

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Transformation Implementation Issues

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Purpose

This document describes issues with the CONNECTIONS application that have recently been remedied, and those that are pending resolution and the actions users should take if they encounter them. As these issues are resolved, this document will be updated. Updates will be identified with both version number and date.

Column Definitions

What is Affected identifies the functional area of the application that is involved.

Implementation Impact defines the issue needing resolution and a fuller description of it.

Action to be Taken describes the temporary workaround(s), if one has been identified, that a user should follow until the issue is resolved.

SIR Number/Status is an OCFS reference number to track issues requiring resolution.

Other reference tools...

Other reference documents are available to aid users in their use of the CONNECTIONS application. Among those tools is the **CONNECTIONS Transformation Phase 1 Job Aid and the CONNECTIONS Transformation Quick Start Guide**. These tools (as well as other helpful information) can be found on the Transformation page of the **CONNECTIONS Intranet and Internet**. The site can be accessed using the following URLs:

Intranet: <http://ocfs.state.nyenet/connect/CONNECTIONSTransformation.asp>

Internet: <http://www.ocfs.state.ny.us/connect/CONNECTIONSTransformation.asp>

What is Affected	Implementation Impact	Action to be Taken	SIR Number/Status
Issues Fixed with Release 7 - 6/1/12			
Maintain Unit	Issue: Zone value disappears after clicking Save or Reset (NYC) When modifying a unit and clicking Save or Reset, the Zone value will no longer disappear on the window, giving the appearance of data loss.		18685 Fixed
Searches	Issue: Person Search Report displaying DOBs with extra numerals for time DOB fields on the Person Search Report will no longer incorrectly display partial time values alongside the date.		18840 Fixed

CONNECTIONS

NYS Office of Children and Family Services

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CPS	<i>Issue: Able to save a person without a role in the INV</i> It will no longer be possible to delete a person's role when modifying person information and then save the change without selecting a new role, avoiding errors in reports.		18048 Fixed
CPS IAB	<i>Issue: Narrative must be saved prior to entering Closure Reason on IAB INV Conclusion window</i> On the IAB INV Conclusion window, the Closure Reason field now will be enabled prior to entering the narrative.		16701 Fixed
CPS	<i>Issue: Some approved Safety Assessment Events do not contain date and time of approval</i>		18950 Fixed
FAD	<i>Issue: Attempting to approve a home closure fails with incorrect message "A pending approval exists"</i> Attempting to approve the home closure will no longer incorrectly display the above message in some scenarios where a multi-purpose home has been submitted for foster program closure,		16593 Fixed
Resource Detail	<i>Issue: Unable to save changes on Resource Detail tab if modifying a resource without a primary phone number</i> Resource Detail will no longer require the primary phone number field to be entered for a resource in order to save.		17918 Fixed
Issues Fixed - 4/25/12, 4/20/12 and 3/23/12			
Printing	<i>Issue: Error when attempting to print reports</i> When generating reports from the Reports tab, users will no longer receive the error message "Unhandled exception . . ."		18999 Fixed
Assign	<i>Issue: Attempting to assign multiple FSS stages can result in bad data displaying in the Assignments grid</i> The Assignments grid will no longer display random text		16257 16258 16730

CONNECTIONS

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	or an error message and buttons will enable correctly when selecting multiple FSS stages for assignment.		Fixed
To-Do	<u>Issue:</u> Progress Notes To-Dos appear as system-created and cannot be deleted or marked complete Progress Notes To-Dos, will no longer display “System” in the Created By field and will instead display the name of the user who created the To-Do; enabling the user to delete it or mark it as complete.		16731 Fixed
Searches	<u>Issue:</u> Clearing the fields on the search windows does not return the cursor to the first enterable field Upon clicking on the Clear button on the search windows, the cursor will automatically return to the first search field so that the user can proceed with another search.		16134 Fixed
Person Merge	<u>Issue:</u> Sporadic error when reviewing Person Merge tab Users will no longer receive an error message when reviewing the Person Merge tab.		16295 Fixed
Narrative	<u>Issue:</u> Able to paste into protected sections of narratives Users will no longer be able to paste text into protected sections of text fields and corrupting the document.		16505 Fixed
Narrative	<u>Issue:</u> Narratives opening with focus in the middle of the document When opening certain narratives – notably the Fatality Reports – focus will be at the top of the document.		15507 Fixed
Grids	<u>Issue:</u> When filtering a grid by date, the full date is not visible in the filter field The date field in the filter row will now expand widely enough to show the full date that was entered.		16230 Fixed
CPS	<u>Issue:</u> Allegations – error message incorrectly displays on entering date of incident. Users will no longer receive an “Invalid date” message		15727 Fixed

CONNECTIONS

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	when entering the date in the Date/Time of Incident field without entering a time.		
CPS	<i>Issue:</i> Call Log report does not match the dates entered in the search The From and To dates/times will match the dates and times that were searched on when performing a Call Log search.		16301 Fixed
CPS	<i>Issue:</i> Cannot merge a closed case into a case with a dangling Add Info Intake If a district splits an Add Info Intake from a case and then closes the case, the district later will be able to merge the closed case into the Add Info case.		16722 Fixed
FAD	<i>Issue:</i> Home closure report displays blank after rejection Home closure reports will again display case-specific data when opened after rejection.		16708 Fixed
FAD	<i>Issue:</i> FAD stages cannot be accepted or rejected Selecting a FAD stage in the Workload and then clicking Accept or clicking Reject and entering rejection comments will perform the desired function.		16864 16866 Fixed
Printing	<i>Issue:</i> Reports printing in portrait orientation by default The default landscape orientation was restored.		18847 Fixed
Remaining Unresolved Issues			
To-Do	<i>Issue:</i> Error when navigating from a Record/Review Call To-Do An error is received when attempting to navigate a "Record/Review Call" task To-Do that was created prior to Transformation.		15977

CONNECTIONS

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Narrative	<u>Issue:</u> The starting and end points of protected sections in a narrative are not visible	Exercise care that your cursor is not in the protected section.	15377
Narratives	<u>Issue:</u> Tables within protected sections of modifiable documents are resizable Columns of tables within the protected sections of a document can be manually resized while editing the document.	Users should refrain from resizing tables in the protected sections of documents.	16123
CPS	<u>Issue:</u> Issues upon submission of the Investigation Conclusion The following issues sporadically occur upon submission of the Investigation Conclusion: multiple Investigation Conclusion events created; previously Approved RAP or Safety Assessment events incorrectly updated back to Pending, Completed or In Process status; approval task not appearing in the Case To-Dos.	Request a data fix to progress the stage by calling the Customer Care Center.	15745 16277 16293 16303 16500 16789
CPS	<u>Issue:</u> Error when navigating to a rejected fatality report via My To-Dos Attempting to navigate to a rejected fatality report via My To-Dos results in a “no match was found” message and then an application error.	CPS staff may navigate to the rejected fatality report via Case To-Dos.	19045
FAD	<u>Issue:</u> Vendor ID for a FAD home can be changed without supervisory approval On the Home Demographics window, if the Vendor ID is modified without changing any address fields, the change can be saved without requiring supervisory approval.	FAD staff should submit all appropriate changes for supervisory approval	19038
Vacancy Control	<u>Issue:</u> Intermittent issues accessing Vacancy Control Bed Maintenance Users receive an error message; the window does not open.	Try again at a different time of day. Please email ocfs.sm.connections_app_help as this happens with your name, location, User ID to enable OCFS to investigate.	16565

CONNECTIONS

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Family Services OCI By Worker	<p><u>Issue:</u> Family Services OCI By Worker on-screen alignment The Family Services OCI By Worker report column headers do not line up with the information on the report when viewed on the screen.</p>	None, the printed copy of the report displays the information aligned correctly.	13817
Printing Reports	<p><u>Issue:</u> Unable to print to a specific printer tray Some workers report that they are unable to print letters to a specific printer tray (e.g. for letterhead) even though they are selecting that tray in the settings in the Print dialog. Other settings that include one-sided printing are also not being properly set.</p>	Move your letterhead to the tray selected, each situation seems to have a different solution.	
Printing Reports	<p><u>Issue:</u> Multiple copies of multiple-page reports are not collated by default When printing multiple copies of a multiple-page report from the Reports tab, the printed pages are not collated by default.</p>	When choosing to print multiple copies, select the Collate checkbox in order for the copies to be collated.	16311
Person Search List Output	<p><u>Issue:</u> Person Search List output window issues On the Person Search List output available from the Person Search window, the Print button and Previous Page / Next Page buttons are not enabled.</p>	These buttons become enabled if the user clicks the X button on the “Group Tree” panel which is erroneously visible on the left side of the window.	15744