# *CONNECTIONS Case Management (Build 18) Implementation Issues*

## *Version 8 ~ 8/15/05*

## *A few notes...*

Please note that as the implementation issues identified in this document are resolved, this document will be updated. Updates will be identified with both "version" numbers and dates. This version is an update to a document that was distributed on May 2, 2005. 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 be filled in when the issues have been fixed, and the ***SIR #*** section is an internal tracking number of that request.

***Please note:*** The described "Action to be Taken" are not a permanent fix to the issue and are 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 18 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***. Please note that the address to the site had recently changed. 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. ***On-Site Field Support*** staff will also be available to assist both local districts and voluntary agencies during the implementation of Build 18. These staff will be deployed two to three weeks before conversion and will be assigned to particular districts and voluntary agencies for the first several weeks following conversion.

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

Build 18 was deployed to the field on the weekend of February 28, 2005, however, until a local district's data is converted the CONNECTIONS users in the local district will not have converted cases on their workload. 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 and August 1st. 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.

| *Users Affected* | *What is Affected* | *Implementation Issues* | *Action to be Taken* | *Status* | *SIR* |
|---|---|---|---|---|---|
| All | To Do Detail | The system does not pre-fill stage name and case ID on user generated ToDo's. Those fields are blank on the Staff ToDo list and only display under descriptive field. | The initiator of the ToDo must know the correct case and type the case number and name in the short description field. | | ***1331*** |
| All | Event List | A new event is being created each time the FASP is submitted for approval. | No action is necessary by the user. Users should ignore subsequent duplicate approval events. | ***Working As Designed*** | ***1992*** |
| All | FASP | Users cannot delete a discharge protocol from a FASP in progress. There is currently no way to back out of the discharge plan. | User should not add the discharge protocol to an in-process FASP unless or until a discharge is planned. In the case of a planned discharge, protocol should be added just prior to submittal of the FASP for approval. | | ***2252*** |
| All | WMS Interface | When a CIN-UNDUP is completed in WMS it is not reflected in CONNECTIONS. | We recommend that users do not initiate a CIN-UNDUP until the issue is fixed. | | ***2465*** |
| WMS Data Entry Operator/ Case Manager | WMS | When using Attachmate to access WMS and a data entry error is made, users receive the message, "Examine Blinking Fields". The error field is highlighted however, it does not blink. | Examine highlighted field and make changes as necessary. | | ***2587*** |
| All | FASP - Assessment Summary | Some Safety Factors do not display correctly in the Assessment Summary report. | Users should compare safety factors that display in the Safety Assessment to safety factors that display on the Assessment Summary report, to check that all relevant safety factors are being considered in developing the Service Plan. | | ***2599*** |

| *Users Affected* | *What is Affected* | *Implementation Issues* | *Action to be Taken* | *Status* | *SIR* |
|---|---|---|---|---|---|
| CPS Worker | FASP | The system generated FASP Due Date is incorrect. When no other CID trigger date exists, the FASP in an FSS/CWS stage, which was created from within a CPS INV, has a due date of 30 days from stage creation. The INV conclusion was approved and the CID is set but the FASP due date did not change. | Users need to complete the initial FASP 7 days from the date of indication (INV conclusion approved). This would only change to 30 days if the worker had entered a placement date, a court order date or a date of application, which preceded the date of indication. | | ***2656*** |
| All | FSS Reports | Family Services OCI Report is including FASPs that are unavailable for launch. | No action is necessary by the user. Disregard these entries in the OCI report. | | ***2706*** |
| Case Manager/ Case Planner | Family Relationship Matrix (FRM) | When attempting to launch the Initial FASP an error message is received that the Relationship Matrix is incomplete, but the user has already completed the relationship matrix. | If this occurs the user should perform zero maintenance, such as: highlight a complete relationship and select the Modify push button, re-enter the relationship, select the Add push button, then Save. | | ***2787*** |
| WMS Data Entry Operator/ Case Manager | WMS Interface | Case was closed in CONNECTIONS and does not allow the user to close the case in WMS. | If a case is closed in CONNECTIONS and districts are unable to process the WMS case closing, users should report these occurrences to the OFT Enterprise Help Desk at **1-800-697-1323** to process the request to change the CCRS indicator to complete case closing. | ***Revised 8/8/05*** | ***2805*** |
| Case Manager/ Case Planner | FSS Finalize Adoption Window | An error is generated on the Finalize Adoption window when the middle name is over 12 characters. | Users should insert the middle name with twelve or less characters. | | ***2808*** |
| Case Manager/ Intake Worker | FSI, FSS | There is a mismatch in the ethnicity codes between the FSI and the FSS. When "Multiple" is selected in the FSI it does not carry the ethnicity forward to the FSS. | Users should enter the ethnicity codes in the FSS. | | ***2859*** |

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| Case Manager/ WMS Data Entry Operator | WMS and FSS | A transaction is sent to WMS to update a case resulting in a pending status in WMS. While the first transaction is pending the CONNECTIONS case is subsequently closed. Closing the CONNECTIONS case changes the CCRS indicator on the pending record in WMS to 'Y'. The pending transaction in WMS is then cancelled, the CCRS indicator reverts back to the indicator it had before the first transaction was sent. As a result the case in WMS cannot be closed. | Users should check the status of the WMS case before closing a case in CONNECTIONS. WMS must be in a NO PEND status. If the WMS case has any outstanding transactions these transactions must be completed, cancelled or cases in error status must be corrected to put the case in a NO PEND status before the CONNECTIONS case is closed. | | ***2964*** |
| Case Manager/ WMS Data Entry Operator | FSI | Cases from CONNECTIONS are going over to WMS with the incorrect start date. Users are either allowing the date to default to the current date or, entering the date that the application is received in the "Date Signed Application Received by LDSS" field. | Users should enter the CID in the "Date Signed Application Received by LDSS" field. Please be aware that this will be the start date for the WMS case if progressed to an FSS. | | ***3028*** |
| Case Planner/ Case Manager | FASP Visiting Plan | Primary Location, Frequency, Duration and Visiting Plan Status fields are not highlighted in yellow to show they are required for completion of the Visiting Plan Tab. | Users must select information from the drop down fields for Primary Location, Frequency, Duration and Visiting Plan Status to complete the visiting plan. | | ***3033*** |
| Intake worker | FSI | When a supervisor attempts to split (create two or more cases) an FSI from the workers workload the resulting cases do not appear on either the worker's workload or the supervisor's workload. A case or stage search results in no matches found. A person search displays the case and the Case List can be accessed. When the Case Summary is selected from the Case List a Data Access error occurs. | The FSI should be reassigned to the Supervisor prior to splitting the FSI. Once the cases are split they may be reassigned as needed. | | ***3083*** |

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|---|---|---|---|---|---|
| Case Manager | CCR | Case Managers are unable to add the infant child of a child in a CCR to the case as a CCR is only allowed to contain one child. | Districts who have already been converted should close the CCR case and reopen as a CWS case with the infant added. For districts that have not been converted, the Case Manager should add the child or the unborn to the mother's current WMS case prior to conversion. This will convert the case as a CWS case. This issue will be addressed with the implementation of Build 19. | | ***3113*** |