

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Build 18.9.1 Implementation Issues

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A few notes...

Please note that as the implementation issues identified in this document are resolved, this document will be updated. Updates will be identified with both “version” number and date. The contents of this document describe the ***Implementation Issues*** as well as the actions users should take if they encounter the situations described.

Definitions of terms used in this document...

The ***Users Affected*** section identifies those individuals, by program area, who are impacted, ***What is Affected*** identifies the part of the application that is involved, the ***Implementation Issue*** section defines the “issue” needing resolution, the ***Action to be Taken*** section describes the “workarounds”, if there is one that has been identified, that a user should follow in order to remedy the issue at this time and the ***Status*** section will be filled in when the issues have been fixed.

Please note: The described “Action to be Taken” is not a permanent fix to the issue and is only intended to be used until the issue is fixed.

Other reference tools...

Other reference documents are available to aid users in their use of the CONNECTIONS application. Among those tools are the ***CONNECTIONS Build 18.9.1 Release Notes***, the ***CONNECTIONS System Build 18.9.1 Job Aid***, ***CONNECTIONS System Build 18.9.1 Job Aid Health Services*** as well as ***Dynamic Help in CONNECTIONS***, which is within the CONNECTIONS application. Other tools of note can be found on the Implementation page and the Step-by-Step/Job Aids/Tips page of the ***CONNECTIONS intranet***. The site can be accessed using the following URL: <http://ocfs.state.nyenet/connect>.

One Point of Note ...

It should be noted that since the implementation of Build 18.9.1 certificates for out-of-state homes can no longer be printed from CONNECTIONS. This function was discontinued because NYS does not have the legal authority to certify out-of-state homes.

<i>What is Affected</i>	<i>Implementation Impact</i>	<i>Action to be Taken</i>	<i>Status</i>
FASP Approval To-Do	Approvers are unable to see the FASP To Do in their list when the FASP due date is more than 7 days in the future.	Since a Reassessment FASP may be submitted 30 days prior to the due date, the Approver should change the To Date on the To-Do window by clicking on the ▲ (up arrow) on the To Date to move the date forward 1 month.	

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<i>What is Affected</i>	<i>Implementation Impact</i>	<i>Action to be Taken</i>	<i>Status</i>
FASP & Progress Notes	Outcome and Activity Blocks that are being marked Achieved, Discontinued, End—Closing Stage are not printing in the FASP where the change is being made.	See the ‘Status’ description.	<i>A SIR (#7309) has been written to have the inactive statuses print on the current FASP, but not the future FASP.</i>
Progress Notes	When printing Progress Notes within the application, the right margin is randomly truncating or dropping the last two words of a sentence.	This issue is scheduled to be fixed on September 5 th .	<i>Scheduled to be fixed 9/5/07</i>
Progress Notes	Case Managers and Case Planners cannot see or print Progress Notes if they were unassigned and later reassigned to a case that is now closed. However, they can see the Progress Notes up to the first un-assignment.	The fix will allow unassigned workers who have been assigned more than once to the stage to see and print all their notes in the closed case.	<i>A SIR (#7301) has been written to address this impact.</i>
Progress Notes and FASP	The font size in all Narrative fields has been changed to Arial 8 pt.	At this time, no action can be taken on the user’s part to increase the font size. This issue is being analyzed.	<i>Issue is being analyzed</i>