



..CONNECTIONS NEWS..

for the week of January 22 - 29, 2010

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

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"Info to Know" for Caseworkers



Assessing Mobile Technologies in CPS (2008-2009) Report

The New York State (NYS) *Mobile Technology Demonstration Project* is a multi-year initiative to assess the use of mobile technologies in child protective services (CPS) work in New York State. Starting in 2006, this collaborative effort among the NYS Office of Children and Family Services (OCFS), NYS County Departments of Social Services (DSS or local district), and the Center for Technology in Government (CTG) at the University at Albany has conducted three successive assessments on mobile technology deployments and one in depth business analysis. This assessment focuses on the most recent effort in 2008-2009 where twenty-six districts received over 500 laptops and tablets for caseworkers, supervisors, and managers.

In this effort, districts were asked to submit proposals to OCFS for mobile technology funding. OCFS then selected districts and centrally procured the devices (laptops and tablets). OCFS led the statewide deployment with some assistance from OFT and the

districts. Local connectivity contracts were under the purview of the districts to select and procure. In addition, local districts were responsible for selecting CPS staff to participate and training the staff on the technology. CTG conducted an independent assessment of the use of the technology within and across the districts. The results of the impact of the technology on the work are presented in findings about caseworker productivity. The report is posted to the CONNECTIONS intranet website on the Remote Access page. For access to the full report click on the following link: http://ocfs.state.nyenet/connect/projupdt/Portable%20Tech-Final%20Report-%20OCFS%20changes%201_04_10_ctg.pdf



Casework Contact Computer Based Training (CBT)

Numbers update: As many as 100 of you have already completed this CBT, with another 500 individuals signed up to take it!!!!

As you know, a new Computer Based Training module (CBT) titled: *TS: Documenting Casework Contacts with Foster Children*, has been developed to provide training and information related to the federal and NYS casework contact standards. This CBT is currently available in STARS for caseworkers to complete and includes:

- A summary of the federal foster child casework contact standards, as well as an overview of state requirements on all foster care contacts and casework contact requirements in other program areas;
- Instructions for the correct documentation of casework contacts in CONNECTIONS so that full credit is received for all contacts that do meet the requirements;
- Exercises to reinforce learning and
- Information on the available reports and how to access these reports to help in self-monitoring of compliance.

It is estimated that The CBT will take approximately 30-60 minutes to complete. This CBT is a precursor to the technology that will be used extensively to train caseworkers and supervisors as we roll out the major changes to CONNECTIONS in 2010.

To access the CBT, caseworkers should refer to the guide ([Online Training Courses, Training Space and Directory Services \(LDAP\) Accounts Guide](#)) posted below. In brief, the process includes the following steps:

- Register each individual worker who will take the CBT course through STARS with a start date of January 1, 2010 or later.
- Once the worker has been registered in STARS access the website www.TrainingSpace.org either through the HSEN web browser or directly through the World Wide Web if you have access to the web.
- Sign in using an LDAP account Sign on and Password. Every worker with an HSEN ID can obtain an LDAP account. If the worker does not have an LDAP account, or the worker's password has expired, the guide below provides information on how to obtain an account or reset a password, as appropriate. Click on the link to the course that is visible after the prospective trainee has signed in.

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



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

General "Info to Know"



UPDATE on the NEW Open Caseload Inquiry (OCI) Report

As we communicated in the past few editions of the CONNECTIONS NEWS, there will be a new report coming as soon as early March 2010 - the Open Caseload Inquiry (OCI) report. A regional phased rollout approach will be employed beginning March 5th through March 26th. A few districts have graciously piloted the NEW OCI report and we have taken their feedback and have further developed the report. This is a caseworker specific report that gives prompts to let the caseworker know when work is coming due or overdue on their workload. The report helps the caseworker manage their workload in order to meet regulatory and policy requirements. Access to the OCI report will be via an Icon on an environment called SharePoint. Further information about this exciting development will be available through Regional Implementation Support Team (RIST) meetings, as well as through the *Open Caseload Inquiry Job Aid* and the *Highlights* document, slated to be available by mid-February, that will detail and illustrate the specific changes.



The NEW Servers Are Coming...The NEW Servers Are Coming..

We communicated in several previous editions of the CONNECTIONS NEWS about the NEW Citrix server rollout and they are here!!!! Several districts, across the state, are piloting the new servers as we write (and you read) this!!! The locales that are ever so graciously testing the new servers are: Albany, Rensselaer, Monroe, Bronx, Yonkers and Saratoga. Statewide rollout of the new servers will begin on February 1st and continue through February 19th.



Helpful Information About Virtual Private Network (VPN) Access

The following links have helpful information for laptop access. The first is a link to the OFT webpage that has a listing of various links for VPN access and the second is a network connect installation guide. Just remember, if you are having any issues connecting via VPN we suggest that you first contact your agency LAN Administrator for assistance.

- OFT webpage: Virtual Private Network (VPN) Access to the Customer Network
<http://www.cio.ny.gov/vpn/networkconnect.htm>
- Network Connect Installation Guide and Usage
http://www.cio.ny.gov/vpn/NetworkConnectInstallationGuide_revised.pdf



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, 1/27/10](#) from 5:00 AM - 7:00 AM
- [Friday, 1/29/10](#) from 5:00 AM - 7:00 AM



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