

# CONNECTIONS

*NYS Office of Children and Family Services*

---

## **CONNECTIONS Case Management (Build 18) Production Release**

**Planned Distribution Date: Friday, February 25, 2005**

# CONNECTIONS

*NYS Office of Children and Family Services*

---

The NYS OCFS CONNECTIONS Project is pleased to announce the production release of CONNECTIONS Case Management (Build 18) commencing at 6:00PM on Friday, February 25, 2005, and completing on Saturday, February 26, 2005 at 10:00AM. (Please note that the CONENCTIONS application will be unavailable during this timeframe.)

By February 26<sup>th</sup>, Case Management (Build 18) functionality will be available for use by the Oswego County Department of Social Services, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego. As previously communicated in the CONNECTIONS Weekly Update, the Case Management (Build 18) modifications to the functionality that supports CPS investigations and common functions will be available to *all* CONNECTIONS users. The attached document titled, ***CONNECTIONS Build 18 Production Implementation Statewide Users Day 1 Impacts*** (Appendix A), provides a detailed description of the Case Management (Build 18) software changes that will be seen by *all* CONNECTIONS users. We ask that this document be readily available to all users of the system. It should be noted that CONNECTIONS staff have rigorously tested the WMS interface in various testing environments, both on-site and in the Field Test environment, and have determined that the application is ready for production use.

In order to further prepare users for production implementation, a detail of the Build 18 Preview application and schedule, recommendations on how to best use the Preview application, Build Release Notes, a Case Readiness Checklist and a Day 1 Implementation Readiness Checklist, will be forthcoming within the next week.

It should be noted that in the preceding months, CONNECTIONS Technical, Production and Field staff have worked in partnership with staff from the Oswego County Department of Social Services, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego, testing application functionality as well as the interface between the CONNECTIONS application and the WMS legacy system.

We would like to take this opportunity to gratefully acknowledge and thank the agencies that participated in the field test; the Oswego County Department of Social Services, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego, for their steadfast commitment and joint collaboration.

# CONNECTIONS

*NYS Office of Children and Family Services*

---

As a reminder, if users have questions about local practice, policy or procedures, they should contact their immediate supervisor, questions about Intake reports, cross-reference and assignments should be called in to the on-call CPS monitor/supervisor at the NYS OCFS State Central Register at (518) 474-8350, questions about Clearance, RFI, Administrative Review and Fair Hearings should be called in to the Service Center at (518) 474-5297. For CONNECTIONS Case Management (Build 18) application functionality questions/issues please contact the NYS OFT Enterprise Help Desk at 1-800-NYS(697)-1323. All WMS and/or CCRS issues should be reported directly to NYS OCFS Information Technology Customer Support at 1-800-342-3727.

# CONNECTIONS

NYS Office of Children and Family Services

## Appendix A

### CONNECTIONS Build 18 Production Implementation Statewide Users Day 1 Impacts

On February 28, 2005, which denotes the first full work day after the release of the phased implementation of Build 18, Oswego County and some of their contract agencies will begin to complete work for Family Services cases in the CONNECTIONS application. Only Oswego County will have their open WMS services cases converted.

**On February 28<sup>th</sup> ALL Local Districts and Contract Agencies will see changes/modifications in the CONNECTIONS application. The following provides a summary of the changes in the CONNECTIONS application that will affect all CONNECTIONS users.**

#### I. CPS Changes

- **Assign Window** - This window will no longer allow the assignment of a Case Manager to Investigation Stages.
- **Closure Reasons** - The Closure Reasons on the Investigation Conclusion window will be revised to more accurately reflect the outcome of the Investigation Stage for in-process or new CPS Investigations. All CPS workers statewide must use the revised Closure Reasons in Investigation Conclusion as of 2/28/05. The table below provides pre and post 2/28/05 closure reasons and will assist workers with the transition to the new closure reasons. The left side of the table contains Pre 2/28/05 closures reasons; the right side contains corresponding Post 2/28/05 closure reasons. **Please Note: CPS workers must select "Case Open - CPS required" if there are any ongoing Child Welfare issues requiring assessment of safety or risk.**

Pre 2/28/05 Closure Reasons	Post 2/28/05 Closure Reasons
<b>UNFOUNDED DETERMINATIONS</b>	<b>UNFOUNDED DETERMINATIONS</b>
Close - No credible evidence	Closed - No services required OR Closed- Refused services OR Closed- Unable to contact/moved out of jurisdiction
Close - Unable to contact	Closed - Unable to contact/moved out of

# CONNECTIONS

NYS Office of Children and Family Services

	jurisdiction
Open - Court ordered services	Case open - Services
Open - Court ordered supervision	
Open - Voluntary services	
Open - Voluntary placement Open - Court Ordered Placement	
<b>INDICATED DETERMINATIONS</b>	<b>INDICATED DETERMINATIONS</b>
Close - Refuse service/unable to take legal action	Closed - Services refused/unable to take or continue legal action
Close - No services required	Closed - No services required
Close - Lost Contact	Closed - Unable to contact/moved out of jurisdiction
Close - Only child died	Closed - No surviving children
Open - Court ordered services	Case open - CPS required OR Case open - CPS not required
Open - Court ordered supervision	
Open - Voluntary services	
Open - Voluntary placement	
Open - Court ordered placement	

After 2/28/05, CPS workers must select a Post 2/28/05 Closure Reason for all new and in process investigations. This affects workers in **ALL** districts, regardless of whether their social services district has been converted or not. Note: If an Investigation was approved or pending approval before 2/28/05, the Investigation Conclusion window will contain the pre 2/28/05 Closure Reasons.

If a pending Investigation is rejected or invalidated, when the Investigation Conclusion window is subsequently opened, the selected pre 2/28/05 Closure Reason will be displayed *but will be displayed in red to indicate an error condition*. The worker must then click on the Closure Reason field and select a post 2/28/05 Closure Reason from the revised list in the drop-down box.

If an Investigation Conclusion has a pre 2/28/05 Closure Reason saved *but has not submitted for approval* the selected Closure Reason will be displayed in red and a post 2/28/05 Closure Reason must be selected before it can be submitted for approval.

## II. Changes for ALL Users

# CONNECTIONS

NYS Office of Children and Family Services

---

- **Language and Religion Values-** Language and Religion choices have been expanded to support efforts to increase access to services to individuals whose primary language is not English. New values are included in drop down lists in all CONNECTIONS stages where these demographics are recorded.
- **Build 18 Options -** In several areas of CONNECTIONS, users will see grayed out options that will become enabled once their district is converted. These areas include: Toolbar Intake Menu, Assigned Workload file, options and reports menus, and Case summary options menu.
- **Family Services Intakes (FSI) -** System edits will prevent agencies from submitting an FSI to a district that has not yet been converted. For further information and guidance concerning this topic, see 04-OCFS-INF-10, *Phased Implementation for the New Case Management System in CONNECTIONS Build 18*.
- **Case Search-** The ability to search for a CONNECTIONS Case using the WMS Case Number will be supported. If the WMS Case Number has been entered in the Investigation Conclusion, then Case Search via that number will return the case.
- **Unit Summary -** This window will display additional columns for Case Manager, Case Planner and Case Worker assignments.
- **Case Summary -** Security has been heightened on this window. CPS stages will only display for users with view CPS Business functions.
- **View Access to FSI/FSS -** Users in a non converted districts *may* access FSI/FSS stages for any cases in which they have a person in common with (implied role) or secondary assignment to a case in a converted district. For example, if you receive a secondary assignment on an investigation where the primary assignment goes to a converted district, and the primary district creates a FSI/FSS for that case, you will be able to see the FSI/FSS stages on the Case Summary Window. You will also be able to navigate to the details of the FSI/FSS Events. See the Build 18 Highlights Document for a description of the content of the FSI/FSS stages.
- **Local Templates -** changes were made to the local templates in the CPRS for the following districts: Delaware, Erie, Putnam, Suffolk and NYC. Schoharie's template has been withdrawn at the request of the district. The CPRS will display the revised local template for any investigations where the template is first saved on or after 2/28/05.

# CONNECTIONS

*NYS Office of Children and Family Services*

---