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## The Jefferson County DSS iPad Project

As part of the OCFS iPad pilot project, Jefferson County DSS received five iPads in 2012 to support casework staff in making casework contacts with children in foster care and documenting these visits. The following is an account of the iPad’s successful incorporation into the workplace in Jefferson County.

In early 2012, OCFS pilot iPads were assigned to five foster care staff in Jefferson County, all of whom found the device very beneficial, reporting that the iPad assisted them to more efficiently complete their work. Later that year, as a result of such positive feedback and in an effort to reduce overdue investigations and lower caseloads, Jefferson County DSS was able to use a portion of their CPS Enhanced Funding to purchase an additional eight iPads. Administrative staff at the Jefferson County DSS agree that used properly, iPads possess the ability to assist caseworkers in more effectively employing their time and efficiently meeting the mandates of CPS investigations.



### The Top Uses for iPads at Jefferson County DSS:

- Taking notes during home visits and interviews
- On-the-road directions
- Checking emails at court or in the field
- Use of the built-in calendar
- Accessing CONNECTIONS on the go
- Taking notes at meetings
- Reading and accepting reports when on-call

Due to the largely mobile nature of caseworkers’ professional responsibilities, CPS workers at Jefferson County DSS had previously struggled to adequately document everything required within the CONNECTIONS application in a timely manner. Most Jefferson County CPS workers have laptops, but due to their relatively cumbersome size and weight, these are not often used in the field. Administration reports that CPS caseworkers were avid users of Quick Pads before issues with encryption prevented their continued operation, and the iPads have served as a much improved substitute for these devices—encrypted, compact, and extremely portable for use both during the workday and after hours.

CONNECTIONS  
INTRANET:

[http://ocfs.state.nyenet/  
connect](http://ocfs.state.nyenet/connect)

CONNECTIONS  
INTERNET:

[http://ocfs.ny.gov/  
connect](http://ocfs.ny.gov/connect)



**iPad Envy:**

*“I would love to have an iPad to put notes in immediately after visits, for the convenience of taking notes home and typing them there, taking pictures in the field, and for the convenience of CONNECTIONS when on call.”*

—Jefferson County CPS Caseworker

The iPad’s built-in wireless capability is one of the most beneficial features of the device, specifically for Jefferson County DSS’s two off-site CPS caseworkers stationed at the Fort Drum local military installation who do not have access to the base’s wireless network. The iPads allow the caseworkers to use a trusted cell connection through the encrypted device, as opposed to depending on broadband cards and laptops, which have proven less reliable. The iPad provides a tool for these workers that is extremely portable and allows easy access to the systems that they use most. A caseworker stationed at Ford Drum remarks, *“I am thankful for the use of the iPad, especially with working on Fort Drum. They are easy to use in morning staff meetings and Case Review Committee meetings to get updates on current cases that may not be assigned to this CW, but are military cases.”*

Since using and purchasing additional iPads, Jefferson County DSS has seen a

decrease in overdue investigations and lower caseloads—although administration notes that there are many other variables, besides the iPad, that have also contributed to such positive outcomes. Due to a high demand for iPads from staff who are not assigned one, the district is considering purchasing additional devices. The success experienced by Jefferson County with iPads is a testament to the technologically changing landscape in child welfare practice, and proves that in embracing innovations like the iPad and adhering to best-use regulations in regard to mobile technology, we are ultimately able to do our jobs better.

For more information on iPads or other tablets and their proper use and incorporation into the workplace, please see the Mobile Technology FAQ, available on both the [intranet](#) and the [internet](#), or visit the Mobile Technology Page. ([Intranet](#) / [Internet](#))

<b>Jefferson County DSS Weighs In: Three Perspectives</b>		
<b>Administration</b>	<b>CPS Caseworkers</b>	<b>Foster Care Caseworkers</b>
<i>“The iPads offer the workers a tool that allows them the ability to work on documentation while in the field, allows them to access systems they normally work in without needing to return to DSS, and is convenient to use and carry around.”</i>	<i>“I personally enjoy using the iPad immensely. I’m now no longer required to drive into town on the weekends to work. If I’m behind on notes and time permits, I’ll work from home on the weekends. It’s also handy to utilize when an on-call worker contacts me regarding a subsequent case. I can provide more specific information pertaining to the case by reviewing my notes.”</i>	<i>“I love using the iPad for writing progress notes and checking email. They have made my work more efficient by being able to document my notes fresh after a contact so I am able to recall more from the contact and include more detail. It also helps me keep on top of everything by allowing me to document quickly and at home and by allowing me to check my email and respond quickly.”</i>

## Citrix Desktop Upgrade Scheduled for August 14th

On Wednesday August 14, during the normal morning maintenance window, the Citrix Desktop will be upgraded to the latest version. When this upgrade is complete, the look and feel of the Citrix Desktop will change. Nothing has to be done by local users when this change is completed, since the web addresses (URL's) and Citrix functionality will remain the unchanged.

A document outlining the changes users will experience is available on the CONNECTIONS Website at the

following links:

Citrix Desktop Upgrade ([Intranet](#))

Citrix Desktop Upgrade ([Internet](#))

**Please notify all affected staff of this upcoming change.**



## GIS 13-004: Affordable Care Act— Medicaid Coverage for Former Foster Care Youth

A new General Information System (GIS) Message is now posted to the GIS System Change Notice page on the OCFS Intranet, available [here](#).

The purpose of this GIS message is to provide local departments of social services (LDSS) with information regarding provisions of the Affordable Care Act (ACA) which provides Medicaid coverage to former foster care youth who were discharged between 2007 and 2013.

Effective January 1, 2014, individuals under age 26 who were in foster care at age 18

and in receipt of Medicaid are eligible for Medicaid coverage. Consistent with this rule, individuals are eligible for Medicaid if they meet a number of qualifications specified in detail at the above link.

For all GIS Messages and System Change Notices, visit the GIS System Change Notices OCFS page at <http://ocfs.state.nyenet/it/GeneralResources/GISDefault.asp>

# CONNECTIONS Clue

Want an easier way to find what you want in CONNECTIONS? Here are some top ways to cut down on scrolling.

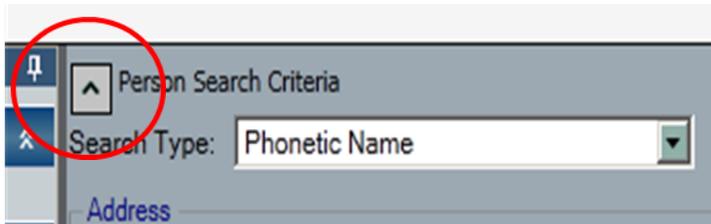
1. When you open a grid list, double click on the roller bar – it will open the full list

Approx	Sex	Type	Role	Rel/Int
	F	PRN	AS	Mother
	M	PRN	NO	Step-Parent
	M	PRN	MA	Child
	F	PRN	NO	Child

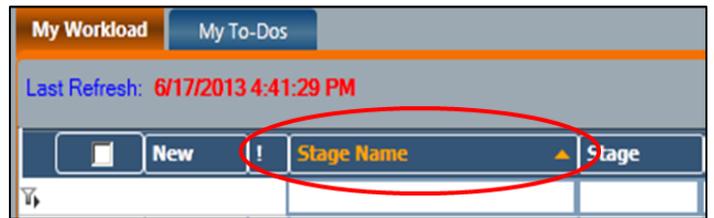
3. Use the filter bars to filter for what you're looking for

Event Date	TX Date	Status	Type
		d	
06/25/2009	06/25/2009	COMP	Assignment
06/25/2009	06/25/2009	COMP	Approval
06/25/2009	06/25/2009	COMP	Fasp Launch

2. Use the Gray boxes on the search windows to collapse or expand sections.



4. Use the sort feature on the headers to sort in ascending or descending order



### Need a refresher?

CONNECTIONS Implementation staff are available to schedule Transformation refresher courses for anyone that need it! A list of your assigned CONNECTIONS Implementation staff by region is available on both the [intranet](#) and the [internet](#).

## Don't Forget Past CONNECTIONS Clues!

Past CONNECTIONS Clues are available on the CONNECTIONS Website at:

[CONNECTIONS Clues](#) (Intranet)

[CONNECTIONS Clues](#) (Internet)

