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

..CONNECTIONS NEWS..
for the week of May 14 - 21, 2010

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CONNECTIONS Intranet site: http://ocfs.state.nyenet/connect/
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FEATURED IN THIS EDITION

"Info to Know" for Caseworkers

General "Info to Know"

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"Info to Know" for Caseworkers

CONNECTIONS Application Downtime

This piece was in the last edition of the **CONNECTIONS NEWS**.

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 on to those in your agency who may be impacted by this. Thank you!

FAR *Family Assessment Response (FAR) Data Is Now Available In The OCFS Data Warehouse!*

Late in 2008, several counties were approved to use an alternative approach with families for some of their CPS maltreatment reports. This alternative approach, known as Family Assessment Response (FAR), is considered a CPS response even though no determination is made as to whether or not there is some credible evidence of maltreatment. The intent of FAR is to promote child safety and family well-being through enriched family engagement.

As of May 10th, predefined Data Warehouse reports that count CPS intakes or investigation will include FAR reports. Allegation cube reports will now have a disposition of FAR.

User-created reports that count CPS reports, CPS determinations and CPS allegations may need to be changed to accommodate these FAR assessments.

Security Reports

Please note that this piece pertains to local district and voluntary agency staff who are the Security Coordinators for their agency.

There are new and improved features for the Business Function and Staff Security Reports in the Data Warehouse!

The improved features include:
- *Security Attributes for the associated Business Functions listed in the reports*
- *Ability to run reports for active staff only*
- *Ability to run reports in an "ungrouped" format for downloading into Excel*

The Business Function report has been modified to report all Business Functions (and associated staff) for selected Security Attribute(s).

The Staff Security Report provides a list of agency staff with Business Function, Security Attributes, and other security related information.

Please note: the Security reports will be unavailable Friday afternoon, May 14th, while the new reports and supporting data tables are migrated to production. The new reports will be available Monday morning, May 17th.

 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.
This piece was in the last edition of the *CONNECTIONS NEWS*.

As has been announced in RIST meetings statewide, the "new" MPR (Multiple Person Report) is here! The style and the content of the report was tested at a few sites (Albany, Rensselaer and Saratoga counties) in the Albany region and will begin implementation rollout in the Albany region (Franklin, Clinton, Essex, Hamilton, Warren, Washington, Fulton, Montgomery, Schenectady, Otsego, Schoharie, Delaware, Greene and Columbia counties) on **Friday, May 14**[th]. 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.

As a support to the rollout we are in the process of developing an MPR job aid that will be available shortly. We will let you know when it is available and posted to the CONNECTIONS website.

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

General "Info to Know"

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 <u>May 4, 2010</u>, 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.

** Please note that access to Webstar, COGNOS and the OCFS intranet are 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…

**Additional Downtime:
- Saturday, 5/22/10 from 6:00 AM – 6:00 PM - a downtime of 12 hours

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…
- Wednesday,5/19/10 from 5:00 AM – 7:00 AM
- Friday, 5/21/10 from 5:00 AM – 7:00 AM

Office of
Children & Family
Services
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Commissioner