

NYPWA's 142nd Annual Winter Conference

Igniting Higher Performance & Productivity

CONNECTIONS Transformation 2011



February 2, 2011
1:30pm - 3:00pm

Gladys Carrión, Esq.
Commissioner

Sheila Poole
Associate Commissioner

Division of Child Welfare and Community Services

William E. Travis, Jr.
Deputy Commissioner
Division of Information Technology



New York State Office of Children & Family Services

Agenda

Welcome

CONNECTIONS Transformation

- Accomplishments
 - Budget Approval
 - Production Updates
 - CONNECTIONS Transformation Pilot
 - Geographic Information Center (GIC)
- Implementation Activities
- 2011 Transformation Schedule
- Albany County Demonstration
 - Christine Zappone-Lenaghan / Linda Gorthy
- Casework Contacts Update
- Portable Information Technology & Dragon Naturally Speaking
- Transformation Vision 2012-2013
- Security Update



Thank You

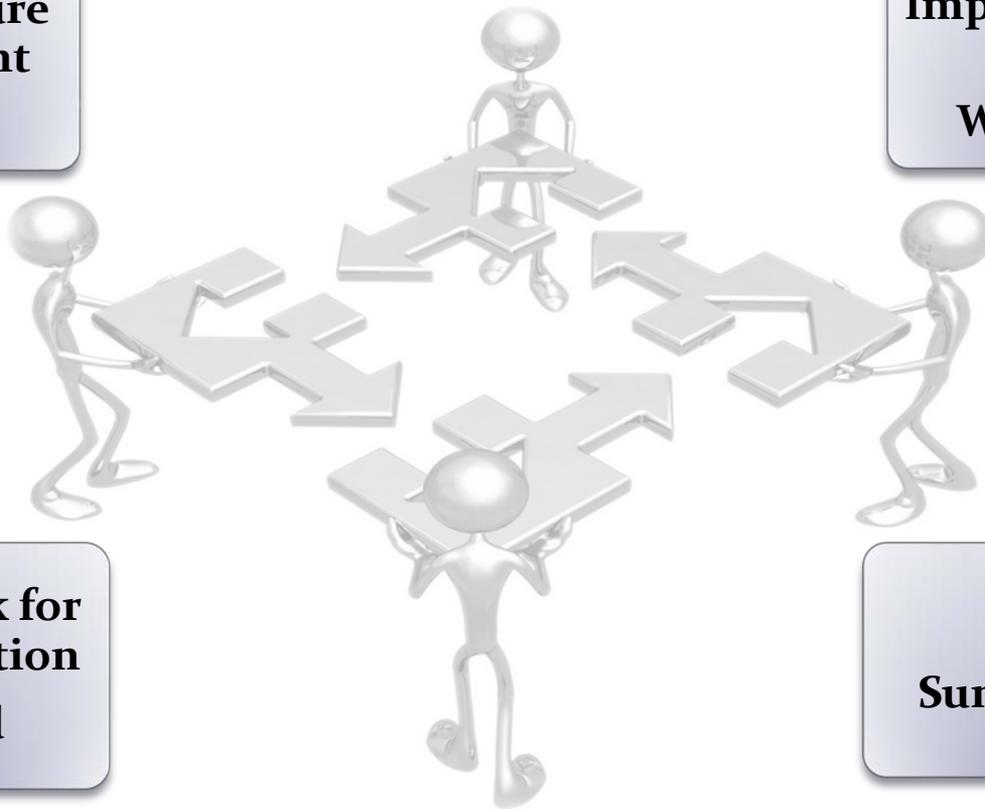
CONNECTIONS Transformation Initial Phase

**Infrastructure
Deployment
Finished**

**Implementation
Began
Winter 2010**

**Design work for
Transformation
Finished**

**Finish
Summer 2011**



Accomplishments

July 2010 - January 2011

- Budget Approval

- CONNECTIONS Bond \$19 Million sold

- Production Updates

- CONNECTIONS Transformation Pilot
 - New features
 - Workload, Person/Case Search, Zoom
 - Albany and NYC - Pilot began December 13, 2010
- Statewide Geographic Information Center (GIC)



Statewide Geographic Information Center

Connections QA-UAT Desktop - OLD IDS - Citrix online plug-in
 UAT1 - OCFS CONNECTIONS Reports - Orologio,Brittany - PID:26234062



CONNECTIONS

Every Case Counts



CONNECTIONS Reports UAT Triage MAPS

Map: Caseload

Stage Name	Stage	Name	Address
July,June	FSI	<input type="checkbox"/> July, June	PO BOX 26 , MARCY , NY 13403-0026
Mom,Tab	INV	<input type="checkbox"/> St. Peter's Home Care Agency	PO BOX 8555 , ALBANY , NY 12208-0555
		<input type="checkbox"/> Bab... Relationship/Interest: Child MorRole: Maltreated Child	22 OAK RD , CONGERS , NY 10920-1818
Simpson,Homer	INV	<input type="checkbox"/> Simpson, Bart	22 OAK RD , CONGERS , NY 10920-1818
		<input type="checkbox"/> Simpson, Homer	22 OAK RD , CONGERS , NY 10920-1818
		<input type="checkbox"/> Simpson, Lisa	22 OAK RD , CONGERS , NY 10920-1818
		<input type="checkbox"/> Simpson, Marge	22 OAK RD , CONGERS , NY 10920-1818

Street
 Start Point:

City State Zip

NY

Address



Implementation Activities

- Transformation Implementation Activities
 - Structured communication plan
 - High level executive overviews
 - Regional Implementation Support Team (RIST) meetings
 - On-site demonstrations
 - Tools to assist districts in preparing for transformed application
 - CONNECTIONS Transformation Page
<http://ocfs.state.nyenet/connect/CONNECTIONSTransformation.asp>
 - March 2011 - Job Aid, Quick Start Guide, Tip Sheets & FAQ's
 - Training available regionally
 - I-Linc 6 weeks prior to implementation
 - (WBT) Web Based Training - 1 month prior to implementation
 - Training Space

2011 Transformation Schedule

➤ *2011 Schedule*

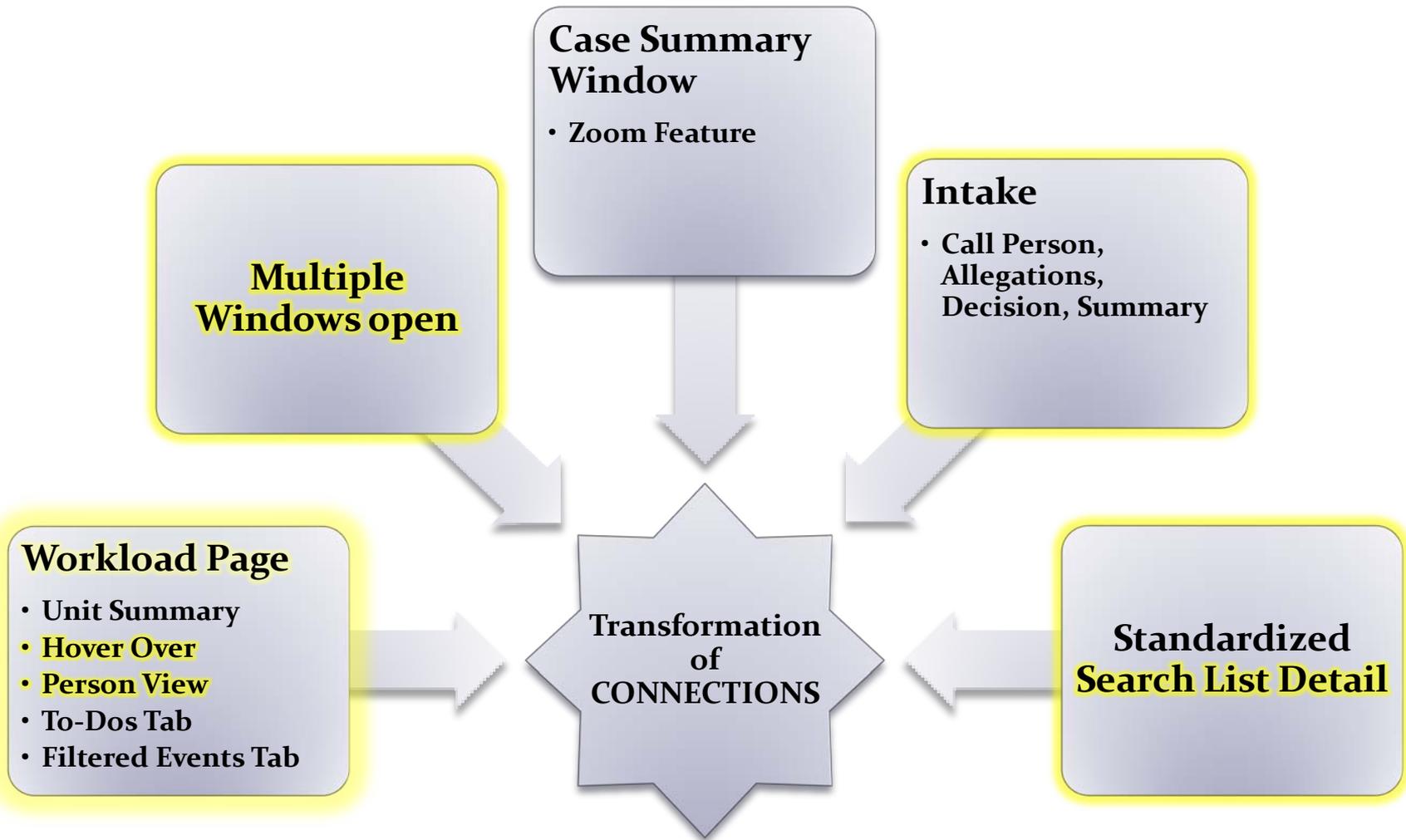
- Pilot testing in two sites - continue to expand through March 2011
 - Expansion to Regions
 - Albany - May
 - NYC - June
 - Spring Valley - June
 - Syracuse - July
 - Rochester - July
 - Buffalo - July
 - Finish Statewide Deployment in Summer 2011

➤ *Permanency Hearing Report (PHR)*

Permanency Hearing Report

- PHR supported in the application, rather than a template
 - Only appropriate questions are included in report
 - Allows data to be stored and collected
- Revised format and language-easier to read and complete
- Option to allow pre-fill on both a report and a question level
- New pre-fill option from a previous report
- Court set up window allows court info to be pre-filled and stored
- Additional ease of use enhancements
- New approval option

Modernized Product

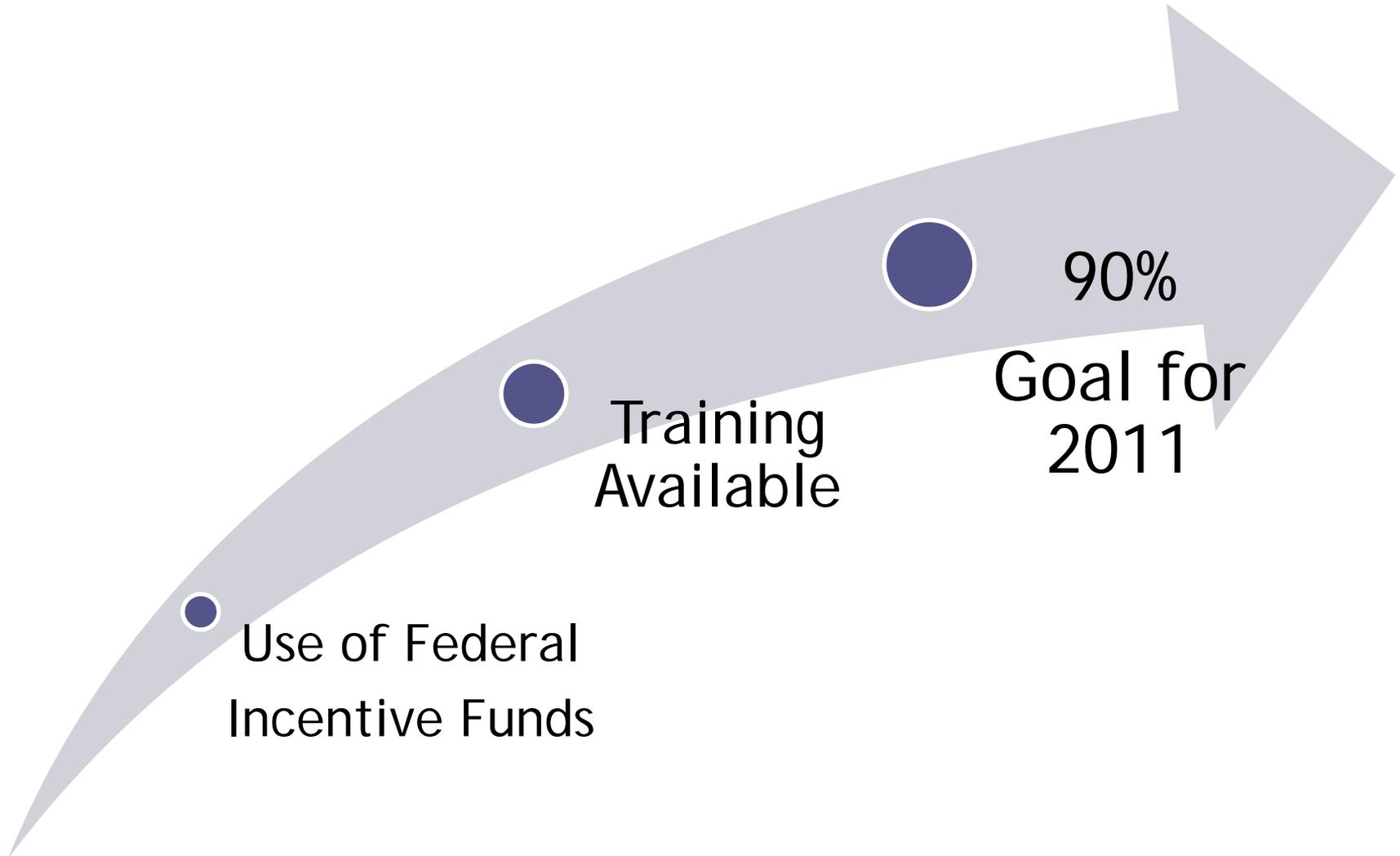


Albany County Demonstration

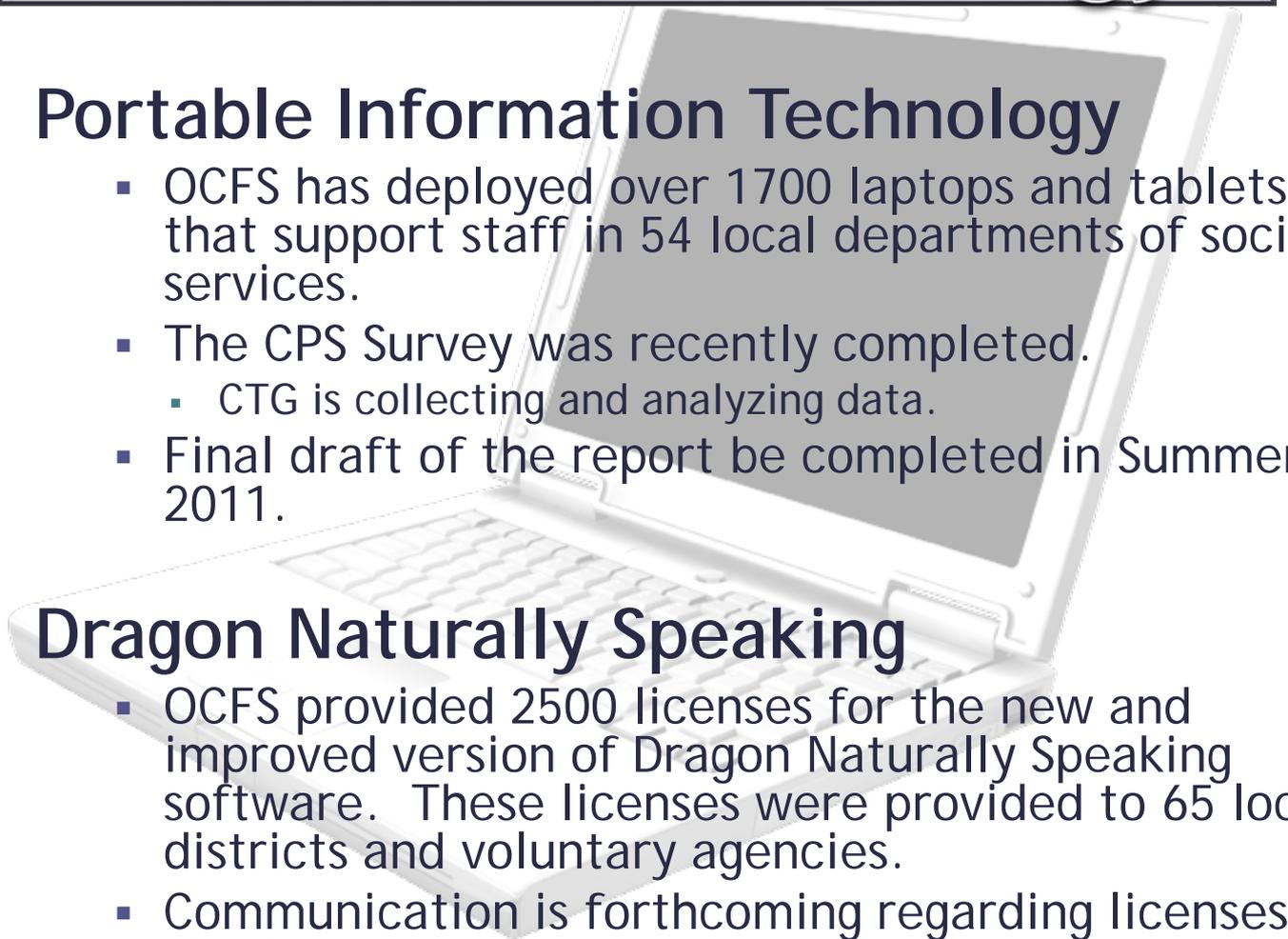
❖ Demonstration of Pilot

- **Christine Zappone-Lenaghan**
Casework Supervisor A
Albany County DCYF
Child Advocacy Center
- **Linda Gorthy**
CONNECTIONS Implementation Team
NYS OCFS

Casework Contact Update



Portable Technology



Portable Information Technology

- OCFS has deployed over 1700 laptops and tablets that support staff in 54 local departments of social services.
- The CPS Survey was recently completed.
 - CTG is collecting and analyzing data.
- Final draft of the report be completed in Summer 2011.

Dragon Naturally Speaking

- OCFS provided 2500 licenses for the new and improved version of Dragon Naturally Speaking software. These licenses were provided to 65 local districts and voluntary agencies.
- Communication is forthcoming regarding licenses.
**If districts are not using, please return.

Transformation Vision

2012 - 2013

- Family Assessment Response (FAR)
- Person Search Improvements
- Transformation of FAD and Resource Directory
- Develop Adoption, Service Authorization, and Eligibility Modules
- Interoperability with OTDA, OCA, OTHERS
- Family Assessment Service Plan (FASP) Review

Security Update

SECURITY AWARENESS

NEW! Security Information in the OCFS Implementation SharePoint

Security Information is reaching OCFS staff who assist stakeholders in field more quickly and in an expanded way.

- **SOaR page-** SOaR assessments for Districts and Agencies posted so that Implementation staff have access right away and others can view the kinds of security set ups that other agencies have implemented.
- **Security page-** Posting of Monthly Security Awareness Messages that are also posted in the CONNECTIONS weekly so that when implementation staff visit partners in the field they can take the information with them to discuss with the districts and agencies.
- **Monthly Security Awareness Messages** posted in the CONNECTIONS weekly.
- **Security Awareness Information** is posted yearly at OCFS sites.

Security Update

- Security Outreach and Review (SOaR)
 - In last half of 2010 Security Technical assistance/SOaR was provided to:
 - OCFS-DJJOY / B2H
 - 4 local districts
 - 68 Voluntary Agencies

Note: Work is continuing to provide SOAR/staff security information to the voluntary Agencies as it is complete.

CONNECTIONS Technical Assistance Requests:

- Processed 74 in 2010, averaging 6.33 per month

To Request:

- Request a SOaR review
- Request audit data
- Or report incidents:

Send an email to acceptable.use@ocfs.state.ny.us

Information Security Resources:

- OCFS Website Information Security
- OCS- The Office of Cyber Security
<http://www.cscic.state.ny.us/>

Security Update

Equipment Handling

OCFS wants to assist in the most efficient way possible to address the installation, de-installation, maintenance, tracking, and Security of OCFS equipment and information assets in the field.

- NOTE* Please Notify OCFS immediately if you are moving or closing
- OCFS is developing a communication to the field that will address equipment handling and provide up to date contact information and guidance.
- OCFS will be addressing equipment inventories and secure disposal
 - Wiping-compliant with the Department of Defense (DoD) 5015.2-STD RMA Design Criteria Standard.
 - Degaussing- using a Department of Defense (DoD) rated unit.
 - Physical Destruction- Certain types of shredders are capable of shredding storage media such as CDs and DVDs Any storage media can be physically destroyed through burning, crushing or smashing.

OCFS can be notified of equipment handling issues at: comctrup@nysemail.state.ny.us

OCS- The Office of Cyber Security: Local Government Guide on Disposal is located at: <http://www.cscic.state.ny.us/>

Thank You!

For Further Information:

William E. Travis, Jr.

Deputy Commissioner/CIO

Division of Information Technology

NY State Office of Children & Family Services

40 North Pearl Street

Albany, NY 12243

william.travisjr@ocfs.state.ny.us

(518) 402-3194

Sheila Poole

Associate Commissioner

Division of Child Welfare and Community Services

NY State Office of Children & Family Services

52 Washington Street

Rensselaer, NY 12144

sheila.poole@ocfs.state.ny.us

(518) 474-9465