



## **..CONNECTIONS NEWS..**

*for the week of April 10 - 17, 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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#### ***General "Info to Know"***

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



#### ***A Reminder - About Entering AFCARS Info***

As you know, the data for the Children Served With Missing Clinical Diagnosis reports was refreshed as of March 18th. Children served in foster care during the October 1st through March 31st period will be included in the next AFCARS submission. Please make every effort to ensure that children receive a Clinical Diagnosis and the results are entered into CONNECTIONS by mid-April. Thank you!

## General "Info to Know"



## *Customer Notification - Juniper VPN Network Connect Client Migration (09-CNS-02)*

### **\*\* Please note:**

#### Contact Info Update -

- If you have questions related to the content of this notification please contact the Coordination Center at 1-800-603-0877 or send an email to: [oft.sm.cns.coordination.center@oft.state.ny.us](mailto:oft.sm.cns.coordination.center@oft.state.ny.us)
- The following piece was sent to local district and voluntary agency LAN Administrators last week.
- This implementation does not impact SSL/VPN users - only those who have Client VPN will be impacted.

### **CUSTOMER NOTIFICATION—(CUSTOMER NETWORKING SOLUTIONS)**

NUMBER: 09-CNS-02

TITLE: Juniper VPN Network Connect Client Migration

DATE ISSUED: March 26, 2009

### **Overview**

CIO/OFT's Customer Networking Solutions is migrating from the Cisco VPN Client to Juniper Network Connect VPN. **This migration will end on April 30, 2009.**

The new VPN solution is a web-based network access method that establishes a connection to the state network using a standard web browser. The new VPN client is coupled with an endpoint defense module called Juniper Host Checker. This component ensures that the accessing machine is a member of either the HSEN or NYS active directory domain, and it requires that the Symantec Protection Agent is installed and running.

Please read this notification in its entirety for more information and installation instructions.

### **Services Impacted**

All HSEN and CIO/OFT (OA) Cisco VPN users will be impacted by this change. If administrative rights have been granted, users can install and begin using the new client immediately. If administrators are not certain that VPN users have administrative rights and are interested in granting them, view the document "Granting Administrative Access

to Laptop Users.” After April 30, 2009, the HSEN and OA Cisco VPN service will no longer be available.

### Audience

This notice has been distributed to LAN Administrators and Local Security Administrators who support HSEN and OA Cisco Client VPN users for remote network access. Please inform your VPN user community accordingly.

### Customer Action Required: Yes

The new VPN solution requires all users of the HSEN or OA Cisco Client VPN solution to download a software installer package available at [www.oft.state.ny.us/vpn/networkconnect.htm](http://www.oft.state.ny.us/vpn/networkconnect.htm).

To ensure a successful installation, all requirements and steps listed on the web page need to be followed. Support documentation can also be found on this web page.

### Details

CIO/OFT’s Customer Networking Solutions is migrating from the Cisco VPN Client to Juniper Network Connect VPN. **This migration will end on April 30, 2009.**

The new VPN solution is a web-based network access method that establishes a connection to the state network using a standard web browser. The new VPN client is coupled with an endpoint defense module called Juniper Host Checker.

The software package provided ([www.oft.state.ny.us/vpn/networkconnect.htm](http://www.oft.state.ny.us/vpn/networkconnect.htm)) will install the Juniper Installer Service, the Symantec Protection Agent, and the SCCM client.

#### **Before installing the software package:**

- The account installing the software must have administrative privileges on the local workstation.
- The computer must be a state asset and a member of the HSEN or NYS domain.
- The Cisco VPN Client should be uninstalled

Once the package has been installed; the user must proceed to the Juniper VPN appliance to complete the Network Connect Installation as described in the Network Connect Installation Guide (available at the link provided above).

## Attachment

Granting Administrative Access to Laptop Users



09-CNS-02  
JuniperVPN \_ Attach\_

# **GIS** GENERAL INFORMATION SYSTEM (GIS)

***WMS Services - Revision to Error Code Regarding Retro Eligibility Age Edit Entry Operators***

**GIS #: 09-007 - Date: 04/9/09**

**TO: Directors of Services**

**FROM: Paul Gavry**

**SUGGESTED**

**DISTRIBUTION: Directors of Services, Services Caseworkers and Supervisors, Data Entry Operators**

**SUBJECT: WMS Services - Revision to Error Code Regarding Retro Eligibility Age Edit**

**EFFECTIVE DATE: April 13, 2009**

**CONTACT: OCFS-IT Customer Support at 1-800-342-3727**

The purpose of this General Information System (GIS) message is to clarify error code and message resulting from age and eligibility code edits when making Retro eligibility changes (screen WSURET).

Per GIS #09-004 ***Edit changes to Retro Eligibility processing***, issued 2/20/09, WSURET was modified to preclude (retroactive) authorization of services 61-75 for an individual age 19 or older with a claiming category of 02.

The GIS advised that error 982 was applicable to this transaction.

However, error 982 is, in fact, applicable to transaction WSUPOS (add/change/delete POS lines in the context of Under Care Maintenance or Recert) and ***not*** WSURET.

A new error (182) results from ***retroactive*** authorization of services 61-75 for an individual age 19 or older (during the RETRO period) with a claiming category is 02.

- **NEW ERROR CODE:** 182
- **CAUSE:** Retroactive Claiming category is 02 and Services 61-75 exist for an individual who was age 19 or older during the period of the transaction.
- **CORRECTION:** Reevaluate the eligibility category on the WSURET transaction and adjust eligibility FROM/TO dates or enter the appropriate code of 06, 07, 08, 09 or 14.

The WMS Services error guide has been updated to reflect these changes and is available in Public Folders at the following path:

*All Public Folders/dfa.state.ny.us/OCFS/TSU/ \*\*\*Services systems Reference Documents/ WMS Services reference documents*

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

GIS messages are available in Public Folders at the following path:

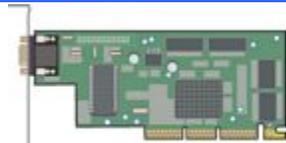
*All Public Folders/dfa.state.ny.us/OCFS/TSU/ \*\*\*Services systems Reference Documents/ GIS (system change notices)*



### ***NEW Postings to the CONNECTIONS Intranet***

The following documents were recently posted to the CONNECTIONS intranet website:

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



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

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

- **Wednesday, 4/15/09** from 5:00 AM - 7:00 AM
- **Friday, 4/17/09** from 5:00 AM - 7:00 AM



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Children & Family  
Services  
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Commissioner