



## ..CONNECTIONS NEWS..

*for the week of February 26 - March 5, 2010*

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

### FEATURED IN THIS EDITION

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



#### ***Casework Contact Updated Information - A NEW Report: The Casework Contacts With Foster Children Quarterly Report***

As Commissioner Carrión advised in her recent letter regarding casework contacts, New York State has met and slightly exceeded the federal benchmark for monthly casework contacts with foster children for the federal reporting year October 1, 2008 through September 30, 2009. In the federal reporting year beginning October 1, 2009 through September 30, 2010, our benchmark is 75%. We continue to strive to provide assistance to you in your efforts to meet this benchmark. As part of that assistance, we have developed a new report. This report has a district version and a voluntary agency version. The district version includes all foster children for whom the district is responsible. The voluntary agency version is based on the CCRS placement agency

associated with the movement activity at the end of each reporting month. The reports are similar to the ones attached to our previous letter. The report may have some difference with current data warehouse reports on casework contacts which use CONNECTIONS data to identify foster children and responsible agencies. Although the attached report is not available at this time in the Data Warehouse for you to run, we have decided to make this report routine and we will produce these reports quarterly and send them to you. For your reference, the first quarterly report for October 1, 2009 through December 31, 2009 and a complete report description are attached. Please note that the letter, the report description and the Local District and Voluntary Agency Foster Children Incare and Contacted - FFY 2010: 1st Quarter (October-December 2009) Based on CCRS children in Foster Care reports will be posted to the CONNECTIONS website.

### Casework Contacts With Foster Children Quarterly Report Description



Quarterly Report  
\_specs.doc (3...

### Foster Children Incare and Contacted - FFY 2010: 1st Quarter (October-December 2009) Based on CCRS children in Foster Care - Local District Report



FC Incare Contact  
District Su...

### Foster Children Incare and Contacted - FFY 2010: 1st Quarter (October-December 2009) Based on CCRS children in Foster Care - Agency Report



FC Incare Contact  
Placement A...

## ***FAR*** *Family Assessment Response (FAR) "Info To Know"*

*This piece was in the last edition - in case you missed it..*

The FAR job aid (*CONNECTIONS Family Assessment Response Job Aid for Participating Districts*) as well as the FAR Frequently Asked Questions have been updated as a result of the recent change that requires staff to wait until their FAR work is completed prior to reassigning a FAR INV stage to the state workload. These updated versions have been placed in the FAR Public Folder (under the CONNX-related material sub-folder). In addition, both of these documents have been updated on the CONNECTIONS intranet website. For your convenience, both documents are posted below.

#### [FAR Job Aid](#)



Family Assessment  
Response Job...

#### [FAR Questions and Answers](#)



FAR QA (2 17  
)updateCOMMENTS

## General "Info to Know"



### ***UPDATE -- The Project of: Accounts Being Moved to Different Servers Has Been Successfully Completed***

*This piece was in the last edition - in case you missed it...*

As we have communicated in previous CONNECTIONS NEWS weekly's, OCFS has undertaken the CONNECTIONS Architecture Modernization Project (CAMP) to update the CONNECTIONS application architecture, as well as the supporting infrastructure, to improve the overall user experience. This initiative necessitates the following two changes on **all** workstations. The first being the **Citrix Client Software Upgrade**: where the Citrix software, installed on all user workstations to access applications (such as CONNECTIONS) will be upgraded to the latest version available to provide necessary updates and ensure continued stability and consistent performance, and the **Access Address Change** which will involve new websites that will be provided for users to access applications through Citrix.

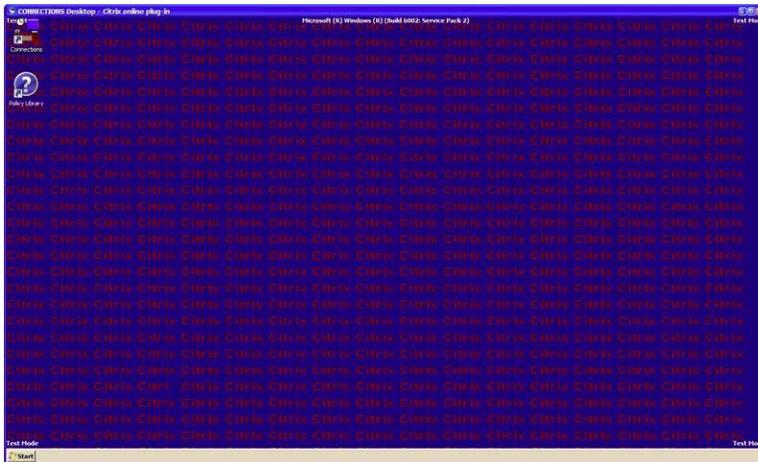
One phase of this project involves user accounts being moved to different servers in order to provide a more robust environment for the CONNECTIONS application. This activity began on the evening of Monday, February 15th. The upgrade involved the following components - server hardware upgrade, operating system from Windows server 2003 32-bit to windows server 2008 64-bit and Citrix presentation server 4.0 to Citrix XenApp 5.0.

The implementation was by region - the specific schedule is posted below.

#### [Implementation Schedule of Accounts Move to Different Servers](#)

| <b>Migration Date</b>            | <b>Phase</b> | <b>Regions</b>                      | <b>Numbers of Users</b> |
|----------------------------------|--------------|-------------------------------------|-------------------------|
| <b>Successfully implemented:</b> |              |                                     |                         |
| Night of 2/15/10                 | 1            | 1,2                                 | 2819                    |
| Night of 2/17/10                 | 2            | 3,4                                 | 4221                    |
| Night of 2/21/10                 | 3            | 5, OCFS                             | 5240                    |
| Night of 2/23/10                 | 4            | 6, Bronx/Brooklyn thru 44 Court St. | 4786                    |
| Night of 2/25/10                 | 5            | Remainder of 6                      | 7733                    |

Please note that for the first two weeks of implementation the environment that you will see will be in a "test mode". As such, the CONNECTIONS desktop (Citrix page) will have "Test Mode" identified in the four corners of the screen and "Microsoft (R) Windows (R) (Build 6002: Service Pack 2)" at the top of the screen, as pictured below. This will **not** impact your ability to access or use the CONNECTIONS application. We anticipate that the additional "test text" and Microsoft label will be removed from the CONNECTIONS desktop after approximately two weeks.



In addition, another part of the upgrade involves a deployment to **all** CONNECTIONS workstations, that began in November 2009 - the rollout of a "new" Citrix Xen App Plug-in (formerly known as **PN Agent Client**). The illustrations below show what the old icon looked like and what the new icon will look like on both your desktop and in your system tray.

- **Old Icon on Desktop:**



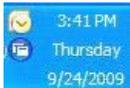
- **Old Icon in System Tray:**



- **New Icon on Desktop:**



- **New Icon in System Tray:**



**The following are instructions related to the Citrix Xen App Plug-in deployment.**

For those PCs that access the network through HSEN the new icon appeared on your desktop through a "push" that was coordinated through the Office for Technology. However, for the PCs that access the network through SSL/VPN or Client VPN, the "push" is not automatic. To continue to access your Citrix applications, **you must complete the following steps:**

- 1.) Click on "Citrix Client" link under the Files sections to access the installation files and directions.
- 2.) Open the "Installing Citrix Online Plug-in for SSL VPN Users" document.
- 3.) Follow the instructions to install and configure the Citrix Online Plug-in. This new version of the Citrix client will be used to access your Citrix applications in future.

There are also installation instructions, identified by the way your PC accesses the network, posted to the *CONNECTIONS intranet Home page* (<http://ocfs.state.nyenet/connect/>), under the sub-heading date of February 10, 2010. Please note that these instructions have changed from those previously posted to the website on November 18, 2009.

If you are experiencing any issues related to the deployment of the new icon, 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.

We ask that any questions related to this activity (other than those related to the deployment of the "new Citrix Xen App Plug-in icon") be directed to your agency LAN Administrators. Thank you for your collaboration on this exciting initiative!!!!



## **ENERGY STAR POWER CONSERVATION POLICY FOR GREEN IT (UPDATED SCHEDULE INCLUDED)**

*This piece was in the last edition - in case you missed it..*

*Please note that the information below was forwarded to agency LAN Administrators and is posted here for informational purposes only. If you have any questions related to the activities described below we ask that you contact your agency's LAN Administrator.*

Several months ago the Office for Technology (OFT) issued a bulletin explaining CIO/OFT's Energy Star Conservation Policy for Green IT-HSEN Domain. For your reference, a copy of that bulletin is posted below. Implementation of this policy was postponed for counties while OFT instituted the policy for State agencies.

In the next several weeks, they will begin implementing this policy at county HSEN locations. Counties will receive the Green IT Policy in increments of 3-8 counties. Prior to your county being implemented, notification will be sent at least 1 week ahead of time to ensure proper notification of staff regarding what to expect when their PCs are in hibernation mode when they come into work in the morning. More information will be given at the time of that notification.

If you are currently using a PC to run an application off hours and are concerned that the PC will not "wake" to complete the function, please fill out the Energy Initiative Exception form identifying the machine. **Please note: Your HSEN Servers are NOT included in this initiative so you don't need an Exception Form for them.** In the Reason for Exclusion section, identify the machine by workstation name and agency location and state the reason for exclusion.

### **Authorizing Signature section:**

Put your name (LAN Admin) in the employee section.

In the Supervisor area of the form, input the following information based on the program area that the PC is used for:

- OCFS - Karen Strack
- DOH - Roch Uhe

- OTDA - Joann Riccitelli

When complete, mail the form to the mailbox listed on the form. **All Exceptions will be reviewed by the project team. It is important that you report any possible exceptions prior to the policy being pushed to your location.**

**THE ACTUAL BULLETIN THAT WAS SENT OUT IS BELOW:**

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## CUSTOMER BULLETIN—(CUSTOMER NETWORKING SOLUTIONS)

**NUMBER:** 09-CNS-04

**ISSUED BY:** DEPUTY CIO, IT CUSTOMER DEVELOPMENT AND RELATIONSHIP MGT SERVICES

**TITLE:** ENERGY STAR POWER CONSERVATION POLICY FOR **GREEN IT**

**DATE ISSUED:** November 20, 2009

### Overview

As CIO/OFT continues its efforts to implement sustainable, green IT practices, CIO/OFT is implementing an Energy Star Power Conservation Policy to all desktop computers. The Energy Star Policy is designed to save electricity by Hibernating\* the desktop when not in use. The policy will power down the monitor after 15 minutes of inactivity and will hibernate the desktop after 30 minutes of inactivity. While the desktop is in hibernation mode a feature known as Wake on LAN will be used to provide off hour software patching and updates.

On November 30, 2009, a group policy will apply the Energy Star Setting to all desktop computers in the HSEN domain.

*\*Hibernation is a feature of many computer operating systems, where the contents of memory are written to non-volatile storage such as a hard disk, a file or on a separate partition, before powering off the computer. When the computer is restarted, it reloads the content of memory and is restored to the state it was in when hibernation was invoked.*

### Services Impacted

Users will notice their desktops have been powered off in the morning and after 30 minutes of inactivity during the day (lunch, meetings, training, etc.). Users will be required to press the power button to wake the computer. **Instructions are included below in the Details portion of this Bulletin.**

### Audience

The audience for this communication includes **all LAN Administrators on the HSEN Domain.**

### Customer Action Required: **Yes**

End users will be required to wake the desktop after hibernation has occurred. Please refer to the instructions below in the Details portion of this Bulletin. If you have workstations that are serving in a nontraditional desktop function (e.g. desktop server,) this computer needs to be identified through the CNS Outcome Management Group for evaluation and possible exceptions to the energy star policy.

## Assistance

During the initial 4 week implementation period, please email any concerns or issues to the CNS Outcome Management mailbox ([oft.sm.cns.outcome.management@cio.ny.gov](mailto:oft.sm.cns.outcome.management@cio.ny.gov)) or call 1-800-603-0877.

## Details

### Wake Instructions

#### Screen Saver on after 10 minutes of inactivity

Moving the mouse or pressing a key on the keyboard will wake up the Monitor; a password is required to resume access to the computer.

*A screensaver is a type of computer program initially designed to prevent phosphor burn-in on CRT and plasma computer monitors by blanking the screen or filling it with moving images or patterns when the computer is not in use. Contemporary screensavers are used primarily for entertainment or security.*

#### Monitor off after 15 minutes of inactivity

Power button on the monitor will be amber; computer will remain on for 10 minutes (green indicator light on the computer will be on steady). Moving the mouse or pressing a key on the keyboard will wake up the monitor; your password is required to resume access to the computer.

#### Hard Drive off after 20 minutes of inactivity

The head on the hard drive is retracted and the drive is powered off. Moving the mouse or pressing a key on the keyboard will wake up the monitor and the hard drive, your password is required to resume access to the computer.

#### Standby after 25 minutes of inactivity

Computer will store any open documents in memory, at this point the machine will go into a reduced power state (green light by the machine power button will be flashing for 5 minutes), small amount of power is required to power the memory. Press the power button (once) to resume, your password is required to resume access to the computer.

#### Hibernate after 30 minutes of inactivity

Computer will store any open documents on the hard drive and power down (green light by machine power button will be off). The end user must press the power button (once) to resume, your password is required to resume access to the computer.

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## Further Info Regarding the Schedule

The schedule showing when your county will have the Energy Star Policy implemented for your HSEN PCs is detailed below.

**(Please note that it has changed since Wednesday 2/24/10, so please verify your date.)**

If you have any other questions, please direct them to the Outcome Management Group at [oft.sm.cns.outcome.management](mailto:oft.sm.cns.outcome.management).

- Albany, Greene, Columbia, Rensselaer, Ulster, Sullivan, Dutchess, Putnam, Orange, Rockland, Warren, Washington, Fulton, Montgomery  
- GO LIVE 03/09/10

**The ESP will be applied at 3 PM on 03/08, and the PCs will be rebooted**

between 1 AM and 4 AM on 03/09

- Westchester, Nassau, Suffolk, Clinton, Franklin, Essex, Jefferson, Lewis, Herkimer, Hamilton, St. Regis, Saratoga, Schenectady, Oneida, Oswego -  
- GO LIVE 03/10/10

The ESP will be applied at 3 PM on 03/09, and the PCs will be rebooted between 1 AM and 4 AM on 03/10

- Broome, Tioga, Tompkins, Chemung, Schuyler, Yates, Seneca, Ontario, Wayne, Madison, Cayuga, Onondaga, Erie, Steuben  
- GO LIVE 03/11/10

The ESP will be applied at 3 PM on 03/10, and the PCs will be rebooted between 1 AM and 4 AM on 03/11

- Monroe, Livingston, Allegany, Wyoming, Genesee, Orleans, Niagara, Chautauqua, Cattaraugus, Cortland, Chenango, Otsego, Delaware, Schoharie  
- GO LIVE 03/12/10

The ESP will be applied at 3 PM on 03/11, and the PCs will be rebooted between 1 AM and 4 AM on 03/12



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

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>
- A CONNECTIONS Quarterly Improvement - Q4-09 - SharePoint Reporting Services - The Open Caseload Inquiry (OCI) Report "Highlights"  
[http://ocfs.state.nyenet/connect/projupdt/A%20CONNECTIONS%20Quarterly%20Improvement%20-%20Q4%20-%202009%20Version%203%20\(2\).pdf](http://ocfs.state.nyenet/connect/projupdt/A%20CONNECTIONS%20Quarterly%20Improvement%20-%20Q4%20-%202009%20Version%203%20(2).pdf)
- Letter from Nancy Martinez, Director Strategic Planning & Policy Development
- Casework Contacts With Foster Children Quarterly Report Description
- Foster Children Incare and Contacted - FFY 2010: 1st Quarter (October-December 2009) Based on CCRS children in Foster Care - Local District Report
- Foster Children Incare and Contacted - FFY 2010: 1st Quarter (October-December 2009) Based on CCRS children in Foster Care - Agency Report



## **Weekly System Maintenance**

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

- Wednesday, 3/3/10 from 5:00 AM - 7:00 AM
- Friday, 3/5/10 from 5:00 AM - 7:00 AM



<http://2010.census.gov/2010census/>



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