4/10/02

CONNECTIONS

System Build 15

CPS:

Changes Affecting CPS and Related Common Functions

CONNECTIONS Training Project
SUNY Training Strategies Group

Funding for this training is provided by
New York State Office of Children and Family Services

CONNECTIONS

System Build 15 CPS Job Aid

Contents

This job aid is available online:

- In the Public Folders:
  All Public Folders > Statewide > Connections > Build 15
- On the CONNECTIONS Intranet site:
  DFA Intranet Site > OCFS Homepage > Connections > Desk and Job Aids
  The CONNECTIONS Intranet site also contains information about CONNECTIONS training.

Note: New Help Desk

The NYS Enterprise Help Desk is available to provide support and answer basic questions related to your equipment, or problems you're having with the CONNECTIONS application. If they cannot solve your problem, they will record your information and forward it to others who can.

When you call the Enterprise Help Desk with a problem, you will be given a ticket number to use for tracking your issue and its resolution. Keep a record of this number; you will need it for any follow-up conversations with the Enterprise Help Desk.

The Enterprise Help Desk is staffed 24 hours a day, seven days a week. The new telephone number is:

1-800-NYS-1323
(1-800-697-1323)

Note: Any visible identifying data in this job aid is simulated.

Introduction

This Job Aid provides information on the changes to CPS and Common Functions in CONNECTIONS that are being introduced with Build 15. In order to perform some of these new functions, new security attributes are required. Specific security attributes and other requirements are included in the applicable sections of this job aid. Contact your Security Coordinator if you have questions regarding your security access.

Specifically, this job aid contains information on:

- The introduction of two new capabilities, Person Unrelate and Remove Person, and changes applied to the existing Person Merge and Person Split functions. These enhancements will enable districts to make corrections on persons who were added incorrectly to the case.
- The creation of new windows, including:
  - ⇒ *Multiple Primary Address/Phone Maintenance* window; and
  - ⇒ *Assigned Workload (Filtered).*
- Enhancements to existing CONNECTIONS windows, including:
  - ⇒ System Identifier information (e.g., Case ID) added to the title bar for several windows to help workers keep track of the record they are viewing;
  - ⇒ New date columns added to the Event List that indicate when an event occurred and when the event was updated by the worker;
  - ⇒ New Race and Ethnicity fields that are designed to meet new federal reporting requirements; and
  - ⇒ Modifications to the *Person Detail* window to ease navigation to other windows that modify person information.
- The creation of a new Rejection Task To-Do that will help workers view rejections comments and navigate directly to the appropriate window.
- The introduction of Phonetic Address Search to the Person Search function.
- Modifications to the *Priority Closure* window that include more space in the Comments field to record information.
- New Alert notifying the Approver/Manager when a task or event was saved and submitted to anyone other than the Unit Approver.
- The *Change Case (Stage) Name* window has been changed to *Case (Stage) Name/CD* window. This window has two new fields that will enable NYC workers to maintain community district information.
- Updates to the CONNECTIONS Online Help system to support changes in this Build.

Changes to CPS Functions

Person Unrelate and Remove Person

Build 15 introduces new functions that will enable districts to make corrections on Persons who were added incorrectly to the case. These new functions are accessed from the *Person List* **Options** drop-down menu:

- **Person Unrelate** provides workers with the ability to "unrelate" an individual who was related in error during the Intake stage.
- **Remove Person – Added in Error**, removes an individual who was misrelated or added during Investigation or ARI Stages. This function can also be performed in FAD stages.

Person Unrelate

The **Person Unrelate** function is performed in an open Investigation stage from the *Person List*. The *Person List* can be accessed from the *Task List*, *Case Search* window, *Case List* or *Staff To-Do List*.

When a **Person Unrelate** is performed, the misrelated person (and the information associated with the misrelated person), no longer appears in the Intake or other associated stages. A new person record with a new Person ID is created on the CONNECTIONS database using the information reported during the Intake.

A new Unrelate event is created for the associated Investigation stage. The following event description provides the worker with both the misrelated Person ID (PID) and the new Person ID:

"<PID> was unrelated from <PID>"

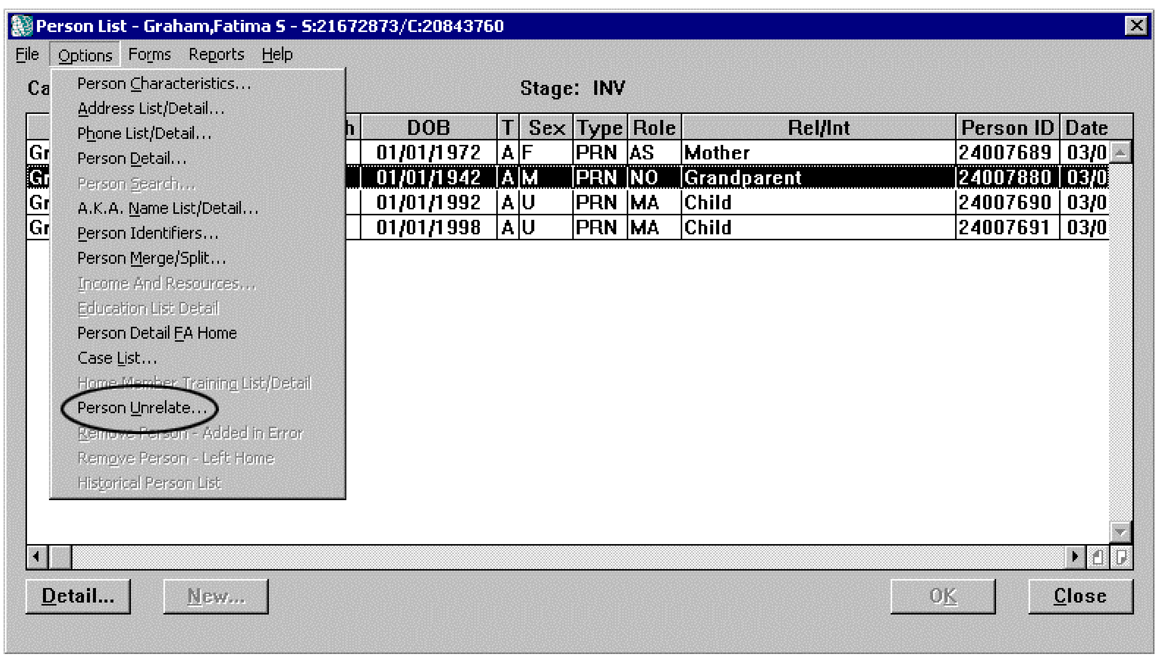
A new Alert is also generated to all workers who are assigned to an open stage that involves the misrelated person. The following alert notifies the worker that a Person Unrelate occurred:

"<Name> (<PID>) was unrelated from <Stage Name> (<Stage ID>)."

In order to perform a Person Unrelate, a worker must meet the following requirements:	
Security Attribute Needed	Person Unrelate
Additional Access Requirements	• Have a role in the case or • Be a member of the worker's hierarchy or • Have an additional security attribute of either "Access All in District" or "Access All Cases."

To Perform a Person Unrelate:

1. Select the person on the *Person List*.
2. Click the **Options** drop-down menu.



3. Select Person Unrelate.

Please Note:

⇒ *If the person selected was not reported during Intake, the following message displays:*

"Person not in Intake. Cannot Unrelate. Choose Remove Person Added in Error."

⇒ *When demographic information for the person about to be unrelated was changed after the date of the Intake, the information needs to be corrected prior to the Person Unrelate. The following message displays reminding the worker to make these changes:*

"Changes made to Person in this stage should be reset before continuing."

⇒ *As long as the person about to be unrelated remains highlighted, the warning messages will display only once.*

⇒ *If the misrelated person is associated with another CONNECTIONS event (e.g., Notice of Existence), the following message displays:*

"Events for this person in this stage will be invalidated! Continue?"

*Click on the **OK** button to continue. The following message displays:*

"Are you sure that you want to unrelated this person"?

*Click on the **Yes** button to complete the process or **No** to return to the Person List without performing the Person Unrelate.*

In order to maintain accurate data on the person, workers are responsible for correcting necessary demographic information (Name, DOB, Sex, Ethnicity, Religion, Race or Marital Status) prior to performing a Person Unrelate. For example, if the person's age was changed from 45 to 35 years after the person was added to the stage, then the worker must restore the original information (age must be changed back to 45 years) before the Person Unrelate is performed.

Performing an Unrelate changes a person's role. If the person received a notice prior to the Unrelate, the local district should send out a new notice with the correct information. Notices should also be sent whenever a new subject or person over 18 is added to a stage.

Once the Person Unrelate is complete, the *Case List* is refreshed and displays the correct person information. A "U" populates the **SCH** column, indicating that an unrelate has occurred. These changes will be reflected in the Person Data Report. Intake/IRI reports will display "U" in the REL field for a person that was unrelated.

Remove Person – Added in Error

Workers can perform the **Remove Person – Added in Error** function in an open Investigation stage from the *Person List*. The *Person List* can be accessed from the *Task List*, *Case Search* window, *Case List* or *Staff To-Do List*.

When the **Remove Person – Added in Error** function is performed, the misrelated person is removed from the stage. A new event is created for the associated Investigation stage. The following event description provides the worker with the Person ID (PID) that was removed from the stage:

“<PID> was removed from stage”

The following Alert is also generated to all workers who are assigned to an open stage that involves the removed person:

“<Name> (<PID>) was removed from <Stage Name> (<Stage ID>).”

In order to maintain accurate data on the person, workers are responsible for making necessary demographic (Name, DOB, Sex, Ethnicity, Religion, Race, or Marital Status) changes prior to performing the Remove Person-Added in Error. For example, if the person’s age was changed from 45 to 35 years after the person was added to the stage, then the worker must correct the age to restore the original information. If any of this demographic information has changed since the date the person was added to the stage, the following two messages display:

“Changes made to Person in this stage should be reset before continuing.”

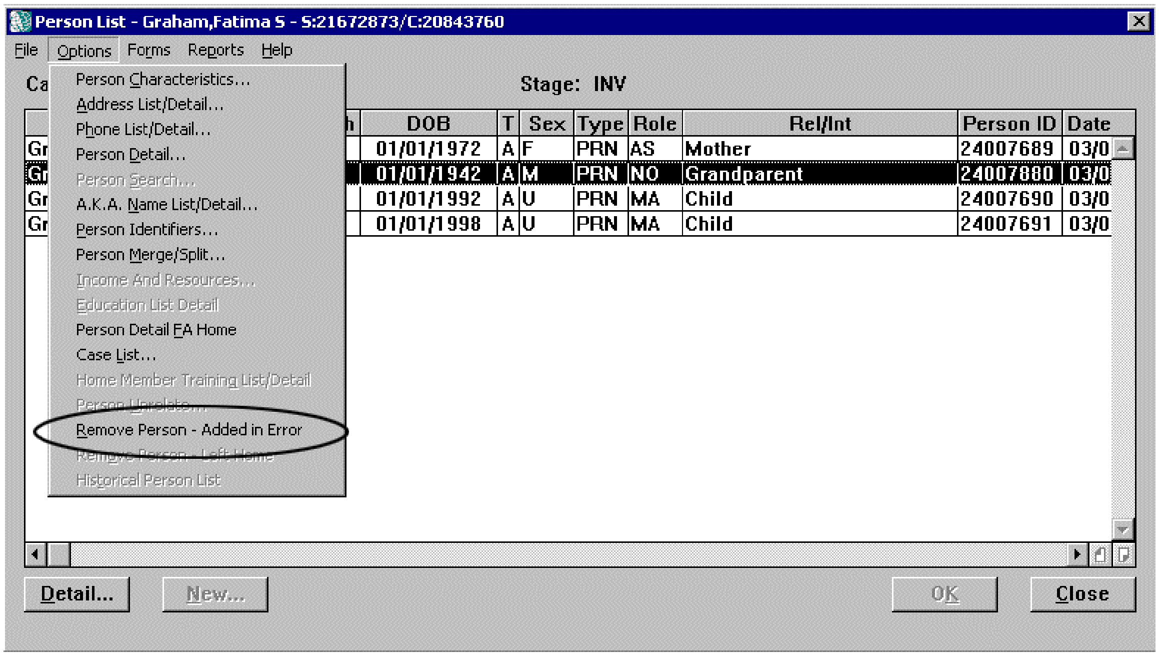
Clicking **OK** displays the following message:

“Are you sure you want to continue with the unrelate?”

<table>
<tr><th colspan="2">In order to perform a Remove Person – Added in Error, a worker must meet the following requirements:</th></tr>
<tr><td>Security Attribute Needed</td><td>Remove Person – Added in Error</td></tr>
<tr><td>Additional Access Requirements</td><td>• Have a role in the case
or
• Be a member of the worker’s hierarchy
or
• Have an additional security attribute of either “Access All in District” or “Access All Cases.”</td></tr>
</table>

To Perform the Remove Person – Added in Error:

1. Select the person on the *Person List*.
2. Click the **Options** drop-down menu.



3. Select **Remove Person – Added in Error**.

If the person is associated with another CONNECTIONS event (e.g., Notice of Existence), the following message displays:

"Events for this person in this stage will be invalidated! Continue?"
*Click on the **Yes** button to continue or **No** to return to the Person List. If "Yes" was chosen, the following message displays:*

"Are you sure you want to remove the person Added in Error"?
Click on the Yes button to Remove the Person or No to return to the Person List.

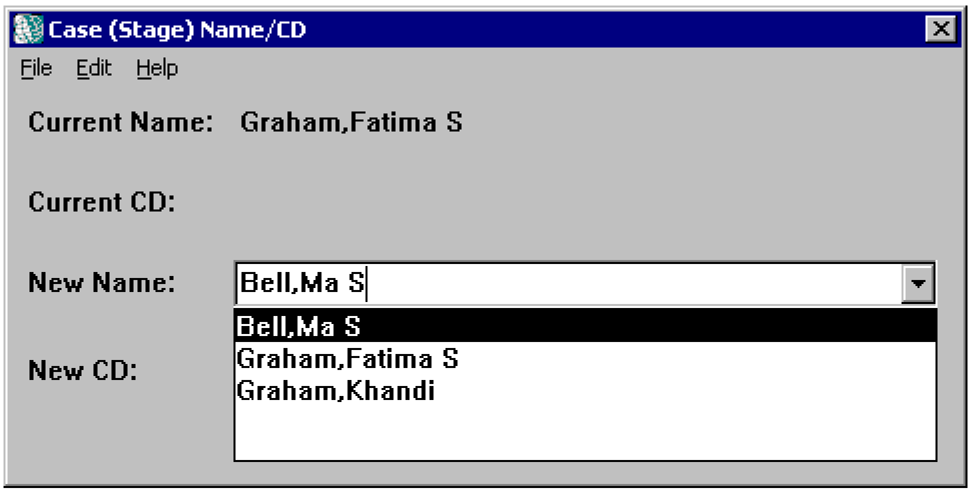
Note: Workers will not be able to perform the **Remove Person – Added in Error** function if the person was reported in Intake or named in an allegation.

Changing the Case or Stage Name

Cases are named after the first principal added to the case in the first Intake. Each stage in the case is named after the first principal added to that stage. If performing the Person Unrelate or Remove Person - Added in Error function results in an incorrect Case or Stage Name, workers are expected to update the system with the correct name.

To Update the Case or Stage Name:

1. Click on the **WORK** button on the CONNECTIONS Toolbar.
   The Assigned Workload displays.
2. Click on the stage that requires a name change.
3. Click on the **Options** drop-down menu and select **Case (Stage) Name…**
   The Change Case Name window displays.
4. Click on the drop-down arrow for the **New Name** field and select from the resulting list of principals in the case.
   You cannot enter a name here; you must select a name from the drop-down list.



5. Click on the **Save** button.
   The Assigned Workload displays. The selected stage now reflects the new name.

Person Reported in Error

A new role, "Reported in Error," has been created to address persons who were reported in error during the Intake stage. The assignment of this new role is performed in an open Investigation stage.

Only the Primary worker, Secondary worker, case manager and those in the unit hierarchy of the Primary or Secondary worker can select this new role. Workers must also have the appropriate security, including the new security attribute, "Maintain Reported in Error."

In order to change a person's role to Reported in Error, the following conditions must exist:

- The person must have been reported during the Intake stage;

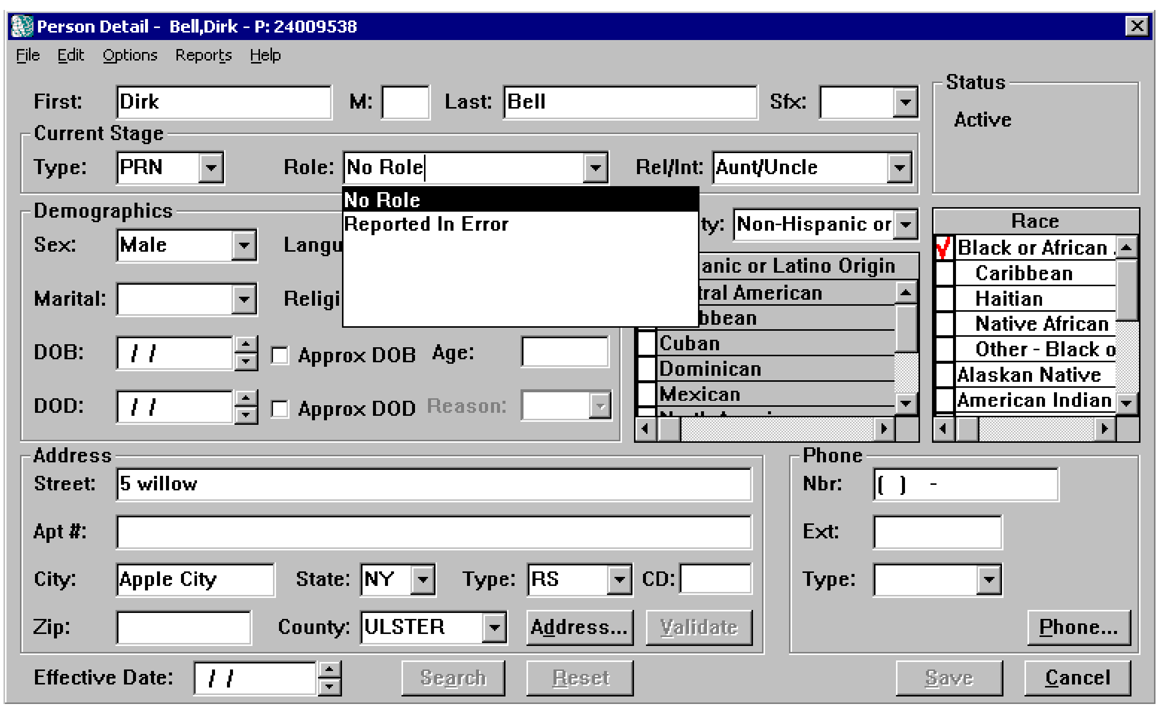
- The person cannot be associated with any substantiated allegations (the allegation details must be completed prior to changing the person's role to Reported in Error); and
- There must be at least one other allegation, which does not involve the person whose role is being changed to Reported in Error.

Pre-existing Notification events (e.g., Notice of Existence) generated for this person will not prevent changing the person's role to Reported in Error. The district is responsible for sending out manual letters notifying the person of the role change. Once the change is complete, the following notifications can no longer be generated for the person whose role was changed to Reported in Error:

- Notice of Existence
- Notice of Indication
- IAB Notification letter, IAB Indicated letter, and IAB Unfounded letter

To Change a Person's Role to Reported in Error:

1. Select the person from the *Person List*.
2. Click on the **Detail** button.
   The Person Detail window displays.
3. Click on the drop-down arrow for the **Role** field.



4. Select **Reported in Error**.

5. Click on the **Save** button.
   The following message displays:

   "Unsubstantiated/Undetermined allegations will be deleted. Continue?"

   If the person was not reported during the Intake, the following message displays:
   "Person not in Intake cannot change role to Reported in Error"

   If no other allegations are associated with another person, the following message displays:
   "A Subject and MA/AB child must remain. Cannot change to Reported in Error."

The allegations associated with this person will be deleted when the change is complete. A recalculation of overall roles and determination occurs when a person's role is changed to Reported in Error.

Note: (NYC Only) If a High Priority (HP) Factor is calculated for the Intake stage due to this person's role and changing the role of this person during the Investigation stage means the HP is no longer in effect, then the HP Factor would no longer populate the Assigned Workload when the HP Factors are recalculated. This type of report would still be considered High Priority because it was designated as High Priority at Intake.

Changing a person's role to Reported in Error changes how and where that person is listed in CONNECTIONS:

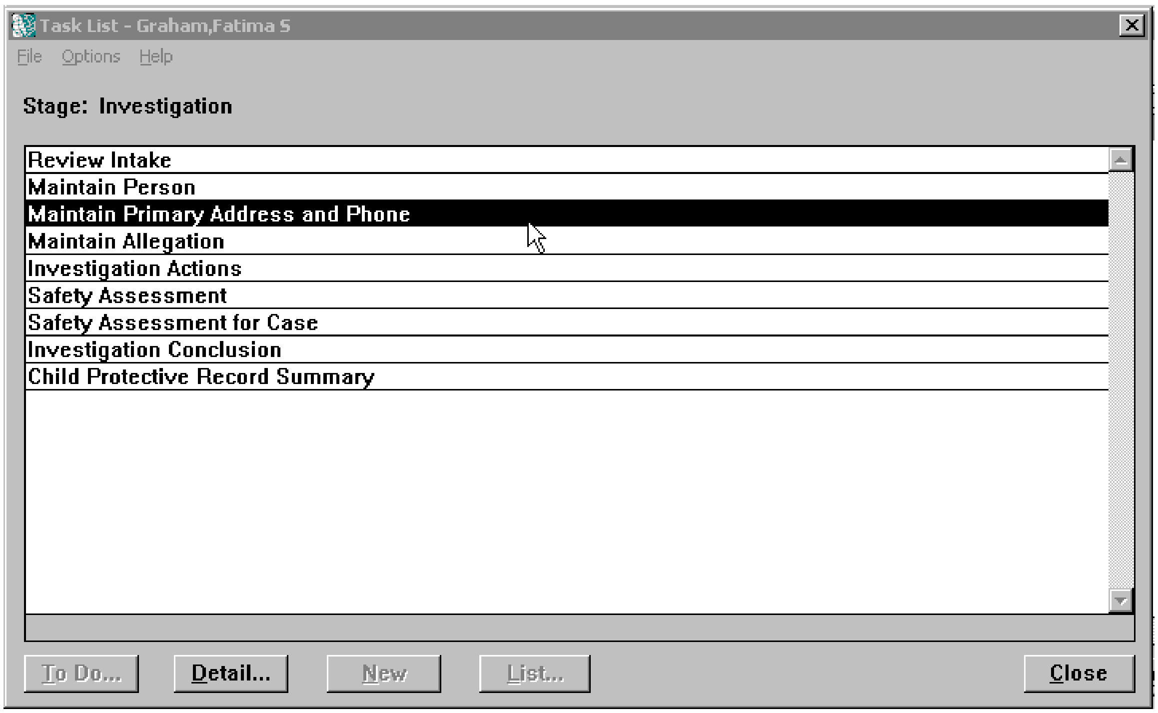
- Once a person's role has been changed to Reported in Error, **XE** will display in the **Role** column on the *Person List* for that person.
- If a person's *only* role in a case is Reported in Error, he/she will not display in the *Case Composition* window.
- A person whose role has been changed to Reported in Error will return in the following searches:
  - ⇒ A Person Search (Toolbar and from within a case);
  - ⇒ Clearance Batch Searches with the request type of Request For Information (RFI) and Administrative Review (ADREV); and
  - ⇒ Online Clearance Searches.

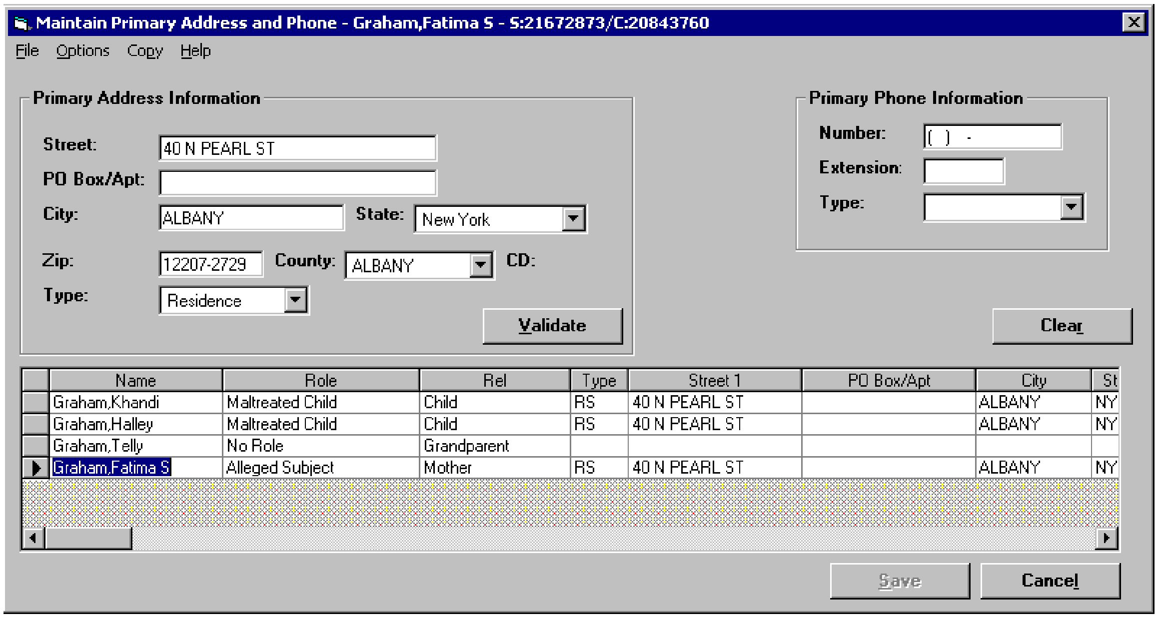
  The person will not return if the Clearance request type is Clearance (CLRCE) and the person's only role in the case is Reported in Error.

Maintain Primary Address and Phone

Prior to Build 15, when workers updated an individual's address and/or phone information, they navigated through multiple windows and were only able to update one person at a time. Build 15 introduces a new window called the *Maintain Primary Address and Phone* window. Rather than retyping the information for each person, workers are able to use this one window to add or modify the primary address/phone information for multiple persons in a stage. This new function only applies to the Investigation stage. This window can also be used to select the existing primary address/phone for persons newly added to a stage.

Workers navigate to the *Maintain Primary Address and Phone* window by selecting the **Maintain Primary Address Phone** task on the *Task List*.

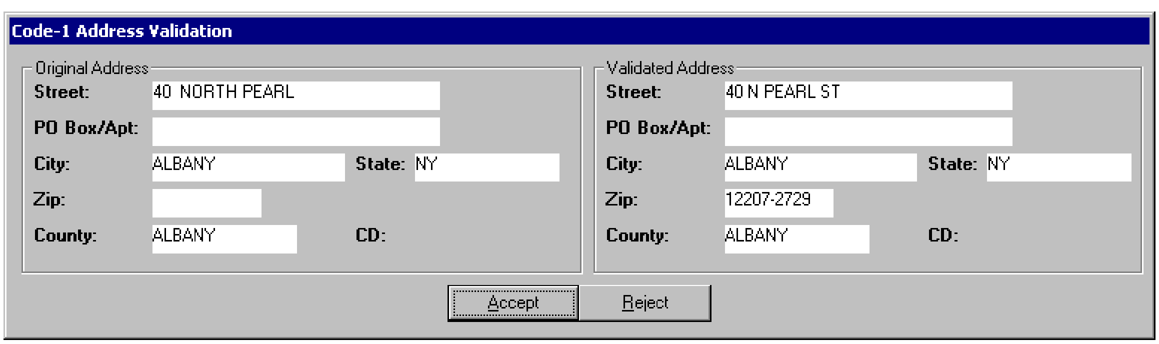




Address and Phone information can be maintained using one of the following two methods:

I Manually Entering the New Address and/or Phone Information

1. Record the new information in the fields at the top of the window.
2. Click on the **Validate** button to perform a CODE-1 address validation. *All addresses must be validated. If there is a discrepancy between the CODE-1 address and the address that was recorded, a message will display showing both addresses for comparison.* *Please Note: If a NYC address was entered and the CD was not retrieved, the following message displays “Community District Could not be Populated”*



3. You must choose to either Accept or Reject the Code-1 Validated address. Click on the **Accept** button to replace the recorded address with the CODE-1 address; *or* click on the **Reject** button to use the recorded address.

4. To link this address to one or more individuals listed in the lower section, click on the box to the left of the individual(s) name. If you wish to select more than one individual, press and hold the **Ctrl** key while clicking on the box to the left of the name.
   Selected individuals will highlight.

5. Click on the **Save** button.
   The following message displays:
   "Changes Have Been Saved"

6. Click on the **OK** button.
   The Maintain Primary Address and Phone window refreshes and displays with the modifications. Workers can make any additional changes or click on the ***Cancel*** *button to return to the Task List.*

Or

II Linking an Individual to a Pre-existing Case Address

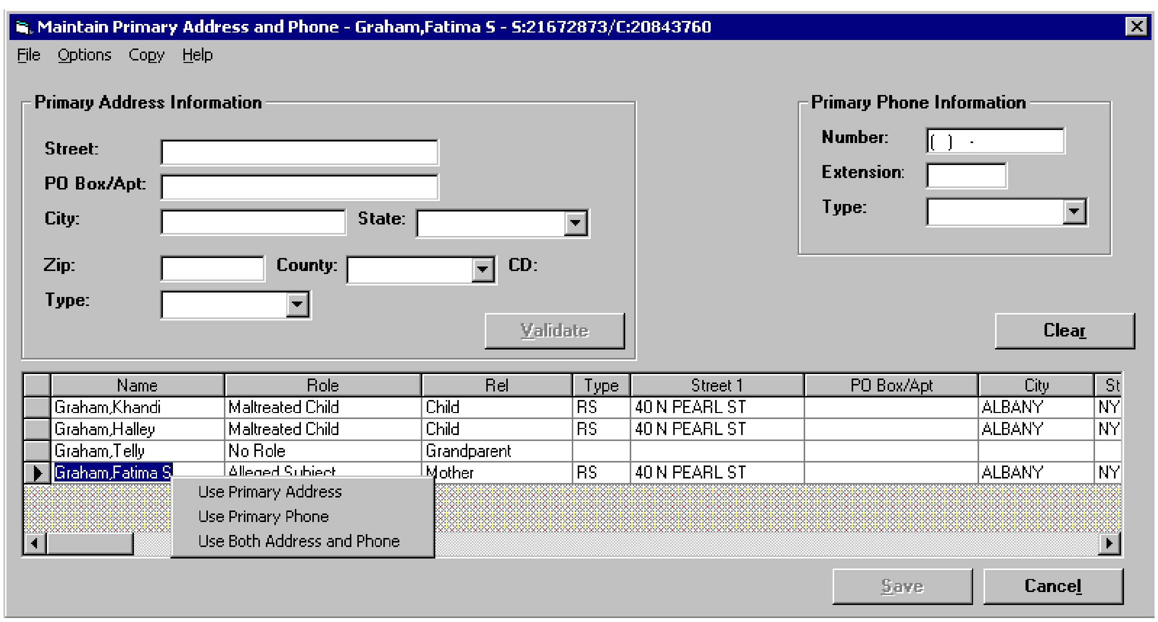
1. Select one person from the list in the lower section of the window.

2. Click with the *right* mouse button.
   A menu displays offering the following options:

   ⇒ Use Primary Address;

   ⇒ Use Primary Phone; and

   ⇒ Use Both Address and Phone.



3. Select an option from the menu.
   Once an option has been selected, the Address/Phone information

automatically displays in the appropriate fields. This information can be altered if it is not applicable to the person.

4. If either Use Primary Address or Use Both Address and Phone is selected from the menu, click on the **Validate** button to perform a CODE-1 address validation.
   All addresses must be validated.

5. To link this address to one or more individuals listed in the lower section, click on the box to the left of the individual(s) name. If you wish to select more than one individual, press and hold the **Ctrl** key while clicking on the box to the left of the name.
   Selected individuals will highlight.

6. Click on the **Save** button.
   The following message displays:
   "Changes Have Been Saved"

7. Click on the **OK** button.
   *The Maintain Primary Address and Phone window refreshes and displays with the modifications. Workers can make any additional additional changes or click on the **Cancel** button to return to the Task List.*

Workers can exit the *Multiple Primary Address/Phone Maintenance* window without saving at any time by clicking on the **Cancel** button or selecting **Cancel** from the **File** drop-down menu.

Moving Associated Stages During a Case Split

When a case is split, an Intake stage is separated from the merged case. In specific incidences in the past, an Intake stage was separated (split) from the case and the associated Investigative stage remained in the original case. The associated Investigative stage did not move with the Intake stage during the nightly split batch run.

Build 15 includes changes to this process. Now, when a worker splits an Intake stage from a case and progresses it prior to the nightly split batch run, the system will check to see if the stage is linked to any other stage. The system will now move all stages identified as belonging together during the split batch.

Case Splits Involving Additional Information and Duplicate Reports

Build 15 introduces a change that prevents Additional Information and Duplicate Reports from being split off to a single stage case.

All Additional Information and Duplicate Reports are merged to open cases when they are assigned by the SCR. On occasion, cases that appeared open in CONNECTIONS were actually closed, resulting in the SCR merging new Additional Information and Duplicate reports to cases that were no longer active. Some workers would either split the Additional Information or Duplicate Report from the case or void the pending merge to undo the SCR action. This resulted in a single closed Additional Information or Duplicate stage in a closed case, to be expunged in the future.

The *Priority Closure* window has been modified to prevent the closure of an Additional Information or Duplicate stage if it is the only stage in a case. If a worker attempts to split an Additional Information or Duplicate stage that is the only stage in a case, the following message displays:

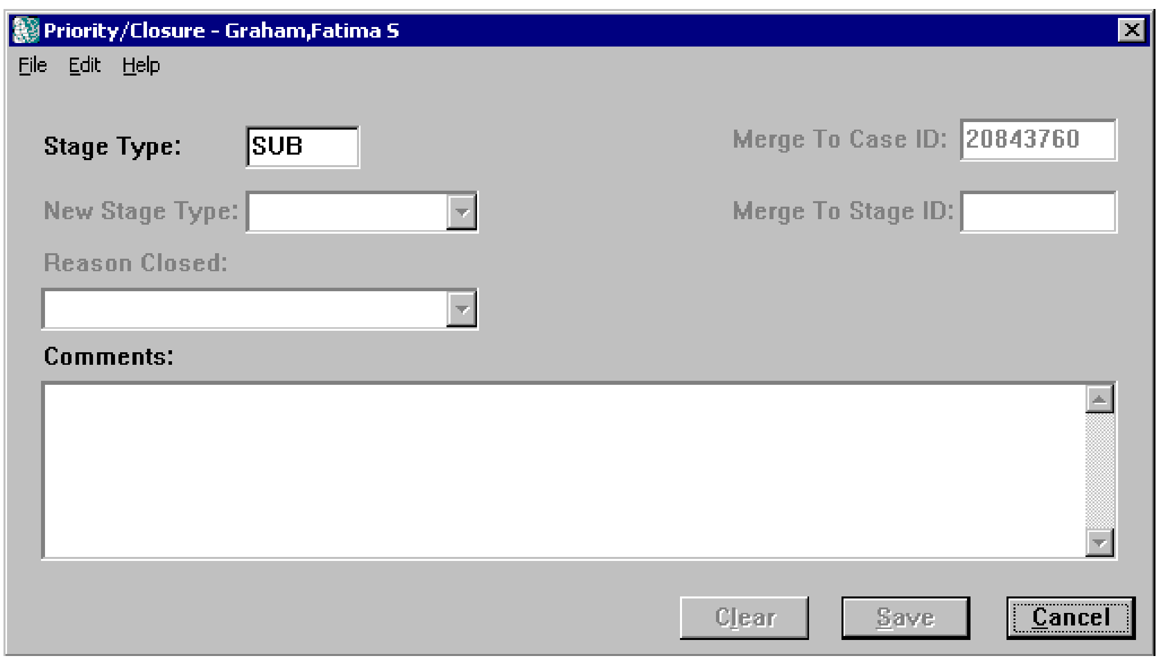
"Cannot close Add Info or Dup if only stage in case. Merge or change type."

Closure is also prevented if there is a pending merge. If a worker attempts to split an Additional Information or Duplicate stage that is pending merge, the following message displays:

"Add Info or Dup cannot be closed. It is involved in a pending merge."

The *Priority Closure* window now provides workers with:

- More space in the **Comments** field in the *Priority Closure* window to record information; and
- The ability to navigate from the event (on the *Event List*) generated by the *Priority Closure* window. While in browse mode, workers can view the comments that were recorded during closure.



Workers are still able to perform a case split when the Additional Information or Duplicate stage was incorrectly merged. The Additional Information or Duplicate stage re-opens during the Case Split Batch and display on the worker's *Assigned Workload.*

Workers can merge the stage to the correct case or change the Duplicate to Initial (if appropriate). Workers should initiate a merge from the case that the Additional Information or Duplicate will be merged to. Additional Information, Duplicate, and Subsequent stages should always be the “From Case” in a case Merge.

CAPTA Changes

Modifications have been made to CONNECTIONS to address statutory changes for Unfounded Investigations with an Intake date after 2/12/96 (post-Elisa). These Unfounded Investigations will have an expungement date set for 10 years after the date of Intake.

CPS Notification Letters

The format and content for the CPS notification letters (the Notice of Existence and Notice of Indication) have been updated to reflect the following:

- All references to DSS have been replaced with OCFS.
- The SCR address has been corrected.
- The wording in the Notice of Indication has been modified so that it applies to both confirmed and non-confirmed subjects. The context of the Notice is based on the person’s role.
- The heading section has been increased to accommodate the letterhead for individual counties.

Changes to Common Functions

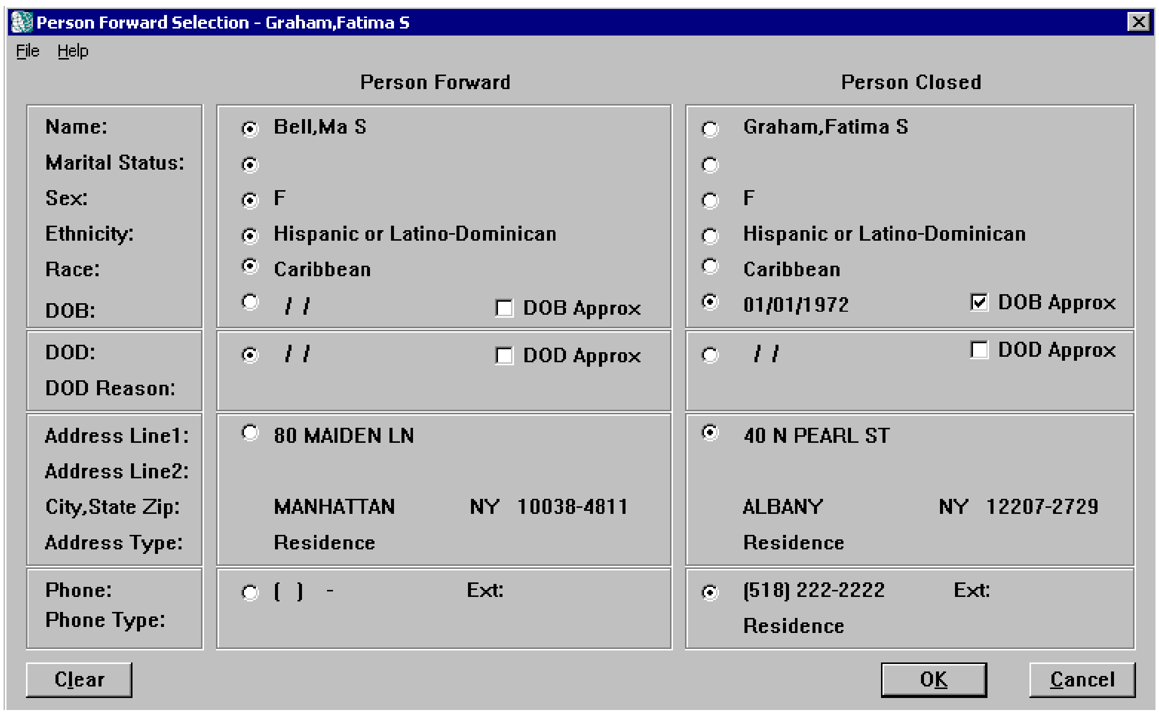
Person Merge and Person Split

Build 15 offers several enhancements to the Person Merge and Person Split functionality.

Person Merge

With the implementation of Build 15, once a person merge has been completed, the Person Forward (the person who is carried *forward* to further stages) replaces the Person Closed (the person who is merged) in all non-intake stages (open and closed), events and allegations.

Another enhancement introduced with Build 15 is the creation of the *Person Forward Selection* window. This new window allows workers to select specific person information to be applied to the Person Forward. Clicking on the **Merge** button on the P*erson/ Merge Split* window opens the *Person Forward Selection* window rather than just performing the merge.



- The following information displays on the *Person Forward Selection* window for both the Person Forward and the Person Closed:

  ⇒ Full Primary Name (First, Middle, Last Suffix);

  ⇒ Sex;

  ⇒ Ethnicity;

  ⇒ Race;

  ⇒ Marital Status;

  ⇒ DOB (including Approximate indicator);

  ⇒ DOD (including Approximate indicator and Reason);

  ⇒ Primary Address; and

  ⇒ Primary Phone.

- Information can be selected from either person by clicking on the corresponding radio button. The type of information you select, and which person you select it from, has an effect on the information that is retained for the Person Forward.
- If you are selecting information (e.g., Name) from the Person Forward, the primary information for the Person Closed is end-dated and copied to the Person Forward.
- If you are selecting information from the Person Closed, the primary information for the Person Forward is end-dated and the information from the Person Closed is copied as the primary record.
- Some person information is not part of the selection process on the *Person Forward Selection* window. For example, starting with Build 15, information regarding a person's Occupation and Living Arrangement will no longer be collected. The **Occupation** and **Living Arrangement** fields have been removed from the *Person Detail* window. However, if this information was recorded for a person prior to Build 15, it will still be maintained in the database. When a Person Merge is complete, the Person Forward's information is retained for Occupation and Living Arrangement. This information also displays in the Person Data Report.
- Valid Person Identifiers, Person Detail FA Home Information, Language and Religion are also retained from the Person Forward, unless the field is blank. If the Person Forward does not have this information, the information from the Person Closed is copied to the Person Forward.

Changes resulting from a merge or spilt are reflected in other windows.

- The **M** column on the *Person List* has been changed to **M/S**. This column continues to indicate that a person has been involved in a merge or split.

- A new column, **M/S**, has been added the *Case Composition* window to indicate when a person has been involved in a merge or split.
- Once a merge has been completed, the Person Closed will no longer display in the *Case Composition* window.
- When 2 people in the same INV stage (open or closed) are merged, duplicate allegations are deleted.

An initial data fix will also be implemented with Build 15 to update information in the database. This data fix will be run only once and will update the Person Closed with the Person Forward for all non-intake closed stages, allegations and events for Person Merges that occurred prior to Build 15.

<table>
<tr><th colspan="2">In order to perform a Person Merge/Split, a worker must meet the following requirements:</th></tr>
<tr><td>Security Attribute Needed</td><td>Merge/Split</td></tr>
<tr><td>Additional Access Requirements</td><td>Have a role in the case
or
Be a member of the worker’s hierarchy
or
Have an additional security attribute of either “Access All in District” or “Access All Cases.”
If the stage is open, have an additional security attribute of “Unit Summary Access” or “All Unit Summary” when the worker is in the same unit as a worker with a role in the case.</td></tr>
</table>

Person Split

A Person Split is performed when the records for two separate persons were accidentally merged (combined) into one. Performing a Person Split reactivates the Person ID for the Person Closed (the person who was erroneously merged into the other person), thereby restoring the Person Closed as a separate individual to the database. The records for these individuals must be carefully restored for each stage, allegation, and event.

Workers can use the Maintain Person function to update the database when the investigations are open. In addition, workers can remove the Person Forward by performing the Remove Person Added in Error function.

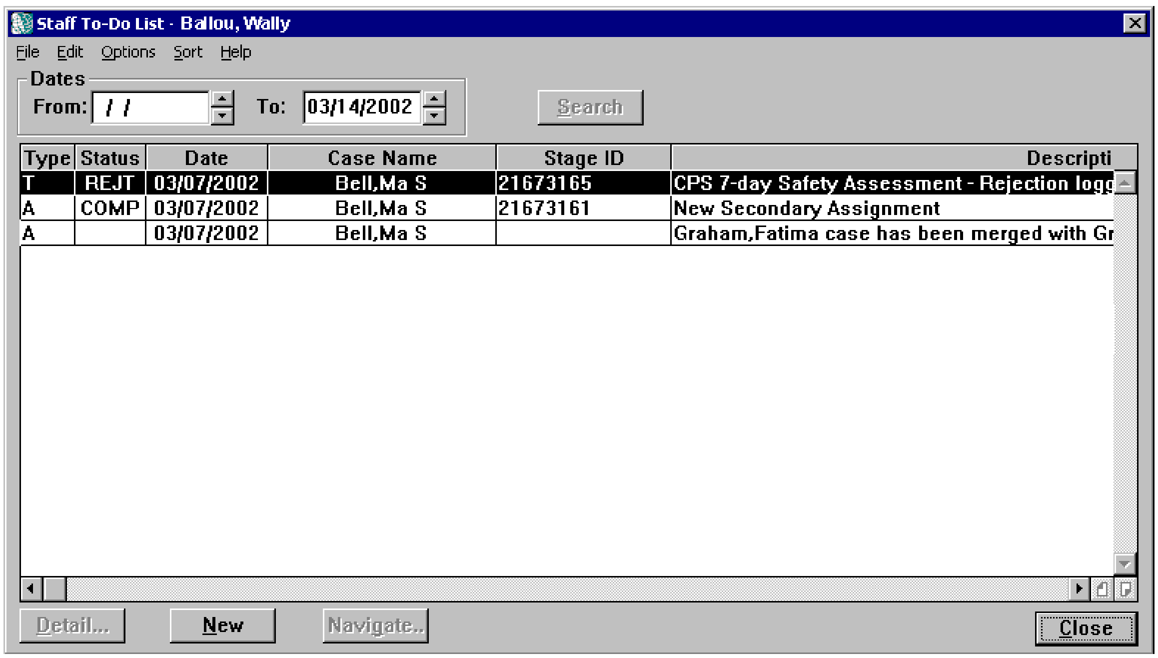
If the Investigation stage is closed, workers can use a new data fix that is being introduced with Build 15. This data fix will be initiated through the Enterprise Helpdesk on request by the local district. Workers will use this process to update all demographic information and return the Person Closed to all appropriate non-intake stages, events and allegations that existed prior to the merge.

After a Person Split is performed, the Person Closed's information can be accessed through the *Person Detail* window when conducting a Person Search. Information that existed prior to the merge for the Person Closed is restored for that stage.

Approvals and Events

Prior to Build 15, if a worker's submission of work to a supervisor was rejected, the rejection reason could not be viewed directly from the *Task List.* Workers could not navigate directly from the rejection To-Do to the event that needed to be corrected. Workers had to navigate to the *Approval Status* window to find the information.

Build 15 introduces a new Rejection Task To-Do that will help workers view the rejection reasons and navigate directly to the appropriate event related window. This new Task To-Do replaces the Alert To-Do, formerly used to notify the worker there was a rejection.



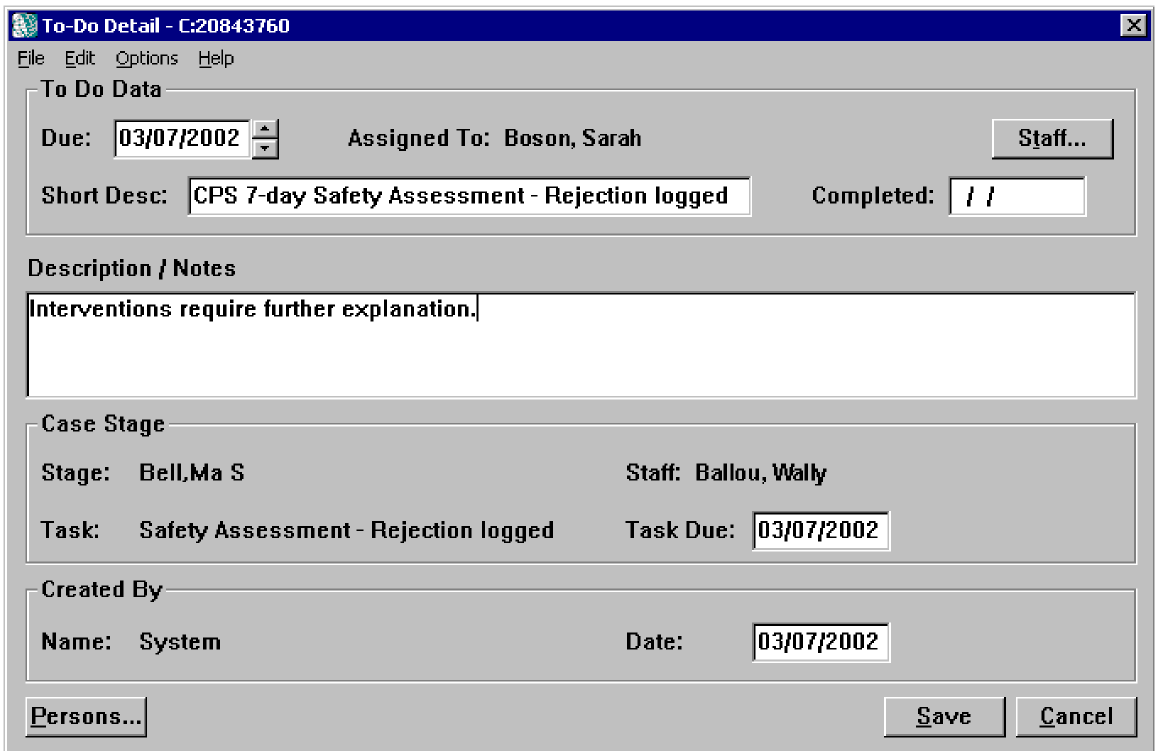
Once a rejection has been completed by the approver, the Rejection Task To-Do will display on the worker's *Staff To-Do List* and on the *Case To-Do List.* This provides workers with the ability to view the rejection reason from the *Staff To-Do List* or *Case To-Do List*.

NOTE: The status of the original Task To-Do for the 7-Day Safety Assessment that reminds the worker to submit the work to their supervisor will also change to "REJT." To view the new Rejection To-Do, please select the Task To-Do with the Description "CPS 7-Day Safety Assessment – Rejection Logged."

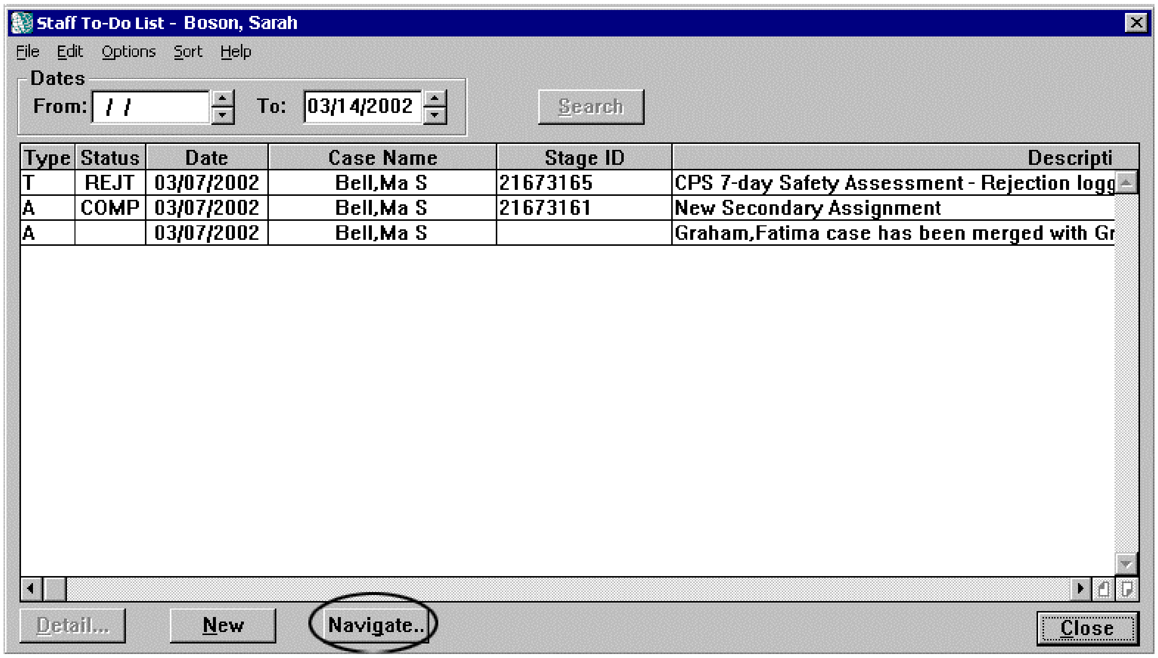
To View the Rejection Reason:

1. Select the Rejection To-Do from either the *Staff To-Do List* or *Case To-Do List*.

2. Click on the **Detail** button.
   The To-Do Detail window displays. The Comments recorded by the supervisor display in the Comments box.



Workers are able to navigate to the appropriate event-related window from the Rejection To-Do.



To Navigate to the Event from the Rejection Task:

1. Select the Rejection Task from the *To-Do List*.
2. Click on the **Navigate** button.
   The appropriate event related window displays.
3. Record necessary revisions.
4. Click on the **File** drop-down menu and select **Save and Submit**.

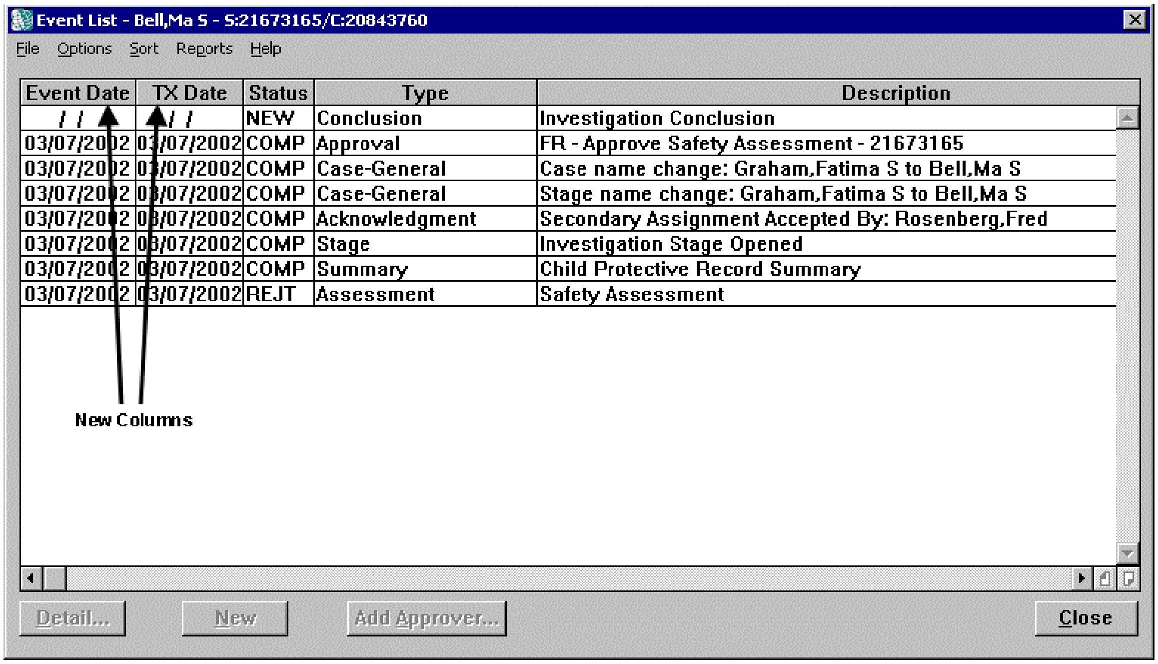
A new event status, "REJT" has been added to the *Event List.* "REJT" displays in the **Status** column on the *Event List* if the approver has rejected the event. When the worker re-submits the task, the event status changes from "REJT" to "PEND." Once the event has been approved, the **Status** column displays "APRV." The Rejection Task To-Do is removed from the *To-Do List* after the work is re-submitted.

Save and Stay option for the Investigation Conclusion window

Build 15 provides workers with the ability to select **Save and Stay** from the **File** drop-down menu when recording information on the CPS or IAB *Investigation Conclusion* windows. This benefits workers by allowing them to save the information without having to close the window.

New Event Dates added to Event List

Build 15 has added two new dates for each Event on the *Event List*. These dates provide clarification to users while viewing case events.



The Date Event Occurred displays in the **Event Date** column. This represents the date that an event was completed, as recorded on the specific window or during the events evaluation (e.g., the Date Event Occurred for the Safety Assessment Event is the date that was recorded in the **Date** field on the *Safety Assessment* window). If no date was recorded, the **Event Date** column for that event will remain blank.

The System Transactions Date displays in the **TX Date** column. This represents the date an event is updated by the worker using one of the Save functions (e.g., Save, Save and Submit, Save and Close, and Save and Stay) on the specific event's window.

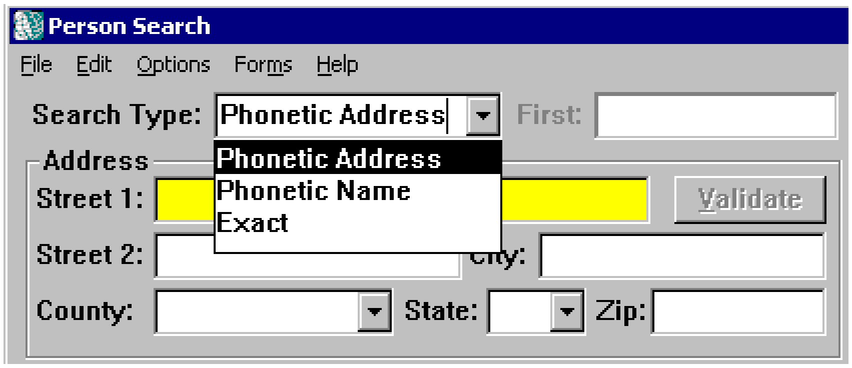
Some events are generated as complete and do not require a save (e.g., Assignments and Notification letters). Both the Event Date and the TX date for these types of events correspond to the date the event was created.

Phonetic Address Search

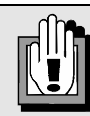
Prior to Build 15, address searches were exact and only returned results that matched the search criteria character for character and space for space. Build 15 introduces a new method of searching for addresses in CONNECTIONS that will be more effective.

A third option, **Phonetic Address,** has been added to the **Search Type** drop-down list on the *Person Search* window with Build 15. With the implementation of Phonetic Address Search, address-searching capabilities are expanded. This new search type increases the pool of potential matches by including search results on partial address information. It also has an effect on the way results are scored and displayed, the way data is identified and the way you enter data used in a search.

When a worker selects the Phonetic Address Search type, the **Street Line 1** field highlights and becomes a required field. All non-address fields (e.g., **First Name**, **DOB**) become disabled.



The resulting candidate pool is based on and created solely using the phonetic similarity of the **Street Line 1** portion of the candidate's address to the **Street Line 1** portion of the search address.



If you are not absolutely sure of the house number or the suffix, it is best not to use this information as part of the search criteria. Using either of these narrows the result pool and could eliminate potential matches.

Within this result pool, all address criteria (e.g., **Street Line 1**, **City**, **State**) is used to score (rank) the candidates, with Street Line 1 receiving the most weight. The closer the result candidate's Street Line 1 is to the Street Line 1 search criteria, the higher the score. Workers who enter just the name of the street (e.g., Willow) in the **Street Line 1** field, without the house number or suffix (e.g., Avenue) receive results on all matches that are phonetically similar. Resulting addresses containing street numbers or a suffix that are phonetically similar to the searched for street name will display lower on the list. If the name of the city was used in the search, addresses that contain "Willow" for that city will receive a higher score and display higher on the result list.

A Phonetic Address Search using the following criteria:		**Produces the following Result List:**
Street Line 1	**City**	**Result List**
Willow	Apple City	• Willow, Apple City • Willow, Beachnut City • Willow, Chippertown • 5 Willow, Apple City • 5 Willow, Beachnut City • 63 Willow, Apple City The result list in this example would continue with all matches that are phonetically similar to the Street Line 1 search criteria.

Information that is entered in the other address fields influences where on the result list the candidate displays. For example, candidates who match the Street Line 1 information (Willow) and the City (Chippertown) receive a higher score than candidates who match the Street Line 1 but do not match the city.

Workers who include the number with the name (e.g., 5 Willow) receive results on all matches with that number and street name. In some instances, a number or street name that is phonetically similar will also return in the search.

A Phonetic Address Search using the following criteria:		**Produces the following Result List:**
Street Line 1	**City**	**Result List**
5 Willow	Apple City	• 5 Willow, Apple City • 5 Willow, Beachnut City • 5 Willson, Beachnut City • 5 Willout, Chippertown Candidates on the result list in this example would all have “5” in Street Line 1. House number greatly influences the result pool.

When seeking a large result pool, try not to limit the search results by entering any data that would exclude possible results.

To Perform a Phonetic Address Search

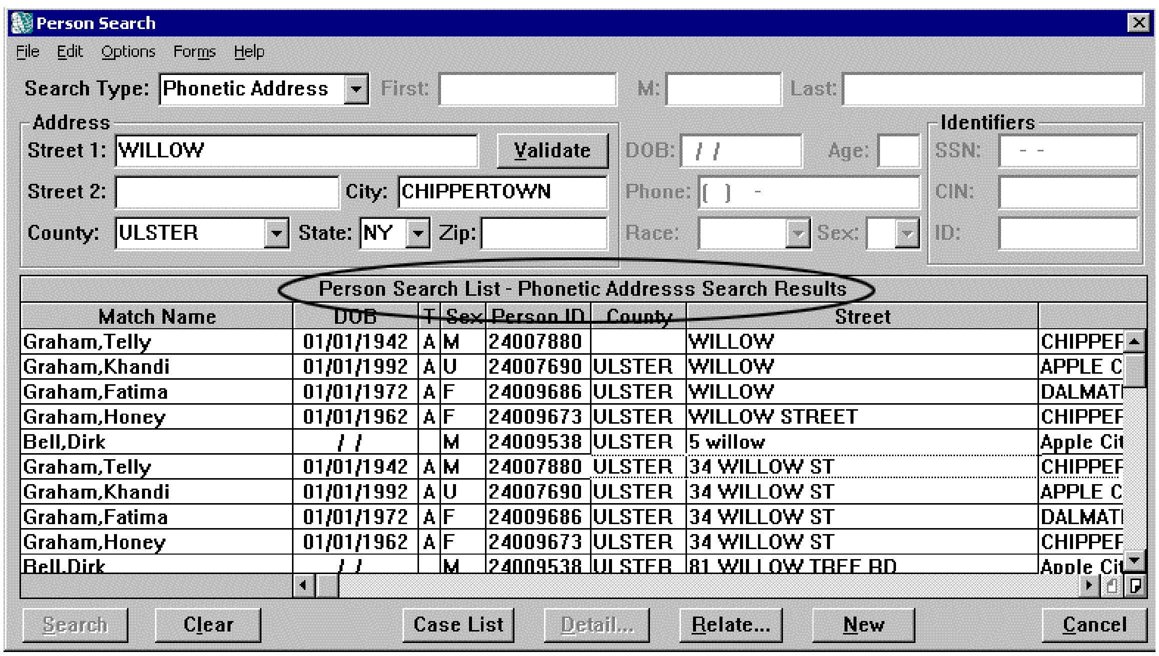
5. Click on the **Search Type** drop-down menu on the *Person Search* window. *(Note: The Person Search window continues to open defaulted to the Phonetic Name search type.)*
6. Select **Phonetic Address Search**.
7. Enter the street name in the **Street Line 1** field.
8. Enter other known information in the remaining address fields (e.g., **City**, **County**).
9. Click on the **Search** button.

Reviewing the Results on the Person Search List

- If results exist, the *Person Search List* title bar displays the message “Phonetic Address Results Returned.”
- If no results exist, this title bar displays the message “No Results Returned.”
- The **Match** column displays “ADDR,” indicating that a Phonetic Address Search was performed.
- When the page-down button is enabled, there are more results on the list. Click on the page-down button to advance to these results.

> Be sure to review the entire list of results for possible matches. Street addresses (e.g., Willow, 5 Willow, 18 Willow) from the same City will not score the same and may fall lower on the result list. Use the scroll bar to proceed through the list.

In the following example, a Phonetic Address Search was performed using “Willow” in the **Street 1** field, “Chippertown” in the **City** field, “NY” in the **State** field and “Ulster” in the **County** field.


Person Search

File Edit Options Forms Help

Search Type: Phonetic Address First: M: Last:

Address: Street 1: WILLOW [Validate] Street 2: City: CHIPPERTOWN County: ULSTER State: NY Zip:

DOB: / / Age: Phone: ( ) - Race: Sex:

Identifiers: SSN: - - CIN: ID:

Person Search List - Phonetic Addresss Search Results

Match Name	DOB	T	Sex	Person ID	County	Street	
Graham,Telly	01/01/1942	A	M	24007880		WILLOW	CHIPPEF
Graham,Khandi	01/01/1992	A	U	24007690	ULSTER	WILLOW	APPLE C
Graham,Fatima	01/01/1972	A	F	24009686	ULSTER	WILLOW	DALMATI
Graham,Honey	01/01/1962	A	F	24009673	ULSTER	WILLOW STREET	CHIPPEF
Bell,Dirk	/ /		M	24009538	ULSTER	5 willow	Apple Cit
Graham,Telly	01/01/1942	A	M	24007880	ULSTER	34 WILLOW ST	CHIPPEF
Graham,Khandi	01/01/1992	A	U	24007690	ULSTER	34 WILLOW ST	APPLE C
Graham,Fatima	01/01/1972	A	F	24009686	ULSTER	34 WILLOW ST	DALMATI
Graham,Honey	01/01/1962	A	F	24009673	ULSTER	34 WILLOW ST	CHIPPEF
Bell,Dirk	/ /		M	24009538	ULSTER	81 WILLOW TREE RD	Apple Cit

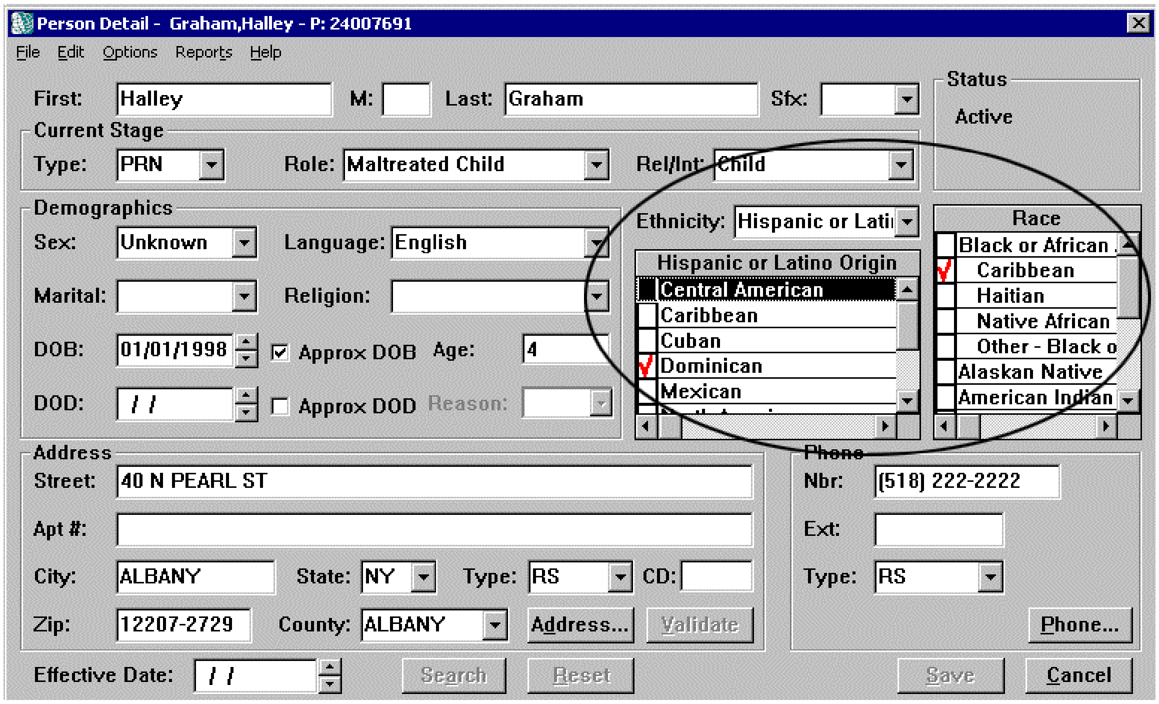
Search Clear Case List Detail... Relate... New Cancel

The result list in this example would continue with all matches that are phonetically similar to the Street Line 1 search criteria. Notice the page-down button in the lower right corner is enabled, indicating that there are more results.

If the house number “5” was added to Willow in the **Street 1** field search criteria in this example, then the candidates in the result pool would have “5 Willow” or a phonetically similar street in the address field. House number greatly influences the result pool.

Race and Ethnicity Fields

In order to capture a more accurate representation of an individual's race and ethnicity, CONNECTIONS has made several modifications. These changes meet new federal standards that require the ability to collect multiple races for an individual and redefine the ethnicity categories. Ethnicity, Hispanic or Latino Origin and Race can be captured and displayed for individuals on the *Person Detail*, *Call Person Detail* and *Home Demographics* windows.



The **Ethnicity** drop-down list has two options, **Hispanic or Latino** and **Non-Hispanic or Latino**. A third option, **Not Reported**, is available for both the **Race** and **Ethnicity** fields during the Intake stage. **Race** and **Ethnicity** are required fields on the *Call Person Detail* during an Intake stage.

When **Hispanic or Latino** is selected, the **Hispanic or Latino** multi-select list box becomes enabled. One or more selections can be made from this list. One or more selections can also be made using the **Race** multi-select list box.

Ethnicity, Hispanic or Latino Origin and Race information displays in several windows in CONNECTIONS. On the *Call Person List, Case Composition* window*,* the **Ethnicity** column displays ethnicity as a combination of Ethnicity and Hispanic origin (e.g., **Hispanic or Latino – South American** or **Non Hispanic or Latino**). If more than one origin has been selected from the **Hispanic or Latino** multi-select list box, the **Ethnicity** column displays **Hispanic or Latino – Multiple**. The **Race** column displays an individual's race if one race was recorded. If more than one race was recorded, **Multiple** displays in the **Race** column.

The *Person Search* window provides a **Race** drop-down box that allows workers to select race. The *Person Search List* displays an individual's race (if race was recorded). If more than one race was recorded, **Multiple** displays in the **Race** column.

The *Incoming Person Detail* window displays one of the following in the **Ethnicity** drop-down box: **Hispanic or Latino**; **Non-Hispanic or Latino**; or **Not Reported**. If **Hispanic or Latino** displays, then the **Hispanic or Latino Origin** multi-select list box displays. One or more selections may display. Race displays in the **Race** multi-select list box. These fields are protected.

The Person Data Report displays ethnicity as a combination of Ethnicity and Hispanic origin. Changes to race or ethnicity will be tracked in this report.

A radio button has been included for both the **Race** and **Ethnicity** fields on the *Person Forward Selection* window. This allows workers to select the information that will be passed on to the Person Forward.

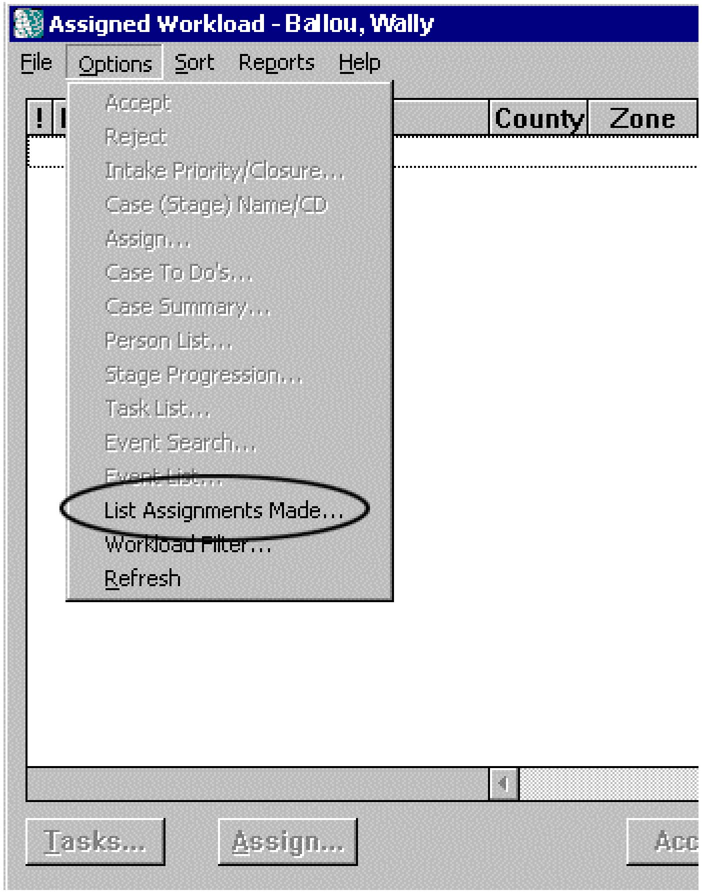
Ethnicity information that existed prior to Build 15 is being converted as part of the Build. All persons previously listed as "Unknown" and "Unable to Determine" in the **Ethnicity** field will be converted to "Not Reported" in the new **Race** and **Ethnicity** fields. Workers should review the conversions that were applied to the persons on their workload and update this information with any additional values that may be appropriate.

Updates to the CONNECTIONS Online Help System

Build 15 continues the development of the CONNECTIONS Online Help system. Online Help has been updated to reflect enhancements made to the system with Build 15. These enhancements include new and modified windows and fields, and changes to casework recording procedures.

Canceling Assignments

A new window, *List Assignments Made,* has been created to provide workers and supervisors with the ability to reverse an assignment that was made in error. This applies to assignments made by the local district or agency only, and does not apply to intakes assigned by the SCR.

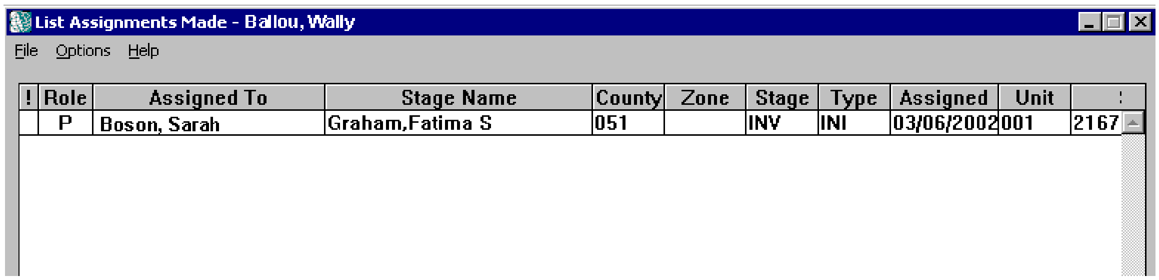


The *List Assignments Made* window only displays assignments that have not been accessed by the assigned worker. Each assignment for a stage (Primary, Secondary) has its own row on the *List Assignments Made* window. An assignment is considered "accessed" when the assigned worker selects an option from the **Options** drop-down menu or clicks on the **Tasks…** button. If all of the assignments have been accessed, the *List Assignments Made* window will not open and the following message displays:

> *"No Assignments to Retrieve. All Assignments Retrieved by Assigned Worker."*

To Cancel an Assignment from the Assigned Workload:

1. Click on the **Options** drop-down menu and select **List Assignments Made**
   The List Assignments Made window displays.



2. Select the assignment (stage) you wish to retract.
   If you select the Primary worker's assignment when a stage has more than one assignment, you will have the assignment "rights" of the primary worker.

3. Click on the **Assign** button.
   The Assign window displays.

4. Reassign the stage to the correct worker.

5. Click on the **Save** button.

A final check is performed by the system to see if the stage was accessed during the canceling assignment process. If the stage was accessed, the worker receives a message notifying that the save will not be completed. The *List Assignments Made* window refreshes after an assignment has been successfully (or unsuccessfully) reassigned from the *Assign* window.

If the original assigned worker attempts to access the stage after it's been re-assigned, they will receive a message stating "Stage has been reassigned. Window will be refreshed."

Maintain Historical Jurisdiction

Prior to Build 15, Local Districts had jurisdictional access to a case if a worker from their district was either:

- Assigned to an open stage; or
- Assigned to the stage when the stage was closed.

Local Districts lost jurisdictional access if the open stage was transferred to another District.

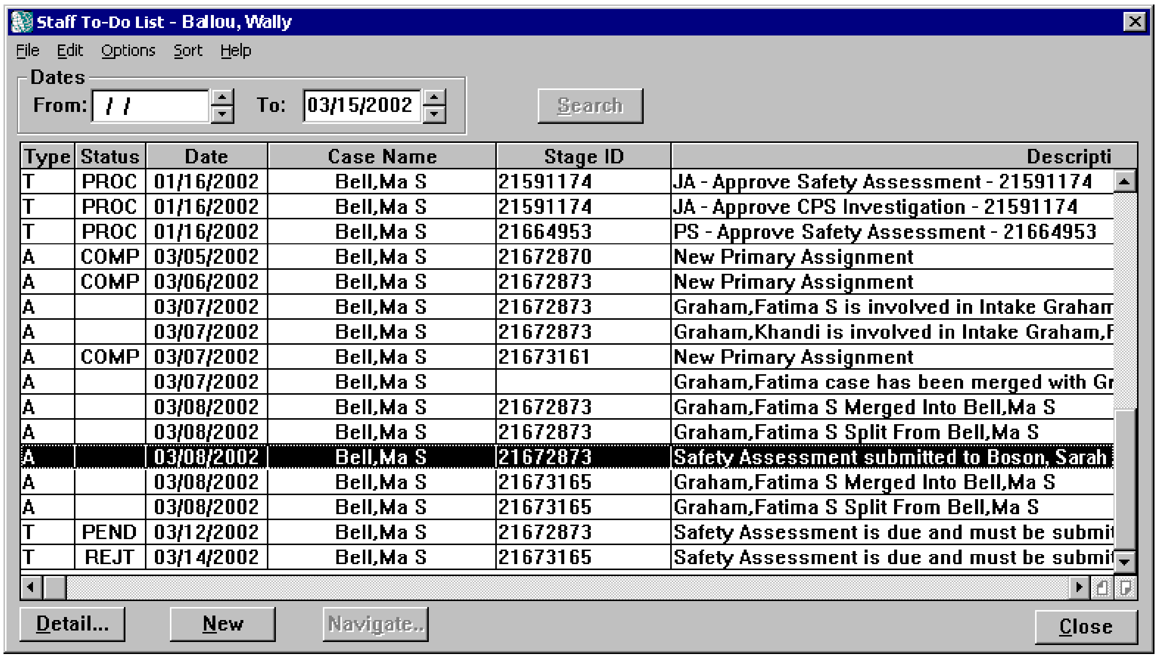
Build 15 expands this definition to provide local districts and agencies with jurisdictional access to a case when a worker from their district or agency either:

- Is assigned to an open stage; or
- Was *ever* assigned to a stage in the case.

In order to access a case based on jurisdiction, workers must have the “Access All in Jurisdiction” security attribute. Workers navigating from the *Case List* are able to view the *Case Composition* window, *Case Summary* window and the *Event List*. Additional security attributes are necessary to access details of sensitive cases and CPS investigations.

New Alert for Unit Approver

Build 15 introduces a new alert that is issued to the Unit Approver if the worker Save and Submits a task or event to anyone other than the Unit Approver.



When the worker saves the *To-Do Detail* window, the alert is generated and displays on the Unit Approver’s *Staff To-Do List*. The alert provides the event type, Stage ID, name of the worker submitting the event and the name of the worker to whom the event was submitted for approval. The alert also includes a description to the Unit Approver.

System Identifiers

System identifiers have been added to the title bar of several CONNECTIONS windows. System Identifiers include Person Name, Stage Name, Resource Name, Case Name, Stage ID, Resource ID and Case ID. Adding identifiers to the title bar helps workers keep track of the record they are viewing. The navigational path followed by a worker determines which identifiers display.

For example, when you navigate to the *Event List* from the *Case To-Do List*, the title bar on the *Event List* displays the Case Name and Case ID. When you navigate to the *Event List* from your *Assigned Workload*, the Stage Name, Stage ID and Case ID display in the Event List title bar.

Workers who navigate to the *Case List* from the *Call Person List, Person Search, Person Detail, Person List* or *Person Detail* windows will see the Person Name and Person ID displayed on the *Case List* title bar.

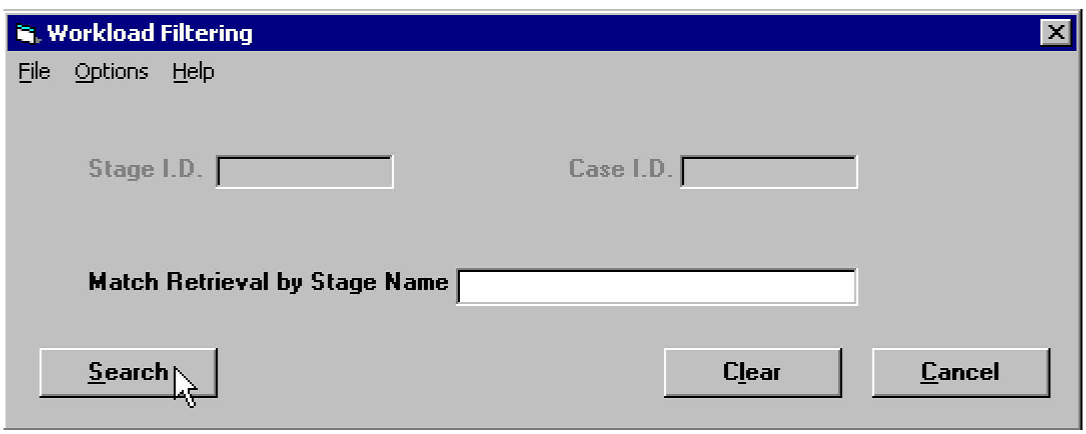
When navigating to the *To-Do Detail* window from the *Call Summary*, *Investigation Conclusion* or *Safety Assessment* windows, the Case ID and Stage ID will display in the title bar for the *To-Do Detail* window.

Assigned Workload Filter

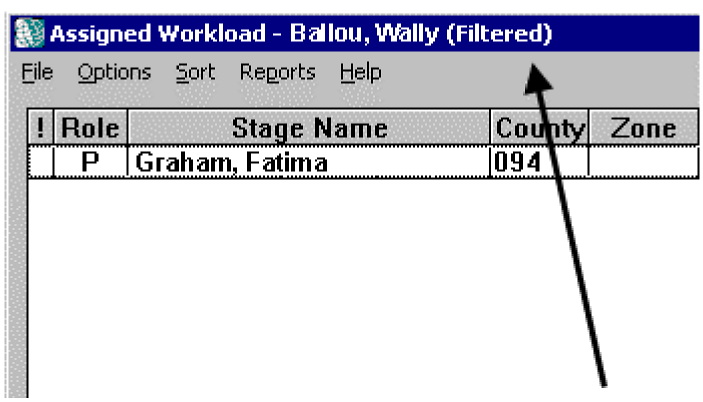
A new window called *Workload Filtering* has been created to make it easier to navigate through larger workloads. This window allows workers to filter their *Assigned Workload* by using one of the following three fields:

- Stage ID;
- Case ID; and
- Match Retrieval by Stage Name.

Workers using the **Match Retrieved by Stage Name** field must enter a minimum of two characters of the stage name in the field.



Workers navigate to this new window by selecting the new **Workload Filter** command from the **Options** drop-down menu on the *Assigned Workload*.



When an *Assigned Workload* has been filtered, the title bar will display *Assigned Workload (Filtered).*

Person Navigation

The **Options** drop-down menu on the *Person Detail* window has been modified to ease worker's navigation to other windows when modifying or adding certain person information. These four new options include:

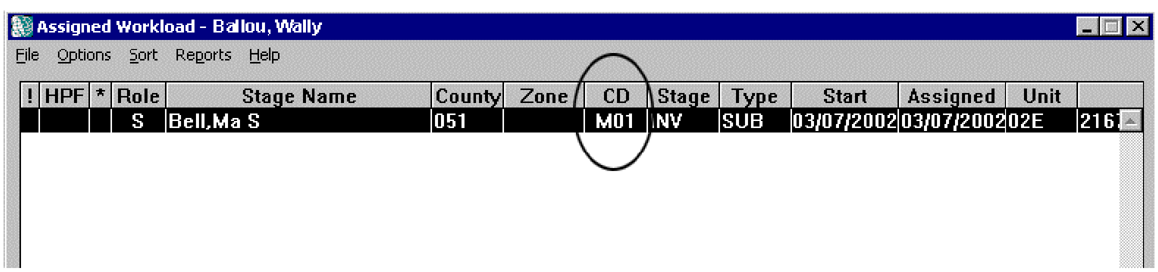
- AKA Name List/Detail;
- Person Identifiers;
- Person Events; and
- Case List.

AKA Name List/Detail and **Person Identifiers** were added to help workers navigate directly to the *AKA Name List/Detail* and *Person Identifiers* windows to modify and add person information. **Person Events** and **Case List** were previously named **View Person Events** and **View Case List** and were listed on the **View Options** drop-down menu. The **View Options** menu has been removed from the *Person Detail* window.

A new **Reports** drop-down menu has been added to the *Person Detail* window. This menu lists the **30-Day Fatality Summary Report** and the **24-Hour Fatality Summary Report**. Those reports were previously listed in the **Options** drop-down menu.

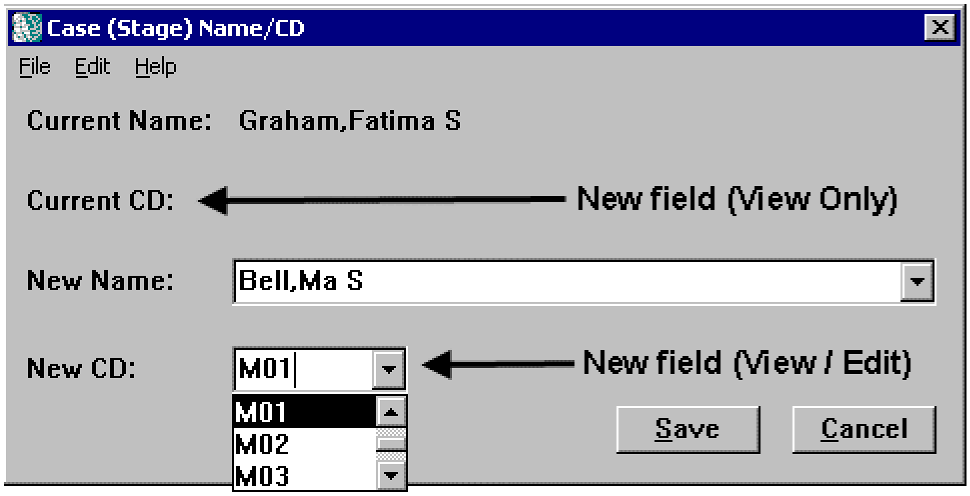
Maintain Address/Community District (NYC only)

Community District (CD) information is now maintained for each individual with a New York City address and for New York City stages (CPS and FAD). CD's are maintained for addresses during Intake, Investigation, ARI and FAD stages. New York City workers (including New York City voluntary agency workers) can view the new **CD** column from their *Assigned Workload*. All New York City workers and New York City Regional Office staff can view the CD in the *Case Summary* window.



The CD of the active, primary address of the Mother is associated to the Intake Stage. If there is no active, primary address for the Mother, the CD of the primary address of the Foster Mother is be used. In all other cases, the stage CD will be blank. CDs for individuals are two characters in length. The CD for a stage is three characters in length. The first character represents the county (B, K, Q, M or R) and the last two characters are numeric.

The CD of the Intake stage is passed to the Investigation stage during stage progression. A New York City primary worker will not be able to stage progress an Intake unless a CD has been associated with the stage, (this does not apply if New York City only has secondary responsibility). A New York City worker with the appropriate security can enter a CD or modify an existing CD in the New CD field. If New York City only has a secondary assignment, the secondary worker will be able to update the stage ID.



The *Change Case (Stage) Name* window has been changed to *Case (Stage) Name/CD* window and includes two new fields: **Current CD** and **New CD**. The **New CD** field is enabled when a New York City worker accesses the *Case (Stage) Name/CD* window from the *Assigned Workload* and the stage is either an open Intake or open Investigation. Entering the first letter in the **New CD** field displays the appropriate section of the list for the worker to select the applicable CD. Changing the CD for one stage in a case does not change the CDs associated with other stages in the case. Only the CD for the corresponding stage is updated.

A CD is automatically associated with an address when it is new or has been modified.

Previously entered New York City addresses that are valid and active will be updated to include a CD.