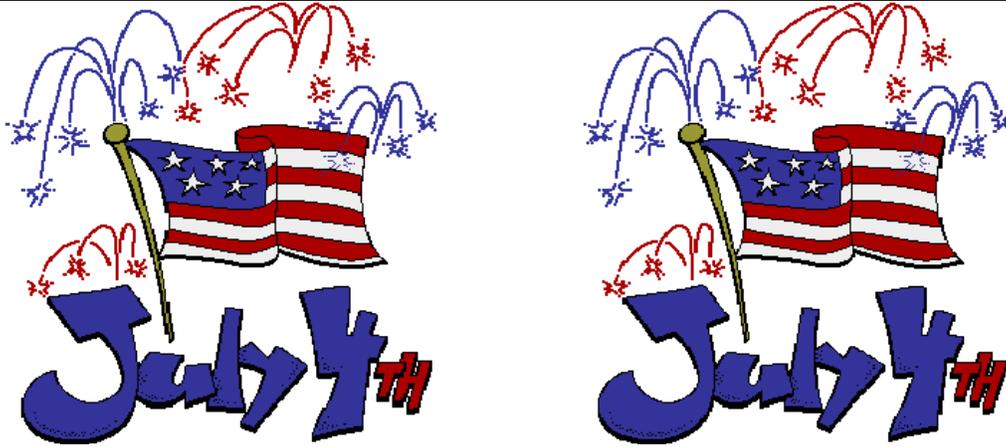


~ *The CONNECTIONS WEEKLY* ~  
*June 29 - July 6, 2007*



***Training Database Refresh...***

Just a quick note to let you know that, the training database will be refreshed on Monday, July 2<sup>nd</sup> and Tuesday, July 3<sup>rd</sup>. As a result of the refresh, the training database will not be available during this time.

***The Citrix Presentation Server 4.0 Upgrade and Regional Schedule...***

As you are aware, we have completed testing the *Citrix Presentation Server 4.0 Upgrade* in local districts across the state and the statewide roll-out began on Monday, June 25<sup>th</sup>. This phase of the upgrade will span a three-week period; completing the end of the week of July 9<sup>th</sup>.

***Why are we doing this?***

Just as a refresher, the recommendation for this upgrade to the Citrix environment came from the CONNECTIONS Program Improvement Plan (CPIP) initiative. Our efforts, in collaboration with the Office for Technology (OFT) as well as Citrix Consulting Services began in November of 2006. The first "leg" of this journey began in March, with the *Citrix PN Agent Client Upgrade to Version 9.237*. The availability of this new Client, when coupled with the new version of Citrix, which will be rolled-out regionally beginning June 25<sup>th</sup>, allows the user to take advantage of some new printing and session reliability features that are not available with the older versions of the Citrix PN Agent and Citrix servers.

***\*\* Just a reminder, that if you have not already upgraded the Citrix PN Agent Client to Version 9.237, we recommend that you do so as soon as possible, prior to your scheduled roll-out of the Citrix Server Upgrade. The instructions describing how to upgrade the Citrix PN Agent Client are posted to the CONNECTIONS website on the System/Network page, under the heading Citrix Information.***

### **What will users see with the Citrix Server 4.0 Upgrade?**

We want to take a moment to advise you of *one* change that users will see upon implementation of the Citrix Presentation Server 4.0 Upgrade. Currently, when users log into Citrix and choose the 'version' of the application that they wish to view, they have two (2) choices (versions) – they can choose from either "CONNECTIONS Desktop 95%" or "CONNECTIONS Desktop Full Screen". The only change that users will see when the Citrix Server 4.0 Upgrade is implemented is that the "CONNECTIONS Desktop Full Screen" and "CONNECTIONS Desktop 95%" choices will no longer be available. These choices will be *replaced* by one icon labeled: "CONNECTIONS Desktop", that users should click on to access the CONNECTIONS application. We are reducing the number of published applications from two down to one, and the default setting of that published application will be 95%. *However*, the user will have the option to modify the display screen size to Full Screen if they prefer this viewing version. In order to modify the display screen size to full screen, users will have to make a *one-time* PN Agent client configuration change, *prior* to logging into their CONNECTIONS Citrix session. We have posted a document ([Selecting Screen Size in Citrix 4.0](#)) to the website, on the System/Network page, under the heading Citrix Information, that details instructions on how to perform this task. The instructions have also been sent to local district and voluntary agency LAN Administrators, CONNECTIONS Implementation Coordinators and Resource Users.

### **The Regional Schedule**

As we upgrade from Citrix MetaFrame XP to Citrix Presentation Server 4.0, we will be migrating users to the new platform by region. The following is a listing of the schedule. The dates listed are the dates when users will begin using the new platform.

- **Regions III and IV** – Monday, June 25th
- **Regions I and II** – Wednesday, June 27th
- **NYS State Central Register (SCR)** – Wednesday, June 27th
- **Region V** – Thursday, July 5th
- **Region VI** (particular sites in the Bronx and Brooklyn) – Monday, July 9th
- **Remainder of Region VI** – Thursday, July 12th

### **Questions?**

If you have any questions related to this upgrade we ask that you contact either your district or agency LAN Administrator or, your district or agency Implementation Coordinator first, if these individuals are not available then we ask that you contact the NYS OFT Enterprise Helpdesk at 1.800.697.1323.

## ***A Few New Reports from the OCFS Data Warehouse... The Biological Parent Contacts Reports...***

The OCFS Data Warehouse Team is pleased to announce new reports in the Cognos ReportNet environment. The **Biological Parent Contacts** reports are located in the "OCFS DW – Casework Contact Reports" folder. The reports can help supervisors and managers identify biological parents of tracked children with and without staff contacts. There are three reports. Each contains the same data, but is sorted differently:

- *Biological Parent Contacts by Worker* is organized by worker name and answers the question “What contacts have been made by my staff?”
- *Biological Parent Contacts by Parent Name* is organized by the parent’s last name and answers the question “Which parents have/haven’t been contacted?”
- *Biological Parent Contacts by Case* is organized by Case ID and answers the question “What do the contacts look like for my cases?”

Please be patient as these reports may take several minutes to run.

Data Warehouse users can access the Biological Parent Contacts reports by following these steps:

1. Go to the Cognos ReportNet environment: <http://htptda0a1aspcog/crn/> (NIS agencies should use <http://cognos.otda.state.ny.net/crn>, and SSL VPN agencies should use the Cognos ReportNet link on their portal page.)
2. If the confidentiality agreement appears, read it and click “I Accept”
3. Click on the link for “Public Folders”
4. Click on the link for “OCFS DW – Casework Contact Reports”
5. Click on the link for the folder that displays. (Contract agency staff will see a “Voluntary Agencies” folder, LDSS staff will see a “Local Districts and Regional Offices” folder, and State staff will see both folders.)
6. Click on the link for the Biological Parent Contacts report of your choice, and complete the report prompts to run it.

Please contact the Data Warehouse Team at: [data.warehouse@ocfs.state.ny.us](mailto:data.warehouse@ocfs.state.ny.us) with any questions you may have regarding these, or any other reports.

## ***A New Administrative Directive (ADM)... Access to the Federal Parent Locator Service (FPLS), State Parent Locator Service (SPLS), and Additional Financial Information in Child Welfare Cases for the Purposes of Permanency – 07-OCFS-ADM-09***

A new Administrative Directive was issued jointly by the Office of Temporary and Disability Assistance (OTDA) and OCFS on Monday, June 25<sup>th</sup>. This Administrative Directive (ADM) provides a procedure for child welfare staff to receive information from child support staff regarding absent parents, including their location, employment information, and certain financial information, for the purposes of establishing parentage and developing permanency plans in

relation to children receiving child welfare services. These services include child protective services, preventive services, foster care and adoption services. This ADM replaces 05-OCFS-ADM-05, dated November 16, 2005, which provided the procedures for using the Federal Parent Locator Service (FPLS) only. The information in that release is fully incorporated in this ADM. The ADM is posted to the OCFS intranet and can be accessed via the following path: [http://ocfs.state.nyenet/policies/external/OCFS\\_2007/](http://ocfs.state.nyenet/policies/external/OCFS_2007/).

### ***GIS (General Information System) Messages...***

***\*\*Please note that the information below is applicable to local districts only.***

For your reference, GIS messages are available in the Public Folders:

[All Public Folders/dfa.state.ny.us/OCFS/TSU/](#) \*\*\**Services systems Reference Documents/ GIS (system change notices)*

#### ***APP-REG, CONNECTIONS and 100+ Matches***

A new GIS message (07-#005 – dated June 20, 2007) was communicated to Caseworker Supervisors, Caseworkers, Data Entry Operators and MILs, about *APP-REG, CONNECTIONS and 100+ Matches*.

With implementation of CONNECTIONS Build 18, the ability to create a WMS application for Child Welfare Services directly in WMS was disabled. Application Registration is conducted in CONNECTIONS via the CONNECTIONS/WMS interface. As a result, users are no longer able to enter a known CIN directly into the WMS application. This has created an issue, particularly with individuals with common names, where known CINs do not appear on the WMS clearance report because there are over 100 possible matches.

OCFS has developed a “work around” to address this issue. The workaround was described in a recent *CONNECTIONS Weekly*. If the known CIN for an individual does not appear on the WMS clearance report because there are over 100 possible matches, we ask that you contact Tina McCarthy at 1-518-402-3068 or, e-mail [Tina.McCarthy@ocfs.state.ny.us](mailto:Tina.McCarthy@ocfs.state.ny.us) for assistance.

#### ***NYC/District 66 ONLY: 8P Authorization Dates***

A GIS message (07-#006 – dated June 22, 2007) was communicated to Case Work Supervisors, Caseworkers, Data Entry Operators, MILs about *8P Authorization Dates*.

GIS – 05 #014, issued 12/30/05, described the availability of Purchase of Service (POS) code (**8P**) for use in authorizing room and board payments for PINS Remands (**NYC/District 66 only**).

Note: 8P POS is authorized in conjunction with DIR 25/Preventive Mandated. Details regarding 8P edits are contained in GIS – 05 #014.

This is to advise that the following edit change regarding POS 8P will go into effect as of 6/25/07:

- 8P POS authorization period cannot overlap 61 or 62 authorization period, regardless of the respective Provider/VIDs used.
  - **NEW** error message: **834** - "8P AUTHORIZATION PERIOD CAN NOT OVERLAP 61 OR 62 AUTHORIZATION PERIOD."

For systems issues/questions regarding WMS, please contact OCFS-IT-Customer Support at 1-800-342-3727.

BICS questions should be addressed to Maureen Godwin or Nancy Pare.

### ***New Postings to the CONNECTIONS Intranet...***

The following document(s) were recently posted to the CONNECTIONS intranet website:

- Information on the Biological Contacts Parent Report from the OCFS Data Warehouse
- The CONNECTIONS Weekly

### ***Weekly System Maintenance...***

#### ***CONNECTIONS Application Downtime...***

***\*\*Please note that there will not be a maintenance window on Wednesday, July 4<sup>th</sup>.***

- ***Friday, 7/6/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 7/11/07*** from 5:00 AM – 7:00 AM