

CONNECTIONS

NYS Office of Children and Family Services

Frequently Asked Questions on Interfaces: Build 18

Question:

What is used as the start date (application date in WMS) now that cases are initiated in CONNECTIONS?

Answer:

The date entered in the FSI field labeled “Date Signed Application Received by LDSS” is the date that is passed to WMS to open the services case. **Be very aware of this date**, as you cannot change it once you progress the FSI to an FSS.

Question:

What, exactly, is exchanged between CONNECTIONS and WMS?

Answer:

For a WMS case to be opened from CONNECTIONS, there must be a Family Services Stage created. This stage can either be a Child Welfare Services (CWS) type or a Child Case Record (CCR) Type or, for New York City only, Advocates Preventive (ADVPO) type. Once the Primary Caretaker has been identified, the APP REG button appears to the LDSS worker. Once this button is pressed, the following information is sent to WMS immediately:

- Local District
- Case Manager for the FSS; Office/Unit/Worker ID from the Staff Detail Window in CONNECTIONS
- Application Date (for an FSS/CWS, this is the “Date Signed Application Received by LDSS” in the Family Services Intake (FSI)). Users should enter CID in this field. For an FSS/CCR, the date the CCR is created is sent as the application date. NOTE: The child is end-dated in the family of origin case when a CCR is created.
- Case Type (services = 40)
- Service Indicator
- Case Participant information:
 - Primary Caretaker Name (for WMS case name) and address (for WMS Case address)
 - Case participant demographic information: First Name, First letter of Middle Name (or Middle Initial), Last Name, Suffix, Date of birth (or approximate age), Sex and Social Security Number.

Case maintenance in CONNECTIONS will send the following information to WMS:

- Case Manager for the FSS; Office/Unit/Worker ID from the Staff Detail Window in CONNECTIONS.
- Case participant demographic information (see above); no address information is sent to WMS post-APP REG.
- Additions of people to the case
- End-dating of people in the case

CONNECTIONS

NYS Office of Children and Family Services

Question:

What is the impact of the CONNECTIONS/WMS Interface on WMS?

Answer:

- Once your District WMS cases have been converted to CONNECTIONS, you can no longer change First Name, Middle Initial, Last Name (including suffix), Date of Birth, Sex, or Social Security number in WMS. You must make these changes in CONNECTIONS.
- You cannot close a services case in WMS when the CONNECTIONS case is still open.
- A clearance report will still be printed on the WMS printer when you initiate a new case in CONNECTIONS or add a person to a case in CONNECTIONS. Full Data Entry must still be completed in WMS.
- An authorization will still be printed on the WMS printer when you change any of the interfaced fields in CONNECTIONS. You may see more authorizations printed because rather than performing changes on multiple people in the case at the same time, you must make each individual's changes separate from other individual's changes.
- Line number in WMS is assigned by the order in which case members are entered to the system either in CPS Intake or in the Family Services Intake. The order on the CONNECTIONS FSS screen does not necessarily reflect the line order in WMS.

Question:

In a WMS Services Authorization, what does a CCRS code 'Y' or 'Z' stand for?

Answer:

Z = Known to CONNECTIONS and the CONNECTIONS case is open; Y = Known to CONNECTIONS and the CONNECTIONS case is closed. WMS users could see this information on a data entry screen. This field also prints on the LDSS 2970 form.

Question:

When does the "APP REG" button appear in CONNECTIONS?

Answer:

When an FSI is progressed to an FSS and the primary caretaker, if any, has been assigned, the APP REG button will appear on the Family Services Stage Composition Screen. In addition, when a Child Case Record is created, the APP REG button will appear. Please note that Voluntary Agencies will never see the APP REG button; the button is only visible to Local District Workers.

CONNECTIONS

NYS Office of Children and Family Services

Question:

When does the “WMS SYNCH” button appear in CONNECTIONS?

Answer:

The “WMS SYNCH” button will appear on the FSS Stage Composition screen in the following instances:

- The LDSS worker (Case Manager) will see the WMS SYNCH button when a Voluntary Worker has added or end-dated a person in the case.
- Any worker with a role in the case will see the WMS SYNCH button when a change was made in CONNECTIONS, sent to WMS, and the transaction was cancelled in WMS (“Cancel PEND”).
- Any worker with a role in the case will see the WMS SYNCH button when a change was made in CONNECTIONS but was not accepted by WMS, for example, the change was made on a person in a non-services case. (Upstate)

Please note that changing demographic information in the system and pressing the SAVE button automatically sends the changes to WMS. The WMS SYNCH button will not appear since the information has been sent through the SAVE transaction.

Question:

What information is passed from WMS to CONNECTIONS?

Answer:

Changes to demographics on people in non-services cases who are known to CONNECTIONS will update CONNECTIONS in a nightly batch process. In the instance of new CONNECTIONS cases or additions of people to CONNECTIONS cases, the nightly batch program will pass CINS on the people in the case and the WMS case number. Please note that CINS can no longer be manually entered in CONNECTIONS; the WMS Interface automatically updates them.

Question:

If Voluntary Workers change demographic information, does it automatically update WMS or does an LDSS worker only have the permission to do this?

Answer:

The system does not prohibit Voluntary Workers with a role in the case from changing demographic information. Name, Dates of Birth, Sex, and Social Security Numbers will be sent immediately by the interface to WMS when the Voluntary Worker presses “SAVE”. However, if a Voluntary Worker adds a case member or end-dates a case member, the Case Manager receives an alert and must go into the FSS Stage Composition and press the WMS SYNCH button or reverse the change, if necessary.

CONNECTIONS

NYS Office of Children and Family Services

Question:

Does the interface automatically close the WMS case when I close the CONNECTIONS case?

Answer:

No, the WMS case will stay open until a user manually closes the case in WMS. The case cannot be closed in WMS until the CONNECTIONS case is closed, however.

Question:

If the CONNECTIONS case closes but we are providing Title XX/Low Income Day Care to the family, what do we do with the WMS case?

Answer:

If Title XX/Low Income Day Care and/or Adult Services are the only services being provided, the case should be closed in WMS and reopened with just the Title XX/Low Income Day Care and/or Adult Services service types.

Question:

I am confused by some of the messages I receive back from WMS.

Answer:

For the first time, users who previously used only WMS may have to learn how to use CONNECTIONS and vice versa. Users who never used WMS in the past will see WMS messages sent back to CONNECTIONS through the two-way interface and they need to become familiar with errors and warnings.

Question:

I changed the birth date of the children in my CONNECTIONS case and I got a message that they were involved in a Non-Services case. However, it did update my changes in CONNECTIONS.

Answer:

Any change to interfaced fields updates CONNECTIONS **whether or not the change is accepted in WMS**. It is the responsibility of the Case Manager to reconcile any differences between CONNECTIONS and WMS. At the end of every month, the WMS Discrepancy Report will be generated which documents out of synch conditions between the two systems. This report will assist supervisors and Case Managers in resolving any outstanding differences, for example, with non-Services workers.

Question:

All of a sudden, my WMS printer is going crazy. Does CONNECTIONS trigger reports to print on the WMS printer?

CONNECTIONS

NYS Office of Children and Family Services

Answer:

Yes, Clearance reports for new cases/case members, and service authorizations for changes will continue to route to the WMS printers. You will see more paper generated because you need to make individual person changes in CONNECTIONS vs. changing information on multiple people in WMS. For example, you change the DOB and the SSN on the mother in CONNECTIONS. You must save those changes before you move to enter a change on a child in the same case. These two transactions will generate 2 authorizations on the WMS printer.