

# **CONNECTIONS**

## **System Build 14**

**CPS:**

### **The Child Protective Record Summary**

**(CPRS)**

**Phase 1**



CONNECTIONS Training Project  
SUNY Training Strategies Group

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

**CONNECTIONS**  
**Child Protective Record Summary (CPRS)**  
**Phase 1 - Job Aid**

**Contents**

I - Introduction..... 3

II - Accessing the CPRS ..... 4

III - Using the CPRS..... 6

    1 - The Heading..... 6

    2 - The Buttons ..... 7

    3 - The Tabs..... 7

        3a - Overview - ..... 7

        3b - Case Identification Tab..... 9

        3c - Household Composition Tab..... 10

        3d - Allegations Tab ..... 11

        3e - Safety Assessment Tab..... 13

        3f - Investigation Actions Tab ..... 15

        3g - Investigative Findings Tab..... 16

        3h - Notes Tab..... 20

        3i - Supportive District Notes Tab ..... 23

        3j - Supervisory Review and Comments Tab ..... 26

        3k - More Information about the Notes, Supportive District Notes, and Supervisory Review & Comments tabs ..... 28

    4 - CPRS On Line Help ..... 34

IV - Printing in CPRS ..... 35

This job aid is available online:

- In the Public Folders:  
    All Public Folders > Statewide > Connections > Build 14
- 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:** Any visible identifying data in examples in this job aid is simulated.



**CPS Case Recording Guidelines:** The CPRS Job Aid includes guidelines for meeting qualitative standards. These guidelines are presented to assist caseworkers in writing case Narratives and are based on OCFS policy.

## I - Introduction

CONNECTIONS provides a tool for workers to manage information related to their work with children and families and to save it for future reference. This documentation facilitates the management of caseloads and provides a historical record of information about each case.

In addition to using CONNECTIONS to manage and access caseload information, workers need to be able to use the CONNECTIONS system to record case investigation notes in an organized manner that promotes quality case work practice. This ability will not only aid the worker in his/her casework, it will also aid supervisors and managers in their review and approval of cases.

In the past, some users incorporated progress notes in UCR templates accessed through Microsoft Word. Some users produced paper records from these notes and others used locally created templates to create an electronic record. In some cases, this material was then cut and pasted into CONNECTIONS.

The Child Protective Record Summary (CPRS) provides demographic information and investigative findings in one place. A single, multi-tabbed window allows workers to easily access, view, and print CPS case information. The window is organized to be consistent with the investigation process. The CPRS also incorporates templates (using Word) that allow workers to record progress notes within the Connections application. OCFS templates will be provided for recording progress notes and supervisory comments, but districts have the option of creating their own templates for these tasks and submitting them to OCFS for inclusion in the CPRS. Supervisors can use the CPRS to review case information and worker's progress notes.

Incorporating locally created templates into CONNECTIONS will integrate New York State mandates and local district procedures for investigation and assessment. It also eliminates the need for duplicate entry of case information into external progress notes documents and CONNECTIONS. This will result in a more complete, on-line investigation record for each report and an improvement in the quality of case record documentation for CPS investigations. It is important to realize that the CPRS is an investigation-specific tool. A Child Protective Record Summary will be created for each INV stage in a case.

The most noticeable benefit for you, the worker, is the ability to view important and useful case information in one place without having to navigate through multiple windows in CONNECTIONS.

Please be aware of the following:

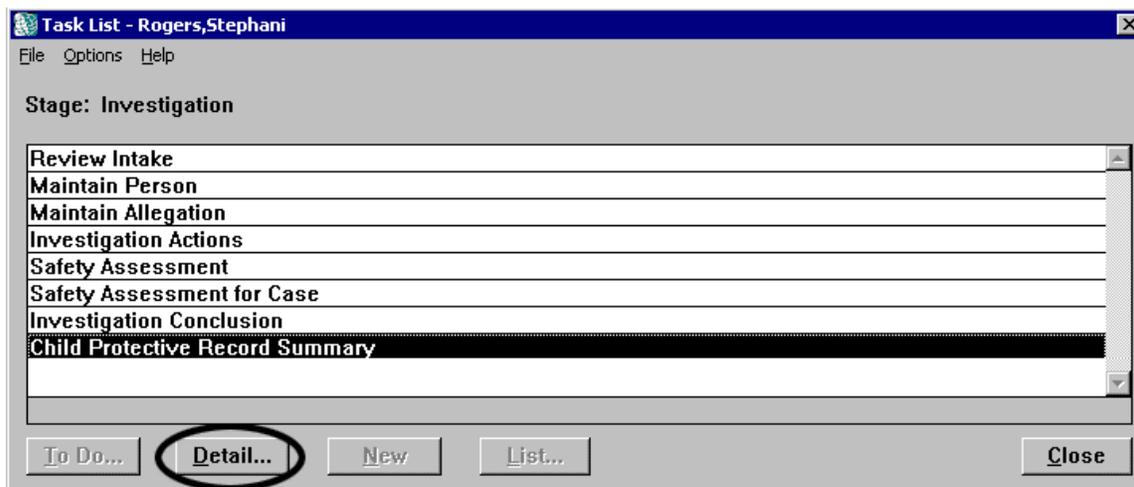
- Although the CPRS allows you to view case information conveniently, not all the information you see in the CPRS can be updated through the CPRS. Information found in the Case Identification, Household Composition, Allegations, Safety Assessment, Investigative Actions, and Investigative Findings tabs can only be updated in the corresponding CONNECTIONS windows. The Notes, Supportive District Notes, and Supervisory Review & Comments tabs allow for the recording and editing of progress notes and other investigation-related information directly within the CPRS.
- External documentation and UCR forms other than progress notes will not be included in the CPRS.

## II - Accessing the CPRS

The CPRS can be accessed in two ways, through the **Task List** and through the **Event List**.

### Accessing the CPRS from the **Task List**.

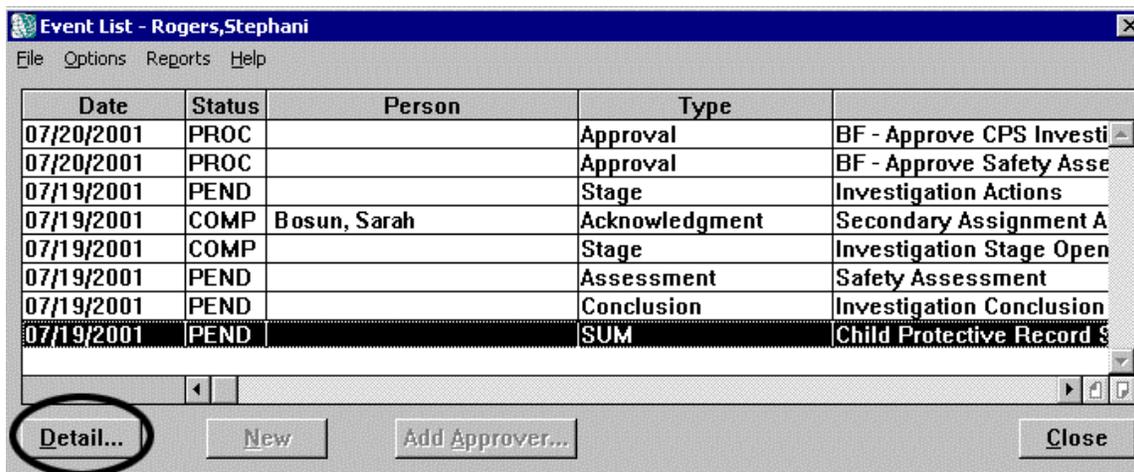
- In the *Assigned Workload* window, select an INV Stage and click the **Task** button to open the Task List for that stage.
- On the Task List, you will see a task titled **Child Protective Record Summary**.



- Selecting the **Child Protective Record Summary** task will enable the **Detail** button. Clicking the **Detail** button will open the CPRS.

### Accessing the CPRS from the **Event List**.

Progressing a stage from Intake to Investigation creates a CPRS event (titled **Child Protective Record Summary**) for that stage.



The **Child Protective Record Summary** event can be used to access the CPRS for that stage from the **Event List** for open as well as closed stages.

- Select the stage by clicking on it in the **Event List**.
- Click the **Detail** button in the *Event List* window.

Be aware that if you enter the CPRS for any investigation through the **Event List**, all the narrative documents accessed through the CPRS will be “view only”.

The *Status* column for the Child Protective Record Summary event will display one of three states:

COMP - When the event is created by the progression of the INT stage.

PEND - When the INV Conclusion is submitted for approval.

APRV - When the INV Conclusion has been approved.

#### Security for the CPRS

While any worker with the appropriate Business Function Profile (BFP) will be able to access the CPRS for a particular Investigation, the ability to modify the CPRS is limited as follows:

- A primary worker, someone in the primary worker’s hierarchy, or a secondary worker in the same district will be able to modify the Notes and Supervisory Review & Comments documents.
- The Notes and Supervisory Review & Comments documents will be “view only” for a secondary worker from a supportive district.
- Secondary workers from supportive districts will be able to add their own progress case notes to the CPRS in the Supportive District Notes section.
- Regional Office staff will have “view only” access to the CPRS, unless they have an assigned role in the investigation.
- Updates and additions to any CPRS documents are only allowed if the investigation is open.

The ability to access information about a closed stage from the **Event List** requires that you:

- Are the historical primary worker.  
**OR**
- Have the “View All Cases” BFP.  
**OR**
- Have an implied role in any open stage,  
**AND**
- Have the appropriate CPS BFPs.

### III - Using the CPRS

For the purposes of this explanation, think of the CPRS window as being organized into three sections. The Heading and Button sections contain elements that are present no matter which section of the CPRS is being used. The Tabs are the sections that make up the main body of the CPRS and are described in detail below.

The screenshot shows the 'Child Protective Record Summary' window. It is divided into three main sections: HEADING, TABS, and BUTTONS.

**HEADING:** Contains case information: Case Name: Rogers, Stephani; Case ID: 20665010; INV Stage ID: 21332690; Report Date: 7/19/2001.

**TABS:** A row of tabs for navigation: Case Identification, Household Composition, Allegations, Safety Assessments, Investigative Actions, Investigative Findings, Notes, Supportive Dist. Notes, and Supervisory Review & Comments.

**Buttons:** Located at the bottom, including 'Help On Narratives', 'Print All', and 'Close'.

**Main Table:**

Stage ID	Stage Name	Stage	Stage Type	Stage Opened	Stage Closed	Reason Stage Closed	Stage Classification	Determination	Stage CD
21332690	Rogers, Stephani	INV	INI	7/19/01		Open-Voluntary services	CPS - Familial	IND	
21332687	Rogers, Stephani	INT	INI	7/19/01	7/19/01		CPS - Familial		

**Worker Information Table:**

Worker Name	Role	Telephone Number	District or Regional Office
Ballou, Wally	Primary	(315) 555-6666	Oswego County Dss
Bosun, Sarah	Secondary	(845) 777-8888	Ulster County Dss

#### 1 - The Heading

The heading will always be present when the CPRS is open. It includes the following information: Case Name, Case ID, the INV Stage ID, and the Report Date. The INV Stage ID will refer to the stage that was highlighted in the *Assigned Workload* window when the CPRS was opened.

If the primary worker is in New York City and the INV stage has been designated as High Priority, the words "High Priority" will appear in the lower right-hand corner of the CPRS heading section.

This close-up shows the lower right corner of the heading section. The text 'High Priority' is circled in black. Below it are the 'Notes', 'Supportive Dist. Notes', and 'Supervisory Review & Comments' tabs. Below the tabs is a table with columns for 'Stage Classification', 'Determination', and 'Stage CD'.

Stage Classification	Determination	Stage CD
CPS - Familial	IND	
CPS - Familial		

## 2 - The Buttons

The buttons will always be present when the CPRS is open. The following buttons appear at the bottom of the *CPRS* window.

### Help on Narratives

- Clicking this button allows you to access help information on how to use the Notes, Supportive District Notes, and Supervisory Review & Comments documents. If you click the Help on Narratives button while on the Notes, Supportive District Notes, or Supervisory Review and Comments tabs, you will open help information about that document. (Clicking the button while on any other tab will open an index of help topics relating to these narratives.)
- Help on the Investigation Conclusion Narrative (opened through the Investigative Findings Tab) is also available through the **Help On Narratives** button. Remember, though, that the Investigation Conclusion Narrative is “view only” in the CPRS.
- This separate help is made available to provide information on completing the narrative documents. [If you click on *Help* on the menu bar of the Word narrative document, you will be accessing Help for Microsoft Word rather than Help on how to use the Notes, Supportive District Notes, and Supervisory Review & Comment documents.]
- To learn about the Help information available for the rest of the CPRS, see the section of this job aid titled “CPRS On Line Help.”

### Print All

Clicking this button will provide a formatted report of all the information in all the sections of the CPRS. An example of this report has been provided to your Implementation Coordinator.

### Close

- Clicking this button will close the CPRS and return you to the window from which you entered the CPRS, either the *Task List* window or the *Event List* window.

## 3 - The Tabs

### 3a - Overview -

**Child Protective Record Summary**

Help

Case Name: Rogers,Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

<b>Case Identification</b>	Household Composition	Allegations	Safety Assessments	Investigative Actions	Investigative Findings	Notes	Supportive Dist. Notes	Supervisory Review & Comments
----------------------------	-----------------------	-------------	--------------------	-----------------------	------------------------	-------	------------------------	-------------------------------

VIEW ONLY      VIEW / EDIT

The information contained in the CPRS is organized into sections which are represented by file tabs on the CPRS window. Appearing from left to right, these tabs are labeled:

- Case Identification
- Household Composition
- Allegations
- Safety Assessment
- Investigative Actions
- Investigative Findings
- Notes
- Supportive Dist. Notes
- Supervisory Review & Comments

The information in any of the tabs can be accessed by clicking directly on that tab in the CPRS window. Tabs can be accessed in any order.

As described in the sections that follow, some of these tabs (Case Identification, Household Composition, Allegations, Safety Assessment, Investigative Actions, and Investigative Findings) display information that has been entered into other CONNECTIONS windows. You cannot update this information while in the CPRS. To update case information, you must click the **Close** button on the CPRS, which returns you to the *Task List* or *Event List* window.

The Notes, Supportive District Notes, and Supervisory Review & Comment tabs, however, open narrative templates which can be completed or edited by a worker or supervisor within the CPRS. These narrative templates will be stored in the CONNECTIONS data base. When you reenter any of these tabs, the narrative will be “refreshed” with the most current information from the CONNECTIONS data base. This information can be reviewed and, if necessary, updated further.

When talking about the narrative documents, it is important to understand the difference between a template and a document. Think of the **template** as an empty “form” that resides on a server. To create a narrative, you open the template and enter information into the form to create a **document**. You then save the document. The blank template does not change.

### 3b - Case Identification Tab

**Child Protective Record Summary**

Help

Case Name: Rogers,Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

**Case Identification**   Household Composition   Allegations   Safety Assessments   Investigative Actions   Investigative Findings   Notes   Supportive Dist. Notes   Supervisory Review & Comments

Stage ID	Stage Name	Stage	Stage Type	Stage Opened	Stage Closed	Reason Stage Closed	Stage Classification	Determination	Stage CD
21332690	Rogers,Stephani	INV	INI	7/19/01		Open-Voluntary services	CPS - Familial	IND	
21332687	Rogers,Stephani	INT	INI	7/19/01	7/19/01		CPS - Familial		

Worker Name	Role	Telephone Number	District or Regional Office
Ballou, Wally	Primary	(315) 555-6666	Oswego County Dss
Bosun, Sarah	Secondary	(845) 777-8888	Ulster County Dss

Help On Narratives   Print All   **Close**

The Case Identification tab will be the active tab whenever the CPRS is first opened.

The Case Identification tab includes two grids. The first details all the Investigation, Intake, and Administrative Review stages (open or closed) associated with the selected case. For each stage, the following information will appear in the grid : Stage ID, Stage Name, Stage (INT, INV, or ARI), Stage Type (INI or SUB), Stage Opened (Date), Stage Closed (Date), Reason Stage Closed, Stage Classification, Determination, and CD (Community District - for NYC cases).

When the case Identification tab is opened, the stage that was selected on the *Assigned Workload* (or, in the case of a closed stage, the stage for which the Event List was opened) will be highlighted. This is the only tab of the CPRS that contains information for more than one stage. Information on the other tabs is specific to the INV stage listed in the heading.

The second grid will display all workers associated with the stage selected in the first grid. For each worker, the following information will be included: Worker Name, Role, Telephone Number (with area code and extension), and District or Regional Office.

The information you view in the Case Identification tab cannot be updated from within the CPRS. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### 3c - Household Composition Tab

**Child Protective Record Summary**

Help

Case Name: Rogers,Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

Case Identification	<b>Household Composition</b>	Allegations	Safety Assessments	Investigative Actions	Investigative Findings	Notes	Supportive Dist. Notes	Supervisory Review & Comments
---------------------	------------------------------	-------------	--------------------	-----------------------	------------------------	-------	------------------------	-------------------------------

Addr	Name	Person Id	Rel/Int	D.O.B.	SSN	Sex	Role	Religion	E
1	Rogers,Stephani	23175474	Mother	2/13/65		F	Confirmed Subject		Caucasian
1	Rogers,Joe	23175475	Parent Substitute	8/27/64		M	No Role		Caucasian
1	Matlevin,Dennis	23175476	Child	5/7/90		M	Confirmed Maltreat		Caucasian
1	Matlevin,Margaret	23175477	Child	4/1/92		F	Confirmed Maltreat		Caucasian
1	Matlevin,Joey	23175478	Child	9/10/94		M	Confirmed Maltreat		Caucasian
2	Matlevin,Phillip	23175479	Biological Father	1/1/62		U	No Role		Caucasian

Addr Id	Address	City	State	Zip	Cnty	CD	Phone
1	111 ERIE ST	OSWEGO	NY	13126-2412	035		(607) 222-2222
2	123 MAIN ST	KINGSTON	NY	12401-4409	051		(518) 333-3333

Help On Narratives    Print All    Close

The Household Composition tab includes two grids. The first lists all persons that are involved in the INV stage indicated in the heading. For each person listed, the grid includes the following information: Name, Person ID, Relationship, DOB, SSN, Sex, Role in the stage, Religion, Ethnicity, and Language. The *Language* column is visible when you scroll the first grid to the right.

At the left of each line in this grid you will see an "address id" number linking the person with one of the addresses appearing in the second grid (see below).

The second grid contains address and phone number information for all persons involved in the stage. The address includes primary address (Lines 1 and 2 from the *Address List Detail* window), City, State, Zip Code, County Code, and the Community District (available for NYC addresses in the future.) When you select a person in the first grid by clicking on their name, that person's address information will be highlighted in the second grid. Even if more than one person listed in the first grid is living at an address, each address only appears in the second grid once. Each address has an "Address ID" number which also appears in the first grid, linking each person with one of these addresses. This allows you to see all persons living at the same address.

The information you view in the Household Composition tab cannot be updated from within the CPRS. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### 3d - Allegations Tab

**Child Protective Record Summary**

Help

Case Name: Rogers, Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

Case Identification	Household Composition	<b>Allegations</b>	Safety Assessments	Investigative Actions	Investigative Findings	Notes	Supportive Dist. Notes	Supervisory Review & Comments
---------------------	-----------------------	--------------------	--------------------	-----------------------	------------------------	-------	------------------------	-------------------------------

MA/AB Child	Child Id	Alleged Subject	Subject Id	Allegation	UNSUB/SUB	Stage
Matlevin, Dennis	23175476	Rogers, Stephani	23175474	Inadequate Guardianship	SUB	INT
Matlevin, Dennis	23175476	Rogers, Stephani	23175474	Lacerations, Bruises, Welts	SUB	INT
Matlevin, Dennis	23175476	Rogers, Stephani	23175474	Parent's Drug/ Alcohol Misuse	SUB	INT
Matlevin, Dennis	23175476	Rogers, Stephani	23175474	Lack of Supervision	SUB	INV
Matlevin, Margaret	23175477	Rogers, Stephani	23175474	Inadequate Guardianship	SUB	INT
Matlevin, Margaret	23175477	Rogers, Stephani	23175474	Lack of Supervision	SUB	INV
Matlevin, Margaret	23175477	Rogers, Stephani	23175474	Lacerations, Bruises, Welts	SUB	INT
Matlevin, Margaret	23175477	Rogers, Stephani	23175474	Parent's Drug/ Alcohol Misuse	SUB	INT
Matlevin, Ineu	23175478	Rogers, Stephani	23175474	Inadequate Guardianship	SUB	INT

Injury Side	Injury Area	Injury Type	Injury Cause	Comments
Right	Arm	Bruise/hematoma	Hit/Slap	<input type="checkbox"/>
Right	Head/Face	Bruise/hematoma	Punch	<input checked="" type="checkbox"/>

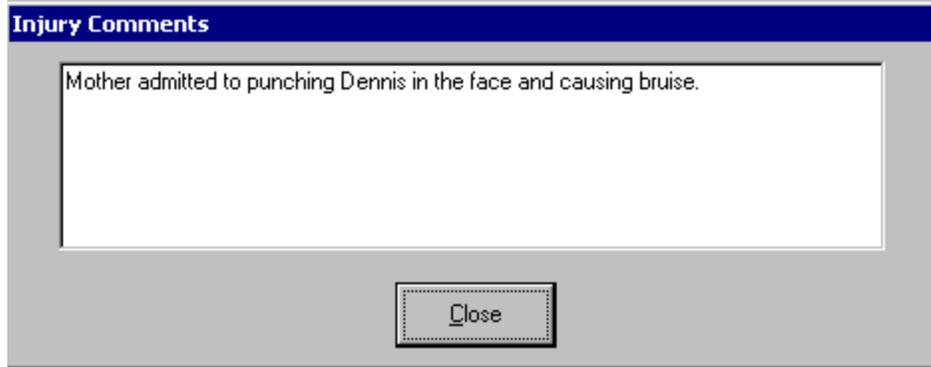
Intake Narrative

The Allegations tab includes two grids. The first lists all allegations for the report. For each allegation, the following information is provided (appearing in the grid from left to right): the name of the MA/AB child, that child's person id, the name of the subject of the allegation, the subject's person id, the allegation itself, the associated decision (labeled UNSUB/SUB), and the stage in which the allegation was recorded.

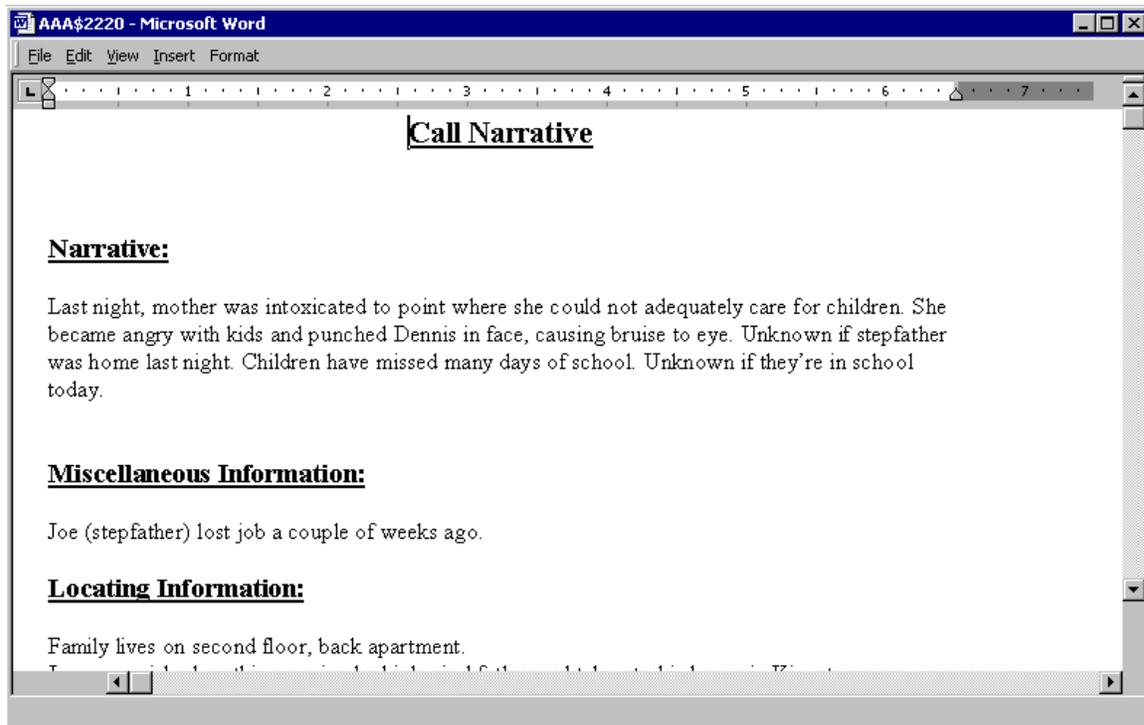
When you click on an allegation in the first grid to select it, the second grid will display the injuries associated with the selected allegation. If there are no injuries associated with the selected allegation, the tab will display the following message in place of the lower grid:

**“No Injuries Exist For This Allegation”**

If there are comments listed for a particular injury, this will be signified by a checkmark in the *Comments* column of the second grid. Double-clicking on the line listing that injury will open the *Injury Comments* window.



Clicking the **Intake Narrative** button in the Allegations tab of the CPRS allows you to view the Intake Report Narrative associated with this Investigation stage. The Intake Narrative is displayed in a “view only” Word document.



The information you view in the Allegations tab cannot be updated from within the CPRS. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### 3e - Safety Assessment Tab

**Child Protective Record Summary**

Help

Case Name: Rogers,Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

Case Identification	Household Composition	Allegations	<b>Safety Assessments</b>	Investigative Actions	Investigative Findings	Notes	Supportive Dist. Notes	Supervisory Review & Comments
---------------------	-----------------------	-------------	---------------------------	-----------------------	------------------------	-------	------------------------	-------------------------------

Assessment	Reason	Decision	Event Date	Status
7/19/01	CPS 7 day	Unsafe	7/19/01	Pending

**Safety Factors**

- Caretaker's drug or alcohol use appears to seriously affect his/her ability to supervise, protect or care for the child.
- Caretaker's behavior is violent and appears to be out of control.
- Caretaker has not met, or appears unable to meet the child's immediate needs for food, clothing, shelter and/or medical care.
- Caretaker likely caused serious physical harm to the child or has made a plausible threat of such harm.

**Controlling Interventions**

- Substance abuse services
- Other

Comments

Help On Narratives    Print All    Close

The Safety Assessment Tab displays three grids.

The first grid lists all safety assessments associated with the INV stage. The following information is provided for each assessment: Assessment (the date of the assessment), Reason, Decision, Event Date, and Status. When the Safety Assessment tab is selected the most recent Safety Assessment is highlighted. To view information on another Safety Assessment, click on it and it will be highlighted.

The second grid is titled Safety Factors and it displays all the Safety Factors that were selected in CONNECTIONS pertaining to the Safety Assessment that is highlighted in the first grid.

The third grid is titled Controlling Interventions and it displays all controlling interventions that were recorded for the assessment highlighted in the first grid.

Clicking the Comments button opens the Comments window. This window contains any comments entered for Safety Factors, Strengths and Mitigating Circumstances, and Controlling Interventions. These comments are taken from the Safety Assessment currently highlighted in the first grid.

**Safety Assessment Comments**

**Safety-Factor-Comments**

Mother admitted using alcohol to the point of intoxication and punching Dennis and causing a bruise on his right eye. Dennis told caseworker that mother routinely becomes intoxicated and does not provide dinner for the children.

**Strength/Mitigating-Circumstance-Comments**

Biological father remains involved with children despite living in another county. Maternal Grandmother is willing to take care of children while mother is in rehab.

**Decision/Intervention-Comments**

Mother has admitted self to alcohol rehab and is currently in-patient. Children are temporarily residing with maternal grandmother. Dennis was seen by family physician.

Close

If there were no Comments entered for the Safety Factors, Strengths/Mitigating Circumstances, or Decision/Interventions, that heading would be replaced in the Safety Assessment Comments box with a message to that effect. For example: "No Strength/Mitigating Circumstance Comments Exist."



## **Guidelines**

When reviewing the information on the Safety Assessment tab, please remember the following:

- When any Safety Factors have been identified, the Comment Section for Safety Factor(s) must briefly describe the specific individual, behavior, condition and/or circumstances associated with the particular Safety Factor.
- If there are mitigating factors or family strengths, attributes, circumstances and/or resources that serve to promote and support the child(ren)'s safety, they should be identified in the Strengths/Mitigating Circumstances Comments.
- Depending on the specific case circumstances, a child in a CPS case can be assessed as either "Safe" or "Unsafe". A safety response is required only for those children who are assessed as "Unsafe". When a child is assessed to be in an Unsafe status, it is the caseworker/agency's responsibility to take proactive steps to support child safety. Safety responses are those interventions that aim to protect a child or to control immediate danger, either by taking or keeping a child in protective custody, or by separating, substituting, supervising or supporting parent/child interaction. Children who are "Safe" by definition do not require a safety response, though many may ultimately receive ongoing services to reduce an unacceptable level of future risk.
- The Decision/Intervention comments entered in this window must include an explanation of the analysis which led to the decision of Safe or Unsafe. In the case of a decision of Unsafe, these comments should also present an explanation of how the Controlling Interventions protect the child(ren) and control the identified Safety Factors.

The information you view in the Safety Assessment tab cannot be updated from within the CPRS. The actual assessment of safety and the safety decision (Safety Factors, Strengths/Mitigating Circumstances, Decision/Interventions) are recorded in the Safety Assessment within CONNECTIONS and approved by the Supervisor there as well. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### 3f - Investigative Actions Tab

**Child Protective Record Summary**

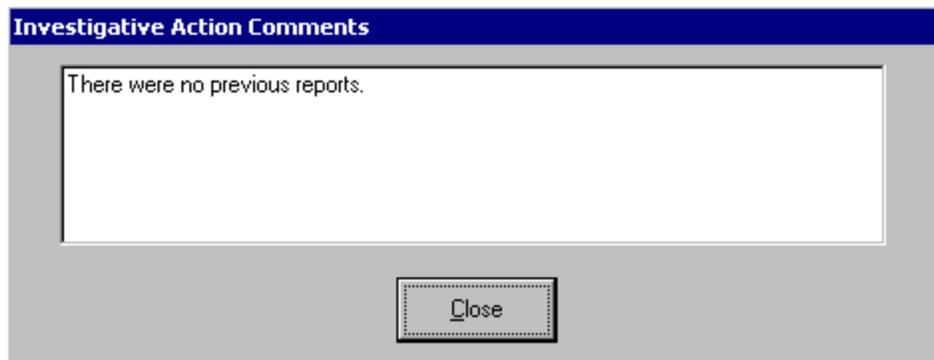
Help

Case Name: Rogers, Stephani      INV Stage ID: 21332690  
Case ID: 20665010      Report Date: 7/19/2001

Case Identification	Household Composition	Allegations	Safety Assessments	<b>Investigative Actions</b>	Investigative Findings	Notes	Supportive Dist. Notes	Supervisory Review & Comments
Response	Action							Comments
Yes	Initiated investigation within 24 hours?							<input type="checkbox"/>
N/A	Reviewed previous reports and safety assessments?							<input checked="" type="checkbox"/>
Yes	Contacted sources?							<input type="checkbox"/>
N/A	Consulted office of legal affairs when denied entry to household?							<input checked="" type="checkbox"/>
Yes	Interviewed each child residing in the household?							<input type="checkbox"/>
Yes	Interviewed each subject and each parent?							<input type="checkbox"/>
Yes	Explained each allegation to subject(s) and non-subject parent(s) ?							<input type="checkbox"/>
Yes	Provided required notifications to all appropriate persons?							<input type="checkbox"/>
Yes	Made a home visit?							<input type="checkbox"/>
Yes	Contacted schools, medical facilities, and other collaterals?							<input type="checkbox"/>

Help On Narratives    Print All    Close

The Investigative Actions Tab will display the Investigative Actions checklist for the stage. The *Response* column indicates whether the action listed on that line was completed. The *Comments* column will display a checkmark if comments were entered for that action. Double-clicking on a particular Investigative Action will open the *Investigative Actions Comments* window, which displays any comments for that action.



The information you view in the Investigative Actions tab cannot be updated from within the CPRS. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### 3g - Investigative Findings Tab



The Investigative Findings tab displays the CPS Investigation Narrative from the CPS Investigation Conclusion. When you click on the Investigative Findings tab the Narrative will open in a separate Word document, but the information displayed in that document is “view only”.

A new version of the CPS Investigation Conclusion Narrative template will be introduced in conjunction with the implementation of Build 14. Any Investigation Conclusion Narrative created after the implementation of Build 14 will use this new template.

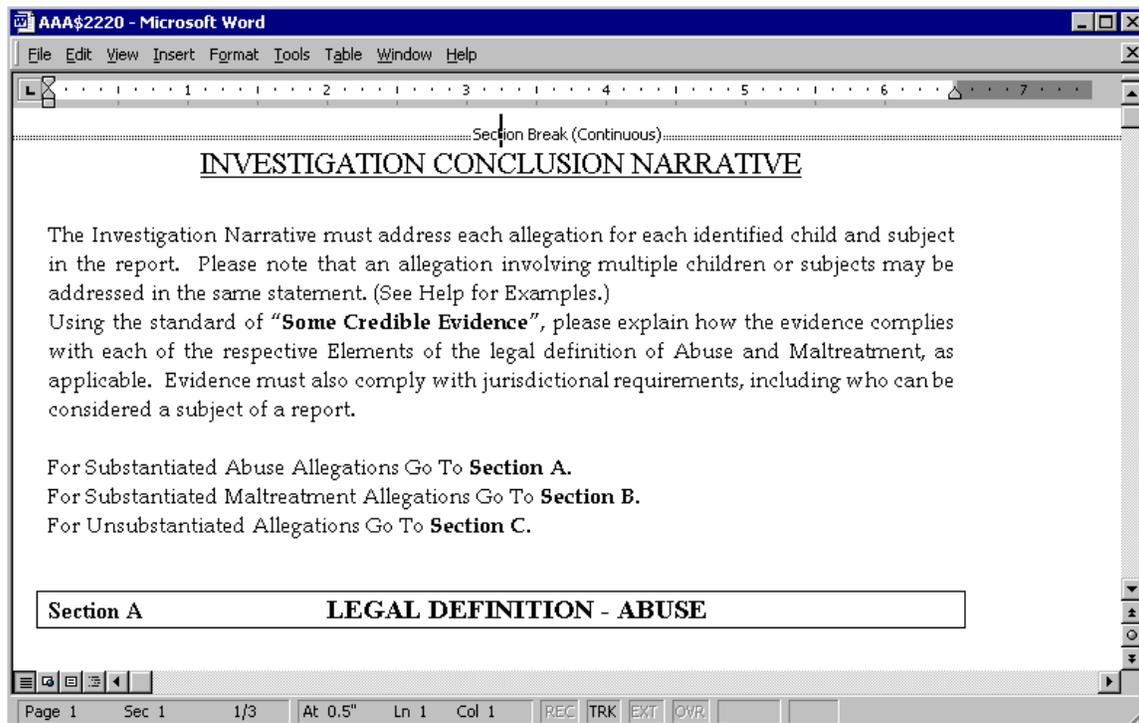
The new template features several changes:

- Legal definitions of Abuse and Maltreatment have been included.
- There are separate sections for recording Substantiated Abuse allegations, Substantiated Maltreatment allegations, and Unsubstantiated allegations.
- There is a new Investigation Conclusion for IAB investigations.

Be sure to enter your narrative information in the correct section of the narrative template.

Instructions on the new layout of the template now appear at the beginning of the template itself.

An example of the beginning of the new narrative appears below. An example of the entire narrative can be found in the hard-copy example of the CPRS Print All that has been provided to your Implementation Coordinator.



Investigation Conclusion Narratives created before Build 14 is implemented will use the old version of the template. This means that you will see some Investigation Conclusion Narratives using the old template and others with the new template.



## Guidelines

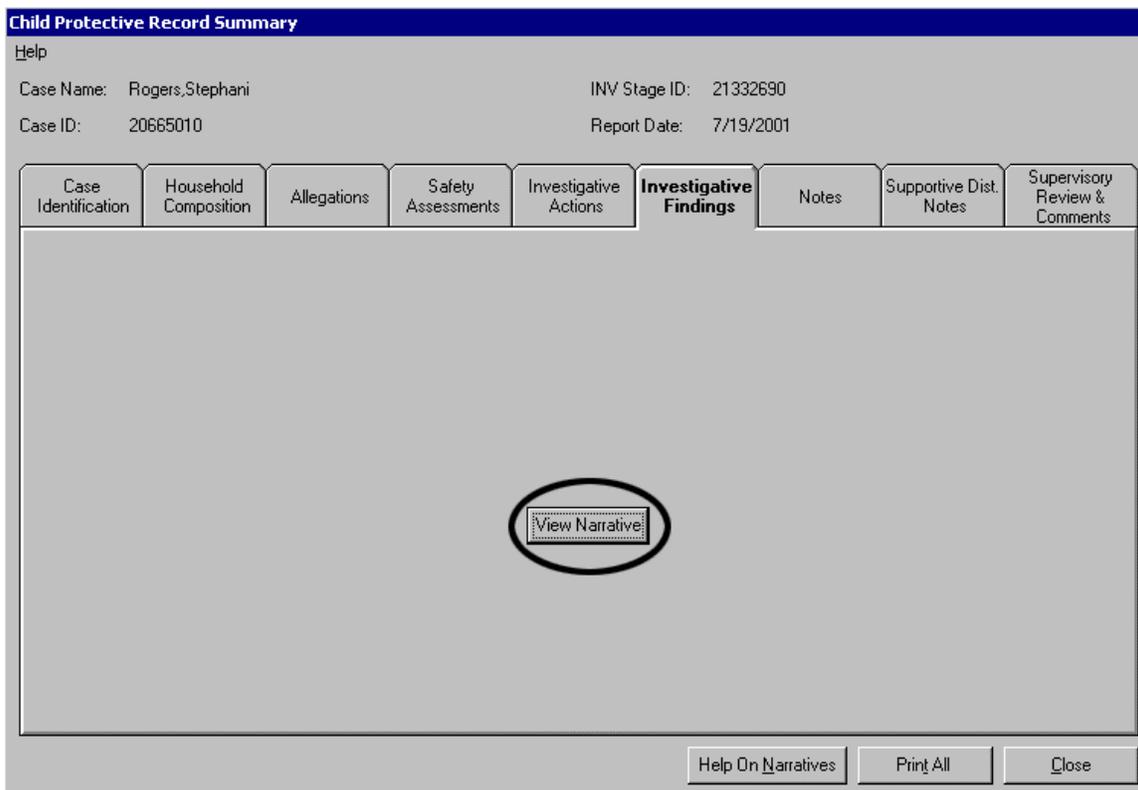
When reviewing the Investigative Findings please remember the following:

- Findings are defined as:
  - The facts of the case which support the decision. An explanation of the facts to support the decision of indicated or unfounded must be included.
- The Investigation Narrative must address each allegation for each child and subject in the report. Using the standard of "Some Credible Evidence", explain how the evidence complies with the Elements of Abuse and Maltreatment definitions. Each Element in the definition must be satisfied. Evidence must also comply with jurisdictional requirements and who can be considered a subject of a report. If the evidence supports these definitions, then the report must be indicated. If the evidence does not support the definitions, then the report must be unfounded. For more information on definitions, refer to CPRS On Line Help.
- If a report is indicated and closed, an Indicated/Closed Risk Assessment is required.
- If the report is indicated and opened for services, the initial UCR must be completed on the day of indication and prior to the transfer.
- If the report is indicated and a services case is already open, a UCR plan amendment must be completed on the day of indication and prior to the transfer.

Since the information you view in the Investigative Findings tab is “view only”, it cannot be updated from within the CPRS. The actual findings of the investigation are recorded in the CONNECTIONS Investigation Conclusion Narrative and approved by the Supervisor. To update the information in this tab, you must close the CPRS window and then open the appropriate CONNECTIONS window(s). The CPRS On Line Help can tell you the path to the appropriate window(s).

### The View Narrative Button

When you click on the Investigative Findings tab, the Investigation Conclusion Narrative will immediately open in a separate Microsoft Word window. What happens if after closing the document you realize that you need to see the document again? Rather than being forced to leave and return to the tab so that the document will automatically open again, you can use the **View Narrative** button that you will find on the Investigative Findings tab when the Investigation Conclusion Narrative has been closed or minimized.



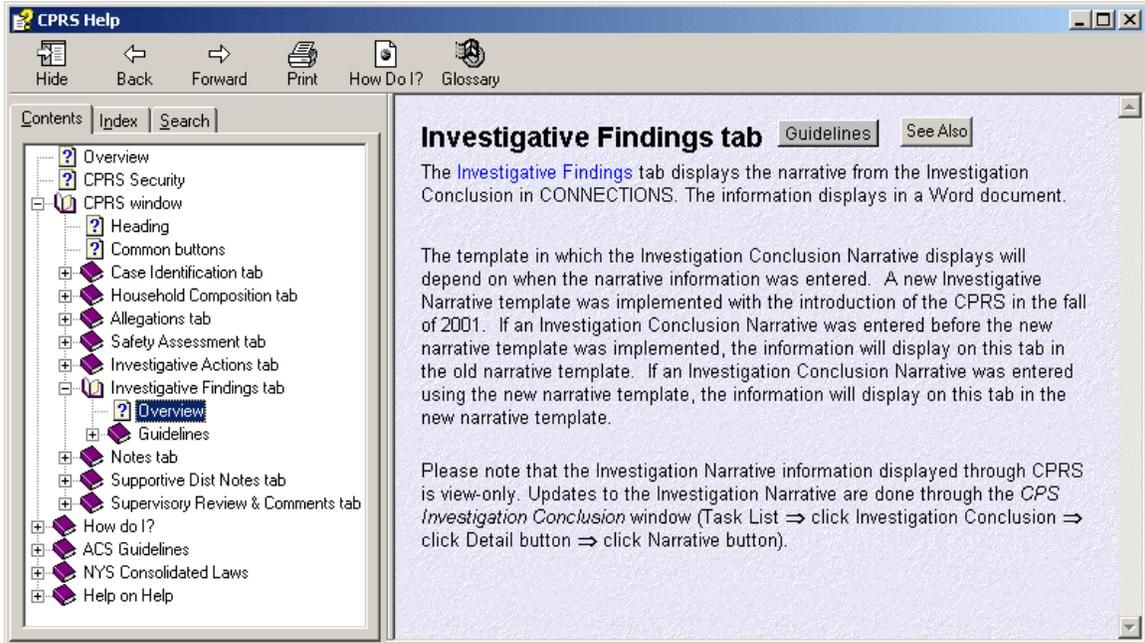
### Help On Narratives

You can access help information about how to use the Investigation Conclusion Narrative by clicking on the **Help on Narratives** button at the bottom of the CPRS window.



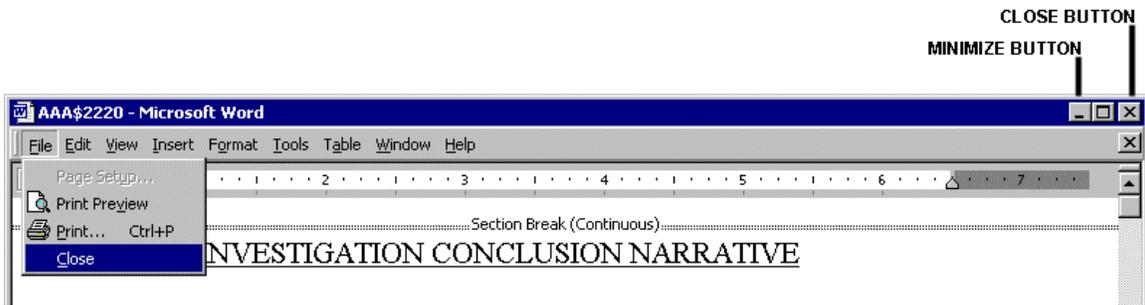
It's important to realize that the **Help on Narratives** button is hidden when you click on the Investigative Findings tab because the narrative Word document opens immediately and covers the CPRS window. The **Help on Narratives** button is visible when you close or minimize the narrative document. (See "Closing or Minimizing the Investigation Narrative" below.)

When you click the **Help on Narratives** button, an index of help topics relating specifically to the narrative documents will open in a separate window. You can select any topic in this index by clicking on it to find the information you need.



### Closing and Minimizing the Investigation Narrative

You can close the Investigation Conclusion Narrative by clicking on the *File* drop down menu and selecting **Close**. Alternatively, you can click on the **Close** window button in the upper right hand corner of the Word document window. Either method will return you to the Investigative Findings tab with the **View Narrative** button visible (See "The View Narrative Button" above.)



Rather than closing the document, you can minimize it using the **Minimize** button in the upper right hand corner of the Word document window.

### 3h - Notes Tab

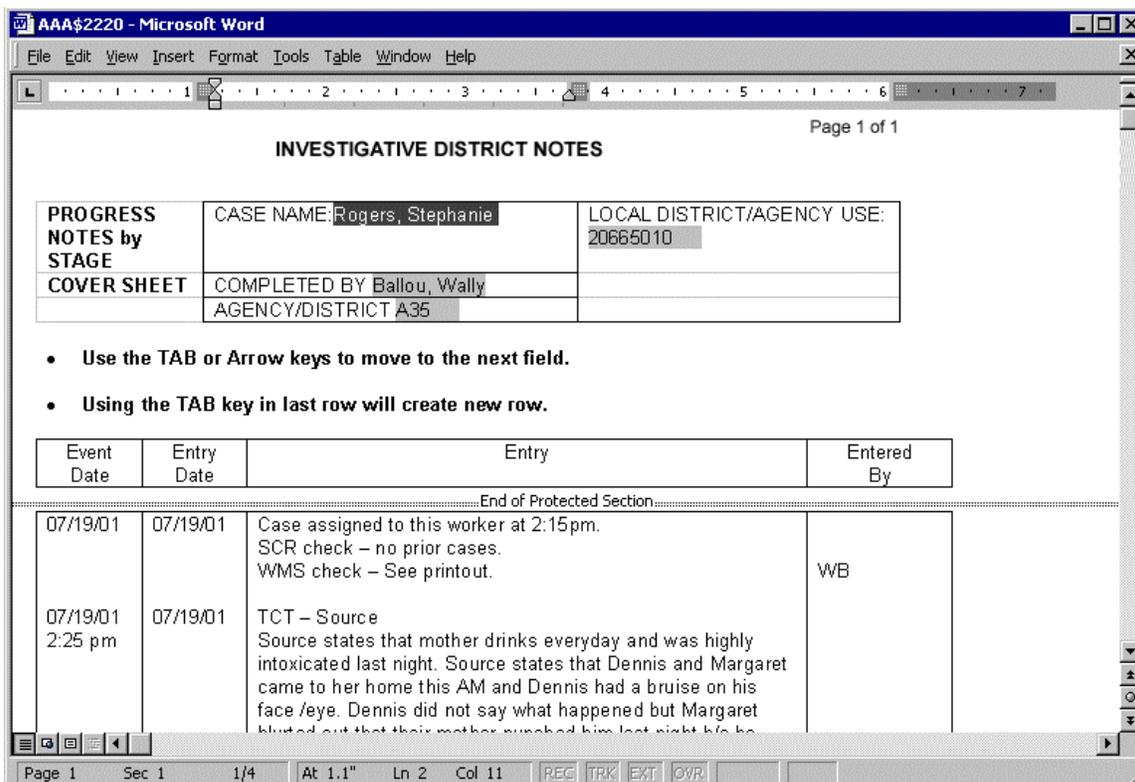
The screenshot shows a software interface titled "Child Protective Record Summary". At the top left is a "Help" link. Below it, case information is displayed: "Case Name: Rogers, Stephani" and "Case ID: 20665010" on the left; "INV Stage ID: 21332690" and "Report Date: 7/19/2001" on the right. A horizontal menu bar contains several tabs: "Case Identification", "Household Composition", "Allegations", "Safety Assessments", "Investigative Actions", "Investigative Findings", "Notes", "Supportive Dist. Notes", and "Supervisory Review & Comments". The "Notes" tab is circled in red.

With the Notes tab, you can use the CONNECTIONS system to record and print your progress notes, contacts, observations, and other case information.

The blank Notes template is stored on a CONNECTIONS server. Once the template has information saved to it, that document will be saved to the database, where it can be called up for later review and revision. The original blank template remains on the CONNECTIONS server.

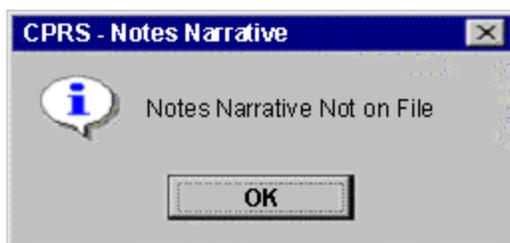
The CPRS will provide an OCFS template into which information can be entered, but your district may have chosen to create and maintain its own customized Notes template. (Please note that if your district has chosen to use a locally created template, that's what you'll see when you click on the Notes tab. The OCFS template is presented here for illustration purposes.)

Clicking on the Notes tab opens the progress notes template in a separate Word document. You can then enter your progress notes and other information directly into this document. If you want to print a copy of your notes, you would do so from within Word, using the **Print** option from the *File* menu in Word.



As we mentioned in the section titled “Accessing the CPRS”, the ability to update information in the Notes document will depend on your role in the stage. If you are the primary worker, in the primary worker’s hierarchy, or a secondary worker in the same district, you can update the Notes. If you are a secondary worker in a supportive district or in the secondary worker’s hierarchy, the Notes are “view only”. But, as a secondary worker in a supportive district you will be able to enter information into the Supportive District Notes. (See next section.)

If your role in a case is such that you have view only access to the Notes document and the primary worker has yet to create it, you will see the following message when you try to access it:



Unlike the other tabs we described previously, the Notes information is updated within the CPRS rather than by returning to other CONNECTIONS windows.



### **Guidelines**

When working with Notes, please remember the following:

- All Progress Notes should be incorporated in the CPRS Notes tab using the OCFS template provided by the state or the locally defined template if your district has chosen to use its own.

- Progress notes (Notes) should be documented as soon as the investigation is begun and updated throughout the course of the investigation.
- The case record includes progress notes and these are legally admissible as evidence in court proceedings and should contain facts and observations.
- Progress notes (Notes) are part of the CONNECTIONS record and operate under the sealing and records retention functions.
- Progress notes (Notes) should address the important events and activities in the investigation of a CPS report. Information should not duplicate information entered in CONNECTIONS and should include but not be limited to:
  1. Documentation of the investigation of a CPS report, including caseworker's observations and information received relating to the allegations and any other indicators of child abuse or maltreatment or family functioning.
  2. Information which helps to inform an assessment of a child's safety and assessment of future risk of abuse or maltreatment.
  3. Contacts/ interviews made during the investigation - who was contacted with what result.
  4. Description and status of any court action.
  5. Status and condition of children.
  6. Any offer of services and the family's reaction.
  7. Actions taken or services provided.
  8. Accurate and complete information leading to allegation substantiation and case determination.
  9. Information concerning plans to open or close the case to services and the reasons supporting that decision.
- Appropriate portions of the CPS progress notes of an indicated or under investigation report may be shared with foster care and preventive units within the district, or with a voluntary agency which has been requested to provide services. (This applies where the foster care and/or preventive unit is also providing services to the family. Disclosure to a voluntary agency is limited to pending and indicated reports.)
- Progress notes entered in the CPRS are frozen upon supervisory approval of the determination of a CPS report.
- The CPRS process does not replace the Investigation Summary Report, nor will it in any way replace the Investigation Conclusion Narrative.
- Remember that the CPRS is an investigation-specific tool. A Child Protective Record Summary will be created for each INV stage in a case. If a case has more than one INV stage, there will be more than one CPRS associated with that case.

You can find more information about the Notes tab in section 3k of this job aid - "More Information about the Notes, Supportive District Notes, and Supervisory Review & Comments tabs."

### 3i - Supportive District Notes Tab



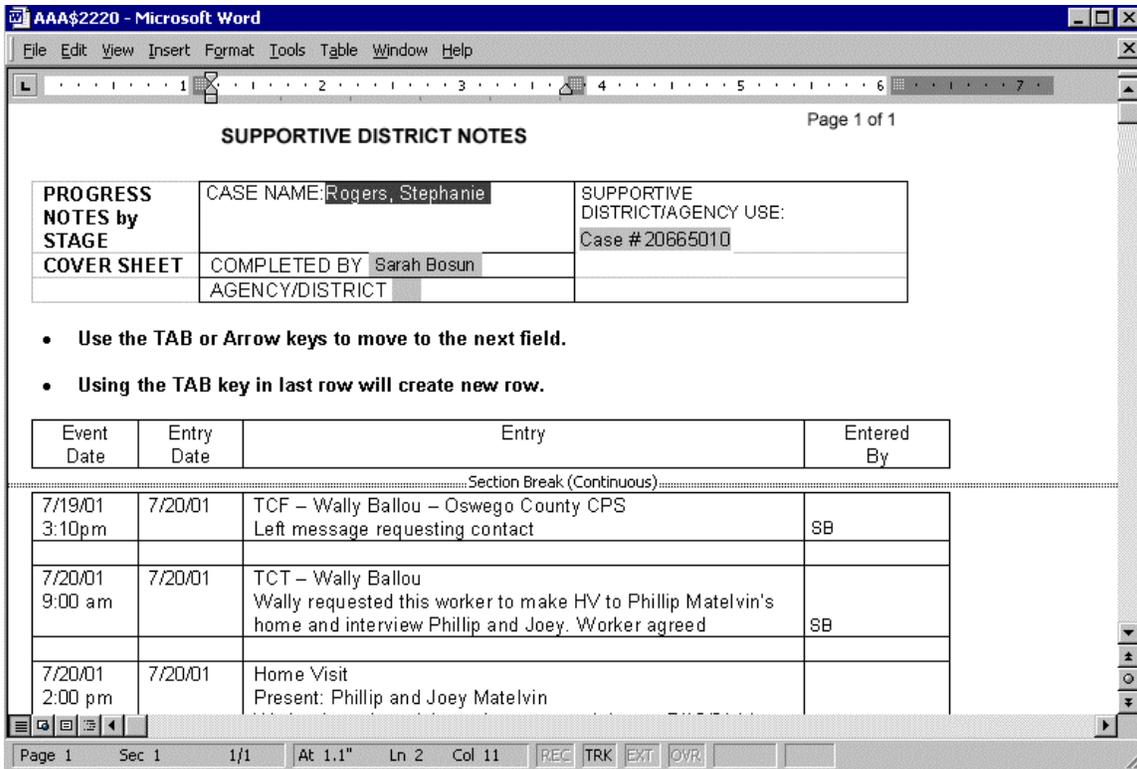
The screenshot shows the 'Child Protective Record Summary' interface. At the top, there is a blue header with the text 'Child Protective Record Summary'. Below the header, there is a 'Help' link. The main area contains case information: 'Case Name: Rogers, Stephani', 'Case ID: 20665010', 'INV Stage ID: 21332690', and 'Report Date: 7/19/2001'. At the bottom, there is a navigation bar with several tabs: 'Case Identification', 'Household Composition', 'Allegations', 'Safety Assessments', 'Investigative Actions', 'Investigative Findings', 'Notes', 'Supportive Dist. Notes', and 'Supervisory Review & Comments'. The 'Supportive Dist. Notes' tab is circled in black.

The Supportive District Notes tab allows a secondary worker in a stage who is in a district other than that of the primary worker to record, store, and print progress notes, observations, contacts, and other case information using the CPRS.

The blank Supportive District Notes template is stored on a CONNECTIONS server. Once the template has information saved to it, that document will be saved to the database, where it can be called up for review and updating. The original blank template remains on the CONNECTIONS server.

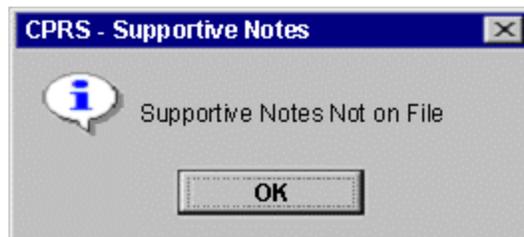
The CPRS will provide an OCFS Supportive Progress Notes template into which information can be entered. Clicking on the Supportive District Notes tab opens this template in a separate Word document. You can then enter your progress notes and other information directly into this document. If you want to print a copy of your notes, you would do so from within Word, using the **Print** option from the *File* menu in Word.

Local versions of this template are not supported since multiple secondary workers may be assigned to a stage and they might be from different districts. Multiple secondary workers from supportive districts will share the Supportive District Notes narrative.



As we mentioned in the section titled “Accessing the CPRS”, the ability to update information in the Supportive District Notes template will depend on your role in the stage. If you are a secondary worker from a district other than the primary worker’s, or in the secondary worker’s hierarchy, you will be able to update the Supportive District Notes. The primary worker’s notes and the Supervisory Review & Comments will be “view only” for you.

If your role in a case is such that you have view only access to the Supportive District Notes document and the secondary worker has yet to create it, you will see the following message when you try to access it:



Like the Notes tab, the Supportive District Notes information is updated within the CPRS rather than by returning to other CONNECTIONS windows.



### Guidelines

When working with Supportive District Notes, please remember the following:

- The supportive district is responsible for cooperating with the primary (investigative) district and

assisting the primary (investigative) district in responding to a report of suspected child abuse or maltreatment. These responsibilities include:

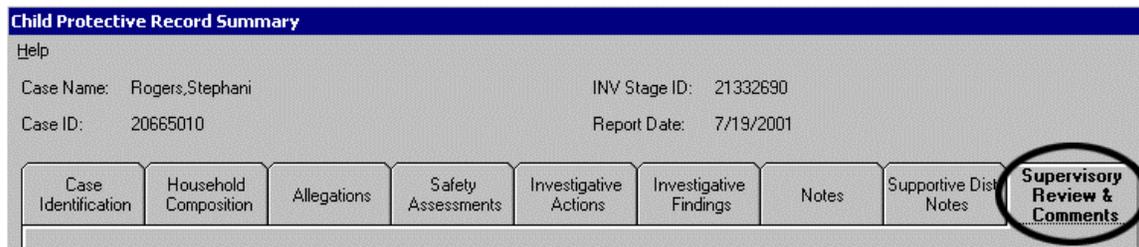
1. Following direction in taking necessary action to initiate an investigation.
  2. Interviewing and assessing family members residing in the supportive district.
  3. Assuring the immediate and on-going safety of the children named in the report who reside in or who are found in the supportive district.
  4. Help in completing a safety assessment; informing the primary district about the status of the child; and taking necessary action to ensure the children's safety including family court action.
  5. Furnishing the primary district with all information and evidence gathered during the investigation to assist in making a report determination.
  6. Providing ongoing support to the primary district while the case is open for services as requested by the primary district.
  7. Working with the investigative district to decide and determine whether it would be appropriate to transfer the investigative district.
- All Progress Notes pertaining to the secondary worker's role in the investigation should be incorporated in the CPRS Supportive District Notes tab using the default template provided by the state.
  - Secondary progress notes (Supportive District Notes) should be documented as soon as the investigation is begun and updated throughout the course of the investigation.
  - Secondary progress notes (Supportive District Notes) should address the important events and activities supporting the investigation of a CPS report. Information should not duplicate information entered in the application and should include but not be limited to:
    1. Documentation of the investigation of a CPS report, including caseworker's observations and information received relating to the allegations and any other indicators of child abuse or maltreatment or family functioning.
    2. Information which helps to inform an assessment of a child's safety and assessment of future risk of abuse or maltreatment.
    3. Contacts/ interviews made during the investigation - who was contacted with what result.
    4. Description and status of any court action.
    5. Status and condition of children.
    6. Any offer of services and the family's reaction.
    7. Actions taken or services provided.
    8. Accurate and complete information leading to allegation substantiation and case

determination.

9. Information concerning plans to open or close the case to services and the reasons supporting that decision.

You can find more information about the Supportive District Notes tab in section 3k of this job aid - "More Information about the Notes, Supportive District Notes, and Supervisory Review & Comments tabs."

### 3j - Supervisory Review and Comments Tab



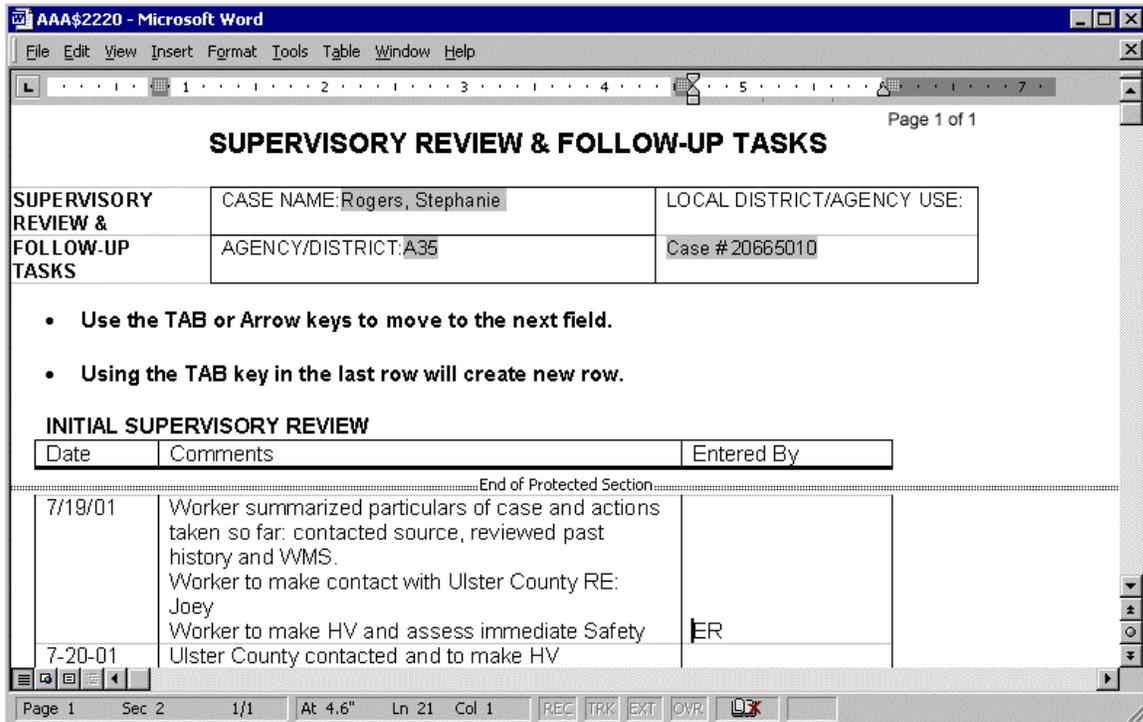
The screenshot shows the 'Child Protective Record Summary' interface. At the top, there is a blue header with the title 'Child Protective Record Summary' and a 'Help' link. Below the header, case information is displayed: 'Case Name: Rogers, Stephani', 'Case ID: 20665010', 'INV Stage ID: 21332690', and 'Report Date: 7/19/2001'. A navigation bar contains several tabs: 'Case Identification', 'Household Composition', 'Allegations', 'Safety Assessments', 'Investigative Actions', 'Investigative Findings', 'Notes', 'Supportive Dist Notes', and 'Supervisory Review & Comments'. The 'Supervisory Review & Comments' tab is circled in black, indicating it is the current focus.

The Supervisory Review & Comments tab provides a place for the recording of on-going communication between supervisor and case worker regarding reviews and conferences, on-going and follow-up tasks, and due dates.

The blank Supervisory Review & Comments template is stored on a CONNECTIONS server. Once the template has information saved to it, that saved version will be saved to the database, where it can be called up for review and updating.

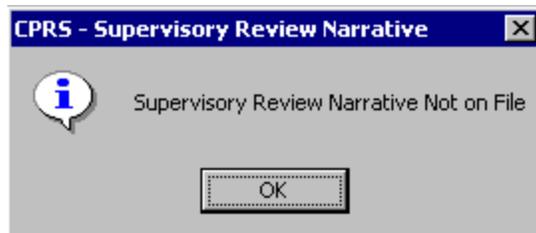
The CPRS will provide an OCFS template into which information can be entered, but your district may have chosen to create and maintain its own customized Supervisory Review & Comments template. (Please note that if your district has chosen to use a locally created template, that's what you'll see when you click on the Supervisory Review & Comments tab. The OCFS template is presented here for illustration purposes.)

Clicking on the Supervisory Review & Comments tab opens the template in a separate Word document. You can then enter notes, tasks, and other information directly into this document. If you want to print a copy of your notes, you would do so from within Word, using the **Print** option from the *File* menu in Word.



As we mentioned in the section titled “Accessing the CPRS”, the ability to update information in the Supervisory Review & Comments template will depend on your role in the stage. If you are the primary worker, in the primary worker’s hierarchy, or the primary worker’s Supervisor, you can update the Supervisory Review & Comments.

If your role in a case is such that you have view only access to the Supervisory Review and Comments document and the primary worker or supervisor has yet to create it, you will see the following message when you try to access it:



Like the Notes and Supportive District tabs, the Supervisory Review & Comments information is updated within the CPRS rather than by returning to other CONNECTIONS windows.



### **Guidelines**

When working with Supervisory Review & Comments, please remember the following:

- Supervisory Review & Comments is a record of supervisory direction and feedback between the case worker and the supervisor regarding the CPS investigation. It should include the following:
  1. Dates of reviews and case conferences.

2. On-going and follow-up tasks with their due dates.
  3. Direction and feedback regarding the case.
- Supervisory approvals or rejections of the safety assessment and investigation conclusion are recorded within the Approvals dialog in the investigation stage within CONNECTIONS.

You can find more information about the Supervisory Review & Comments tab in section 3k of this job aid - "More Information about the Notes, Supportive District Notes, and Supervisory Review & Comments tabs."

### 3k - More Information about the Notes, Supportive District Notes, and Supervisory Review & Comments tabs

#### Saving your work

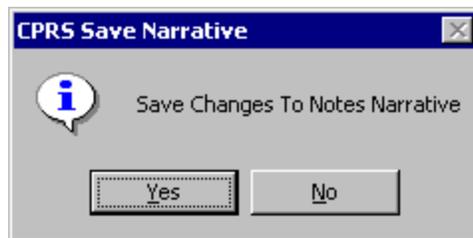
One of the most valuable habits you can develop in relation to working with Word documents is to **save your work**. The CONNECTIONS Citrix servers will "time out" a connection to the system that has been idle for 30 minutes. Any narratives that are open will be closed down without saving, so only work you had saved will appear in the narrative the next time it is opened. To make sure that a document closed by a "time out" contains all the work you've done on it, be sure to save the narrative on which you are working if you are interrupted by a phone call or meeting. Also, be sure to periodically save while working on lengthy documents.

**Remember**, Word is set to periodically "AutoSave" your document. Every three minutes, your machine will automatically save whatever changes you've made to the document. These changes are made to an alternate copy of your document (known as an **autorecover** document) that is intended for use if your original document is damaged or lost. The autorecover document is a safety net. Do not depend on this function as the only protection for your work. If you need to access an autorecover document, contact the CONNECTIONS Helpdesk **(1-800 759-3832)**.

The autorecover document will only be recoverable for 240 hours (10 calendar days), so it is important to call the Help Desk as soon as possible with information about what document you were working on and when you timed out.

The procedure for saving narratives in the CPRS is very similar to that for the rest of CONNECTIONS:

1. Close the narrative using *File > Close* or the **Close** button. (See "Closing or Minimizing the Template Documents" below.)
2. You will see the following message:



3. When you click yes, you will see another message confirming that your changes have been saved.
4. You can click the **Edit Narrative** button to reopen the narrative and continue working on the narrative.

#### Additional Features in Word

As you use the Word templates in the CPRS to create narrative documents for Notes, Supportive District Notes, and Supervisory Review & Comments, you will find that there are several features available in Word in the CPRS that are not available when using word in CONNECTIONS.

Included among these new features are Spell Check, Grammar Check, and Auto-Correction. Spell Check will underline spelling errors in your document, allowing you to easily identify and correct them. Grammar Check will do the same for grammatical errors. Auto Correction will automatically correct common misspellings. For instance, if you mistakenly type “t-e-h”, Auto-Correction would automatically change it to “t-h-e” without you having to take any action.

#### Copy and Paste

When modifying the Notes, Supportive District Notes, and Supervisory Review & Comments documents, you can use the **Copy** and **Paste** functions of Microsoft Word to reduce the need for duplicative typing. Copying and pasting between narratives within the CPRS for a particular investigation is supported and you can copy information from “view only” documents. As in the rest of CONNECTIONS, once you close the CPRS for a particular investigation stage, the clipboard is cleared.

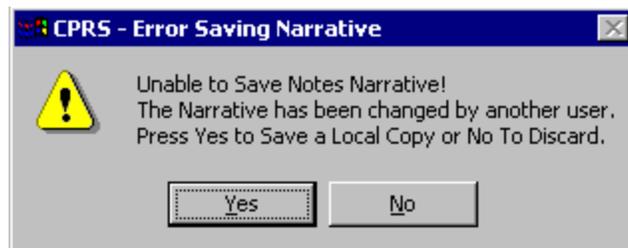
#### Modifying and Saving Documents with Enhanced Narrative Locking

The CPRS utilizes a feature called Enhanced Narrative Locking to aid in the updating of the Notes, Supportive District Notes, and Supervisory Review & Comments documents.

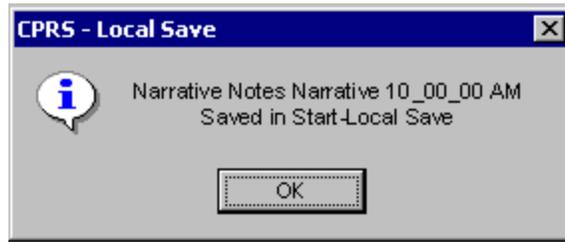
The purpose of Enhanced Narrative Locking is to allow workers to modify these documents with confidence that they will be able to save their work even if someone else was making their own separate modifications to that document at the same time.

As an example of this new functionality, assume that two workers are modifying the Notes of a case simultaneously and Worker A is the first to save her revisions. Under the old functionality, Worker B would see a message telling him that his save had failed and all his updates would be lost. He would then have to open the Notes document again and start his modifications over from scratch.

With Enhanced Narrative Locking, things work a little differently. Using the same example as above, when Worker B attempts to save his changes to the Notes after Worker A’s modifications have been saved, Worker B will see the following message:



If Worker B clicks the **Yes** button, he will see the following message:

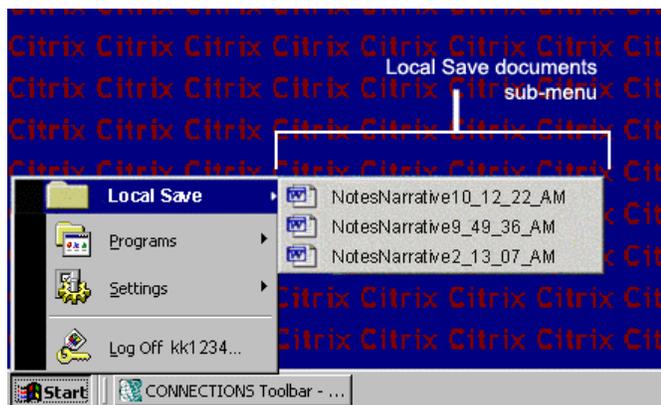


It is important to note what narrative and time are listed in this message box.

Using this information, Worker B can find and open the locally saved version of the progress notes he was unable to save to the CPRS earlier.

To access the locally saved narrative:

1. Click the **Start** button in the Citrix window.
2. Select *Local Save* from the Start menu.



3. The *Local Save Documents* submenu will open. It contains a list of all documents that have been saved locally by the system.
4. Click on the title for the document you want to open.

From the locally saved narrative, Worker B can then select and copy the information he wants to include in the CPRS Notes narrative. By returning to the Notes tab of the CPRS, Worker B can open the Notes narrative. Instead of having to type all his revisions all over again, he can paste his changes into the narrative.

**Note:** The locally saved copy of your narrative will only be available for 240 hours (10 calendar days) from when it was created by the Enhanced Narrative Locking feature. It is important to copy and paste your work from this version into the CPRS narrative as soon as possible.

Pending INV Conclusion

When you attempt to modify the Notes narrative for a stage in which the Investigation Conclusion is pending, you will see the following message:

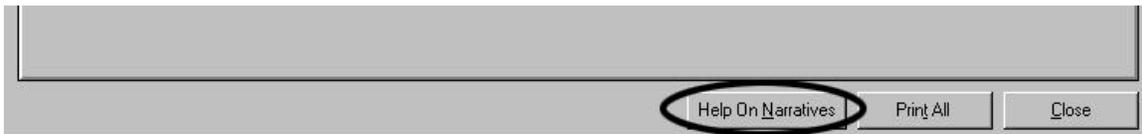


This message will not prevent you from modifying the document and doing so does not affect the pending approval, but you should contact the primary worker before making any changes to a document that is pending approval.

**Finally, once the INV stage is closed (upon supervisory approval), all narratives entered into the template will be frozen and become “view only”.**

#### Help On Narratives

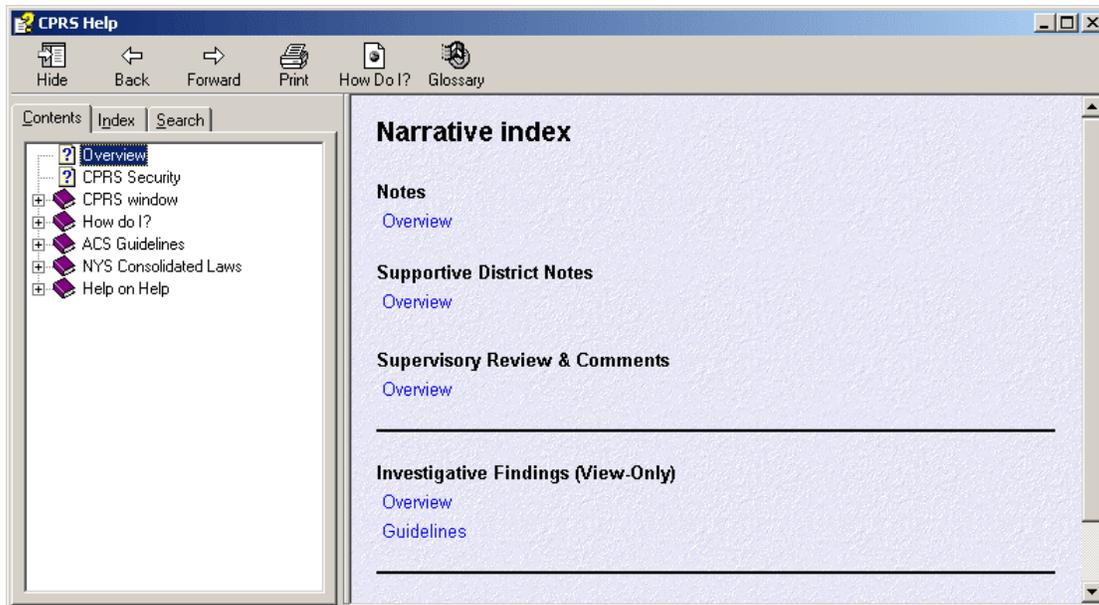
You can access help information about how to use the Notes, Supportive District Notes, and Supervisory Review & Comments narrative templates by clicking on the **Help on Narratives** button at the bottom of the CPRS window.



It's important to realize that the **Help on Narratives** button is hidden when you click on the Investigative Findings, Notes, Supportive District Notes, and Supervisory Review & Comments tabs because the narrative Word document opens immediately and covers the CPRS window. The **Help on Narratives** button is visible when any of the first 5 tabs are active or when you close or minimize the narrative document. (See “Closing or Minimizing the Template Documents” below.)

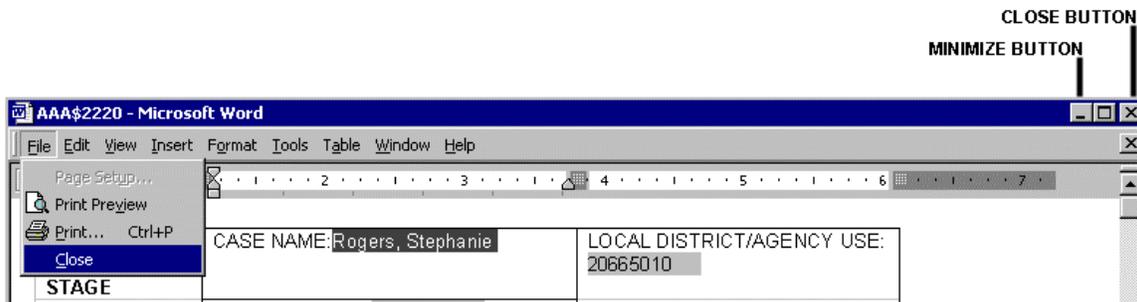
If you click the Help on Narratives button while on the Notes, Supportive District Notes, or Supervisory Review and Comments tabs, you will open help information about that document.

Clicking the button while on any other tab will open an index of help topics relating to these narratives.

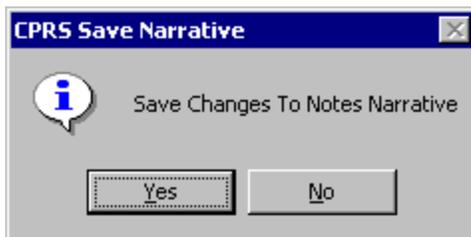


### Closing or Minimizing the Template Documents

You can close the Notes, Supportive District Notes, and Supervisory Review & Comments narrative templates by clicking on the *File* drop down menu and selecting **Close**. Alternatively, you can click on the **Close** window button in the upper right hand corner of the Word document window.



When you attempt to close the document using either of these methods, you will see the following message:



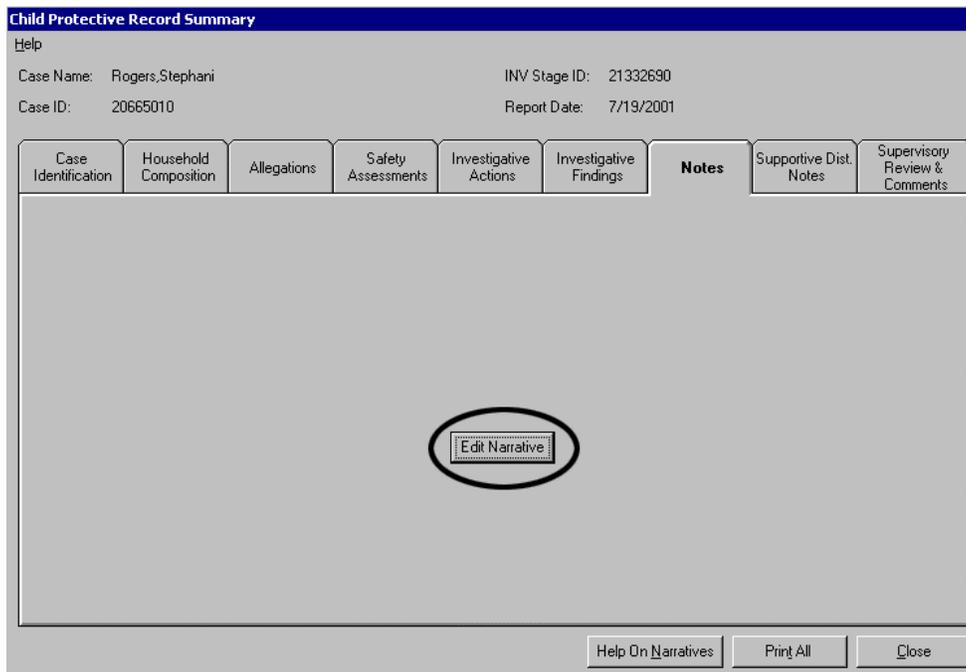
Rather than closing the document, you can minimize it using the **Minimize** button in the upper right hand corner of the Word document window.

You are then free to select another tab in the CPRS. If after doing so, you click the **Close** button to close the CPRS, you will see the Save Reminder message mentioned above.

When you close a narrative that you have accessed in view only mode, closing that template will not result in seeing these Save reminders.

### The View/Edit Narrative Button

When you click on the Notes, Supportive District Notes, or Supervisory Review & Comments tabs, the corresponding narrative document will immediately open in a separate Microsoft Word window. As we describe in the sections below, it is possible to read, update, save, and close these documents. But what happens if after closing the document you realize that you need to see the document again? Rather than being forced to leave and return to the tab so that the document will automatically open again, you can use the **View Narrative** or **Edit Narrative** button that you will find on each of these tabs when the Word document has been closed or minimized.



In some instances, the **Edit Narrative** button seen above may be replaced by an **View Narrative** button. Whether a tab displays a **View Narrative** or **Edit Narrative** button depends on which tab you are viewing, your role in the case, and whether the document opened by that tab is in a "view only" state:

- If you are the primary worker, in the primary worker's hierarchy, or are a secondary worker in the same district as the primary worker, and you access the CPRS for an open investigation through the Task List, the Notes and Supervisory Review & Comments tabs will have **Edit Narrative** buttons. The Supportive District Notes tab will have a **View Narrative** button.
- If you are a secondary worker from a district other than the primary worker's and you access the CPRS for an open investigation through the Task List, the Notes and Supervisory Review & Comments tabs will have **View Narrative** buttons. The Supportive District Notes tab will have a **Edit Narrative** button.

- If you enter the CPRS using the Event List, all narratives are “view only”, so the Notes, Supportive District Notes, and Supervisory Review and Comments tabs will all have **View Narrative** buttons.

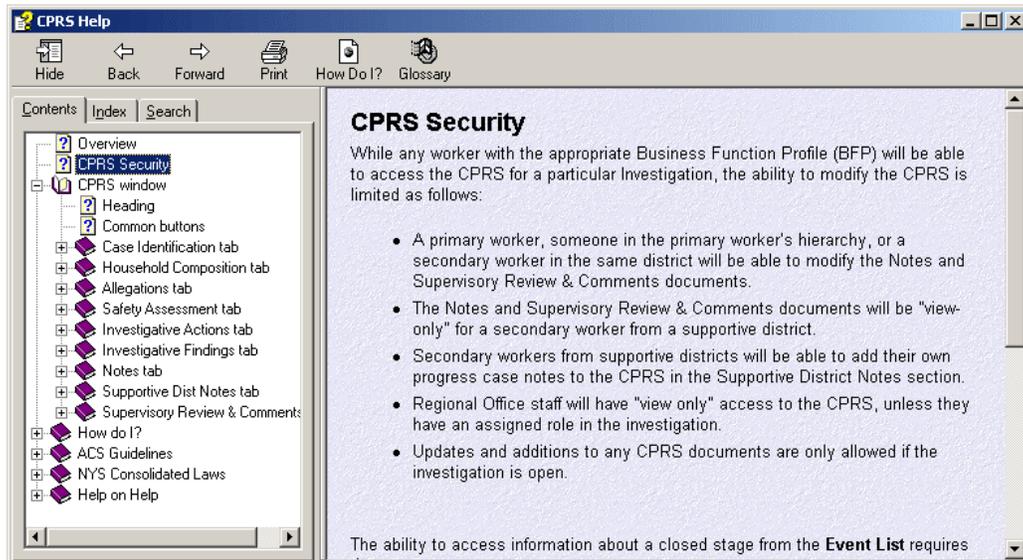
#### 4 - CPRS On Line Help

Context sensitive help information is available for all elements of the CPRS including tabs, grids, buttons, and individual fields. Click on an element to make that element “active” and press the **F1** key on your keyboard. Information about that element of the CPRS will be displayed.

Please note that **F1** will not activate CPRS Help when you are viewing the Investigative Findings, Notes, Supportive District Notes, and Supervisory Review & Comments narratives. Help for these documents is available through the **Help On Narratives** button.

The CPRS Help system looks quite different and has more features than the Help in CONNECTIONS that has been available up until now. CPRS On Line Help includes the following features:

- A Table of Contents allowing access to all Help information.
- Index and Search functions provide alternate means of finding information.
- Interactive graphic examples of CPRS elements. Clicking on certain portions of a graphics within CPRS On Line Help will open explanations of that element.
- Hyperlinks appear throughout the Help information. These links will take you directly to related information such as definitions and procedural guidelines.



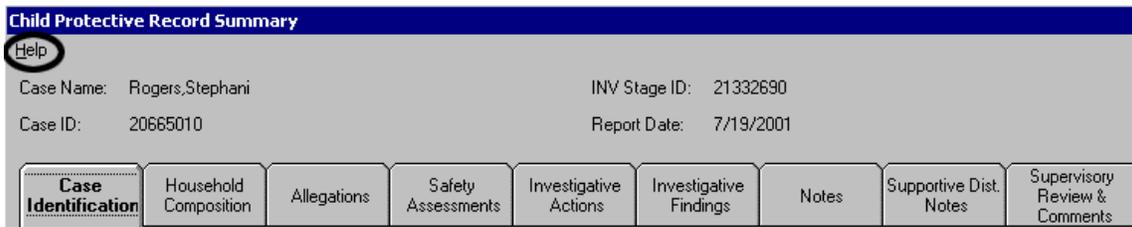
When you press **F1**, you will open the CPRS Help system. Information specific to the CPRS element that was active when you pressed **F1** will be displayed. Once you are in the Help system, the table of Contents allows you to have access to help information on other elements of CPRS.

Besides context sensitive help information on CPRS elements such as fields, tabs, and buttons, the CPRS Help system includes the following:

#### CPRS Overview

- A high level summary of the CPRS including a listing of its features and functions.

This overview can be accessed directly by clicking the word *Help* that appears in the upper left corner of the CPRS window and then clicking on *CPRS Help* which appears in the small drop-down menu.



#### “How Do I?” Help

- Information on how to navigate within the CPRS and how to best utilize its functions.

#### Glossary

- Definitions of terms commonly used in CPS casework
- Definitions of CPRS elements and concepts

#### Guidelines

- Background on the legal, policy, and procedural guidelines followed by CPS Investigative workers as they develop and record the information viewed in the CPRS.

#### Help on Help

- Instructions on how to use the CPRS On Line Help system.

Key elements of the information in this job aid relating to features and functionality of the CPRS can also be found in the CPRS On Line Help.

## **IV - Printing in CPRS**

#### Print All

The **Print All** button appears at the bottom of the CPRS window.



