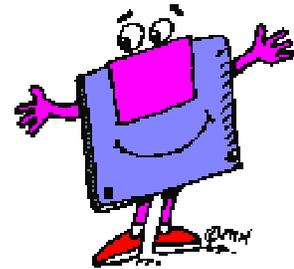


CONNECTIONS WEEKLY SYSTEM UPDATE



Memo

To: CONNECTIONS Implementation Coordinators

From: CONNECTIONS Communications

CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team

Date: May 15, 2003

Re: Activities for the week of May 16, 2003 – May 23, 2003

1. NYS OCFS WEB-RAP (For CPS Only)

Reminder: Changes to WEB-RAP beginning Monday, May 19th.

As previously announced in the January 30th, 2003 CONNECTIONS Weekly Update, CONNECTIONS users were informed about a new ICON appearing on the Citrix Production Desktop that was being used to support the NYS OCFS WEB-RAP (Risk Assessment Profile) Pilot in five designated sites (Monroe, Genesee, Tompkins, Rensselaer, and Putnam counties). The RAP is a new research-based method of classifying risk of future abuse and maltreatment and supporting caseworker decisions regarding the need to provide services to families with a high risk for subsequent abuse and neglect.

The OCFS Bureau of Services Planning and the CONNECTIONS Project are pleased to announce RAP has been implemented in the above referenced pilot districts, and that phased in statewide training and implementation for LDSS and ACS Child Protective staff, on the WEB-BASED RAP, began on May 12, 2003 and will continue over the next six months. In addition, beginning Monday, May 19th, 2003, the WEB-RAP Pilot will no longer be limited to “pilot sites”. Access to the WEB-RAP icon will be enabled statewide for all CONNECTIONS users however, the WEB-RAP (Risk Assessment Profile) is to be utilized by Child Protective Services workers only at this point. Voluntary Agency staff and non-CPS staff should not access the WEB-RAP functionality and icon. When CONNECTIONS users click on the WEB-RAP icon, the user’s Assigned Workload Window will be displayed with the following message:

The Risk Assessment Profile (RAP) is for Child Protective Services workers only. All non-Child Protective Services staff should NOT proceed any further.

Child Protective Services - DO NOT utilize the web RAP until your district has received web RAP training and your administration has identified an implementation date.

The WEB-RAP icon graphic appears on the Citrix Production Desktop as follows:



Later this year after the implementation of CONNECTIONS Build 16, the RAP will no longer be completed in the WEB format. Instead, Child Protective workers will be completing the RAP within the CONNECTIONS Application.

Please Note:

The following WEB-RAP Technical Assistance becomes effective May 16, 2003:

WEB-RAP Technical Assistance

Technical assistance is available for addressing programmatic questions and system questions and/or problems.

WEB-RAP System Problems:

- Call the **Enterprise Help Desk (1-800-697-1323)** for any technical difficulties accessing or using the WEB-RAP; i.e., missing icon, workload is incorrect, error messages, etc.

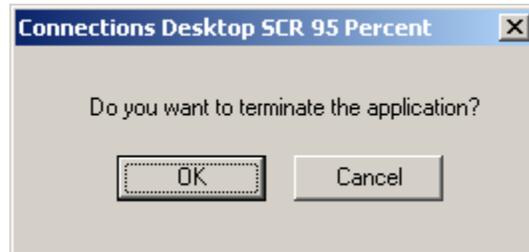
Program Questions:

- Questions concerning how to apply the risk elements to a particular case should be addressed first by referring to the definitions in the user manual, and second by discussing the question with your supervisor. If questions still remain, contact the regional office program staff for your county. Regional office staff will contact OCFS home office staff, as warranted, to seek answers and/or resolution to problems.

2. Best Practice Guideline “Citrix Log-off”

For CONNECTIONS users with the new Citrix 95% Screen Resolution, our technical team has asked the Communication Team to remind users of a

best practice guideline when logging off from Citrix. With Citrix 95% Screen Resolution, if users click the “X” in the upper right-hand corner of the Citrix session and then selects, “OK” to the “Do you wish to terminate the application” display message, **(see graphic below)**, the session will transition into a “disconnected state” for 15 minutes.



As a best practice guideline, when you have finished your work in CONNECTIONS, you should close both CONNECTIONS and your Citrix session. This is best done as a two-step process:

- ❑ First, close CONNECTIONS
- ❑ Then, to end your Citrix session, click on the **Start** button in the bottom left-hand corner of the Citrix desktop.
- ❑ Select **Log Off <User name>** from the pop-up menu that appears. Remember, this is not logging off your computer. It is just ending your session with the Citrix server and when the log off is complete you will be returned to your local desktop. **The only correct way logging off is by clicking Start | Log Off | Yes.**

3. **Human Services Enterprise Network Modernization Project**

In last week’s CONNECTIONS Weekly Update, we assisted the Office for Technology (OFT) and Customer Support Services (CSS) in providing follow-up communication regarding the HSEN “Plan B” Modernization Project. In that notice, we stated that we would be providing contact information for questions in regard to the network upgrade. **For any questions regarding the HSEN “Plan B” Project, please contact the OFT Coordination Center at 1-800-603-0877.**

For reference information, the April 30th letter from James Dillon (OFT) to LDSS Commissioners is posted on the CONNECTIONS Intranet Website on the “Home” page under the “What’s New” section dated April 9th, 2003

4. **CONNECTIONS Training Down Time**

We have been informed that the CONNECTIONS Training Database will be taken down for maintenance and will not be available on Wednesday, May 21st, Thursday, May 22nd, and Friday, May 23rd.

5. CONNECTIONS System Down Time

Late last week (Friday, 5/9/03) the Communication Team announced that beginning Tuesday, May 13th, additional weekly maintenance was being scheduled for CONNECTIONS. This maintenance will result in additional CONNECTIONS system down time on a weekly basis. Due to the revised schedule, CONNECTIONS will be unavailable on:

Friday, 05/16/2003 from 5:00 am - 7:00 am

Tuesday, 05/20/2003 from 5:45 am - 6:30 am

Friday, 05/23/2003 from 5:00 am - 7:00 am

6. Microsoft Exchange Servers

Due to regularly scheduled maintenance on MS Exchange E-mail 5.0 servers, all Exchange E-mail 5.0 servers will be unavailable on:

Sunday, 05/18/2003 from 1:00 am - 6:00 am

Sunday, 05/25/2003 from 1:00 am - 6:00 am