



..CONNECTIONS NEWS..

for the week of October 2 - 9, 2009

Developing a more caseworker centric system

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

FEATURED IN THIS EDITION

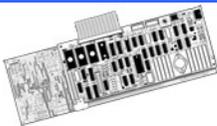
"Info to Know" for Caseworkers

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"Info to Know" for Caseworkers



*****IMPORTANT INFO** - System Outage
- this weekend 10/2 - 10/4/09 -***

Please note: *The information below applies to both local districts as well as voluntary agencies and involves ALL OCFS computer applications, including CONNECTIONS. During this scheduled outage any type of access to applications (including remote) will not be available.*

The purpose of this notification is to **update information previously communicated** regarding changes to the normal schedule for systems availability for this coming weekend - **Friday, October 2nd - Sunday, October 4, 2009.**

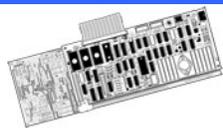
As we have communicated in previous CONNECTIONS NEWS editions, OCFS has been informed by the NYS Office of General Services (OGS), via the Office for Technology (OFT) that a required maintenance of electrical equipment in the building hosting OCFS computer systems will be occurring this coming weekend - **October 2 - 4, 2009.**

Details of the outage related to CONNECTIONS/WMS/BICS/CCRS:

The maintenance will require an extended outage of **all** OCFS computer applications, including CONNECTIONS. The CONNECTIONS application will be **“taken-down”** incrementally between 10:00PM and 11:00PM on Friday, October 2nd to allow workers to complete in-progress sessions. **However, new user logins to CONNECTIONS will be disabled at 10:00PM. CONNECTIONS will not be available until the morning of Sunday, October 4th** (at approximately 4:00AM).

The CONNECTIONS/WMS/BICS and CCRS interface will be **“taken-down”** at 3:00PM on Friday, October 2nd.

We thank you for your cooperation during this outage and ask that you share this message with all staff of your agency.



***Notice for OCFS Data Warehouse Users About the
Data Center Power Outage
- This Weekend - October 2nd -***

Due to a planned Data Center power outage, Cognos will be unavailable from **Oct 2 @ 3pm (Fri) thru Oct 5 @ 8am (Mon)**. The OCFS Data Warehouse cannot run its regularly scheduled data refreshes until the outage is over on Oct 5th, so expect delays in the refresh processes during that week.

These reports will be refreshed as soon as possible when we are back online:

- All CCRS child welfare services reports (including the DCCS day care provider reports)
- Reports with data on CPS allegations, investigations, and secondary assignments
- Out of Home Settings reports
- Security reports
- Tracked Child Roster
- FASP reports (except the FASP Status Summary report)
- SPR reports
- PowerPlay cubes (from older Data Warehouse environment)

These reports will be refreshed next:

- AFCARS Children Served with Missing Clinical Diagnosis
- Foster Care Children - No Successful Contacts
- Vacancy Control reports

These reports will be refreshed on Oct 12:

- Consolidated Investigations reports
- Risk Assessment and Safety Assessment reports
- Reports with data on CPS contacts and manager reviews

Note: We expect the FASP Status Summary and Casework Contact reports to refresh per their regular schedule on October 1st, prior to the outage.

All reports will remain available while we catch-up the data, but will have an older Data As Of Date until they are refreshed. Please note that if you run a report while the data refresh is processing, the report may be blank or incomplete. As always, be sure to check the banner at the top of the OCFS Data Warehouse tab during the week of Oct 5th for updates on the data refresh processing. Please contact the Data Warehouse team at data.warehouse@ocfs.state.ny.us with any questions.



The Training Database System Maintenance

The Training Database **will not be available on October 1st and October 2nd** for updates. It should again be available for use on Monday, October 5th.



SSL/VPN Access

As you may be aware, over the past several weeks access to the CONNECTIONS application via SSL/VPN may have been interrupted and users may have periodically not been able to log on. If this remains to be an issue we ask that you contact the Help Desk to report this situation and they will work toward resolving it. The Help Desk number is: 1-800-697-1323.



Reminder: Education Module Updates Coming Due

Please note that this piece was in the previous edition of the CONNECTIONS NEWS.

Consistent with regulations (18 NYCRR 430.12 (c) (4) and 08-OCFS-ADM-01, issued February 13, 2008 (Changes Associated with CONNECTIONS Build 18.9 Health, Education and Permanency Hearing Report Modules) we had asked that you enter education related information in the Education Module by October 1, 2009 for the new school year for school age foster children (required) and other school age children receiving child welfare services (recommended).

Emergency filed regulations (Paragraph (4) of subdivision (c) of section 430.12) in pertinent part reads:

On an annual basis, by the first day of each October, the education module in CONNECTIONS must be updated with education information about each school age foster child in the form and manner as required by the Office.

08-OCFS-ADM-01 in pertinent part reads:

Documentation of relevant educational information is required for all children in foster care and youth in the custody of OCFS placed in a VA. The module supports easy identification of educational information about children; for example, what school they are in, if they have an Individualized Educational Plan (IEP), what special services they are receiving, surrogate parent information, and so on. In addition, it provides an historical view of the child's educational placements (e.g., how many schools the child was in, any special services provided to the child in previous schools, if the child repeated any grades, if she or he graduated, etc.). Similar to the Health Services Module, certain information entered into the Education Module will pre-fill to the PHR, if the pre-fill option is selected.

Required Actions

Current educational data must be entered into CONNECTIONS for:

- all children in foster care; and
- all children in OCFS custody placed with a VA (also included in the population referred to as "children in foster care").

In addition, new school year information is expected to be entered each year by October 1st and any changes to educational information should be entered into the system as close to the actual change as possible. Information that must be documented includes:

- all applicable fields on the Education Detail window; and
- all applicable fields on the IEP window, including Disability, Service Types, Related Services, and Surrogate Parent.

Recommended Actions

If determined by the LDSS or VA as a best practice, educational information must also be entered for school age or pre-kindergarten children in direct custody of a relative or other suitable person (non-foster care) as certain information from Education can, at worker option, be made to pre-fill portions of the PHR.

The Education Module is optional for Preventive or Child Protective Services cases, but recommended for these service populations as well. VAs should confer with the social services districts with which they contract about requirements to record education information. Being able to readily identify what school a child is attending and who the contact person is will assist every staff person associated with the case currently and in the future.

General "Info to Know"



Just a Note About the Citrix Client Upgrade

Starting October 19th, a "new" Citrix Xen App Plugin (Formerly known as PN Agent Client) to all CONNECTIONS workstations. Users will access CONNECTIONS the same way that it is accessed now, with the only exception being the Xen App Plugin icon.

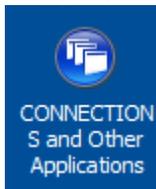
Old Icon on Desktop:



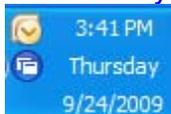
Old Icon in System Tray:



New Icon on Desktop:



New Icon in System Tray:



The upgrade of the Xen App Plugin is part of an ongoing Citrix Infrastructure Upgrade. The CONNECTIONS Application will be unaffected by this icon change.



NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



Weekly System Maintenance

**** For specific times of the system outage this weekend (October 2 - 4, 2009) please refer to the first piece in this edition of the CONNECTIONS NEWS.**

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

- [Wednesday, 10/7/09](#) from 5:00 AM - 7:00 AM
- [Friday, 10/9/09](#) from 5:00 AM - 7:00 AM



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