

CONNECTIONS

Transformation Update

**NYPWA's 140th Annual
Summer Conference –
Strategies for Maximizing Efficiency
and Effectiveness in Government**

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Agenda

- **2009 Transformation Updates / Accomplishments**
 - **Production Deliveries**
 - **Business Team**
 - **Technical Team**
- **2009-10 Transformation Activities**
 - **Enhanced Reporting Capability – Albany County Pilot**
 - **PHR (Short Term and Long Term Improvements)**
 - **Casework Contacts**
 - **Training and Implementation Planning**
- **2009 Security Update**
- **Café Table Discussions**

CONNECTIONS

Production:

Continuous Quarterly Improvements

TARGET

DELIVERED

ON TIME

Q1/2008

March 7, 2008



Q2/2008

June 27, 2008



Q3/2008

October 10, 2008



Q4/2008

January 23, 2009



Q1/2009

May 2, 2009



Q2/2009

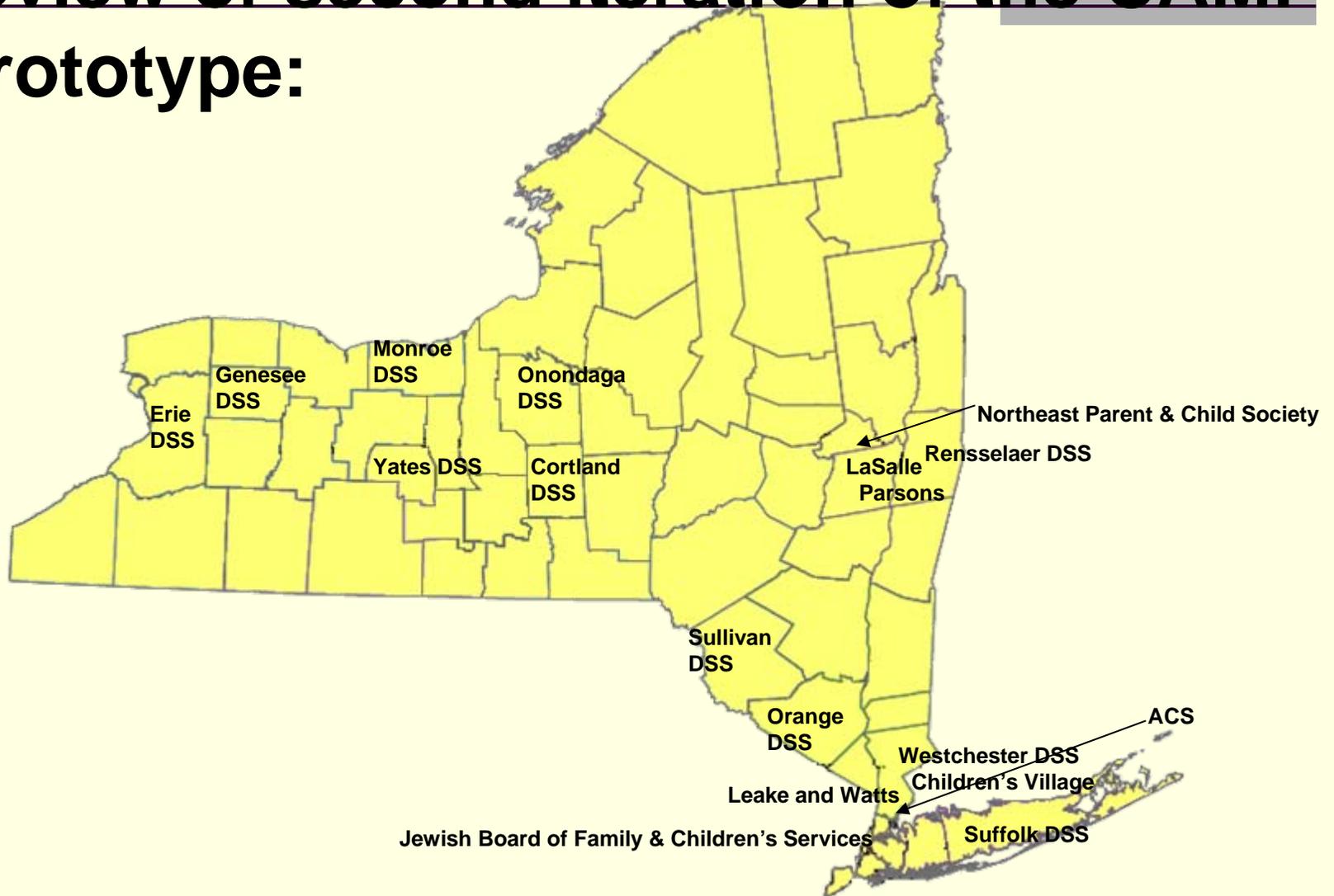
June 27, 2009



Business Team:

Districts and agencies participating in review of second iteration of the C&M&P prototype:

prototype:



Business Team: Feedback on Prototype

Early responses include:

- Changes based on first iteration feedback well received
- Positive response to the new look and feel
- Improved navigation will reduce time at computer
- Ability to display all individuals named in stage on workload will save time searching for individuals
- Use of common web standards and tools will make learning the new system easier
- Use of tools to help caseworkers identify what stages are open will help reduce confusion

Technical Team

- 2009 Considerations for Technical Builds
 - Q2-2009
 - Business Team Recommendations:
 - Progress Note Enhancements
 - PHR (Short Term Improvements)
 - Casework Contacts support
 - Q3-02009
 - Casework Contacts

Technical Team

- Q4-2009
 - Enhanced Reporting Capability
 - Statewide OCI report rollout
 - This provided Caseworkers with critical and outstanding tasks associated with cases under their responsibility.
 - Multiple Person Report
 - Identifies individuals that may be present in the system more than once.
- Q1-2010
 - GIC Workload Mapping
 - Provide maps and driving instructions for selectable cases in an individuals workload.
 - Identify closest FAD Home or CCF in emergencies
 - Supervisory access to display location of a units cases

Technical Team

Q2-2010

- New Transformed Windows
 - Workload
 - Case Search/List/Detail
 - Person Search/List/Detail
- Convert all older Windows to new look and feel. Transform the older functionality over time.
- Incremental changes to Common Functions (ToDo's, Events, etc.)
- Technical upgrades for Security and Narratives.

Technical Team:

Infrastructure Updates

- **HP Superdomes (2) for CAMP Database Infrastructure: Q3 - 2009**
 - HP Superdome Servers deliver the highest levels of availability, performance density, memory scalability, and investment protection.
 - CONNECTIONS – Increased Application Performance and Expansion Capabilities
- **Citrix XenApp – Current CONNECTIONS in Production: Q4 - 2009**
 - Citrix XenApp (formerly Citrix Presentation Server) is an application virtualization product that allows users to connect to their corporate applications.
 - Upgrading All Software and Hardware to the most current levels available to allow for increased Performance and Stability.
- **SharePoint Infrastructure Build: Q4 - 2009**
 - Enhanced Reporting Capabilities
 - Expanded Availability to CONNECTIONS Users
- **Oracle 11g – Current CONNECTIONS in Production: Q4 - 2009**
 - Oracle 11g is faster and more efficient than Oracle 10g due to enhancements to the core software.
 - CONNECTIONS – Maximize Database Performance and Increase Transaction Efficiency, translates to Better End-User Performance.
- **CAMP Infrastructure Application Servers: Q1 - 2010**
 - CONNECTIONS – Support All Development and Enhancement Efforts

Enhanced Reporting Capability –

Albany County Pilot – Health Report Queues

- Previously only AFCARS prompts were available
- Allows for much more precise tracking
- Ensures that all health care and developmental needs of children in foster care are being met
- Reports can easily be run frequently to check appointments, referrals and assessments

Permanency Hearing Report

- Developing a prototype of enhanced functionality for the Permanency Hearing Report. Features include:
 - Support in the application, rather than a template
 - Making it possible to retrieve and use data
 - Improving and enhancing pre-fill options including reusing information from previous reports
 - Revised format and language of the report to make it easier to read and complete
 - OCFS working with districts and OCA in building requirements

Casework Contacts Improvement Project

- Casework contacts will be the Q3-2009 quarterly improvement.
- The purpose is to improve Foster Care Caseworkers face-to-face contacts with children and documentation of contacts
- **Technology**
 - Laptops for caseworkers responsible for field visits to children in foster care
 - Timely casework contacts and timely entry of progress notes documenting contacts
- **Casework Practice and Documentation Standards**
 - Assessment of local district practice and documentation standards by reviewing progress notes
 - Individual action plans to address assessment findings
- **Training**
 - Curriculum updates
 - Progress Notes/Casework Contacts Computer Based Training (CBT)
 - Resource Materials to aid workers

Training and Implementation: CAMP Training

- Live linc classes for Supervisors and Resource Users
- Online, self guided training courses for all affected staff
- Practice opportunities through Training Data Base
- Electronic follow up supports (e.g., online chat support, online mini-cbt's, etc)
- Updated Online Help within the application
- Resource materials for each build

Training and Implementation: Implementation

- Implementation/Change Management Activities
 - A six month timeline for implementation activities – Late Fall 2009 start date
 - A structured communication plan to engage various stakeholders
 - Tools to be developed to assist districts in preparing for transformed application

Security Update: Information Security

- **Confidentiality**
 - Principle of Least Access
 - Legitimate Business Need
 - User responsibilities
- **Physical Information Security Practices**
 - Hardware issues
 - Work Environment
 - Internet practices
 - Printing
- **Confidential Information in Transit**
 - US Mail/Fax/email
 - Data Files

Security Update: Initiatives Planned

- New CAMP Security Improvements
- Security Outreach and Review (SOaR)
- Metrics/Auditing Tools
- CONNECTIONS Security CBT
- Resources:
 - CD with Internet Security and Home Computer tips
 - OCFS Website Information Security
 - CSCIC.state.ny.us (CyberSecurity and Critical Infrastructure Coordination)
- To request SOaR review, request audit data or report incidents:
 - acceptable.use@ocfs.state.ny.us

Café Table Discussions

- Q2 implementation
- Training Alternatives
- Transformation Demo
- Branding
- Other Suggestions or Topics for Conversation

Thank you...

For further information:

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