

# CONNECTIONS

*NYS Office of Children and Family Services*

## ***CONNECTIONS Case Management (Build 18) Implementation Issues Version 17 ~ 2/23/06***

Please note: the content of the Implementation Issues document has been changed to capture new, updated, changed or the most recently identified issues from the previous version of the Implementation Issues document.

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## ***A few notes...***

Please note that as the implementation issues identified, in this and previously released documents, are resolved updates will be forwarded to describe the issue and the change, enhancement or fix. Updates will be identified with both a version number and date. The contents of this document describe **Implementation Issues** (otherwise known as System Investigation Request or SIRS), as well as the actions users should take if they encounter the situations described. It should be noted that OCFS is working to address these Implementation Issues and decisions regarding the content of future Builds are made based on need.

## ***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”/SIR needing resolution, the **Action to be Taken** section describes the “workarounds” that a user should follow in order to remedy the issue at this time, the **Status** section will identify if the issue is NEW, UPDATED or CHANGED, the **SIR #** section is the internal tracking number of that request.

**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 introduction and use of the CONNECTIONS application. Among those tools are the **CONNECTIONS Build Release Notes**, the **CONNECTIONS System Build 18 Step-By-Step Guide**, as well as **Dynamic Help in CONNECTIONS**, which is actually within the CONNECTIONS application. Other tools of note can be found on the Implementation page and the Desk & Job Aid page of the **CONNECTIONS intranet**. The site can be accessed using the following URL: <http://ocfs.state.nyenet/>. Another place where information about the application can be found is through Public Folders. The path to the **CONNECTIONS Public Folders** is: Public Folders>All Public Folders>dfa.state.ny.us>CONNECTIONS.

## ***General Information About Build 18...***

Build 18 was deployed to the field on the weekend of February 28, 2005. Information related to the functionality of Build 18 was updated, and distributed to users, on the following dates: March 17<sup>th</sup>, March 21<sup>st</sup>, March 31<sup>st</sup>, April 4<sup>th</sup>, May 2<sup>nd</sup>, June 6<sup>th</sup>, June 27<sup>th</sup>, July 18<sup>th</sup>, August 1<sup>st</sup>, August 15<sup>th</sup>, August 29<sup>th</sup>, September 12<sup>th</sup>, September 28<sup>th</sup>, October 24<sup>th</sup>, November 10<sup>th</sup>, December 2<sup>nd</sup>, January 3<sup>rd</sup> and January 17<sup>th</sup>. For your convenience these documents are located on the Implementation page of the CONNECTIONS intranet.

## ***Reminders...***

- If you have questions about local practice, policy or procedures, please review these procedures with your supervisor.
- For all other 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.

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## NYS Office of Children and Family Services

<i>Users Affected</i>	<i>What is Affected</i>	<i>Implementation Issues</i>	<i>Action to be Taken</i>	<i>Status</i>	<i>SIR</i>
Case Manager		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.	Users will need to calculate the dates of the Permanency Hearing Report, the Permanency Hearing date certain and the Service Plan Review/Consultation manually to determine the due dates.	<i>NEW</i>	<i>4057</i>
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.	There is ONE opportunity to auto recover a narrative. The user should update and Save the note, completing the required fields. This action stores the new note with the recovered narrative on the database and removes the narrative from the Local Save. IF the user selects Cancel, the narrative is removed from the Local Save and there is NO opportunity to recover that note.	<i>NEW</i>	<i>4023</i>
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.	<i>NEW</i>	<i>3953</i>
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.	It is recommended that the user print out each individual note and arrange the resulting pages in the preferred order.	<i>Updated</i>	<i>3880</i>
All	FASP Approvals	Supervisor did not receive the Approval To-Do when a FASP was submitted for approval. The Case To-do's were checked and no Task To-do's 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.	<i>Updated</i>	<i>3360</i>
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.		<i>3901</i>

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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.	For printing it is recommended that users enter a 30-day date range in the search criteria. Users should check that the last entry contains all notes entered on the last date in the selected range. Once these notes have been printed the user must then enter a new 30-day range of dates beginning with the day following the previous date range. This procedure should continue until all notes in a case are printed.		<b>3747</b>
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).	The ACS Worker should review the Case Summary to determine if an open FSS exists in another borough. If an Open FSS is found, the Case Manager or Case Worker on the FSI should contact the Case Manager with the Open FSS to discuss disposition of the new FSI or FSS.		<b>3618</b>