NYS Office of Children and Family Services
CONNECTIONS Case Management

Impact Analysis

Subject: Family Services Stage

Functional Area: Interface between CONNECTIONS to WMS and CCRS

Brief Description of Current Function/Process:

WMS and CCRS are the two legacy systems that interface with CONNECTIONS. WMS is used
primarily to authorize direct and purchased services; CCRS tracks compliance with State and
Federal legal and case planning requirements. WMS feeds demographic data to CCRS so that the
data within the two systems are compatible. The Adoption Monitoring System (AMS) is fed from
CCRS and provides view only information on Adoption Milestones.

What Remains the Same:

1. Workers are spending large amounts of time attempting to ascertain what causes the WMS
    SYNCH button to display in individual cases, as there is currently no indication to the
    worker(s) what data elements are in conflict between CONNECTIONS and WMS.
2. Any <u>District</u> worker can press the APP REG button when it appears on the Stage Composition
    dialog.
3. "Date of Application" and CID cannot be updated in CONNECTIONS when: a) the initial
    assessment is approved or WMS Full Data Entry (FDE) has begun or b) the comprehensive
    assessment is launched or FDE in WMS has begun.
4. Legal and Movement Codes must still be entered to CCRS.

What is New or Changes:

1. Users must have the new APP REG business function to press the button and thereby initiate
    the Case in WMS.
2. When the user with the new business function presses the "APP REG" button, a message will
    be returned stating: "xx/xx/xxxx will be the effective start date for the Services Case in WMS.
    Payment may not precede this date. Continue?" Yes/No.
3. In addition, a new field is added to the FASP dialog – "Corrected Application Date". This date
    may be changed but will not overlay the existing Application Date field in CONNECTIONS.
    Instead, both dates will display. The corrected date will be considered the new CID if a) the
    initial assessment has not been approved b) the comprehensive assessment has not been
    launched, and c) the corrected date predates the original CID. The Corrected Application Date
    then becomes the new CID for calculating the FASP cycle. If FDE has begun, CID will
    change in CONNECTIONS but the Date of Application in WMS will NOT be updated. As a
    result, the WMS Application Date and the CONNECTIONS CID will not match.
4. In the Stage Composition window, a new menu item called 'Compare WMS CONNECTIONS
    Data' will be available under the Options menu. Selection of this new menu item will launch a

window that will display case and demographic data currently existing in WMS and CONNECTIONS so that the user can easily identify the difference(s) in data between the two systems. This is non-modifiable window that will be enabled only when the WMS SYNCH button is enabled. This window will contain generic case information as well as demographic information of all individuals in the stage.

5. CONNECTIONS will not allow duplicate WMS Agency/Unit/Worker codes to exist in the Staff Detail window for *active* workers. If a user attempts to update his or her WMS Agency/Unit/Worker code in CONNECTIONS, the system will check for duplicates within that district/agency and if one exists, display a message indicating that the attempted combination is not acceptable, as it is already in use. When the error message displays, it will also include the Person ID and the name of that employee who already has that combination of WMS Agency/Unit/Worker code.

6. On or about the time 18.9 is implemented; the CCRS Assessment and Service Plan will be automatically updated with the most recent Plan information from CONNECTIONS. This includes FASPs and Plan Amendments. Thus, workers will no longer have to enter this data manually in CCRS.

Implications/Considerations:

System

1. Those users with the business function to APP REG will now see a warning message when the button is pressed advising them of the date that will be sent to WMS to initiate the Services Case. If the date in the warning message is NOT the date the WMS case should use as the application date, the user will press no and go to the FASP tab to change the date.
2. Role in an FSS does not automatically grant a user the ability to APP REG—the business function must be granted.
3. The addition of the 'Compare WMS CONNECTIONS data' described above will enable users to methodically compare the demographics for EACH individual line by line in both systems and identify the data in conflict between WMS and CONNECTIONS. The user can then elect to "SYNCH" the data or change the conflicting data.
4. When a new CONNECTIONS worker is added to the system or an existing worker is updated their office/unit/worker code must not be assigned to an active worker in their District.
5. CCRS will no longer accept entry of the CCRS Assessment and Service Plan (ASP) elements and the permanency planning goals will be retrofitted from CONNECTIONS to CCRS and subsequently passed to AMS for children in that subsystem. Please note that this "interface" is NOT to keep CONNECTIONS and CCRS synchronized. **Legal and Movement activities must still be recorded on CCRS. CONNECTIONS will be the system of record for all assessments and services plans.**

Recommendations:

1. When the new 'MAINT APP REG' business function becomes available, Security Coordinators must grant the 'MAINT APP REG' business function to appropriate staff. Please keep in mind that these staff will now be responsible for verifying the CID sent to WMS, since they are the only staff that will be able to cancel the APP REG and change the date.

2. The Implementation Team will provide a data cleanup report and instructions for cleaning up duplicate Office/Unit/Worker IDS in CONNECTIONS prior to Build 18.9 being implemented. Care must be taken to account for spaces in the WMS ID fields. The WMS field on the employee table is 13 characters long (3 for the agency, 5 for both the unit and worker). Commonly, only 9 characters are entered for this ID. Data analysis shows that the formatting of this ID is not consistent. This means that the unit and worker values could be separated by up to 4 spaces.
3. Please note that there is no cleanup required for the new FASP update to CCRS.