

OCCMS news

Issue 3 • Spring 2003

published by The Regional Municipality of York

Welcome!

On behalf of the OCCMS team, welcome to the Spring 2003 *occms news* newsletter. The team has been busy planning, training, developing and working to support the many OCCMS users throughout the province.

As the new Manager of Licensing and Program Management I will continue to provide regular communication, information and updates to you and welcome your feedback and suggestions.

This issue of *occms news* outlines new and exciting information pertaining to two versions on the horizon: 3.7 with Informal Care and 3.8 with Web-Enabled Attendance. Also included are training dates, helpline stats, user tips and much more! I encourage you to visit the web-site at <http://www.missioninc.com/occms-smm> which always has valuable information.

We look forward to continuing Helping You Manage!

Sincerely, Howard Dayton

What's New and Exciting In Version 3.8

The central feature of Version 3.8 is the "Web-Enabled Record of Attendance" module. Initial development meetings have taken place and information will be available on features and requirements throughout the summer.

When asked, Zel Balija, President of Mission System, was quoted as saying "web-enabled attendance had the potential to revolutionize the way we do business."

Helpline Stats

Throughout the months of January to March, there were over 804 units of service to CMSM's. (A Unit of Service includes contact by user via telephone, email, web-site forum and referrals to Mission Systems).



New in Version 3.7

Highlights

- ♦ Service Manager's Module (SMM) Release 3.7 includes several functional enhancements, new reports and fixes for a number of issues reported by the users.
- ♦ Functional enhancements to Form 1 (eg. declared amount column against actuals).
- ♦ Important changes to reports (eg. headers and footers providing data definitions).
- ♦ "New" Mailing addresses for applicants under applicant main screen.

Details and "how to" will be provided to users upon the release of Version 3.7.

Informal Care

SMM now has the ability to place a child with an Informal Care Provider.

- ♦ The child can have both a formal placement and an informal placement.
- ♦ When entering hours from the provider's timesheet, the user may enter hours and issue payments on a monthly or bi-monthly basis.
- ♦ The system will allow users to enter adjustments.
- ♦ The user can reprint cheque requisitions as well as payment history.
- ♦ There are five new Informal Care reports designed to help users with financial planning and child placement.
- ♦ There are new Municipality Settings.
- ♦ Payment can be made to Applicant or Care Provider.
- ♦ User has the ability to top up over maximum allowed using a different GL code.

More of What's New in Version 3.7 coming soon to www.missioninc.com/occms-smm

Important Dates to Remember

July 2003:	Release of Version 3.7
Sept. 19:	Next User Group Meeting 10 am - 1 pm South Services Centre, 50 High Tech Road, Richmond Hill

Need Help with OCCMS?

Help is available by visiting the web site or by contacting the following people.

For How-To's and Business Practice related questions:

Contact Sheila Ellis or Michelle Pratt
Phone: 905-830-4444, or toll-free:
1-877-464-9675

- Sheila Ellis, ext. 2058
sheila.ellis@region.york.on.ca
- Michelle Pratt, ext. 2158
michelle.pratt@region.york.on.ca

For OCCMS technical support:

Contact Mission for OCCMS Technical Support.

- E- mail: support@missioninc.com
- In an emergency, call Mission Systems at 416-590-9844. Press 1 for the Help Desk.

Web Based Training Provides Benefits to All

We are pleased to inform you of improved accessibility to training with "Placeware", an interactive web conferencing system which allows us to schedule more training sessions and reduce travel for everyone. Placeware delivers training in a live, interactive and collaborative way by using the internet.

Attend live training at your own desk or nearest internet access point.

Participation requires access to:

- A telephone (speaker-phone or head set will be helpful).
- A computer with internet access.
- Internet Explore as your web browser (Netscape has been known to cause some difficulties).

Please see the inset schedule of one-hour training sessions available. To register for a session, e-mail Sheila Ellis at sheila.ellis@region.york.on.ca.

See you on-line!

June Training Schedule

June 12

9:00 am: Master Contract Schedules
2:30: Letters

June 17

9:00: Reports
2:30 Custom Report

June 19

9:00: Reports
2:30 Waitlist

June 26

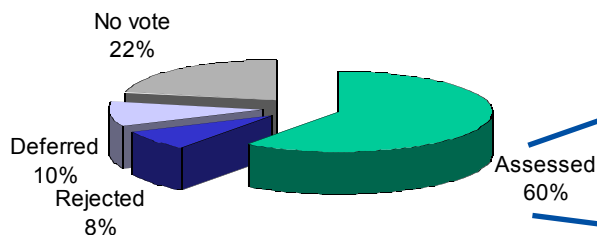
9:00: Master Contract Schedules
2:30: Customize Letters

User Requests: Interesting Facts and Stats

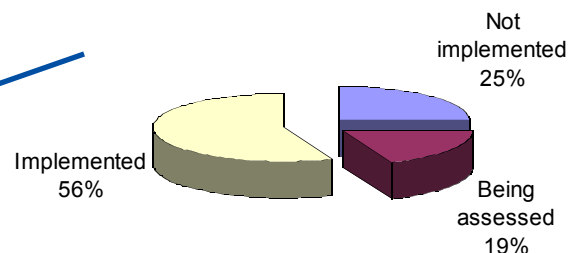
As shown in the pie charts below, 60% of User Requests have been assessed and, of those, 56% have been implemented and a further 19% are currently being assessed. Note: these stats include user requests from April, 2003.

- Total number of user requests: 255
- Total assessed: 154
- Total implemented (of those assessed): 86

User Group Decisions



User Group Requests: Assessments and Implementations



OCCMS-SMM is the product of a Provincial-Municipal initiative and paid for by funds from the Ministry of Community, Family and Children's Services.