



CONNECTIONS Weekly Technical Bulletin

March 01-07, 2013

Weekly System Maintenance

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

- **Friday, 3/01**
from
4 AM to 7 AM
- **Wednesday, 3/06**
from 4 AM to 7
AM
- **Friday, 3/08**
from 4 AM to 7
AM

Citrix Client Upgrade (PN Agent) to be Implemented **March 4th**

Upgrades to the Citrix and PN Agent applications are underway that will alter user-interface in accessing the CONNECTIONS application and other applications accessed via Citrix. The upgrade will occur in two stages:

1. PN Agent
2. Citrix Application

Phase 1– March 4th: The PN Agent is a program on users' desktops that enables access to the Citrix application. A pilot of the upgraded PN Agent application is underway, and implementation will occur on **Monday, March 4th**. Users who are on the HSEN network will receive an automatic download of the upgraded PN agent on the implementation date. As this upgrade will occur overnight on Sunday, March 3rd beginning at 10PM, it is important that users *do not* turn off their computers completely, but merely log off their profile at the close of the previous business day. Users on the system at the time of the download will be able to continue their work.

In sites that are not on the HSEN network, LAN Administrators will be provided with a website address in the near future from which they will be able to download and install the upgraded PN Agent on each PC requiring it.

A document outlining the changes that users will experience when utilizing the upgraded PN Agent is available at the *links listed below*. Users will face significant changes, including alternate icons, varying steps to access CONNECTIONS, a new way to refresh the application, and other functionality differences. It is **strongly urged** that users take the time to read and understand these impending changes prior to implementation.

Phase 2: The upgrade to the Citrix application is planned for late spring or early summer. More details will be provided as these dates approach.

[Citrix Client Upgrade: New Using Instructions \(Intranet\)](#)

[Citrix Client Upgrade: New Using Instructions \(Internet\)](#)

Post-implementation, if you are experiencing issues that cannot be resolved by referring to the above instructions, please contact your LAN Administrator or send an email to:

ocfs.sm.it.pnaupgrade@nysemail.nyenet

National Youth in Transition Database Requirements to Modify CONNECTIONS: Training Coming Soon!

Deputy Commissioner of Child Welfare and Community Service Laura Velez and Nancy Martinez, Director of Strategic Planning and Policy Analysis, issued a letter on February 27th, 2013 announcing the federal initiative, **National Youth in Transition Database (NYTD)**, which requires states to collect and report data to the federal government on youth receiving independent living services, surveying youth who are or were in foster care, and documenting tribal membership status of all youth in foster care.

A copy of the letter can be accessed at the following links:

[Letter to the Commissioner \(Intranet\)](#)

[Letter to the Commissioner \(Internet\)](#)

As of **March 1st**, functionality within CONNECTIONS will change to enable caseworkers to report the provision of independent living services to foster youth as well as to report tribal membership for all foster children.

State and voluntary agency staff are urged to attend training that addresses modifications to CONNECTIONS as well as a survey of youth currently in or discharged from foster care. Training will be offered **between March 13th and 20th** and provided via **iLinc**. The complete schedule and registration procedures for the upcoming sessions are available at the following links:

[NYTD Training Information \(Intranet\)](#)

[NYTD Training Information \(Internet\)](#)

Because registration is slightly different than the usual processes for iLinc classes, training coordinators should pay particular attention to the linked document.

Additionally, a Tip Sheet has been developed with a step-by-step overview of new functionality within CONNECTIONS and is available at the following links:

[NYTD Reporting Requirements \(Intranet\)](#)

[NYTD Reporting Requirements \(Internet\)](#)

CONNECTIONS Issues: Updates and Fixes

We have recently experienced problems in the CONNECTIONS application that we have been trying to address. On Friday, February 22nd, fixes were implemented for two issues pertaining to adding/changing staff via unit hierarchy when the unit involved a parent. Also in an intermittent issue when merging two people, the role of 'Alleged Subject' or 'Maltreated Child' was replaced by 'Unknown' or 'No role.'

Further updates to the CONNECTIONS application were migrated early Wednesday morning, February 27th, to address additional issues.

1. Mandated Reporter letters missing data: If the INV was still under investigation (determination could exist but the INV was not yet approved), the determination area of the letter was blank.
2. Service Layer Exception Error when updating names on the AKA Names tab in the INV stage for persons that were entered in the Intake with blank names.
3. Unit Summary access denied to other units.
4. Unable to generate the summary of the 3 most recent intakes.
5. Invalid Parameter error received in generating the OCI report via the Unit Summary Path.

We will keep you informed as further information becomes available. In the meantime, if you have additional questions, you can contact the CONNECTIONS Triage Unit by email at:

Ocfs.sm.conn_app@ocfs.state.ny.us

March Computer Training Courses

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

Classes include Excel 2010, 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 website at the following links:

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

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