

New York State Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Family Services Stage

Functional Area: Interface between CONNECTIONS and WMS

(Note: The interface described in this Impact Analysis will only exist during the interim between the implementation of Builds 18 and 19.)

Brief Description of Current Function/Process:

There are two legacy systems that serve as the systems of record for Child Welfare Services cases: WMS and CCRS. WMS is used primarily to authorize direct and purchased services; CCRS tracks compliance with state and Federal legal and case planning requirements. WMS feeds demographic data to CCRS so that the data within the two systems are compatible.

What Remains the Same:

- The paper Application for Services is the same.
- The local district remains responsible for case opening and case maintenance in WMS.
- WMS continues to be the system of record to authorize and pay for services.
- CCRS remains the system of record for placement, legal, etc. All current data entry to CCRS continues.
- Full Data Entry in WMS continues as before (CIN and Case # assignment, Direct Services Entry, Purchase of Services (POS) entry).
- The hierarchy used for demographic data. Non-Services (TANF, Medical Assistance, Food Stamps) supersedes WMS Services data (upstate).
- The Application and the Clearance reports will still be printed to the Legacy Printer ID associated to the LDSS worker performing the application registration.
- The worker will close the WMS case as before (see below: cannot be done until the Family Services Stage is closed).
- WMS case opening and maintenance for Title XX/Low Income Day Care and Adult Services remains the same.

What is New or Changes:

- Application registration and maintenance for child welfare services cases will be done through CONNECTIONS; WMS Application will be disabled for these services.
- The Stage Composition window contains a button labeled 'WMS App Reg' which, when presses, immediately sends the following data to WMS:
 - Center/office
 - Application date
 - Unit/worker
 - Case type = 40
 - Service indicator
 - Case participant demographic information.

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- The interface program will create a WMS Services Application (type of '40' - services) and will populate an indicator in WMS that the case is known to CONNECTIONS and the stage is active.
- When the application is successfully processed in WMS, the Application Registry number and Version number will be displayed on the Stage Composition window.
- The application will be processed through WMS Full Data Entry, via legacy or Attachmate, in an overnight batch process (as is done now). When completed, the WMS Case Number and CIN assignment to the persons in the stage will be displayed on the Stage Composition window.
- If the shared values between WMS and CONNECTIONS get out of synch due to being updated (i.e. maintained) in a different stage in CONNECTIONS, a "WMS Synch" button will appear on the Stage Composition window. Any worker assigned to the stage will be able initiate synchronization through this button. Either local district workers or voluntary agency staff can correct CONNECTIONS; however, only local district workers can update WMS.
- Individuals added to the Services case may only be added through CONNECTIONS. Likewise, deleting an individual in the Services case may only be done through CONNECTIONS, by end dating that person's involvement in the stage.
- The WMS case cannot be closed until the CONNECTIONS case is closed.
- A WMS CIN from the WMS Services database cannot be changed or entered in CONNECTIONS if the case is linked with WMS, because the CIN has already been validated in WMS. Users at ACS may enter the WMS non-services CIN in person identifiers.
- The WMS Case Number cannot be changed or entered in CONNECTIONS.

Implications/Considerations:

System

- This interface only applies to the following Family Services Stage types: CWS (Child Welfare Services) and ADVPO (Advocates Preventive-only, available in New York City only). Other FSS stage types: Out of Town Inquiry (OTI), Court Ordered Investigations (COI) and Interstate Compact (ICPC) cases will not link through CONNECTIONS to a WMS case, since no child welfare services are being authorized. [See Build 18 Resource Guide for Managerial Staff for description of FSS case types.]
- The worker performing the Application Registration must be a Local District worker and the following conditions must be present:
 - The 'application signed date' must exist in CONNECTIONS.
 - A Primary Caretaker is identified or the Indicator for 'No Primary Caretaker' is set in CONNECTIONS. The Primary Caretaker is listed as the Applicant in WMS.
 - A Primary Address must exist for the Primary Caretaker in CONNECTIONS.
 - The following fields must be populated for all individuals in the stage in CONNECTIONS:
 - First Name
 - Last Name
 - Date of Birth
 - Sex
 - Social Security Number
- At the point of conversion, CID, workers and their roles, program choice, permanency planning goal (PPG), PPG effective date and anticipated completion date, will be converted

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from CCRS. The PPG will be mapped into the new CONNECTIONS values. However, there will be no interface between CONNECTIONS and CCRS to keep this data synchronized. Therefore, for the interim period until implementation of Build 19, users must maintain data in both CCRS and CONNECTIONS to ensure they match.

Program

- **PPGs will be changed in CONNECTIONS to conform to AFCARS Goals.** [See Build 18 Case Management Overview for a chart that maps current to future PPG values.]

Recommendations:

The current business process and workflow for entry and maintenance of WMS cases, and for updating of CCRS, must be examined and revised as necessary. Particular attention should be paid to current 'handoffs' if any, to determine if they are still appropriate.