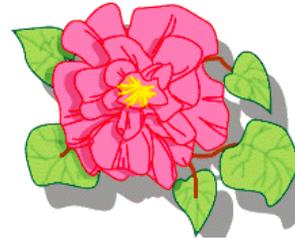


CONNECTIONS WEEKLY SYSTEM UPDATE

Happy Mother's Day!



Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: May 8, 2003
Re: Activities for the week of May 09, 2003 – May 16, 2003

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

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, will begin May 12, 2003 and 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 in 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.

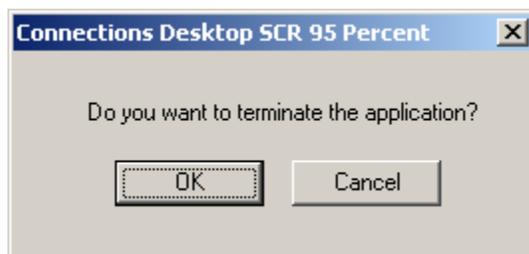
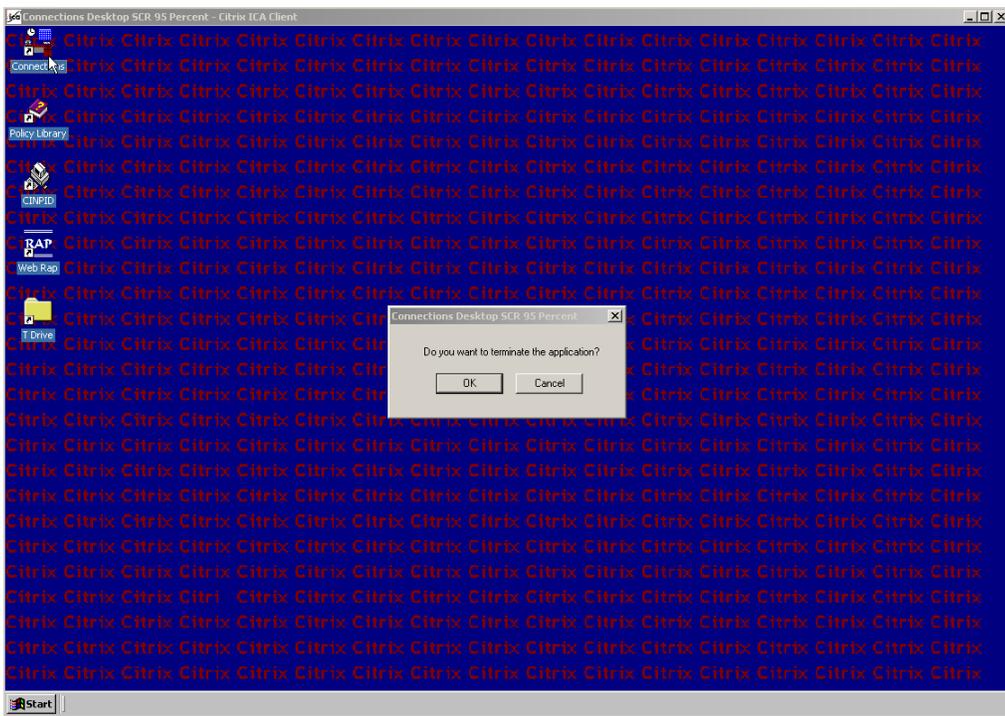
2. Best Practice Guideline “Citrix Log-off”

At this time our technical staff has asked us to remind users of a best practice guideline when logging off from Citrix. 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 log off of Citrix. Doing so (as opposed to logging off Citrix while CONNECTIONS is still open) will reduce the chances of problems occurring during logoff.

When you have closed CONNECTIONS, you can end your Citrix session by clicking 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 machine. 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.**

With Citrix 95% Screen Resolution, if users click the “X” in the upper right-hand corner of the Citrix session and then clicks, “OK” to a “pop up” display message which asks the user if they “wish to terminate the application” (see graphics below), the session will transition into a “disconnected state” for 15 minutes.



3. Human Services Enterprise Network Modernization Project

On April 30th, 2003, a letter was sent from James Dillon, Chief Information Officer for the Office for Technology to all Local District Department of Social Services Commissioners informing them of the planned statewide network upgrade that all human services applications utilize, including WMS and CONNECTIONS. This upgrade of the Human Services Network (HSN) to the Human Services Enterprise Network (HSEN), is referred to as the "Plan B" project. The network upgrade activities will extend to non-DSS sites as well, such as Voluntary Agencies and state Human Services regional office sites. Generally, any location that has state installed PCs connecting to the Statewide Human Services Network will be impacted. The statewide upgrade implementation is already underway and will be scheduled by regions over the next 24 months. If your site is identified as a site requiring the upgrade, OFT staff from the Coordination Center will be contacting you to gather information and possibly schedule site surveys. If you have questions about the network upgrade, please hold them until later next week. We expect to provide contact information in next week's CONNECTIONS Weekly Update. For reference information, the letter from James Dillon to LDSS Commissioners is attached to the CONNECTIONS Weekly Update cover e-mail.

4. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 05/09/2003 from 5:00 am - 7:00 am
Friday, 05/16/2003 from 5:00 am - 7:00 am

5. 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, 05/11/2003 from 1:00 am - 6:00 am
Sunday, 05/18/2003 from 1:00 am - 6:00 am