your WMS Coordinator can add your ID to WMS.

Weekly System Maintenance…
CONNECTIONS Application Downtime…

- ***Friday, 7/28/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 8/2/06*** from 5:00 AM – 7:00 AM
- ***Friday, 8/4/06*** from 5:00 AM – 7:00 AM