



## ..CONNECTIONS NEWS..

*for the week of November 27 - December 4, 2009*

*Developing a more caseworker centric system*

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

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### ***"Info to Know" for Caseworkers***



***Deadline for Casework Contacts Progress Note Entries is November 30th...***

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

#### **REMINDER!!!**

On December 1st, **the Data Warehouse team**, will begin processing data for the Federal Fiscal Year 2009 Foster Care Children Contacts. This process extracts Foster Care Children from CCRS and obtains CONNECTIONS' Casework Contact Progress Notes. It is imperative that CCRS be up-to-date in order to extract children that are designated as in Foster Care. Similarly, all casework contacts must be entered into CONNECTIONS Progress Notes by **Monday, November 30, 2009**, covering the reporting period ending September 30<sup>th</sup>, 2009. If you have casework contacts that have

not been entered, please enter them as soon as possible. We are very close to achieving our 2009 Foster Care Contact goal of 45%. We appreciate all the work you have done to make this possible!

As of October 1, 2009, we are in the third reporting year which actually is reporting for the year 2010; having a benchmark of 75%. As I am sure you remember, failure to make, and/or document a contact ***in any one month*** of the reporting year, puts the child out of compliance for the entire year. We ask that you please remind your staff, and staff of the voluntary agencies with which you contract for foster care services, of the importance of making a casework contact with each foster child at least once every month and recording each contact contemporaneous with the event.



### ***Updated Version 10.0 of the Dragon Naturally Speaking Software***

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

The Office of Children and Family Services (OCFS) recently expanded the Portable Technology Demonstration Project to offer laptops to local district foster care caseworkers, in addition to those previously offered to CPS caseworkers. In an effort to expand and capitalize on that initiative's success, OCFS is also making available, license upgrades to the *Dragon Naturally Speaking* (version 10.0) software. This software is designed to assist staff in entering narrative data into computer applications, such as CONNECTIONS. *Dragon Naturally Speaking* is a voice recognition software product, that has been tested and determined to work effectively with CONNECTIONS.

The link below directs you to a letter (dated November 3, 2009) that was sent to local district Commissioners about the availability of the *Dragon Naturally Speaking* (version 10.0) software. Please refer to the letter regarding a further description of the updated version of this software, the audience who would benefit from the software, and how to obtain local licenses for the software.

Link to the letter:

[http://ocfs.state.nyenet/connect/imp/10%2030%2009\\_Letter%20to%20Commissioners%20-%20Dragon%20Naturally%20Speaking.pdf](http://ocfs.state.nyenet/connect/imp/10%2030%2009_Letter%20to%20Commissioners%20-%20Dragon%20Naturally%20Speaking.pdf)

## ***General "Info to Know"***



### ***Changes to Your PC Related to the CONNECTIONS Architecture Modernization Project (CAMP)***

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

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. This initiative necessitates the following two changes on **all** end user workstations:

- **Citrix Client Software Upgrade:** The Citrix software, installed on all user workstations to access applications (such as CONNECTIONS) through Citrix, will be upgraded to the latest version available to provide necessary updates and ensure continued stability and consistent performance.
- **Access Address Change:** New websites will be provided for users to access applications through Citrix.

We are in the process of conducting a Pilot of a portion of this upgrade at three local districts (Rensselaer (11/23/09), Albany (11/30/09) and Saratoga (11/30/09) *(the rest of the state will be phased in between 12/3/09 and 12/12/09)*. This will involve user accounts being moved to different servers in order to provide a more robust environment for the CONNECTIONS application - you should not see any change in the way that you currently access the application.

Please see the chart below for a further explanation.

User Group	Current Access	New Access	Details
OCFS / HSEN	Program Neighborhood Agent: Red icon in system tray  Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a>	Program Neighborhood Agent: Blue icon in system tray  Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a>	<ul style="list-style-type: none"> <li>• The Citrix client software will be upgraded silently via OFT's software deployment utility (SCCM) overnight at approximately 1am. This will force a reboot of all user workstations.</li> <li>• Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>• Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul>

User Group	Current Access	New Access	Details
ONENET / NIS	<p>Program Neighborhood Agent: Red icon in the system tray</p> <p>Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a></p>	<p>Program Neighborhood Agent: Blue icon in the system tray</p> <p>Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a></p>	<ul style="list-style-type: none"> <li>The Citrix client software must be upgraded by the local administrator. The software is available from a file share* or CDs provided at the NYWPA.</li> <li>Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>Users that use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul> <p>*More detailed instructions and software are available from <a href="\\fnpcfs0a1adv\OCFSShare">\\fnpcfs0a1adv\OCFSShare</a> or <a href="\\172.16.102.72\OCFSShare">\\172.16.102.72\OCFSShare</a></p>

User Group	Current Access	New Access	Details
Client VPN	<p>Program Neighborhood Agent: Red icon in the system tray</p> <p>Web Interface: <a href="https://ocfscitrixwi.ocfs.state.ny.us">https://ocfscitrixwi.ocfs.state.ny.us</a></p>	<p>Program Neighborhood Agent: Blue icon in the system tray</p> <p>Web Interface: <a href="https://xenappwi.ocfs.state.nyenet">https://xenappwi.ocfs.state.nyenet</a></p>	<ul style="list-style-type: none"> <li>• Users will have to upgrade the Citrix client software by running Advertized Programs on their workstations.*</li> <li>• Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent.</li> <li>• Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.</li> </ul> <p>*More detailed instructions are available from <a href="\\fnpcfs0a1adv\OCFSShare">\\fnpcfs0a1adv\OCFSShare</a>.</p>
Juniper SSL VPN	<p>Program Neighborhood Agent: Red icon</p> <p>Web Interface: Link from the Juniper SSL VPN page <a href="https://rc1.oft.state.ny.us/ad">https://rc1.oft.state.ny.us/ad</a></p>	<p>Program Neighborhood Agent: Blue icon</p> <p>Web Interface: <a href="https://connections.ocfs.ny.gov">https://connections.ocfs.ny.gov</a></p>	<ul style="list-style-type: none"> <li>• Instead of first authenticating to Juniper SSL VPN, users may now access Citrix applications directly from a separate website or via the Program Neighborhood Agent client. <b>The Program Neighborhood Agent requires a one-time manual configuration change to function.</b></li> <li>• Instructions are provided on the Juniper SSL VPN landing page as to how to upgrade the Citrix client software and access Citrix applications in the new environment.</li> <li>• Applications launched from the system tray or desktop icons via Program Neighborhood Agent will not be prompted for additional credentials.</li> <li>• Users that browse to the new website will have to re-authenticate to a login page.</li> </ul>

Any questions should be directed to your agency LAN Administrators who will send an email to the CONNECTIONS upgrade distribution list at: [ocfs.sm.it.pnaupgrade@ocfs.state.ny.us](mailto:ocfs.sm.it.pnaupgrade@ocfs.state.ny.us).



### ***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, 12/2/09](#) from 5:00 AM - 7:00 AM
- [Friday, 12/4/09](#) from 5:00 AM - 7:00 AM



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