



## ..CONNECTIONS NEWS..

*for the week of November 6 - 13, 2009*

*Developing a more caseworker centric system*

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

### **FEATURED IN THIS EDITION**

#### ***"Info to Know" for Caseworkers***

- **CONNECTIONS Scheduled Downtime - Saturday, November 7<sup>th</sup> - Midnight through 6:00 PM**  
...pg. [1...more](#)
- **OCFS Data Warehouse Scheduled Downtime for Friday, November 6<sup>th</sup>** ...pg. [2...more](#)

#### ***General "Info to Know"***

- **The Citrix Client Upgrade** ...pg. [2...more](#)
- **NEW Link to the CONNECTIONS NEWS** ...pg. [3...more](#)
- **GIS Message 09-#15 - OCFS Policy Regarding Overpayments to Foster Parent(s) and Parent(s) in Receipt of Adoption Subsidy** ...pg. [3...more](#)
- **NEW Postings to the CONNECTIONS Intranet** ...pg. [4...more](#)
- **Weekly System Maintenance** ...pg. [4...more](#)

### ***"Info to Know" for Caseworkers***



#### ***CONNECTIONS Scheduled Downtime***

- **Saturday, November 7<sup>th</sup> - Midnight through 6:00 PM**  
*(see below for other scheduled downtimes)*

We are preparing the groundwork for future CONNECTIONS quarterly improvements!!! In that vein, there are a few planned system downtimes that we would like to let you know about. Please note that the dates and the times are the ones that are currently scheduled. We don't expect them to change; however, we are collaborating with other agencies in planning and conducting these downtimes and have to leave some amount of flexibility in these schedules.

### Scheduled Downtime Dates

- **Saturday, November 7<sup>th</sup>** - 12 midnight - 6 pm (an 18 hour downtime)
- **Saturday, November 14<sup>th</sup>**
- **Saturday, December 19<sup>th</sup>**
- **Thursday, December 31<sup>st</sup>**



### *OCFS Data Warehouse Scheduled Downtime for Friday, November 6<sup>th</sup>*

The OCFS Data Warehouse will be down most of the day on Friday (11/6) due to a server migration.

### *General "Info to Know"*



### *The Citrix Client Upgrade*

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 the "push" will not be automatic and there are instructions forthcoming depending on how your PC accesses the network.

At this time, SSL/VPN and those machines that have not received the upgrade can still access CONNECTIONS through the old icon. This past week we heard that some agencies and districts experienced issues related to the download of the new icon.

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](mailto: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.

Thank you - further updates will follow.



## ***NEW Link to the CONNECTIONS NEWS***

As many of you may have noticed, the past few weeks we have been providing a link to the CONNECTIONS NEWS instead of the actual PDF version of the newsletter. We have changed to this format of sending the NEWS out in the interest of conserving email volume. We have heard from some folks, who access CONNECTIONS via SSL or SSL/VPN, about their inability to access the NEWS this way. We have researched this issue with our tech support team and have been told that you must be logged into either VPN or SSL/VPN before trying to launch the link - you can also cut and paste the link into the internet browser. Remember, if you are having difficulties accessing the NEWS in this way please let us know! You can send an email to: [CONNECTIONSCommunications@dfa.state.ny.us](mailto:CONNECTIONSCommunications@dfa.state.ny.us).

## ***GIS Message General Information System Message***

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

**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/>



## ***Weekly System Maintenance***

We are preparing the groundwork for future CONNECTIONS quarterly improvements!!!  
So there will be downtime for:

- [Friday, 11/6/09](#) from midnight through 6:00 PM (a downtime of 18 hours)

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

- [Wednesday, 11/11/09](#) from 5:00 AM - 7:00 AM
- [Friday, 11/13/09](#) from 5:00 AM - 7:00 AM



Office of  
Children & Family  
Services  
Gladys Carrión, Esq.  
Commissioner