

In This Issue...

2
Technical Notes

3
Regional Meetings
& Upgrade Update

4-5
Suggestions for
Using Notes

6
List Revision

7
Q & A
from Sites

8
CHRIS Team
Challenge

BACKUP NOW

You may be wondering why an article on backup is on the front page of CHRIS Comments. Maybe you were hoping for an article about the recent upgrade, or about the exciting new CHRIS features and new reports. Well you can find that *inside* this issue. But out here on the cover all you will find is *backup* news. The reason is simple: backups are either not being done or not being done correctly.

Insurance Policy

Backups are your insurance policy against disaster. Even for the luckiest amongst us, it is not *if* something bad will happen to your data; it is a matter of *when* and *how* bad. Assume that the worst possible will happen at the most inopportune time. Plan to recover from a disaster and implement the plan today.

How often do I need to create a backup?

Do it every day. It would be nice to be able to predict when something bad is going to happen and create a backup just in time. This may work for inventory control. It does not work for insurance policies.

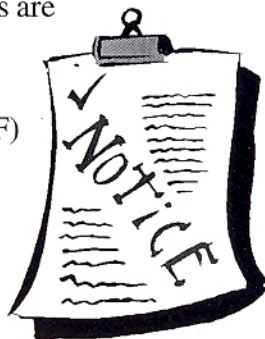
This newsletter will focus on backup. We think it is a very important issue. Almost every page in this newsletter will have some information on backup. You can test your backup knowledge on the last page.

Technical Notes

Just in from FileMaker...

Some of the sites have been encountering error messages when printing. We have been given the following information from Filemaker (all of the following errors are related to printer drivers):

- ✖ General Protection Fault (GPF)
- ✖ Illegal Operation
- ✖ Invalid Page fault
- ✖ Fatal Exception OE
- ✖ Error 10H
- ✖ Divide Error in Module FMTOOLS.DLL
- ✖ Access Violations



If you are experiencing any of the above have your local tech support call us at 1-800-231-5747. For other information on FileMaker see their web site at <http://www.filemaker.com>. FileMaker Fax Answer line is also available 24 hours a day call 800-800-8954.

**BACKUP
INFO**

How many backup sets will I need?

To be able to recover from any day during the most recent 2-week period or any Friday for a month or the end of any of the last 4 months, you will need at least 16 backup sets. Many system problems, which cause data corruption or loss, go undetected for weeks or months. Rotating archival backups are the only protection. The daily backups (Monday through Thursday) for two weeks will use 8 backup sets. Four Friday backups will take another 4 sets. Four monthly backups will take four more sets. You should also have at least two spare sets of backup media available.



This newsletter is produced by the University of Miami, Department of Pediatrics, Pediatric Information Systems. It is funded by the State of Florida, Department of Education, Division of Public Schools, Bureau of Student Services and Exceptional Education, through federal assistance under Individual with Disabilities Education Act (IDEA), Part B funds and through State General Revenue Funds. The **CHRIS Comments** newsletter provides updates and information for the users of CHRIS Software.

Editor-in-Chief, Features

Anne E. Hymowitz
ahymowit@peds.med.miami.edu

Layout Editor

Cristina E. Rojas-Fuentes
crojas@peds.med.miami.edu

Project Director

Richard C. Urbano
rurbano@peds.med.miami.edu

Contributors

Olga Camacho
Martha Cromwell
Rachael Spanjer

Any contributions or comments should be directed to Anne Hymowitz or Cristina Rojas at:

CHRIS Comments

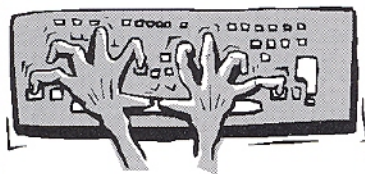
Pediatric Information Systems
Mailman Center for Child Development (D-820)
1601 N.W. 12th Avenue
Miami, FL 33136

Or E-mail:
chris@peds.med.miami.edu

1-800-231-KRIS (5747)
or (305) 243-3227
Fax: (305) 326-7594

CHRIS Comments is printed on recycled paper.

Upgrade Update



FDLRS Springs and FDLRS South alpha tested CHRIS 98. Based on their suggestions and input from the regional meetings, the CHRIS 98 upgrade was finalized. The CHRIS team stopped all development in the month of March and started updating all the sites. We currently have a total of 40 sites and sub-sites. The average convert of each database took approximately two days, if the site had working dial in setup. As of this writing, all sites that are accessible have been upgraded. We tried to update the sites in the order of the last conversion, the older your database the sooner you were converted. Off the new main menu are printable help files: User Help, basic CHRIS navigating information; What's New, a summary of all the upgrade new features and changes; and DBA Info, a summary of the new DBA utilities. Please print out these reports and read them, they will help you understand all the new features in CHRIS 98 and provide a mini user's manual. **Plan now to upgrade to FileMaker 4.0!**

Regional Meetings

CHRIS reports were an item on the agenda at a recent series of FDLRS regional meetings. The focus of the afternoon "Child Find" session at each of the meetings was what should be included in reports for the next CHRIS upgrade. Input on content and format for future report options was very extensive. During technical assistance visits Rachael has made since the regional meetings she has been able to address some of the reporting needs through training. She has also assisted some sites in creating reports in Super Track that will temporarily or permanently meet their needs. During the next few months the input from the regional meetings will be incorporated into new report layouts to be included in the next CHRIS upgrade.

BACKUP INFO

Where do I backup?

High capacity tape backup systems are the easiest to use. If all of your data will fit on one tape, you can automate the backup task. The computer system can be configured to run the backup task at a set time each day, Monday through Friday. All you need to do is replace the tape each day and write the date of the last backup on the tape. The backup procedure must verify that data were actually written to the tape and produce a report of its activity. If the backup fails, you need to know that and make certain that a valid backup is made as soon as possible. The problem causing the backup to fail may also be doing other bad things to your system.

If you have less than 1 GB of disk space, the Iomega Jaz drive is an alternative to tape.

The Iomega Zip drives are a third alternative. The drives only hold 100MB; thus backups cannot be automated. Someone will have to insert a new disk when the prior one is full. Current CHRIS data at all sites will fit on a Zip drive. At some of the larger sites the data would need to be zipped first with Winzip for it to fit on one Zip disk.

In an emergency you can backup your data to floppies. 100 megabytes of data would take more than 40 floppies. If your computer is on a network and you have plenty of free space, you could use Winzip or Pkzip to create an archive and transfer the archive across the network to several other machines. Neither of these alternatives is conducive to regular, reliable backups.

Offsite storage of backups!

One Friday backup should be store at a different location from the main computer. Each Monday have someone take the prior Friday backup to a secure location and return with the prior offsite backup. If there is a catastrophic occurrence at your center, you have a chance of recovering your data. Having two offsite locations would be even better.

Do it now!

If you do not have a backup from last night, start your backups now! Not later today! Not tomorrow! If you need assistance, call the CHRIS Help Desk. Do not let another day go by without back up

Backup with FileMaker Server

FileMaker Server cannot be running during a backup. Files opened by FileMaker are marked as active and may be skipped during backup. This means that critical data may not be written to the backup. The procedure used to automate the backup process should stop FileMaker Server. FileMaker server should be on ONLY when you are using it. If you need help setting up scripts to control FileMaker server please call the CHRIS Helpline.

UPS: Additional Protection!

What is it? Do I have one? Do I need one?

UPS stands for Uninterrupted Power Supply. This is needed because we all experience surges, noise, brown-outs, and power outages. Without an UPS your server will shutdown immediately during a power interruption and you will have corrupted data or a damaged computer. With an UPS you will have about 15 minutes to shut it down properly. If you are running FileMaker Server, you need an UPS on the Server hosting the files.

Suggestions for

The use of the "Notes" fields has been the subject of many a Technical Assistance Work Group discussion. The fact that there are three different kinds of "Notes" in CHRIS has led to some confusion for a number of users. Members of the TAWG have been inquiring into the use of the various notes fields and have come to the conclusion that removing any of the fields at this time would cause problems for some users. There doesn't seem to be much uniformity currently across the network on how the fields are used. In an attempt to address some of the issues regarding the use of the "notes" fields, here are some suggestions TAWG and users have to offer. Of course, in the use of any of the "notes" fields, the rule of common sense should apply. In other words, there is no need to create a note of any kind just to reiterate information that is already captured or should be captured on the event detail screen. (e.g., Received referral from the father.) The second rule that always applies to data collection is the rule of consistency. Conventions for data entry should be established within the center and committed to writing so that everyone knows how everyone else is doing things. To insure everyone uses the same conventions, users should frequently review these guidelines.

General Contact

"General Contact" events are summarized on the event summary screen. Some users have been creating a profusion of "General Contacts" so that they could have an at-a-glance birds-eye view of everything that happened as a case progressed. Although this seemed convenient at first, they soon found they had to scroll the event summary screen in order to get the "birds-eye" view they had created. Moreover, there was no concise way to include all of these general contacts in a multiple event report. Other than in the general contact master report there

or Using Notes

is not a good way to consolidate general contacts. Although the general contact master presents a nice summary of the contacts, they are seemingly out of context since they are summarized unrelated to the rest of the continuum of events. The advantage of using general contact notes is that they are associated with an event date. An alternative to creating many general contact events as a means of tracking case notes would be to create one general contact event if needed related to a particular tracking event (e. g. referral) and record all of the contacts related to that event in the same general contact.

General Notes

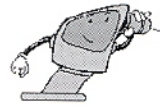
Another alternative for creating case notes is to use the general notes on the demographic screen. Many centers are using this alternative. The obvious disadvantage of using general notes for case notes is that this option can only be accessed from the demographics screen. The advantage is that a running case management record can be created in general notes and it can be printed out on a single (or multiple, if needed) page and there is not confusion over which note field is being used to "house" case notes.

Event Notes

The third notes field is the Event Notes field. These notes are created relative to particular events and are linked to the event for reporting purposes. Again, common sense is the operant factor in using event notes. Information that is captured or should be captured in the event detail should not be repeated in event notes.

For now, the TAWG has decided not to make any changes in the notes options in CHRIS. We would like to hear from users regarding how they use notes. Please take a minute to e-mail us about how you use each of the notes fields. We will incorporate your input into future decisions on how to revise note taking in CHRIS.

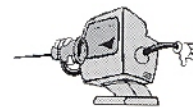
CHRIS CHAT ROOM



Some of you may already know about the IRC (Internet Relay Chat) and some may not. IRC is a group of servers throughout the world that allow folks to "chat" from all geographic locations. There are a wide variety of channels, or rooms, on IRC that cater to interests as disparate as flirting to computer knowledge, to business. We had an idea to set up a CHRIS Chat Room where Child Find Specialists and others from around the state could get together to discuss CHRIS topics and issues, without ever having to leave the comfort of their office!!!

So, a chat room for CHRIS users has been set up on DAL.net. In order to access this room you first need to have access to an Internet Service Provider such as FIRN. Then you need to have what is called a "chat client" such as Mirc or Pirch for Windows machines, or IRCLE for Mac machines. These chat clients are shareware and can be obtained from www.tucows.com. Just look for chat in their menu.

Once you have a chat client set up then, you will connect to the Dal.Net servers and type /j #chris_fl. In the future, we will schedule regular times for people to access this channel so that discussion can take place. For those of you who don't know, it will be similar to real-time e-mail. If you have any questions about how to obtain the chat clients or how to set up the client to get to #chris_fl, contact Martha Cromwell. If you are already connected to IRC in some manner, then drop into the channel and check it out.



Opportunity for Input

The following proposed revisions are being considered to the On Hold and Inactive reasons lists in CHRIS. Now is the time to provide input if you disagree with these changes or have other suggestions to be included. If you would like to give input, please submit it in writing via e-mail to spanjer@mail.firn.edu or ahymowit@peds.med.miami.edu by May 30. The changes will be finalized at the June 5th TAWG meeting and included in the next upgrade. If the change are approved, your old data will be converted to the new codes.

On Hold

Old:

Waiting Hearing Results
Waiting Vision Results
Waiting Medical Clearance
Waiting Both Vision and Hearing
Waiting on records from other agencies
Waiting on Signature(s)

New

New

New

New:

Waiting audiological report
Waiting vision report
Waiting medical report
Waiting contracted evaluation reports
Unchanged
Waiting parent consent
Waiting psychological report
Waiting staffing results
Waiting placement results

Inactive Reasons

Old:

Diverted with Appropriate Information
Diverted to Appropriate Services
Diverted Based on Screening Results
Diverted Based on Staffing Results
Service Initiated
Refused Services
Drop Out
Unable to Contact
Entered Kindergarten
Moved Out Of Service Area
Deceased

New

New

New:

Parent provided with information
Referred to appropriate agency
Passed screening - no service needed
Ineligible for Part B services
Receiving services^{*}
Parent declined services
Withdrew from service
Unable to locate child
Entered Kindergarten
Moved out of service area
Deceased
Receiving service with service plan
Receiving service without service plan

^{*} This category will be phased out and the two new ones added in its place.

Order a CHRIS Shirt!

We are ordering CHRIS shirts again. If you would like a CHRIS shirt of your very own, now is the time to order one! We currently have 12 orders that were placed at the CHRIS DBA Training. If you ordered a shirt at the DBA training and would like to change or cancel your order, please call us so we can update our list. The deadline for ordering is June 1, 1998.

The CHRIS Denim shirt is \$25.00 (S, M, L, & XL).

The CHRIS Cotton Pique Golf Shirt is \$20.00 (S, M, L, & XL).

Colors:

White, Birch (Heather Gray), Black, Forest Green, Natural, True Navy, True Red, True Royal, Maroon, and Jade

Make all checks payable to:

University of Miami,
Pediatric Information Systems

Mail your order to:

Pediatric Information Systems
CHRIS Project
1601 Northwest 12th Avenue,
Suite 3013A
Miami, Florida 33136

If you have any questions concerning your order, call Cristina Rojas at 800-231-5747.

Q&A Perspectives from the Sites

Question:
What date should be used for the "Evaluation" event?

Answer:
The evaluation event begins at the time the parent signs informed consent for evaluation. It is at that time the parent is informed of the kinds of evaluations proposed. Therefore, the evaluation requested date should reflect the beginning of the event and should be the date of parent consent.



Question:
No matter what criteria I choose for reports, I always get the same result - no records found matching those criteria. What am I doing wrong?

Answer:
Selecting criteria for reports is a good example of when less is more. Remember that the criteria is and, and, and criteria; not or, or, or. In other words records must meet all of the criteria you specify in order to be selected. The more criteria you specify, the greater the chance of no records fitting it. Try limiting your criteria to one or two selections. For example, you might choose an event and a range of dates within which you would want that event to have occurred. Or you might choose an event and a range of ages of children you want to include. Once you have displayed your selection in a report look for patterns that might give you a hint about why records you expected to see are missing. Then modify your criteria accordingly.

Question:
Is there a way for me to summarize my reports by more than one criterion? What if I want to summarize by both zip code and presenting problem on the referral report?

Answer:
You can create your own sorts by using the "sort" command under "mode" in the FileMaker menu line. To view a report showing summary data, go to preview. Summaries are only created if the data is sorted on the summary field. You can experiment with different ways of displaying your data by altering the sort fields and sort order.

Q: When should I use *Confirmed* on the appointment detail screen? If a parent is a *No Show* is it okay to have *Y* in *Confirmed*? Why not just have *Confirmed* as one of the choices in *Status*?

A: *Confirmed* should be marked *Y* if the parent has stated they will come to the appointment. It is possible that a parent will confirm an appointment, then will not show up. It is okay to have a confirmed appointment that is also a no show.

THE CHRIS TEAM CHALLENGE

1. If you never lost your data should you still backup every day?
2. If you are backing up every day do you need to use a different tape/disk for each backup?
3. If you do not have a tape drive does that mean you can not backup?
4. Should you have a copy of your backup not at your site?
5. How many sets of backup should you have?
6. Do you need an UPS?
7. If magnetic meteor from outer space just hit your computer and zapped all your data, would you be able to recover?

For a list of correct answers E-mail (chris@peds.med.miami.edu) or fax (305-326-7594) your answers, with your E-mail or fax number.



Pediatric Information Systems
Mailman Center for Child Development (D-820)
1601 Northwest 12th Avenue
Miami, Florida 33136