



CONNECTIONS Technical Bulletin

Upstate WMS Unavailable Sunday, August 20th

The Upstate Welfare Management System (WMS) will be unavailable on Sunday, August 20th, from approximately 5 AM through 2:30 PM due to scheduled system maintenance. During this time, the interface between WMS and CONNECTIONS will be inoperable, and users will receive error messages in CONNECTIONS upon attempting to sync transactions with WMS.

The following transactions will be impacted:

1. *Application Registration (App Reg) transactions:* The App Reg will not process in WMS and will need to be re-transmitted normally outside of the maintenance window.
2. *Adding or removing individuals in a Family Services Stage (FSS) that is connected to a WMS Services case:* The change will not take place in WMS, but the 'WMS Sync' button will enable. When WMS becomes available, click this button and the updates will transmit to WMS as normal.
3. *Updates to person demographics on existing individuals in an FSS that is connected to a WMS Services case:* The update will not take place in WMS, but the 'WMS Sync' button will enable. When WMS becomes available, click this button and the updates will transmit to WMS as normal.
4. *Clicking an existing 'WMS Sync' button:* The update will not process in WMS; the 'WMS Sync' button will remain enabled.

It is not necessary to contact the NYS ITS Helpdesk if you receive an error associated with these types of transactions during the above timeframe. If you receive any error messages related to these actions outside of the timeframe above, please contact the Helpdesk.

Records Retention Postponed to the Week of August 23rd

The next quarterly Records Retention cycle has been postponed, and is tentatively rescheduled to begin the evening of Wednesday, August 23rd, and continue each night through the weekend. All reports should be on the Reports tab in CONNECTIONS by the morning of Monday, August 28th, at the latest — some staff will receive them earlier.

The records retention quarterly cycle leads to the expungement of Child Protective electronic and hard copy case records pursuant to NYS Social Services law, which specifies the precise periods that case material must be retained and when it is required to delete case records.

Each district has identified individual recipients of the following two reports:

- 1) The *To Be Expunged* report notifies districts which cases are slated for expungement so that they may review to be certain that expungement is appropriate.
- 2) The *Expungement* report identifies cases that have been removed from CONNECTIONS, signaling that hard copies of CPS records for the case must also be destroyed.

A tip sheet that outlines district tasks in more detail is available on the [Intranet](#) and [Internet](#).

To determine the recipients of the two records retention reports in your district, contact the CONNECTIONS Application Help mailbox at ocfs.sm.conn_app@ocfs.ny.gov.

August 12-25, 2017

Weekly System
Maintenance

Due to regularly scheduled maintenance, the CONNECTIONS application will be unavailable on:

- **Friday, August 11, from 4 a.m. to 7 a.m.**
- **Wednesday, August 16, from 4 a.m. to 7 a.m.**
- **Friday, August 18, from 4 a.m. to 7 a.m.**
- **Wednesday, August 23, from 4 a.m. to 7 a.m.**
- **Friday, August 25, from 4 a.m. to 7 a.m.**