NYS Office of Children and Family Services

on the **road** to
transforming Child Welfare

..CONNECTIONS NEWS..
for the week of August 1 - 8, 2008

Developing a more casework centric system

"More casework…less mousework"

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CONNECTIONS Intranet site: http://ocfs.state.nyenet/connect/
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"Info to Know" for Caseworkers

Upcoming Teleconference on Changes to Safety and Risk Assessments to Reduce Repeat Maltreatment

When: August 27, 2008
Time: 10:00 AM – 12:00 Noon
Who Should Attend: Child welfare and CPS caseworkers, casework supervisors and

managers at local district agencies and voluntary agencies. OCFS regional office staff are also encouraged to attend.

Description of the teleconference: Reducing repeat maltreatment among children and families in New York State is a goal that OCFS shares with local districts and foster care and preventive service agencies. As part of that effort OCFS has made improvements to the Safety Assessment and Risk Assessment Protocols. The changes will be supported in the CONNECTIONS system, effective October 10, 2008.

> The purpose of this teleconference is to:
> • Introduce changes in the safety assessment and the risk assessment profile
> • Explain why and how these changes were made
> • Familiarize participants with how the changes apply to casework practice, and
> • Preview how CONNECTIONS supports the changes.

Important Info: Participation in this teleconference will meet two hours of the annual CPS in-service training requirement. Please make sure you record your attendance on the training roster at your viewing site.

Registration Instructions: Please contact your Staff Development Coordinator (SDC) or Training Coordinator for the location of the downlink site in your county or facility. To ensure this program will be shown at your site, specify your intent to attend with your SDC or Training Coordinator. For the Albany area OCFS Central Office Staff, contact Marti Murphy (518-474-2424) to view at 52 Washington Street in Rensselaer.

To view a copy of the training announcement, go to the either the Home or Training page of the CONNECTIONS intranet site: http://ocfs.state.nyenet/connect/.

B2H Bridges to Health Waiver Update

Five new Bridges to Health discontinuance reasons have been added to the B2H Waiver Reason for Discontinuance drop-down box. A reason must be selected from the drop-down list when discontinuing the B2H Waiver in CONNECTIONS. Please note that the new reasons are bolded in the list below.

- Child no longer Medicaid eligible
- Child moved outside of New York State
- Child no longer eligible based on level of care assessment
- Child no longer capable of living in residence of less than 13 beds
- Child has turned 21
- Child/medical consenter chooses another Medicaid waiver
- Child/medical consenter no longer consents to B2H enrollment
- **Child is deceased**
- **B2H waiver services are no longer appropriate for the child**
- **Child cannot participate for more than 30 consecutive days**
- **Cost of proposed plan exceeds mandate of cost neutrality**
- **Child moves to waiver-ineligible setting (OMH, CR, OMRDD, etc.)**
- Waiver information entered in error

"Info to Know" for Technical Staff

CIO/OFT 08-CNS-12 Notification

NUMBER: 08-CNS-12
TITLE: HSEN DOMAIN LEVEL UPGRADE TO WINDOWS 2003 (SCHEDULED FOR FRIDAY 8/1/08)
DATE ISSUED: July 30, 2008

Overview
CNS is upgrading the HSEN Active Directory forest and domain to the functional level of Windows 2003.

Customer Action Required
No action is required, this is an informational bulletin only.

Details

Approximately two years ago, CNS upgraded all HSEN servers, including domain controllers, to Windows 2003; however, the functional level of the Active Directory remained at 2003.
CIO/OFT recently completed a successful period of testing using the 2003 Active Directory. CIO/OFT is now ready to upgrade the HSEN Active Directory forest and domain to the functional level of Windows 2003. Benefits in upgrading the domain functional level include:
Upgrading software enabling CNS to stay current within software levels for vendor maintenance
Ability to establish necessary Forest-to-Forest trusts, better enabling an ability for application authentication within the State Data Center
Lower network bandwidth and processor utilization (by implementing linked-value replication)
The nature of this upgrade is such that it must be implemented domain-wide. CIO/OFT is scheduling this upgrade for **Friday, August 1, 2008 at 5:00 p.m.** and anticipate it will be completed by Midnight. Normal system usage can occur during this period.

Assistance
Although we do not anticipate any downtime, user impact, or LAN Admin intervention, please report any problems to the EHD at 1-800-697-1323.
For local districts:
If you have questions regarding this upgrade, please contact the Customer Network Service through the OFTSEC mailbox at oft.sm.cns.oftsec.

For voluntary agencies:
Questions regarding this notification should be directed to either mailbox:
Internal: ocfs.sm.deployment
External: ocfs.sm.deployment@ocfs.state.ny.us

Upgrade to Internet Explorer Version 7

The Office for Technology (OFT) has announced the date of **August 29**[th] for the upgrade to Internet Explorer Version 7 for both local districts and voluntary agencies. Installation will occur during regular update periods and no action is required of users or administrators in order for this upgrade to occur. This upgrade will EXCLUDE customer machines running Windows 2000, because Internet Explorer Version 7 does not run on Windows 2000 machines. OCFS IT had completed testing its images and applications earlier this year and is anticipating a successful upgrade to Internet Explorer 7.

IMPORTANT INFO/ACTION REQUIRED!!!!

**Please note: If the necessary changes, detailed in the *CIO/OFT 08-CNS-08 Notification,* section titled: "Customer Action Required" are not made by August 13th, both county and state network access may be affected. For a detailed explanation of the issue and required action, see the notification below.

CIO/OFT 08-CNS-08 Notification

NUMBER: 08-CNS-08
TITLE: CHANGES REQUIRED FOR THE IMPLEMENTATION OF INTERNET ACCESS SECURITY
          IMPROVEMENTS
DATE ISSUED: July 23, 2008

We ask that you forward this communication piece to your district or agency LAN Administrator as they are the individuals in each agency who have the security to perform the described modifications.

On June 26, CIO/OFT released a notification regarding security updates to improve the security and reliability of proxy services. At that time, it was believed no action would be required on the customers' part. However, since the release of that notification, CNS (Customer Networking Solutions) has discovered that some partner networks/local districts may need to make minor modifications (routing and firewall) to support the security upgrades. **These modifications need to be made before August 13, 2008.**

Please read this notification in its entirety for information on the necessary actions.

Services Impacted

If the necessary changes (detailed in the section below titled: "Customer Action Required") are not made by August 13th, both county and state network access may be affected. Users may lose access to some local web-based applications because firewalls securing state/county web-based applications may not be configured to permit

access or routes may not be in place for the new security appliances.   To allow access, please follow the directions below.

Customer Action Required

We refer the required action in this section be completed by the agency LAN Administrator.

Counties and agencies that permit CIO/OFT CNS proxy server access to their web applications through the IP address 10.70.2.128/26 will need to perform the steps below.

     Step 1: Before Wednesday, August 13, 2008 you will need to add policies and return routing to permit the following new proxy server IP addresses:

       10.70.6.32/28 and **10.70.6.48/28**

     Step 2: For local district partners, after you have made these updates, you must notify your state or county CIO/OFT Customer Relations Manager.

     Step 3: It is highly recommended that agencies/counties test any impacted web-based applications prior to August 13, 2008. To do so, send an email to oft.dl.proxy.pilot@oft.state.ny.us.

The email subject line should read: "Requesting test access for new proxy server IP addresses". Include the following information in the body of the email:

    a. The websites you would like to test access to
    b. The IP addresses of the websites
    c. The user IDs of individuals who will do the testing

No action is necessary for counties and agencies that **do not restrict** application access by Source IP address or that **do not permit** CIO/OFT proxy server access to their applications.

Details

To make web application access both safer and more reliable, CIO/OFT Customer Networking Solutions (CNS) is implementing two additional security appliances and network load balancers. This means that traffic directed to CIO/OFT's business partners' web applications will be sourced from the additional IP ranges 10.70.6.32/28 and 10.70.6.48/28.

If a county, state agency, or other state business partner explicitly permits 10.70.2.128/26 to their network, they will need to add the following accesses to retain the same level of functionality for customer traffic to your networks:

     Counties and state agencies permitting **10.70.2.128/26** to their
     web-based services will need to add routing and policies to permit
     10.70.6.32/28 and **10.70.6.48/28** access to your networks as well.
     These IP addresses will be the source ranges of the proxies at two
     different data center complexes.

The new ISA array will be activated on August 13, 2008 and the necessary routing and access policies (firewall changes) will need to be in place to support this change.

Assistance

For local districts:

Questions regarding this notification should be directed to your CIO/OFT **Customer Relations Manager** who can be reached at: **(518) 402-2537,** or toll-free **1-866-789-4OFT (4638).**

Requests for technical assistance with web-based application access problems should be directed to the **CNS Coordination Center** at **1-800-603-0877.**

For voluntary agencies:

Questions regarding this notification should be directed to either mailbox:
Internal: ocfs.sm.deployment
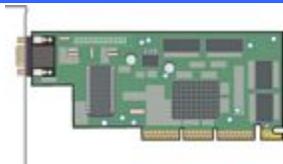External: ocfs.sm.deployment@ocfs.state.ny.us

"General Info to Know"

New Postings to the CONNECTIONS Intranet

The following document(s) were recently posted to the CONNECTIONS intranet website:

- The CONNECTIONS NEWS for the week of July 25, 2008
- The Teleconference Announcement: Changes to Safety and Risk Assessments to Reduce Repeat Maltreatment

Weekly System Maintenance

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

- Wednesday, 8/6/08 from 5:00 AM – 7:00 AM
- Friday, 8/8/08 from 5:00 AM – 7:00 AM

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