



..CONNECTIONS NEWS..

for the week of April 30 - May 7, 2010

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

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"Info to Know" for Caseworkers



The Open Caseload Inquiry Report (OCI) Computer Based Training (CBT) is Coming...

The Professional Development Program of SUNY (in collaboration with OCFS) is just putting the "finishing touches" on the OCI Report Computer Based Training titled: [TS: Getting Acquainted with CONNECTIONS Updates - The New OCI Report](#). The purpose of this course is to provide Local District and Voluntary Agency casework and supervisory staff with detailed instruction on how to access and use the new version of the Open Caseload Inquiry (OCI) report. Proceeding at their own pace, learners will discover the features of the new report, how to customize it to meet individual needs and a details of the information contained on the report. The CBT should be available in a few weeks!! We will keep you posted on the release date!!!



Need a Training ID? Contact..

Please note that this piece was in the last edition of the CONNECTIONS NEWS.

Training IDs give you access to the training database - which mirrors the CONNECTIONS database yet, is an environment where you can “test” both new and existing functionality. If you run into an issue where you find that you need a training ID you can contact Kelly Farmer. Kelly’s email address is: kfarmer@pdp.albany.edu and she would be happy to assist you.



Additional Information About the Cues in The Open Caseload Inquiry (OCI) Report

Please note that this piece was in the last edition of the CONNECTIONS NEWS.

As we reported in the last edition of the *CONNECTIONS NEWS*, the rollout of The Open Caseload Inquiry (OCI) Report - SharePoint Reporting Services was successfully completed across the state for both local districts and voluntary agencies.

As you are aware, with the implementation of the OCI report many new cues have been introduced. Three of the new cues are not operating as they should. The following describes the issues encountered:

- The cue for the “HIV Risk Reassessment Is Overdue” is being generated along with the “Determination of Capacity to Consent and HIV Risk are Due” on the same OCI report. These two cues should not be generated at the same time. The reassessment cue can not be overdue when the initial assessment has not been done.
- The cue: “Schedule Physical/Medical Exam for Well Child” is being generated along with the “Initial Physical/Medical Assessment Is Due” cue on the same report. If the “Initial Physical/Medical Assessment Is Due” cue is generated, the “Schedule Physical/Medical Exam for Well Child” cue should not be. Additionally, the cue appears with overdue days when it is generated on the first day of placement - and should not.
- In the report totals at the end of the report, the total for the cue: “Children in Placement: A Face to Face Progress Notes Entry is Due” is not calculating accurately. The totals *should* count all stages where there is no entry as of the 20th of the month through the end of the month - but is posting “0” in many instances.

We understand that the fact that these cues are not operating properly presents a concern. We will notify you when the report has been corrected.

A Bit of Information About the OCI...

The Open Caseload Inquiry, or OCI as it is known, is a caseworker specific report that gives prompts to let you know when work is coming due or is overdue. This report is available to both district and voluntary agency caseworkers with a role in a stage. The OCI report helps a caseworker manage their workload in order to meet regulatory and

policy requirements. It should be noted that the OCI report is available to caseworkers now, but with a smaller cue set and through a different method of access.

A Bit of Information About SharePoint Reporting Services...

This quarterly release is the *first* to use new architecture to add enhanced reporting capabilities and new technology for distribution and control. SharePoint is a product offered by Microsoft to provide a mechanism to standardize the development of Websites, portals, and reports. SharePoint will allow new reports to be developed and deployed to the user community much faster than the current technology allows.

"Highlights"

More details about this exciting initiative can be found in the "Highlights" document titled: *A CONNECTIONS Quarterly Improvement - Q4-09 - SharePoint Reporting Services - The Open Caseload Inquiry (OCI) Report "Highlights"* which is attached below. The "Highlights" document is also posted to the CONNECTIONS intranet.

Job Aid

Further detail about how to access the OCI report, descriptions of the various windows that the report involves more in-depth summaries of the various cues - both static and new, and information about the Report Summary section and the report cues by stage, can be found in the job aid titled: *CONNECTIONS Job Aid SharePoint Open Caseload Inquiry (OCI) Worker Report*. The job aid is posted to the CONNECTIONS intranet and can be accessed via the following link:

<http://ocfs.state.nyenet/connect/jobaides/OCI%20Job%20Aid%202%2017%2010.pdf>

General "Info to Know"



****ALERT**** *For SSL/VPN Users -- Regarding the Access Link to CONNECTIONS*

As we communicated in late 2009, the method for accessing CONNECTIONS (as well as other Citrix applications) was changing.

The majority of CONNECTIONS users have already changed their path to Citrix to gain access to the CONNECTIONS application, however, there are still a small few who have not. The Program Neighborhood Agent site, identified as the "red ball" icon, will be decommissioned on **May 4, 2010**, and those few who have not changed their access to the "blue" icon as their method to access Citrix - thus access CONNECTIONS - will no longer be able to get to the application.

Any questions regarding this change should be directed to the CONNECTIONS upgrade distribution list at: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us.



UPDATED INFO... "Technical" or Logistical Issues With LDAP Accounts Got You Down - HELP!!!! Is On The Way...

**** Please note that the information below is a revised version of the piece that was in the CONNECTIONS NEWS dated March 26, 2010.**

We have partnered with the OCFS/ IT LAN Management team and they have set up two mailboxes for you to use for any issues related to LDAP accounts. If you are in a New York City based agency (including ACS), or an agency that primarily serves New York City clients, send any issues (e.g., account lock outs, password resets, etc.) to the **ocfs.dl.ldap.nyc** mailbox. If you are in any district or voluntary agency outside of New York City (or not serving primarily NYC clients), email the following mailbox: **ocfs.dl.ldap.upstate**. In either case, the folks that monitor these mailboxes will readily provide any assistance that you may need related to LDAP accounts. If you have a problem after normal working hours, you can always call the Enterprise Help Line at: 1-800-697-1323.

So there you have it - anything that you need to ask about LDAP accounts can be answered by sending your questions to either one of these two mailboxes!! Please pass this info along in your agency!!! And "thank you" to our LAN Management Team for their assistance with this venture!!!!



Office 2007 Upgrade Info

Please note that this piece was in the last edition of the CONNECTIONS NEWS.

Over the upcoming summer, the OCFS Division of Information Technology (IT) will be upgrading all OCFS workstations (PC's and laptops) from Microsoft Office 2003, to Microsoft Office 2007. This will include Microsoft Word, Excel, and Access.

All groups within OCFS IT have been working together to ensure a smooth upgrade. We have compiled an inventory of all OCFS IT Applications, Access Databases, and Excel Spreadsheets that are managed or supported by IT and will be affected by the upgrade. We have completed extensive testing of all known items that may interact with the newer version of Microsoft Office.

Because Office 2007 has many new looks and features, IT has coordinated with the Bureau of Training to have training classes begin around the times of deployment. There will also be time after the deployment for further trainings. Please look for these notices. If you have any questions or concerns regarding the upgrade to Microsoft Office 2007, please send an email to: ocfs.sm.it.office2007

Upgrade Schedule:

The time frames for the upgrade are as follows:

Pilot A - 40 N. Pearl St., Albany – the evening of June 1, 2010.

Pilot B - 52 Washington St., Rensselaer – the evening of June 12, 2010.

And then....all users within **Region 4, which is located between Delaware, Otsego, Green, Columbia, Rensselaer, Washington, Essex, Clinton, Franklin, Hamilton, Fulton, Montgomery counties**, will receive the upgrade on June 23, 2010. The upgrade should occur automatically, after normal business hours.

All laptops should be brought into the office and left on overnight during your time schedules. If this can not be done, the laptop should pick up the new install the next time the device is connected to the network. If this is done at a later date, the install may take quite a while and will tie up the device, so please be prepared. If any device has not received the upgrade within a few weeks of your scheduled dates, please send an email to the mailbox listed below, with a contact number and the serial number of the device, and IT will contact you.

Further communications will be sent as we get closer to rolling out to other regions.

Questions?...

If you have any questions or concerns regarding the upgrade to Microsoft Office 2007, please <mailto:ocfs.sm.it.office2007>.



NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



Weekly System Maintenance

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

- [Wednesday, 5/5/10](#) from 5:00 AM - 7:00 AM
- [Friday, 5/7/10](#) from 5:00 AM - 7:00 AM



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