



## ..CONNECTIONS NEWS..

*for the week of November 20 - 27, 2009*

*Developing a more caseworker centric system*

**CONNECTIONS Intranet site:** <http://ocfs.state.nyenet/connect/>

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### ***"Info to Know" for Caseworkers***



***Deadline for Casework Contacts Progress Note Entries is November 30th...***

#### **REMINDER!!!**

On December 1st, **the Data Warehouse team**, will begin processing data for the Federal Fiscal Year 2009 Foster Care Children Contacts. This process extracts Foster Care Children from CCRS and obtains CONNECTIONS' Casework Contact Progress

Notes. It is imperative that CCRS be up-to-date in order to extract children that are designated as in Foster Care. Similarly, all casework contacts must be entered into CONNECTIONS Progress Notes by **Monday, November 30, 2009**, covering the reporting period ending September 30<sup>th</sup>, 2009. If you have casework contacts that have not been entered, please enter them as soon as possible. We are very close to achieving our 2009 Foster Care Contact goal of 45%. We appreciate all the work you have done to make this possible!

As of October 1, 2009, we are in the third reporting year which actually is reporting for the year 2010; having a benchmark of 75%. As I am sure you remember, failure to make, and/or document a contact **in any one month** of the reporting year, puts the child out of compliance for the entire year. We ask that you please remind your staff, and staff of the voluntary agencies with which you contract for foster care services, of the importance of making a casework contact with each foster child at least once every month and recording each contact contemporaneous with the event.



### **Two *NEW* CONNECTIONS Tip Sheets**

- ***Children in Foster Care Who Are Parents***
- ***Creating a Child Case Record for a Legally Freed Child***

There are two NEW CONNECTIONS Tip Sheets posted to the CONNECTIONS intranet website:

- o Children in Foster Care Who Are Parents  
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Minor%20Parents.pdf>
- o Creating a Child Case Record for a Legally Freed Child  
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20CCR%20for%20a%20freed%20child.pdf>

The NEW tip sheet *Children in Foster Care Who Are Parents* describes the type of case(s) required in CONNECTIONS for a child in Foster Care who is or becomes a minor parent. The situation differs, depending on who requires services and whether or not the minor parent is a legally freed child.

The NEW tip sheet: *Creating a Child Case Record for a Legally Freed Child* provides information and system procedures for a child who is legally freed for adoption. In that situation, it is necessary to maintain information about him or her in a stage separate from the existing Family Services Stage (FSS). The Child Case Record (CCR) is an individual stage, created to document casework activities and services for each legally freed child.

See these two NEW tip sheets for more information on both of these topics. The tip sheets are posted to the CONNECTIONS intranet site on the Job Aids/Tip Sheets page.



## ***Updated Version 10.0 of the Dragon Naturally Speaking Software***

The Office of Children and Family Services (OCFS) recently expanded the Portable Technology Demonstration Project to offer laptops to local district foster care caseworkers, in addition to those previously offered to CPS caseworkers. In an effort to expand and capitalize on that initiative's success, OCFS is also making available, license upgrades to the *Dragon Naturally Speaking* (version 10.0) software. This software is designed to assist staff in entering narrative data into computer applications, such as CONNECTIONS. *Dragon Naturally Speaking* is a voice recognition software product, that has been tested and determined to work effectively with CONNECTIONS.

The link below directs you to a letter (dated November 3, 2009) that was sent to local district Commissioners about the availability of the *Dragon Naturally Speaking* (version 10.0) software. Please refer to the letter regarding a further description of the updated version of this software, the audience who would benefit from the software, and how to obtain local licenses for the software.

Link to the letter:

[http://ocfs.state.nyenet/connect/imp/10%2030%2009\\_Letter%20to%20Commissioners%20-%20Dragon%20Naturally%20Speaking.pdf](http://ocfs.state.nyenet/connect/imp/10%2030%2009_Letter%20to%20Commissioners%20-%20Dragon%20Naturally%20Speaking.pdf)

## ***General "Info to Know"***



## ***Changes to Your PC Related to the CONNECTIONS Architecture Modernization Project (CAMP)***

As you are aware, OCFS has undertaken the CONNECTIONS Architecture Modernization Project (CAMP) to update the CONNECTIONS application architecture, as well as the supporting infrastructure, to improve the overall user experience. This initiative necessitates the following two changes on **all** end user workstations:

- **Citrix Client Software Upgrade:** The Citrix software, installed on all user workstations to access applications (such as CONNECTIONS) through Citrix, will be upgraded to the latest version available to provide necessary updates and ensure continued stability and consistent performance.
- **Access Address Change:** New websites will be provided for users to access applications through Citrix.

We are in the process of conducting a Pilot of a portion of this upgrade at three local districts (Rensselaer (11/23/09), Albany (11/30/09) and Saratoga (11/30/09) *(the rest of the state will be phased in between 12/3/09 and 12/12/09)*. This will involve user accounts being moved to different servers in order to provide a more robust environment for the CONNECTIONS application - you should not see any change in the way that you currently access the application.

Please see the chart below for a further explanation.

User Group	Current Access	New Access	Details
OCFS / HSEN	Program Neighborhood Agent: Red icon in system tray  Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a>	Program Neighborhood Agent: Blue icon in system tray  Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a>	<ul style="list-style-type: none"> <li>The Citrix client software will be upgraded silently via OFT's software deployment utility (SCCM) overnight at approximately 1am. This will force a reboot of all user workstations.</li> <li>Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul>

User Group	Current Access	New Access	Details
ONENET / NIS	<p>Program Neighborhood Agent: Red icon in the system tray</p> <p>Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a></p>	<p>Program Neighborhood Agent: Blue icon in the system tray</p> <p>Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a></p>	<ul style="list-style-type: none"> <li>• The Citrix client software must be upgraded by the local administrator. The software is available from a file share* or CDs provided at the NYWPA.</li> <li>• Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>• Users that use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul> <p>*More detailed instructions and software are available from <a href="\\fnpcfs0a1adv\OCFSShare">\\fnpcfs0a1adv\OCFSShare</a> or <a href="\\172.16.102.72\OCFSShare">\\172.16.102.72\OCFSShare</a></p>

User Group	Current Access	New Access	Details
Client VPN	<p>Program Neighborhood Agent: Red icon in the system tray</p> <p>Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a></p>	<p>Program Neighborhood Agent: Blue icon in the system tray</p> <p>Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a></p>	<ul style="list-style-type: none"> <li>• Users will have to upgrade the Citrix client software by running Advertized Programs on their workstations.*</li> <li>• Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>• Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul> <p>*More detailed instructions are available from <a href="\\fnpcfs0a1adv\OCFSShare">\\fnpcfs0a1adv\OCFSShare</a>.</p>
Juniper SSL VPN	<p>Program Neighborhood Agent: Red icon</p> <p>Web Interface: Link from the Juniper SSL VPN page <a href="https://rc1.oft.state.ny.us/ad">https://rc1.oft.state.ny.us/ad</a></p>	<p>Program Neighborhood Agent: Blue icon</p> <p>Web Interface: <a href="https://connections.ocfs.ny.gov">https://connections.ocfs.ny.gov</a></p>	<ul style="list-style-type: none"> <li>• Instead of first authenticating to Juniper SSL VPN, users may now access Citrix applications directly from a separate website or via the Program Neighborhood Agent client. <b>The Program Neighborhood Agent requires a one-time manual configuration change to function.</b></li> <li>• Instructions are provided on the Juniper SSL VPN landing page as to how to upgrade the Citrix client software and access Citrix applications in the new environment.</li> <li>• Applications launched from the system tray or desktop icons via Program Neighborhood Agent will not be prompted for additional credentials.</li> <li>• Users that browse to the new website will have to re-authenticate to a login page.</li> </ul>

Any questions should be directed to your agency LAN Administrators who will send an email to the CONNECTIONS upgrade distribution list at: [ocfs.sm.it.pnaupgrade@ocfs.state.ny.us](mailto:ocfs.sm.it.pnaupgrade@ocfs.state.ny.us)



## ***UPDATED INFO on the Citrix Client Upgrade***

As many of you may know from information shared in previous editions of the CONNECTIONS NEWS, the Citrix Client upgrade began Monday, November 2, 2009, and will be ongoing until **December 14, 2009 (note the change in end date previously reported was November 30, 2009 and is now December 14, 2009)**. The update involves a "new" Citrix Xen App Plugin (an icon to access the CONNECTIONS application - formerly known as PN Agent Client) that will be deployed to all CONNECTIONS workstations.

For those PCs that access the network through HSEN the new icon will appear on your desktop through a "push" that is coordinated through the Office for Technology. For the PCs that access the network through SSL/VPN or Client VPN, the "push" will not be automatic. There are installation instructions below, identified by the way your PC accesses the network, to follow to install the Citrix Online Plugin.

### **Systems Connecting via SSL/VPN**

### **Systems Connecting via Client VPN**



Installing Citrix  
Online Plugin from OC



Installing Citrix  
Online Plugi...

In addition, PCs that are "non-NYS owned" - PCs that are owned by the Local Department of Social Services - that access the HSEN through a "OneNet" site will need to follow the instructions below.

### **Instructions for OneNet systems**



Installing Citrix  
Online Plugin from OC



Installing Citrix  
Online Plugin from OC

If you are experiencing any issues we ask that you send an explanation of the issue to the following address: [ocfs.sm.it.pnaupgrade@ocfs.state.ny.us](mailto:ocfs.sm.it.pnaupgrade@ocfs.state.ny.us) and someone will contact you to work toward a resolution. Please forward this communication to anyone in your agency that may be affected by this issue.



## **CIO/OFT Customer Bulletin - Microsoft Patch Notification Service**

**Number:** 09-CNS-03

**Issued By:** Deputy CIO, IT Customer Development and Relationship Management Services

**Title:** Microsoft Patch Notification Service

**Date Issued:** November 19, 2009

Beginning November 25, 2009, CIO/OFT Customer Networking Solutions (CNS) will enable a patch notification service on all computers on the HSEN and NYS domains. Whenever Windows updates need to be applied, a system icon will appear in the lower right hand corner of the screen (near the clock) prior to the deadline.

This system icon enables users to apply the most recent Microsoft updates at their convenience, rather than wait until the deadline. Patches will be available 48 hours prior to a scheduled push, giving users sufficient time to download patches at their convenience.

**Please read the attached CIO/OFT Customer Bulletin in its entirety for more information and inform users as needed.**

### **For Assistance.....**

#### **For local districts:**

If you have any questions regarding the information in this notification, please contact the CNS Outcome Management Unit at 1-800-603-0877 or send an email to [oft.sm.cns.outcome.management@cio.ny.gov](mailto:oft.sm.cns.outcome.management@cio.ny.gov).

#### **For voluntary agencies:**

Questions regarding this notification should be directed to [ocfs.sm.vpnhelp@ocfs.state.ny.us](mailto:ocfs.sm.vpnhelp@ocfs.state.ny.us)

### **The Bulletin.....**



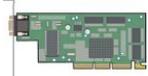
09-CNS-03Microsoft  
Patch ServiceFinal.do



## ***NEW Postings to the CONNECTIONS Intranet***

- **...CONNECTIONS NEWS...** <http://ocfs.state.nyenet/connect/>
- **Two New CONNECTIONS Tip Sheets ...**
  - *Creating a CCR For a Child Freed for Adoption*  
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20CCR%20for%20a%20freed%20child.pdf>

- *Children in Foster Care Who Are Parents*  
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Minor%20Parents.pdf>



## ***Weekly System Maintenance***

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- [Wednesday, 11/25/09](#) from 5:00 AM - 7:00 AM
- [Friday, 11/27/09](#) from 5:00 AM - 7:00 AM



Office of  
Children & Family  
Services  
Gladys Carrión, Esq.  
Commissioner