CONNECTIONS

NYS Office of Children and Family Services

CCONNECTIONS Case Management (Build 18) Implementation Issues
Version 5 Revised ~ 6/30/05

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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. This version is an update to a document that was distributed on May 2, 2005. 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 an internal tracking number of that request.

Please note: The described "Action to be Taken" are not a permanent fix to the issue and are 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 18 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***. Please note that the address to the site had recently changed. 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. ***On-Site Field Support*** staff will also be available to assist both local districts and voluntary agencies during the implementation of Build 18. These staff will be deployed two to three weeks before conversion and will be assigned to particular districts and voluntary agencies for the first several weeks following conversion.

General Information About Build 18 ...

Build 18 was deployed to the field on the weekend of February 28, 2005, however, until a local district's data is converted the CONNECTIONS users in the local district will not have converted cases on their workload. 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 and May 2nd. For your convenience these documents are located on the Implementation page of the CONNECTIONS intranet

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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.

Users Affected	What is Affected	Implementation Issues	Action to be Taken	Status	SIR
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.	*Revised 6/30/05*	*3033*
Case Manager	WMS Interface	A change in Case Manager on the ASSIGN window does not automatically send the transaction to WMS.	The newly assigned Case Manager should push the WMS SYNCH button in the FSS to send the transaction to WMS and make the Case Manager change.		
All	Preview Application	In the Preview application, the window is not completely visible and is missing the pushbuttons along the bottom.	The preview application requires the screen resolution of 1024 X 768 pixels. To check your screen resolution click on the Start push button on the task bar, select Settings, click Control Panel , double click Display, select the Settings tab, move the slider to the desired setting, click Apply then OK.		
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.		*1331*
All	Event List	A new event is being created each time the FASP is submitted for approval.	No action is necessary by the user. Users should ignore subsequent duplicate approval events.		*1992*

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Users Affected	What is Affected	Implementation Issues	Action to be Taken	Status	SIR
All	FASP	Users cannot delete a discharge protocol from a FASP in progress if discharge is planned but then discharge does not occur.	User should not add the discharge protocol to an in-process FASP until immediately before submitting the FASP for approval.		2252
All	WMS Interface	When a CIN-UNDUP is completed in WMS it is not reflected in CONNECTIONS.	We recommend that users do not initiate a CIN-UNDUP until the issue is fixed.		2465
WMS Data Entry Operator/ Case Manager	WMS Interface	If a user end dates a person in CONNECTIONS known to WMS as the Applicant/Payee, WMS will reject this transaction and the two systems will be out of synch.	CONNECTIONS users must check WMS prior to end-dating an adult in a Family Services Case to see if that adult is the Applicant/Payee. If the person is the Applicant/Payee, another adult must be made the Applicant/Payee in WMS prior to end-dating the original Applicant/Payee in CONNECTIONS.		2549
WMS Data Entry Operator/ Case Manager	WMS	When using Attachmate to access WMS and a data entry error is made, users receive the message, "Examine Blinking Fields". The error field is highlighted however, it does not blink.	Examine highlighted field and make changes as necessary.		2587
All	FASP - Assessment Summary	Some Safety Factors do not display correctly in the Assessment Summary report.	Users should compare safety factors that display in the Safety Assessment to safety factors that display on the Assessment Summary report, to check that all relevant safety factors are being considered in developing the Service Plan.		2599
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
All	FSS Reports	Family Services OCI Report is including FASPs that are unavailable for launch.	No action is necessary by the user. Disregard these entries in the OCI report.		2706

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Users Affected	What is Affected	Implementation Issues	Action to be Taken	Status	SIR
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
WMS Data Entry Operator/ Case Manager	WMS Interface	Case was closed in CONNECTIONS and does not allow the user to close the case in WMS.	Users should keep track of the cases that are closed in CONNECTIONS and when this issue is resolved they will then have to go into WMS and close the case.		2805
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/ Intake Worker	FSI, FSS	There is a mismatch in the ethnicity codes between the FSI and the FSS. When "Multiple" is selected in the FSI it does not carry the ethnicity forward to the FSS.	Users should enter the ethnicity codes in the FSS.		2859
Case Manager/ WMS Data Entry Operator	WMS and FSS	A transaction is sent to WMS to update a case resulting in a pending status in WMS. While the first transaction is pending the CONNECTIONS case is subsequently closed. Closing the CONNECTIONS case changes the CCRS indicator on the pending record in WMS to 'Y'. The pending transaction in WMS is then cancelled, the CCRS indicator reverts back to the indicator it had before the first transaction was sent. As a result the case in WMS cannot be closed.	Users should check the status of the WMS case before closing a case in CONNECTIONS. WMS must be in a NO PEND status. If the WMS case has any outstanding transactions these transactions must be completed, cancelled or cases in error status must be corrected to put the case in a NO PEND status before the CONNECTIONS case is closed.		2964

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Users Affected	What is Affected	Implementation Issues	Action to be Taken	Status	SIR
Case Manager/ WMS Data Entry Operator	FSI	Cases from CONNECTIONS are going over to WMS with the incorrect start date. Users are either allowing the date to default to the current date or, entering the date that the application is received in the "Date Signed Application Received by LDSS" field.	Users should enter the CID in the "Date Signed Application Received by LDSS" field. Please be aware that this will be the start date for the WMS case if progressed to an FSS.		*3028*