

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Case Management (Build 18) Implementation Issues Version 16 ~ 1/17/06

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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. 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 the internal tracking number of that request.

Please note: The described “Action to be Taken” is not a permanent fix to the issue and is 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 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**. 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.

General Information About Build 18...

Build 18 was deployed to the field on the weekend of February 28, 2005, however. 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, August 1st, August 15th, August 29th, September 12th, September 28th, October 24th, November 10th, December 2nd and January 3rd. 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.

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<i>Users Affected</i>	<i>What is Affected</i>	<i>Implementation Issues</i>	<i>Action to be Taken</i>	<i>Status</i>	<i>SIR</i>
All	FASP Reassessment	Users are seeing that the due date on an in process or coming due Reassessment FASP was changed from 180 days to 210 days.	With the implementation of Build 18.7 there is a change in the date the <i>first</i> Reassessment FASP is due. Previously, the first Reassessment FASP was due six (6) months from the Case Initiation Date (CID) (Day 180). In order to support the new timeframes taking effect as a result of the Permanency Bill, the due date for this FASP is 210 days from the CID. Subsequent Reassessment FASPs are due every six (6) months thereafter.		No SIR logged; this is an information only posting
All	Progress Notes	When there are more than 400 entries in Progress Notes the user is sometimes unable to see the New Progress Note they just entered in the active Progress Note window.	When the user accesses the progress notes tab and more than 400 notes exist, they receive a message: " <i>The number of progress notes found is greater than can be displayed in the grid. Please refine search criteria.</i> " After the user saves a progress note, the list is refreshed, there is no message to 'advise' the user to refine search criteria. For viewing the new note, the user must enter a range of dates in the search criteria that includes the Event Date of the desired new note, and that returns less than 400 entries.		No SIR logged; this is an information only posting
Historical Case Manager	Closed FASP	When attempting to view or print a completed FASP from a closed case, users are attempting to access the FASP from the tree.	The FASP cannot be viewed from the FASP tree for closed cases; this is by design. Users must go through the Event List to view or print an approved FASP on a closed case. To access the approved FASPs, complete an <i>Event Search</i> to find the FASP events and then select the <i>FASP Submitted for Approval</i> event in the returned list to view each approved FASP in a case.		No SIR logged; this is an information only posting
All	FASP Non-LDSS Custody	An error is received when the address on the Non-LDSS Custody Appropriateness of Alternative Setting Tab exceeds 25 characters.	User should enter the address with 25 or less characters.	NEW	3901
All	Progress Notes	Multiple Progress Notes entered with the same Event Date with no event time display in random order when the user searches on that Event Date within the Progress Notes window.	It is recommended the user enter approximate times for each Event Date entry to create the preferred order.	NEW	3880
NYC only	FSS	Multiple FSS's are being created on the same families within agency A66. A66 is all one district with different boroughs of A70, A71, A72, A73, A74 and A75 (OCI).	The ACS Worker should review the Case Summary to determine if an open FSS exists in another burrough. If an Open FSS is found, the Case Manager or Case Worker on the FSI should contact the Case Manager with the Open FSS to discuss disposition of the new FSI or FSS.	NEW	3618

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All	FASP Approvals	Supervisor did not receive the Approval ToDo when a FASP was submitted for approval. The Case Todo's were checked and no Task Todo's for the stage/case exist even though the FASP shows a Pending Approval.	It is recommended that the user invalidate the pending approval by making a minor change to the case (i.e. add a space, delete a period) and resubmit the stage to their supervisor for approval.	NEW	3360
All	Progress Notes	When the user selects Print All on a case with more than 400 progress notes there is a long delay while the report is being called up.	For printing it is recommended that users enter a 30 day date range in the search criteria. Users should check that the last entry contains all notes entered on the last date in the selected range. Once these notes have been printed the user must then enter a new 30 day range of dates beginning with the day following the previous date range. This procedure should continue until all notes in a case are printed.		3747
Case Planner	Check FASP Detail	In the Check FASP Detail list of incomplete components the Case Planner Summary is not identified as being incomplete by node and tab. The Case Planner Summary appears on the following nodes and tabs: →Family Update/Case Update tab →Assessment Analysis/ Family View/Child View tab →Assessment Analysis/Behavioral Concerns and Contributing Factors tab →Assessment Analysis/Strengths tab →Assessment Analysis/Needed Improvements/ Changes tab →Service Plan/Family Involvement pushbutton	An enhancement SIR has been submitted to identify the Case Planner Summary in the list of incomplete components. In the interim, the Case Planner should look at the Case Planner Summary checkbox on the tabs within the node to determine if the Case Planner Summary has been completed. If the checkbox is not checked, the CP must launch the CP Summary and save.		3511
Case Planner	FASP	Users have reported that they are unable to submit a completed FASP for approval even though all required FASP components are complete, a CID has been established., and the user is the Case Planner or Case Manager for the stage.	An enhancement SIR has been submitted to display a message notifying the user that the FASP due date is more than 30 days from today and referring them to the Service Plan Review tab for the due date of the In Process FASP. In the interim, Check that: a. all required FASP components are complete and a CID has been established. b. user is the Case Planner or Case Manager for the stage. c. the FASP due date is 30 days or less from today's date (The In Process FASP due date can be identified on the Service Plan Review tab of the FSS stage.)		3508

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Case Planner	FASP and PA	When recording the closing of the FSS through a Plan Amendment or within the FASP, the system is looking for one active O&A Block before the Plan Amendment or FASP can be submitted for approval. If the Case Planner marks the status of all the O&A Blocks as "Achieved" or "Discontinued", the FASP or PA is not able to be submitted for approval. This SIR will allow the FASP to be submitted when the O & A blocks are all "Achieved" or "Discontinued".	The Case Planner should keep one of the O&A Blocks as "Retained" or "Modified" or "New" (Close case). The Case Planner should note the achievement status in a Progress Note or as a response in a Case Closing question in that portion of the Service Plan.		3335
SCR	Intake	Unable to merge a new CPS intake to an open FSI stage when it is linked to either an open or closed CPS INV stage. When the intake is categorized as ADD INFO it is unable to be recorded in CONNECTIONS.	In the case of a subsequent report, the SCR will transmit the case as Initial and note in the misc. area the case number of the case that did not allow the merge. In the case of an ADD INFO, the SCR will contact the district and give the information verbally.		3283
Case Planner	SPR	When saving the invitees for an SPR, the list of invitees disappears. In addition, the outside participant push button does not enable until the other invitees are saved.	After saving the invitees, users must close out of the window. Users must then select the SPR activity then go to the SPR Detail in order to have the SPR scheduling tab information on the same SPR detail as the invitees. Once that is complete, the user must save, close out and select the same SPR activity again and go to the SPR Detail to have the invitees, the outside participant invitees and the SPR schedule information all in one SPR activity.		3280
Case Planner	SPR	SPR Invitees list for Worker does not include the role of CPS Worker/Monitor.	Case Planner should add the CPS Worker/Monitor in the Outside Participants field.		3279
Case Planner	FASP Service Plan	FASP can be submitted without the Family Involvement Case Planner Summary being launched in the Service Plan. Family Involvement in the Service Plan is required.	Case Planner should enter the families involvement with case planning in the Family Involvement Case Planner Summary before submitting a FASP for approval.		3278
All	Map Info	When validating addresses which are OUT OF STATE, the County field is blank. Since the County field is required to SAVE and ASSIGN user receives an error message.	User must select OUT OF STATE from the drop-down list to complete the validation. If the out of state address cannot be validated a message is returned that says "Unable to validate address. Change address or Save if known to be correct."		3276

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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.	In order to make 8D payments in WMS, the case needs to be closed as a CCR and opened as a CWS. The teen mom would still be recorded as the tracked child in the CWS but , since FASP questions regarding adoption milestones do not appear on the CWS stage, progress note entries are currently the only means to capture this information. In Build 19, the untracked child of a minor freed parent in foster care will be accommodated in the CCR, allowing 8D payments and appropriate FASP adoption milestone questions to be answered.		3113
Intake worker	FSI	When a supervisor attempts to split 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/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
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
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/ 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
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

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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. Users may create a To-Do with the case name and number by highlighting an existing To-Do for that case and selecting 'File' and 'New Using'. This will create a To-Do with the IDs and names.		1331