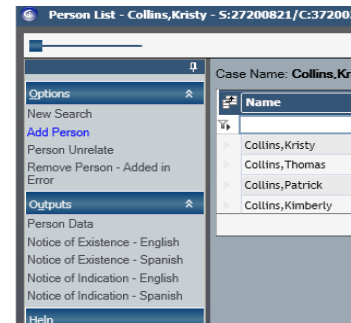


Top Hints and Tips for the Transformed CONNECTIONS

When in Doubt, Look Left

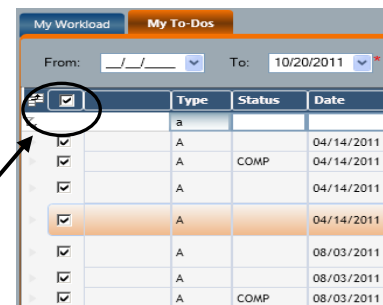
Many of the commands/menus and buttons formerly on the old CONNECTIONS windows (especially under Options) are now hyperlinks in the NAVIGATION PANE on the left side of the new windows. If you need to perform a function or open another window, try looking left.

NAVIGATION
PANE



Making Selections

Highlight a stage by clicking **once** in the row, not by using the checkbox. Checkboxes are only used when you wish to make multiple selections (selecting multiple Alerts for deletion, for example). Note: you can use the checkbox in the header to select or deselect all checkboxes in the column.

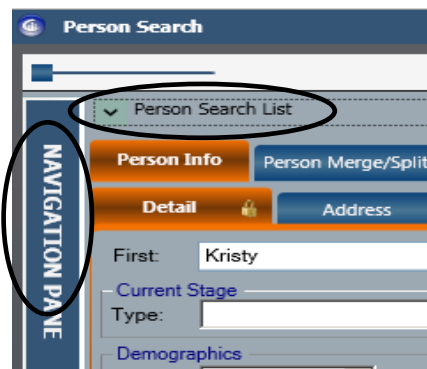


Hint: A single click generally will suffice in new windows

Expand the Work Area

Much more information is organized onto many of the new CONNECTIONS windows to reduce the number of windows you have to work with. You may find it helpful to collapse window sections that you no longer need. This expands the size of work area and reduces the need for vertical scrolling.

In the example below, you see more of the Person Info/Detail tab data on the Person Search window because the Person List section has been collapsed. Even more space is made available by unpinning the NAVIGATION PANE.



Hint: When maximum data is needed in a **screen print** (e.g., Multiple Cases, Events, Staff in a Unit, etc.)

- Collapse unneeded sections, e.g., the search criteria and list sections of a search window)
- Collapse or minimize size of search results displayed after making selection using separator bar
- Unpin the NAVIGATION PANE to the left
- Use the filter to display and print only desired items
- Use scroll bars at right to display only desired items to print or to generate a second Print Screen of remaining results not visible in first print

History Searches (AKA the Implied Role Path)

(The steps have not changed):

- Select a stage from your workload
- Person List – click on the Person List link in NAVIGATION PANE
- Case List – click on a person, then click on the Case List tab
- Case Summary – click on a case, then click on the Case Summary tab
- Stage Events – click on a stage, then click on the Stage Events tab
- Event – scroll through the stage events (VA staff only see the CPRS listing – there’s nothing to scroll through) or use the filter in the Description column (see examples below)
- View History – click on the Event, then click on the Detail link in the NAVIGATION PANE – look left!

Hint: Searching from within a stage (rather than through the Search/Maintain dropdown) yields more information.

Hint: These three tabs are the furthest to the right

The screenshot displays the software interface for 'Person List - Collins, Kristy - 5:27200821/C:37200220'. It includes a navigation pane on the left with various options like 'New Search', 'Add Person', and 'Case Summary Options'. The main area shows a table of person information and a 'Case List' section with tabs for 'Person Info', 'Person Merge/Split', 'FA Home Person Detail', and 'Case List'. Below this is a 'Case Summary' section with tabs for 'Comp', 'Case To-Dos', 'Case Events', and 'Case Summary'. The 'Case Summary' section shows case details for Case ID 37200220, Case Manager Wilson111,Darryl, and Dist/Agy: 031. The 'Stage Events' table shows events for Collins, Kristy, including an INV event. The 'Event Detail' section shows a 'Child Protective Record Summary' event.

Hint: Filter events using the row below the Description column header by entering:

If an INV is selected:
 “c” for the Child Protective Record Summary

“i” for the Investigation Conclusion

If an FSS is selected:
 “fam” for Family Service Stage Opened; or “fa” for FASPs

If an INI is selected:
 “r” for Record call to access the CPS Intake

Hint: You may also use the From/To Date fields to reduce the number of returned events

For CPS – Maintain Allegations

The drag/drop and filtering features on the Allegations window are particularly useful in stages that have multiple children, multiple alleged subjects and multiple allegations– especially if you wish to consolidate stages. For example, you may:

- Click & drag the Alleged Subject column next to the MA/AB Child column (see illustration)
- Filter by type of Allegation, e.g., IN for Inadequate Guardianship, LS for Lack of Supervision (see illustration)
- Filter by child name – particularly effective if children have different last names; you only need to enter a letter or two in the filter column under MA/AB Child
- Filter by Alleged Subject

MA/AB Child	Alleged Subject	Child ID	Allegation	Subject ID	UnSub/Sub	Stage
			LS			
<input type="checkbox"/> Collins, Kimberly	Collins, Kristy	17201423	LSUP	17201420		INT
<input type="checkbox"/> Collins, Kimberly	Collins, Thomas	17201423	LSUP	17201421		INT
<input type="checkbox"/> Collins, Tyler	Collins, Kristy	17201424	LSUP	17201420		INT
<input type="checkbox"/> Collins, Tyler	Collins, Thomas	17201424	LSUP	17201421		INT

Count = 4 of 14

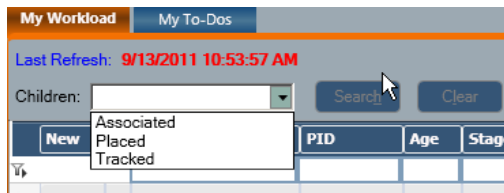
Hint: the counter at the bottom right of a grid tells you both the number of filtered items and total items

For Foster Care – Person View



The Person View of your workload enables you to isolate specific groupings of children. To change from the Workload view to the Person View of your workload, click the “people” icon (see illustration) located in the upper right of the workload window, immediately over the grid.

- Use the Children Search feature at the top of the grid (see illustration) to display children on your workload to whom you are Associated; that are Placed; or that are Tracked. This is useful when sibling groups enter (or leave) care and you need to change their Program Choice – especially if you are interrupted in the middle of doing this.



- Filter on one or more columns by entering a value in the row(s) beneath the column header, e.g., age and stage (see illustration).

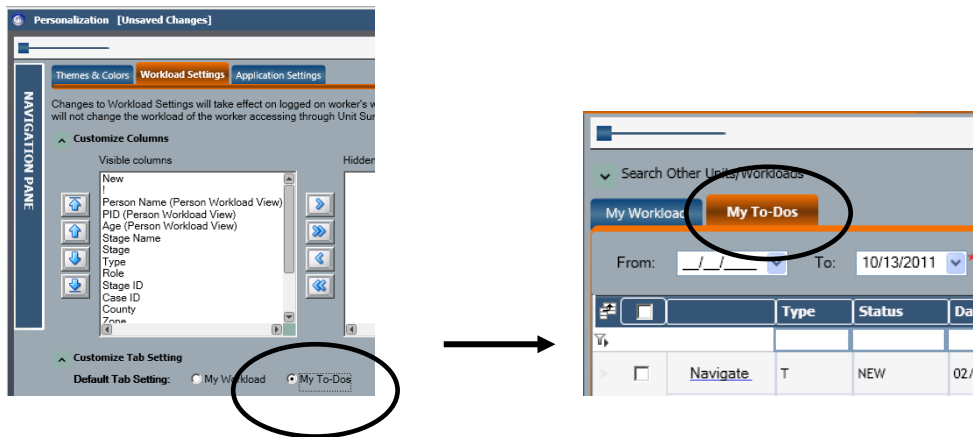
New	Person Name	PID	Age	Stage Name	Stage	Type
			2		fss	
	Adams,Quincy	14601024	2	Adams,Maggie	FSS	CWS
	Collins,Tyler	17201424	2	Collins,Kristy	FSS	CWS
	Gilbert,Martha	17501005	25	Gilbert,Martha	FSS	CWS
	Gilbert,George	17501006	26	Gilbert,Martha	FSS	CWS
	Gilbert,Sam	17501007	2	Gilbert,Sam	FSS	CCR
	Harrison,Peter	16001530	22	Harrison,Kathy	FSS	CWS
	Murray,Jay	16201281	22	Murray,Marsha	FSS	CWS

Count = 7 of 108

Hint: the counter at the bottom right of a grid tells you both the number of filtered items and total items

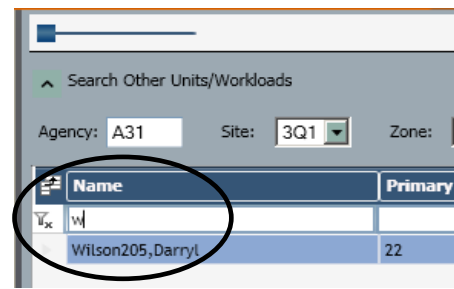
For Supervisors

Default View: If you don't carry a workload, use the Personalization link in the upper right to change the default view from My Workload to My To-Dos. This will eliminate the need to click through the "No Assignments Found" pop-up each time you log into CONNECTIONS and will enable you to view new approval To-Dos first.

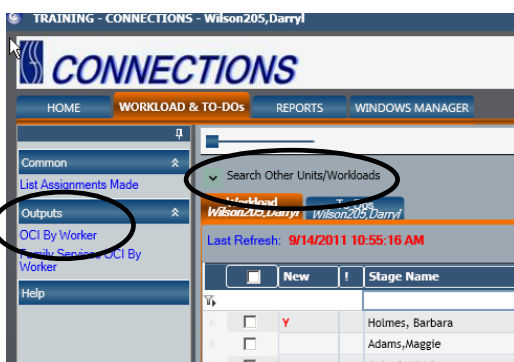


Accessing Your Staff's Workloads: If a unit contains many staff, avoid scrolling through all the names by entering the last initial of a worker's name in the row under the Name column header to filter results.

If you only want to see or print a specific group of stages (e.g. INV or FSS), use the filter in the row under the Stage column.



Expand the Workload Area: When accessing one of your staff's workloads, use the chevron to the left of the Search Other Units/Workloads section to collapse the unit and worker lists. More of that caseworker's workload will be visible on the screen. Simply click the chevron again to select a different worker within your unit or to select a different unit.



Hint: Run the OCI by Worker or Family Services OCI by Worker report from within the worker's workload.

Note – The OCI report columns do not align correctly in the preview version of the report, but are correct when the report is printed.