

CONNECTIONS

NYS Office of Children and Family Services

Administrative Opening of a CONNECTIONS case to make retro-payments

This document describes the process needed when a WMS Child Welfare Services case is closed and an additional or missed payment needs to be made.

Family Services Intake:

1. Source should be the worker authorizing the retro payment.
2. Complete the person list with the individuals for whom the payment is being made. (If the individual is an adult, there must be one child in the person list also.)
3. Narrative - a statement about the circumstances of the missed payment.
4. BCFI – This window must be completed. Any choice will satisfy the requirement.
5. Stage type must equal CWS in order to be able to link to WMS.
6. Decision, preventive only? No.
7. Application date signed should be the date you are doing the work. (Do not try to back date to the actual date of the payment)
8. If the case was previously converted to or opened in CONNECTIONS, link the FSI stage to the closed case in which the payment should have been made, on the person demographics tab in the FSI, stage maintenance menu (see Step-by-Step Guide Module 2-41)
9. Open for services

Family Services Stage:

1. Meet the minimum requirements to app/reg.
 - Identify a primary caretaker (if child only, no caretaker)
 - Press the App/Reg button.
2. Do not engage the FASP tab in any way.
3. Do not complete tracked child detail.
4. When payments have been authorized and the check has been cut, close the stage, “Services no longer necessary”.

WMS Services Case:

1. Continue processing the WMS application.
2. At FDE, engage the WMS reuse number functionality. The eligibility recorded should match the eligibility at the time the services were provided.
3. Authorize the Direct Services.
4. Authorize the Purchased Services by writing a single issue “POS” line for the missed services to be paid.
5. Follow the regular procedures for generating and issuing Single Issue Payments in BICS.
6. Close the WMS Case after the Family Services Stage is closed. (see step 4 above).