



..CONNECTIONS NEWS..

for the week of May 7 - 14, 2010

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

FEATURED IN THIS EDITION

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"Info to Know" for Caseworkers



UPDATED INFO: *The Course Announcement About The Open Caseload Inquiry Report (OCI) Computer Based Training (CBT)...*

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!!! In the meantime you can read all about the CBT in the attached announcement:



Getting Acquainted
with CONNECTIONS L



Multiple Person Report (MPR)

**** Please note that this piece is for local districts only.**

As has been announced in RIST meetings statewide, the “new” MPR (Multiple Person Report) is coming. The style and the content of the report is now being tested at a few sites (Albany, Rensselaer and Saratoga counties) in the Albany region and will begin the implementation rollout in the Albany region (Franklin, Clinton, Essex, Hamilton, Warren, Washington, Fulton, Montgomery, Schenectady, Otsego, Schoharie, Delaware, Greene and Columbia counties) next Friday, May 14th. This report will be available to either one or two individuals that have been designated by each district to receive the report.

This report will be generated for each local district and will display all CONNECTIONS persons that appear to be candidates for the Person Merge process. For each district, the report displays people having more than one occurrence of the same: Full Name, Sex and Date of Birth. For each person, the report shows the address of the person, the number of cases involving that person, it indicates if another county is involved with cases that include that person, displays the PID, corresponding WMS CIN (if available), full name, sex, and date of birth of the person, the case status, a case ID and includes the ID of the worker on the case. It should be noted that all people with “UNKNOWN” in the name field have been filtered out of the report, as have people in sensitive cases.

Your CONNECTIONS Regional Office Implementation person will contact you about the report.

General “Info to Know”



CONNECTIONS Application Downtime

The CONNECTIONS application will not be available on ***Saturday, May 22nd, from 6:00 AM through 6:00 PM*** - a downtime of 12 hours. This downtime is necessary in order to perform critical system updates. We ask that you please pass this information onto those in your agency who may be impacted by this. Thank you!



****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 applications that are accessed through Citrix) 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 previously as the "red ball" icon, was 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 and other applications that are accessed through Citrix - will no longer be able to get to these applications through the "red ball" icon. However, please note that access to Webstar and COGNOS is still available through the SSL/VPN page.

Please refer to the instructions below for further information.

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

Instructions:

The illustrations below show what the old icon looked like and what the new icon will look like on both your desktop and in your system tray.

- **Old Icon on Desktop:**



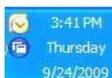
- **Old Icon in System Tray:**



- **New Icon on Desktop:**



- **New Icon in System Tray:**



The following are instructions related to the Citrix Xen App Plug-in deployment.

For those PCs that access the network through HSEN the new icon appeared on your desktop through a "push" that was coordinated through the Office for Technology. However, for the PCs that access the network through SSL/VPN or Client VPN, the

"push" is not automatic. To continue to access your Citrix applications, **you must complete the following steps:**

- 1.) Click on "Citrix Client" link under the Files sections to access the installation files and directions.
- 2.) Open the "Installing Citrix Online Plug-in for SSL VPN Users" document.
- 3.) Follow the instructions to install and configure the Citrix Online Plug-in. This new version of the Citrix client will be used to access your Citrix applications in future.

If you are experiencing any issues related to the deployment of the new icon, we ask that you send an explanation of the issue to the following address: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us and someone will contact you to work toward a resolution.



NEW Postings to the CONNECTIONS Intranet

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



Weekly System Maintenance

**** Please note the additional application downtime...**

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

- [Wednesday, 5/12/10](#) from 5:00 AM - 7:00 AM
- [Friday, 5/14/10](#) from 5:00 AM - 7:00 AM

****Additional Downtime:**

- [Saturday, 5/22/10](#) from 6:00 AM - 6:00 PM - a downtime of 12 hours



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