

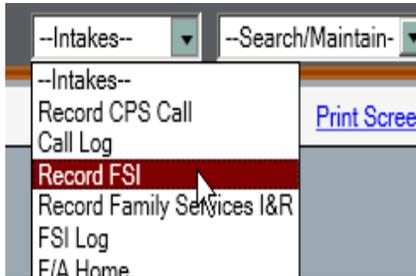


CONNECTIONS Tip Sheet

Linking a Family Service Intake

October 2011 (Revised)

When a Family Service Intake (FSI) is created by selecting the **Record FSI** command on the **Intakes** dropdown menu on the main CONNECTIONS window, a new Case Number and Stage Number are created for the FSI. No information is pre-filled when the FSI is created in this manner. All data must be manually entered.



A thorough search should be conducted on all persons added in the Person

Demographic tab. When a match – or more than one match - is found in the database, the new identity should be **related** to the existing identity. This keeps all of a person’s history together – essential for making good safety decisions and accessing past stages through the Implied Role path.

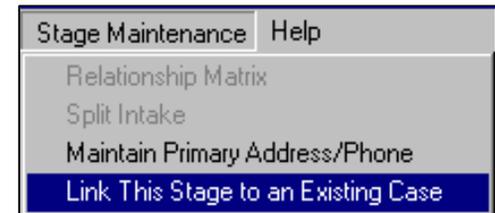
If a family already has a case in CONNECTIONS, the new FSI stage should be **linked** to that previous case so that all the case history associated with the family is kept together. An FSI can be linked with either an opened or a closed case.

To link an FSI stage with a previous case, three conditions must be met.

- The FSI must originate from the **Intakes** dropdown menu, not from a CPS investigation.
- There must be at least one person over the age of 18 in common between the new FSI and the existing case.
- There cannot be another open FSI or Family Services Stage (FSS) in the case in the same local district.

STEPS FOR LINKING AN FSI

1. Click on an adult from the Person Demographics List in the Family Services Intake window. **Note:** it is first necessary to have **related** that person to a person already existing in the CONNECTIONS database
2. Click on the **Link this Stage to An Existing Case** command on the **Stage Maintenance** menu.



Family Services Intake - 5:29300000/C:39300000

File Options Reports Forms Stage Maintenance Help

Case Name: Amy Green

Intake Source: Relationship Matrix

Person Demographics

Person Information

First: Amy Middle: Last: Green

Sfx: Sex: Female Marital: Language: English Religion:

*DOB: 5/10/1962 Approx. Age: 46

DOD: 4/2/2009 Approx. SSN: - - -

Address

Street: 50 W 56TH ST PO Box/Apt:

City: NYC State: New York Zip: 10019-8259 County: MANHATTAN

Type: Residence CD: 05 Address Validate

Phone Information

Phone: (212) 545-5656

Ext: Type: Residence Phone

*Ethnicity/Race

Not Reported Indian Japanese

Central Americ Korean

Caribbean Other-Asian

Cuban Native Hawaiian/

Dominican White

Not Reported

| Name | Person ID | Sch | D.O.B. | A | Age | SSN | Marital Status | Language | Religion | Race |
|------------|-----------|-----|------------|---|-----|-----|----------------|----------|----------|-------|
| Green, Amy | 15200380 | R | 05/10/1962 | N | 46 | | | English | | Not R |

Incoming Detail Search Add Person Modify Person Delete Person Cancel

Close

- In the resulting window, click on the case in the grid to which you wish to link the FSI and then click on the **Link to Case** button.

- In the resulting “Add to Existing Case” message box, click the **Yes** button. The case number will display in the message box and in the corresponding field on the Decision Summary window. Close the **Link This FSI Stage . .** window. If necessary, click on the **Remove Link** button to un-link the FSI.



The FSI is not linked to the chosen case until you stage-progress the FSI to an FSS.



To avoid unnecessarily starting an FSI, do a thorough search of the persons listed on the Application for Services BEFORE you click on **Record FSI** to be certain they are not already part of an open stage.

Reminder: In all areas of CONNECTIONS, you can press F1 for help

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 (NOTE: address contains an underscore)

E-mail your other CONNECTIONS Communications to:

CONNECTIONSCommunications@dfa.state.ny.us

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