

~ The CONNECTIONS WEEKLY ~
March 16 ~ 23, 2007



More Info About The Citrix Client Upgrade...
General Info...Who, What, When???

What is happening and When?

As we mentioned in the CONNECTIONS Weekly last week, and in a communication forwarded to local district and voluntary agency LAN Administrators, Implementation Coordinators, Resource Users, Directors of Service and other key users, the deployment of the "new" Citrix PN Agent Client, which is part of the overall Citrix Upgrade Project that OCFS IT is currently engaged in, will *begin* to be deployed to all CONNECTIONS workstations connected to the HSEN domain at 8:00 PM, Friday, March 16th. The deployment will extend throughout the following week (the week of March 19th - 23rd).

**Please note that if you downloaded the Citrix Client prior to March 16th you downloaded an older version of the Client. You must download the most recent version (which is 9.237) which will be available March 16th.

Who/What is involved?

All CONNECTIONS users, including NIS, client VPN, SSL sites, as well as laptops.

- **CONNECTIONS PCs:** (other than those that connect through NIS or client VPN), in order to receive the upgrade the computer must be connected to the network, so we ask that users log off their computers at the end of their day but that they *do not* turn their computers off throughout the time period specified above (from Friday, March 16th through Friday, March 23rd).
- **Laptops:** we recommend that laptops be connected to the system from Friday evening (March 16th) to Monday morning (March 19th) so that they receive the upgrade, however, if they are not, the Citrix upgrade will have to be installed through the following sharepoint: \\fnpcfs0a1adv\OCFSShare\CitrixClient9.237.

- **Client VPN users:** the client will be ready for users to download and install, from Friday morning, March 16th. The version of the new Citrix PN Agent Client is 9.237. Instructions on how to install from the following sharepoint <\\fnpcfs0a1adv\OCFSShare\CitrixClient9.237> were sent to key agency personnel (LAN Admins., Implementation Coordinators, Directors of Service) and are posted to the CONNECTIONS intranet site on the System/Network page.
- **SSL users:** will log in as usual and the updated Citrix Client will be available to download.
- **NIS users:** the client is ready for NIS users to download and install now. Instructions on how to install from the following sharepoint <\\172.16.102.72\ocfsshare\CitrixClient9.237> were sent to key agency personnel (LAN Admins., Implementation Coordinators, Directors of Service) and are posted to the CONNECTIONS intranet site on the System/Network page.

Will Citrix look different/ Why is OCFS IT doing this?

This deployment will be transparent to users. Please note that there is no de-installation of the old Citrix Client necessary; the new Client will write-over the old Client. Users will not see anything different on their PC's when they access the CONNECTIONS application. The reason for this upgrade is to take advantage of some printing and session reliability features that will become available to users once OCFS IT upgrades the Citrix servers.

Build 18.9 Delayed...

As you are aware, we have been in the process of preparing for the implementation of Build 18.9, and in so doing have been testing the application on several levels. During our systems performance testing this week, we found a few points of stress and are in the process of fixing these issues. In our efforts to deliver a product that will perform smoothly, we have made the decision to delay the implementation of this Build for a short time. We will notify you of our revised implementation date in next week's Weekly. We do not believe this will be a long delay so we will not be delaying the training schedule.

Build 18.9 Info To Know...

Build 18.9 Training Info...

- ***Two New Tip Sheets ~ Permanency Hearing Report & Designating Health Responsibility***

For your reference, SUNY Training Strategies Group has designed two **NEW** Tip Sheets ~ the first titled the *Permanency Hearing Report* & the second titled, *Designating Health Responsibility*. As many of you are aware, Tip Sheets are our "little cheat sheets". They are designed around a particular CONNECTIONS functionality and guide the user through the "point and click" of that function. The Permanency Hearing Report Tip Sheet describes how to launch, modify and email a Permanency Hearing Report, as well as how to password protect the

report. The Designating Health Responsibility Tip Sheet has direction about how to designate an agency as responsible for maintaining health information, allowing caseworkers with a role in the stage – and staff who are accessing the Health Services window using the new Business Functions and are not in the local district with case management responsibility – to record Health Services information for children who are placed in their agency. It also shows how to end date agency health responsibility. These Tips Sheets, as well as others, are posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page.

- **FASP Refresher Training...**

****Please note that this information is for the Yonkers & NYC regions only.**

The SUNY Professional Development Program (PDP) and SUNY Training Strategies Group (TSG) are collaborating this year to provide a one-day FASP Refresher Training. This training program will build the abilities that caseworkers and FASP approvers in your agency need to accurately and comprehensively document their casework activities and decision-making in the FASP. The training combines case recording qualitative best practices with demonstrations showing the corresponding system navigation in the FASP.

To provide you with a better understanding of this training opportunity, there will be a **FASP Training Information Forum** for *agency Training Coordinators* on March 23rd, 2007 from 10:30am-12:30pm; and for *ACS Training Coordinators* from 1:30pm-3:30pm. The informational forum will be held at in the auditorium of The Children's Center, 492 First Ave, Manhattan.

An agenda for the informational session and additional information about the training course, including its content, objectives, and target population was sent to Training Coordinators in the Yonkers and Metro regions earlier this week.

- **New STARS Report...**

There is a *new* report, available through STARS that enables districts and agencies to monitor registration, attendance, and 'no shows' for staff for all training that is tracked through STARS. The "*No Shows, Attended, and Registered*" report will enable the viewer to select a particular date range and select a specific class, or view activity for all training classes in a particular span of time. The report can also be exported to several formats, including Microsoft Word and Excel. Please note that a communication, describing the new report, was sent to local district and voluntary agency Staff Development/Training Coordinators, as well as Directors of Service. The instructions on how to access this report are posted to the CONNECTIONS intranet on the Training page under the heading *Link to STARS*.

- **How To Access STARS...**

Please note that to access STARS data and the new report for your agency, you need to have a STARS login and password. If you have questions regarding your login/password, or the report itself, please contact the Center for the Development of Human Services at 1-800-413-3210.

Build 18.9 Tools...

- ***Build 18.9 Release Notes...***

The Build 18.9 Release Notes, a document that identifies the specific enhancements, fixes and modifications in the Build, will be communicated next week.

- ***Build 18.9 Highlights...***

The Build 18.9 Highlights, a document that summarizes the significant modifications, changes and enhancements in the Build, is posted to the CONNECTIONS website.

- ***Build 18.9 Health Services Impact Analysis...***

The Build 18.9 Health Services Impact Analysis is available and posted to the CONNECTIONS website on the Implementation page. This document provides a brief description of current function/process and identifies “what remains the same”, “what is new or changes”, implications/considerations, how program is impacted and provides recommendations to users as a result of the implementation of the Build.

- ***More Build 18.9 Tools...***

Want to know more about what the Build will be like...there are lots more “Build 18.9 Tools” posted to the intranet. Take a look at the Build 18.9 Impact Analysis documents, job aids, Business Function Guidelines, Business Process Redesign Manual, as well as other tools that are posted to Current Tools on the Implementation page of the CONNECTIONS intranet.

NEW Data Warehouse Reports...

The Data Warehouse Team is pleased to announce that the following predefined reports now include FASPs coming due within 90 days:

- FASPs Due Detail organized by Worker
- FASPs Due Detail organized by Stage ID

In addition, those with a Report Studio license can use the WDFASP Admin package to create reports that include FASPs coming due more than 60 days in the future. (Previous ad hoc reporting was limited to the next 60 days.) Please contact the Data Warehouse Team at data.warehouse@ocfs.state.ny.us with any questions.

New Postings to the CONNECTIONS Intranet...

The following document(s) were recently posted to the CONNECTIONS intranet website:

- OCFS Data Warehouse FASP Reports Step by Step Guide (Revised version)
- Instructions on the Installation of the Citrix Client Upgrade
- CONNECTIONS Tip Sheet: Permanency Hearing Report
- CONNECTIONS Tip Sheet: Designating Health Responsibility

- The CONNECTIONS Weekly

***Weekly System Maintenance...
CONNECTIONS Application Downtime...***

- ***Friday, 3/16/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 3/21/07*** from 5:00 AM – 7:00 AM
- ***Friday, 3/23/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 3/28/07*** from 5:00 AM – 7:00 AM