

OCCMS news

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Welcome to the Spring 2008 OCCMS Newsletter

Greetings! On behalf of the OCCMS team, welcome to the spring 2008 newsletter.

The OCCMS team has been busy planning, training, developing and working to support all OCCMS users.

Colleen has been planning and developing Income Test enhancements and testing the next OCCMS release. Version 6.3 has many enhancements and is due out this spring.

Kelly has been planning and working with our Web Coordinator to develop a Training Registration website. We are hoping to have the website ready for release very soon.

~ Maria Smith, Manager, Child & Community Programs

OCCMS Projects and Staff

The conversion from Windows to web-based application and implementation of Income Testing in 2007 created the need to enhance OCCMS. In 2008, we will update OCCMS user manuals and review OCCMS reports, budgets and security issues to reflect the enhancements.

To streamline work flow, a review of OCCMS staff roles has taken place. The following staff changes have been made:

- Sheila Ellis is the OCCMS Senior Training & Testing Co-ordinator and will be leading the projects mentioned above.
- Kathy Lucky is Supervisor, Program Administration with responsibility for OCCMS.

Focus Groups for 2008

- ▶ Budgets
- ▶ Security

If you would like to take part in these focus groups, email your request to Sheila Ellis at: sheila.ellis@york.ca



Important Dates to Remember

April 4, 2008 - Batch 12 change requests are due.

The change request form is available at:

www.missioninc.com/OCCMS-SMM

April 25, 2008 - User Group Meeting from 10:00 a.m. to 3:00 p.m. at the South Services Centre - 50 High Tech Road, Richmond Hill. Lunch is provided.

May 2008 - Version 6.3 Release



What's New in Version 6.3

Highlights:

- Revised Provincial Project Codes
- Additional hyperlinks in the Child Activity tab
- View all child's placements on child's individual Attendance Schedule tab
- New Report: Pending Income Tests
- Income decrease calculator
- Increased parameters for Custom Reports
- 0.5 day increment for Number of Days on the Income Test / Parent Contribution tab
- Adding a child to the waitlist is independent of Applicant status
- Universal Rate implemented - allows you to change a care code rate at multiple centres in one step



Helpful Tips

- Export reports (eg. Custom Reports) by right clicking the Preview button, selecting Export and choosing application.
- The second field for Parent Contribution can be used for children entering Grade 1 in September 2008. This is found on the child's Formal Placement Tab.
- You can filter Case Notes by type.

Timely Reminders

Remember to enter:

- Your Statutory Holidays for 2008
- Summer start date
- School start date



Training Opportunities

Kelly is committed and available to help all CMSMs/DSSABs in converting their operator's attendance records from paper to web. To date, 24 CMSMs/DSSABs have converted their operators to web-based record of attendance with positive results.

Contact Kelly to schedule training for your staff and operators.

The monthly training calendar provides opportunities for staff to attend training sessions. Please forward the training calendar to other staff who may be interested in attending any of the sessions.

Training opportunities include:

- ongoing training via the web
- customized training options
 - hands-on training at the York Region office



Mail Merging Letters and Labels

Sign up to learn:

- steps for mail merging letters
- steps for mail merging labels
- personalizing individual letters for group mail-outs
- additional label options

Creating a Custom Report to Include Blank Dates

To create a custom report that displays Next Review Dates as blank, the following parameters are required:

- Custom Reports - Applicant
- Name
- Caseload - filter
- Status - filter Active
- Child Status - filter Placed
- Next Review Date - filter - choose on or before today's date selecting "including blank dates" (ascending)

Choosing Next Review Type will not display clients who have blanks in this field.

All parameters chosen on a custom report must be populated in OCCMS.

OCCMS Operators Testimonial

In the fall of 2006, the County of Simcoe arranged training through Kelly Clare for Child Care Service Providers to learn about web-based record of attendance. 70% of our Child Care Service Providers attended this training and immediately switched to web-based record of attendance. The overwhelming positive response directed us to offer additional training in the fall of 2007 when another 25% of Child Care Service Providers made the change to web-based record of attendance. This streamlined, efficient process to complete the monthly billings has been well received by both Child Care Service Providers and the Finance Department. The ability to add children to the record of attendance or add additional care codes has greatly reduced the time spent on creating adjustments. Child Care Service Providers enjoy the fact that the attendance is legible, fast, and accurate. They can easily view when their monthly billings have been completed, what they can expect in their payment and see the details on their Centre Payment Detail Summary. Kelly's knowledge and enthusiasm made the training fun for all!

**Heather St. Germaine, Supervisor, Children and Community Services,
The Corporation of the County of Simcoe**

Help Line and Training Statistics for 2007

- ▶ 1,327 Help Line (York Region) support calls
- ▶ 6,008 Help Desk (Mission) support calls
- ▶ 234 web-based training sessions with 1296 participants
- ▶ 15 in person training sessions



How to Get Help with OCCMS



- ▶ Help Line: 8:00 a.m. to 4:30 p.m. ▶ Monday to Friday
- ▶ **1-877-464-9675** or **905-830-4444**

Kelly Clare, ext. **2058** • kelly.clare@york.ca
Colleen Hildebrant, ext. **2158** • colleen.hildebrant@york.ca
Sheila Ellis, ext. **2163** • sheila.ellis@york.ca

For OCCMS technical support:

- ▶ support@missioninc.com
- ▶ 416-590-9844 - press 1 to reach the Help Desk



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