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| INFORMATIONAL LETTER |
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TRANSMITTAL: 97 INF-8

DIVISION: SSIS

TO: Commissioners of
Social Services
Executive Directors of
Voluntary Agencies

DATE: June 11, 1997

SUBJECT: Supplemental CONNECTIONS Equipment

SUGGESTED

DISTRIBUTION: Directors of Services
CONNECTIONS Liaisons
Administrative Directors
Staff Development Coordinators
Systems Coordinators
Child Welfare Staff
Fiscal Staff
Voluntary Agency Directors
Voluntary Agency Fiscal Staff
Voluntary Agency Liaisons

CONTACT PERSON: Bill Travis
1-800-603-0877

ATTACHMENTS: I - CONNECTIONS Supplemental Equipment Timetable
II - Schedule of Local Options
III - NYSDSS Supplemental Equipment Request Form
IV - NYSDSS Network Integration Services Request Form
V - Monthly Hardware Maintenance Costs
VI - Payment Procedures Summary
VII - LAN Survey Form
VIII - Voluntary Agencies with Outstanding Financial
Obligations
(Attachments available on-line)

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
96 INF-15					
96 INF-7					
95 INF-42					
95 INF-21					

All baseline activities, including equipment acquisitions, have been completed for the CONNECTIONS network. All future activities and acquisitions will be treated as supplemental equipment or an activity to support the placement of supplemental equipment. Local Districts/Voluntary Agencies will be responsible for all costs associated with supplemental equipment either up-front or through a bottom line deduction of 100% of the costs to the monthly settlement claim for Local Districts (either for their own request or on behalf of a Voluntary Agency for which the Local District has agreed to advance the request).

The Department is now preparing to assist Local Districts and Voluntary Agencies with changes that you may want to make to the CONNECTIONS network. These changes may involve the addition of supplemental equipment for new staff, opening new sites, the merging of sites and/or agencies, equipment moves, the purchase of new software, or connectivity to your existing LAN.

The following information is provided to Local Districts and Voluntary Agencies to help plan for these changes, to prepare for the costs that will be incurred and to initiate any necessary local legislative appropriation or approval process. The attached "CONNECTIONS Supplemental Equipment Timetable" (Attachment I) provides a countdown of the required activities and the amount of lead time that is needed. It also details the operational obligations of Local Districts and Voluntary Agencies. Please refer to the Timetable when planning each activity.

Only those PCs, printers, laptops and other miscellaneous equipment purchased from the CONNECTIONS contractor or that have been integrated and certified by the Department to be used to support child welfare can be added to the CONNECTIONS network. ANY EQUIPMENT THAT WAS NOT ACQUIRED FROM THE CONNECTIONS CONTRACTOR THAT A LOCAL DISTRICT OR VOLUNTARY AGENCY WISHES TO ADD TO THE CONNECTIONS NETWORK REQUIRES A NETWORK INTEGRATION SERVICES analysis. It is important to remember that the addition of equipment may precipitate several other requirements including additional monthly maintenance and telecommunications costs, administrative activity fees, the acquisition of related equipment such as servers, routers, hubs, switches, etc. To effectively utilize these additions, site preparation (electrical wiring, telephone lines, carpentry, etc.) may also be necessary. Refer to the section on Network Integration Services for additional information.

Whenever a Local District or Voluntary Agency uses the services provided by the CONNECTIONS contractor (e.g., equipment acquisitions, site surveys, installations, furniture acquisitions, monthly maintenance, connectivity analysis, security devices) the Department will pay for the costs up-front on behalf of that Local District or Voluntary Agency. Requests from a Voluntary Agency must be submitted through and prior approved by the Local District with which it does the most business and

which agrees to sponsor the request. That Local District will be held financially responsible for any costs the Department pays for up-front on behalf of the Voluntary Agency as well as for itself. To recoup the up-front costs, the Department will take a bottom line deduction of 100% of the costs from the Local District's monthly settlement claim. The Local District is responsible for obtaining reimbursement from the Voluntary Agency and for recouping its own costs from the Department through the normal administrative claiming process. The Voluntary Agency is responsible for recouping its costs through the rate setting process.

PLEASE NOTE THAT NO REQUESTS FOR SUPPLEMENTAL EQUIPMENT WILL BE CONSIDERED UNTIL ALL FINANCIAL OBLIGATIONS (repayment to the Department) FOR SITE PREPARATION ASSOCIATED WITH BASELINE EQUIPMENT HAVE BEEN SATISFIED. (Refer to the Richard Shapiro letter dated October 15, 1996 specifying the amount owed to the Department.) Attachment VIII identifies those Voluntary Agencies which have outstanding financial obligations remaining from the initial CONNECTIONS installations.

THE DEPARTMENT MUST BE INFORMED OF THE REMOVAL OF SUPPLEMENTAL EQUIPMENT FROM THE CONNECTIONS NETWORK FOR ANY REASON, INCLUDING THEFT.

Procedure for Requesting Supplemental Equipment/Changes

All Local District and Voluntary Agency requests for equipment, site surveys, moves, etc. should be made using the electronic form called "NYSDDS Supplemental Equipment Request Form" (Attachment III), which can be found in Exchange in the public folder COMMAND CENTER. This form should be downloaded to your local drive and completed on-line. Local District requests should be e-mailed to the CONNECTIONS Command Center to mailbox COMCTRUP by the Commissioner of the Local District or his/her designee.

All Voluntary Agency requests must be e-mailed to the Local District sponsoring the request for its review and prior approval. If acceptable, the Local District will then e-mail the request to the Command Center to mailbox COMCTRUP. Because the Local District is responsible for obtaining reimbursement from the Voluntary Agency, all requests for Voluntary Agency work must come from a Local District with which it contracts and which agrees to sponsor the request. Voluntary Agency requests should be directed to Directors of Services in the Local District for approval and forwarding to the Command Center mailbox.

Effective immediately, the Command Center will not accept Supplemental Equipment requests directly from Voluntary Agencies.

Detailed floor plans are required and should be sent to the CONNECTIONS Command Center via fax at (518)473-5765, or mailed to the following address as soon as the request for equipment is e-mailed.

NYSDSS - CONNECTIONS Command Center
40 North Pearl St.
5th floor
Albany, NY 12243

Attention: Supplemental Equipment Processing

Be sure that all floor plans are legible and clearly indicate the placement of existing equipment as well as the placement of the proposed equipment.

The Command Center will respond to requests within 10 business days of the receipt of the floor plans. At the discretion of the Department, a site survey will be scheduled to review the existing infrastructure (i.e., electrical power, patch panels, hubs, switches, telephone circuits, and server capacity) to determine the scope of work. Upon the completion of the site survey, or subsequent to the Department's analysis of the equipment request if a site survey is not required, a letter will be sent to the Local District initiating the request which will detail the work that is required and the anticipated costs. A final review of the total estimated financial obligations will be required from the parties involved. If the estimated costs are acceptable to the Local District/Voluntary Agency, a written authorization must be forwarded from the Local District to the Command Center before the Department will continue. Regardless of the decision, the requestor will be responsible for the cost of the site survey. The appended "Schedule of Local Options" (Attachment II) lists these costs.

Site Surveys: The Department will pay site survey costs up-front on your behalf. Those costs will be recouped as a bottom line deduction of 100% of the costs to the Local District's monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the Local District which sponsored the Voluntary Agency's request. The Local District is responsible for obtaining reimbursement from the Voluntary Agency.

Equipment Acquisitions: The only supplemental equipment costs the Department will pay for up-front on your behalf are those acquired by the Local District and Voluntary Agency through the CONNECTIONS contractor. Payment for these costs will be recouped as a bottom line deduction of 100% of the costs to the Local District's monthly settlement claim. Costs will be recouped from Voluntary Agencies through a bottom line deduction of 100% of the costs to the monthly settlement claim of the sponsoring Local District. (This is the reason for the prior approval by the appropriate Local District.) The Local District is responsible for obtaining reimbursement from the Voluntary Agency. The amount that will be eligible for reimbursement to the Local District through the normal administrative claiming process will be determined by the function(s) of the staff that receive and use the equipment. The appropriate cost allocation plan will apply. Voluntary Agencies will receive reimbursement through the rate setting process.

Equipment acquired from any other source (once the Department has given prior approval to add it to the network) will be paid for directly by the Local District or Voluntary Agency.

Site Preparation: Supplemental equipment site preparation includes, but is not limited to, electrical work, air conditioning, carpentry, relocation of existing equipment, and the provision of clear cabling paths (raceways, conduit, etc.). All site preparation costs are the responsibility of the Local District and Voluntary Agency and are eligible for reimbursement through the normal administrative claiming process for the Local District and as a cost in the rate setting process for the Voluntary Agency.

If a Local District or Voluntary Agency uses its own contractor to complete site preparation, the Local District or Voluntary Agency must pay the contractor directly. The Local District will be reimbursed through the normal administrative claiming process and the Voluntary Agency will be reimbursed through the rate setting process.

If the site preparation is found to be deficient at the time of cable pulling or equipment installation, the CONNECTIONS contractor may be hired to rectify the deficiencies and complete the installation. This process would require the completion of a written field change order, with agreement as to price and scope of the work to be done, signed by the site's management and the CONNECTIONS contractor. Any additional costs will be recouped by the Department as a bottom line adjustment to the Local District's monthly settlement claim.

If site preparation is completed by the CONNECTIONS contractor for a Local District, the Department will pay the cost up-front on behalf of the Local District and then recoup the charges from the Local District through a bottom line deduction of 100% of the costs from the monthly settlement claim.

If site preparation is completed by the CONNECTIONS contractor for a Voluntary Agency, the costs will be recouped from the sponsoring Local District as a bottom line deduction of 100% of the costs from its monthly claim settlement. The Local District is then responsible for obtaining reimbursement from the Voluntary Agency.

The "Schedule of Local Options" which covers the costs for equipment and installation provided by the CONNECTIONS contractor is included as Attachment II.

Installation: Supplemental installation is defined as those costs associated with adding the supplemental equipment to the CONNECTIONS network. This includes delivery charges, set-up, any testing to insure the device is working properly, and insuring that all configurations are correct. Only those devices which have been prior approved by the Department can be added to the CONNECTIONS network. The Local District or Voluntary Agency can elect to have supplemental installations completed by the CONNECTIONS contractor or, with prior approval from the Department, by another vendor.

The only supplemental installation costs that the Department will pay for up-front on your behalf are those completed by the CONNECTIONS contractor for a Local District or Voluntary Agency. Payment for these costs will be recouped as a bottom line deduction of 100% of the costs to the Local District's monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the monthly settlement claim of the sponsoring Local District. The Local District is then responsible for obtaining reimbursement from the Voluntary Agency. The Voluntary Agency is reimbursed through the rate setting process.

Department approved installations completed by a Local District or Voluntary Agency contractor must be paid for directly by the Local District or Voluntary Agency. The Local District will be reimbursed through the normal administrative claiming process. The Voluntary Agency will be reimbursed through the rate setting process.

Ownership of Supplemental Equipment

The Local District and Voluntary Agency retain ownership of all supplemental purchases and are liable for any loss due to theft or damage. The Department DOES NOT provide liability insurance to cover losses. The Local District and Voluntary Agency are responsible for obtaining and paying for such insurance. These costs are eligible for reimbursement through the normal administrative claiming process for the Local District and as a cost in the rate setting process for the Voluntary Agency.

Supplemental devices which are stolen or damaged may be replaced at the Local District's or Voluntary Agency's option. This can be done via the contract with the CONNECTIONS contractor or, with the Department's prior approval, can be replaced by an outside source.

THE DEPARTMENT MUST BE INFORMED OF THE REMOVAL OF SUPPLEMENTAL EQUIPMENT FROM THE CONNECTIONS NETWORK FOR ANY REASON, INCLUDING THEFT.

Security

The Local District/Voluntary Agency assumes financial liability for equipment damage or theft, as well as for theft prevention costs such as locks or special stands. These costs are reimbursable at the normal administrative rate for the Local District and as a cost in the rate setting process for the Voluntary Agency. When theft prevention devices are acquired through the CONNECTIONS contractor, the Department will pay these costs up-front on behalf of the Local District and/or Voluntary Agency and recoup these costs through a bottom line deduction of 100% of the costs from the Local District's monthly settlement claim.

Furniture

Costs for furniture should be paid for directly by the Local District or Voluntary Agency and reimbursed through the normal administrative claiming process for the Local District and as a cost in the rate setting process for the Voluntary Agency. When procured through the contract with the CONNECTIONS contractor, the Department will pay for the furniture up-front on your behalf. For Local District's, these costs will be recouped as a bottom line deduction of 100% of the costs from the monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the monthly settlement claim of the Local District that sponsored the request.

Contact the CONNECTIONS Command Center at 1-800-603-0877 for further information if you are interested in procuring furniture via the contract with the CONNECTIONS equipment vendor.

Monthly Maintenance

For equipment purchased via the CONNECTIONS contract, a Local District or Voluntary Agency is mandated to procure monthly maintenance services via the contract with the CONNECTIONS contractor for supplemental equipment on the CONNECTIONS network. If a call is initiated for devices not maintained by the CONNECTIONS contractor, the customer will receive a bill for services from the CONNECTIONS contractor. To avoid complications, users should place warranty stickers on such machines which include the effective dates and the appropriate numbers to call for service. The Local District or Voluntary Agency is financially responsible for the monthly maintenance charges to support supplemental equipment. The Department will not assume financial responsibility for the repair of any supplemental equipment. The "Monthly Hardware Maintenance Costs" from the CONNECTIONS contractor for devices purchased from the CONNECTIONS contractor are included as Attachment V.

It is the Department's intention to establish a mechanism for servicing, at the requestor's cost, all computer equipment involved in delivering Child Welfare services. The CONNECTIONS contractor will make every attempt to service equipment purchased from other vendors at a cost to be determined subsequent to the Network Integration Services analysis. Maintenance rates for equipment purchased from sources other than the CONNECTIONS contractor may differ from those listed in Attachment V. If the CONNECTIONS contractor is unable to render the equipment operable after providing service at or above the level of CONNECTIONS service, the Local District or Voluntary Agency will be financially responsible for the repair costs incurred. In such situations it will be the responsibility of the Local District or Voluntary Agency to pursue other avenues to fix the equipment.

Existing equipment and equipment purchased outside of this agreement will be eligible for Help Desk services if the Local District or Voluntary Agency has requested a Network Integration Services analysis review from the Department and the recommended Implementation Plan was carried out. (Refer to Network Integration Services section.) The Help Desk will not initiate any service repair calls for work covered by existing manufacturer warranties other than the CONNECTIONS contractor. If a call is initiated for devices not maintained by the CONNECTIONS contractor, the customer risks voiding the warranty and will receive a bill for service from the CONNECTIONS contractor. To avoid complications, users should place warranty stickers on such machines which include the effective dates and the appropriate numbers to call for service.

These costs are eligible for reimbursement at the normal administrative rate for the Local District and as a cost in the rate setting process for the Voluntary Agency. Maintenance purchased through the CONNECTIONS contractor will be paid for up-front by the Department on your behalf. For Local Districts, these costs will be recouped as a bottom line deduction of 100% of the costs from the monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the monthly settlement claim of the Local District that sponsored the request.

Administrative Activity Fee

When deciding whether to purchase supplemental equipment, Local Districts and Voluntary Agencies will need to consider an additional expense. The addition of supplemental equipment involves several operational costs beyond the initial equipment acquisition. The Department will charge an Administrative Activity Fee for each supplemental PC, printer and server which will cover the actual costs the Department will incur to administer and support the technical and operational workload that the supplemental equipment adds to the CONNECTIONS network. The cost elements comprising this Administrative Activity Fee are licenses, Help Desk support, network administration, and the need for the Department to upgrade and add equipment to maintain central processing integrity resulting from the increased volume of users. All such costs are contractual or usage based and not for Department staff and overhead. Some of the costs will be in the form of one-time fees and others will be recurring monthly assessments.

Different costs will apply to CONNECTIONS and non-CONNECTIONS devices. CONNECTIONS devices are defined as those devices which will be used by Child Welfare workers in the administration of the CONNECTIONS system. Such devices will contain the CONNECTIONS software. A non-CONNECTIONS device is defined as a piece of equipment that will not be used to support the CONNECTIONS application and, therefore, will not have the CONNECTIONS software loaded on it. It will have the Microsoft Windows NT Workstation Software and the Microsoft Office 95 Standard Edition.

For each CONNECTIONS supplemental PC a one-time Administrative Activity Fee of \$182 will be charged to cover costs associated with the Oracle license, the central server buy-in for Exchange capabilities and the database server buy-in. The one-time Administrative Activity Fee for each non-CONNECTIONS supplemental PC is \$28 for the central server buy-in for Exchange capabilities.

A recurring monthly Administrative Activity Fee of \$81.45 will be assessed for each supplemental device to cover the ongoing operational costs the Department incurs to pay for the increase in Help Desk calls, network support, and servicing of the additional hardware required to support the Department's centralized site. The Network Administration component of the Administrative Activity Fee will also apply to all equipment in the Local Districts and Voluntary Agencies which the Department has approved to be added to the CONNECTIONS Network.

Please review the cost components before committing to additional equipment acquisitions, as these costs are substantial.

The one-time Administrative Activity Fee and monthly rate will be fixed for a one year period. Each year, the Department will reassess the actual costs incurred and make the necessary adjustments to the monthly rate and one-time fee. This will be an open process. The Department will make this reassessment available to the Local Districts upon request. The Department will strive to leverage the buying power of the State to provide the most cost effective services and products possible.

Other recurring monthly costs include the monthly hardware maintenance fees listed in Attachment V and telecommunications costs discussed under the section titled "Monthly Telecommunications". These costs are separate from the Administrative Activity Fee and must be added to the overall total of recurring costs.

The breakdown of the Administrative Activity Fee is as follows:

CONNECTIONS DEVICES

Each CONNECTIONS supplemental PC (including laptops and CIAB's) will be subject to one-time charges for Oracle licenses and additional database servers to support the CONNECTIONS network infrastructure and a one-time charge for additional central servers to support e-mail and calendaring through Exchange.

Each CONNECTIONS supplemental PC (including laptops and CIAB's) will also be assessed a recurring monthly charge for Help Desk support, network administration, and hardware/software maintenance.

Each CONNECTIONS supplemental printer will also be assessed a recurring monthly charge for Help Desk support and network administration.

Each CONNECTIONS server will also be assessed a recurring monthly charge for Help Desk support and network administration.

NON-CONNECTIONS DEVICES

Each non-CONNECTIONS supplemental PC will be assessed a one-time charge for additional central servers to support e-mail and calendaring capabilities through Exchange.

Each non-CONNECTIONS supplemental PC will be assessed a recurring monthly charge for Help Desk support and network administration.

Each non-CONNECTIONS laptop computer will be assessed a recurring monthly charge for Help Desk support and network administration.

Each non-CONNECTIONS supplemental printer will be assessed a recurring monthly charge for Help Desk support and network administration.

Each non-CONNECTIONS server will be assessed a recurring monthly charge for Help Desk support and network administration.

The chart below shows the breakdown of what devices will be subject to the Administrative Activity Fee. All CONNECTIONS and non-CONNECTIONS PCs (including laptops and CIAB's), printers, and servers will be assessed a monthly fee for Help Desk support and Network Administration. The one-time charge for Oracle licenses, central server and database server buy-in will apply to each CONNECTIONS PC. The one-time charge for central server buy-in will also apply to the non-CONNECTIONS PCs. Monthly charges for database server hardware/software maintenance will also apply to each CONNECTIONS PC.

ADMINISTRATIVE ACTIVITY FEE SCHEDULE				
	CONNECTIONS DEVICES		NON-CONNECTIONS DEVICES	
	ONE-TIME	MONTHLY	ONE-TIME	MONTHLY
HELP DESK SUPPORT		ALL*		ALL*
NETWORK ADMINISTRATION		ALL*		ALL*
ORACLE LICENSE	PCs ONLY			
DATABASE SERVERS	PCs ONLY			
CENTRAL SERVERS	PCs ONLY		PCs ONLY	
DATABASE SERVER MAINT. (HARDWARE/SOFTWARE)		PCs ONLY		

*ALL - includes PCs, laptops, CIAB's, printers, and servers

Monthly Telecommunications

Dial-up sites (those sites with 4 PCs or less) will incur ongoing monthly telecommunications costs from local telephone companies for line usage. These costs must be paid directly by each Local District and Voluntary Agency but are eligible for reimbursement through the normal administrative claiming process for the Local District and as a cost in the rate setting process for the Voluntary Agency.

To the extent that adding supplemental equipment to the CONNECTIONS LAN requires the Department to provide additional communications bandwidth or additional network equipment, the Local District and Voluntary Agency will be financially responsible for the installation and maintenance of the telecommunications infrastructure. Costs that must be paid for up-front by the Department on your behalf will be recouped from the Local District as a bottom line deduction of 100% of the costs from the monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the monthly settlement claim of the Local District that sponsored the request. The Local District is responsible for securing reimbursement from the Voluntary Agency. Costs are reimbursable at the normal administrative rate for the Local District and as a cost in the rate setting process for the Voluntary Agency.

Network Integration Services

To ensure stability of the statewide network and the CONNECTIONS application, the Department must certify and grant approval before any changes can be made to the CONNECTIONS network (i.e., hardware or software additions including integrating an existing LAN). This process will involve a detailed analysis of requirements which will result in a formal detailed Design Document and Implementation Plan.

1. The process for certification requires that a formal request be made to the Department. Each request must include a statement detailing the specific integration services required and provide the current LAN configuration of hardware and software. The LAN Survey Form will be available with the Network Integration Services Request Form in the public folder COMMAND CENTER and should be completed when making this request. The request with all pertinent information should be e-mailed via Exchange to the Command Center to mailbox COMCTRUP by the Local District. A VOLUNTARY AGENCY MUST PROCESS NETWORK INTEGRATION REQUESTS THROUGH THEIR SPONSORING LOCAL DISTRICT.

2. The network architect will review the request and provide an estimate of the cost to perform the Network Integration Services analysis. This review will be performed at no charge. Generally, it is anticipated that this service from start to finish will take no longer than 60 days.

3. The Network Integration Services analysis performed by the CONNECTIONS contractor will result in a detailed Design Document and Implementation Plan for the requested activity. This analysis will be performed at a rate of \$100/hour. Voluntary Agencies will be charged through their sponsoring Local Districts. Each Local District will be charged directly for its own Network Integration Services analysis. The total costs for the Network Integration Services analysis will be deducted from the implementation costs if the CONNECTIONS contractor is selected to complete the installation. When another vendor is selected to complete the installation, the CONNECTIONS contractor must inspect the site to certify that all work complies with CONNECTIONS specifications. The inspection rate is \$100/hour.

4. To carry out the Implementation Plan, the Local Districts and Voluntary Agencies may opt to utilize internal resources, the CONNECTIONS contractor, or procure the services of another vendor. If the decision is made to use the CONNECTIONS contractor, a written authorization must be forwarded from the Local District to the Command Center before the Department will continue.

5. The Department will not pay up-front the cost for any work performed by any source other than the CONNECTIONS contractor. These costs must be paid for directly by the Local District or Voluntary Agency.

6. These costs are eligible for reimbursement at the normal administrative rate for the Local District and as a cost in the rate setting process for the Voluntary Agency. For Local Districts, these costs will be recouped as a bottom line deduction of 100% of the costs from the monthly settlement claim. Costs will be recouped from the Voluntary Agency through a bottom line deduction of 100% of the costs to the monthly settlement claim of the Local District that sponsored the request.

Equipment Registration

All CONNECTIONS equipment must be registered to the CONNECTIONS network.

CLAIMING REIMBURSEMENT

Local Districts will be held financially responsible for any costs the Department pays for up-front on their behalf or on the behalf of a Voluntary Agency. To recoup the up-front costs the Department will take a bottom line deduction of 100% of the costs from the Local District's monthly settlement claim. The Local District is responsible for obtaining reimbursement from the Voluntary Agency and recouping its own costs from the Department through the normal administrative claiming process. A VOLUNTARY AGENCY COST CHARGEBACK CANNOT BE CLAIMED BY THE LOCAL DISTRICT. The Voluntary Agency is responsible for recouping its costs through the rate setting process.

As discussed on Page 2, all non-Federal costs are the responsibility of the Local Districts. (Voluntary Agencies must provide the entire cost and receive reimbursement through the rate setting process). Consequently, the non-Federal share of costs claimed by Local Districts will be charged to their social services block grant. This includes all Voluntary Agency costs.

Information

To access forms and instructions referred to in this letter that are found in the Public Folder COMMAND CENTER in MS Exchange, click on the following folders in the order shown:

Public Folders
All Public Folders
New York State
LAN Administration/Implementation
COMMAND CENTER

Any questions relating to CONNECTIONS installations and additional acquisitions and approvals should be directed to Bill Travis at the NYSDSS Command Center at 1-800-603-0877. Questions relating to claiming for Regions 1-4 should be forwarded to Roland Levie at 1-800-343-8859, extension 4-7549. Region 5, including New York City (all boroughs), should contact Marvin Gold at (212)383-1733.

Thank you for your cooperation.

Larrey E. Nickles, Director
Information Systems Management