

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Case Management (Build 18) Open SIRs (System Investigation Request) and Workarounds

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Introduction

This document describes open SIRs, and the actions users should take if they encounter the situations described.

Other reference documentation available to users include: the CONNECTIONS Build 18 Release Notes, the CONNECTIONS System Build 18 Step-By-Step Guide, Dynamic Help in CONNECTIONS, the <http://ocfs.state.nyenet/> intranet web site and Public folders as well as On-Site Field Support staff that will be available to both local districts and voluntary agencies, to offer additional support during the implementation of Build 18. These staff will be deployed 2 to 3 weeks before conversion and will be assigned to particular districts and voluntary agencies for the first several weeks following conversion.

General Points

Build 18 was deployed to the field on the weekend of February 28, 2005 however, until your District's data is converted you will have no cases on your workload with which to work.

Reminder

- 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.

SIRs and Workarounds

<i>SIR ID</i>	<i>Functional Area</i>	<i>Long Description</i>	<i>What to do</i>
<i>962</i>	Family Svcs Intake	Font on FSI narrative is inconsistent. FSI Narrative font and "Narrative entered by" system populated text changes.	Ignore
<i>1331</i>	To Do Detail	System does not prefill stage name & case id, those fields are blank on Staff ToDo List, & only display under description field.	Ignore
<i>1398</i>	Family Svcs Stage	On Person Search Window for Exact Person Search, Address Information street Field is yellow but cannot be filled.	Ignore
<i>1867</i>	Risk Assessment	Requirements for answering RAP questions in FSS and INV when there is a primary and a secondary caretaker are inconsistent. In INV stage - question is answered for which comments are required; user can select answer for secondary caretaker before entering comments.	In FSS stage user must enter comments or change answer for primary caretaker before answer for secondary can be selected.

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SIRs and Workarounds

SIR ID	Functional Area	Long Description	What to do
1992	Event List	A new event is being created each time the FASP is submitted for approval vs. the initial event being updated.	Ignore.
2252	FASP	Cannot cancel a FASP in progress if discharge is selected and discharge falls through.	Do not enter discharge until final.
2292	INV, FSS	Workers are entering or updating progress notes when INV or FSS is pending approval.	Do not do.
2310	Family Svcs Stage	Upon creation of a CCR all of the following assignments should be brought over: CM, CP and associated CW. Only the Case Manager comes forward when a CCR is created.	Case Manager must assign to other workers.
2319	FSS Reports	Page number of Worker OCI Report is missing	Ignore.
2520	Final FASP Report	Report menu item does not update at the same time the FASP tree updates for FCI reports. If Foster Care Issues is on the FASP tree, corresponding reports are enabled under reports. If no information is entered in FCI windows and placement Program Choice is end dated FCI no longer display on FASP tree. Reports remain enabled under reports until user closes out of FASP and re-selects. Reports menu items update at same time FASP tree updates	Refresh screen.
2562	Progress Notes	Text tool not working for copy/paste functions, when copying an instruction into a note.	Use ctrl+c
2565	LDM	LDM - Able to add a Services CIN to someone who is in an open FSS.	Do not attempt.
2575	Final FASP Report	Full FASP report does not display all information entered for Program Eligibility. Also, the sub-selections for the section Need for Mandated preventive Services to Hasten Discharge to Parent or Caretaker do not display in the report. All data is displayed on the screen.	Write missing information on printed report.
2595	Case Merge/Split	Able to merge a closed FSI to an open FSS case when the closed FSI is the Merge From case. Per Logical Design a merge is not allowed for a closed FSI to any open or closed case.	Don't merge closed FSI to any open stage.
2599	Assessment Summary	When in CPS Safety node some Safety Factors will not be carried over properly to assessment summary report.	Write factors in after printing.

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SIRs and Workarounds

SIR ID	Functional Area	Long Description	What to do
2632	Case Summary	Change Case Status not enabled if ARI stage is Open	Do not attempt to close until the ARI stage is closed.
2656	FASP	FASP Due Date incorrect. When an INV stage exists and an FSI is created and progressed to an FSS, the Initial FASP is due in 30 days. Once the INV conclusion is approved, the Initial FASP should change to be due in 7 days the alert for this is not being generated..	FASP remains due 7 days from date of indication and must be completed as required.
2676	WMS Interface	Line order is changed when stage is progressed assigning an incorrect line 01 person and the wrong case name.	You must check the WMS case to see who is assigned as Line 01. If MOM is expected to be the Applicant/Payee you must change the case name and assign the Applicant/Payee correctly. When the code is fixed, IT WILL NOT FIX ANYTHING THAT HAS ALREADY PASSED TO WMS.
2701	FSS	The FSS stage was closed and approved but the case status is still "Open". The status of the case should have changed to "Closed" once the FSS stage was closed and approved.	A data fix will be run at conversion to close open cases with no open stages.
2706	FSS Reports	Family Services OCI Report is including FASPs that are not available for launch.	Ignore
2708	WMS Interface	Unable to do App Reg for a CCR case	Ignore until fixed.