

CONNECTIONS

NYS Office of Children and Family Services

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*A Compilation of  
CONNECTIONS Case Management  
Implementation Issues Versions 1 ~ 18*

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CONNECTIONS

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Document Purpose...

The purpose of this document is to provide the user with one document that defines, as well as identifies, the status of all of the implementation issues, previously identified in the *CONNECTIONS Case Management Implementation Issues documents (Versions 1 – 18)*. It should be noted that this document includes both the fixed issues, as well as the outstanding implementation issues remaining post-Build 18 through Build 18.8.5. The items highlighted in gray are either completed, working as designed or, do not impede application functionality.

Definitions of the terms used in this document...

The ***Users Affected*** section identifies those individuals, by program area, who are impacted by the issue, the ***What is Affected*** section identifies the part of the application that is involved, the ***Implementation Issue*** section defines the “issue”, the ***Action to be Taken/Fix*** section describes the “workarounds” that a user should follow in order to remedy the issue, the ***Status*** section identifies the resolution, or planned resolution, of the issue listed, the ***SIR #*** section is the internal (State issued) tracking number assigned to track the issue.

Please note: The described “Action to be Taken” *may or may not* be a permanent fix for the issue.

Intake

<i>Users Affected</i>	<i>What is Affected</i>	<i>Implementation Issue</i>	<i>Action to be Taken / Fix</i>	<i>Status</i>	<i>SIR #</i>
SCR	Intake	Unable to merge a new CPS intake to an open FSI stage when it is linked to either an open or closed CPS INV stage. When the intake is categorized as ADD INFO it is unable to be recorded in CONNECTIONS.	<ol style="list-style-type: none"> 1. This fix will allow the SCR to merge a CPS Intake to a CONX case where there is either an open or closed FSI where that FSI was created from an INV (now either open or closed). A merge is not allowed if the only stage in the case is an open FSI created from the Toolbar and there is no other CPS stage in the case. This means that the intake worker will be able to merge new CPS intakes to create subsequent reports. 2. ADD INFO will be completed on-line and transmitted via CONNECTIONS. 	Fixed 7/7/2006	3283

Family Services Intake

Case Manager/ Case Planner	Family Services Intake	The font on the FSI narrative is inconsistent. The FSI narrative font and the “Narrative Entered by” system populated font changes.	No action necessary.	Does not Impede Functionality	962
All	Family Services Intake	On the Person Search Window for Exact Person Search, the Address Information Street field appears yellow but cannot be completed.	When the user enters the Name field the Address field unhighlights and does not interfere in the search.	Does not Impede Functionality	1398
Case Manager/ Intake Worker	FSI, FSS	There is a mismatch in the ethnicity codes between the FSI and the FSS. When “Multiple” is selected in the FSI it does not carry the ethnicity forward to the FSS.	Multiple is removed as a selection in the FSI.	Fixed 8/20/2005	2859
Intake worker	FSI	When a supervisor attempts to split an FSI from the workers workload the resulting cases do not appear on either the worker's workload or the supervisor's workload. A case/stage search results in no matches found. A person search displays the case and the Case List can be accessed. When the Case Summary is selected from the Case List a Data Access Error occurs.	This code change copies the worker, with their role, from the original FSI to the newly created FSI. The user no longer receives an error when performing a Person Search, opening the Case List and selecting Case Summary.	Fixed 7/7/2006	3083

CONNECTIONS

NYS Office of Children and Family Services

Family Services Stage

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR #
All	FSS	The FSS stage was closed and approved however, the case status is still shown as "Open". The status of the case should have changed to "Closed" once the FSS stage was closed and approved.	The status of the case is closed with the approval of the closure of the last open stage in the case.	Fixed 6/20/2005	2701
All	FSS Reports	Family Services OCI Report is including FASPs that are unavailable for launch.	No action is necessary by the user. Disregard these entries in the OCI report.	Does not Impede Functionality	2706
Case Manager/ Case Planner	FSS Finalize Adoption Window	An error is generated on the Finalize Adoption window when the middle name is over 12 characters.	Users should insert the middle name with twelve or less characters.	Priority of high	2808
Case Manager/ WMS Data Entry Operator	FSS	Cases from CONNECTIONS are going over to WMS with the incorrect start date.	The WMS start date is being pulled from the earliest of four dates in the FASP tab. The user must enter the trigger dates (date of placement, date of court order or date of application) (date of indication is system generated) prior to selecting the App Reg pushbutton. If users App Reg without filling in one of those CID trigger dates, CONNECTIONS will use the FSS stage creation date as the "default" CID. If the CID is changed after App Reg but before full data entry, the WMS case open date will change to the newly entered CID date.	Working as Designed	3028
All	FSS	When doing a Person Search in the FSS the results returned are not listed from highest to lowest degree of matching.	Person Search returns results from highest to lowest degree of matching.	Fixed 7/23/2005	3122
NYC only	FSS	Multiple FSS's are being created on the same families within agency A66. A66 is all one district with different boroughs of A70, A71, A72, A73, A74 and A75 (OCI).	This fix will not allow multiple FSI's and multiple FSS's to be created in district A66. A message will display that a FSI/FSS exists in the district.	Fixed 7/7/2006	3618

Plan Amendment

Case Planner, Case Manager	Plan Amendment	Users are unable to submit a Plan Amendment for approval.	The error generated when attempting to submit a Plan Amendment is eliminated and the Plan Amendment may be submitted for approval as required.	Fixed 7/23/2005	3127
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Child Case Record

Case Manager	CCR	Case Managers are unable to add the infant child of a child in a CCR to the case as a CCR is only allowed to contain one child.	In order to make 8D payments in WMS, the case must be closed as a CCR and opened as a CWS. The teen mom would still be recorded as the tracked child in the CWS but, since FASP questions regarding adoption milestones do not appear on the CWS stage, progress notes are the means to capture this information.	Scheduled to be fixed in Build 19	3113
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CONNECTIONS

NYS Office of Children and Family Services

Family Assessment and Service Plan

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR #
All	FASP	Users cannot delete a discharge protocol from a FASP in progress. There is currently no way to back out of the discharge plan.	A warning message is added to the window whenever a discharge is selected.	Fixed 8/20/2005	2252
All	FASP - Final Report	The FASP report does not display all information entered for Programmatic Eligibility. The sub-selections of the section "Need for Mandated Preventive Services to Hasten Discharge to Parent or Caretaker" do not display in the report. All data is displayed on the screen.	All programmatic eligibility information displays as required. All sub-selections display.	Fixed 6/25/2005	2575
All	FASP – Assessment Summary	Some Safety Factors do not display correctly in the Assessment Summary report.	Abbreviations used by Safety Assessment and Assessment Summary were updated to match. Users will see all Safety Factors selected.	Fixed 6/14/2005	2599
CPS Worker	FASP	The system generated FASP Due Date is incorrect. When no other CID trigger date exists, the FASP in an FSS/CWS stage, which was created from within a CPS INV, has a due date of 30 days from stage creation. The INV conclusion was approved and the CID is set but the FASP due date did not change.	Users need to complete the initial FASP 7 days from the date of indication (INV conclusion approved). This would only change to 30 days if the worker had entered a placement date, a court order date or a date of application, which preceded the date of indication.	Working as designed	2656
Case Manager/ Case Planner	Family Relationship Matrix (FRM)	When attempting to launch the Initial FASP an error message is received that the Relationship Matrix is incomplete, but the user has already completed the relationship matrix.	If this occurs the user should perform zero maintenance, such as: highlight a complete relationship and select the Modify push button, re-enter the relationship, select the Add push button, then Save.	Priority of high	2787
Case Worker/ Case Planner	FASP	The Launch New FASP drop down does not contain the next FASP due even though it is within the launch window.	A data fix was run to update the batch and launch all FASPs due.	Fixed 6/10/2005	2965
Case Planner/ Case Manager	FASP Visiting Plan	Primary Location, Frequency, Duration and Visiting Plan Status fields are not highlighted in yellow to show they are required for completion of the Visiting Plan Tab.	Users must select information from the drop down fields for Primary Location, Frequency, Duration and Visiting Plan Status to complete the visiting plan.	Scheduled to be fixed in Build 18.9	3033
Case Planner	FASP Service Plan	FASP can be submitted without the Family Involvement Case Planner Summary being launched in the Service Plan. Family Involvement in the Service Plan is required.	The code is modified to require the Family Involvement Case Planner Summary data when a FASP or a Plan Amendment is submitted for Approval. The user will see the Family Involvement Case Planner Summary displayed in the incomplete components section and be required to complete it before submitting the FASP for approval.	Fixed 7/7/2006	3278
Case Planner	SPR	SPR Invitees list for Worker does not include the role of CPS Worker/Monitor.	This fix has added the roles of CPS Worker/Monitor and Historical Worker/Monitor to the Worker Grid in the SPR detail window. The user will see these roles in the list of workers.	Fixed 7/7/2006	3279

CONNECTIONS

NYS Office of Children and Family Services

Family Assessment and Service Plan cont.

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR #
Case Planner	SPR	When saving the invitees for an SPR, the list of invitees disappears. In addition, the outside participant push button does not enable until the other invitees are saved.	This fix updated the code to look at the SPR as a single event rather than looking at each value entered as an event. This will result in one SPR event being created when the user adds invitees and the list of invitees will remain visible. The Outside Participants pushbutton will be enabled when entering the SPR window.	Fixed 7/7/2006	3280
Case Planner	FASP and PA	When recording the closing of the FSS through a Plan Amendment or within the FASP, the system is looking for one active O&A Block before the Plan Amend-ment or FASP can be submitted for approval. If the Case Planner marks the status of all the O&A Blocks as "Achieved" or "Discontinued", the FASP or PA cannot be submitted for approval. This SIR will allow the FASP to be submitted when the O & A blocks are all "Achieved" or "Discontinued".	Two new Outcomes have been added to the Achieved options to allow workers to update the O&A blocks with the appropriate status when closing the FSS: a. Closing Stage - Outcome Achieved b. Closing Stage - Outcome Not Achieved A new O&A Status is added: a. Ended - closing Stage When either 'Closing Stage - Outcome Achieved' or 'Closing Stage - Outcome Not Achieved' is selected from the Level of Outcome Achieved dropdown, and the status of 'Ended - closing Stage' is not selected by the user, when the user clicks Save, the following message will display: "This status is not valid for this Level of Achievement". When the user selects the 'Ended - closing stage' status for any O&A block - a Warning will display: "You selected the 'Ended - closing stage' status for this O&A block - continue with closing this stage?" Yes/No. This fix will allow the user to mark all O&A blocks as either "Discontinued" or "Achieved" when closing the FSS.	Fixed 7/7/2006	3335
All	FASP Approvals	Supervisor did not receive the Approval To-Do when a FASP was submitted for approval. The Case To-dos were checked and no Task To-dos for the stage/case exist even though the FASP shows a Pending Approval.	It is recommended that the Case Planner check the Case To Do's to verify the Unit Approver received the Approval To Do. If the To Do is not present, the user should invalidate the pending approval by making a minor change to the case (i.e. add a space, delete a period) and resubmit the stage to their supervisor for approval.	Priority of very high	3360
Case Planner	FASP	Users have reported that they are unable to submit a completed FASP for approval even though all required FASP components are complete and a CID has been established.	When all the submission edits required for the FASP components are complete, the submit button will enable. When the Submit button is clicked and the FASP due date is more than 30 days from today, the following message will display: "FASP due date is more than 30 days from today. Check Service Plan Review tab for the due date of this In-Process FASP".	Fixed 7/7/2006	3508

CONNECTIONS

NYS Office of Children and Family Services

Family Assessment and Service Plan cont.

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR
Case Planner	Check FASP Detail	In the Check FASP Detail list of incomplete components the Case Planner Summary is not identified as being incomplete by node and tab. The Case Planner Summary appears on the following nodes and tabs: → Family Update/Case Update tab → Assessment Analysis/ Family View/Child View tab → Assessment Analysis/Behavioral Concerns and Contributing Factors tab → Assessment Analysis/Strengths tab → Assessment Analysis/Needed Improvements/ Changes tab → Service Plan/Family Involvement pushbutton	This fix will add "Case Planner Summary" to the list of incomplete components for all nodes and tabs. This will assist the worker in identifying areas that require completion for the FASP to be submitted for approval. 1. Family Update/Case Update tab/Case Planner Summary 2. Assessment Analysis/ Family View/Child View tab/Case Planner Summary 3. Assessment Analysis/Behavioral Concerns and Contributing Factors tab/Case Planner Summary 4. Assessment Analysis/Strengths tab/Case Planner Summary 5. Assessment Analysis/Needed Improvements/Changes tab/Case Planner Summary 6. Service Plan/Family Involvement pushbutton/Case Planner Summary	Fixed 7/7/2006	3511
All	FASP Non-LDSS Custody	An error is received when the address on the Non-LDSS Custody Appropriateness of Alternative Setting Tab exceeds 25 characters.	User should enter the address with 25 or less characters.	Priority of high	3901

WMS Interface

All	WMS Interface	When a CIN (Client Identification Number)-UNDUP (Unduplicate) is completed in WMS it is not reflected in CONNECTIONS.	CONNECTIONS will check WMS for all non-end dated CINs to match individuals.	Fixed 12/13/2005	2465
WMS Data Entry Operator/ Case Manager	WMS Interface	If a user end dates a person in CONNECTIONS known to WMS as the Applicant/Payee, WMS will reject this transaction and the two systems will be out of synch.	CONNECTIONS users are prevented from end-dating the person designated as the payee applicant in WMS until another payee has been selected.	Fixed 6/17/2005	2549
Case Manager	WMS Interface	Users can cancel a WMS pending transaction when the transaction originated from CONNECTIONS. This causes the two systems to be out of synch.	An alert is sent to the CONNECTIONS Case Manager about the change in WMS. When the Case Manager navigates to the FSS the WMS Sync button is enabled.	Fixed 6/17/2005	2554
WMS Data Entry Operator/ Case Manager	WMS	When using Attachmate to access WMS and a data entry error is made, users receive the message, "Examine Blinking Fields". The error field is highlighted however it does not blink.	Examine highlighted field and make changes as necessary.	Does not impede functionality	2587
WMS Data Entry Operator/ Case Manager	WMS Interface/ Child Case Record	Unable to complete a WMS App Reg for a CCR case.	CONNECTIONS uses the creation date of the CCR FSS as the application date. In CCR Stages, the label of the Application Date on the FASP tab is changed to read "Date of first Child Welfare App:"	Fixed 5/13/2005	2708

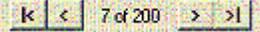
CONNECTIONS

NYS Office of Children and Family Services

WMS Interface cont.

Users Affected	What is Affected	Implementation Issues	Action to be Taken or Fix	Status	SIR#
WMS Data Entry Operator/ Case Manager	WMS Interface	Case was closed in CONNECTIONS and does not allow the user to close the case in WMS.	If a case is closed in CONNECTIONS and districts are unable to process the WMS case closing, users should report these occurrences to the OFT Enterprise Help Desk at 1-800-697-1323 to process the request to change the CCRS indicator to complete case closing.	<i>Fixed on a case by case basis with a Data Fix</i>	2805
Case Manager/ WMS Data Entry Operator	WMS and FSS	A transaction is sent to WMS to update a case resulting in a pending status in WMS. While the first transaction is pending the CONNECTIONS case is subsequently closed. Closing the CONNECTIONS case changes the CCRS indicator on the pending record in WMS to 'Y'. The pending transaction in WMS is then cancelled, the CCRS indicator reverts back to the indicator it had before the first transaction was sent. As a result the case in WMS cannot be closed.	If a case is closed in CONNECTIONS and districts are unable to process the WMS case closing, users should report these occurrences to the OFT Enterprise Help Desk at 1-800-697-1323 to process the request to change the CCRS indicator to complete case closing.	<i>Closed as duplicate, same issue as SIR 2805</i>	2964

Progress Notes

All	Progress Notes	Unable to Add Progress Notes when more than 400 progress notes exist in a case. The message "Secure ProgNote.clsSecureBPAccess.SecureRrefreshProgressNotes Failed" is returned.	User receives the following warning: " <i>The number of progress notes found is greater than can be displayed in the grid. Please refine search criteria.</i> " When the user clicks "OK," the progress notes list will list the notes based on the revised search criteria (up to 200). Users may enter new notes and/or refine search criteria to retrieve additional notes beyond the 200 in the initial list.	<i>Fixed 11/29/2005</i>	3057
All	Progress Notes	Unable to view a new progress note when the new progress note does not fall within the date range of the current page.	User receives the following warning: " <i>The number of progress notes found is greater than can be displayed in the grid. Please refine search criteria.</i> " When the user clicks "OK," the progress notes list will list the notes based on the revised search criteria (up to 200). Users may enter new notes and/or refine search criteria to retrieve additional notes beyond the 200 in the initial list.	<i>Fixed 11/29/05</i>	3741
All	Progress Notes	When the user selects Print All on a case with more than 400 progress notes there is a delay while the report is being called up.	This fix will change the way notes are viewed. When the user enters the Progress Note Detail window in View mode, four buttons will appear. The buttons will allow the user to move sequentially back and forth through all notes in read-only mode, and will also allow the user to move directly to the first note or last note in the series. A count field displaying the number of the current note and the total number of notes appears in the middle of the buttons. 	<i>Fixed 7/7/2006</i>	3747

CONNECTIONS

NYS Office of Children and Family Services

Progress Notes cont.

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR
All	Progress Notes	Progress Notes with the same Event Date display in random order when the user searches on that Event Date within the Progress Notes window.	Progress Notes will be returned in order by event date and event time, if recorded, when they are retrieved from the database. Notes with no event date and/or time will sort based on entry date/time.	Fixed 3/17/2006	3880
All	Progress Notes	When the user enters a New Progress Note, the new note is auto-saved after 3 minutes. If the user subsequently experiences a system failure or is timed out before the note was saved, upon entering the Progress Note tab and selecting the New pushbutton, the auto recovered narrative displays. The data fields are not complete as they are not auto-saved and the Type field displays in yellow (meaning it is a required field). There is no message to the user that this is a recovered note. When the user selects View Existing Notes the recovered note is lost and cannot be retrieved.	When a recovered narrative is presented, if the user completes the data elements, the save button is enabled. If however, the data fields have not been completed, the one enabled button will now be the Cancel pushbutton. Clicking Cancel returns the message <i>Do you want to Cancel? Unsaved data and or narrative(s) will be lost. YES or NO.</i> PLEASE NOTE: Selecting YES discards the recovered narrative, selecting NO gives the user the opportunity to complete the data elements, enable the save button and Save the progress note.	Fixed 3/17/06	4023

Risk Assessment Profile

All	Risk Assessment Profile (RAP)	Requirements for completing RAP comments are slightly different in the INV and FSS stages.	In the INV stage the comments should be completed. In the FSS stage the user must enter comments or, change the answer for the primary caretaker before the answer for the secondary caretaker can be selected.	Priority of low	1867
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Removal Update

Case Planner/ Case Manager	Removal Update	The Visiting Plan Component is required as part of the Removal Update. The Check Removal Detail does not edit for completion of the Visiting Plan component.	User must complete the Visiting Plan as required.	Scheduled to be fixed in Build 18.9	3953
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Permanency Alert Batch

Case Manager	Permanency Alerts Batch	CONNECTIONS draws the "date certain" for the next permanency hearing from CCRS. The batch program compares today's date and the date certain to calculate the next hearing date. If the date is exactly 45 days from today, the program creates the appropriate alert for the permanency hearing report coming due. If, however, the date is more than 45 days from today, the program does not create the alert. The batch "marks" the date certain from CCRS as "processed" and does not go back later to create the alert.	This fix will require the program creating the cue for coming due Permanency hearings to look at all the date certainties that have been brought over every day until the 45-day target is hit. The current permanency alerts are deleted and the new alerts are generated to replace the incorrect alerts.	Fixed 9/16/06	4057
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CONNECTIONS

NYS Office of Children and Family Services

Person Identifiers

Users Affected	What is Affected	Implementation Issues	Action to be Taken / Fix	Status	SIR#
All	PID	An employee PID is listed as a principal, a family member or an alleged subject in CONNECTIONS. This resulted in alerts of the opening of a CPS intake stage being sent to all workers involved in cases where the employee had a role, informing them that the worker was involved in a CPS intake.	The employee PID should never be related to any stage in which the employee is listed as a principal, family member or alleged subject. This holds true for all stages including, adoption, foster care, preventive, FAD, INT and INV stages.	A Data Fix is completed to unrelate all employee PIDs. Going forward data fixes will be completed as needed.	2810, 4261 & 4264

To Do Detail

All	To Do Detail	The system does not pre-fill stage name and case ID on user generated ToDo's. Those fields are blank on the Staff ToDo list and only display under descriptive field.	The initiator of the ToDo must know the correct case and type the case number and name in the short description field. Users may create a To-Do with the case name and number by highlighting an existing To-Do for that case and selecting 'File' and 'New Using'. This will create a To-Do with the IDs and names.	Priority of medium	1331
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Event List

All	Event List	A new event is being created each time the FASP is submitted for approval.	No action is necessary by the user. Users should ignore subsequent duplicate approval events.	Working as designed	1992
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Map Info

All	Map Info	When validating addresses, which are OUT OF STATE, the County field is blank. Since the County field is required to SAVE and ASSIGN user receives an error message.	User must select OUT OF STATE from the drop-down list to complete the validation. If the out of state address cannot be validated a message is returned that says "Unable to validate address. Change address or Save if known to be correct."	Priority of high	3276
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