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

..CONNECTIONS NEWS..
for the week of September 11 - 18, 2009

Developing a more caseworker centric system
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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

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"Info to Know" for Caseworkers

Foreign-Language Notices/Documents on the OCFS Intranet for CONNECTIONS Users

OCFS recently started to coordinate the translation of selected child protective services (CPS) notices and documents generated in English by CONNECTIONS into Spanish, Chinese, Russian, and Arabic. The CONNECTIONS system does not support generation of the translated versions of these notices and documents, but they are available on the OCFS intranet website as templates that can be completed by a

caseworker, printed, and provided to a limited English proficient (LEP) person in the respective available language. An LEP person is an individual who does not speak English as his/her primary language and who has a limited ability to read, write, speak, or understand English.

The translated CPS notices and documents are available on the OCFS intranet using the following link: http://ocfs.state.nyenet/admin/forms/connections/. To access this site without a link, CONNECTIONS users should go to the OCFS intranet main page (http://ocfs.state.nyenet/), click on "Forms" on the left-side screen menu, and then click on "CONNECTIONS" on the next left-side screen menu.

OCFS will be adding foreign-language CPS notices/documents to this site on an ongoing basis. To date, the following notices/documents are available online:

- "Notice of Unfounding" in Spanish, Chinese, Russian, and Arabic
- "Service Plan Review Invitation Letter" in Spanish
- "Safety Plan" in Spanish

When sharing translated notices and documents from this site with LEP persons, case workers must make sure that the LEP persons are also given the corresponding CONNECTIONS-generated English versions with the exception of the English version of the Notice of Unfounding, which is automatically generated and mailed from the Statewide Central Register.

This is a collaborative effort among the Communications Office / Public Information Office, the Office of Strategic Planning and Policy Development, and the Division of Information Technology. For technical assistance, please send an e-mail to CONNECTIONSCommunications@dfa.state.ny.us; for translation-related questions, contact Mery Rosendorn of the Communications Office (Mery.Rosendorn@ocfs.state.ny.us, 518-474-9514); and for policy inquiries, contact Roberta Upadhyay of the Office of Strategic Planning and Policy Development (Roberta.Upadhyay@ocfs.state.ny.us, 518-486-7010).

NEW CONNECTIONS Tip Sheet – The District Agency Profile

Another NEW tip sheet has been developed! It is the :
- *The District Agency Profile Tip Sheet*
  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/DAP%206-30-09%20Final.pdf

This tip sheet is designed to help staff access, update, and use the DAP. The District-Agency Profile (DAP) is a directory of local districts, voluntary agencies and preventive agencies that use CONNECTIONS. The NYS Office of Children and Family Services (OCFS) uses DAP information to estimate equipment needs (e.g. laptop allocations), plan sufficient training slots and to create targeted distribution lists for email. The NYS Office for Technology (OFT) uses information listed in the DAP to verify the legitimacy of

requests for administrative rights in Webstar [e.g.: granting Local Security Administrator (LSA) rights, verifying the request came from a current Commissioner or Executive Director]. In addition, the DAP provides districts, agencies and OCFS staff with contact information for other districts and agencies. It is important that information in the DAP be kept as up-to-date as possible. The DAP can be a very useful tool for contacting staff in other agencies and alike.

UPDATED INFO...
Info About Children Served with Missing Clinical Diagnosis Reports, AFCARS and Casework Contacts for Children in Care

Children Served With Missing Clinical Diagnosis Reports
Please note that the data for the Children Served with Missing Clinical Diagnosis reports was recently refreshed. The 'as of' date is Sept 2nd.

AFCARS
AFCARS information includes the following:
> AFCARS information from the Placement Information Tab, the Removal Information Tab and the Diagnosis on the Clinical Appointment window.

For CCR cases -
> The AFCARS Adoption Information window accessed from the Adoption Finalization window.

The tip sheet for AFCARS (titled: *Recording AFCARS DATA*) is posted to the Job Aids/Tip Sheets page of the CONNECTIONS intranet, or can be accessed via the following link:
http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Recording%20AFCARS%20Data%20v4.pdf

Casework Contacts for Children in Care
A Casework Contact with each child in foster care is required in *every* calendar month that the child is in placement. In order to show that you have met the federal requirement for monthly contacts with foster children, the following data fields and values must be used when recording a progress note in CONNECTIONS:
- Type – Casework Contact;
- Method – Face-to-Face;
- Child as both the Focus and Participant of the contact;
- Location as adoptive home, foster home or congregate care facility;
- Location for child on trial discharge as case address, parent's home or relative's home

The tip sheet for casework contacts (titled: *Progress Notes: Successfully Documenting Casework Contacts for Children in Foster Care*) is posted to the Job Aids/Tip Sheets page of the CONNECTIONS intranet, or can be accessed via the following link:

http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/CONNECTIONS%20Tip%20Sheet%20-%20Progress%20notes%20Documenting%20Successful%20Casework%20Contact%20FINAL%20REV%207-8-09.2.pdf

Timeframes for reporting AFCARS data and Casework Contacts to the federal government are approaching! It is critical that local district and voluntary agency staff make timely updates to the CONNECTIONS AFCARS information screens and Casework Contacts for Children in Care.

In addition to making CONNECTIONS updates, CCRS is the system of record for placement information and serves as the source of data to identify children in care for federal reporting. If children are no longer in care, appropriate CCRS entries must be made so that we are not penalized for missing data for children no longer in care.

Reminder!   There are reports in the Data Warehouse that will help identify foster children that are missing information in both Clinical Diagnosis as well as Casework Contacts. You can access the Data Warehouse via either of the following links: http://cognos.dfa.state.nyenet/cognos8 or http://10.64.152.9/cognos8.

General "Info to Know"
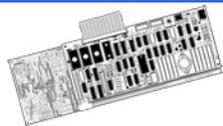
UPDATED... System Maintenance by NYS OGS – Involves ALL OCFS Computer Applications, Including CONNECTIONS

OCFS has been informed by the NYS Office of General Services (OGS) via the Office for Technology (OFT) that a required maintenance of electrical equipment in the building hosting OCFS computer systems will be occurring over the October 2 – 4, 2009 weekend.   This will require an extended outage (24-32 hours) of all OCFS computer applications, including CONNECTIONS. Specific times of the outage will be communicated next week.

Juniper SSLVPN and Client VPN Change Request

THE FOLLOWING IS A CUSTOMER NOTIFICATION BULLETIN FROM THE OFFICE FOR TECHNOLOGY REGARDING, Juniper SSLVPN and Client VPN Change Request.

We ask that you share this information with staff at your agency. This bulletin has been sent to local district and voluntary agency LAN Administrators. Please note that no SSLVPN or Client VPN (Network Connect) users will be impacted by this change.

CUSTOMER NOTIFICATION—(CUSTOMER NETWORKING SOLUTIONS)

TITLE: Juniper SSLVPN and Client VPN Change Request
DATE ISSUED: September 3, 2009

Overview

CIO/OFT's Customer Networking Solutions is planning to add site redundancy to the current HSEN SSLVPN and Client VPN remote access solutions. These solutions will utilize the Executive Park infrastructure to maintain remote access services in the event the 40 N. Pearl St Data Center is rendered unavailable.

Failover to this alternate site will require no action from the end user. Users will continue to use the same target URL they currently use to access the SSLVPN and Network Connect solutions.

LAN Administrators, if employing Internet restrictions for their end users, are required to enable user traffic to IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS).

Services Impacted

No SSLVPN or Client VPN (Network Connect) users will be impacted by this change.

Assistance

For local districts:
If you have any questions regarding the information in this notification, please contact the CNS Outcome Management Unit at 1-800-603-0877 or send an email to oft.sm.cns.outcome.management@cio.ny.gov.

For voluntary agencies:
Questions regarding this notification should be directed to
ocfs.sm.vpnhelp@ocfs.state.ny.us

Customer Action Required: Yes – by LAN Administrators

Action is required, by LAN Administrators, if Internet access policies are configured to restrict user access to a defined list of IP addresses and ports. The IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS) will need to be added to allow access through the Executive Park infrastructure.

This change requires no action by SSLVPN and Client VPN end users.

Details

CIO/OFT's Customer Networking Solutions is adding site redundancy to the current HSEN SSLVPN and Client VPN remote access solutions. These solutions will utilize the Executive Park infrastructure to maintain remote access services in the event the 40 N. Pearl St Data Center is rendered unavailable. The first planned cutover to this site will

occur on September 17, 2009 at 7:00am in preparation for the scheduled October 3, 2009 power down of the 40 N. Pearl St Data Center.

Failover to this alternate site will require no action from the end user. Users will continue to use the same target URL they currently use to access the SSLVPN and Network Connect solutions.

LAN Administrators, if employing Internet restrictions for their end users, are required to enable user traffic to IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS).

If static DNS entries or host files are used to resolve the rc1.oft.state.ny.us name, these entries will need to be modified to reflect the 170.123.4.6 IP address (only) in the event of a failover. Internet DNS resolution will resolve the rc1.oft.state.ny.us name correctly without intervention.

NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... http://ocfs.state.nyenet/connect/
- CONNECTIONS Tip Sheet - The District Agency Profile
  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/DAP%206-30-09%20Final.pdf

Weekly System Maintenance

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…

- **Wednesday, 9/16/09** from 5:00 AM – 7:00 AM
- **Friday, 9/18/09** from 5:00 AM – 7:00 AM

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