



# CONNECTIONS Tip Sheet

## Intake Priority Closures: Closing a Duplicate CPS Report (DUP) and Additional Information (ADD) October 2011

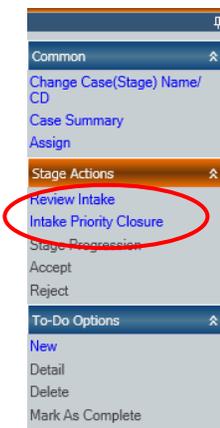
### Duplicate Reports (DUP)

A report made which describes the same incident(s), involving the same subjects and child(ren), occurring within the same time frame as a previously made report—and which does not include any new allegations—is considered a duplicate report. Duplicate reports are usually made by different reporters. This type of report displays on the workload with the label “DUP” in the **Type** column.

A duplicate report is merged with the original case by the SCR and thereby receives the same Case ID number as that of the original report.

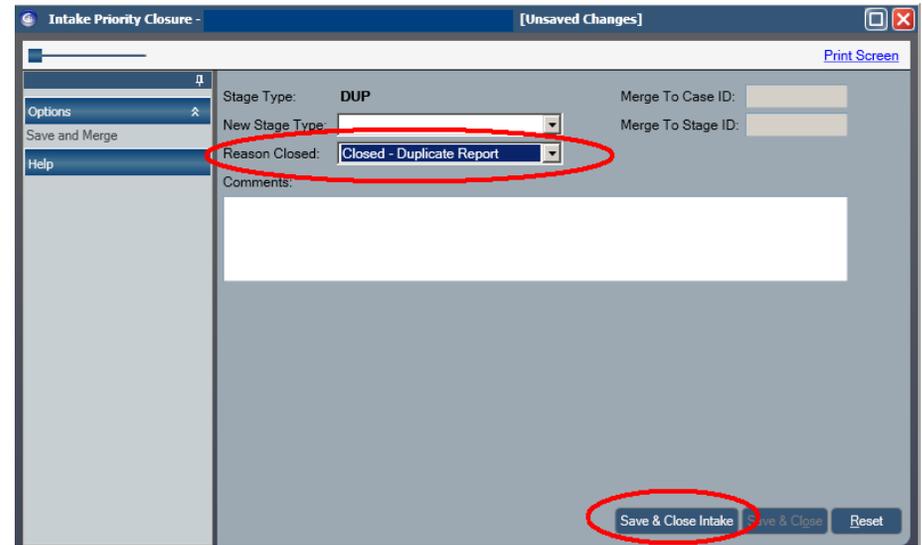
Unlike an initial or subsequent report, a duplicate report is **not** progressed to an Investigation stage in CONNECTIONS. A duplicate intake stage is closed, using the *Intake Priority Closure* window, after it has been accepted and reviewed by the local district.

### Step-by-Step for Closing as Duplicate



1. On your workload, click on the report with DUP in the **Type** column then click on the Intake Priority Closure link in the Stage Actions section of the NAVIGATION PANE. *The Intake Priority Closure window will open.*

2. In the *Intake Priority Closure* window, select Closed – Duplicate Report in the **Reason Closed** dropdown field.



**IMPORTANT:** Do **not** make any selections in the **New Stage Type** field. Doing so and saving the window may result in the need for a data fix. This would likely result in a delay in your ability to close the stage in a timely manner.

3. Click on the **Save and Close** Intake button. *The Intake Priority Closure window closes. The stage name with a type of DUP no longer displays on the workload.*

**NOTE:** A duplicate report cannot be closed if it is the only stage in a case or if a merge is pending.

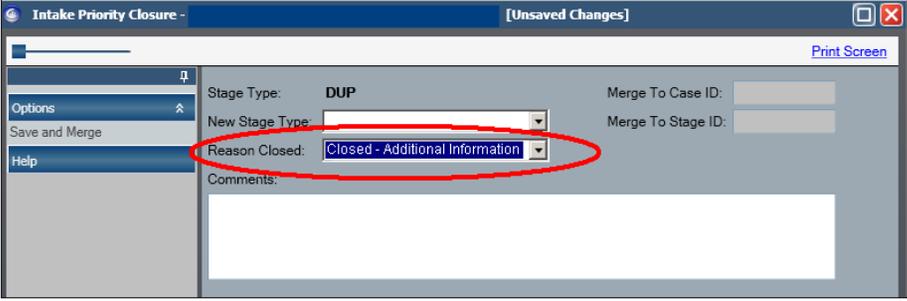
## Additional Information (ADD INFO)

At times a reporter will provide the SCR with additional information that is relevant to a CPS case that is either open or under investigation. An Additional Information (ADD INFO) contains no allegations and may include more identifying details (names, addresses, birth dates, relationships, etc.) or other information related to the case. Since an ADD INFO contains no allegations, it is not classified as a report. The SCR transmits an ADD INFO to the local district. The information displays on your workload with "ADD" in the Type column.

An Additional Information is merged with the original case by the SCR and thereby receives the same Case ID number as that of the original report. An Additional Information is not progressed to the Investigation stage in CONNECTIONS. An Additional Information Intake stage should be closed, using the *Intake Priority Closure* window, *after it has been accepted and reviewed* by the local district.

### Step-by-Step for Closing an Additional Information

Follow the steps described above for closing a DUP, however, select a stage on your workload with ADD in the **Type** column and on the *Intake Priority Closure* window, click on Closed - Additional Information in the **Reason Closed** dropdown field.



The screenshot shows the 'Intake Priority Closure' window with the following fields: Stage Type: DUP, Merge To Case ID: (empty), Merge To Stage ID: (empty), New Stage Type: (dropdown), Reason Closed: Closed - Additional Information (dropdown, circled in red), and Comments: (text area). The window title bar includes '[Unsaved Changes]' and a 'Print Screen' button.



**IMPORTANT:** Do not make any selections in the **New Stage Type** field. Doing so and saving the window may result in the need for a data fix. This would likely result in a delay in your ability to close the stage in a timely manner.

**NOTE:** An ADD INFO cannot be closed if it is the only stage in a case or if a merge is pending.

### Resources:

OCFS CONNECTIONS Internet site:

<http://www.ocfs.state.ny.us/connect/>

CONNECTIONS Regional Implementation Staff:

<http://ocfs.state.ny.us/connect/contact.asp>

E-mail your CONNECTIONS application questions to:

[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)

OFT Customer Care Center: **1-800-697-1323**