

CONNECTIONS

NEWS FOR USERS



FEBRUARY 15 – 28, 2013

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CONNECTIONS INTRANET:

<http://ocfs.state.nyenet/connect>

CONNECTIONS INTERNET:

<http://ocfs.ny.gov/connect>

NYWPA Winter Conference Discusses Emerging Trends in Mobile Technology

On January 30th, NYWPA's Winter Conference featured state and local district staff who led discussion on emerging trends and best practices in mobile technology.

About a year ago, OCFS used federal Caseworker Contact (CWC) funding to begin piloting the use of iPads to access CONNECTIONS through a mobile-accessible URL. The NYWPA session included a panel of local district staff who use and/or administer the use of the iPads as part of the OCFS pilot and together, they discussed the ease of set-up and accessibility issues, managerial concerns, daily tasks, and general challenges associated with the iPad, with a mostly positive outlook.

Panel members indicated the iPad as most functional in terms of supplemental support, outside of the office, and reported the device was most commonly used for progress notes. Most users had very little difficulty in set-up and establishing security and quickly adjusted to touch screen functionality, enhanced by a wireless keyboard. Challenges included the expected learning curve in incorporating and learning a new technology.

Ultimately, the panel members and OCFS staff are optimistic about the continued use of iPads and mobile technology in the field and are in the very early stages of developing a mobile CONNECTIONS app that can be used on any mobile device.

iPad User Survey Shows Positive Impact

In October, 2012, staff within participating iPad pilot programs answered survey questions concerning the use and effectiveness of iPads in the field. Below is a brief summary of results:

- The most **prominent use** of the iPad is recording progress notes, followed by accessing email, performing internet searches, and using the GPS capability
- Almost all staff **use the iPad at home**. They sometimes use it in court, in the community, or in a private vehicle. Staff tend **not to use** the iPad on public transportation or in a client's home.
- Staff cite **positive impacts** as feeling more productive, completing progress notes at a faster rate, and experiencing less stress overall.
- What staff like **best** about the iPad is its portability.
- What staff like **least** about the iPad is its small screen size in using the CONNECTIONS application, notably entering data in small fields.
- The use of a wireless keyboard greatly **enhances** the iPad experience.

The full survey (summarized above), as well as a Mobile Technology FAQ can be accessed on the OCFS Mobile Technology page at the following links:

Intranet: http://ocfs.state.nyenet/it/mobile_tech
Internet: http://ocfs.ny.gov/main/it/mobile_tech



It is strongly urged that users read and understand the changes to the PN agent prior to implementation.

PN Agent and Citrix Upgrades

An upgrade to the Citrix and PN Agent applications is currently planned that will alter user interface in accessing CONNECTIONS and other applications accessed via Citrix. The upgrade will occur in two stages:

1. PN Agent
2. Citrix Application

A pilot of the upgraded PN Agent is underway and implementation is tentatively planned for early March. The PN agent is a program on users' desktops that enables access to the Citrix application. Users who are on the HSEN network will receive an automatic download of the upgraded PN Agent on the implementation date. In sites that are not on

the HSEN network, LAN Administrators will be provided with a website from which they can download and install the PN Agent on each PC that requires it.

A document outlining the changes that users will experience using the upgraded PN Agent is available at the links listed below. It is strongly urged that users take the time to read and understand these impending changes prior to implementation.

The upgrade to the Citrix application is planned for the late spring or early summer. More details will be provided as we get closer to these dates.

Intranet: <http://ocfs.state.nyenet/connect/projupdt/sys.asp>

Internet: <http://ocfs.ny.gov/connect/projupdt/sys.asp>

New ADM: Portable Device Security and Remote Access

OCFS has issued a new Administrative Directive: 13-OCFS-ADM-01 Portable Device Security and Remote Access Guidance.

The directive provides guidance and information for local district and agency staff using state-owned portable devices such as laptops, netbooks, tablets, and smartphones, as well as personally owned devices that remotely access OCFS data and applications.

This ADM helps users to protect the confidentiality, integrity, and availability of OCFS

information and is meant to reinforce existing policy while simultaneously updating security directives to meet the needs of an evolving technological community.

This and other OCFS policies can be accessed via the following links:

Intranet: <http://ocfs.state.nyenet/policies/external>

Internet: <http://ocfs.ny.gov/main/policies/external>

February Computer Training Courses

New computer classes are available throughout the month of February, both in instructor-led computer labs and via distance-learning options (i.e., Training Space, LearnLinc).

Classes include Excel 2010, Microsoft Word 2010, Access 2010, Outlook 2010, and other courses to assist staff in transitioning to Microsoft Office 2010 and Windows 7.

Listings of the classroom and distance-learning courses are available on the CONNECTIONS websites at the following links:

Intranet: <http://ocfs.state.nyenet/connect/projupdt/sys.asp>

Internet: <http://ocfs.ny.gov/connect/projupdt/sys.asp>



Did You Know...

Tips and Tricks: Some Useful Windows Shortcuts

Whether you're a computer whiz or an amateur, the following are some brief, helpful Windows shortcuts that often go unnoticed:

1. **Double Clicking** highlights a word. **Triple Clicking** highlights a paragraph.
2. When experiencing difficulty in **selecting text**, make sure the cursor is **flashing** at the beginning of the text to be copied, hold the **Shift** button and click on the end of the text to be copied. The desired text will appear highlighted.
3. Hold **Ctrl** and **C** to copy. Hold **Ctrl** and **V** to paste.
4. Change the names of files or folders by pressing **F2**.
5. When searching for specific files/folders, click on a **blank space** on your screen and **type** the **first letter** of the file/folder for which you are searching. All files/folders beginning with this letter will appear highlighted.
6. Scroll to zoom: Holding **Ctrl** and **scrolling forward** on the **scroll wheel** of your mouse allows you to zoom in on any page you're viewing. Holding **Ctrl** and **scrolling backwards** zooms out.



CONNECTIONS
Mobile Technology
and Remote Access
has a new home on
the OCFS main
page!

New Mobile Technology and Remote Access Pages

Information relating to mobile technology and remote access previously contained on the Remote Access page of the CONNECTIONS Inter and Intranet sites has been moved to the OCFS inter and intranet website to facilitate wider usage of the information by a broader group of local district and voluntary agency staff. The links to the new OCFS portals are as follows:

Mobile Tech:

Intranet: http://ocfs.state.nyenet/it/mobile_tech/
Internet: http://ocfs.ny.gov/main/it/mobile_tech/Default.asp

Remote Access:

Intranet: http://ocfs.state.nyenet/it/Remote_Access/
Internet: http://ocfs.ny.gov/main/it/Remote_Access/



Revised Tip Sheet: Children in Foster Care who are Parents

A revised *Tip Sheet: Children in Foster Care who are Parents*, has been posted to the CONNECTIONS Website.

This revision updates the November 2009 original version by substituting WMS POS code 61 (Regular Care Maintenance) for the *erroneous* code 62 (Emergency Service and Maintenance).

The revised tip sheet is available via the following links:

Intranet: <http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
Internet: <http://ocfs.ny.gov/connect/jobaides/jobaides.asp>

CONNECTIONS Clue

Don't Merge these PIDs!

Special care should be taken when merging an *active* PID into one with a status of *closed adoptive*. When an adoption is finalized, a new PID is created for the child so that the pre-adoptive record can be properly sealed. Merging another PID with a closed adoptive one may recreate a link between pre and post-adoptive records.

How do I know if a PID on the Multiple Person Report (MPR) is a closed adoptive one?

The MPR contains a column labeled "A", which represents the adoptive status of the person. A value of "1" means the record is closed adopted; a value of "2" indicates the PID created when an adoption was finalized. CONNECTIONS will prevent you from merging a "1" PID and a "2" PID, but will not automatically prevent the merger of another PID with either of these.

Merging should NOT be done to the closed adoptive PID (person with a value of 1) unless the duplicate PID is also from the pre-adoptive period (prior to the adoption finalization). **You must carefully review the case history of each person to confirm that the PIDs are either both pre-adoptive or both post-adoptive before preceding with a merge.** *If you are unsure, DO NOT merge these PIDs!*



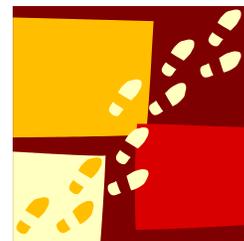
Reminder: Only those assigned the security business function of Access Sealed Adoption (ACC SEALED ADOP) will be able to access finalized adoptions records in CONNECTIONS. If you do not have this access, you should seek assistance from someone in your district who has the appropriate security to view all the case details. CONNECTIONS Implementation staff and the CONNECTIONS Help Desk are also available to help.

Don't Forget Past CONNECTIONS Clues!

Past CONNECTIONS Clues are available on the CONNECTIONS Website at:

Intranet: <http://ocfs.state.nyenet/connect/quicktip>

Internet: <http://ocfs.ny.gov/connect/quicktip>



Coming Next...

In Our Next Issue:

- ⇒ New CONNECTIONS Clue: How do I find the name of a Worker's Supervisor?
- ⇒ March Computer Training Courses

