

..CONNECTIONS NEWS..

July 25 - August 1, 2008



The Successful Implementation of Q2-08 Improvements...

As you are aware, the improvements in Q2-08 went into production on June 27. We are pleased to report that the implementation was successful! Many of the enhancements originated from a collaborative effort on the part of OCFS, local district and voluntary agency casework and supervisory staff, who were members of the Functional Improvement Team (FIT). Additional items were identified based on recommendations from the Child Welfare System Transformation Business Team.

A reminder: the CONNECTIONS Q2-08 Improvements (Build 18.9.7 Release Notes) were sent to local district and voluntary agency key staff, on Monday, June 30th. The Release Notes provide a description of the modifications, enhancements, fixes and impacts that were included in this quarter's improvements. For your reference, the Release Notes are posted to the CONNECTIONS intranet on both the Home and Implementation pages.

In case you were wondering, this quarter's improvements were implemented in five functional areas.

- Reports
- Family Assessment and Service Plans (FASPs), including the Service Plan Review
- Permanency Hearing Reports
- Progress Notes
- Security

For further information about the specific content of these improvements, we refer you to the Release Notes, the two Impact Analysis documents and the Job Aid, all of which are posted to the CONNECTIONS intranet website on the Home and Implementation pages.

Bridges to Health Waiver Update...

Five new Bridges to Health discontinuance reasons have been added to the B2H Waiver Reason for Discontinuance drop-down box. You must now select one of the following from the drop-down list when discontinuing the B2H Waiver in CONNECTIONS. Please note that the new reasons are bolded in the list below.

- Child no longer Medicaid eligible
- Child moved outside of New York State
- Child no longer eligible based on level of care assessment
- Child no longer capable of living in residence of less than 13 beds
- Child has turned 21
- Child/medical consentor chooses another Medicaid waiver
- Child/medical consentor no longer consents to B2H enrollment
- **Child is deceased**
- **B2H waiver services are no longer appropriate for the child**
- **Child cannot participate for more than 30 consecutive days**
- **Cost of proposed plan exceeds mandate of cost neutrality**
- **Child moves to waiver-ineligible setting (OMH, CR, OMRDD, etc.)**
- Waiver information entered in error

IMPORTANT INFO/ACTION REQUIRED!!!!

****Please note:** If the necessary changes, detailed in the *CIO/OFT 08-CNS-08 Notification*, section titled: "Customer Action Required" are not made by August 13th, both county and state network access may be affected. For a detailed explanation of the issue and required action, see the CIO/OFT 08-CNS-08 notification below.

CIO/OFT Customer Relations Communications...

Two CIO/OFT Customer Relations communications were recently released on the following topics:

- CHANGES REQUIRED FOR THE IMPLEMENTATION OF INTERNET ACCESS SECURITY IMPROVEMENTS (CIO/OFT 08-CNS-08)
- IMPLEMENTATION OF INTERNET ACCESS SECURITY IMPROVEMENTS (CIO/OFT 08-CNS-07)

CIO/OFT 08-CNS-08 Notification

NUMBER: 08-CNS-08

TITLE: CHANGES REQUIRED FOR THE IMPLEMENTATION OF INTERNET ACCESS SECURITY IMPROVEMENTS

DATE ISSUED: July 23, 2008

We ask that you forward this communication piece to your district or agency LAN Administrator as they are the individuals in each agency who have the security to perform the described modifications.

On June 26, CIO/OFT released a notification regarding security updates to improve the security and reliability of proxy services. At that time, it was believed no action would be required on the customers' part. However, since the release of that notification, CNS (Customer Networking Solutions) has discovered that some partner networks/local districts may need to make minor modifications (routing and firewall) to support the security upgrades. **These modifications need to be made before August 13, 2008.**

Please read this notification in its entirety for information on the necessary actions.

Services Impacted

If the necessary changes (detailed in the section below titled: "Customer Action Required") are not made by August 13th, both county and state network access may be affected. Users may lose access to some local web-based applications because firewalls securing state/county web-based applications may not be configured to permit access or routes may not be in place for the new security appliances. To allow access, please follow the directions below.

Customer Action Required

We refer the required action in this section be completed by the agency LAN Administrator.

Counties and agencies that permit CIO/OFT CNS proxy server access to their web applications through the IP address 10.70.2.128/26 will need to perform the steps below.

Step 1: Before Wednesday, August 13, 2008 you will need to add policies and return routing to permit the following new proxy server IP addresses:

10.70.6.32/28 and 10.70.6.48/28

Step 2: For local district partners, after you have made these updates, you must notify your state or county CIO/OFT Customer Relations Manager.

Step 3: It is highly recommended that agencies/counties test any impacted web-based applications prior to August 13, 2008. To do so, send an email to oft.dl.proxy.pilot@oft.state.ny.us.

The email subject line should read: "Requesting test access for new proxy server IP addresses". Include the following information in the body of the email:

- a. The websites you would like to test access to
- b. The IP addresses of the websites
- c. The user IDs of individuals who will do the testing

No action is necessary for counties and agencies that **do not restrict** application access by Source IP address or that **do not permit** CIO/OFT proxy server access to their applications.

Details

To make web application access both safer and more reliable, CIO/OFT Customer Networking Solutions (CNS) is implementing two additional security appliances and network load balancers. This means that traffic directed to CIO/OFT's business partners' web applications will be sourced from the additional IP ranges 10.70.6.32/28 and 10.70.6.48/28.

If a county, state agency, or other state business partner explicitly permits 10.70.2.128/26 to their network, they will need to add the following accesses to retain the same level of functionality for customer traffic to your networks:

Counties and state agencies permitting 10.70.2.128/26 to their web-based services will need to add routing and policies to permit 10.70.6.32/28 and 10.70.6.48/28 access to your networks as well. These IP addresses will be the source ranges of the proxies at two different data center complexes.

The new ISA array will be activated on August 13, 2008 and the necessary routing and access policies (firewall changes) will need to be in place to support this change.

Assistance

For local districts:

Questions regarding this notification should be directed to your CIO/OFT **Customer Relations Manager** who can be reached at: (518) 402-2537, or toll-free 1-866-789-4OFT (4638).

Requests for technical assistance with web-based application access problems should be directed to the **CNS Coordination Center** at 1-800-603-0877.

For voluntary agencies:

Questions regarding this notification should be directed to either mailbox:

Internal: ocfs.sm.deployment

External: ocfs.sm.deployment@ocfs.state.ny.us

CIO/OFT Notification 08-CNS-07

NUMBER: 08-CNS-07

TITLE: IMPLEMENTATION OF INTERNET ACCESS SECURITY IMPROVEMENTS

DATE ISSUED: June 26, 2008

Overview

To make Internet access both safer and more reliable, CIO/OFT Customer Networking Solutions (CNS) is implementing two changes. The first change is the introduction of new security appliances that add a higher level of protection from Internet malicious software. The second change, which will improve availability, is the implementation of Internet access load balancing at a second data center site.

Starting July 9, 2008, Customer Networking Solutions will begin implementing changes to make Internet access both safer and more available. These changes will continue to occur during the maintenance windows in the several weeks to follow.

CNS is replacing older filtering appliances with new appliances that will provide active real-time content inspection techniques to better protect against malicious websites.

Assistance

For local districts:

Questions regarding this Notification should be directed to your CIO/OFT **Customer Relations Manager** who can be reached at: (518) 402-2537, or toll-free 1-866-789-40FT (4638).

Requests for technical assistance with web-based application access problems should be directed to the **CNS Coordination Center** at 1-800-603-0877.

For voluntary agencies:

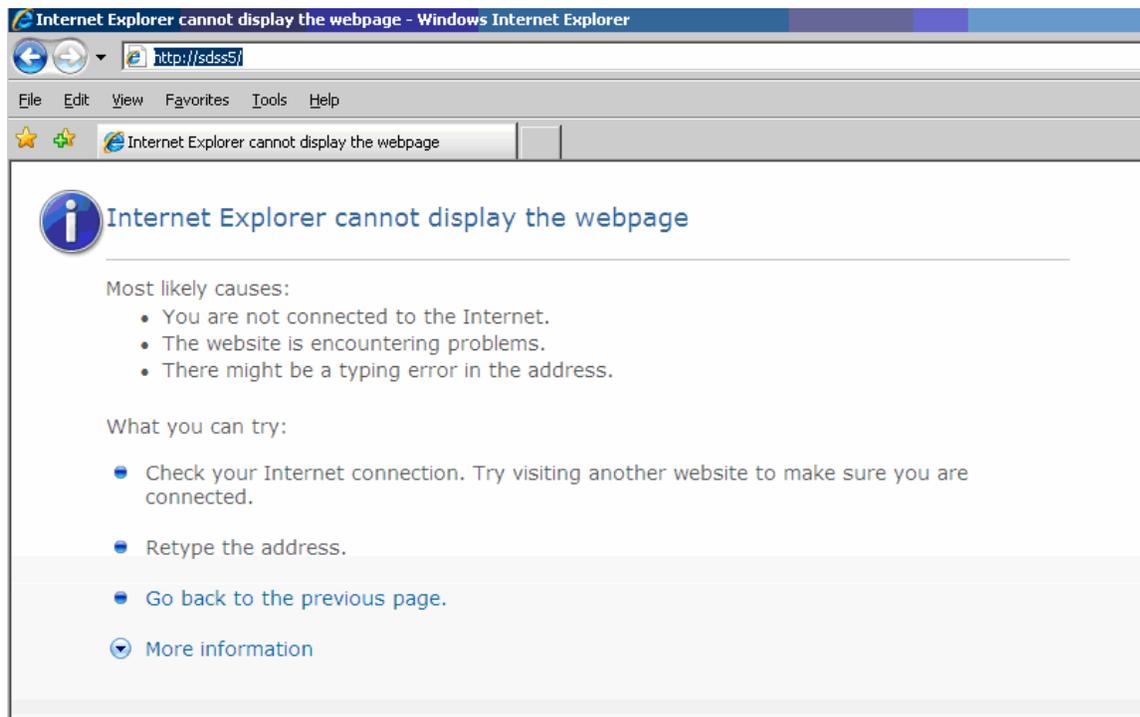
Questions regarding this notification should be directed to either mailbox:

Internal: ocfs.sm.deployment

External: ocfs.sm.deployment@ocfs.state.ny.us

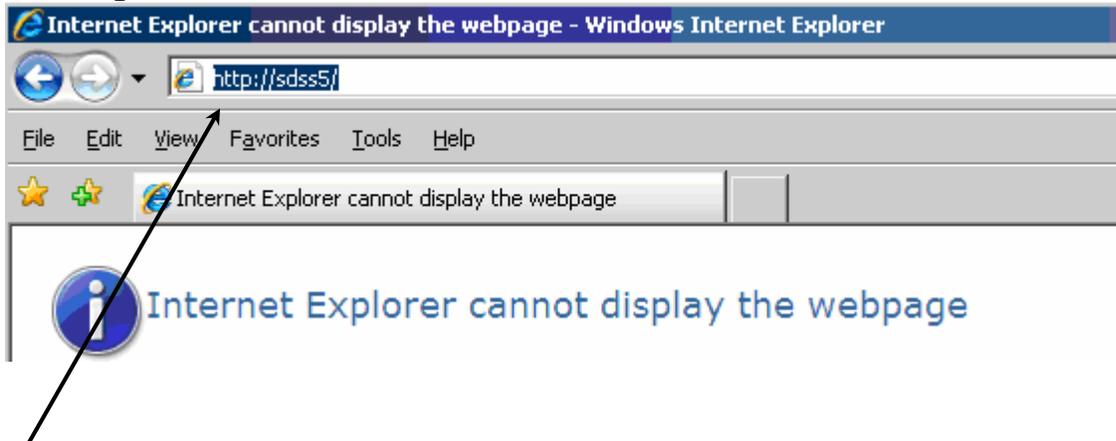
Set Your Settings to the CONNECTIONS Intranet or the OCFS Home Page...

Do you need to reconfigure your Home page for easier access to the CONNECTIONS Intranet, or the OCFS Home page? The instructions below describe how to do this. When starting Internet Explorer, you may get something like this:



This usually occurs because your “Home page” is not set to a valid site. This is easily corrected.

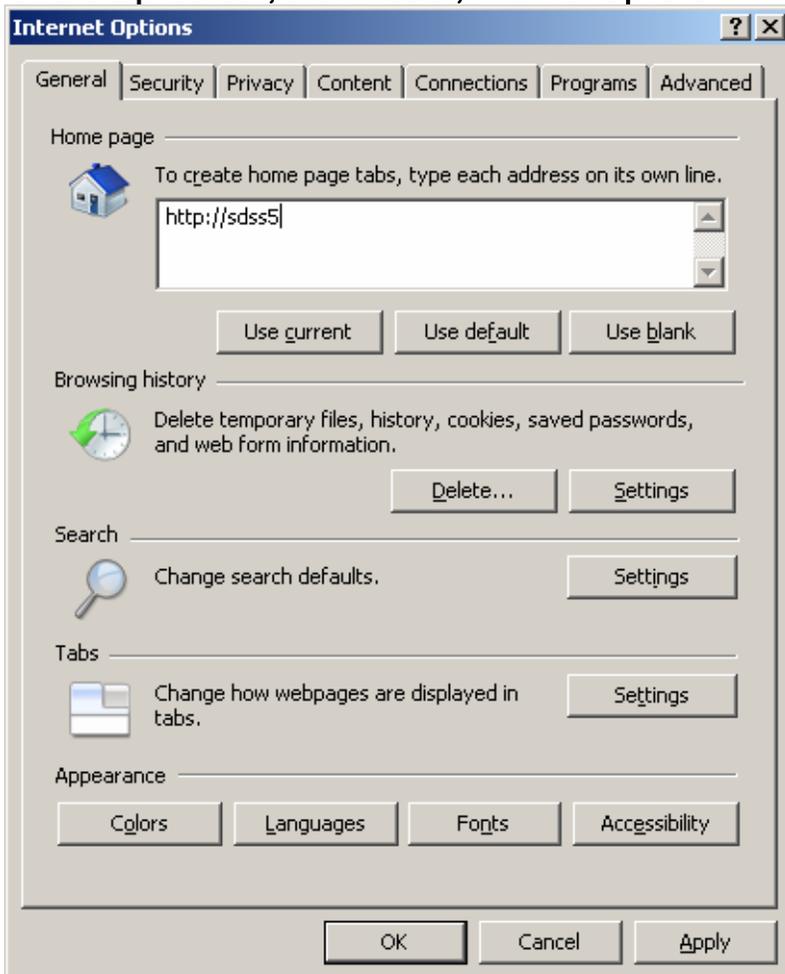
At the top of the screen, note where you see the address bar, you should do the following:



To set the OCFS Intranet page as your home page, type <http://ocfs.state.nyenet/> then press Enter. Or, to set the CONNECTIONS intranet page as your home page, type <http://ocfs.state.nyenet/connect/> and press Enter.

You should now see the page you selected. To make this page your default “Home page”, do the following:

On the top tool bar, click “Tools”, “Internet Options”.



On the "General" tab, click the "Use current" button.

You should see that the text in the "Home page" box has changed to the page you selected, either <http://ocfs.state.nyenet/> or <http://ocfs.state.nyenet/connect/>

Click "Apply", then "OK". You have successfully reset your default "Home page" in Internet Explorer.

GIS Message - 08 - #007 - Dated 7/7/08...

**SUBJECT: Social Security Numbers in MA Cases Involving Adopted Children
(Please note that this piece pertains to local districts only.)**

The purpose of this General Information System (GIS) message is to update social services districts regarding system changes that affect the entry of an adopted child's Social Security Number (SSN) in the Medical Assistance Adoption Subsidy Case.

On February 28, 2008, the Office of Children and Family Services issued GIS 08-#003 advising social services districts that, with the June 18, 2007 WMS migration, edits associated with a SSN Code value '2' - SSN Applied For - and a blank SSN, had been revised. Specifically, an SSN Code value of '2' was no longer valid with Recert (Transaction Type 06) transactions and an error (1205 'SSN REQ FOR THIS TRANSACTION) would be generated. Local social services districts were instructed to continue to use SSN Code value '2' for adopted children and to override the error.

Effective June 23, 2008, Medical Assistance Adoption Subsidy Cases, which are being recertified (06) with a SSN Code value of '2' and have the following Individual Categorical Codes:

- o 33 - Non IV-E Adoption
- o 34 - Non-NYS IV-E Adoption Residing in NYS
- o 74 - IV-E Adoption
- o 75 - Non-NYS Non IV-E Adoption Residing in NYS
- o 76 - NYS Non IV-E Adoption Residing Outside of NYS

.....will no longer produce Error 1205 (SSN REQ FOR THIS TRANSACTION).

LOCAL SOCIAL SERVICES DISTRICTS ARE ONCE AGAIN ADVISED THAT AN ADOPTED CHILD'S ORIGINAL (PRE-ADOPTION) SSN MUST NOT BE ENTERED IN WMS AS THIS ENTRY MAY CREATE A LINK TO THE ADOPTED CHILD'S BIRTH FAMILY AND/OR PRE-ADOPTIVE CASE. A copy of the SSN is to be maintained in the hard copy sealed record and the Medicaid case record. Case information on an adopted child is considered part of the confidential adoption record and must be protected to prevent exposure of any identifying information to anyone other than the worker authorized by law to access such information.

LOCAL SOCIAL SERVICES DISTRICTS ARE ALSO ADVISED THAT A CIN CONSOLIDATION SHOULD NEVER BE COMPLETED TO CONSOLIDATE AN ADOPTED CHILD'S 'NEW' CIN WITH THE ORIGINAL (PRE-ADOPTIVE) CIN.

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

For further reference, GIS messages are available in the Public Folders using the following path: *All Public Folders/dfa.state.ny.us/OCFS/TSU/ ***Services systems Reference Documents/ GIS (system change notices).*

GIS Message - 08 - #006 - Dated 7/1/08...

SUBJECT: IV-E Age Edit and retroactive eligibility (WSURET)
(Please note that this piece pertains to local districts only.)

Welfare Management System edits preclude the authorization of a Title IV-E eligibility code (EL Code 02) when a child placed in Foster Care is over 18 or is 18 and a Student Indicator (SI) of 05 is not present.

However, these edits are not currently being applied when entering a retroactive eligibility code of 02 on the WMS Retroactive Eligibility screen, WSURET. The system is being reviewed to determine how to apply the age edits during the retroactive authorization entry process. Due to the lack of these edits on the WSURET screen, certain payments have been classified inappropriately as Title IV-E.

No payment may be claimed as Title IV-E if the child is the 19 year of age or older or is 18 years of age and is not expected to graduate from secondary school before their 19th birthday. Children are also not IV-E eligible if they are 18 years of age and have already graduated from secondary school.

Districts will be notified of payments that were classified as IV-E for children who should not have been identified as IV-E eligible. A new retroactive authorization should be entered into WMS screen WSURET for these children, correcting inaccurate eligibility to Federally Non-Participating (FNP).

Questions should be directed to Dennis Lassi, Bureau of Financial Operations (518-474-0131, Dennis.Lassi@ocfs.state.ny.us) or OCFS IT Operations at 1-800-342-3727.

For further reference, GIS messages are available in the Public Folders using the following path: *All Public Folders/dfa.state.ny.us/OCFS/TSU/ ***Services systems Reference Documents/ GIS (system change notices).*

New Postings to the CONNECTIONS Intranet...

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

- The Q2-08 (Build 18.9.7) Release Notes

Weekly System Maintenance...

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

- Wednesday, 7/30/08 from 5:00 AM - 7:00 AM
- Friday, 8/1/08 from 5:00 AM - 7:00 AM