



..CONNECTIONS NEWS..

for the week of November 13 -20, 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



Deadline for Casework Contacts progress note entries is November 30th...

REMINDER!!!

All casework contacts must be entered into CONNECTIONS Progress Notes by **Monday, November 30, 2009**, covering the reporting period ending September 30th, 2009. It is essential that if all casework contacts have not yet been entered, that this be done so as soon as possible.

As of October 1, 2009, we are already in the third reporting year, having a benchmark of 75%. As I am sure you remember failure to make and/or document a contact **in any one month** of the reporting year puts the case out of compliance for the entire year.

We ask that you please remind your staff, and staff of the voluntary agencies with which you contract for foster care services, of the importance of making a casework contact with each foster child at least once every month and recording each contact contemporaneous with the event.



Downtime for Saturday, November 14th cancelled!

The planned system downtime for Saturday, November 14th, has been cancelled. Look for announcements regarding dates and times of future downtime in upcoming weekly newsletters.

General “Info to Know”

New!! Citrix Client Upgrade Instructions

As many of you may know from information shared in previous editions of the CONNECTIONS NEWS, the Citrix Client upgrade began Monday, November 2nd and will be ongoing through out November. The update involves a "new" Citrix Xen App Plugin (an icon to access the CONNECTIONS application - formerly known as PN Agent Client) that will be deployed to all CONNECTIONS workstations.

For those PCs that access the network through HSEN the new icon will appear on your desktop through a "push" that is coordinated through the Office for Technology. For the PCs that access the network through SSL/VPN or Client VPN, the "push" will not be automatic and there are instructions forthcoming depending on how your PC accesses the network.

Attached are the instructions to install the necessary upgrade for those PCs.

Systems connecting via SSL/VPN



Installing Citrix
Online Plugi...

Systems connecting via Client VPN



Installing Citrix
Online Plugi...

In addition, PCs that are “non-NYS owned” by the Local Department of Social Services that access the HSEN through a “OneNet” site will need to follow the instructions below.

Instructions for OneNet systems



Installing Citrix
Online Plugin from OC



Installing Citrix
Online Plugin from OC

If you are experiencing any issues we ask that you send an explanation of the issue to the following address: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us and someone will contact you to work toward a resolution. Please forward this communication to anyone in your agency that may be affected by this issue.

GIS Message **General Information System Message**

09-#15 - OCFS Policy Regarding Overpayments to Foster Parent(s) and Parent(s) in Receipt of Adoption Subsidy

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

EFFECTIVE DATE: November 5, 2009

CONTACT: Dennis Lassi at (518) 474-0131

The purpose of this General Information System (GIS) message is to define OCFS' position regarding the collection of prior overpayments of foster care board payments for homes certified by the local district or adoption subsidy maintenance payments to foster parent(s) or adoptive parent(s).

The current monthly maintenance expenditures are for the benefit of the child (ren) currently in care and may not be unilaterally lowered to offset prior period overpayments without the consent of the applicable foster parent(s) or adoptive parent(s).

If however, the foster parent(s) or the adoptive parent(s) caring for the child consent to pay back the overpayment through a reduction of the foster care board payment or the adoption subsidy maintenance payment, the local district may collect the overpayment through such a reduction. This will be accomplished using the new vendor receivables, vendor intercept functionality, (when vendor receivables is available in your district) within the Benefit Issuance and Control System (BICS) to recoup from the current months issuance, as a convenient method to allow these vendors to pay back debt.

If the foster parent(s) or adoptive parents(s) refuse to consent to the payback of the overpayment through a voluntary reduction of the foster care board payment or the adoption subsidy payment, the local district may explore other available legal options for the collection of the overpayment, including, but not limited to court action.

If you have any questions regarding this information, please contact Dennis Lassi at (518) 474-0131.

GIS messages are available in public folders:

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



NEW Postings to the CONNECTIONS Intranet

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>
- **Two New CONNECTIONS Tip Sheets ...**
Creating a CCR for a child Freed for Adoption
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20CCR%20for%20a%20freed%20child.pdf>
Children in Foster Care Who Are Parents
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Minor%20Parents.pdf>



Weekly System Maintenance

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

- [Wednesday, 11/18/09](#) from 5:00 AM - 7:00 AM
- [Friday, 11/20/09](#) from 5:00 AM - 7:00 AM



Office of
Children & Family
Services
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