NYS Office of Children and Family Services
on the **road** to
transforming the Child Welfare Information System

..CONNECTIONS NEWS..
for the week of February 12 - 19, 2010

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CONNECTIONS Intranet site: http://ocfs.state.nyenet/connect/
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"Info to Know" for Caseworkers
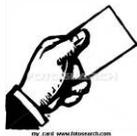
GENERAL INFORMATION SYSTEM (GIS) - Auto-Fill of Chafee Indicator on New Case (GIS 10 - #001)

DATE: 02/02/10
TO: Directors of Services
FROM: Paul Gavry
SUGGESTED DISTRIBUTION: Directors of Services, Foster Care Supervisors, Directors of Medicaid, Directors of Financial Assistance
EFFECTIVE DATE: February 16, 2010

The purpose of this General Information System (GIS) message is to provide local departments of social services (LDSS) additional information regarding a WMS enhancement affecting youth covered by the Chafee Amendment. This enhancement is scheduled to become operational on Upstate Production on February 16, 2010.

Effective January 1, 2009, the Chafee Amendment provides that a youth who was in the custody of the Commissioner of the local department of social services or the Commissioner of the Office of Children and Family Services on or after his or her 18th birthday will receive Medicaid until the youth's 21st birthday without regard to income or resources. The youth must still meet Medicaid citizenship/immigration status requirements and be a resident of NYS.

A Special Population Field and Chafee Indicator ("C") was established to identify discharged youth who are covered by the Chafee Amendment. Please refer to GIS 09-#012 issued June 22, 2009. If a new case is opened, the Chafee youth has the potential of losing Medicaid coverage if the Chafee Indicator has not been entered. To remedy this, an Auto-Fill process has been implemented. After Full Data Entry has occurred, the Special Population Field on Screen 4 will be auto-filled with a "C" for case types 11, 12, 13, 16, 17, 20 and 22 if the Chafee youth's CIN has been identified on the clearance report.

For further information regarding these system changes, please see DOH WMS/CNS Coordinator Letter dated January 20, 2010 (Attachment 2, Section III): http://health.state.nyenet/rev2010coord.htm

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

For your reference, GIS messages are available in Public Folders:
All Public Folders/dfa.state.ny.us/OCFS/TSU/ ***Services systems Reference Documents/ GIS (system change notices)

AFCARS Info

The data for the Children Served With Missing Clinical Diagnosis reports (AFCARS period October 1, 2009 - March 31, 2010) has been refreshed as of February 10th. The next data refresh is scheduled for Feb 26th ('as of' date Feb 24th).

General "Info to Know"

CONNECTIONS SYSTEM ALERT

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 will begin on the evening of Monday, February 15th. No action is required by the user. The upgrade will involve the following components:

- Server hardware upgrade

- Operating System from Windows Server 2003 32-bit to Windows Server 2008 64-bit

- Citrix Presentation Server 4.0 to Citrix XenApp 5.0

The implementation will be by region and the specific schedule is posted below. Please note that there will be no application downtime in order to implement this initiative.

Implementation Schedule of Accounts Move to Different Servers

Migration Date	Phase	Regions	Numbers of Users
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

The following counties are included in these regions:
Region 1 - Niagara, Orleans, Genesee, Erie, Wyoming, Chautauqua, Cattaraugus, Allegany
Region 2 - Monroe, Wayne, Ontario, Livingston, Seneca, Yates, Steuben, Chemung, Schuyler
Region 3 – St. Lawrence, Jefferson, Lewis, Herkimer, Oswego, Oneida, Onondaga, Madison, Cayuga, Tompkins, Broome, Tioga, Cortland, Chenango
Region 4 - Franklin, Clinton, Essex, St. Regis, Hamilton, Warren, Washington, Fulton, Saratoga, Montgomery, Schenectady, Otsego, Schoharie, Albany, Rensselaer, Delaware, Green, Columbia
Region 5 - Sullivan, Ulster, Dutchess, Orange, Putnam, Westchester, Rockland, Nassau, Suffolk
Region 6 – New York City

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.
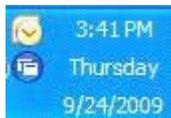
- **Old** Icon on Desktop:

- **Old** Icon in System Tray:

- **New** Icon on Desktop:

- **New** Icon in System Tray:

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

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 and someone will contact you to work toward a resolution.

Please see the chart below for a further explanation.

User Group	Current Access	New Access	Details
OCFS / HSEN	Program Neighborhood Agent: Red icon in system tray Web Interface: https://ocfscitrixwi.ocfs.state.ny.us	Program Neighborhood Agent: Blue icon in system tray Web Interface: https://xenappwi.ocfs.state.nyenet	• The Citrix client software will be upgraded silently via OFT's software deployment utility (SCCM) overnight at approximately 1am. This will force a reboot of all user workstations. • Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent. • Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website.

User Group	Current Access	New Access	Details
ONENET / NIS	Program Neighborhood Agent: Red icon in the system tray Web Interface: https://ocfscitrixwi.ocfs.state.ny.us	Program Neighborhood Agent: Blue icon in the system tray Web Interface: https://xenappwi.ocfs.state.nyenet	• The Citrix client software must be upgraded by the local administrator. The software is available from a file share* or CDs provided at the NYWPA. • Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent. • Users that use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website. *More detailed instructions and software are available from \\fnpcfs0a1adv\OCFSShare or \\172.16.102.72\OCFSShare
Client VPN	Program Neighborhood Agent: Red icon in the system tray Web Interface: https://ocfscitrixwi.ocfs.state.ny.us	Program Neighborhood Agent: Blue icon in the system tray Web Interface: https://xenappwi.ocfs.state.nyenet	• Users will have to upgrade the Citrix client software by running Advertized Programs on their workstations.* • Although the icon in the system tray will change color, the method for using Program Neighborhood Agent to access Citrix applications will remain the same. Users will not have to re-authenticate when launching Program Neighborhood Agent. • Users that prefer to use a Web browser, such as Internet Explorer, to access applications will be provided with a new website and should update their bookmarks or favorites as needed. Users will have to enter credentials manually to this website. *More detailed instructions are available from \\fnpcfs0a1adv\OCFSShare.

User Group	Current Access	New Access	Details
Juniper SSL VPN	Program Neighborhood Agent: Red icon Web Interface: Link from the Juniper SSL VPN page https://rc1.oft.state.ny.us/ad	Program Neighborhood Agent: Blue icon Web Interface: https://connections.ocfs.ny.gov	- Instead of first authenticating to Juniper SSL VPN, users may now access Citrix applications directly from a separate website or via the Program Neighborhood Agent client. **The Program Neighborhood Agent requires a one-time manual configuration change to function.** - Instructions are provided on the Juniper SSL VPN landing page as to how to upgrade the Citrix client software and access Citrix applications in the new environment. - Applications launched from the system tray or desktop icons via Program Neighborhood Agent will not be prompted for additional credentials. - Users that browse to the new website will have to re-authenticate to a login page.

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!!!!

The DAP Maintenance on the District Agency Profile

Just a note that due to scheduled maintenance, the District Agency Profile will not be available from 5:00PM Friday, February 12th through Tuesday morning (February 16th).

PC (Personal Computer) Security

PC security is very important! Protecting the information that "enters and exits" our systems is crucial to the life of the system! The following link http://ocfs.state.nyenet/admin/ohr/eap/pcsecurity.asp will take you to an array of information on this very subject. A peek at the topics that are included follows.

- 1 How to Clean Your Computer System
- 2 Mircrosoft VISTA- Parental Controls
- 3. Top Cyber Security Practices
- 4. Cyber Security Brochure for Adults
- 5. Protect Portable Devices Bookmarks
- 6. Identity Theft Resource Sheets

Another Resource on Home PC Security

The link below brings you to a document titled: *Your Home Computer and Internet Safety*, that highlights the subject of PC security even further. This document also provides references to further your knowledge on the topic of home PC security.

http://ocfs.state.nyenet/admin/ohr/eap/pcsecurity/Your%20Home%20Computer%20and%20Internet%20Safety%20Updated%206-12-09.ppt

ENERGY STAR POWER CONSERVATION POLICY FOR GREEN 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/OFTs 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:

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) 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.

🖨 *Printing Problems Affecting Citrix Online Plug-in Version 11.2*

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

OCFS has determined there are printer drivers that do not function properly when printing within CONNECTIONS or other Citrix applications hosted by OCFS when using version 11.2 of the Citrix Online Plugin. The issues experienced are as follows:

> **No Output from Printer**. When printing in CONNECTIONS or other Citrix applications hosted by OCFS, no output is generated by the printer.

> **Passcode Not Saved**. A certain subset of printers requires a passcode to be entered on the workstation *and* on the printer when printing documents. When printing in CONNECTIONS or other Citrix applications hosted by OCFS, the passcode is not saved and users have to type in their passcode each time they print a document.

Printers Affected

OCFS has determined the following printers (as of **01/29/2010)** may be affected by the issues described above:

Lexmark Z700-P700 Series

Toshiba eS452/453Series PCL6

HP LaserJet 4100 Series PCL

HP LaserJet 1020

Sharp MX-2300N PCL6

Xerox WorkCentre 7665 rev2

HP LaserJet 1018

Lexmark E232

HP LaserJet P1006

HP LaserJet P2035n

TOSHIBA eS282/283series PCL6

SHARP AR-M550N PCL5e

HP LaserJet 9040 PCL 6

RICOH Aficio MP C2500 PCL 6

OKI B6500(PCL)

Xerox Document Centre 240/255/265/332/425/440/480 PS

Xerox Document Centre 240/255/265/440/460/490

Action Required – Workstations with Citrix Online Plugin Version 11.2

For workstations that reside on the HSEN network, OCFS-IT will remedy the problem via a group policy. **There is no action required by HSEN users.**

Workstations that already have the Citrix Online Plugin installed, and are not part of the HSEN network (e.g. SSL VPN users and ONENet sites), will need to download and install an automated fix. Please follow the instructions below identified each individual situation.

ONENet Sites. If you support or use one of the problematic printers, download and install the automated fix on any workstations using any of the printers listed above. Please follow the instructions in the document below:

Installing Printer Fix
for Cit...

SSL VPN Users. If you support or use one of the problematic printers, download and install the automated fix on any workstations using any of the printers listed above. Please follow the instructions in the document below:

Installing Printer Fix
for Cit...

Action Required – Workstations that have not installed Citrix Online Plugin Version 11.2

OCFS requires for all CONNECTIONS and other Citrix application hosted by OCFS users to update to version 11.2 of the Citrix Online Plugin. For those workstations that have not yet been updated, the Citrix Online Plugin should be installed.

OCFS has integrated the printer fix in the Citrix Online Plugin installation files; therefore, the printer fix does not need to be installed if you are installing the Citrix Online Plugin.

To install the Citrix Online Plugin please follow the instructions in the documents below.

ONENet Sites.

Installing Citrix
Online Plugi...

ONENet Sites with Their Own Citrix Environments.

Installing Citrix
Online Plugi...

SSL VPN Users.

Installing the Citrix
Online P...

Please note that if you are unsure about any of the above instructions you can send an email to the following mailbox: ocfs.sm.it.pnaupgrade@ocfs.state.ny.us.

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, 2/17/10** from 5:00 AM – 7:00 AM
- **Friday, 2/19/10** from 5:00 AM – 7:00 AM

Easy.
Important.
Safe.

United States
Census
2010
IT'S IN OUR HANDS

WE CAN'T MOVE FORWARD
UNTIL YOU MAIL IT BACK.

http://2010.census.gov/2010census/

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