NEW YORK STATE | Office of Children and Family Services

CONNECTIONS Tip Sheet

revised August 2015

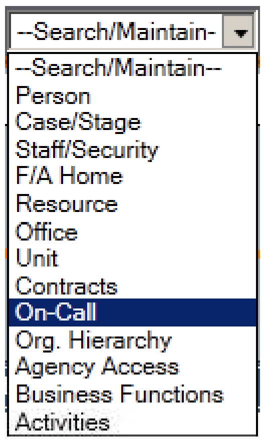
Creating & Maintaining the On-Call Log Schedule

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.

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 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.

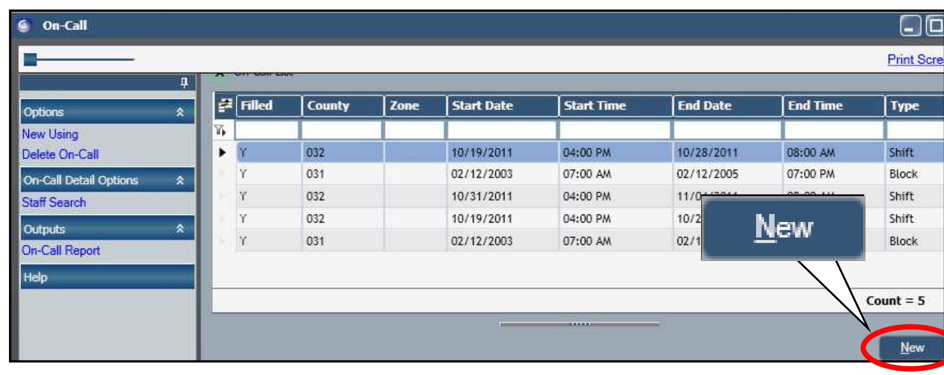
Adding a New Shift, Block of Time or Employee

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.*

<u>To enter a new shift, block or employee:</u>

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.

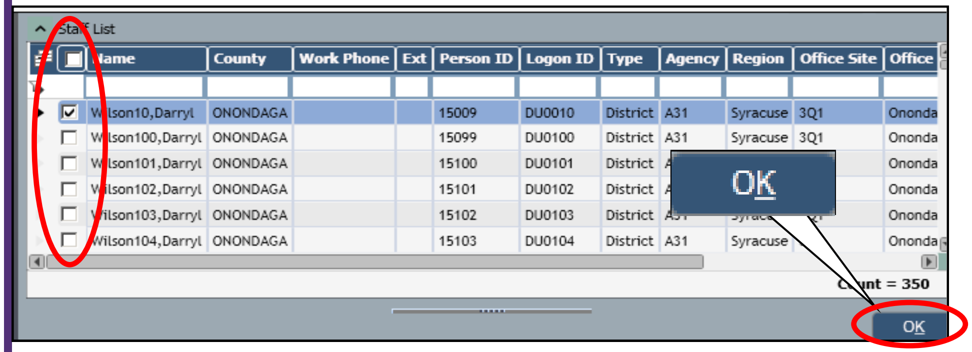


5. Select the **Staff Search** link in the NAVIGATION PANE.
6. Enter the worker's name (last name is required, first name is optional).

7. Click on the **Search** button.

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.

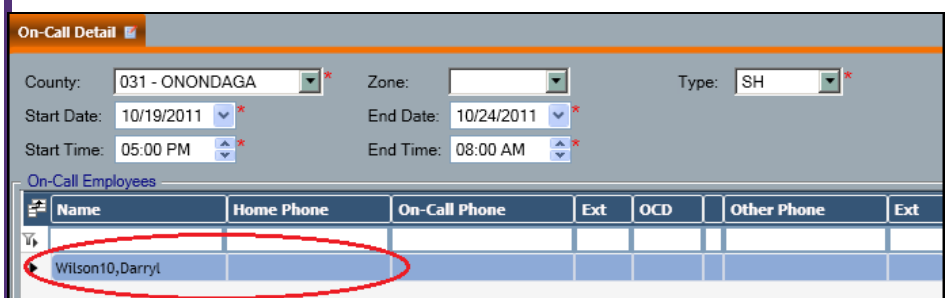


9. Click on the **OK** button.

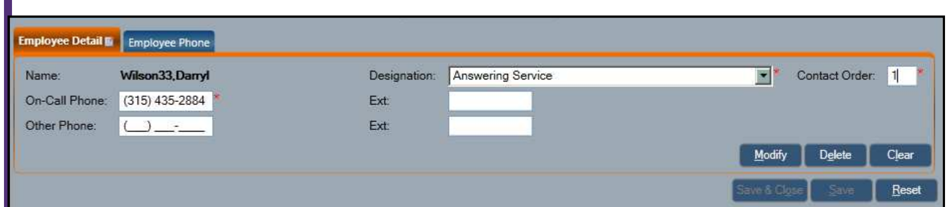
10. Select the employee on the **On-Call Employees** grid.

11. Enter the **Start Date/Start Time** and **End Date/EndTime.**

12. Enter the **Type** (Block or Shift).



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 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.

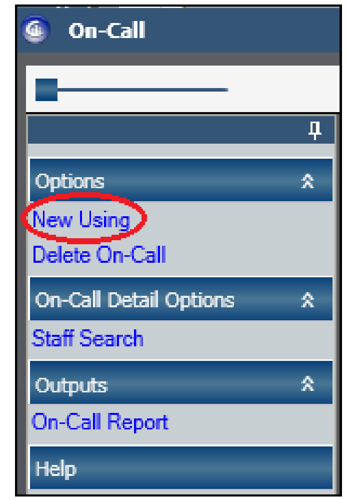
3. Click on the **Search** button.

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**.

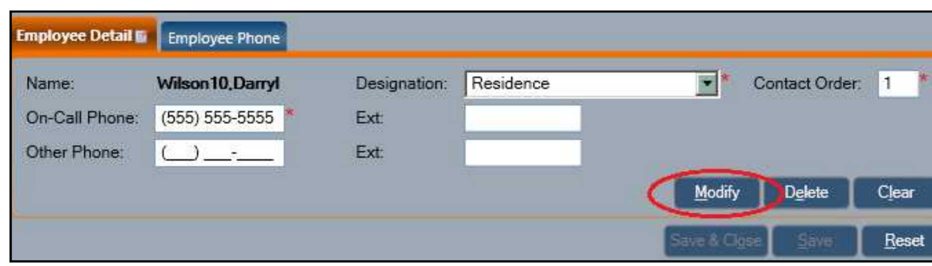
   NOTE: End Date *must be entered before* **Start Date**



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.



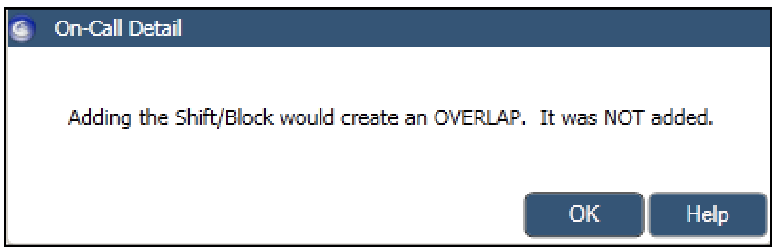
10. If changes have been made, click the **Modify** button.

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:

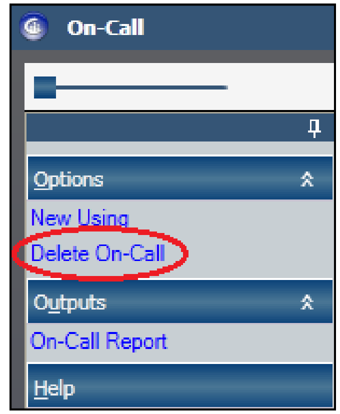
1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. Select **County** *(Regional/specialized offices are also listed).* For NYC, **Zone** is required.
3. Click on the **Search** button.
4. Select the record from the **On-Call List** to modify**.**
5. Modify the original employee shift to 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.



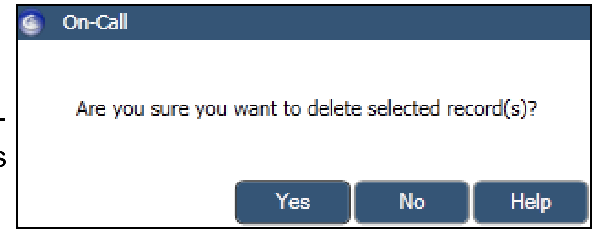
8. End the new employee and create a record for the original employee, when that employee becomes available again.

Deleting an On-Call Record

Note: The On-Call Log will store a maximum of 350 records so older entries will need to be deleted to make room for future ones.



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 **on** the **On-Call List.**
5. Click on 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)
- CONNECTIONS Communications Mailbox:

  connectionsi@ocfs.ny.gov

ITS Enterprise Service Desk
1-800-697-1323