

# **CONNECTIONS** Tip Sheet

revised August 2015

# 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.

Search/Maintain-

--Search/Maintain--

Person Case/Stage

Staff/Security

F/A Home

Resource

Contracts On-Call

Activities

Org. Hierarchy Agency Access

Business Functions

Office

Unit

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.
- 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 you select a **Start Date** and **End Date** that are the same, a **Start Time** and **End Time** are required.

- 5. Click on 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.

## Adding a New Shift, Block of Time or Employee

A **Shift** or **Block** can be created for one day, a designated period of time or an entire month.

**NOTE: New Using** is a feature that allows the re-use of information, previously recorded in the On-Call log (i.e. phone numbers, Shift/ Blocks, Contact Order, Designation) to reduce repetitive data entry. See page two of this tip sheet for use of this feature.

#### To enter 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 on the **Search** button.
- 4. Click on the **New** button.

	<b>4</b>								FILLS
Options	*	Filled	County	Zone	Start Date	Start Time	End Date	End Time	Туре
New Using	76		1	1				1	1
Delete On-Call	•	Y	032		10/19/2011	04:00 PM	10/28/2011	08:00 AM	Shift
On-Call Detail Options	*	Y	031		02/12/2003	07:00 AM	02/12/2005	07:00 PM	Block
Staff Search		Y	032		10/31/2011	04:00 PM	11/0-1/2011	00.00.40	Shift
Olloute		Y	032		10/19/2011	04:00 PM	10/2	New	Shift
On-Call Report		Y	031		02/12/2003	07:00 AM	02/1	<u>i</u> cw	Block
Help									
									Count = 5

- 5. Select the Staff Search link in the NAVIGATION PANE.
- 6. Enter the worker's name (last name is required, first name is optional).

8. Select the correct returned name(s);

*Up to 9 employees can be selected by checking the check box to the left of each employee's name.* 

1	-	ta	List										
	1		lame	County	Work Phone	Ext	Person ID	Logon ID	Туре	Agency	Region	Office Site	Office
7													
	• [		W lson10,Darryl	ONONDAGA			15009	DU0010	District	A31	Syracuse	3Q1	Ononda
	- 1		Wlson100,Darryl	ONONDAGA			15099	DU0100	District	A31	Syracuse	3Q1	Ononda
	1		W lson101,Darryl	ONONDAGA			15100	DU0101	District	A	-		Ononda
	ſ		Wilson102,Darryl	ONONDAGA			15101	DU0102	District	A	U <u>K</u>		Ononda
12	Ţ		Vilson103,Darryl	ONONDAGA			15102	DU0103	District	A	Syrace	X'	Ononda
Ŀ	۱.		Wilson104,Darryl	ONONDAGA			15103	DU0104	District	A31	Syracuse	$\backslash \rangle$	Ononda
												C unt	= 350
													<u>ok</u>

- 9. Click on the **OK** button.
- 10. Select the employee on the On-Call Employees grid.
- 11. Enter the Start Date/Start Time and End Date/EndTime.
- 12. Enter the Type (Block or Shift).

On-Call Detail	6							
County:	031 - ONOND/	AGA 💌 *	Zone:			Туре:	SH 💌 *	
Start Date:	10/19/2011 💊	<b>~</b> *	End Date:	10/24/2011 🔽	*			
Start Time:	05:00 PM 🛛 🗧	* *	End Time:	08:00 AM 😂	*			
- On-Call Emplo	oyees							
🖆 Name		Home Phone	On-Ca	ll Phone	Ext	ОСО	Other Phone	Ext
7,			_					
Wilson10,	Darryl							

13. On the **Employee Detail** tab, enter **On-Call Phone** information, **Designation** and **Contact Order**.

Employee Detail 📓	Employee Phone					
Name:	Wilson33,Darryl	Designation:	Answering Service	* c	Contact Order:	1
On-Call Phone:	(315) 435-2884	Ext:				
Other Phone:	<u> </u>	Ext:				
				Modify	D <u>e</u> lete	Clear
				Save & Olgan	Save	<u>R</u> eset

- 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 a New Shift, Block of Time or Employee Using Existing Information (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 on 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: End Date** *must be entered* before **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.

Name:	Wilson10, Darryl	Designation:	Residence		• C	ontact Order	r 1
On-Call Phone:	(555) 555-5555	Ext:					
Other Phone:	<u> </u>	Ext:					
					Modify	Delete	Cļear
				6	ave & Close	Save	Reset

On-Call Options New Using Delete On-Call On-Call Detail Options \* Staff Search Outputs \$ On-Call Report Help

- 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.



 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 will store a maximum of 350 records so older entries will need to be deleted to make room for future ones.



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

- 1. Select **On-Call** from Search/Maintain dropdown menu.
- Select County (Regional/specialized offices are also listed).
  For NYC, Zone is required.
- 3. Click on the Search button.
- 4. Select a record on the On-Call List.
- 5. Click on the **Delete On-Call** link in the **NAVIGATION PANE**.



#### 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:

<u>ocfs.sm.conn\_app@ocfs.state.ny.us</u> (NOTE: address contains an underline)

CONNECTIONS Communications Mailbox:

connectionsi@ocfs.ny.gov

ITS Enterprise Service Desk 1-800-697-1323