

# CONNECTIONS

*NYS Office of Children and Family Services*

## ***CONNECTIONS Transformation Implementation Issues***

### **Permanency Hearing Report**

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## **Purpose**

This document describes issues with the CONNECTIONS application 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 in the use of the CONNECTIONS application. In regards to producing the Permanency Hearing Report (PHR), those tools include: the **PHR Simulation Practice Tool**, **PHR Quick Start Guide** and **PHR Submission Edits Tip Sheet**. These tools (as well as other helpful information) can be found on the CONNECTIONS Internet and Intranet Transformation pages, in the PHR section of each. 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>

<b>What is Affected</b>	<b>Implementation Impact</b>	<b>Action to be Taken</b>	<b>SIR Number/Status</b>
<b>Docket Information</b>	When Respondent, Legally Responsible or Attorney data is updated for one Parent/Child Relationship, all Parent/Child Relationships for that parent are changed as well.	If a significant problem, consider individual PHRs.	<b>SIR 18707</b>
<b>Title Page</b>	The sort order of the In the Matter of grid changes inconsistently after saving data on the page.	There is no action on the user's part.	<b>SIR 18812</b>
<b>Title Page</b>	Future dates are currently allowed for Placement date for NON-LDSS children.	This should not be done as it will result in inaccurate information on the report.	<b>SIR 18794</b>

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<b>General</b>	If, for a CCR, the PPG for a child is "Return to Parent," the user is not presented with appropriate questions in the Efforts to Finalize Permanency section in the PHR.	OCFS Regional staff are reaching out to caseworkers that have stages in this situation on their workloads to determine if the child(ren) are coded correctly. If they are, OCFS will need to develop a solution. The user may wish to consider selecting a different PPG in the meantime to obtain the appropriate questions.	<b>SIR 18816</b>
<b>Status of Child Window</b>	In a CCR, the Out of State Placement indicator is not correctly displayed.	There is no action on the user's part.	<b>SIR 18764</b>
<b>Outputs</b>	Font size varies within output when information is pre-filled from a FASP and not modified within the PHR.	There is no action on the user's part.	<b>SIR 18812</b>
<b>30 day alerts</b>	Caseworkers will not receive a 30 day notice if the date certain were changed at day 31 (or greater) to a date closer than 30 days. This may also occur when the new PHR is implemented for any PHRs due in 29 days of less.	OCFS is providing operational report that lists those coming due reports for the early days following PHR implementation.	
<b>Court Information, Docket Information and Outside Participants</b>	<i>Reminder: The information entered in these windows will only populate into a PHR launched from the new Permanency windows; for PHRs launched using the "old" Permanency module, this information must be entered directly on the old windows..</i>		
<b>"More" windows</b>	Do not copy & paste highlighted text into any More window. The highlight can never be removed and when the report is printed the highlight makes the		

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	data difficult to see.		
<b>“More” windows</b>	Formatting controls are available on most, but not all of these windows.		
<b>“Efforts to Finalize Permanency” Window</b> <b>(Added: 3/23/12)</b>	Users may experience an error under certain circumstances that will prevent saving of new information when accessing the Efforts to Finalize, Question 6, regarding the Service Plan. If a user deletes all of the text that has been prefilled by the system and navigates to the ‘More’ Window, an error will be triggered and the User Session will terminate. Once this error has occurred, any further entry of data for this question will not be saved. A fix is under development that will allow the PHR to be recovered if this issue is experienced – a release date for this fix is imminent but still to be finalized.		
<b>General</b>	<p>Selecting a response from an in-process sibling PHR will retrieve the information from the sibling PHR and present that response even though the response may no longer be presented in the source sibling PHR.</p> <p>This will occur when, in the source sibling PHR, the user answered a controlling question that presented a subordinate question and that subordinate question was answered. If, at a later time, the user</p>	The user should “proof” all content retrieved from any source outside the PHR.	

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	changes the response to the controlling question which then prevents the subordinate question from being displayed in the source PHR, that original response to the subordinate question will still display in the destination PHR (the one into which the source data was retrieved).		