



..CONNECTIONS NEWS..

for the week of May 8 - 15, 2009

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



UPDATE on the Pilot for the "NEW" Look of the OCI Report

As you are aware, on Saturday May 2nd we installed the foundation for a pilot (titled Q1-09) that involves a new structure for the reporting system within the CONNECTIONS application. The deployment was a success!!! The new reporting functionality began with the OCI report and was deployed to one county, involving a pre-selected group of

caseworkers. Implementing the new functionality in a pilot environment allows us to assess the impacts and suitability of these technologies for statewide use. As we move through the pilot phase we will update you periodically with the progress we have made.



The Multiple Person Report

Just so that it is on your radar screen, the Multiple Person Report (MPR) for the month of May is currently available. The date of the report is May 6th. We would like to send “kudos” to those local districts who have continued to consistently work on reducing their numbers in this report, specifically Albany and Dutchess counties and to those districts who gave a big “push” this month, Rockland, Franklin and Schenectady!!!! Keep up the great work!!!!

General “Info to Know”



*****NEW** Security Awareness Feature in the CONNECTIONS NEWS***

A new feature that will be included in the *CONNECTIONS NEWS* at least once a month, Security Awareness, will focus on news and tips for users to encourage awareness of the need to keep confidential information secure. Following is the first one:

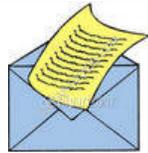
Security Awareness:

The following, excerpted from a online article, is provided to illustrate both that LDSS Commissioners and Voluntary Executive Directors can send a request to OCFS to see if someone has inappropriately accessed a record (email to ocfs.sm.committee.acceptable-use@ocfs.state.ny.us), and the possible consequences of someone doing so:

CPS Supervisor Fired After Accessing Cop's Private Record

A Child Protective Services supervisor was fired after LDSS investigators said he lied about accessing confidential records of a village policeman who gave him a speeding ticket last fall. "He used that information in an attempt to undermine the credibility of the officer," said the county's commissioner of investigations. She said she conducted a three-month inquiry after the officer alleged "official misconduct" against the supervisor. The CPS Supervisor, a 13-year CPS veteran, was fired Tuesday. The county's commissioner of investigations, who gave her files on the case to the District Attorney's office Wednesday, said the CPS supervisor took exception to a ticket he got. "Believing he was targeted in retaliation for a prior negative experience the officer had with the county," she said, "the CPS Supervisor accessed the computer system and searched for

records involving the officer and disclosed some of that data [to the court] in October in an attempt to have the ticket dismissed." The county's commissioner of investigations said the CPS supervisor denied he had accessed records related to the officer. "But we had state technology people check the computer system for us, and they determined he had," she said. The Commissioner of Social Services said: "Our programs depend upon the integrity of the information entrusted to us by the law and by the public, and unauthorized use of protected records will not be tolerated."



Communication Regarding Casework Contacts

***** Please note that this communication was sent to local district Commissioners and voluntary agency Executive Directors whose agencies have, at a minimum, 12 children in direct care, and congregate care facilities who have, at a minimum, 36 children in care.***

On April 29th, a letter, penned by both Laura Velez, Deputy Commissioner of Child and Community Services and William E. Travis, Jr., Deputy Commissioner of Information Technology, was sent to both local districts (Commissioners) and voluntary agencies (Executive Directors) who have, at a minimum, 12 children in direct care and congregate care facilities who have, at a minimum, 36 children in care. For your reference, the letter is posted to the CONNECTIONS intranet website on the Home page and the following details a portion of the content of the text.

As you are aware, the federal Child and Family Services Act of 2006 mandates specific casework contact requirements for children in foster care. In passing the Act, Congress noted that in Child and Family Services Reviews (CFSR) a strong correlation was found between frequent caseworker visits with foster children and positive outcomes for these children, such as timely permanency and other indicators of child well being. When the percentage of foster children visited each month does not meet the federal standard (and this standard increases annually until 90% is reached in 2011), the state (and the district) is penalized with a resulting loss of Title IV-B funds.

The New York State Office of Children and Family Services (OCFS) is assisting social service districts and voluntary agencies improve their tracking of visits with foster children to meet the requirements of the Federal Act by addressing casework contact related practice and documentation standards, assess training and technical assistance needs and respond to those needs and by offering social service districts and voluntary agencies the opportunity to participate in a technology upgrade project. The OCFS Data Warehouse team will also be providing to data warehouse users a report run twice monthly listing children without a completed casework contact. These reports, for Districts and voluntary agencies, are expected to be in production next week. Look for an announcement in next weeks' CONNECTIONS NEWS.

For further detail and OCFS contacts related to this upgrade project we refer you to the letters posted to the CONNECTIONS intranet website.



Casework Contact: Changes to Tracked Child and Biological Parent Contacts Reports

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

Report prompts for Office Name and Unit Specialization have been added to the:

- Tracked Child Contacts by Worker/Case/Child reports
- Biological Parent Contacts by Worker/Case/ Parent reports

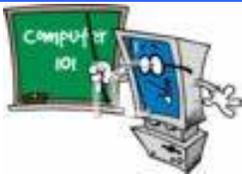
Please note that the use of the Office Name and Unit Specialization prompts is optional since not every agency structures their work assignments by Office Name and Unit Specialization. For your reference, Unit Specialization is the type of work that a Unit performs and is entered into CONNECTIONS by your agency Security Coordinator.



OCFS Data Warehouse News & Notes - April 2009

Just to let you know, the latest version of the Data Warehouse newsletter is posted to the Data Warehouse page of the CONNECTIONS intranet <http://ocfs.state.nyenet/connect/datawarehouse/>. Some of the featured items are:

- Casework Contact Report Changes
- info on a new report: [Foster Care Children with No Successful Contacts](#)
- PowerPlay Update
- A *great* listing of Resource Links! and more...



Upgrade of the Web Content Filtering Software

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

**** The piece below only applies to those individuals who are on HSEN.**

On Wednesday, May 6, 2009, CIO/OFT upgraded the web content filtering software from SurfControl to Websense. Web content filtering software protects against access to inappropriate and potentially harmful websites. OFT and OCFS anticipate that there will be little if any impact on users. Each of these products, Websense and SurfControl, categorize and group websites differently. Because of these differences, some websites previously accessible under SurfControl may be blocked or unreachable under the new Websense filter. The image below is an example of Websense blocked web content. Users who receive the below *Access Blocked* message for any business related websites to which they previously had access should contact their LAN Administrator or

CIO/OFT's Customer Care Center (CCC) at 1-800-697-1323 and include the following information (which is displayed on the blocked screen):

- Username
- URL
- Reason Blocked

Please note that LAN Administrators can also contact the Customer Care Center 1-800-697-1323 for assistance.

CLIENT VPN

Client VPN Cut-Off Date Extended to May 31, 2009

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

Please see the notification below that was sent out by OFT on March 26th, 2009. Any device; PC, laptop or tablet, that uses Client VPN (currently Cisco) to connect to the HSEN network is required to make this change. The cut-off date has been **extended** by special request to **May 31, 2009**. Any device that has not converted to the new Juniper Client after that date will not be able to connect. **The hardware that supports the Cisco client will be decommissioned on June 1st.**

NOTE: SSL VPN users WILL NOT be affected by this change.

There are detailed instructions at the bottom of the bulletin below (in the attachment). All technical issues should be directed to the OFT Coordination Center at (800) 603-0877.

Any other issues or questions can be directed to: *Mike Demars*, NYS OCFS - IT, 40 N. Pearl St. - 15 B, 518-402-3695, Michael.Demars@ocfs.state.ny.us



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

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.

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) 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_



NEW Postings to the CONNECTIONS Intranet

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

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>
- Letter Regarding Casework Contacts <http://ocfs.state.nyenet/connect/>
- OCFS Data Warehouse News & Notes - April 2009
<http://ocfs.state.nyenet/connect/datawarehouse/>



Weekly System Maintenance

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

- [Wednesday, 5/13/09](#) from 5:00 AM - 7:00 AM
- [Friday, 5/15/09](#) from 5:00 AM - 7:00 AM



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