V1.4

CONNECTIONS

System Build 18
Job Aid

Conversion Issues

CONNECTIONS Training Project
SUNY Training Strategies Group

CONNECTIONS - System Build 18 Job Aid
Conversion Issues
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This job aid is available online:

- In the Public Folders:
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- On the OCFS CONNECTIONS Intranet site:
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The OCFS CONNECTIONS Intranet site also contains information about CONNECTIONS training.

> **Any visible identifying data
> in this Job Aid is simulated.**

Introduction

This Job Aid provides information about the conversion between CONNECTIONS and the Legacy Systems introduced with Build 18.

Specifically, this Job Aid contains information about:

- the Legacy Systems; and
- data conversion to CONNECTIONS.

Conversion

Conversion provides a way for two systems to transfer data and communicate with each other. With the implementation of Build 18, Conversion will occur when limited data is brought over to CONNECTIONS from the Welfare Management System (WMS) and the Child Care Review Service (CCRS). Conversion for CONNECTIONS is a one-time-only process happening on Day One of Implementation, based on the Phased Implementation schedule.

If an incorrect case is linked, you can remove the link. (See the Family Services Intake module in the *CONNECTIONS Case Management Step-by-Step Guide* for details.)

Welfare Management System (WMS)	WMS tracks collects, records and tracks specific information, including case and child demographics, eligibility data and authorizations for services being provided to children and families.
Child Care Review Service (CCRS)	CCRS records the tracking of children in receipt of Child Welfare Services (children in receipt of preventive, protective or foster care services) additional child demographics and case information and tracks all child movements (placements), legal and adoption activities, and assessment and service plans for tracked children. It is also the source of data for the Adoption Monitoring System (AMS).

In order to reduce the need for Child Welfare staff to re-enter existing data, as well as to promote consistency between WMS/CCRS and CONNECTIONS, an automated batch Conversion process will occur. This process will incorporate WMS Services case and person data into CONNECTIONS; information is also pulled from CCRS.

Data converts when a WMS Services case exists; a corresponding CONNECTIONS case may or may *not* exist. Where matches are found, the WMS case converts to an existing case in CONNECTIONS and creates an FSI and an FSS in CONNECTIONS from the WMS case information. If the WMS case does *not* match an existing case in CONNECTIONS, a new case with an FSI and FSS is created. This follows the rule that only one FSI can exist per case per district.

After Conversion is complete for all districts, a batch program will run to close all open cases that have no open stages.

Interim Period of Dual Entry
in CONNECTIONS and CCRS

From the time Build 18 is implemented and until the implementation of Build 19, workers continue to complete all CCRS components: Registration, Assessment and Service Plans and Legal, Movement and Adoption activities. After Conversion, it is necessary to keep the shared data between CCRS and CONNECTIONS in synch.

Workers continue to receive cues from CCRS for the entry of Family Assessment and Service Plan (FASP) data; certain FASP data must be recorded in both CCRS and CONNECTIONS. Converted CCRS information creates the timeline for FASP completion, based on the Case Initiation Date (CID).

Conversion to CONNECTIONS

All converted cases have an FSI and are automatically progressed to FSS/CWS or FSS/CCR stages, as appropriate. ADVPO cases convert with a Stage Type of Preventive Only. Once converted, a Local District may no longer initiate a Services case in WMS.

Conversion provides information to CONNECTIONS when the following conditions are found in WMS for Child Welfare cases:

- Open status cases (with or without current authorizations)

- Service Types of Foster Care, Protective, Preventive and Adoption (Adoption cases with 01/08 are converted from WMS). In CONNECTIONS, an FSS/CWS stage with a 01/08 Service Type will automatically close and open as a CCR stage. WMS cases containing an Adoption Subsidy will not be converted until Build 19.

> If any FSIs and FSSs created from WMS cases are really Non-Child Welfare Services (e.g., OTI, COI, ICPC or ADVPO), you need to close the FSS and open a new FSI with the correct case type.

New Family Services Stages are linked to a Case Number in WMS. CPS workers have been recording the Case Number in CONNECTIONS; with Build 18 this will not be required. The FSS **Case Summary** tab displays the active WMS Case Number in the **Local Case Number** field; this is populated automatically and cannot be modified.

Conversion compares or adds basic demographics (Name, Date of Birth, Sex, CIN, Social Security number and Person ID) from the individuals in the WMS Services case to the CONNECTIONS case. When a match is found, WMS demographics *may* overwrite any conflicting data in the CONNECTIONS case, including any data contained in closed Investigation stages. *(Conversion does not overwrite address information.)* Workers can select the correct demographics and update the Legacy system and/or CONNECTIONS with any changes to demographics.

> Updates to the Legacy system demographic data are subject to the Upstate WMS Case Type Hierarchy rules for update; modifications cannot be made to any case/person with a link to a Non-Services case (e.g., an active Public Assistance case).
>
> This rule *does not* apply to New York City.

Once the case and FSI/FSS structure are created, the individuals from the WMS case may be linked to an existing Person ID (PID) in CONNECTIONS, or it may have been necessary to create new PIDs to store in CONNECTIONS and insert into the FSI/FSS. All of the individuals in these stages are linked to a corresponding person in WMS, as identified by a CIN. The WMS Client Identification Number (CIN) is retained

by each individual in CONNECTIONS; the WMS CIN cannot be changed in CONNECTIONS post-Conversion.

If two WMS cases exist for the same CONNECTIONS case, a match is created on the first case listed in WMS and a new CONNECTIONS case is created for the second WMS case.

Case Verification

A WMS Case is matched to a CONNECTIONS case under the following circumstances:

| The WMS district matches the CONNECTIONS district *and* the WMS Case Number is present in CONNECTIONS (as a result of the entry on the CPS *Investigation Conclusion* window).

OR

The WMS district matches the CONNECTIONS district *and* the CONNECTIONS Case ID is present in the WMS Related Case field. | **A N D** | At least one member of the WMS case exists in the CONNECTIONS stage composition. This is based on the Client Identification Number (CIN) which matches on the first initial of the first name and year of birth.

OR

If no CIN exists, at least one member of the WMS case has a matching exact name and year of birth in the CONNECTIONS stage. |

If a match is *not* found on any of the above circumstances, a new CONNECTIONS case will be created.

Person Verification

If any of the following conditions are met, a CONNECTIONS person is matched to a WMS Person (numbered below in order of what the process searches for):

1. If the CIN is a match, an additional validation matches the *initial* of the first name **and** *year of birth* (e.g., 20001031=CIN, M=first initial and 1962=year of birth). If Conversion matches the CIN on the *Person Identifiers* window in CONNECTIONS, the process will update or enter a CIN.

2. If no match is found in Step 1, the Conversion process searches the CONNECTIONS case for an individual in the case with an *exact* match on the *full* name **and** *date of birth* (e.g., Maria Antonio=full name and 12/28/62=date of birth).

3. If no match is found within a case, the process searches for a match based on CIN in the entire CONNECTIONS database.
   —OR—
   The process searches for an exact match of the full name and date of birth in the entire CONNECTIONS database. If a match is found on the full name and date of birth, *without* a CIN match, the person found in CONNECTIONS with the incorrect CIN is end-dated and

An important activity prior to *and* after the initial Conversion process is to merge multiple people or cases into *one* person/case.
(More information about Person Merge/Split and Case Merge/Split is available on the OCFS CONNECTIONS intranet site.)

For all WMS case participants *not* found in CONNECTIONS, the WMS information for the Line 1 Person is recorded. All other demographics from WMS are inserted into the new person record.

For WMS case participants who *are* found in CONNECTIONS, all CONNECTIONS data is based on the WMS data.

a new member is added with the correct CIN as found in WMS.

4. If no match is found (or multiple matches are found), a new CONNECTIONS person record is created.

If a match is found with one person in the CONNECTIONS case, all WMS case members are converted. The process fails if more than 20 individuals are listed on the **Stage Composition** tab or if there are more than 20 individual lines in WMS. The following message displays:

"Maximum number of persons on Stage Comp cannot exceed 20."

Worker Verification

The following worker information from the *Staff Detail* window is queried for *both* the WMS Caseworker *and* the CCRS Office, Unit and Worker (from the Service Plan):

1. The process matches the WMS District Office/Unit/Worker to a CONNECTIONS WMS ID with a cross-reference to the worker's Person Identification number (PID) on the CONNECTIONS *Staff Detail* window.

2. The process matches the Unit/Worker structure in CONNECTIONS on the *Staff Detail* window to the Unit/Worker structure in CCRS on the service plan (Screen G) in the Agency/Worker/Unit.

Converted cases are placed on the *Assigned Workload* of any workers found in the verification process. If a match is not found, cases are placed on the Conversion Workload. Each Conversion Workload contains a Unit Approver who can reassign stages. **Other than reassigning it to the appropriate worker, an FSS stage must not be modified while it is on the Conversion Workload.**

> Local Districts are responsible for ensuring data integrity between WMS and CONNECTIONS.
>
> Voluntary Agencies need to work with their corresponding Local Districts to make certain that the correct Voluntary Agency Worker Identification Number is recorded in CCRS for each case, since most Voluntary Agencies do not have access to CCRS.

If the WMS Caseworker is found in the specific district, that worker is automatically assigned as the Case Manager. The Local District worker assigned as the Case Manager in the FSS is the Caseworker/Historical Caseworker in the FSI from which the FSS was progressed. If the FSS is initially placed on a Conversion Workload, the Conversion worker is listed as the historical caseworker for the FSI.

If the in-district Local District and/or agency CCRS worker(s) is found in the system, that worker is automatically assigned as a Caseworker. Any other Local District worker from the district in which the stage is created is assigned the role of Caseworker (if they have a role in the case). Conversion does not allow case assignment to a Local District worker in another district.

Conversion may also be able to determine the Case Planner. If one Voluntary Agency worker is listed in CCRS for the oldest child in care (or if no children are in care, matching is based on the oldest child), that worker is automatically assigned as the Case Planner; if more than one Voluntary Agency worker is listed as the Case Planner on that child in CCRS, those workers are automatically assigned as Caseworkers and no Case Planner is assigned. If no Case Planner is found for any child in the agency with planning authority, the case is placed on that agency's Conversion Workload.

Worker Responsibilities for Conversion

A worker can determine which cases were converted by viewing the **Narrative** tab in the FSI. Converted cases display the following label:

"Created by Conversion MM/DD/YYYY<time>"

For an FSS created from Conversion, the following label displays at the top of the FASP tree:

"Converted"

On Day One of Conversion for a particular district or agency, workers should perform the following activities:

1. Verify that the correct Case Manager is assigned to each Family Services Stage. If the correct Case Manager is not assigned, reassign the Case Manager role. **Do not update/modify cases prior to reassignment.**

2. Verify that any other workers assigned (e.g., Case Planner or Caseworker) to a converted case have the correct case(s) on their respective *Assigned Workload*s. This can be verified by checking the *Assigned Workload* or the FSS *Case Summary* window.

3. Reassign cases placed on the Conversion Workload to the correct worker(s), as appropriate. There will be four Conversion workers established for each Conversion entity (District for upstate; Office/Unit locations for New York City); these are not actual people, but fictitious workloads to help organize the cases that have not been matched to an actual worker. The letters of the alphabet differentiate the four workers so that all cases where the last name begins with: **A**-**G**, **H**-**N**, **O**-**S**, **T**-**Z**, will be on the same Conversion Workload.

4. Assign a Primary Caretaker (or select the **No Primary Caretaker Exists** check box) and assign a Secondary Caretaker, if applicable.

5. If appropriate, Associate workers to children.

6. Complete the Family Relationship Matrix.

7. Update/validate any demographic information in CONNECTIONS (e.g., each unknown person should be identified with an actual name or merged into an existing person); this includes modifying Case Names, if appropriate, and verifying the recorded Date of Birth of any tracked children.

8. Verify data that has been brought forward from CCRS into CONNECTIONS (e.g., Program Choice(s) or Permanency Planning Goal); if modifications are necessary, make sure to update CCRS as well so both systems are in synch.

9. Launch any coming due FASPs that are within the launch timeframes. The Conversion program populates the FASP tree with the last due FASP. If you have already completed the FASP that is listed as being due

Refer to Appendix A: Converted Data to see what information is converted.

Refer to the information starting on page 5 for details on how information about cases, people and workers is matched.

The Permanency Planning Goal(s) cannot be modified for any child 18 years of age and older. In this case, you should call the NYS Enterprise Help Desk for a Data Fix.

(either by completing the UCR or completing the FASP in the Preview Application, printing it and filing it in the external case record), then type the following sentence in the Case Planner Summary: *"This UCR/FASP was completed and is in Case Folder."* When the next FASP due is launched, this FASP will convert to Template. You should note in Progress Notes that the FASP was completed and is located in the external case record.

10. Create Child Case Records (CCRs) for children in foster care who have been legally freed for adoption.

11. If applicable, mark cases as "Sensitive."

The following are some things to check for if your cases are not converting to your *Assigned Workload*:

- Review the Conversion Audit report to see which workload the case was assigned to during the Conversion Process.

- Check your *Assigned Workload* to make sure you have been assigned the correct cases.

- Verify that all workers have been correctly assigned. Agency Case Planners and Caseworkers can only assign workers in their own agency.

- Have your supervisor check the Conversion Workload; a new case may have been created and then that case will need to be assigned to you.

- Check WMS to make sure there is an open Child Welfare Services case.

- Conduct a Case/Person Search in CONNECTIONS to see if the case has been assigned to another worker. If assigned in error, contact the worker requesting s/he assign the stage to you. If you are the Case Planner, contact the Case Manager to request that s/he assign you a role in the stage.

- Verify that accurate demographic information is recorded in CONNECTIONS for a successful match with WMS.

> The Preview Application can assist you in preparing for Build 18 implementation by allowing you to see how your *Assigned Workload* will look with converted data.

Conversion Reports

The CONNECTIONS project team produces data cleanup reports to support the resolution of differences by allowing Legacy System individuals to be linked to people who are known to the CONNECTIONS database.

Conversion Planning Report

This report is produced on a monthly basis (on the third Monday of the month) for each district. It summarizes the outcome of each record (new or updated) showing if (and how) the cases and people within the cases match up to existing data in CONNECTIONS, as well as if (and how) staff will be assigned to these cases upon Conversion. For every active WMS Services Case with a Direct Service (08, 17, 25, or 26), case and individual data are converted. The report contains the Conversion status, including the WMS Case Number. Data on active individuals includes CIN, Name, DOB, PID and Program Choice from CCRS and whether the case is an FSS/CWS or FSS/CCR.

Conversion Audit Report

This report contains the same information in the Conversion Planning report but it is generated on Day One of Conversion to show what was converted.

Updates to Online Help

Online Help will be updated to reflect enhancements made to the CONNECTIONS system in Build 18. These enhancements include Interfaces and Conversion.

Appendix A:
Converted Data

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
FSI Narrative	**Type of Services Requested**	WMS	The Type of Services is "Child Welfare Services." **For ACS**: In District A66, if the WMS Service Type is only a 25 or 26, the Type of Service Requested is "Advocates Preventive Only."
	Narrative entry		The narrative displays an entry as: "Created by conversion, MM/DD/YYYY HH:MI:SEC"; this field cannot be modified.
	Stored data		Stored system data includes the Stage ID, Case ID, Worker ID, Worker Name, Unit and District or Agency. The current Type of Services Requested is stored with the date of Conversion. The history of the Type of Services Requested is stored with the beginning and ending dates of the date of Conversion.
FSI Source	**Intake Date and Time**		This field is pre-filled with the date and time of Conversion.
	Intake Method		The method is pre-filled with "Other."
	Worker ID, Worker address, phone, and name		FSI Source information related to the worker is stored in the *Incoming Detail* window as indicated by "B18 Reporter, Worker <district>."
	Sex		The Sex field is pre-filled as "Unknown."
	Address		The default converted address is 52 Washington St., Rensselaer, NY 12144, Rensselaer county, with an Address Type of "Business."
FSI Person Demographics	**Name**		The fields include the first and last names.
	Sex	WMS	If a sex is recorded, converts as Male or Female.
	Language, Religion, Age, Marital Status, SSN and Date of Death		If this information is in WMS, it will be pre-filled with this converted data (e.g., the age field is based on the date of birth).

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
	Date of Birth (or approximate indicator)	WMS or CCRS	An exact or approximate (i.e., 01/01/1960) date of birth displays.
	Race and Ethnicity	WMS	The recorded Race and Ethnicity display for each person.
	Incoming Detail		Contains person information from CONNECTIONS, which can also include Converted data.
FSI Address	**Street1, City, State, Zip, and County**	WMS	The address is derived from WMS.
	Address type		The address type pre-fills as "Residence."
	Primary Address	WMS	Only one address may be the Primary address, which is the address of the WMS Line 1 Person.
	Start Date		The start date is system-generated. If the address matches what is already in CONNECTIONS, the start date will *not* be replaced by the Conversion date.
FSI Phone	**Phone**	WMS	This field is pre-filled if the information is available from either WMS or CONNECTIONS.
FSI Select Decision	**Preventive Services**	WMS	This field is pre-filled with "No."
	FSI Decision		The decision is "Open Family Services Stage" for all converted cases.
	Date LDSS Received Application Signed by Parent	WMS	The date is derived from the WMS Date of Application.
	Date Application Sent	WMS	The date is derived from the WMS Date of Application.
FSI Request Family Services Stage	**Worker ID, Name, Unit and District**		These fields are indicated by Conversion Worker ID, "Conversion Worker" label, and the name of the Local District (no Unit #).
	Case To-Do		A Case To-Do is added: *"Conversion progressed the FSI to FSS for Case # XXXX."*
	Person Demographics tab		When the Stage Progression process is complete, all the information contained in the FSI stage is frozen and cannot be modified. (The exception is the Person Demographics; the **Person**

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
			Demographics tab always displays the current demographic information for each person. If the demographics for a person in the FSI are modified in subsequent stages in which that person is involved, the modified demographics display on the **Person Demographics** tab.)
FSS	**Heading**		The window displays a label that this is a converted stage: "Converted."
	CID date		The CID is listed in the FSS heading.
	Stage Name		The Stage Name is filled with the name of the first person entered into the FSI (Line 1 of the WMS case if unmatched; CONNECTIONS Case Name if matched.)
	Case To-Do		*"A Family Services Stage xxxxx has been created for <name of case>."*
Stage Progression Process	**Historical Worker**	WMS	An historical worker is derived from WMS; this may be "Conversion Worker" if unmatched with role of "Historical Caseworker."
	Historical Jurisdiction		The jurisdiction is the Local District Code; Agency is pre-filled with Agency Code.
	Case Manager	WMS	The Case Manager is derived from WMS as the Local District worker.
	Date Last Update		The date is based on the date of Conversion.
	Stage Name	WMS	The WMS Case Name is the Stage Name.
	Start Date		The Start Date is the Conversion Date.
	COMM/District		The COMM/District is blank.
	Person ID		The Person ID is derived from CCRS/ CONNECTIONS.
	To-Do Generation		If the Conversion Date minus the CID is less than or equal to 30 days, the system sends a 30 day notice for the Initial FASP. A Task To-Do is sent if the Comprehensive FASP must be completed; only the FASP that is due at the time of Conversion generates a Task To-Do.
FASP Header	**FASP Types**		Depending on the timing between the CID and Conversion date, the Initial and/or Reassessment FASP Types can be generated.

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
	Alert		For an Initial FASP, the following message is sent to the Case Manager if the due date of the FASP is 30 days or less from the Conversion date:
			"Initial FASP is due and must be submitted to Supervisor for approval."
			The due date for the Initial FASP is 30 days after the CID.
			The due date of the Comprehensive FASP is 90 days after the CID.
			The due date of the first Reassessment is six months after the CID. The due date of all subsequent Reassessment FASPs is six months after the due date of the preceding FASP.
			For a Reassessment FASP, the following message is sent to all workers with a role in that FSS:
			"A Reassessment FASP is coming due and available to launch."
Reassessment FASP Header	**Date of Last Update**		The date is equal to the current system date.
	Event ID		There is no value for the Event ID; this is populated when a FASP is launched.
	FASP Type		The FASP Type displays as RSS (Reassessment).
	Status		The FASP status is "NL" (Not Launched).
	Due Date		The due date is calculated and populated by adding six months to the latest FASP due date.
	Launch Date		The launch date has no value (since it is populated when a FASP is launched).
	Approval Date		An approval date contains no value, since it is populated when a FASP is approved.
	FASP Source ID Current Indicator		The FASP Source ID contains no value.
CID	**Calculate/Update CID**	CCRS or WMS	The CID is extracted from CCRS; if there is no data in CCRS, the CID is pulled from the WMS Application Date. The CID cannot be modified.

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
FASP due date	**Next FASP Due Date**	CCRS or WMS	Calculated based on timing from previously due FASPs.
	Date of Application		This is based on the WMS Application Date; this field is not modifiable. The Date of Application triggers the CID *only* if there is no CID from CCRS. The creation date of the FSS/CCR stage is the Application Date, the following label displays on the *FASP* window: *"Date of first Child Welfare App."*
	Date of Indication		The Date of Indication is blank; this cannot be recorded for Converted cases.
Stage Composition tab (*Values are derived from the FSI, unless otherwise noted.*)	**Person List**	WMS	The WMS Line 1 Person is the first person entered into the FSI and FSS. Any remaining persons are listed per the order in the WMS case.
	Merge/Split Indicator		The Merge/Split indicator displays either as blank or "Y" (Yes) if a merge/split has been completed in the FSI.
	Related/Viewed		Abbreviations display as "R" (for related) or "V" (for viewed).
	PC/SC		The values for Primary Caretaker and/or Secondary Caretaker are blank.
	Phone, Type, Date Added		If the information is available, these fields will pre-fill. Otherwise, they will be blank.
	Person Identifiers	WMS	Converted data includes: - Invalid Indicator - Identifier Type to include all established identifiers - Services CIN - The Start Date The validated date from WMS for an established CONNECTIONS person OR Conversion date for a new CONNECTIONS person - End Date - Comments: "Conversion Verified"

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
	Family Services Assign	WMS	WMS Local District worker=Case Manager (On the first day of Conversion, assign a Case Planner.) CCRS "J"=CPS Worker/Monitor converts as Caseworker. (The role will need to be changed to CPS Worker/Monitor upon conversion; this can be completed by either the Case Manager or Case Planner.) VA Worker=Caseworker.
	Case Summary	CCRS and WMS	Workers are populated based on all workers listed in WMS and CCRS.
	Closure Question		If you need to close an FSS opened in error, select the **No** button in response to the closure message and record the following comments: *"Closing Stage-Opened in error by Conversion."*
Tracked Children Detail	**Program Choice**	CCRS	Up to three Program Choices display. The effective date is the Conversion date. Program Choices and PPG do not display if there were failed CONNECTIONS edits (i.e., PPG and Program Choice selections were not appropriate combinations according to the PPG Selection Matrix).
	PPG		The PPG is derived from CCRS; the Effective Date is the actual date derived from CCRS. PPG 02 populates as PPG 3, a subcategory must be selected.
	Anticipated Completion Date		The PPG Anticipated Completion Date is derived from CCRS.
	Comment field		This field populates with the following: *"PPG or PC derived from CCRS through conversion MM/DD/YYYY."*
	Associated Caseworker tab		A list of Caseworkers is populated with all of the workers listed on WMS and CCRS.
	Child Completely Freed for Adoption		When the WMS case consists of one person *and* a Service Type of 01/08, all of the following occur: The CWS stage converts. CONNECTIONS will automatically close the CWS stage and open a CCR. The following message displays on the **Stage Composition** tab in the CCR stage: *"Conversion."*

CONNECTIONS Section	CONNECTIONS Field	Converted From	Converted Data
			1. The Completely Freed for Adoption check box is selected by the system.
			2. The Case Manager from the original FSS/CWS is the Case Manager for the new FSS/CCR.
			3. The Case Name and Stage Name of the new FSS/CCR is the Child's Name.
			4. Only one FSS/CCR can exist for a child.
			5. A link record is created from the FSS/CWS to the FSS/CCR.
			6. Demographic data is copied from the FSS/CWS to the FSS/CCR for the selected child.
			7. The current CID from the FSS/CWS is copied to the FSS/CCR.
			8. The child is end-dated in the FSS/CWS and a start date is applied to the child in the FSS/CCR.
FSS	**Date of Placement Date of Court Order**		For an FSS created by Conversion, these dates are blank and cannot be modified.