



C O M M E N T S

CHRIS  
Newsletter

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## OVER THE RAINBOW

When we think of rainbows we commonly associate rainbows with a pot of gold. However, for most of us, the pot of gold remains an elusive treasure. The real analogy of the rainbow is that it signifies change - change in the weather, hope for a brighter day. Whatever the significance for you, the fact remains that change awaits on the horizon.

I have just completed a series of trainings on *Steven Covey's Seven Habits of Highly Successful People and Principle Centered Leadership*. Covey refers to significant changes as paradigm shifts. In fact, the shift may be considered ongoing or a continuous process. When advances are made in technology and software, it is incumbent on the users to adjust to the changes. In most cases, this results in a more efficient and effective use of the user's time and resources. The same analogy can be applied to CHRIS.

CHRIS has gone through many changes since its inception, through user's input, advances in

technology, and modifications in Child Find processes. For example, the CHRIS Program is designed using FileMaker Pro. FileMaker Inc. is a progressive software company that is continually up-



grading its application to better serve the clients' needs. Their latest upgrade includes extensive Internet capabilities. This means more efficient access to databases from remote locations are now available. Who knows, tomorrow we may be able to download the CHRIS database onto our Palm Pilot and communicate data changes on referrals or screenings without ever returning to the office

or touching our computers. These opportunities for growth are sometimes met with resistance, but will most assuredly retain a high degree of value once the users embrace them.

One of the many things I have learned from serving as a CHRIS TAWG member is the importance of knowing the latest CHRIS technology, which allows me to utilize it to its full potential. The fact is, change is inevitable; the better prepared we are to deal with change, the easier it is to accept and to adapt. I have discovered through Covey's trainings that stress associated with change is directly proportional to my attitude. The more confident and positive my attitude, the less stressful the change process and the more evident the silver lining!

*by Don Woods, Manager FDLRS  
Sunrise and TAWG Member*

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# ON-LINE REPORTER TRAINING

## Is On-Line Reporter Training for you?

Have you been to Reporter Training, but –

- Still are not sure where to start when creating a report?
- Would like to set up reports others can run easily?
- Need a little more confidence?
- Well, then On-line Reporter training may be for you!



Now scheduling On-line Reporter Trainings, Tuesday-Thursday 1:00PM-5:00PM. Call the CHRIS Help Desk to set up your session today at 800-231- 5747. You must have completed Reporter Training and have dial-in access.

## Are you still not sure?

Read this testimonial from Ben Nelson, Child Find Specialist and DBA at FDLRS Heartland.

*Yes, I had attended Reporter Training, and yes, I learned a lot. However, the last training I attended was in October 1999, and we used generic training data. Furthermore, it had been a year since I'd been asked to create a customized report using Reporter. Then I remembered seeing advertised in a CHRIS Comments Newsletter: Training By Request – On-line Report Training Session. So, I called the CHRIS Help Desk and scheduled an on-line training appointment.*

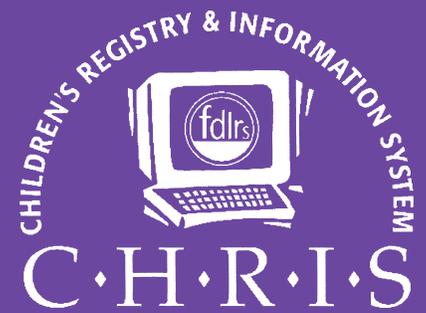
*Using the telephone and a dial-in connection to our CHRIS database, Annie provided Reporter Training and helped me create a custom report. A training that I will not soon forget. One-to-one on-line training let me execute the commands while Annie 'looked over my shoulder' and tutored me through the process. As the training progressed, memories of the previous Reporter Training were triggered, and confidence in what I was doing increased.*

*The fact that I was working with data I was familiar with, and working in my own office added a measure of comfort. The highlight of my training was executing a query and seeing our site's data fill the columnar report that I created; and when I showed the report to my Child Find Specialist, she said it was precisely what she wanted. To sum up, I would like to thank the Help Desk, and especially Annie, for what they helped me accomplish.*

Ben Nelson



A very small group of people requested on-site Reporter Training. We will schedule a beginner Reporter Training when the interest increases.



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### Editor in Chief, Features

Annie Hymowitz Garber  
annie@miami.edu

### Layout Editor

Vivian Perez  
vperez@child.psy.miami.edu

### Project Director

Shihfen Tu, Ph.D.  
stu@miami.edu

### Principal Investigator

Keith G. Scott, Ph.D.  
kscott@child.psy.miami.edu

### Staff Writers

Don Woods, Manager  
Sunrise and TAWG Member  
dWoods@pcsb.k12.fl.us

Rachael Spanjer  
spanjer\_r@popmail.firm.edu

### CHRIS Comments

University of Miami  
Department of Psychology  
5665 Ponce de Leon Blvd.  
Psych Annex Room #251  
Coral Gables, Florida 33146-0721

Email: chris.um@miami.edu  
Website: www.chris.miami.edu

Phone: (800) 231-5747  
(305) 284-5514

Fax: (305) 284-6992

# CHRIS Staff Update



## Emillie De Castro

In November 2000, Emillie De Castro, our CHRIS Help Desk Technical Support Assistant of almost two years, moved with her husband, Mark, to New York. Though we suggested Emillie commute, she said “no”. So reluctantly, we let her leave the CHRIS Help Desk and move to cold, friendly New York. Emillie is currently working at Magna Carta, an insurance company and is the assistant to the vice president. We miss her and wish her well.

## Aimee Aste

After an extensive search, in April of this year, we hired Aimee Aste. Aimee joins the CHRIS Help Desk team as the new Help Desk Technical Support Assistant. She will assist the CHRIS Support Hotline and with CHRIS training. In addition to five years experience in a technical support/customer service environment, she also has database and web development knowledge. Both her computer background and customer relation skills will prove to be a winning combination. Aimee is currently enrolled in the College of Business at Florida International University, and is working on her Bachelor’s Degree in Management Information Systems.

Aimee is also the new CHRIS Points Commissioner. If you e-mail her at [aimee@miami.edu](mailto:aimee@miami.edu) with the Subject: Yes I read CHRIS Comments, introduce yourself and state which center you are from, you will receive one CHRIS Point. E-mails must be received by May 31, 2001, only one point per user. She is happy to be part of the CHRIS team and is looking forward to hearing from you.



Aimee Aste

## Rohini Badlani

Rohini Badlani, a work-study student since January, has been assisting the CHRIS Help Desk with the Quarterly Backup Program, and other office activities. Rohini is graduating this May from the University of Miami with a Bachelor of Science in Psychobiology.

We thank her for her contributions to the Help Desk and wish her the best in all future endeavors.



Rohini Badlani

## CHRIS CDs

Last summer, we archived all the CHRIS data. The archived databases are securely stored on-site with the CHRIS Help Desk. These data are available to you upon request. Please contact the CHRIS Help Desk and we will send the archived CD with your data.



**HAVE YOU TESTED YOUR UPS LATELY?  
CALL THE CHRIS HELP DESK FOR  
DETAILS AT 800-231-5747**



# CHRIS Quarterly Backup Program

The CHRIS Quarterly Backup Program will be a year old in August (backups are done in the months of February, May, August, and November). The program has been a success and is instrumental in maintaining a statewide database.

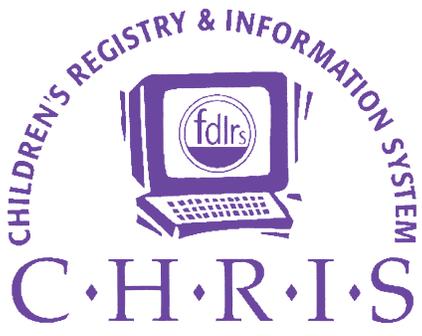
For the August backup, we will request that you run the new All Sites Report and return a copy of the report with your backup. We will provide more information on this in the future.

For more information on daily backup procedures, see the section on CHRIS Frequently Asked Questions at our website [www.chris.miami.edu](http://www.chris.miami.edu)

## CHRIS All Sites Report

At the last CHRIS TAWG Meeting, decisions were made to modify the All Sites Report. Data for the prior school year will become a fixed value by county and center in November of the current calendar year.

Evaluation Requested Event and Service Plan Event will be added and Inactive Event will be removed. We will be contacting you soon to schedule a time to transfer the new program to you.



University of Miami  
Department of Psychology  
5665 Ponce de Leon Blvd.  
Psych Annex Room #251  
Coral Gables, Florida 33146-0721