Frequently Asked Questions: Build 18

Question:
What should I do with the FASP Due created by Conversion that was already completed on a UCR template?

Answer:
Check with your Supervisor to see which of the options below is recommended in your district.

- Launch the FASP, write in any part of it that the UCR was completed and is in the Case Folder. Then, when the next FASP due is launched, this FASP will go to Template.
- Ignore this FASP and let it be reflected in the system as "Missed" once the next FASP is launched. No penalties will be assessed for missing this FASP.
- Complete the FASP for practice.

Question:
Why can't I launch a Plan Amendment?

Answer:
The following are reasons why you might not be able to launch a Plan Amendment

- There is no approved FASP on the system
- You are within the FASP launch window and can therefore complete the status change within the FASP
- There is an in process FASP and can therefore complete the status change within the FASP

Question:
I didn't get all of my cases on Day one. What do I do now?

Answer:
First, check to make sure you are "Case Assignable" (check your staff detail window in the system). Second, your cases may have gone to the "Conversion Workers". Check with your Supervisor to see who is responsible for clearing out those workloads. Third, make sure that the case was eligible for conversion, e.g., the case was open in WMS at the time of conversion. If the case was in "APP REG" or PENDING status, it will not have converted.

Question:
Why do some of my converted cases have case names I don't recognize?

Answer:
When a WMS case was linked to a CONNECTIONS case at the time of conversion, the case name is NOT overlaid by the WMS case name. It remains whatever the CONX case name was at the time the investigation was open. This is easy to change if the user doesn't like it. In workload, go to Options, Case (stage) name.

Question:
I am a supervisor and a staff member is out on leave. Can I work on this staff person's cases?

Answer:
If the supervisor accesses the assigned workload window for a worker and selects the FSI stage, the supervisor takes on the role of that worker in that stage. Since FSIs have just one worker, it's pretty straightforward: the supervisor can modify data to the extent that the system rules allow modification to FSI stages. (I.e. FSIs from CPS have restrictions re: what may be changed)

If the supervisor accesses the assigned workload window for a worker and selects the FSS stage, the supervisor takes on the role of that worker in that stage. If the supervisor goes into a stage and the person assigned is a caseworker, then there is considerably less s/he can do than if s/he selects a stage assigned to a case manager. Again, there are task related rules that apply here as well. (i.e. CM cannot modify FASP if there is a case planner) If the supervisor is now acting in the role of the case manager or case planner, then they can no longer "approve" the FASP in the normal chain of approval.

Question:
I am a supervisor and I want to reject a FASP submitted to me by one of my workers. Why isn't the "reject" button enabled?

Answer:
You must enter comments before the reject button is enabled.

Question:
I have a case that converted in which the program choice and/or the permanency planning goal is blank. Why and what do I do now?

Answer:
CONNECTIONS has more rigorous edits on agreement between program choice and permanency planning goal. If the CCRS values at the time of conversion did not meet the new CONNECTIONS edits, the case was converted with blanks in those fields. You must enter the PC and the PPG.
NOTE: If the case has a child over 18 and the PPG converted as blank, you must call the Enterprise Help Desk and open a ticket. A data fix must be run to populate the values on children over 18. Please refer to the CONNECTIONS Case Management Step-by-Step Guide, section 6-11 to see the agreement rules.

Question:
Why isn't the "Submit" button enabled on the "Check FASP Detail Component Status" when there are no missing FASP segments listed?

Answer:
Make sure that the FASP due date is within 30 days. You cannot submit a FASPfor approval more than 30 days prior to the FASP due date.

Question:
I know I completed the FASP but when I "Check FASP Detail" why are some of the FASP components showing as needing completion?

Answer:
Make sure that all the Case Planner Summaries have been launched. They are:

- Case Update tab (Family/child update window)
- Family View/Child View tab (Family Assessment Analysis window)
- Strengths tab (Family Assessment Analysis window)
- Needed Improvements/Changes tab (Family Assessment Analysis window)
- Family Involvement window (through the Service Plan window).

Question:
Where is the effective date of the Program Choice on Converted cases coming from? Can I change it?

Answer:
The effective date of Program Choice on Converted cases is the date of conversion. It cannot be changed. If you wish to make a note of the "real" effective date, please enter it in Progress Notes. Please note that in an FSS **NOT** created by Conversion, the effective date of the Program Choice may not be earlier than the date the FSS was created.

Question:
Why aren't reciprocal relationships created on the Family Relationship Matrix?

Answer:
You should record the adult: child relationships before recording the child: child relationships to get the system efficiencies of implied relationships.

Question:
All of the children do not show up on the Family scales in the Strengths, Needs, Risks section of the FASP. Only one child is showing and one Caretaker. Why?

Answer:
The Family scales are household specific. If the family has two different addresses, e.g., mom and two children live in one household and another child lives with dad but is still part of this case, you will see mom and the child who lives with dad (different address) listed on the Family Scales.

Question:
I work in a voluntary agency. I submitted an FSI to a Local District for approval and it disappeared off my workload. Why?

Answer:
An FSI can only be assigned to one person at any one time. This shows on the Assign Window as "Worker" regardless of the person's role in the organization. The roles of Case Manager, Case Planner and Case Worker are only relevant in the Family Services Stage. If the Local District accepts the FSI, the FSS will be directed back to your agency, if appropriate. You may determine the status of the FSI through your agency's Intake log on the system.

Question:
Why do I get the message "Insufficient space to load staff" on the assign window?

Answer:
The assign window has limits as to how many workers it can display. You may search for the worker from the assign window if s/he is not displayed.