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

..CONNECTIONS NEWS..
for the week of January 29 – February 5, 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

Assessing Mobile Technologies in CPS (2008-2009) Report

This piece was in the last edition – in case you missed it..

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)

This piece was in the last edition – in case you missed it..

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"

Printing Problems Affecting Citrix Online Plugin Version 11.2

OCFS has determined there are printer drivers that do not function properly when printing within CONNECTIONS or other Citrix applications hosted by OCFS when using version 11.2 of the Citrix Online Plugin. The issues experienced are as follows:

> **No Output from Printer**. When printing in CONNECTIONS or other Citrix applications hosted by OCFS, no output is generated by the printer.

> **Passcode Not Saved**. A certain subset of printers requires a passcode to be entered on the workstation *and* on the printer when printing documents. When printing in CONNECTIONS or other Citrix applications hosted by OCFS, the passcode is not saved and users have to type in their passcode each time they print a document.

Printers Affected

OCFS has determined the following printers (as of **01/29/2010**) may be affected by the issues described above:

> Lexmark Z700-P700 Series
>
> Toshiba eS452/453Series PCL6
>
> HP LaserJet 4100 Series PCL
>
> HP LaserJet 1020
>
> Sharp MX-2300N PCL6
>
> Xerox WorkCentre 7665 rev2
>
> HP LaserJet 1018
>
> Lexmark E232
>
> HP LaserJet P1006
>
> HP LaserJet P2035n
>
> TOSHIBA eS282/283series PCL6

SHARP AR-M550N PCL5e

HP LaserJet 9040 PCL 6

RICOH Aficio MP C2500 PCL 6

OKI B6500(PCL)

Xerox Document Centre 240/255/265/332/425/440/480 PS

Xerox Document Centre 240/255/265/440/460/490

Action Required – Workstations with Citrix Online Plugin Version 11.2

For workstations that reside on the HSEN network, OCFS-IT will remedy the problem via a group policy. **There is no action required by HSEN users.**

Workstations that already have the Citrix Online Plugin installed, and are not part of the HSEN network (e.g. SSL VPN users and ONENet sites), will need to download and install an automated fix. Please follow the instructions below identified each individual situation.

ONENet Sites. If you support or use one of the problematic printers, download and install the automated fix on any workstations using any of the printers listed above. Please follow the instructions in the document below:

Installing Printer Fix for Cit…

SSL VPN Users. If you support or use one of the problematic printers, download and install the automated fix on any workstations using any of the printers listed above. Please follow the instructions in the document below:

Installing Printer Fix for Cit…

Action Required – Workstations that have not installed Citrix Online Plugin Version 11.2

OCFS requires for all CONNECTIONS and other Citrix application hosted by OCFS users to update to version 11.2 of the Citrix Online Plugin. For those workstations that have not yet been updated, the Citrix Online Plugin should be installed.

OCFS has integrated the printer fix in the Citrix Online Plugin installation files; therefore, the printer fix does not need to be installed if you are installing the Citrix Online Plugin.

To install the Citrix Online Plugin please follow the instructions in the documents below.

ONENet Sites.

Installing Citrix Online Plugi…

ONENet Sites with Their Own Citrix Environments.

Installing Citrix
Online Plugi...

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SSL VPN Users.

Installing the Citrix
Online P...

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Please note that if you are unsure about any of the above instructions you can send an email to the following mailbox: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us.

NYPWA Presentation – CONNECTIONS Transformation Update

NYPWA's 141st Winter Conference took place this past week and on the program was a presentation detailing an update about the CONNECTIONS Transformation. The presentation was delivered by Bill Travis (Deputy Commissioner of the Division of Information Technology) and Sheila Poole (Associate Commissioner of the Division of Child Welfare and Community Services) and included information about the accomplishments of the project since the summer conference, future transformation activities, a security update and a live demo of the NEW Permanency Hearing Report (PHR). For a detailed look at the presentation PowerPoint click on the icon below.

2010 NYPWA
Winter Conference.p.

An UPDATE - The Citrix Server Rollout

Just to update you, there is a delay in the rollout of the new Citrix servers. The overarching plan remains - to rollout new Citrix servers across the state, but, due to issues that have recently been evidenced with the pilot sites, it has been decided to postpone the statewide rollout until the "bugs" are worked out. Our tech team is partnering with Citrix to diagnose and remedy the issues now. Stay tuned for further updates.

Helpful Information About Virtual Private Network (VPN) Access

This piece was in the last edition – in case you missed it..

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…
- <u>Wednesday, 2/3/10</u> from 5:00 AM – 7:00 AM
- <u>Friday, 2/5/10</u> from 5:00 AM – 7:00 AM

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