



# ..CONNECTIONS NEWS..

*for the week of August 8 -15, 2008*

## Developing a more caseworker centric system

**CONNECTIONS Intranet site:** <http://ocfs.state.nyenet/connect/>

### FEATURED IN THIS EDITION

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## *"Info to Know" for Caseworkers*



### *Upcoming Teleconference on Changes to Safety and Risk Assessments to Reduce Repeat Maltreatment*

**\*\* Please note that this piece was also in the last edition.**

***When: August 27, 2008***

***Time: 10:00 AM - 12:00 Noon***

***Who Should Attend:*** Child welfare and CPS caseworkers, casework supervisors and managers at local district agencies and voluntary agencies. OCFS regional office staff are also encouraged to attend.

***Description of the teleconference:*** Reducing repeat maltreatment among children and families in New York State is a goal that OCFS shares with local districts and foster care and preventive service agencies. As part of that effort OCFS has made improvements to the Safety Assessment and Risk Assessment Protocols. The changes will be supported in the CONNECTIONS system, effective October 10, 2008.

The purpose of this teleconference is to:

- Introduce changes in the safety assessment and the risk assessment profile
- Explain why and how these changes were made
- Familiarize participants with how the changes apply to casework practice, and
- Preview how CONNECTIONS supports the changes.

**Important Info:** Participation in this teleconference will meet two hours of the annual CPS in-service training requirement. Please make sure you record your attendance on the training roster at your viewing site.

***Registration Instructions:*** Please contact your Staff Development Coordinator (SDC) or Training Coordinator for the location of the downlink site in your county or facility. To ensure this program will be shown at your site, specify your intent to attend with your SDC or Training Coordinator. For the Albany area OCFS Central Office Staff, contact Marti Murphy (518-474-2424) to view at 52 Washington Street in Rensselaer.

To view a copy of the training announcement, go to either the Home or Training page of the CONNECTIONS intranet site: <http://ocfs.state.nyenet/connect/>.



### *A **NEW** CONNECTIONS Tip Sheet - Permanency Hearing Report Procedure*

The Permanency Law took effect on December 21, 2005. It requires, in part, that workers create and file Permanency Hearing Reports with the court prior to children's permanency hearings and send these reports to a number of other required parties. These reports serve as the means to notify the court and those parties of a family's progress, and to provide them with specific up-to-date information about the subject child(ren). This tip sheet provides you with procedural steps that you can use as a checklist to efficiently complete accurate Permanency Hearing Reports. For your reference, a copy of the tip sheet is posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page. To access a copy of the tip sheet just click on this link: <http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>.



## *AFCARS Reporting*

OCFS provides child health data to the Federal government semi-annually. The next data submission will be for the reporting period April 1 - September 30, 2008. The data submission includes children who have not received a health checkup.

Previously, the Bureau of Management Information (BMI) created periodic extracts that were placed into password protected Excel files (1 file per district). Local districts used this data to effectively reduce the number of children missing clinical diagnosis prior to the AFCARS data submission.

### Interim Child Health Report

BMI and OCFS IT, have developed an interim Cognos report that enables local district users of the OCFS Data Warehouse to access a report of children in their districts that have not had a health checkup. *The Children Served with Missing Clinical Diagnosis* report is sorted by Case Manager. Users can alter the sort order by clicking on a drop down in the report heading. The heading contains the total number of children missing a clinical diagnosis. Children receiving services during April 1<sup>st</sup> - July 17<sup>th</sup> 2008 were reviewed and reported. BMI anticipates updating the report data in early August. When this update occurs, the Report Date will be updated to include the revised reporting period (ex. April 1 - August 8). Additional updates will occur until the end of September.

We plan on including Case Planner Office and Unit when the data is updated in August.

### Beyond Interim

BMI and OCFS IT are developing requirements for this report that uses the OCFS Data Warehouse as the data source - the interim report uses CCRS and CONNECTIONS. The OCFS Data Warehouse based report will also enable voluntary agencies to access and report children where the voluntary agency's Case Planner is assigned to the stage. As in other production reporting, local districts and voluntary agencies can only view data where they have a role.

## *"Info to Know" for Technical Staff*



## *Upgrade to Internet Explorer Version 7*

The Office for Technology (OFT) has announced the date of **August 29<sup>th</sup>** for the upgrade to Internet Explorer Version 7 for both local districts and voluntary agencies. Installation will occur during regular update periods and no action is required of users or administrators in order for this upgrade to occur. This upgrade will EXCLUDE customer

machines running Windows 2000, because Internet Explorer Version 7 does not run on Windows 2000 machines. OCFS IT completed testing its images and applications earlier this year and is anticipating a successful upgrade to Internet Explorer 7.

### ***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 notification below.



### ***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](mailto: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](mailto:ocfs.sm.deployment)

External: [ocfs.sm.deployment@ocfs.state.ny.us](mailto:ocfs.sm.deployment@ocfs.state.ny.us)

## *"General Info to Know"*



### ***CONNECTIONS Facts and Figures***

In our effort to maintain the technology that drives the CONNECTIONS application, each week we gather stats on how many individuals access the application. It has been some time since we have shared these with you, but here are the numbers for July:

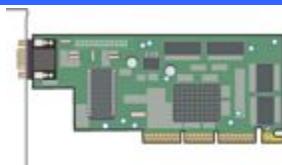
- *Week of 07/25 - 14,642*
- *Week of 07/18 - 14,512*
- *Week of 07/11 - 14,299*
- *Week of 07/04 - 13,930*



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

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

- The CONNECTIONS NEWS
- ***NEW*** CONNECTIONS Tip Sheet - Permanency Hearing Report Procedure



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

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

- **Wednesday, 8/13/08** from 5:00 AM - 7:00 AM
- **Friday, 8/15/08** from 5:00 AM - 7:00 AM



Office of  
Children & Family  
Services

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