



## ..CONNECTIONS NEWS..

*for the week of September 4 -11, 2009*

*Developing a more caseworker centric system*

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

### **FEATURED IN THIS EDITION**

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

- ***AFCARS and Casework Contacts for Children in Care ...pg. 1...more***

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

- ***CIO/OFT Customer Notification - Juniper SSLVPN and Client VPN Change Request ...pg. 2...more***
- ***\*\*UPDATED ALERT\*\* on SSLVPN Access ...pg. 4...more***
- ***OCFS Data Warehouse Reminder ...pg. 4...more***
- ***System Maintenance by NYS OGS - Involves ALL OCFS Applications, Including CONNECTIONS ...pg. 5...more***
- ***NEW Postings to the CONNECTIONS Intranet ...pg. 5...more***
- ***Weekly System Maintenance ...pg. 5...more***

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



#### ***AFCARS and Casework Contacts for Children in Care***

Timeframes for reporting AFCARS data and Casework Contacts to the federal government are coming due! It is critical that local district and voluntary agency staff make timely updates to the AFCARS information and Casework Contacts for children in care.

*AFCARS information includes the following.*

AFCARS information from the Placement Information Tab, the Removal Information Tab and the Diagnosis on the Clinical Appointment window.

*For CCR cases -*

The AFCARS Adoption Information window accessed from the Adoption Finalization window.

For your convenience, the tip sheet titled: *Recording AFCARS Data* is posted to the CONNECTIONS intranet, or can be accessed via the following link:

<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Recording%20AFCARS%20Data%20v3.pdf>

A Casework Contact with each child in foster care is required in *every* calendar month that the child is in placement. In order to show that you have met the federal requirement for monthly contacts with foster children, the following data fields and values must be used when recording a progress not in CONNECTIONS:

- Type - Casework Contact;
- Method - Face-to-Face;
- Child as both the Focus and Participant of the contact;
- Location as adoptive home, foster home or congregate care facility;
- Location for child on trial discharge as case address, parent's home or relative's home

The tip sheet for casework contacts (titled: *Progress Notes: Successfully Documenting Casework Contacts for Children in Foster Care*) is posted to the CONNECTIONS Intranet, or can be accessed via the following link:

<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/CONNECTIONS%20Tip%20Sheet%20-%20Progress%20notes%20Documenting%20Successful%20Casework%20Contact%20FINAL%20REV%207-8-09.2.pdf>

**Reminder!** There are reports in the Data Warehouse that will help identify foster children that are missing information in both Clinical Diagnosis as well as Casework Contacts. You can access the Data Warehouse via either of the following links:

<http://cognos.dfa.state.nyenet/cognos8> or <http://10.64.152.9/cognos8>.

## *General "Info to Know"*



## *Juniper SSLVPN and Client VPN Change Request*

THE FOLLOWING IS A CUSTOMER NOTIFICATION BULLETIN FROM THE OFFICE FOR TECHNOLOGY REGARDING, ***Juniper SSLVPN and Client VPN Change Request.***

We ask that you share this information with staff at your agency. This bulletin has been sent to local district and voluntary agency LAN Administrators. Please note that no SSLVPN or Client VPN (Network Connect) users will be impacted by this change.

## CUSTOMER NOTIFICATION—(CUSTOMER NETWORKING SOLUTIONS)

TITLE: Juniper SSLVPN and Client VPN Change Request

DATE ISSUED: September 3, 2009

### Overview

CIO/OFT's Customer Networking Solutions is planning to add site redundancy to the current HSEN SSLVPN and Client VPN remote access solutions. These solutions will utilize the Executive Park infrastructure to maintain remote access services in the event the 40 N. Pearl St Data Center is rendered unavailable.

Failover to this alternate site will require no action from the end user. Users will continue to use the same target URL they currently use to access the SSLVPN and Network Connect solutions.

LAN Administrators, if employing Internet restrictions for their end users, are required to enable user traffic to IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS).

### Services Impacted

No SSLVPN or Client VPN (Network Connect) users will be impacted by this change.

### Assistance

**For local districts:**

If you have any questions regarding the information in this notification, please contact the CNS Outcome Management Unit at 1-800-603-0877 or send an email to [oft.sm.cns.outcome.management@cio.ny.gov](mailto:oft.sm.cns.outcome.management@cio.ny.gov).

**For voluntary agencies:**

Questions regarding this notification should be directed to [ocfs.sm.deployment@ocfs.state.ny.us](mailto:ocfs.sm.deployment@ocfs.state.ny.us)

### Customer Action Required: Yes – by LAN Administrators

Action is required, by LAN Administrators, if Internet access policies are configured to restrict user access to a defined list of IP addresses and ports. The IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS) will need to be added to allow access through the Executive Park infrastructure.

This change requires no action by SSLVPN and Client VPN end users.

### Details

CIO/OFT's Customer Networking Solutions is adding site redundancy to the current HSEN SSLVPN and Client VPN remote access solutions. These solutions will utilize the Executive Park infrastructure to maintain remote access services in the event the 40 N. Pearl St Data Center is rendered unavailable. The first planned cutover to this site will occur on September 17, 2009 at 7:00am in preparation for the scheduled October 3, 2009 power down of the 40 N. Pearl St Data Center.

Failover to this alternate site will require no action from the end user. Users will continue to use the same target URL they currently use to access the SSLVPN and Network Connect solutions.

LAN Administrators, if employing Internet restrictions for their end users, are required to enable user traffic to IP addresses 170.123.4.6 and 170.123.4.7 on port 443 (HTTPS).

If static DNS entries or host files are used to resolve the rc1.oft.state.ny.us name, these entries will need to be modified to reflect the 170.123.4.6 IP address (only) in the event of a failover. Internet DNS resolution will resolve the rc1.oft.state.ny.us name correctly without intervention.



### ***\*\*UPDATED ALERT\*\* on SSL/VPN Access***

The fix that was scheduled to be implemented on September 2nd to address SSL/VPN access issues has been postponed. We continue to work with OFT on the fix and will implement it as soon as possible.

If you experience problems accessing systems via SSL/VPN we ask that you call the NYS OFT Customer Care Center Help Desk (1.800.697.1323) and the agents will walk you through the temporary fix.

We ask that you please pass this information on to anyone in your agency who may be impacted by this issue and we apologize for any inconvenience that this issue may cause.



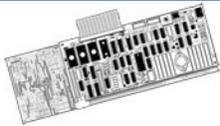
### ***OCFS Data Warehouse Reminder***

Make sure you access the predefined reports through the OCFS Data Warehouse tab, not the Public Folders area. The OCFS Data Warehouse tab is easy to add and takes you directly to all of the reports. As an added bonus, a banner will display at the top of this tab to notify you when there are data refresh issues that can affect the reports you are trying to run. (Note: The banner will not appear on the Public Folders or My Folders tabs.) If you have any questions, contact the OCFS Data Warehouse team at: [data.warehouse@ocfs.state.ny.us](mailto:data.warehouse@ocfs.state.ny.us).

If you do not see the OCFS Data Warehouse tab when you login to Cognos, add it by following these simple steps:

- 1 From the Cognos CONNECTIONS screen, click on the **Tab Menu** button located to the left of the Public Folders tab.
- 2 Select **Add portal tabs...** from the resulting list.
- 3 Click on **Public Folders**.
- 4 Click on **Global Reports**. (Hint: It's a yellow folder.)
- 5 Click on **Portal Pages**.
- 6 Click in the box to the left of **OCFS Data Warehouse**.

- 7 Click on the green arrow in the center of the window to move this item to the right side of the screen.
  - 8 Click on the **OK** button, and wait for the screen to refresh. You should now see the OCFS Data Warehouse tab next to the Public Folders and My Folders tabs.
  - 9 Click on the **OCFS Data Warehouse tab**, and you're ready to run reports!
- [Optional] To make the OCFS Data Warehouse tab the first tab you see:**
- 10 Click on the Tab Menu from Step 1 above, and select **Modify the sequence...**
  - 11 Click once on **OCFS Data Warehouse** to highlight it.
  - 12 Click on the **To top** link to move OCFS Data Warehouse to the top of the list.
  - 13 Click on the **OK** button, and wait for the screen to refresh. From now on, the contents of the OCFS Data Warehouse tab will display by default when you login.



## ***System Maintenance by NYS OGS - Involves ALL OCFS Computer Application, Including CONNECTIONS***

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

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 over the **October 2 - 4, 2009 weekend**. This will require an extended outage (24-32 hours) of **all** OCFS computer applications, **including CONNECTIONS**. Initial estimates indicate the downtime for CONNECTIONS will begin during the evening of Friday, October 2nd (between 8pm-12 midnight). It is expected that CONNECTIONS will be again available on Sunday morning, October 4th. More details will be shared as they become available.



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

- ...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, 9/9/09** from 5:00 AM - 7:00 AM
- **Friday, 9/11/09** from 5:00 AM - 7:00 AM



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