NYS Office of Children and Family Services
on the **road** to
transforming the Child Welfare Information System

# ..CONNECTIONS NEWS..
## for the week of January 1 – 8, 2010

*Developing a more caseworker centric system*

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**CONNECTIONS Intranet site:** http://ocfs.state.nyenet/connect/

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## FEATURED IN THIS EDITION

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## "Info to Know" for Caseworkers

## IMPORTANT- **UPDATED INFO** on the Citrix Client Upgrade (PN Agent)

As you are aware, OCFS has undertaken the CONNECTIONS Architecture Modernization Project (CAMP) to update the CONNECTIONS application architecture, as well as the supporting infrastructure, to improve the overall user experience. The method for connecting to CONNECTIONS and other Citrix applications has changed. The existing Program Neighborhood Agent site will no longer be used and the CONNECTIONS link on this page will be decommissioned. To date there are still 5,000 machines that have NOT been upgraded with the new Citrix Client (PN Agent).

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 Plugin for SSL VPN Users" document.
3.) Follow the instructions to install and configure the Citrix Online Plugin. This new version of the Citrix client will be used to access your Citrix applications in future.

There are also installation instructions, identified by the way your PC accesses the network, posted to the CONNECTIONS intranet Home page, under the sub-heading of November 18, 2009 (http://ocfs.state.nyenet/connect/).

If you are experiencing any issues 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. Please forward this communication to anyone in your agency that may be affected by this issue.

## *Data Warehouse Report Modifications*

The following FASP reports have been modified to include reporting by Office Name and Unit Specialization:

- FASPs Due Detail Organized by Stage ID
- FASPs Due Detail Organized by Worker
- Due FASP Activities
- Current Pending FASP Activities
- Current Pending FASPs - Agency Pending With
- Overdue FASP Activities
- Approved FASP Activities
- FASP Due Calendar

The prompts for Office Name and Unit Specialization are optional and will not impact reporting by districts or agencies that do not use Office Name and Unit Specialization.

The Office Name contains a 3 letter prefix that coincides with Site Code. Site Code/Unit Number and Unit Specialization columns will be included in detail lines.

# General "Info to Know"

## Casework Contacts Letter

A letter, dated December 30th, 2009 signed by Commissioner Carrión, and addressed to local district Commissioners and voluntary agency Executive Directors, informed them of the significant progress that has been made in the documentation of casework contacts with children in foster care over the past year.  In fact, the federally established benchmark of 45% for this year was exceeded. The letter also announces the availability of a new CBT on casework contacts that staff is strongly encouraged to take. For a copy of the letter, as well as a copy of the Training Space and Directory Services (LDAP) Accounts guide referenced in the letter, please see below.

- **Letter**

    Dec 09 CW
    ontacts.pdf (30 KB).

- **Online Training Courses, Training Space and Directory Services (LDAP) Accounts Guide**

    LDAP-Trng
    Space--rev 7-16-09.p

## 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…
- <u>Wednesday, 1/6/10</u> from 5:00 AM – 7:00 AM
- <u>Friday, 1/8/10</u> from 5:00 AM – 7:00 AM

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