

CONNECTIONS

NYS Office of Children and Family Services

CONNECTIONS Transformation Implementation Issues

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Purpose

This document describes issues with the CONNECTIONS application that are pending resolution and the actions users should take if they encounter them. As these issues are resolved, this document will be updated. Updates will be identified with both version number and date.

Column Definitions

What is Affected identifies the functional area of the application that is involved.

Implementation Impact defines the issue needing resolution and a fuller description of it.

Action to be Taken describes the temporary workaround(s), if one has been identified, that a user should follow until the issue is resolved.

SIR Number/Status is an OCFS reference number to track issues requiring resolution.

Other reference tools...

Other reference documents are available to aid users in their use of the CONNECTIONS application. Among those tools is the **CONNECTIONS Transformation Phase 1 Job Aid and the CONNECTIONS Transformation Quick Start Guide**. These tools (as well as other helpful information) can be found on the Transformation page of the **CONNECTIONS internet**. The site can be accessed using the following UR:: <http://www.ocfs.state.ny.us/connect/>

<i>What is Affected</i>	<i>Implementation Impact</i>	<i>Action to be Taken</i>	<i>SIR Number/Status</i>
To-Do	Issue: Error when navigating from a Record/Review Call To-Do An error is received when attempting to navigate a "Record/Review Call" task To-Do that was created prior to Transformation.		15977
To-Do	Issue: Progress Notes To-Dos appear as system-created and cannot be deleted or marked complete After a user creates a Progress Notes To-Dos, it appears with "System" in the Created By field (instead of the user who created the to-do); the To-do cannot be deleted or marked as complete.	Request a data fix to remove the To-Do by calling the Customer Care Center	16731

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<i>What is Affected</i>	<i>Implementation Impact</i>	<i>Action to be Taken</i>	<i>SIR Number/Status</i>
To-Do Approvals	<u>Issue:</u> Issues with adding another approver Users may experience problems when attempting to add another approver when approving – for example, the Staff Search link may be disabled on the To-Do Detail window, preventing the ability to add an approver other than the unit approver.	Complete the additional approval off line; consider a progress note documenting the review.	16504
Narrative	<u>Issue:</u> The starting and end points of protected sections in a narrative are not visible	Exercise care that your cursor is not in the protected section.	15377
Narrative	<u>Issue:</u> Narratives opening with focus in the middle of the document When opening certain narratives – notably the Fatality Reports – focus is not initially at the top of the document.	Scroll up to see the beginning of the document.	15507
Narrative	<u>Issue:</u> Able to paste into protected sections of narratives Users have been able to paste blocks of text into protected sections of text fields. After this is done, the user is sometimes able to modify or delete the entire protected section, or may be unable to delete the text that was pasted.	Request a data fix to fix the document by calling the Customer Care Center.	16505
Narratives	<u>Issue:</u> Tables within protected sections of modifiable documents are resizable Columns of tables within the protected sections of a document can be manually resized while editing the document. The narrative with resized columns can be saved.	Users should refrain from resizing tables in the protected sections of documents.	16123

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<i>What is Affected</i>	<i>Implementation Impact</i>	<i>Action to be Taken</i>	<i>SIR Number/Status</i>
Grids	<u>Issue:</u> When filtering a grid by date, the full date is not visible in the filter field While filtering a grid by date, the date field in the filter row does not expand widely enough to show the full date that was entered.	The functionality works properly, even though the full date is not visible.	16230
Searches	<u>Issue:</u> Clearing the fields on the search windows does not return the cursor to the first enterable field Upon clicking on the Clear button on the search windows, the cursor should automatically return to the first search field so that the user can proceed with another search. Currently this is not happening.	The user should manually select the first field.	16134
Person Merge	<u>Issue:</u> Sporadic error when reviewing Person Merge tab The following error occurs sporadically when user reviews the Person Merge tab: "Target of SelectionChangedCommand threw an exception."	Exit tab and try again.	16295
Assign	<u>Issue:</u> Attempting to assign multiple FSS stages can result in bad data displaying in the Assignments grid Upon selecting multiple FSS stages on the workload and clicking the Assign link, the Assignments grid may display information that appears as random text or an "Error in XML data" error may be received. Additionally, buttons on the window may not enable correctly.	Until this issue is fixed, users should assign FSS stages one at a time.	16257, 16258, 16730
CPS	<u>Issue:</u> Call Log report does not match the dates entered in the search After performing a Call Log search, if the user then opens the Call Log List report, the From and To dates/times in	Request a report with the correct times by calling the Customer Care Center	16301

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	the report do not match the dates and times that were searched on – the times reset to 12:00am and 11:59pm.		
CPS	<p><u>Issue:</u> Allegations – error message incorrectly displays on entering date of incident.</p> <p>When entering the date in the Date/Time of Incident field without entering a time, an “Invalid date” message appears before the default time is populated.</p>	This message is incorrect and has no functional impact. Click the OK button and continue working.	15727
CPS	<p><u>Issue:</u> Issues upon submission of the Investigation Conclusion</p> <p>The following issues sporadically occur upon submission of the Investigation Conclusion: multiple Investigation Conclusion events created; previously Approved RAP or Safety Assessment events incorrectly updated back to Pending, Completed or In Process status; approval task not appearing in the Case To-Dos.</p>	Request a data fix to progress the stage by calling the Customer Care Center.	15745, 16277, 16293, 16303, 16500
CPS	<p><u>Issue:</u> Cannot merge a closed case into a case with a dangling Add Info Intake</p> <p>If a district splits an Add Info Intake from a case and then closes the case, the district later needs the ability to merge the closed case into the Add Info case. This currently is not working in the transformed application – the worker correctly receives a message with the option to continue, but choosing “Yes” does nothing.</p>	Request a data fix to progress the stage by calling the Customer Care Center.	16722
FAD	<p><u>Issue:</u> Attempting to approve a home closure fails with incorrect message “A pending approval exists”</p> <p>In some scenarios where a multi-purpose home has been</p>		16593

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	submitted for foster program closure, attempting to approve the home closure displays incorrectly the message that the home cannot be closed due to a pending approval.		
FAD	<u>Issue:</u> Home closure report displays blank after rejection Home closure reports are not displaying case-specific data when opened after rejection.	FAD supervisors should not reject a home closure and should resolve issues off line.	16708
FAD	<u>Issue:</u> FAD stages cannot be accepted or rejected Selecting a FAD stage in the Workload and then clicking Accept does nothing; selecting a FAD stage in the Workload and then clicking Reject and entering rejection comments does not reject the FAD stage. In the transformed application, a FAD stage that has not been accepted cannot be worked on.	Enter stage via Unit Summary and accept on behalf of the user. The user may also request that someone with access to the old application make the change by calling the Customer Care Center	16864, 16866
Family Services OCI By Worker	<u>Issue:</u> Family Services OCI By Worker on-screen alignment The Family Services OCI By Worker report column headers do not line up with the information on the report when viewed on the screen.	None, the printed copy of the report displays the information aligned correctly.	13817
Printing Reports	<u>Issue:</u> Unable to print to a specific printer tray Some workers report that they are unable to print letters to a specific printer tray (e.g. for letterhead) even though they are selecting that tray in the settings in the Print dialog. Other settings including one-sided printing are also not being properly set.	Move your letterhead to the tray selected, each situation seems to have a different solution.	

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Person Search List Output	<p><i>Issue: Person Search List output window issues</i> On the Person Search List output available from the Person Search window, the Print button and Previous Page / Next Page buttons are not enabled when opening the output.</p>	<p>These buttons become enabled if the user clicks the X button on the “Group Tree” panel which is erroneously visible on the left side of the output window.</p>	15744