

CONNECTIONS

NYS Office of Children and Family Services

Dated April 1, 2005

WMS SIRS and Workarounds

The information below contains the issues identified in the WMS system since February 25, 2005.

Reminder:

- If you have questions about local practice, policy or procedures, please review these procedures with your supervisor.
- For CONNECTIONS related questions please contact the NYS OFT Enterprise Help Desk 1-800-697-1323.
- Any additional WMS processing anomalies or questions should be directed to the OCFS-IT Customer Support help line at 1-800-342-3727.
- BICS issues should be reported to the BICS hotline: 1-800-342-3010
- SSPS issues should be reported to Nancy Pare: 212-383-1382 or Maureen Godwin: 212-383-2483.

WMS Changes, Enhancements and Fixes

<i>SIR ID</i>	<i>Functional Area</i>	<i>Long Description</i>	<i>Workarounds</i>
2540	WMS	After FDE enter "x" in DIR and POS on WSRACK screen. Xmit. Cursor in correct position on DIR screen. Complete and Xmit. POS screen comes up with cursor in "Accept Blinking Fields" section. Should be in first enterable field.	Move cursor to entry field.
2549	WMS Interface	Delete applicant/payee. If a worker end dates the person in the CONNECTIONS case known to WMS as the Applicant/Payee, WMS will reject this transaction but the person will be end-dated in CONNECTIONS. The two systems will be out of synch. If a new adult is added to the CONNECTIONS case and the worker end-dates the person in the CONNECTIONS case known to WMS as the Applicant/Payee, the transaction goes to WMS successfully without the fatal error message and the WMS case exists without an Applicant/Payee.	CONNECTIONS users must check WMS prior to end-dating an adult in a Family Services Case to see if that adult is the Applicant/Payee. If the person is the applicant, another adult must be made the applicant in WMS prior to end-dating the original applicant in CONNECTIONS. If the Applicant/Payee has POS lines associated they must be end dated with and undercare change before the applicant can be deleted through a recert transaction and a new Applicant/Payee identified.

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SIR ID	Functional Area	Long Description	What to do
2554	WMS Interface	<p>There is a known problem that could result when CONNECTIONS interface generated WMS transactions are followed by cancellation of a pending transaction in WMS; IE WCANCL from WDXMNU (WMS main menu selection "07"). This could effectively render CONNECTIONS and WMS out-of-synch if the transaction involved add/delete of individual(s). A fix to this problem should be implemented shortly.</p> <p>In the interim, BLD 18 implemented districts are urged to avoid use of WMS cancel pending transactions where WMS case updates stem from CONNECTIONS input.</p> <p>If you inadvertently or out of necessity execute a cancel pending transaction in this circumstance, it is important to "re-synchronize" CONNECTIONS and WMS using the following procedure:</p>	<p>If a pending transaction on a WMS Services case is canceled, the person canceling it must notify the Case Manager of the change. If a demographic change was pending in CONNECTIONS the changes must be reversed to the change in demographics. Save the reversal. Re-enter the demographic change and save; this will send another interface transaction to WMS and create a new pending transaction. In the event that this is "missed", a report is being developed to run monthly that will show demographics that are out of synch. Corrections to re-synch the two systems can be identified from this report.</p>
2586	WMS	Eligibility code 01(IVE eligibility pending) is invalid.	Do not use the eligibility code 01.
2587	WMS	Changed date of birth on screen WSUWK1, received message "Examine Blinking Fields". Date of Birth field highlighted but did not blink.	Highlighted fields indicate an error—field no longer blinks. Examine highlighted field and make changes as required
2588/ 2704	WMS	Denials are not working in production. Attempted to deny a case after SFED/T generation resulted in a system error.	Do not deny cases. Districts will be informed when the fix has been made.
2674	WMS	User attempted to do application maintenance in WMS error message "APP MAINT NOT ALLOWED WHEN CCRS IS Z"	Error indicates the case is open in CONNECTIONS and requires a demographics change in the CONNECTIONS system.