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System Build 16 Job Aid

Changes to Progress Notes

CONNECTIONS Training Project
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CONNECTIONS - System Build 16 Job Aid
Progress Notes

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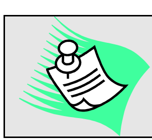


Any visible identifying data in this Job Aid is simulated.

Introduction

This Job Aid provides information about the changes to the Child Protective Record Summary (CPRS) and, more specifically, to the Progress Notes functions in CONNECTIONS that are being introduced with Build 16.

Progress Notes

Progress Notes are kept on all child protective investigations and open child welfare services cases. They provide documentation of all caseworker activities associated with Child Protective Services investigations and provision of services. Progress Notes document the timely activities of casework staff and the information acquired during these activities. They also capture the decision-making and actions by caseworkers and other staff or service providers to provide for the safety, permanency and well being of children and to reduce the risk of future abuse or maltreatment. They include all contacts and attempted contacts made by the caseworkers or other district or agency staff assigned to the case. A listing of the types of contacts to be recorded in Progress Notes can be found in “Appendix A: Information to be Recorded in Progress Notes” on page 27.

The nature of Progress Notes will not change with Build 16, i.e., what should be recorded and when will not change. Progress Notes begin on the case initiation date or upon receipt of a report of suspected abuse or maltreatment for child protective service cases, and are continued until the case is closed to all child welfare services. Progress Notes are to be recorded as soon as possible after the event occurred or the information is received to ensure an accurate, contemporaneous account of the event.

There are several key changes to Progress Notes that will occur with the implementation of Build 16:

- Progress Notes will be searchable.
- Progress Notes will be comprised of data fields (e.g., **Type**, **Method of Contact** and **Location of Contact**) and a narrative that provides both caseworkers and supervisors with a uniform and consistent way of recording notes. These fields are system-populated, required, conditionally required or optional. For a complete listing of the data fields, see page 8.
- Progress Notes can be saved in Draft status or in Final status, which freezes the notes. Those notes that are saved in Draft status will freeze after 15 calendar days. Frozen notes cannot be modified.
- The narrative field will have the text tool control, which provides workers with some Microsoft Word-like functionality (e.g., spell check). For more information about this feature, see page 17.
- The **Local Notes**, **Supportive District Notes** and the **Supervisory Review and Comments** tabs in the CPRS will no longer be available for implemented stages. Instead, supervisors and Secondary workers from supportive districts will all record Progress Notes within the **Progress Notes** tab. For all of the stages created prior to

Build 16 implementation, the above-mentioned tabs will still display in the CPRS and they will be available for viewing historical CPRS events.

- To manage Progress Notes with greater ease, workers will be able to copy notes from one Investigation stage to another within the same case.
- The **Local Protocol** tab will provide workers with a district-specific template for recording information required by their local district's policy and procedures. This tab will enable only for local districts that have submitted a template; for all other districts, this tab will be disabled. For more information, see "Local Protocol Tab" on page 6.

Until the implementation of Build 18, Progress Notes will continue to exist in more than one location for Child Protective Services cases that also receive other child welfare services (i.e., Foster Care, Adoption, Preventive Services). Child welfare workers who maintain Uniform Case Records (UCRs) for families will continue to record Progress Notes outside CONNECTIONS, while CPS workers will be recording Progress Notes in CONNECTIONS. At times there may be some overlap in the material recorded by each worker or some question regarding in which part of the "record" (i.e., in CONNECTIONS or externally) a Progress Note should be recorded. A good general principle to keep in mind is that each worker should maintain Progress Notes on all relevant case activities that s/he is directly involved in or that directly impact the aspect of the case for which the worker is responsible. When workers are uncertain about where material should be recorded, they should consult their own local procedures and supervisors.

Security

A worker's ability to access, view and maintain Progress Notes is dependent on a number of factors. There are three distinct security rights that workers need in order to work with Progress Notes. The worker's role in the stage and his/her need to complete certain tasks dictates the rights that are assigned to that worker.

In order to *create* notes a worker must be:

- assigned a role in the stage;
- within the assigned worker's unit hierarchy;
- assigned the "ENTER PROG NOTE" Business Function; or
- assigned a Progress Notes Task To-Do.

In order to *modify* notes a worker must be:

- the Progress Note's Author; or
- the Progress Note's Entered By person.

If the author has been identified as "Other," then only the Entered By person can modify a note.

In order to *view* notes a worker must:

- have access to the Child Protective Record Summary (CPRS).

There are several security rights that will be implemented with Build 16.

Pre-Build 16	Implemented Build 16
• Supervisors can modify their workers' Progress Notes. • Workers in the same Local District can modify Progress Notes (provided they had a role in the stage). • Caseworkers can modify their supervisor's comments in the **Supervisory Review and Comments** tab.	• Supervisors will not be able to modify their workers' Progress Notes. • Only the Author or Entered By person will be able to modify notes. Modifications can be made only while the note is in Draft status. Notes in Final status cannot be modified, but addenda can be appended to them. • Caseworkers cannot modify their supervisor's comments.

There are times when someone other than a caseworker or supervisor, such as clerical staff, will record Progress Notes in CONNECTIONS. Those workers will be given the ENTER PROG NOTE Business Function, which enables the worker to create and/or modify Progress Notes for a stage. Workers with this Business Function will access the Progress Notes from the *Case Summary* window; only the **Progress Notes** tab will be accessible in the CPRS. If that same type of worker receives a user-generated Task To-Do to complete a Progress Note, that worker will have access only to the *Progress Notes Detail* window and **Progress Notes** tab. All other tabs will be disabled.

At times, stage assignments may change during the course of an investigation. For example, Worker "A" unassigns Worker "B" (who is the author of notes in draft status) from the stage. When Worker "A" clicks on the **Save** button, the following warning displays:

"*You are about to remove a worker who has DRAFT Progress Notes in this stage. Continue?"*

- Clicking on the **Yes** button will save the reassignment. The Author of the note will no longer be able to access the notes. If the Entered By person is a clerical worker, s/he will still be able to modify notes.
- Clicking on the **No** button will *not* save the reassignment and the worker will be returned to the *Assign* window.

Accessing Progress Notes to Create or Modify a Note

There are three primary ways to access Progress Notes to create or modify a note:

CPRS Task

- From the *Task List* for an Investigation stage, select the **Child Protective Record Summary** task and click on the **Detail…** button.
- Click on the **Progress Notes** tab. The *Progress Notes Detail* window displays.

Task To-Do

- From the *Case To-Do List* or *Staff To-Do List*, select the Progress Notes Task To-Do and click on the **Navigate…** button. The *Progress Notes Detail* window displays.

***Case Summary* Window**

- From the *Case Summary* window, click on the **Options** menu and select the **Enter Progress Notes** command. The *Progress Notes Detail* window displays.

Accessing Progress Notes to View Notes

There are four primary ways to access Progress Notes to view notes for open stages.

CPRS Event

- From the *Event List*, select a CPRS event and click on the **Detail…** button. The CPRS displays.
- Click on the **Progress Notes** tab.

CPRS Task

- From the *Task List* for an Investigation stage, select the **Child Protective Record Summary** task and click on the **Detail…** button.
- Click on the **Progress Notes** tab. The *Progress Notes Detail* window displays.

Task To-Do

- From the *Case To-Do List* or *Staff To-Do List*, select the Progress Notes Task To-Do and click on the **Navigate…** button. A blank *Progress Notes Detail* window displays.
- Click on the **View Existing Notes** button.

***Case Summary* Window**

- From the *Case Summary* window, click on the **Options** menu and select the **Enter Progress Notes** command. The *Progress Notes Detail* window displays.
- Click on the **View Existing Notes** button.

Local Protocol Tab

A **Local Protocol** tab has been created in place of the **Local Notes** tab for those districts that have submitted a district-specific template for recording additional investigation information. This tab will only be available for those districts that submit a template (ACS, Delaware, Erie, Putnam and Schoharie). If the Primary worker's district is not using a template, the Secondary worker will not be able to use a template either. The Primary worker's district takes precedence over the Secondary worker's district. See the table below for more information about the availability of the **Local Protocol** Tab.

Districts using the Local Protocol template will still be required to complete Progress Notes using the **Progress Notes** tab. The Local Protocol templates will only contain additional information that isn't included as part of the narrative or data fields on the **Progress Notes** tab and that isn't included anywhere else in CONNECTIONS. For example, ACS caseworkers will use the Casework Practice Recording Template (CPRT) available on the **Local Protocol** tab to record information such as domestic violence screening.

When the **Local Protocol** tab is accessed for the first time, the Local Protocol template will display. If the worker remains on the tab after the initial save, s/he will click on the **Edit Narrative** button in the middle of the tab to reopen the document for viewing or editing. If the worker leaves the **Local Protocol** tab or closes and reopens the CPRS, the Local Protocol narrative will display.

The table below illustrates how the availability of the **Local Protocol** tab (and any information it may contain) is affected when a stage is reassigned from one local district to another. In the table, District A is the originally assigned ("previous") district and District B is the newly assigned ("new") district for the stage.

		District B	
		HAS a Local Protocol Template	***Does NOT Have a Local Protocol Template***
District A	***HAS a Local Protocol Template (information recorded)***	District A's template will continue to be used for the life of the investigation.	District B will be able to access the **Local Protocol** tab in view-only mode to view the formatted information recorded by District A.
	Does NOT Have a Local Protocol Template	The **Local Protocol** tab will be enabled and will contain District B's Local Protocol template.	The **Local Protocol** tab will be disabled for both districts, since no Local Protocol template exists.

The Progress Notes Tab

Progress Notes Detail Window

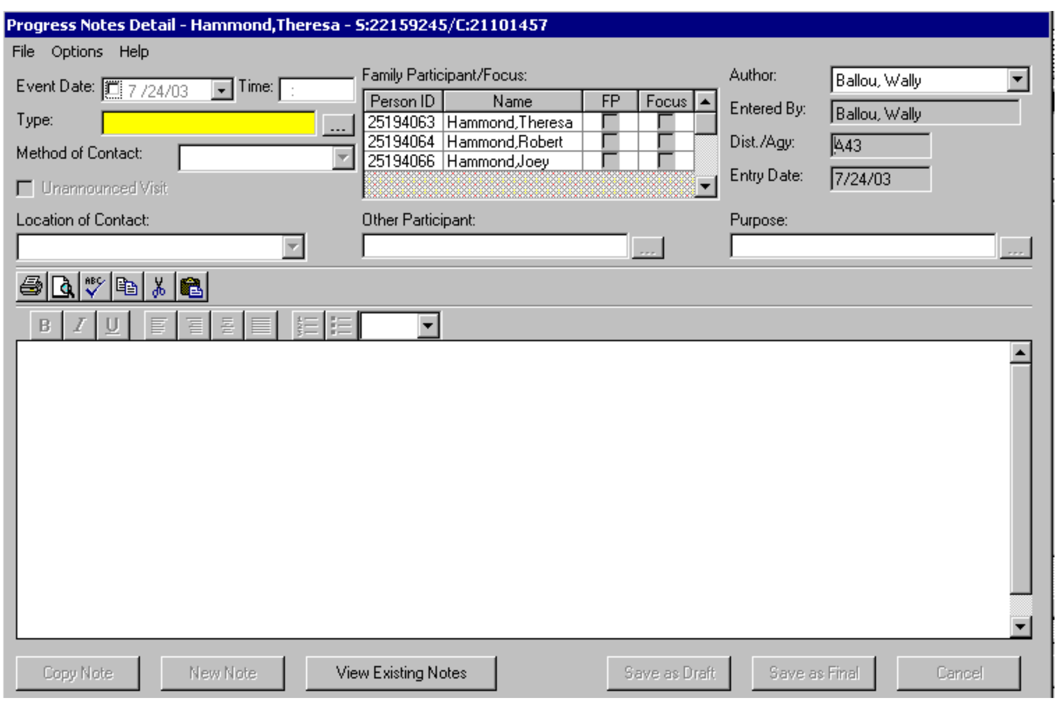
The creation of a new note is completed via the *Progress Notes Detail* window. Modifying, duplicating, saving and printing Progress Notes can also be completed on this window. The window is separated into two main parts:

- Workers use the *data fields* to record contact-specific data, such as who was contacted, when and where the contact was made. Some data fields are system-populated, others are required, and still others are optional.
- Workers use the *narrative* to record clear, descriptive and factual information about the events, conversations and resolutions that took place during the contact. Impressions or opinions of the worker and relevant information to support these can also be expressed and should be labeled as such, as well as the participation and perceptions of family members in the planning for services. The narrative has the text tool control feature, which enables the worker to use certain Microsoft Word-like formatting and functionality. See page 17 for a complete listing of the features that are available.

The **Type**, **Method of Contact** and **Author** fields are required for all notes. Based on the selections made for **Type** and **Method of Contact**:

- some fields will be required;
- some fields will be enabled or disabled; and
- some of the choices in the drop-down lists may change.

For a listing of types of contacts that are recorded in CONNECTIONS, see “Appendix A: Information to be Recorded in Progress Notes” on page 27.

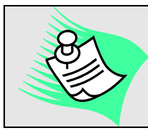


The following fields display on the *Progress Notes Detail* window:

Event Date
The date the contact took place; this is a required field for any note (expect those with a **Type** of “Summary”). Clicking in the check box will populate this field with a check mark. In order to record a date, this check box must be selected. The **Event Date** field will default with today’s date. If you’d like to change that date to a date in the past, click on the drop-down arrow and select a date from the calendar.

Time
The time the contact occurred in hours and minutes (with AM and PM [e.g., 1:00 PM], or military time [e.g., 13:00]).

Type
Indicates the type of contact made. This is a required field selected by the worker. One or more Type(s) can be selected for a note, but at least one type must be selected. If more than one is chosen, “multiple” displays in the field. See the table on page 14 for a list of possible types.



Contacts here refer to *any* contact related to casework activity such as collaterals and court.

Method of Contact
Describes how or by what means the contact was made (e.g., Face to Face, Phone). This field is required and contains a drop-down list with options. Methods are available based on the **Type** of contact the worker selects. See page 14 for a list of possible methods and situations when certain choices are available.

Unannounced Visit (check box)
This check box indicates that contact was made without a prearranged appointment. This check box is enabled only when the **Type** of contact is “Attempted Casework Contact” or “Casework Contact.”

Location of Contact
Identifies where the contact took place. The worker selects the location from a drop-down list. For a list of possible choices, see page 14. There are times when this field is required, enabled or disabled, depending on the responses that were selected in other fields. See “Appendix B: Progress Notes Data Fields Edit Matrix” on page 29 for details.

Family Participant/Focus
This field contains the list of persons identified on the *Person List* that are part of any concurrently open stages. It is system-populated and cannot be modified. Two check boxes within this field can be selected:

- The **Family Participant** (FP) check box allows the worker to indicate which family participant(s) were present at the contact. There are times when this check box is required, enabled or disabled, depending on the responses that were selected in other fields. See “Appendix B: Progress Notes Data Fields Edit Matrix” on page 29 for details.

- The **Focus** check box allows the worker to indicate which individual(s) from the *Person List* are the focus of a particular contact. There are times when this check box is required, enabled or disabled depending on the responses that were selected in other fields. See “Appendix B: Progress Notes Data Fields Edit Matrix” on page 29 for details.

Family Participants are any family members who are present at the contact (e.g., a phone call from the biological father or a family visitation with the mother); the **Focus** refers to the individual(s) about whom the contact occurred. For example, if the caseworker, teacher and mother met to discuss the child’s Independent Education Plan (IEP), the mother would be the Family Participant and the child would be the Focus (even though he was not present), because the purpose of the meeting was to discuss his IEP. The teacher would be included as an **Other Participant**.

Other Participant

This field contains a list (by category, not name) of others outside the *Person List* for the case who may be participants or contacts involved in the case. One or more can be selected from the *Other Participant* window for each note. If more than one is selected, “Multiple” displays in the field. For a list of possible choices, see page 14. There are certain situations when this field is required, enabled or disabled; “Appendix B: Progress Notes Data Fields Edit Matrix” on page 29 identifies these circumstances.

Author

This required field indicates the person who made the contact or directly acquired the information being written about. The list of choices will be comprised of the assigned worker(s) in the district/agency, anyone assigned in or out in their unit and “Other.” When the Entered By worker is an assigned worker, the **Author** field will default to the name of that worker. This default can be changed.

Entered By

This field contains the system-populated name, based on the Person ID of the worker recording the note in CONNECTIONS.

Dist./Agy

This system-populated field indicates the code of the District/Agency of the worker in the **Entered By** field.

Entry Date

This reflects the date the window is first accessed. This date is system-filled and cannot be modified.

Purpose

The purpose or reason of the contact. (See page 14 for a drop-down list of possible choices and for direction regarding when some of these choices will be available.) More than one **Purpose** can be selected for a note. If more than one is selected, “multiple” displays in the field. See the table on page 29 for details regarding when this field is enabled or disabled.

Progress Notes Narrative

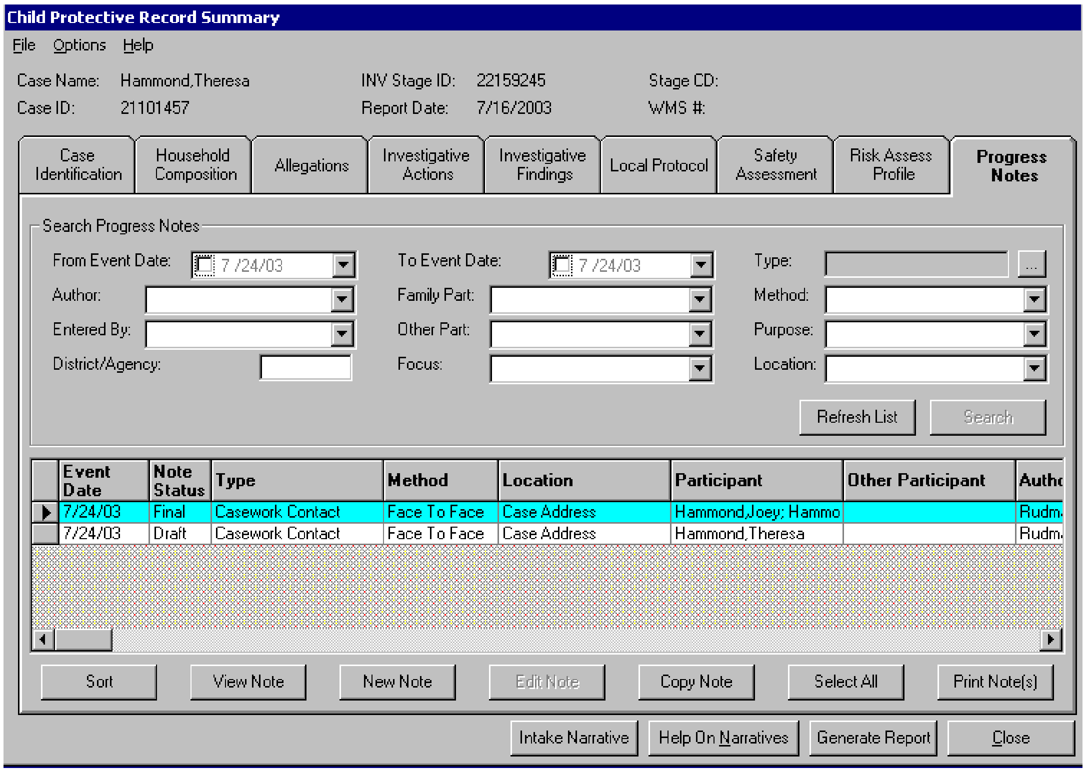
In this required field, the author or Entered By person documents all of the details pertaining to the note. See page 7 details.

The following buttons display at the bottom of the *Progress Notes Detail* window:

Copy Note	Clicking on this button initiates the action of copying a *saved* note. This button is disabled when the *Progress Notes Detail* window is accessed in modify mode and changes are made. The button will enable when: • a note is selected on the **Progress Notes** tab or displayed in the *Progress Notes Detail* window; • the open "copied to" Investigation stage has the same Case ID as the "copied from" Investigation stage; and • both the "copied from" and the "copied to" Investigation stages are implemented with Build 16. For more information, see "Copying Progress Notes" on page 25.
New Note	This button creates a new note. Clicking on this button will clear the existing fields to allow the worker to create a new note without having to close the *Progress Notes Detail* window. The **New Note** button on the *Progress Notes Detail* window will be disabled, except when viewing an existing note, at which time the button will be enabled.
View Existing Notes	This button enables when the *Progress Notes Detail* window is accessed but changes have not been made to a note. Once changes have been made, this button disables. Clicking on this button displays the **Progress Notes** tab; a note can then be selected to view.
Save as Draft	This button enables when the worker creates a new note and records all required fields, or when the worker modifies data within an existing "Draft" note and all of the required fields are populated. Clicking on this button saves the note in draft status. Notes are in draft status for 15 calendar days. (See "Saving Progress Notes" on page 19.) This button will enable even if the **Date** has not been recorded (but all other required fields have been recorded); however, if you click on the **Save as Draft** button under these circumstances, the following message will display: *"Date is required."*
Save as Final	This button enables when the worker creates a new note and records all of the required fields, or when the worker modifies data within an existing "Draft" note and all of the required fields are populated. Clicking on this button saves the note as "Final," which "freezes" the note. None of the entries can be modified; instead addenda can be added. (See "Adding an Addendum to a Frozen Note" on page 23.)
Cancel	Clicking on this button cancels the creation of the note. Unsaved information will be discarded and the *Progress Notes Detail* window will close. This button enables only if unsaved changes exist.

If the **Cancel** button is not enabled, use the **View Existing Notes** button to return to the **Progress Notes** tab.

Progress Notes Tab



The **Progress Notes** tab is comprised of three sections: the Search Progress Notes filter fields at the top of the tab, the search results grid in the middle, and buttons along the bottom.

The fields at the top of the window are the search filters that can be selected. Anywhere between one and all of the search filters can be selected for a search list. (See "Filtering Progress Notes" on page 20 of this Job Aid.) These filters comprise the bulk of the columns of the search results grid located in the middle of the tab:

From Event Date and **To Event Date**	Filters within the range of dates selected in the search criteria. To search for one specific event date, enter the same date in both fields. To search on an open-ended date, enter the date in the **From Event Date** field and leave the **To Event Date** field blank. All Progress Notes from that date forward will return in the search. Conversely, the same procedure can be performed with the **To Event Date**; all of the notes from that date back will return in the search.
Type	Filters the search results by type of contact as selected from the *Type* window. For a list of possible Type choices, see page 14.

Author	Filters by the author of the note. The worker will select from a drop-down list populated with the name(s) of anyone who has already authored a note in the stage.
Family Part. (participant)	Filters the search results by family participant from the drop-down list consisting of persons in the stage.
Method	Filters the results by the Method of contact from a drop-down list containing possible methods. See page 14 for a list of possible methods.
Entered By	Filters the search list by Entered By person; the drop-down list is comprised of the workers who have recorded notes.
Other Part. (participant)	Filters the search (by category, not name) of others outside the *Person List* for the case who may be participants or contacts involved in the case. Options are selected from a drop-down list. For a list of possible choices, see the table on page 14.
Purpose	Filters the results by the Purpose of the contact. For a list of possible purposes in the drop-down list, see page 14.
District/Agency	Filters the search results by the code of the District/Agency of the Entered By worker.
Focus	Filters the results by the person who is the focus of the note. Choices are selected from a drop-down list comprised of possible focuses.
Location	Filters the results by the Location of the contact. For a list of possible locations in the drop-down list, see page 14.

The search results grid displays many of the fields listed above, as well as fields on the *Progress Notes Detail* window. (Many of these fields are listed on both the **Progress Notes** tab and the *Progress Notes Detail* window.) For a complete list, see the field descriptions above and on page 8. There are three filters that do not display on either the *Progress Notes Detail* window or the **Progress Notes** tab in the search filters, but they do display in the search results grid:

- **Note Status** indicates whether the note is in "Final" or "Draft" status.
- **Addendum** indicates whether or not an addendum has been added to the note. (For more information, see "Adding an Addendum to a Frozen Note" on page 23.)
- **Copied From** indicates the stage from which the note was copied. This never prints on any of the Progress Notes Data Reports. (For more information see "Copying Progress Notes" on page 25.)

You may need to use the scroll bar to see all of the columns on the search results grid.

In addition, the following functionality is available on the **Options** menu:

- Add Addendum
- Delete Draft Note
- Create To Do

Several buttons display on the **Progress Notes** tab:

Refresh List	Refreshes the Progress Notes search list to the default display list of notes and removes the filters or sorts. Once filters or non-default sorts have been selected, this button enables.
Search	Initiates the Progress Notes search after search criteria have been selected.
Sort	Opens the *Sort* window, where up to three sort criteria can be selected at a time. See "Sorting Progress Notes" on page 21 for more information.
View Note	Once a specific note is selected, clicking on this button allows the worker to view the details of the selected note.
New Note	Opens a blank *Progress Notes Detail* window.
Edit Note	Begins the process of modifying a note that has been selected from the search results list. This can only be done with notes in "Draft" status.
Copy Note	Copies a note that has been selected from the search results list. The button will enable when: • a note is selected on the **Progress Notes** tab or displayed in the *Progress Notes Detail* window; • an open "copied to" Investigation stage has the same Case ID as the "copied from" Investigation stage; and • both the "copied from" and the "copied to" Investigation stages are implemented with Build 16.
Select All	Selects all of the Progress Notes in the results list; allows all of the notes to be printed at once.
Print Note(s)	Opens the *Print Notes* window for the selected note(s). Notes can be printed to include only the data fields (which generates the Progress Notes Data Report) or both the data fields and narrative. Clicking on the **OK** button on the *Print Notes* window displays the selected notes in print preview mode.

Several fields on the **Progress Notes** tab and *Progress Notes Detail* window contain drop-down lists that are common across all stages:

- **Type**
- **Method**
- **Location**
- **Other Participant**
- **Purpose**

The table below contains *all* possible options for a particular field. The choices that are available for **Location**, **Purpose** and **Other Participant** depend on what the worker selects for **Type** and **Method**. These situations are described below the table. For further clarification as to when to use certain values, consult your local district's procedures, guidelines and your supervisor.

Type	Method	Location	Other Participant	Purpose
Attempted Family Visitation	Mail	Congregate Care Facility	Indian Tribe/Council	Pre-Adoption Activities
Attempted Casework Contact	Face to Face	Adoptive Home	Community Resource	Adoption Activities
Attempted Sibling Visitation	Fax	Court	Juvenile Detention	Aftercare Services
Case Conference	Phone	Day Care	Law Enforcement	Assessment
Casework Contact	Email	Foster Home	Legal/Attorney	Counseling
Collateral Contact	Other	Hospital/Health Facility	Medical	Child Preparation
Court		LDSS Office/Field Office	Mental Health	Crisis Intervention
Family Visitation		AMH Facility	Probation	Educational Planning
Sibling Visitation		OMRDD Facility	Service Provider	Employment/Training
Summary		Service Provider/ Contract Agency	School Staff	Family Planning
Supervisor/ Managerial Review		Precinct/Law Enforcement Office	Alcohol/Other Drug Service	Housing
		Parent's Home	Volunteer/Mentor	Independent Living Services
		Prison	Foster/Adoptive Parent	Coordinate/Monitor
		Public Location	Relative	Case Planning
		Relative's Home	Primary Resource Person	Parent Training
		School	Caseworker	Placement
		Shelter-Domestic Violence	Supervisor	Investigation
		Shelter-Homeless	Case Manager	Medical
		Child Advocacy Center	Case Planner	Review Notes
		Case Address	Reporter/Source	Review Case

Continued on next page ▶

Type	Method	Location	Other Participant	Purpose
(continued from previous page)				
		Other	Congregate Care Staff Administrator Day Care Provider District/Agency Staff Other	24 Hour Initial * 48 Hour * 5 Day * 10 Day * 25 Day * 30 Day * 50 Day * 55 Day *

* See the note below regarding these purposes.

Some choices will be available only under specific circumstances:

- **Review Note** and **Review Case** will only be available as choices when the **Type** is "Supervisor/Managerial Review."
- **24 Hour** will be available as a choice for **Purpose** when the **Type** is "Casework Contact" or "Attempted Casework Contact."

HIGHER-LEVEL EDITS:

In addition, there are higher-level edits and values that some districts may request. They are additional requirements that will be in place when the Primary worker in the stage is a member of a district which has requested higher-level edits. These edits will affect the choices that are available to the worker, depending on responses made to specific fields:

- 48 Hour will be available as a choice for **Purpose** when the **Type** is Casework Contact or Attempted Casework Contact.
- Review Note, Review Case, Initial, 48 Hour, 5 Day, 10 Day, 25 Day, 30 Day, 50 Day and 55 Day will only be available as choices for **Purpose** when the **Type** is Supervisor/Managerial Review.

Creating a New Progress Note

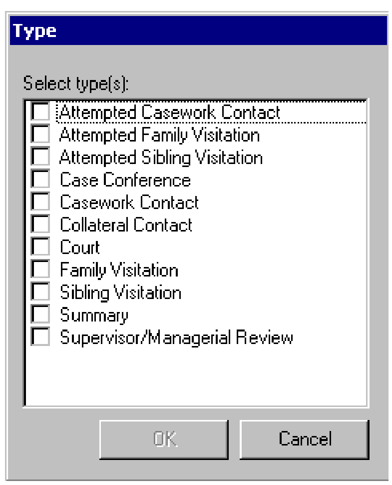
Notes are created throughout the course of the Investigation by workers in primary districts, workers in supportive districts, and supervisors. New notes are created from the *Progress Notes Detail* window and are used to collect data specific to a note or casework contact, such as who was contacted, when and where the contact was made and what occurred during the contact.

Upon Entering the *Progress Notes Detail* window, the following data fields are…	
system populated and can't be changed:	**enabled and can be recorded in any order:**
• Name(s) in Family Participant/Focus • Entered By • Dist./Agy. • Entry Date	• Event Date • Type of Contact • Progress Note narrative • Author

The **Type**, **Method of Contact** and **Author** fields are required for any note. Depending on the selections made for **Type** and **Method of Contact**, other fields may also be required. See the table on page 29 for details on which fields are required and when.

The Type of contact, such as "Attempted Casework Contact," is recorded in the **Type** field. Clicking on the **Type** button displays the *Type* window with a listing of all the possible types of contact. There are two buttons at the bottom of this window, **OK** and **Cancel**. Upon entering the window, the **OK** button is disabled and the **Cancel** button is enabled. One or more valid Types may be selected by clicking on the corresponding check box. Once the type(s) are recorded, the **OK** button and the **Method of Contact** field enable.

For supervisors, "Supervisor/Managerial Review" in the **Type** field is available to document supervisory activities related to an investigation. This is used in place of the pre-Build 16 **Supervisory Review and Comments** tab.



The **Method of Contact** field contains a drop-down list in which the options available are dependent on what is recorded in the **Type** field. Once these two components are recorded, additional fields will be required, conditionally required, enabled or disabled. See “Appendix B: Progress Notes Data Fields Edit Matrix” on page 29 regarding required fields.

The person recording the new note must identify the Author of the note from the drop-down list in the **Author** field. The options in this list will be: assigned worker(s) in the district/agency; anyone assigned in or out of the Author’s unit; and “Other.” When the Entered By person is an assigned worker, the **Author** field will default to the name of that worker. This value is modifiable.

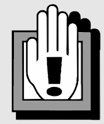
The Narrative field, with a limit of 100 pages per note, will be blank and can be recorded at any time. The narrative has some of the same functionality as Microsoft Word: print, preview, Spell Check, copy, paste, cut, bold, italics, underline, align left, align right, center, justify, numbering, bullets and zoom.

When creating a new note, the **Copy Note, New Note** and **View Existing Note** buttons are *disabled.* Once all required fields and the narrative are complete, the **Save as Draft** and **Save as Final** buttons enable on the *Progress Notes Detail* window.

If the **Date** is not recorded, the **Save as Draft** and **Save as Final** buttons will still enable (provided all other required fields and the narrative have been completed), but if the worker clicks on either of these buttons, the following message will display:

“Date is required.”

The **Cancel** button enables once the worker starts recording a new note.



For the data fields on the *Progress Notes Detail* window, the Primary worker’s district edits and data values take precedence over the Secondary worker’s district edits. Therefore, if the Primary worker is in a district that has the standard-level edits and data values, and the Secondary worker is in a district that has requested the higher-level edits and data values (ACS only), the Primary worker’s standard-level edits and data values take precedence over the Secondary worker’s district edits, regardless of which district has the higher level edits and data values. If the Primary worker’s district is in ACS, the higher-level edits and data values take precedence and the Secondary district will have to follow the higher-level edits. The higher-level edits will display; however, the Secondary district may opt to select only the standard level of values.

Step-by-Step:
Creating a Progress Note

1 From a blank *Progress Notes Detail* window, record the data in the required and optional fields. (For methods of accessing the *Progress Notes Detail* window, see page 4.)

2 Record comments in the **Narrative** field.

3 Click on the **Save as Draft** button.
*The note saves in draft status for 15 calendar days. The **Progress Notes** tab displays.*
—OR—
Click on the **Save as Final** button.
*The note freezes immediately. The **Progress Notes** tab displays.*

> To allow for modifications to a note during the draft period, save the note as "Draft." If no modifications are necessary, save the note as "Final."
>
> Remember that once a note is saved as "Final," no modifications can be made; only addenda can be made to the note.

While creating a note, if the worker attempts to modify the Type of contact, the following message displays:

"Changing the Type of contact will clear all user entered data with the exception of the narrative. Do you wish to continue?"

- Clicking on the **Yes** button will discard the data already recorded, with the exception of the narrative.
- Clicking on the **No** button will cancel the action without clearing the data fields.

In both cases, the worker will be returned to the *Progress Notes Detail* window. If the Type is changed, fields that were cleared by CONNECTIONS will have to be re-recorded.

While creating a note, if the worker attempts to modify an existing value for Method of Contact, the following message displays:

"Changing the Method will clear any user entered data with the exception of the Narrative and Type of Contact. Do you wish to continue?"

- Clicking on the **Yes** button will clear all recorded data fields (except for the **Type** field and the narrative) on the *Progress Notes Detail* window.
- Clicking on the **No** button will cancel the action without clearing any of the data fields.

In both situations, the worker will be returned to the *Progress Notes Detail* window. If the Method of Contact is changed, the fields that were cleared by CONNECTIONS will have to be re-recorded.

"Appendix B: Progress Notes Data Fields Edit Matrix" on page 29 provides an in-depth look at the fields that are enabled, disabled or required depending on the selection of other fields. The columns indicate the fields on the *Progress Notes Detail* window; the rows indicate the possible responses to **Type** and **Method** that affect whether the field is enabled, disabled or required.

Saving Progress Notes

There are two ways to save a note: as “Draft” and as “Final.”

Saving as “Draft” Notes can be saved in Draft status for 15 calendar days. Modifications can be made during that 15-calendar-day period. At the end of the 15-calendar-day period, the note automatically saves as “Final.” Upon saving a note in Draft status, the newly saved note displays in the search results list on the **Progress Notes** tab. The **Note Status** column populates with “Draft.”

Saving as “Final” Once the 15-calendar-day draft period is complete, notes automatically save as “Final.” Notes can also be saved in Final status by the Entered By person by clicking on the **Save as Final** button. Upon saving a note in Final status, the newly saved note displays in the search results list on the **Progress Notes** tab. The **Note Status** column populates with “Final.” A note saved as “Final” freezes; modifications can no longer be made to the note. Only an addendum can be appended to the end of the frozen note. The worker also has the option to save a note as “Final” at any time during the 15-calendar-day Draft period. Once this is done, the note is frozen and cannot be modified. Upon closing a stage, CONNECTIONS will convert any notes currently in Draft status to Final status.

As part of the nightly batch update, CONNECTIONS identifies any notes that have been in Draft status for 15 calendar days and changes the status to “Final.” Each time a note is saved, CONNECTIONS keeps an historical record of when notes are saved and by whom.

> All Progress Notes must be saved as “Final” prior to providing them to any entity legally authorized to receive the record (e.g., family court, district attorney).

To view notes that have already been recorded, return to the **Progress Notes** tab.

Searching Progress Notes

Workers and supervisors may find it useful to search for notes (e.g., a worker may want to view notes that have been already recorded in CONNECTIONS to review what has occurred throughout course of the investigation; a supervisor may want to view previously recorded notes especially when approving work). A Progress Notes search is conducted through the **Progress Notes** tab.

There are two ways to begin a search:

- The **Progress Notes** tab can be accessed in view-only mode through the CPRS event on the *Event List*.
- The worker can select the **Child Protective Record Summary** task from the *Task List* (or the **Enter Progress Notes** command from the **Options** menu), then click on the **View Existing Notes** button on the *Progress Notes Detail* window.

By default, when the **Progress Notes** tab is accessed, the search results grid displays all of the Progress Notes for the stage. The notes display with the most recent notes at the top of the list.

A worker may want to view notes that contain certain criteria. For example, a caseworker may want to display only the notes in which a particular family member is the focus. A Progress

Notes search is necessary to display only those notes with the focus on that family member. Searching retrieves a list of existing Progress Notes for a stage.

Once a note has been selected, the **View Note**, **Copy Note** and **Print Note(s)** buttons enable. If the selected note is in Draft status, the **Edit Note** button also enables. The **Search** button enables when search criteria have been selected.

Step-by-Step:
Searching for Progress Notes

1 Click on the **Progress Notes** tab in the CPRS.
A blank Progress Notes Detail window displays.

2 Click on the **View Existing Notes** button.
*The **Progress Notes** tab displays with the list of notes that have been saved for that stage.*

Filtering Progress Notes

Within the Progress Notes search, if a large number of notes display in the search results list, the worker may want to narrow that number by applying filters to the list. The following filters are available:

- From Event Date
- To Event Date
- Type
- Author
- Family Part. (participant)
- Method
- Entered By
- Other Part. (participant)
- Purpose
- District/Agency
- Focus
- Location

After the filters are selected, the **Search** button enables and the search is restricted to only the Progress Notes that fall into the selected parameters.

Step-by-Step:
Filtering Progress Notes

1 From the *Progress Notes Detail* window, click on the **View Existing Notes** button.
*The **Progress Notes** tab displays.*

2 Select the filters you wish to apply to the search by selecting from the drop-down lists and/or entering data in the fields.

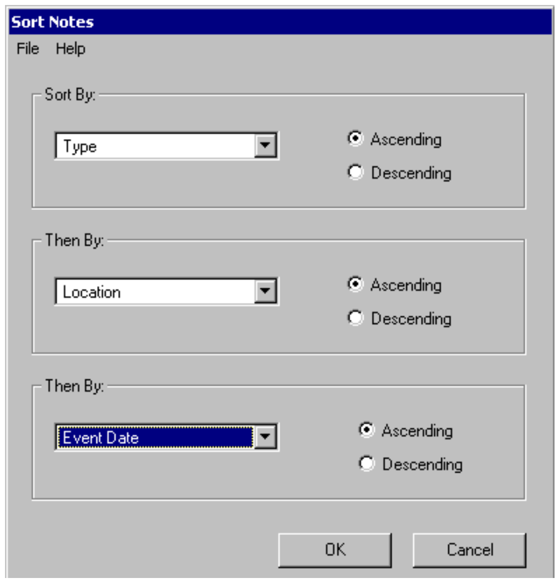
3 Click on the **Search** button to apply the filters to the search.
*The **Progress Notes** tab displays with the filtered results list.*

> Once filtering has been set, clicking on the **Refresh List** button displays the most current list of notes with the filters removed.

Sorting Progress Notes

Once a search has been conducted, Progress Notes are sorted by default in descending order by Event Date and Time. Along with the default sort, there are two methods available for sorting the notes:

- Within the search results list, click on the desired column heading by which you want to sort the notes. The list displays in ascending order.
- Click on the **Sort** button to open the *Sort Notes* window. Up to three sort criteria can be selected. Each sort can also be ordered in ascending or descending order within the *Sort Notes* window.



Progress Notes can be sorted by any column heading on the grid. The list of column headings (on page 6 in the "Progress Notes Tab" section) describes the column headings two ways: in terms of filters for searching and in terms of fields within the *Progress Notes Detail* window. Sorting also provides the ability to select the **Note Status**, **Addendum** and **Copied From** fields, which are included in the search results grid, but not included on the *Progress Notes Detail* window.

Step-by-Step:
Sorting Progress Notes

1 To sort the existing columns in ascending order, from the **Progress Notes** tab, click on the column heading by which you wish to sort.
The column sorts in ascending order.

—OR—

If you wish to sort in descending order and/or by multiple criteria, click on the **Sort** button.
The Sort Notes window displays.

> If at any time, you'd like to remove the sorts and/or filters you've selected, click on the **Refresh List** button.

2 Select up to three sort criteria in the three sort fields. Also choose **Ascending** or **Descending** order by clicking on the corresponding radio button.

3 Click on the **OK** button to complete the sort.
*The **Progress Notes** tab displays with the list sorted*.

Within the list of notes, one, several or all of the notes can be selected. To select one note at a time, simply click on each note to highlight it. To select all of the notes, click on the **Select All** button. Once a note has been selected, it can be copied, printed, viewed, modified, saved and deleted, depending on the status of the note (Draft or Final) and whether or not the worker is the Entered By person or the Author. Addenda can also be appended to notes that are in Final status. Copying, viewing, modifying and deleting notes can be performed only when *one* note is selected. Once Progress Notes are selected, they will print in chronological order by **Entry Date**.

Viewing Existing Notes

Existing notes can be viewed by clicking on the **View Existing Notes** button on the *Progress Notes Detail* window. The **Progress Notes** tab displays.

Once a search of Progress Notes has been conducted (see “Searching Progress Notes” on page 20), notes can also be viewed by selecting a note from the search list and clicking on the **View Note** button on the **Progress Notes** tab. The note displays in view-only mode.

While viewing the note, the **Save as Draft**, **Save as Final** and **Cancel** buttons are disabled. Depending on the worker’s security rights, the **Copy Note** and **New Note** buttons may or may not be enabled.

Step-by-Step:
Viewing an Existing Progress Note

1 From the *Progress Notes Detail* window, click on the **View Existing Notes** button.
*The **Progress Notes** tab displays*.
—OR—
From the **Progress Notes** tab, complete the Progress Notes search.
(See the Step-by-Step instructions on page 20.)

2 Select the note to be viewed and click on the **View Note** button.
The Progress Notes Detail window displays with the contents of the selected note.

Modifying Progress Notes

Progress Notes can only be modified while in Draft status. Once a note has been saved as “Final,” it can no longer be modified; only an addendum may be made. If changes are made to the **Type** of contact, CONNECTIONS will clear all of the worker-recorded data, with the exception of the narrative. If **Method of Contact** is modified, the system will clear all fields except the narrative and **Type**.

Step-by-Step:
Modifying a Progress Note

1 Select the Draft note to be modified from the **Progress Notes** tab.

2 Click on the **Edit Note** button.
The Progress Notes Detail window displays with the selected Progress Note.

3 Make the necessary modifications. Once all of the required fields are recorded, click on the **Save as Draft** button.
—OR—
Click on the **Save as Final** button.
*The **Progress Notes** tab displays.*

Adding an Addendum to a Frozen Note

To modify notes that are in Final status, addenda are necessary. Addenda can only be added to notes in open stages. Notes can have multiple addenda.

Addenda can be added by the Progress Note's Author, by anyone in the Author's unit hierarchy and by the Progress Note's Entered By person.

> Since supervisors cannot modify their workers' notes, they use addenda to modify a note completed by their workers.

Addenda are added to the bottom of the narrative of the original note. The new text is time-stamped with the name and ID of the logged-on worker. All previously recorded text in notes and addenda are locked for edit while a new addendum is being created. Once the worker starts typing, the **View Existing Notes**, **Copy Note** and **New Note** buttons disable. The **Save as Final** and **Cancel** buttons enable.

Step-by-Step:
Recording an Addendum to a Progress Note

1 From the **Progress Notes** tab, select a note in Final status.

2 Click on the **Options** menu and select **Add Addendum**.
The Progress Notes Detail window displays with the selected Progress Note. All existing fields and the narrative are locked for edit.

3 Record text at the bottom of the existing narrative.

4 Click on the **Save as Final** button.
*The note is stamped with the time and date and the name of the Entered By person. The **Progress Notes** tab displays.*
—OR—
Click on the **Cancel** button.
*The **Progress Notes** tab displays.*

> By clicking on the **Cancel** button, the addendum is not added, and the time/date and name are not stamped on the existing Progress Note.

Once an addendum has been added, the **Addendum** column of the search grid is flagged with a "Y," indicating an addendum exists for the note. If notes do not have addenda, the column is flagged with an "N."

Ease of Use Enhancements

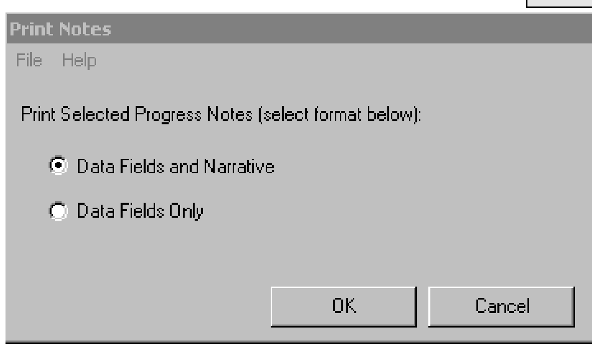
There are several functions within Progress Notes that can be utilized from both the **Progress Notes** tab and the *Progress Notes Detail* window.

Printing Progress Notes

The saved contents of one Progress Note, a series of notes, or all notes of the Investigation stage can be previewed and printed from the **Progress Notes** tab in the CPRS. The notes print as one document, listed in chronological order.

To print Progress Notes from the **Progress Notes** tab, select the note(s) to be printed, click on the **File** menu and select **Print**, or simply click on the **Print Note(s)** button. Once on the *Print Notes* window, the worker must choose either to print the data fields with the narrative, or to print the data fields without the narrative. Printing only the data fields generates the Progress Notes Data Report. Click on the corresponding radio button to select the format and then click on the **OK** button. The worker can also choose to cancel the print request by clicking on the **Cancel** button.

To select multiple notes, hold down the **Ctrl** key on your keyboard and select the desired notes. Scroll down the list, if necessary, using the scroll bar on the right side of the search results grid.



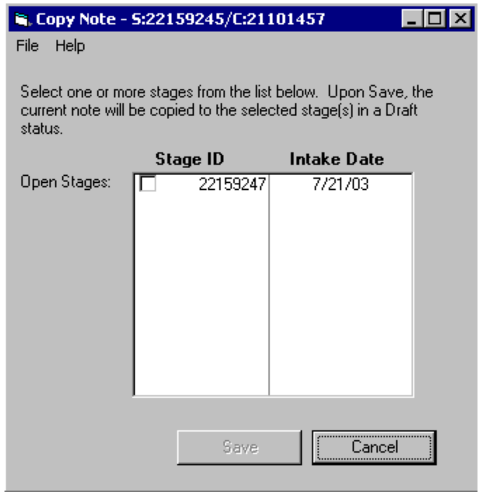
To print notes from the *Progress Notes Detail* window, click on the **File** menu and select **Print.** Follow the instructions above to complete the printing.

Below is a sample Progress Notes Data Report. For a sample of a printed Draft Progress Note with the narrative included, see "Appendix C: Sample of a Printed Progress Note" on page 31.

Event Date	Note Status	Type(s)	Method	Location	Participant	Other Part.(s)	Author	Dist./ Agy.	Focus	Purpose	Un-Annc.	Event Time	Entry Date	Add.
12/18/02	Draft	Casework Contact, Family Visitation	Face to Face	Parent's Home	Morris, Peter, Morris, Marie, Morris, Amanda	Legal, Medical	Ballou, Wally	A66	Morris, Amanda	Case Planning, Family Planning	No	11:45 AM	12/20/02	No
11/21/02	Final	Court	Face to Face	Precinct/Law Enforcement Office	Morris, Peter, Morris, Marie	Legal, Juvenile Detention, Law Enforcement	Ballou, Wally	A66	Morris, Amanda	Counseling	No		11/21/02	Yes
10/07/02	Final	Attempted Family Visitation	Face to Face	Foster Home	Morris, Marie		Ballou, Wally	A66	Morris, Amanda	Family Planning	No		10/05/02	No
10/01/02	Final	Casework Contact	Face to Face	Foster Home	Morris, Peter, Morris, Marie, Morris, Amanda	Relative	Miller, Jamie	A66	Morris, Amanda	Case Planning	Yes		10/01/02	No

Copying Progress Notes

Notes in either "Draft" or "Final" status can be duplicated to one or more other open Investigation stages within the same case. The ability to copy notes improves efficiency by saving the worker, or any other person with the appropriate security (see security information on page 3), from having to record the same information more than once for the same case. A note can be copied simultaneously to more than one stage. However, only one note can be copied at a time. Copying the note duplicates all of the data fields and the narrative.



In order to copy a note, *all* of the following must apply:

- The worker has saved the Progress Note.
- The Progress Note's **Event Date** is on or after the Intake Stage date of the Investigation stage to which the note is being copied.
- The original stage's District/Agency is the same as the "copied to" stage's District/Agency.
- The "copied to" stage must be a Build 16 implemented stage.

The Progress Note being copied must support the same level of edit matrix and data values as the "copied to" stage.

- The original note's Participant(s) or Focus must be part of the "copied to" Investigation stage.
- The Entered By worker or the Author of the original note must be assigned as the Primary or Secondary worker of the "copied to" Investigation stage, or be part of the unit hierarchy of the worker(s) assigned to the Investigation stage.

System edits will prevent a worker from copying another worker's note to a different stage. If the worker attempts to do so, the following error message will display:

*"No open stages meet the criteria to add a copy of the selected note.
Cannot copy Progress Note."*

Step-by-Step:
Copying a Progress Note

1 From the *Progress Notes Detail* window, click on the **Copy Note** button.
—OR—
From the **Progress Notes** tab, select the note to be copied and click on the **Copy Note** button.
The Copy Note window displays with a list of possible open stages within the case to which you have modify rights.

The "Entry Date" field fills with today's date (the date the note was copied). This is also the first day of the 15-calendar-day "Draft" period.

2 Select the stage(s) you wish to copy the note to by clicking in the check box next to each corresponding stage ID.
*The **Save** button enables.*

3 Click on the **Save** button.
The note has been copied to the selected stage(s) and displays in Draft status. The "Entry Date" field fills with today's date (the date the note was copied). This is also the first day of the 15-calendar-day "Draft" period.

4 Click on the **OK** button.
The following message displays:
"Progress Note has been copied."

Progress Notes that are copied do not retain any system relation between the original version and the copy. In other words, modifying one note has no effect on the other note.

Deleting Draft Progress Notes

The situation may arise when a worker decides it would be more efficient to delete an erroneous note, rather than try to modify it. Provided the note is in Draft status, it can be deleted. Workers with the ability to *modify* notes can delete notes. Only one note may be deleted at a time. Deleted notes are completely removed from CONNECTIONS and cannot be recovered, i.e., there is no historical record of deleted notes.

Step-by-Step:
Deleting a Progress Note

1 From the **Progress Notes** tab, select a note in Draft status.

2 Click on the **Options** menu and select **Delete Draft Note**.
The following message displays: "Are you sure you want to delete this note?"

3 Click on the **Yes** button to delete the note.
*The **Progress Notes** tab displays and the system refreshes with the deletion of the note.*
—OR—
Click on the **No** button to retain the note.

Appendix A: Information to Be Recorded in Progress Notes

Progress Notes record the caseworker's investigative, assessment and intervention activities in an objective and behaviorally descriptive way which support the caseworker's conclusions about safety, risk, family functioning and the credible evidence that exists or fails to exist to substantiate allegations of child abuse and maltreatment. Additional casework activity which supports decision making and service planning is to be documented in Progress Notes for cases open for services and for cases in which children have been placed in out of home care. Progress Notes should be recorded contemporaneously with the event, interview, observation or activity to preserve the integrity of the information being recorded.

Use clear, descriptive, factual information. Impressions or opinions of workers may be included and labeled as such. Relevant information that supports the worker's opinions and impressions should be included, wherever possible. Also describe results of the contact, as appropriate, including any decisions made, actions planned, next steps or planned follow-up.

Below is a non-exhaustive list of the key events, activities and contacts that are to be documented in Progress Notes.

- descriptions of all interactions with the child(ren) and parents during the course of the investigation and while receiving services, including missed or cancelled appointments;
- observations of parent and child(ren), family functioning and interactions and household conditions;
- descriptions of collateral contacts relating to the collecting of information needed to formulate an assessment and/or assist with making a determination of a CPS report;
- actions taken in the investigation of a reported case of child abuse or maltreatment; including the documentation of all information gathered to support the completion of the Safety Assessment, Risk Assessment Profile (RAP), allegation substantiation or unsubstantiation and report determination;
- efforts made to engage the family and child(ren) in the development of the service plan and the family and child(ren)'s level or degree of participation in the process and their perceptions and reactions to the service plan;
- documentation of family and child(ren)'s participation in services, the need for modifications to the service plan based on progress towards goals, and efforts made to overcome any barriers to service provision;
- referrals and communications with service providers involved in the case and information received from service providers concerning their contacts and activities with the child(ren) and/or family receiving services;
- descriptions of contacts with educational/vocational personnel on behalf of a child;
- referrals and communications with probation regarding a child in the case;
- description of casework contacts with child's caretakers if child is in foster care or alternative placement arrangement;
- court hearings or other legal activities and their outcome;
- descriptions of activities related to medical, psychological and dental examinations,

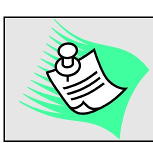
including any significant results, diagnosis and referrals arising from these examinations;

- significant events such as births, marriages, divorces, etc.;
- documentation of specific safety issues and inadequacy of safety interventions that support the need for placing a child(ren) into foster care;
- the diligent efforts made to maintain the child(ren) in the home prior to placement, and alternatives explored to prevent foster care placement;
- efforts made to prevent moves of child(ren) while in foster care;
- descriptions of parental and sibling visits with any child who is in foster care, and missed visits when this occurs; and any others present during the visit including the caseworker;
- chronological documentation of diligent efforts, to assist, develop and encourage a meaningful relationship between the parents and the child;
- efforts by parents to make a realistic plan, provide an adequate home and provide parental care for the child;
- efforts made to pursue adoption or another permanency planning goal for the child when it is determined that permanency for a child cannot be achieved within the child's own family;
- documentation of caseworker/supervisor conferences, including a description of the nature of the discussion and any follow-up activities to occur;
- documentation that foster parents or prospective foster parents have been asked whether they will accept a sibling group, or accept a sibling at a later time, if appropriate;
- documentation that foster parents have been provided with information on the existence and location of all siblings or half-siblings of any child placed with them;
- documentation that foster parents have been informed that diligent efforts will be made to facilitate regular biweekly visitation between the foster child and his or her parents and between minor siblings or half-siblings who have been placed apart, unless such contact is restricted by court order or in the case of siblings or half siblings, would be contrary to the health, safety or welfare of one or more of the children or unless the lack of geographic proximity precludes visitation;
- documentation that the parents were notified at placement of the possible consequences if a child were to be in foster care for 15 of the most recent 22 months, discussion with parents regarding the deleterious effects of foster care on the child(ren) and the child(ren)'s need for permanency;
- with regard to a child is foster care, documentation of the basis for not filing a Termination of Parental Rights for either/both parents as circumstances require;
- for a child freed for adoption, documentation of efforts to locate an adoptive home for the child or secure another permanent resource for children who refuse adoption; and
- document the reason for the decision to consolidate the subsequent investigation into an on-going investigation. (See the CPS Functions Job Aid for guidelines and a full explanation of Consolidated Investigations.)

Appendix B: Progress Notes Data Fields Edit Matrix

Type	Method	Unannounced	Purpose	Participant	Other Participant	Location	Focus	Event Date	Event Time	Author	Narrative
Attempted Casework Contact[6]	**Face to Face**	E	E	D	D	E	E	R	E[4]	R	R
	Mail	E	E	D	D	D	E	R	E	R	R
	Fax	E	E	D	D	D	E	R	E	R	R
	Phone	E	E	D	D	D	E	R	E[4]	R	R
	Email	E	E	D	D	D	E	R	E	R	R
	Other	E	E	E	E	E	E	R	E	R	R
Attempted Family Visitation	**Face to Face**	D	E	E	E	E	E	R	E[4]	R	R
Attempted Sibling Visitation	**Face to Face**	D	E	E	E	E	E	R	E	R	R
Case Conference	**Face to Face**	D	E	E	E	E	E	R	E	R	R
	Phone	D	E	E	E	D	E	R	E	R	R
	Other	D	E	E	E	E	E	R	E	R	R
Casework Contact[6]	**Face to Face**	E	E	R[1]	R[1]	R	E[3]	R	E[4]	R	R
	Mail	E	E	R	E	D	E[3]	R	E	R	R
	Fax	E	E	R	E	D	E[3]	R	E	R	R
	Phone	E	E	R	E	D	E[3]	R	E[4]	R	R
	Email	E	E	R	E	D	E[3]	R	E	R	R
	Other	E	E	R	E	E	E[3]	R	E	R	R
Collateral Contact	**Face to Face**	D	E	D	R	R	E	R	E	R	R
	Mail	D	E	D	R	D	E	R	E	R	R
	Fax	D	E	D	R	D	E	R	E	R	R
	Phone	D	E	D	R	D	E	R	E[4]	R	R
	Email	D	E	D	R	D	E	R	E	R	R
	Other	D	E	D	R	E	E	R	E	R	R
Court	**Face to Face**	D	E	E	E	E	E	R	E	R	R
	Mail	D	E	E	E	E	E	R	E	R	R
	Fax	D	E	E	E	E	E	R	E	R	R
	Phone	D	E	E	E	E	E	R	E	R	R
	Email	D	E	E	E	E	E	R	E	R	R
	Other	D	E	E	E	E	E	R	E	R	R
Family Visitation	**Face to Face**	D	E	R[2]	E[2]	R	E	R	E	R	E
Sibling Visitation	**Face to Face**	D	E	R[2]	E[2]	R	E	R	E	R	E
Summary[5]	D	D	D	D	D	D	E	D	D	R	R
Supervisor/ Managerial Review[5]	D	D	E	D	D	D	E	E	D	R	R

Key:
R = Required
E = Enabled
D = Disabled



If multiple Types are selected, an edit of "Enabled" for one selected Type overrides an edit of "Disabled" for another selected Type. "Required" overrides all other edits.

Exceptions to the Rule

The Edit Matrix table on the previous page provides the circumstances in which each field is required, enabled or disabled. There are exceptions to the rule; these are listed below. These exceptions are indicated by a footnote in the Edit Matrix table.

<table>
<tr><th colspan="4">Exceptions to the Rule</th></tr>
<tr><th>Footnote Number</th><th>Type</th><th>Method</th><th>Required Field(s)</th></tr>
<tr><td>1</td><td>Casework Contact</td><td>Face to Face</td><td>Either Participant or Other Participant</td></tr>
<tr><td>2</td><td>Family Visitation or Sibling Visitation</td><td>Face to Face (only possibility)</td><td>At least two Participants or one Participant and an Other Participant of Relative</td></tr>
<tr><td>3</td><td>Casework Contact</td><td>All possible choices</td><td>Focus (if Foster/Adoptive Parent or Congregate Care are selected in the Other Participant field)</td></tr>
<tr><td rowspan="3">4</td><td>Attempted Family Visitation</td><td>Face to Face (only possibility)</td><td>Event Time</td></tr>
<tr><td>Casework Contact or Attempted Casework Contact</td><td>Face to Face or Phone</td><td>Event Time</td></tr>
<tr><td>Collateral Contact</td><td>Phone</td><td>Event Time</td></tr>
</table>

[5] Summary and Supervisor/Managerial Review cannot be selected in addition to any other Types.

[6] Casework Contact cannot be selected in addition to Attempted Casework Contact.

Edit [4] is a higher-level edit, used primarily in New York City when the Primary worker in the stage is a member of a district that has requested additional requirements. For example, if a worker in New York City recorded a certain type of Progress Note with certain elements, a field that might not be required for an Albany County worker (assuming this is a county that is not subject to higher-level edits) will highlight in yellow and be required for the NYC caseworker.

The Primary worker's district edits and data values take precedence over the Secondary worker's district edits. Therefore, if the Primary worker is in a district that has the standard-level edits and data values, and the Secondary worker is in a district that has requested the higher-level edits and data values (ACS only), the Primary worker's standard-level edits and data values take precedence over the Secondary worker's district edits, regardless of which district has the higher-level edits and data values. If the Primary worker's district is in ACS, the higher-level edits and data values take precedence and the Secondary district will have to follow the higher-level edits. The higher-level edits will display however, the Secondary district may opt to select only the standard-level of values.

Appendix C: Sample of a Printed Progress Note

CONNECTIONS

CHILD PROTECTIVE

RECORD SUMMARY

****WARNING****

CONFIDENTIAL INFORMATION

AUTHORIZED PERSONNEL ONLY

CASE ID:	20000125	**INV STAGE ID:**	20000282	**WMS#:** 0000000000
CASE NAME:	Bassler, Linda	**INV STAGE NAME:**	Bassler, Linda	**FATALITY REPORT**
STAGE CD:	Q07	**INT REPORT DATE:**	12/20/1999	**HIGH PRIORITY**

PROGRESS NOTES – Implemented CPRS

*** DRAFT ***

Event Date: 12/18/02 **Event Time:** 11:00 AM **Entry Date:** 12/20/02

Author: XXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXX **Entered By:**

Dist.Agy.: XXX **Note Status:** Draft

Addendum: No

Type(s): Casework Contact, Family Visitation

Method: Face to Face **Unannounced Visit**

Location: Parent's Home

Family Participant/Focus:

Name	Family *Participant*	*Focus*
XXXXXXXXXXXXXXXXXXXXXXXXX	Yes	No
XXXXXXXXXXXXXXXXXXXXXXXXX	Yes	No
XXXXXXXXXXXXXXXXXXXXXXXXX	No	Yes

Other Participant(s): Legal, Medical

Purpose(s): Case Planning, Family Planning

Progress Notes Narrative:

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

End of Note