

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Case Management (Build 18) Implementation Issues Version 18 ~ 4/11/06

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.

CONNECTIONS

NYS Office of Children and Family Services

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/connect/>. 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 17th, March 21st, March 31st, April 4th, May 2nd, June 6th, June 27th, July 18th, August 1st, August 15th, August 29th, September 12th, September 28th, October 24th, November 10th, December 2nd, January 3rd, January 17th and February 23rd. 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.

CONNECTIONS

NYS Office of Children and Family Services

Users Affected	What is Affected	Implementation Issues	Action to be Taken	Status	SIR
All	PID	An employee is a Foster Parent. When the FAD home was set up the employees staff PID was mistakenly related to the FAD stage. Subsequently, a CPS intake was called in on the foster home and the employee was linked, via their role in the FAD home, to a CPS stage. 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 or family member. This holds true for all stages including, adoption, foster care, preventive, FAD, INT and INV stages.	NEW	4261
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.	Reminder	3360
All	Print Progress Notes	When there are over 200 Progress Notes (PN) in a stage, multiple "pages" of notes are returned in the scrollable list window. The notes are displayed in descending order (newest to oldest) within each "page" or "subset" of notes. In order to print all of these notes, the user will need to request multiple prints – each representing a "subset" or "page" of the scrollable list of progress notes. Each "subset" of printed notes will be printed in ascending order (oldest to newest). The printed "subset" is sequentially numbered from 1 to 999. **E.g. The FSS stage has over 500 notes entered between 6/1/05 and 10/31/05. The "page" or "subset" of 200 most recent notes are presented in the list window first in descending order with event dates ranging from 10/31/05 to 9/01/05. When this "subset" is printed, it is sorted in ascending order from 9/01/05 to 10/31/05. The printout is numbered from page 1 to 999. When the user pages down, the next "subset" of 200 notes is presented in descending order from 8/31/05 to 7/01/05. When this second "subset" of notes is printed, it is sorted in ascending order from 7/01/05 to 8/31/05. The second printout is numbered from page 1 to 999. When the user pages down again, the remaining "subset" of 100 notes are presented in descending order from 6/30/05 to 6/1/05. These notes, when selected will print in ascending order from 6/1/05 to 6/30/05.	To have the notes read like a book, oldest to newest, the user needs to put the printed "subsets" in order by oldest Event Date to newest Event Date . **Notes without an event date (Type: Supervisory/Managerial Review Notes or Summary), will display and print at the top of the first "subset of notes". In our example the undated progress notes would be printed before notes with event dates 9/1/05-10/31/05 in the first "subset" of notes. To prevent undated notes from appearing in the middle of the ordered notes the user can filter the list of progress notes for the Summary and Supervisory Review Type of notes and print these undated notes separately. After printing the undated notes, select the Refresh pushbutton to remove the filter. Next, click the "Select All" pushbutton. Then, hold down the Control key and individually deselect notes without an Event date (note will no longer be highlighted). Finally, click the Print Note(s) pushbutton. The notes that remain highlighted with that "page" or "subset" of progress notes will print in ascending order.	No SIR logged; this is an information only posting	

CONNECTIONS

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	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.	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.		4057
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.		4023
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.		3953
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.	Fixed with Build 18.7.3	3880