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

..CONNECTIONS NEWS..
for the week of June 4 - 11, 2010

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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

Training Database Maintenance…

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

The Training Database will be unavailable for use for scheduled updates from **Friday, June 4th through Monday, June 7th**, it will again be available on Tuesday, June 8th.

FAR -- CONNECTIONS Family Assessment Response (FAR) *Job Aid for Participating Districts & The Family Assessment Response Questions and Answers Document*

The FAR job aid and the Family Assessment Response Questions and Answers document have both been posted to the CONNECTIONS intranet on the Home and Step-by-Step/Job Aids/Tips (Job Aids/Tip Sheets) pages. For your convenience, the links for both documents are posted below.

- FAR job aid
  http://ocfs.state.nyenet/connect/jobaides/Family%20Assessment%20Response%20Job%20Aid%20Updated2.17.10.ppt
- Family Assessment Response Questions and Answers
  http://ocfs.state.nyenet/connect/jobaides/FAR%20QA%202%2017%2010updateCOMMENTS.pdf

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.

The Open Caseload Inquiry (OCI) Report Web Based Training (WBT) Is Here!!!!

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

The Professional Development Program of SUNY (in collaboration with OCFS) is pleased to announce that the OCI Report Web Based Training (WBT) titled: TS: Getting Acquainted with CONNECTIONS Updates - The New OCI Report, is now available through Training Space!!!

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

details of the information contained on the report. You can read all about the WBT by clicking on the link to the training announcement posted to the CONNECTIONS website: http://ocfs.state.nyenet/connect/training/NEW%20Course%20Announcement%20-%20Getting%20Acquainted%20with%20CONNECTIONS%20Updates%20The%20New%20OCI.pdf

The Open Caseload Inquiry (OCI) Report Job Aid

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

The OCI job aid is available!!! For your convenience, the job aid is posted to the CONNECTIONS intranet on the Home and Step-by-Step/Job Aids/Tips (Job Aids/Tip Sheets) pages. A link to the document is also posted below:
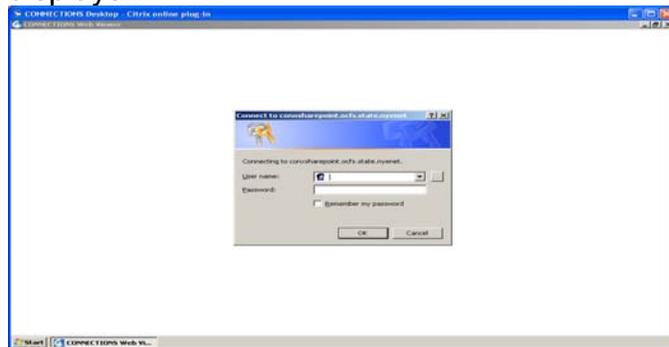http://ocfs.state.nyenet/connect/jobaides/OCI%20Job%20Aid%202%2017%2010.pdf

Signing Into The Open Caseload Inquiry (OCI) Report

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

Occasionally when accessing the OCI report we have heard that the following screen displays:

This screen displays only occasionally when you happen to "hit" certain Citrix servers. If you enter your credentials again you should be able to access the OCI report. We have identified the issue causing this and are working with the Office for Technology and Microsoft to remedy this situation but wanted to let you know in case you might have experienced this situation.

The Multiple Person Report (MPR) Job Aid…

** Please note that this piece is for local districts only.

The Multiple Person Report has been successfully "rolled out" across the state. This report is available to either one or two individuals that have been designated by each district to receive the report. This MPR 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 have developed an MPR job aid that has been distributed to our CONNECTIONS Implementation staff to forward to those "MPR assigned staff" in the districts.

General "Info to Know"

 Upgrade to Microsoft Office 2007...

Over the upcoming summer, OCFS Division of Information Technology (IT) will be upgrading all OCFS workstations (PC's and laptops) from Microsoft Office 2003 to Microsoft Office 2007. This will include Microsoft Word, Excel, and Access.

All groups within OCFS IT have been working together to ensure a smooth upgrade and have completed extensive testing of all known items that may interact with the newer version of Microsoft Office.

"Pilot A" – upgrading all workstations for OCFS staff located at 40 N. Pearl St., Albany, occurred on June 1st. Following an evaluation of this, "Pilot B" will consist of all workstations at 52 Washington St., Rensselaer, with the upgrade occurring on June 12th. Again, IT will review any issues that may have occurred prior to proceeding with the rest of the schedule.

The schedule is as follows:
- June 1st   40 N. Pearl St.
- June 12th   52 Washington St.
- June 23rd   remainder of Region 4
- July 22nd   Region 1
- August 19th   Region 2
- September 16th   Region 3
- October 14th   Region 5
- November 11th   Region 6

All upgrades will occur outside of normal business hours. Because Office 2007 has many new looks and features, IT has coordinated with the Bureau of Training to have training classes begin around the times of deployment. There will also be time after the

deployment for further trainings. Bureau of Training has been mailing these schedules to all staff. If OCFS staff has any questions or concerns regarding the upgrade to Microsoft Office 2007 they may send email to: ocfs.sm.it.office2007

Hibernation...brrrrrr......

If your PC's is hibernating (automatically shutting off) in under 30 minutes the Office for Technology (OFT) is requesting that a Helpdesk (1-800-696-1323) ticket be called in, in each instance. The Office for Technology will fix the issue promptly.

NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... http://ocfs.state.nyenet/connect/
- FAR Job Aid
  http://ocfs.state.nyenet/connect/jobaides/Family%20Assessment%20Response%20Job%20Aid%20Updated2.17.10.ppt
  - o Family Assessment Response Questions and Answers
    http://ocfs.state.nyenet/connect/jobaides/FAR%20QA%202%2017%2010update COMMENTS.pdf

CONNECTIONS Weekly System Maintenance

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…
- Wednesday, 6/9/10 from 5:00 AM – 7:00 AM
- Friday, 6/11/10 from 5:00 AM – 7:00 AM

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