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CONNECTIONS

Step-by-Step Guide

Data Maintenance for Family Services Stages

CONNECTIONS Training Project
SUNY Training Strategies Group

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CONNECTIONS Training Project
Training Strategies Group
Office of the Provost and Vice Chancellor for Academic Affairs
State University of New York

Data Maintenance
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Welcome and Participant Information

As a CONNECTIONS user, you are contributing to New York State's child welfare data management system. Timely record keeping and documentation is an essential part of maintaining an accurate and reliable database. This guide is meant to provide detailed instructions for updating or correcting information contained in CONNECTIONS in a timely manner.

The Content of this Guide

This guide contains step-by-step instructions for accomplishing necessary updates or changes in CONNECTIONS, introductory remarks that provide a casework context for these tasks, and hints on how to carry out these tasks efficiently and effectively.

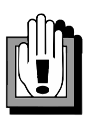
Note:
Any visible identifying data
in this guide is simulated.

Features of this Guide

Two features of this guide help you quickly identify the information you need:

- **Tips**, set apart in margin boxes, provide information to help you carry out CONNECTIONS tasks efficiently and effectively. Icons in the boxes help focus your attention on two kinds of tips:

  
  Helpful hints

  
  Things to watch out for

- **Subdivided Instructions:** The step-by-step instructions for each procedure are subdivided into major sub-steps to make it easier to jump ahead to the correct step if you're already on the window you need to access. After the initial instructions on how to sign on to the system and access CONNECTIONS, step-by-step instructions assume you have accessed the CONNECTIONS Toolbar.

  We hope you find this to be a useful aid in your work!

Logging On to Your PC

Only designated individuals on computers that are set up to run the application can access the CONNECTIONS application. This section addresses the procedures for logging on to the Windows 2000 operating system.

Once you have completed logging on to Windows, the step-by-step instructions in the next section will show you how to access CONNECTIONS.

Step-by-Step:
Logging On to Your Computer

1 Press the **Ctrl** + **Alt** + **Delete** keys on your keyboard at the same time.
A Confidentiality warning displays.

2 Click on the **OK** button in response to the Confidentiality warning.
The Log On window displays. Make sure that your user name and domain are listed correctly in the log on dialog box.

3 Enter your password and click on the **OK** button.
Your local desktop displays.

Accessing CONNECTIONS

The CONNECTIONS application is made available to users in three different ways:

Production Database	The Production Database contains “live” data. This is the database that all workers use to record information in CONNECTIONS.
Training Database	The Training Database contains simulated data and allows you to practice functions necessary for your casework activities. It mirrors the functionality of the Production Database. The Training Database is used only for instructor-led training classes.
Preview Application	The Preview Application contains a “snapshot” of actual case data. Information entered into the Preview application **does not** carry over to the Production Database. The Preview Application provides the opportunity to preview changes and enhancements planned for the CONNECTIONS system. The Preview Application is available for a limited time when changes to the system are made. You will receive special notice when the Preview application becomes available.

To distinguish between the Training Database and the Preview application, keep in mind that the Training Database contains simulated data, while the Preview application is a “snapshot” of actual case data. The Training Database allows you to practice functions necessary for your casework activities.

Using the CONNECTIONS Production Database, you can access your *Assigned Workload* from any CONNECTIONS workstation throughout New York State. All you need is a valid User ID and password to gain access to your workload.

Your access to information in CONNECTIONS is restricted to what is necessary for the normal performance of your job responsibilities; this is accomplished by the assignment of a unique User ID to each worker. The User ID and Password are the “keys” to access certain agency information. A worker’s User ID and password are also a form of identification; they link a worker to actions in the system. Workers are responsible for actions taken with their User ID and password.

All workers in your agency must follow password standards established by OCFS/OFT. The following automated system controls support the password standards:

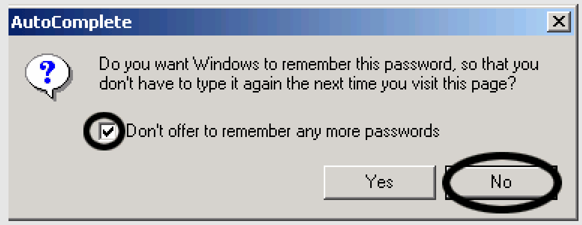
- A password cannot be the same as the User ID.
- Password length must be a minimum of eight (8) characters.
- Maximum password age is 90 days.
- After six (6) failed attempts, the system will lock the worker out of CONNECTIONS.
- If a worker is locked out of the system based on password lock-out, the Security Coordinator must reset the password in order to permit that worker access to the system.

In addition to the above controls, after 15 minutes of inactivity while logged into CONNECTIONS, the system locks the worker out. The worker must enter his/her password in order to log back in to the system.

It is up to you to protect your password in order to prevent unauthorized access or misuse of information. Here are some ways to keep your password protected:

- **Make it difficult**
  Select a password that is easy for you to remember, but difficult for others to guess. Don’t be stingy—make your password as long as possible (at least 8 characters and up to a maximum of 13 characters), in order to help reduce the likelihood of allowing someone to guess it. You cannot use all or part of your logon ID in your password, nor can you reuse any of your last 13 passwords.
- **Mix it up**
  Your OCFS password *must* contain *at least* one uppercase letter, one lowercase letter *and* one number. CONNECTIONS users must *never* use symbols in their passwords.
- **Keep it to yourself**
  Don’t share your password with others. Never display your password; if you need to write it down, don’t keep the information at your desk or anywhere it may be easily seen by others.
- **Embrace change**
  You must change your password periodically—*at least* once every 90 days. If you think your password has been compromised, *change it immediately*. (Don’t forget to report the situation to your LAN/Security Administrator as soon as possible!)
- **Be yourself**
  Use *only* your logon ID and password; *never* use a current or former co-worker’s ID or password.

If the *AutoComplete* window displays during the logon process, select the **Don't offer to remember any more passwords** check box and click on the **No** button.



CONNECTIONS resides on a centralized Citrix server. The **Connections and other Citrix Applications** icon on your local desktop opens the *Connections and other Citrix Applications* window, which contains icons of CONNECTIONS applications that are available to you based on your NT logon. When you double-click on one of these icons, your computer accesses the Citrix server and begins a "Citrix session." The Citrix desktop displays, covering your local desktop and remaining open for the length of your Citrix session. The Citrix desktop also has an easily recognizable background.

The CONNECTIONS icon displays on the Citrix desktop. Double-clicking the icon starts the application, opening a window on your desktop for it. The CONNECTIONS icon varies slightly, depending on the logon information you use (i.e., based on whether you opened a Citrix session for the Production Database, Training Database or Preview Application).

When you log on to Citrix via the **Connections Desktop 95 Percent** icon, three icons display on the Citrix desktop:

- Connections
- CINPID (Data Warehouse; limited to designated users)
- Policy Library

The Task Bar at the bottom of the Citrix desktop provides a method of organizing the application windows that you have open in Citrix. You can have more than one application window open on your desktop at a time. Minimize a window by clicking on the **Minimize** button ( ). The minimized application window displays as a button on the Task Bar. This makes room for other windows you need to use at that moment. To re-open an application window, click on its button on the Task Bar; the application window displays as the active window, placing it "on top of" any other open windows.

Clicking on the **Start** button (in the lower left corner of the Citrix desktop) displays the **Start** menu, which provides access to the *Citrix Log Off* procedure (see page 6 for details on this procedure).

Step-by-Step:
Launching CONNECTIONS (Production)

1 From your local desktop, double-click the **Connections and other Citrix Applications** icon.
The Connections and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.

2 Double-click the **Connections Desktop 95 Percent** icon.
A Confidentiality Warning message displays.

3 Click on the **OK** button in response to the Confidentiality Warning.
The Citrix desktop displays and your Citrix session begins.

4 Double-click the **Connections** icon.
When the CONNECTIONS Production Database has launched successfully, the CONNECTIONS Toolbar displays, reading: Production – CONNECTIONS Toolbar – <Your Name>.

If you are logged on to the system, always lock your computer when you leave your desk. This will help prevent unauthorized individuals from using your User ID and password to access CONNECTIONS.

You can lock your computer by holding down the **Ctrl**+**Alt**+**Del** keys at the same time and clicking on the **Lock Computer** button.

Step-by-Step:
Launching CONNECTIONS (Preview Application)

1 From your local desktop, double-click the **Connections and other Citrix Applications** icon.
The Connections and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.

2 Double-click the **Connections Preview** icon.
A Confidentiality Warning message displays.

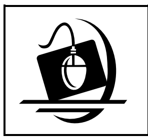
3 Click on the **OK** button in response to the Confidentiality Warning.
The Citrix desktop displays and your Citrix session begins.

4 Double-click the **Connections Preview** icon.
When the CONNECTIONS Preview Application has launched successfully, the CONNECTIONS Toolbar displays. The title bar reads: Preview – CONNECTIONS Toolbar – <Your Name>.

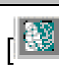
Closing CONNECTIONS and Logging Off Your PC

When you have finished your work in CONNECTIONS, you should close *both* CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. Doing so (as opposed to logging off of Citrix while CONNECTIONS is still open) reduces the likelihood of problems occurring during the log off procedure.

At the end of your workday, it is important to *log off* your PC; if you completely shut down (turn off) your computer, it will not be able to receive any updates that may occur overnight. Leaving the computer logged off (but with the power still on) will enable it to receive these updates.



Step-by-Step:
Closing CONNECTIONS and Logging Off Your PC

1. Click on the **File** menu (represented by the **Globe** icon [] in the upper left corner of the CONNECTIONS Toolbar) and select the **Close** command.

2. Click on the **Start** button in the lower left corner of the Citrix desktop and select **Log Off <User name>** from the resulting menu.
The following message displays:
"Are you sure you want to log off?"

3. Click on the **Yes** button.
This does not log off your machine; it only ends your session with the Citrix server.
Your local desktop displays.

4. Close all applications still open on your local desktop.

5. Click on the **Start** button and select the **Shut down…** command from the resulting menu.
*The Shut Down Windows dialog box displays. Click on the drop-down arrow and select **Log off <user name>**, if it is not already selected.*

6. Click on the **OK** button.

CONNECTIONS Security

In order to protect the confidentiality and integrity of case data, access to information in CONNECTIONS is carefully controlled. A number of factors determine the information you can view or maintain in CONNECTIONS, including your job function, the cases to which you are assigned, your assigned role and your Business Function Profile (BFP).

> The information you are able to view and the tasks you are able to perform in the Training Database may not mirror what you are able to do in the Production Database. Contact your supervisor and/or Security Coordinator if you have questions regarding your security access.

Your agency's Security Coordinator is responsible for ensuring that appropriate physical, logical and procedural controls (such as locking your keyboard when you are away from your computer) are in place to preserve the security properties of confidentiality, integrity, availability and privacy of CONNECTIONS information. Information must be protected and classified based on security best practices as defined in the International Security Standard ISO/IEC 17799, *A Code of Practice for Information Security Management.*

An agency may find it necessary to allow workers to complete their job functions outside of the office. When working from a remote location, the following security controls need to be considered and are not limited to:

- the existing physical security of the remote location;
- the communication security requirements;
- the sensitivity of the information that will be accessed and transmitted; and
- the threat of unauthorized access.

Confidential information should not be stored on (nor transmitted from/to) portable computer devices. If workers must store or transmit confidential information, protective measures must be implemented. When using mobile commuting devices such as laptop computers, Personal Digital Assistants (PDAs) and cellular phones, special care should be taken to ensure that confidential information is not compromised.

When traveling, CONNECTIONS staff using portable computers should not check these items in airline luggage systems. Confidential information should be removed prior to traveling; removing confidential information from portable computers should be done on a regular basis.

Dial-up modems should not be connected to computer systems that are on a LAN or another internal communication system, unless approved by OCFS. Also, no wireless network or wireless access point should be installed without performing a risk assessment and obtaining appropriate *written* approval from the OCFS Information Security Officer.

Software should never be installed without the approval of the OCFS Information Security Officer. Software security patches are installed by OFT. Computers should be left turned on (but logged off) so that security patches can be installed when users are not using their computers.

Anti-virus software will protect against the vast majority of viruses and other vulnerabilities, but it's *not* foolproof. Everyone has a responsibility to ensure that proper precautions are taken to protect the network and to ensure that viruses don't get in or get spread.

There are also some security issues to keep in mind when contacting individuals, whether it is by telephone, cellular phone, fax or e-mail.

Avoid using Internet, third party or wireless fax services to send or receive faxes containing confidential information. If it is necessary to send confidential information via fax, be sure to verify the phone number prior to sending the fax and contact the recipient to ensure the fax is picked up immediately. Also, avoid sending teleconference call-in numbers and passwords to a pager if sensitive information will be discussed in the conference; confirm that all participants are authorized to participate prior to starting any discussion.

Precautions also need to be taken when exchanging information over the telephone. Take care that you are not overheard when discussing confidential matters on the telephone. You should avoid leaving sensitive or confidential messages on voicemail systems. Take extra precautions when using mobile devices in public areas outside of the workplace. Any use of wireless or cellular phones should be avoided when discussing sensitive or confidential information.

Do not exchange confidential information over a messaging system unless authorized by the OCFS Information Security Officer, after a formal risk assessment of the situation has been performed. No external public Instant Messaging, Teamrooms and Conferencing services should be used to conduct business unless authorized *in writing* by the OCFS Information Security Officer.

Your Security Coordinator may need to monitor workers' activity on the system, since it is the Security Coordinator's responsibility to ensure that all security processes and procedures are followed. Do not have any expectation of privacy in the information stored in or sent through the OCFS network, including e-mail, because your Security Coordinator and OCFS/OFT reserve the right to monitor or search any system at all times. You are notified of this each time you log on to the network (a privacy message displays).

As a CONNECTIONS user you must understand your role and responsibility regarding the security of CONNECTIONS information. You have an obligation to protect and preserve all information in a consistent and reliable manner.

All CONNECTIONS users receive security profiles which determine the windows or types of information they can open and view, as well as which windows they can modify or "maintain." In CONNECTIONS, each person's security profile is called a Business Function Profile (BFP). Each worker has only one BFP. Each BFP is comprised of one or more Business Functions, which in turn are comprised of one or more Security Attributes. Your BFP is based on the tasks you are responsible for performing and the level of access to records needed to complete those tasks. Your BFP may include multiple business functions based on your responsibilities.

Security coordinators at the local district and voluntary agency level assign appropriate Business Functions to each staff person in their offices, creating an individual Business Function Profile for each worker. A few examples of Business Functions that might be included in a local district worker's Business Function Profile are CREATE FSI, ENTER PROG NOTE and CASE/PERS SRCH. Workers with the UNIT SUM ACCESS Business Function in their respective BFPs are able to review the *Assigned Workloads* of the staff members in their units. (Typically, this Business Function would be included in the BFP of a Unit Approver.)

If you are working on a stage and cannot view or modify information that relates to your job responsibilities, you should review your BFP with your supervisor to make sure the Business Functions included in your BFP are adequate for the work you are doing. CONNECTIONS users are not allowed to prove a suspected weakness; in other words, workers should not attempt to find work-arounds or bugs in the system. All CONNECTIONS users should be aware of the procedure for reporting security incidents that may have an impact on the security of information. You must report any incidents to your appropriate supervisor and your agency's Security Coordinator.

A special Business Function, VIEW SECURITY, allows you to review your BFP in CONNECTIONS to see the business functions assigned to you. If your BFP indicates that you do not have security access for a task you need to complete, speak with your supervisor and/or Security Coordinator.

Step-by-Step:
Viewing Your Business Function Profile

1. Click on the **Options** menu on the CONNECTIONS Toolbar and select the **Security** command.
   The Security sub-menu displays.

2. Click on the **View Staff Security** command.
   The Staff Search Criteria window displays.

3. Type your last name into the **Last Name** field.

4. Click on the **Search** button.
   The Staff List displays.

5. Click on your name to select it from the *Staff List*.

6. Click on the **OK** button.
   The Staff Security window displays. The Business Functions field on this window contains the available Business Functions.

7. The Business Functions assigned to you are identified with red check marks. Use the vertical scroll bar inside the Business Functions field to view the entire list.
   To see the Business Functions assigned to you without scrolling through the entire list, click on the ***Selected Business Functions Only*** *check box.*

8. To close the *Staff Security* window, click on the **Cancel** button.
   The CONNECTIONS Toolbar displays.

Module 1:
Person Maintenance

As you gather information about people associated with a case, you may obtain new information or information that needs to be corrected. The **Stage Composition** tab on Family Services Stages in CONNECTIONS provides access to a number of windows where you can record this information. Local districts, Voluntary Agencies, New York State offices and other agencies rely on CONNECTIONS users to record all relevant information gathered, so that others can make use of that information in the future.

In this module you will learn how to add and correct the information on persons associated with a case.

By the end of this module, you will be able to:

- add and relate people to the FSS;
- maintain primary address and phone information;
- add and correct person identifiers;
- maintain relationships within the FSS;
- add and modify Program Choices;
- add and modify Permanency Planning Goals;
- associate and unassociate workers;
- maintain Primary and Secondary Caretakers;
- merge and split person records in the database;
- end-date a person’s involvement in the FSS; and
- maintain information about freed children.

Maintaining Information About People in a Family Services Stage

During the timeframe in which a Family Services Stage (FSS) is open, the composition of the household may change. For example, spouses may divorce and/or re-marry, step-children may become part of the household, biological children may be born, older children may reach the age of maturity and leave the household, or extended family members may be associated with the stage. As information changes about one or more individuals, or about the family as a whole, it is important for assigned workers to keep the information up-to-date in the electronic case record.

The **Stage Composition** tab on the *Family Services Stage* window allows you to add to or modify the composition of the Family Services Stage, including person demographics, person identifiers, address and phone information for all persons already associated with the stage. In addition, you can do the following from this tab:

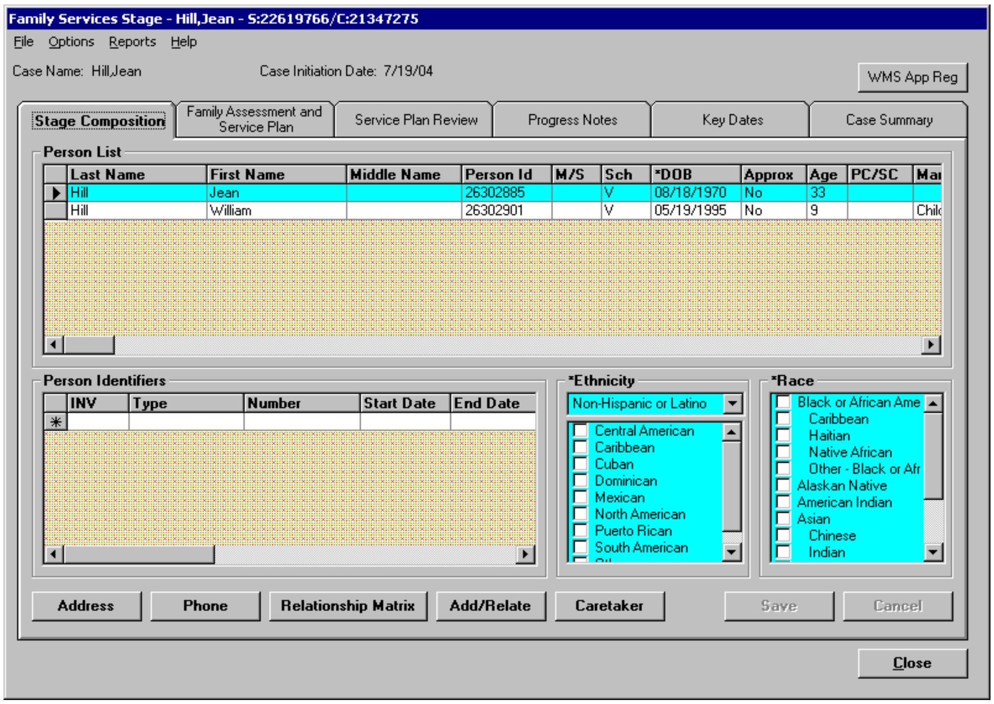
- Add and relate people to the FSS
- Maintain address and phone information
- Select Primary/Secondary Caretakers
- Maintain Primary Address information for multiple persons
- End-date stage involvement of persons in the stage
- View the Historical Stage Composition
- View and/or maintain the Family Relationship Matrix
- Change the Final Adoptive Name (CCR stage only)
- View Family of Origin information (CCR stage only)

In order to view and/or maintain information on the **Stage Composition** tab, you must have a role in the stage (i.e., Case Manager, Case Planner, Caseworker, CPS Worker/Monitor). If you previously had (but no longer have) a role in the FSS stage, you can view current and historical information until the point at which you ceased having a role in the stage.

Aside from your assigned role in an FSS, you can also access the FSS in any of the following circumstances:

- If you have an historical role in a CPS Intake (INT), CPS Investigation (INV), or Administrative Review (ARI) stage that is currently closed, you can view all of the FSS stages associated with the case that existed before your assignment ended.
- If your district or agency has established Agency Access that permits view-only or maintain access to FSS stages, you can access those stages until Agency Access is changed to remove such access.
- If you have been assigned the ACCESS ALL DIST (Access All in District) or ACCESS ALL AGY (Access All in Agency) Business Function, you can view all of the FSS stages in your district or agency.

- If you have an Implied role in the FSS (because you have a role in a separate case that shares a person in common with the FSS), you can view all of the information for the case in which you have an Implied role. If you are a Voluntary Agency worker, you will *not* be able to access information in CPS Intake or Investigation stages.
- If you are in the unit hierarchy of a worker who has a role in the case *and* you have been assigned the UNIT SUM ACCESS Business Function, you can access the FSS from that worker's *Assigned Workload.*



The **Stage Composition** tab can be accessed in view-only mode via the *Event List* for a specific FSS. To open the tab in modify mode, you must access it via the *Assigned Workload*. Whenever you access the FSS in this manner, the **Stage Composition** tab is the first tab displayed ("home" tab).

Step-by-Step: Accessing the Stage Composition Tab

1 From the *Assigned Workload*, select the appropriate FSS stage.
*The **Tasks…** button enables.*

2 Click on the **Tasks…** button.
*The Family Services Stage displays with the **Stage Composition** tab active.*

Maintaining Person Demographics

The Person List grid on the **Stage Composition** tab contains the following columns of information for each person associated with the stage:

First Name **Last Name** **Middle Name**	The person's full name
Suffix	The person's suffix (e.g., Junior, Senior, PhD, etc.), if any
Person ID	The person's unique, CONNECTIONS system-generated identification number
M/S	"Y" in this column denotes that the person's record was involved in a merge (to combine two person records) or a split (to separate erroneously combined person records).
Sch	The Person Search indicator: "V" in this column denotes that the Person Search results were viewed (but not related); "R" denotes that the person was related to the FSS.
DOB	The person's date of birth
Approx (DOB)	The Approximate Date of Birth column displays "Yes" or "No" to indicate whether the DOB displayed is approximate, not exact.
Age	The person's age (typically calculated from the DOB; may be recorded directly, which automatically updates the **DOB** field)
PC/SC	The Primary/Secondary Caretaker indicator; denotes that the individual has been selected as either the Primary Caretaker or Secondary Caretaker of the child(ren) in the stage.
Marital	The person's marital status
Sex	The person's sex
Ethnicity	The person's ethnicity
Race	The person's race; displays "Multiple" if more than one race is selected
Language	The person's language; only one language may be selected, however, "Multiple" is an available option
Religion	The person's religion
DOD	The person's date of death, if applicable
Approx (DOD)	The Approximate Date of Death column displays "Yes" or "No" to indicate whether the DOD displayed is approximate, not exact.
Reason	The reason for the person's death (e.g., Accidental, Drug Related, Natural Causes); "A/N" indicates that the cause of death was related to abuse or neglect (in an open case, a closed case, or no prior case)

Phone and Extension (**Extn**)	The person's primary phone number and extension, if any
Type	The type of phone number listed in the **Phone Number** field (e.g., Residence)
Date Added	The date the person was added to the Family Services Stage (If the person was associated with the stage at the time the FSS was progressed from the FSI, the FSS stage creation date displays here.)

In order to see all of these columns, you need to use the horizontal scroll bar at the bottom of the Person List grid. When you scroll to the right, the name fields will "lock"; they display constantly regardless of what other columns you view. An asterisk (*) preceding a field's name on the window denotes information required by the Adoption and Foster Care Analysis and Recording System (AFCARS) or the National Child Abuse and Neglect Data System (NCANDS) This is data that New York and all other states must provide to the Federal government.

The following fields can be modified within the Person List grid:

- Last Name
- First Name
- Middle Name
- Suffix
- DOB
- Approx
- Marital
- Sex
- Language
- Religion
- DOD
- Approx
- Reason

The **Age** field updates automatically when the DOB field is modified.

Information can be typed directly into the **Last Name**, **First Name**, **Middle Name**, **DOB** and **DOD** fields. For the other fields above, click in the cell to display a drop-down arrow, then click on that drop-down arrow and select from the resulting list. Click on the **Save** button to save any changes you have made.

The following fields are system-generated and cannot be modified:

- Person ID
- M/S
- Sch
- PC/SC
- Date Added

The information that displays in the **PC/SC** field changes if Primary and Secondary Caretaker designations are modified (see "Maintaining Caretaker Information" on page 58 for information on recording and modifying Primary and Secondary Caretakers).

The information that displays in the **Phone**, **Extn** and **Type** fields changes when phone number information is modified using the *Maintain Phone* window or *Maintain Primary Address and Phone* window (see "Maintaining Address and Phone Information" on page 26 for more information on maintaining phone numbers).

The **Ethnicity** and **Race** fields can be modified using the **Ethnicity** and **Race** sections that display below the Person List grid.

Step-by-Step:
Maintaining Ethnicity Information on the Stage Composition Tab

1. From the Person List, select the person whose ethnicity you need to record/modify.
2. Using the drop-down arrow in the **Ethnicity** section below the Person List, select **HL** (Hispanic or Latino) or **NH** (Non-Hispanic or Latino).
   *If you selected **HL**, the section below enables; proceed to **Step 3**.*

   —OR—

   *If you selected **NH**, the section below is disabled; skip to **Step 4**.*
3. Click on the appropriate check box(es) to select the Hispanic or Latino origins.
4. Click on the **Save** button.
   The information is saved and displays in the Person List grid.

Step-by-Step:
Maintaining Race Information on the Stage Composition Tab

1. From the Person List, select the person whose race you need to record/modify.
2. In the **Race** section below the Person List, click on the appropriate check box(es).
   *The **Save** button enables.*
3. Click on the **Save** button.
   The information is saved and displays in the Person List grid.

Adding or Relating a Person to the FSS

When you click on the **Add/Relate** button to add or relate a person to a Family Services Stage, the *Add/Relate Person* window displays. From this window, CONNECTIONS automatically requires you to conduct a Person Search to determine whether or not that individual is already known to the CONNECTIONS database.

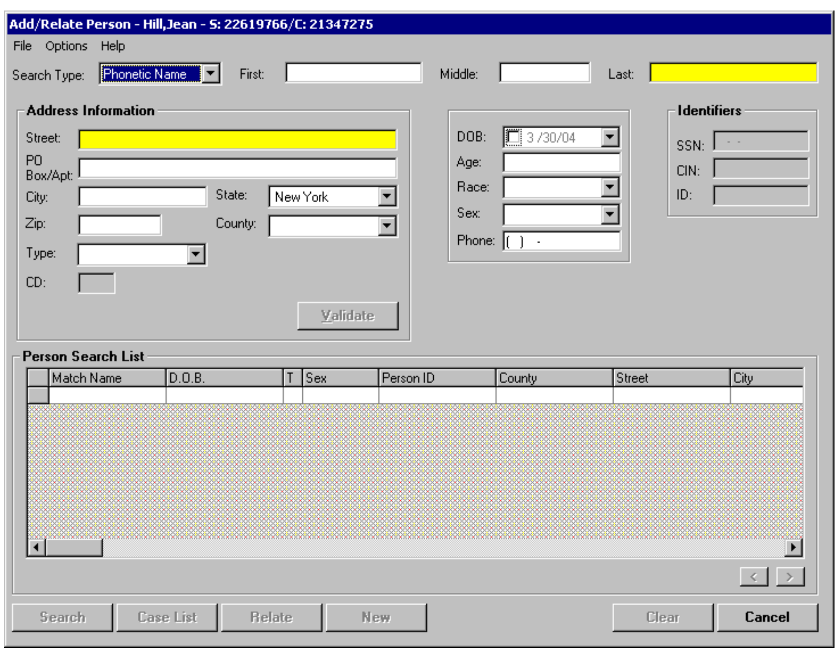
If, after conducting a thorough Person Search, you determine that an individual is *not* known to the CONNECTIONS database and you need to *add* that person to the FSS (see “Adding a Person to a Family Services Stage” on page 22 for more information); the Add/Relate functionality allows you to add the individual to CONNECTIONS and establish a unique, system-generated Person ID (PID) for that individual. If you determine that the person is already known to CONNECTIONS, you need to *relate* that individual’s existing person record to the FSS. (See “Person Relate” on page 23 for more information.)

The process of conducting a thorough Person Search helps you avoid creating duplicate person records. This affects not only system data integrity but, more importantly, the accuracy, currency and completeness of a person’s historical record in the system. It is imperative that child welfare workers have as much complete, accurate and current information as possible when making decisions that affect children and families. The CONNECTIONS system is dependent on the accuracy of case data in order to present accurate information about the family.

The Add/Relate Person Window

The *Add/Relate Person* window is divided into three sections:

- Search fields
- Person Search List
- Buttons



The search fields provide a variety of informational categories for conducting and refining a Person Search. The following search fields are available on this window:

Search Type

You can conduct a Person Search for individuals in CONNECTIONS using different Search Types:

- Phonetic Name
- Phonetic Address
- Exact

The **Search Type** defaults to "Phonetic Name."

Required fields on the *Person Search* window highlight in yellow when the associated **Search Type** is selected. Fields that are not available for a particular Search Type disable when that type is selected.

A Phonetic Name Person Search returns matches that *sound similar* to the search criteria; this usually produces the largest pool of results. You can use Phonetic Name search even if the name you are searching for may not be spelled correctly.

Phonetic Address Person Search returns results that *sound similar* to the information entered in the Address section.

An Exact Person Search returns results that match the search criteria *character for character and space for space*. This type of search is typically used with Person ID numbers or Client Identification Numbers (CINs).

To change the search type, click on the drop-down arrow for the **Search Type** field and select from the resulting list.

First, **Middle**, **Last** name
Address Information
DOB
Age
Race
Sex
Phone
Identifiers section

You can use one or more of these fields (when enabled; see the tip box on this page) to enter search criteria. Keep in mind that the broader you make your search criteria, the more likely you are to find a potential match in CONNECTIONS.

For detailed information about these fields or the detailed Person Search process, see the *Search Techniques Step-by-Step Guide*, which is available on the OCFS CONNECTIONS intranet site.

The Person Search List displays the results of the search. The columns in the Person Search List contain the same information for which you can search via the search fields in the upper half of the window. Not all of the fields in the search section are included as columns in the Person Search List. Names that have been marked as "Invalid" will *not* return in a Person Search.

The Person Search List includes the following columns, which are *not* included in the search fields:

Match Name This is the name of an individual who is recorded in CONNECTIONS. The Match Name can be a Primary name or an end-dated name.

Primary Name This is the Primary name of an individual who is recorded in CONNECTIONS. Only names that have been recorded as “Primary” display in this column.

Match This column denotes the type of Person Search that was conducted (and for which search results display):

- Phonetic Name Person Search: “NAME”
- Phonetic Address Person Search: “ADDR”
- Exact Person Search: “EXCT”

Score This column indicates the relative accuracy of a particular search result (compared to the search criteria) on a scale of 0 to 100. The **Score** for an Exact Person Search will always be “100.” However, it is important to note that a result with a score of “100” is not necessarily a definite match; multiple results with a score of “100” may be returned.

The following buttons display at the bottom of the *Add/Relate Person* window:

Search This button activates the search, based on the search criteria. The button enables only when you have entered the minimally required search criteria (based on the **Search Type** you selected).

Case List This button opens the *Case List*, displaying all current and historical cases with which the selected person has been associated.

Relate This button opens the *Add Person* window, displaying person information currently recorded for the individual in CONNECTIONS.

New This button opens the *Add Person* window, where you record complete demographic information about the person you are adding to the FSS. (See “The Add Person Window” on page 21.)

Clear This button clears the search criteria fields, enabling you to enter new search criteria.

Cancel This button closes the *Add/Relate Person* window, returning you to the **Stage Composition** tab.

Step-by-Step: Conducting a Person Search to Add or Relate a Person

1 On the **Stage Composition** tab, click on the **Add/Relate** button.
The Add/Relate Person window displays.

2 In the **First** and **Last** name fields on the *Add/Relate Person* window, enter the name of the person for whom you are searching.

3 Click on the **Search** button.
The search results display in the Person Search List at the bottom of the Add/Relate Person window. If no matches are found, the following message displays in the Person Search List title bar:
"No Results Returned."

> Person Search defaults to the Phonetic Name **Search Type**. This usually produces the best pool of results.
>
> To conduct a Phonetic Address or Exact search, click on the drop-down arrow for the **Search Type** field and select from the resulting list.

Search results may include more than one possible match for your search criteria. *Explore all possible matches*. The individual you are searching for may be listed more than once in the database. Review the information in the Person Search List to determine if the person you are searching for matches one or more of the results on the list. Look at the demographics listed in the Person Search List to help you make this determination. If you don't have enough information to determine whether or not you have found a proper match, you can access more information about a person in the Person Search List by looking at other cases with which that person has been involved. This process is sometimes called "drilling down."

The Add Person Window

If you determine, after conducting a thorough Person Search, that the individual you are searching for is *not* known to the CONNECTIONS database, click on the **New** button at the bottom of the *Add/Relate Person* window to open the *Add Person* window where you can add or relate the person. Upon adding or relating a person to a Family Services Stage, that person is also added to the CONNECTIONS database.

Use the *Add Person* window to record complete and accurate person demographic information. The following fields display on this window:

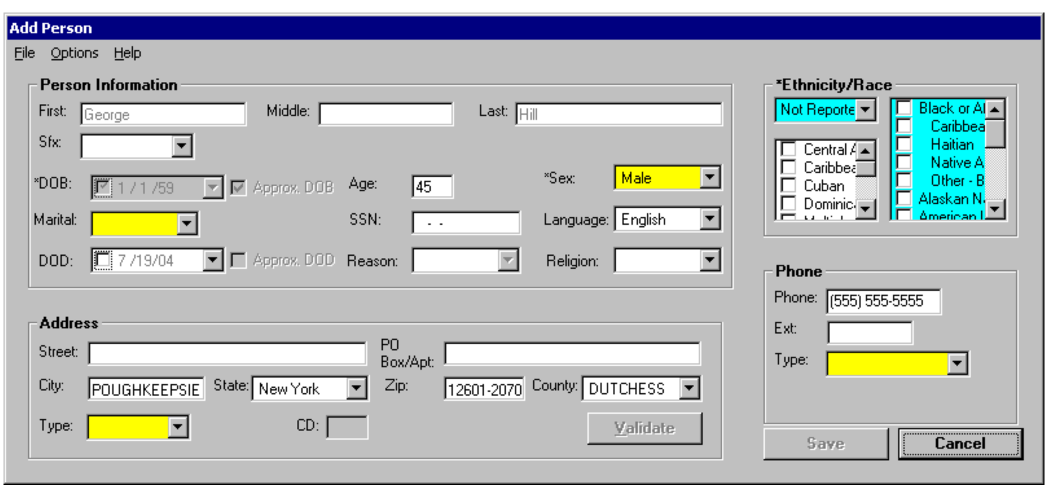
Person Information Section

- First, Middle, Last (system-populated based on search criteria; non-modifiable)
- Sfx (Suffix)
- DOB
- Approx DOB
- Age
- Sex
- Marital
- SSN
- Language
- DOD
- Approx DOD
- Reason (cause of person's death)
- Religion

Address Section

- Street
- PO Box/Apt
- City
- State
- Zip
- County
- Type
- CD

A **Phone** (**Phone**, **Ext**, **Type**) and **Ethnicity** section also display.



Step-by-Step: Adding a Person to a Family Services Stage

1 On the **Stage Composition** tab, click on the **Add/Relate** button. (You can also click on the **Options** menu on the **Stage Composition** tab and select the **Add/Relate** command.)
The Add/Relate Person window displays.

2 In the **First** and **Last** name fields, enter the name of the person you need to add to the FSS and click on the **Search** button.
The search results display in the Person Search List at the bottom of the window. Review the search results carefully to determine whether any individual on the Person Search List is the same individual you need to add to the FSS. If so, you need to relate, not add, that person. (Stop here and proceed with "Relating a Person to a Family Services Stage" on page 24.)

3 If the person is *not* known to the CONNECTIONS database, click on the **New** button.
The Add Person window displays. The name you entered in the search criteria displays automatically in the name fields; you cannot modify this information on this window.

4 Record demographic information for the person in the detail section in the upper half of the window.

5 Record the person's address in the Address section, then click on the **Validate** button.
See the tip box on page 25 for details about address validation.
*An address must be recorded. You can record "Unknown" in the **Street** and **City** fields, if necessary (e.g., if the person is homeless). The **Save** button will not enable until you have recorded an address. It is preferable to use the Agency address for the person if s/he is homeless.*

6 If the resulting address is correct, click on the **Accept** button to accept it.

—OR—

If the address is not correct, click on the **Reject** button and repeat **Step 6**.

When the *Add Person* window displays, the **DOB** field defaults to today's date.

To change this date:

1 Click on the check box to the left of the date field to make the date "active."

2 Click in the Month, Day and Year segments of the field and change the dates, as appropriate. (The Month, Date and Year segments are independent of each other, so each needs to be changed individually.)

—OR—

1 Click on the drop-down arrow for the **DOB** field and select the correct date from the resulting calendar. Click on the Month heading and select the appropriate month from the resulting list. Finally, click on the Year heading, then click on the up and/or down arrow, as necessary, to select the appropriate year.

When a person is added to the FSS stage, CONNECTIONS sends an Alert To-Do to the *Staff To-Do List* of all workers assigned to the stage. The description of the Alert To-Do reads:

"Name <PID> was added to Stage Name <Stage ID>"

In addition, if the FASP is in process, the following message displays:

"A new person has been added. The Relationship Matrix must be updated."

These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

7 Record the person's phone information in the Phone section, including the **Type**.

8 Click on the **Save** button.
*The **Stage Composition** tab displays.*

Person Relate

After you have conducted a thorough person search and verified that the individual you are searching for *is* known to the CONNECTIONS database, select that person from the Person Search List and click on the **Relate** button at the bottom of the *Add/Relate Person* window to open the *Add Person* window.

To minimize the occurrence of misrelates when you attempt to relate two people in the system, CONNECTIONS generates warnings when you click on the **Save** button on the *Add Person* window, if any of the following conditions are present:

- There is a DOB/age discrepancy of more than five years between the two persons.
  The following warning displays:
  "DOB varies by >5 years between Individuals.
  Do you wish to continue?"
- There is a gender mismatch between the two persons.
  The following warning displays:
  "Sex Mismatch between Individuals.
  Do you wish to continue?"
- The relationship/interest is Foster Parent (FP) for one person and not the other.
  The following warning displays:
  "Relating Individuals with a different Rel/Int. Do you wish to continue?"
- There is a role mismatch between the two persons being related.
  The following warning displays:
  "Relating a FAD and CPS Individual. Do you wish to continue?"
- There is a county mismatch between the two persons.
  The following warning displays:
  "Individuals do not reside in the same district. Do you wish to continue?"
- If the system recognizes more than one condition, the following warning displays:
  "More than one relate mismatch. Do you wish to continue?"

These warnings display to alert you of potential conflicts; you need to evaluate the information carefully and determine if it is appropriate to proceed with Relating the individual. These warnings do *not* prevent you from completing the Relate function.

Step-by-Step: Relating a Person to a Family Services Stage

1 On the **Stage Composition** tab, click on the **Add/Relate** button.
The Add/Relate Person window displays. The ***Search Type*** *defaults to "Phonetic Name."*

2 In the **First** name field, enter the first name of the person you need to add to the FSS.

3 In the **Last** name field, enter the last name of the person you need to add to the FSS.
The ***Search*** *button enables.*

4 Click on the **Search** button.
The search results display in the Person Search List at the bottom of the window. Review the search results carefully to determine whether any individual on the Person Search List is the same individual you need to add to the FSS. If not, you need to add, not relate, that person. (See "Adding a Person to a Family Services Stage" on page 22.)

5 Select the person who is to be related to the FSS, then click on the **Relate** button.
If all required demographic information has been recorded in CONNECTIONS for the person you are relating, the ***Stage Composition*** *tab displays with the person added to the Person List. The person relate is complete.*

—OR—

If all required demographic information has not been recorded, the Add Person window displays. Proceed to ***Step 6****.*

> When you relate a person to the FSS stage, CONNECTIONS sends an Alert To-Do to the *Staff To-Do List* of all workers assigned to the stage. The description of the Alert To-Do reads:
>
> *"Name <PID> was related to Stage Name <Stage ID>"*
>
> In addition, if the FASP is in process, the following message displays:
>
> *"A new person has been added. The Relationship Matrix must be updated."*

6 Complete any missing demographic information for the person in the detail section in the upper half of the window.
Address and phone information cannot be modified until after the person is part of the Stage Composition. If the person's address and phone information need to be modified, use the Maintain Primary Address and Phone window (see "The Maintain Primary Address and Phone Window" on page 31 for more information).

7 Click on the **Save** button.
Warnings and/or error messages may display on the Add Person window. Warnings do not prevent the Person Relate from proceeding; error messages do. Be sure to verify the demographic information and address any warning messages that display.

> These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

Address Validation

When you click on the **Validate** button, CONNECTIONS launches a search to verify the validity of the address and format it to comply with U.S. Postal Service standards. The address validation window displays, containing a side-by-side comparison of the address you recorded and the validated address in standardized postal format. Compare the address you recorded to the address provided.

If the validated address is *the same as or more complete than* the address you recorded, click on the **Accept** button; otherwise, click on the **Reject** button.

If a different address (or an address that is not as complete as the address you recorded) is returned *and you are certain that the address information you recorded is correct*, click on the **Reject** button.

When an address cannot be validated, an error message displays:

- If the house number is missing or invalid, the following message displays:
  "The house number is invalid."
- If the street name is misspelled or the street name is unable to be matched, the following message displays:
  "The street is invalid."
- If the city name is misspelled or the city name is unable to be matched, the following message displays:
  "The street is invalid."

If a message displays indicating that the address information you recorded is invalid (e.g., "The house number is invalid" or "The street is invalid"), click on the **OK** button to close the message.
Be sure to verify that the address you recorded is correct.
If it is *not* correct, record the correct address in the appropriate fields.

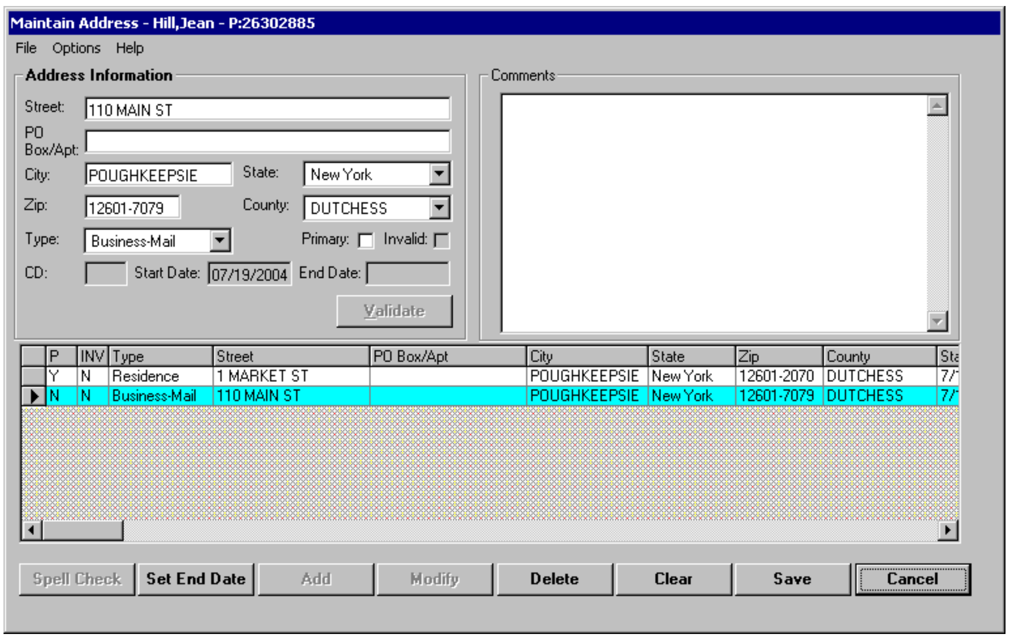
All addresses must be run through the validation process in CONNECTIONS.

Maintaining Address and Phone Information

The Maintain Address Window

The *Maintain Address* window enables you to view and record multiple addresses for an individual. Address records are distinguished by type, such as residence, business and mailing. Each address also includes a start date and (if applicable) an end date, allowing you to view both current and historical address information. In addition, an address record can be designated as “Primary” or as “Invalid.” A Primary address is the address where the person physically lives and/or is most often found; an Invalid address is an address that was never correct. Only one valid Primary address can exist for a person at one time. When you add a new Primary address for a person, the old Primary address end-dates automatically.

> Addresses should be invalidated *only if they were* ***never*** *correct*.
>
> Addresses that *were* correct but have changed are *end-dated.*



In order to maintain address information, the following must be true:

- The Family Services Stage is open.

  —AND—

- You have a role in the stage (or can access the *Assigned Workload* of a worker who has a role in the stage).

This window is arranged in two main sections: the detail section at the top of the window and the list section at the bottom of the window. The detail section contains the following fields:

Street **PO Box/Apt** **City** **State** **ZIP**	Record the address information in these fields. Type the information directly in the fields. For the **State** field, click on the drop-down arrow and select the appropriate state from the resulting list.
CD	The system-generated Community District (CD) code displays only for New York City addresses. This field is populated by the validation process and cannot be modified.
County	Click on the drop-down arrow for this field and select the appropriate county from the resulting list. If you selected any state *other than* New York in the **State** field, the **County** field defaults to "Out of State" and disables.
Type	This field enables you to indicate whether the address is a residential address or another type of address (e.g., a business address).
Primary	Select this check box to indicate that the associated address is the primary address. The primary address is the location where the individual resides.
Invalid	Select this check box to indicate that the associated address was *never* correct. If the address was previously (but is no longer) correct, *end-date* the address; do *not* mark it as "Invalid."

The **Type** field is required for every address. Once an address has been recorded and saved, the type cannot be changed. For example, if you recorded and saved the person's home address, inadvertently selecting **Business** in the **Type** field's drop-down list, you must invalidate that address and record the address again (with the appropriate address type) in the detail section.

> When recording an address in CONNECTIONS, be sure to run the address through address validation.
>
> See the tip box on page 25.

The **Start Date** is the date on which the address was first recorded in the system. The **End Date** is the date on which the address is no longer applicable. When you *invalidate* an address, the **End Date** reflects the date when you invalidated the address; when you change the *primary* address, the **End Date** displays for the *former* primary address, indicating the date when the primary address change was recorded in CONNECTIONS. The **Start Date** and **End Date** fields are not modifiable; the **Start Date** is recorded automatically when you add an address, while the **End Date** field is recorded automatically when you record a new primary address or, for a previously saved address, when you click on the **Set End Date** button.

Newly added records, which have *not* been saved to or retrieved from the database, can be modified. Once any address field is changed, the **Modify** button enables. Address records that have been saved to and retrieved from the database can only be set to Invalid, be end-dated or have the **Comments** field modified.

Step-by-Step:
Adding an Address

1. On the **Stage Composition** tab, select the appropriate person from the Person List and click on the **Address** button.
   The Maintain Address window displays.
2. Record the new address information in the Address Information section.
   *The **Validate** button enables.*
3. Select the **Primary** check box to designate this address as the primary address, if applicable.
4. Click on the **Validate** button.
   The address validation window displays.
5. If the resulting address is correct, click on the **Accept** button to accept it.
   *The **Add** button enables.*

   —OR—

   If the address is not correct, click on the **Reject** button and repeat **Steps 2** and **3**.
6. Click on the **Add** button.
   The new address displays at the bottom of the window in the address grid. If you selected the address as Primary and there was already a Primary address listed, the old Primary address is end-dated.
7. Click on the **Save** button.
   The following message displays:
   "Changes have been saved."
8. Click on the **OK** button.
   *The **Stage Composition** tab displays.*

Step-by-Step:
End-Dating an Address

1. On the **Stage Composition** tab, select the appropriate person from the Person List and click on the **Address** button.
   The Maintain Address window displays.
2. Select the address to end-date from the grid at the bottom of the window.
   *The **Set End Date** button enables.*
3. Click on the **Set End Date** button.
   *The **End Date** field in the **Address Information** section populates with the system date.*
4. Click on the **Modify** button.

5 Click on the **Save** button.
If you end-dated the primary address, the following message displays:
"At least one address must be designated as primary."
*Click on the **OK** button to close the message and follow **Steps 2** through **8** in "Adding an Address" to record the new primary address.*

—OR—

If the address you end-dated was not the primary address, the address is end-dated and the following message displays:
"Changes have been saved."
*Click on the **OK** button. The **Stage Composition** tab displays.*

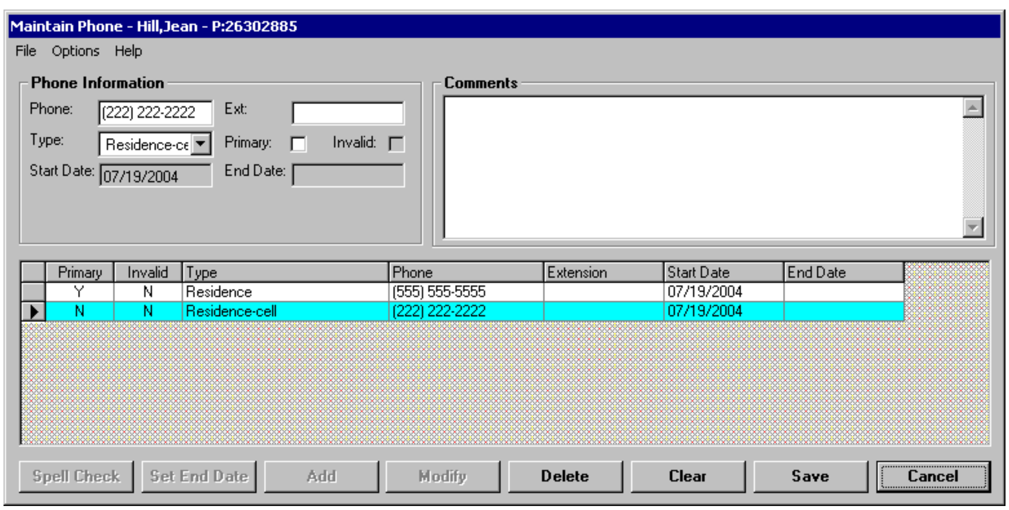
These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

The Maintain Phone Window

The *Maintain Phone* window enables you to view and record multiple phone numbers for an individual. Phone records are distinguished by type, such as residence, business and cellular. Each phone record also includes a start date and, if applicable, an end date, allowing you to view both current and historical phone information. In addition, a phone record can be designated as "Primary" or as "Invalid." A Primary phone record is the phone number where the person can most often be contacted; an Invalid phone record is a phone number that was never correct. Only one valid Primary phone record can exist for a person at one time. When you add a new Primary phone record for a person, the old Primary phone record end-dates automatically.

Phone numbers should be invalidated *only if they were **never** correct*.

Phone numbers that *were correct* but have changed are *end-dated.*



Step-by-Step: Adding a Phone Number

1 On the **Stage Composition** tab, select the appropriate person from the Person List and click on the **Phone** button.
The Maintain Phone window displays.

2 Record the new phone information in the Phone Information section.
*The **Add** button enables.*

3 Select the **Primary** check box to designate this phone number as the primary number, if applicable.

4 Click on the **Add** button.
The new phone information displays in the grid at the bottom of the window. If you selected the phone number as Primary and there was already a Primary phone number listed, the old Primary phone number is end-dated.

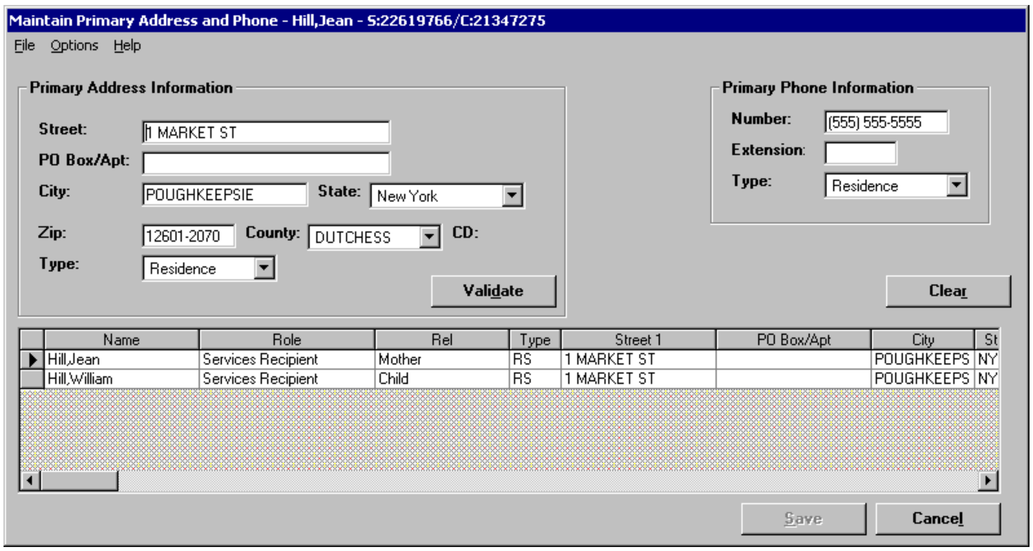
5 Click on the **Save** button.
The following message displays:
“Changes have been saved.”

6 Click on the **OK** button.
*The **Stage Composition** tab displays.*

The Maintain Primary Address and Phone Window

During the course of a services case, a family may move to a new address or may change their phone number. In order to maintain an accurate case record, you need to update this information in CONNECTIONS. Use the *Maintain Primary Address and Phone* window to accomplish this task.

Unlike the *Maintain Address* or *Maintain Phone* windows, the *Maintain Primary Address and Phone* window enables you to apply an address or phone number to multiple individuals without having to retype information.



The *Maintain Primary Address and Phone* window is organized into two main sections:

- The detail section in the upper half of the window (comprised of the Primary Address Information and Primary Phone Information sections)
- The person grid in the lower half of the window

The fields included in the Primary Address Information and Primary Phone Information sections are the same as those listed for the *Maintain Address* and *Maintain Phone* windows, respectively. (See pages 26 and 29 for more information on those windows.) The Person grid lists the individuals involved in the FSS stage and their respective address and phone information.

You can maintain address and/or phone information on this window using one of the following methods:

- Record the new address and/or phone information in the fields in the upper half of the window, then select the individuals to whom the new primary address and/or phone information should apply. (See the step-by-step instructions for "Direct Entry Method" on this page.)

—OR—

- Link an individual to a pre-existing case address. (See the step-by-step instructions for "Linking Method" on page 33.)

Step-by-Step: Maintaining Primary Address and/or Phone Information for Multiple Individuals (Direct Entry Method)

1 From the **Stage Composition** tab, click on the **Options** menu and select **Maintain Primary Address/Phone**.
The Maintain Primary Address and Phone window displays.

2 Record the new address information in the Primary Address Information section.
*The **Validate** button enables.*

3 Click on the **Validate** button.
The address validation window displays.

4 If the resulting address is correct, click on the **Accept** button to accept it.

—OR—

If the address is not correct, click on the **Reject** button and repeat **Steps 2** and **3**.

5 Record the new phone information in the Primary Phone Information section, including the **Type**.

6 Click on the name of the individual to whom you want to apply the new address and/or phone information.
*To select multiple individuals, hold down the **Ctrl** key while you click on each person's name.*

7 Click on the **Save** button.
The following message displays:
"Changes have been saved."

8 Click on the **OK** button.

9 Click on the **Cancel** button to exit the *Maintain Primary Address and Phone* window.
*The **Stage Composition** tab displays.*

> You can choose to update *either* the primary address *or* phone number in this window; you do not have to update both.

> These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

Step-by-Step:
Maintaining Primary Address and/or Phone Information for Multiple Individuals (Linking Method)

1 From the **Stage Composition** tab, click on the **Options** menu and select **Maintain Primary Address/Phone**.
The Maintain Primary Address and Phone window displays.

2 Click on the gray box to the left of the person's name to select the individual who is associated with the pre-existing case address and/or phone information.
An arrow displays to the left of the selected person's name.

3 *Right-click* to open the shortcut menu, then select **Use Address** or **Use Phone** or **Use Both Address and Phone**, as applicable.

4 If you selected **Use Address** or **Use Both Address and Phone** in **Step 3**, click on the **Validate** button to validate the address.

5 If the resulting address is correct, click on the **Accept** button to accept it.

—OR—

If the address is not correct, click on the **Reject** button.

6 Click to select the individual to whom you want to link this pre-existing case address and/or phone information.
*To select multiple individuals, hold down the **Ctrl** key while you click on each person's name*.

7 Click on the **Save** button.
The following message displays:
"Changes have been saved."

8 Click on the **OK** button.

9 Click on the **Cancel** button to close the *Maintain Primary Address and Phone* window.
*The **Stage Composition** tab displays.*

> These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

Adding or Correcting Person Identifier Numbers

CONNECTIONS enables you to record various identification numbers, such as a Social Security Number (SSN) or WMS Client Identification Number (CIN). Person identifiers are very helpful in distinguishing persons who may have the same name or other similar demographic information. Person identifiers help CONNECTIONS users maintain data integrity in the system. This information is recorded on the *Person Identifiers* window.

Person identifiers can be added to the system, corrected and invalidated (if recorded incorrectly). Person identifiers can also be end-dated. When an identifier was valid at one time, but is *no longer* valid, you "end-date" it; marking a person identifier as "Invalid" is the only way to end-date it.

A person's WMS CIN cannot be changed in CONNECTIONS, since it is WMS-generated; it must be changed in WMS. A WMS CIN can only be *corrected* (or invalidated) in CONNECTIONS (if it was recorded incorrectly).

Step-by-Step:
Adding a Person Identifier Number

1 On your *Assigned Workload*, select the appropriate FSS stage.
*The **Tasks…** button enables.*

2 Click on the **Tasks…** button.
The Family Services Stage window displays.

3 Select the appropriate person on the Person List.

4 Select an ID type by clicking in the blank field under the **Type** column in the Person Identifiers grid and selecting from the resulting list using the drop-down arrow.
*If you choose "Other" as the type, you must enter **Comments**.*

5 Type the ID number into the **Number** field.
*Press the **Tab** key or click in the **Comments** field to record comments. Type directly into the field.*

6 Click on the **Save** button.
The window refreshes. The new identifier displays in the Person Identifiers grid when that person is selected from the Person List.

7 Click on the **Close** button.
The Assigned Workload displays.

Person Identifier numbers are numbers that originate outside of the CONNECTIONS system (e.g., SSN, WMS, CIN). They are not the same as the CONNECTIONS-generated Person Identification Number (PID).

Step-by-Step: Correcting a Person Identifier Number

1. On your *Assigned Workload*, select the appropriate FSS stage.
   *The **Tasks…** button enables.*
2. Click on the **Tasks…** button.
   The Family Services Stage window displays.
3. Select the appropriate person on the Person List.
4. Click on the gray box to the left of the appropriate record in the Person Identifiers grid to select it.
   The row highlights.
5. Make the appropriate corrections to the person identifier in the **Number** field.
6. Click on the **Save** button.
   The window refreshes. The new identifier displays in the Person Identifiers grid when that person is selected from the Person List.
7. Click on the **Close** button.
   The Assigned Workload displays.

Step-by-Step: Invalidating a Person Identifier Number

1. On your *Assigned Workload*, select the appropriate FSS stage.
   *The **Tasks…** button enables.*
2. Click on the **Tasks…** button.
   The Family Services Stage window displays.
3. Select the appropriate person on the Person List.
4. Click on the gray box to the left of the appropriate record in the Person Identifiers grid to select it.
   The row highlights.
5. Click in the **INV** field and select **Yes** using the drop-down arrow.
   *The **Save** button enables.*
6. Click on the **Save** button.
   *The changes are saved. The system populates the **End Date** field with the date you invalidated the identifier.*
7. Click on the **Close** button.
   The Assigned Workload displays.

Maintaining Relationships

In order to understand family dynamics, it is important to determine how the individuals in a case are related to one another. This helps every worker with a role in the case keep track of people who affect a child's permanency, safety and risk of harm or reduction of risk to the child.

The *Family Relationship Matrix* window (accessed via the **Relationship Matrix** button on the **Stage Composition** tab) provides a number of case recording benefits:

- Organizing information about people who are involved in the family's services case
- Capturing information about resources for children and individuals who affect that child's safety and risk status
- Clearly and concisely identifying all of the relationships and reciprocal relationships in the family

Using the *Family Relationship Matrix* window, you can create, modify or invalidate relationships. CONNECTIONS provides system efficiencies to support you in completing the matrix, including the following:

- When a relationship is established, the system automatically creates the implied (or "reciprocal") relationship. An implied relationship is one that can be deduced from a previously recorded relationship.
- Once an individual's relationships have been established with everyone in the household, that individual's name is disabled (grayed out) on the *Family Relationship Matrix* window.

The *Family Relationship Matrix* window contains a header, person lists, a relationships values selection field, the Relationships grid and a footer.

The Relationships grid in the lower half of the window displays all of the relationships and implied relationships that have been established. There are two display modes within this grid: The Full List (default view) displays all of the relationships recorded for all of the people in the FSS (or the FSI, if the matrix is created during the FSI). The *Individual List* (which is displayed by clicking on the **Individual List** button in the footer) displays the selected individual on the Person One list and all of that person's relationships with members of the Person Two list.

The Relationships grid contains the following fields:

- Person One
- Age
- Relationship
- Person Two
- Age
- Transaction (TX) Date
- Close Date
- Status

The following buttons display in the footer of the window: **Modify**, **Invalidate**, **Individual List**, **Save**, **Cancel** and **Close.**

Step-by-Step:
Completing the Family Relationship Matrix

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on the appropriate FSS stage to select it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
*The Family Services Stage window displays with the **Stage Composition** tab active.*

4 Click on the **Relationship Matrix** button.
The Family Relationship Matrix window displays.

5 Create a relationship by selecting a person in the **Person One** list by clicking on the person's name.

6 Click on the drop-down arrow for the **Relationship** field and select the appropriate relationship.

7 Select the person(s) to whom that relationship applies from the **Person Two** list by clicking on the corresponding check box.
*More than one person can be selected. For example, there may be two or more children in the **Person Two** list to whom Person One is the mother.*

8 Click on the **Add** button.
The assigned relationship then displays in the Relationships grid with a status of "New." Once a "New" relationship is saved, the status of the relationship changes to "Active." "Active" is the status of all current saved relationships.

9 Click on the **Save** button to save the information you recorded to the database.
The assigned relationship displays in the Relationships grid as "Active."
*Additional relationships can be added by repeating steps **5** through **9** until you have added and saved all of the necessary relationships. When you have completed all required relationships, the following message displays:*
"All Relationships are Complete."

10 Click on the **Close** button.
The Family Services Stage window displays.

> When you build family relationships, select a parent from the Person One list first; this establishes implied relationships. By completing the FRM in this order, you will be effectively using the system efficiencies to create implied/reciprocal relationships.
>
> Also, complete all relationships for that person before starting them for the next individual on the Person One list.

Step-by-Step: Modifying the Family Relationship Matrix

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on the appropriate FSS stage to select it.
The ***Tasks…*** *button enables.*

3 Click on the **Tasks…** button.
The Family Services Stage window displays with the ***Stage Composition*** *tab active.*

4 Click on the **Relationship Matrix** button.
The Family Relationship Matrix window displays. If the matrix is complete, the following message displays:
"All Stage Relationships are Complete."

> You should *modify* a relationship that has *changed* (e.g., Putative Father to Father); however, you should *invalidate* a relationship that was never correct.

5 Select the relationship you would like to modify from the Relationships grid at the bottom of the window.
The ***Modify*** *button enables.*

6 Click on the **Modify** button.
The relationship populates the ***Person One*** *and* ***Person Two*** *fields at the top of the window.*

7 Using the drop-down arrow in the **Person One is the …** field, select the relationship.
The ***Add*** *button enables.*

8 Click on the **Add** button.
The modified relationship is added to the Relationships grid.

9 Click on the **Save** button.

10 If you wish to modify another relationship, repeat steps **5** through **9**.

> If you are attempting to modify a relationship and receive an error message stating that you cannot modify that relationship, select the reciprocal relationship to complete the modification. For example, if the Mother is selected in the Person One list and the Child is selected in the Person Two list when you receive an error message, select the Child in the Person One list and the Mother in the Person Two list to complete the changes.

Step-by-Step: Modifying the Family Relationship Matrix After a Person Has Been Added to the Stage Composition

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on the appropriate FSS stage to select it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
*The Family Services Stage window displays with the **Stage Composition** tab active.*

4 Click on the **Relationship Matrix** button.
The Family Relationship Matrix window displays.

5 Select the person added to the stage from the **Person One** list.

6 Click on the drop-down arrow for the **Relationship** field and select the appropriate relationship.

7 Select the person to whom that relationship applies from the **Person Two** list by clicking on the corresponding check box.

8 Click on the **Add** button.
The assigned relationship then displays in the Relationships grid with a status of "New." Once a "New" relationship is saved, the status of the relationship changes to "Active." "Active" is the status of all current saved relationships.

9 Click on the **Save** button to save the information you recorded to the database.
The assigned relationship displays in the Relationships grid as "Active."
*Additional relationships can be added by repeating steps **5** through **9** until you have added and saved all of the necessary relationships. When you have completed all required relationships, the following message displays:*
"All Stage Relationships are Complete."

10 Click on the **OK** button.

11 Click on the **Close** button.
The Family Services Stage window displays.

Step-by-Step: Invalidating a Relationship

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on the appropriate FSS stage to select it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
*The Family Services Stage window displays with the **Stage Composition** tab active.*

4 Click on the **Relationship Matrix** button.
The Family Relationship Matrix window displays. If the matrix is complete, the following message displays:
"All Stage Relationships are Complete."

5 Select the relationship you would like to invalidate from the Relationships grid at the bottom of the window.
*The **Invalidate** button enables.*

6 Click on the **Invalidate** button.
If the matrix was complete when you accessed it, the following message displays:
"The Relationship Matrix is no longer complete. Enter a new relationship to replace invalidated relationship(s). Failure to do so will disable FASP launching and approval processes."
*Proceed to **Step 7**.*

—OR—

*If the matrix was not complete, skip to **Step 8**.*

7 Click on the **OK** button.

8 Click on the **Save** button.
*To invalidate another relationship, repeat steps **5** through **8**.*

9 Follow steps **5** through **9** in "Completing the Family Relationship Matrix" on page 37 to enter a new relationship for each one that you invalidated.

Maintaining Tracked Children Information

A tracked child is defined as a child in a Family Services Stage with a Type of “Child Welfare Services” (FSS/CWS) or “Child Case Record” (FSS/CCR) *and* who has an active Program Choice and Permanency Planning Goal (PPG) *and* who is receiving Child Welfare services. The *Tracked Children Detail* window provides for the recording of critical information about children related to their respective PPGs and the programs and services they are receiving to achieve that outcome. Although this information can now be recorded in CONNECTIONS, it is important to note that CCRS remains the official system of record and as such, that information must continue to be maintained in CCRS. The *Tracked Children Detail* window ensures that the information recorded remains with the child as that child moves from one stage to another in CONNECTIONS, creating an historical record. A child can only be tracked in one CONNECTIONS Family Services Stage at a time and will be tracked from the time an active Program Choice and PPG is selected for that child until both the Program Choice and PPG are end-dated. The child may be listed in another stage in CONNECTIONS.

An individual cannot be a tracked child and a caretaker in the same FSS stage.

Any worker with a role in the FSS/CWS or FSS/CCR, as well as any user with access to that worker’s *Assigned Workload*, may view and modify (depending on the security set elsewhere in the system) the information on the *Tracked Children Detail* window, with the following exceptions:

- CCRS/CONNECTIONS Placement Information (on the **Placement Information** tab) may be viewed for any child with a Program Choice of “Placement,” but may *not* be modified on this window.
- The **Completely Freed for Adoption** check box (on the **Placement Information** tab) is only visible to the Case Manager and can only be selected by the Case Manager.

The *Tracked Children Detail* window is accessed through the **Tracked Child Detail** button on the *FASP* window for an FSS/CWS or FSS/CCR stage. The *Tracked Children Detail* window can be accessed from: the CONNECTIONS Toolbar through a Case Search (provides view-only access); via the *Assigned Workload;* or through the *Unit Summary* window. (See the step-by-step instructions, starting below, for each route of access.) Upon opening the *Tracked Children Detail* window, the **Program Choice/PPG** tab is active and the **Associate Worker** tab enables. The **Placement Information** tab enables if at least one child has a Program Choice of “Placement.”

Step-by-Step:
Opening the *Tracked Children Detail* Window via the *Assigned Workload*

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Select the appropriate FSS stage and click on the **Tasks…** button.
The Family Services Stage window displays.

3 Click on the **Family Assessment and Service Plan** tab.
The FASP window displays.

4 Click on the **Tracked Children** button.
*The Tracked Children Detail window displays with the **Program Choice/PPG** tab active.*

Step-by-Step: Opening the *Tracked Children Detail* Window via the *Unit Summary* Window

1 Click on the **UNIT** button on the CONNECTIONS Toolbar.
The Unit Summary Window displays.

2 Enter your agency code in the **Agency ID** field.

3 Enter your agency site in the **Site** field.

4 Enter your unit code in the **Unit** field.

5 For NYC workers only, use the drop-down arrow in the **Zone** field to select your zone.

6 Click on the **Search** button.
A list of workers within your agency displays.

7 Select a worker (who is assigned a role in the case) from the list.

8 Click on the **Workload…** button at the bottom of the window.
The selected worker's Assigned Workload displays.

9 Follow **Steps 2**-**5** of the previous step-by-step instructions on page 41 to open the *Tracked Children Detail* window.

Step-by-Step: Opening the *Tracked Children Detail* Window via a Case Search

1 Click on the **CASE** button on the CONNECTIONS Toolbar.
The Case Search Criteria window displays.

2 Type the Case ID into the **Case ID** field.

3 Click on the **Search** button.
The Case List displays.

4 Click on the case to select it from the *Case List*.

> The *Tracked Children Detail* window is view-only when accessed via a Case Search.

5 Click on the **Summary** button.
The Case Summary window displays.

6 Click on the Family Services Stage.

7 Click on the **Events** button.
The Event List displays for the selected stage.

8 Click on the “Family Services Stage Opened” event.

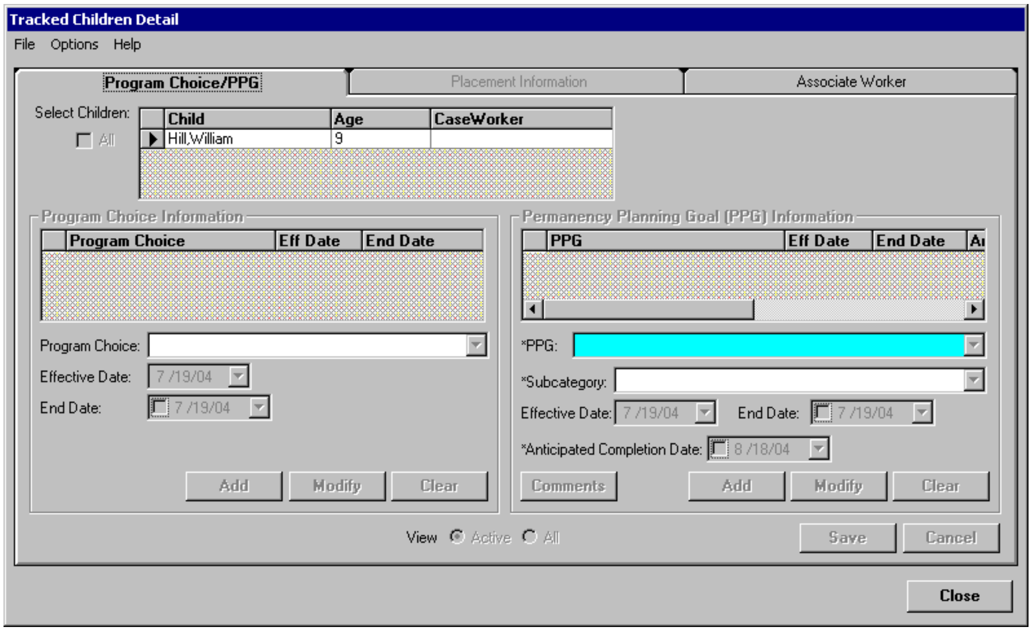
9 Click the **Detail…** button.
The Family Services Stage window displays in view-only mode.

10 Click on the **Family Assessment and Service Plan** tab.
The Family Assessment and Service Plan window displays.

11 Click on the **Tracked Children** button.
The Tracked Children Detail window displays.

You can also conduct a Case Search by entering search criteria in the **Stage ID** or **Case Name** field.

The *Tracked Children Detail* Window



The *Tracked Children Detail* window contains three tabs:

Program Choice/PPG — This tab allows the Case Manager, Case Planner and Caseworkers to view and modify Program Choice and Permanency Planning Goal (PPG) information for children in an FSS/CWS or FSS/CCR stage.

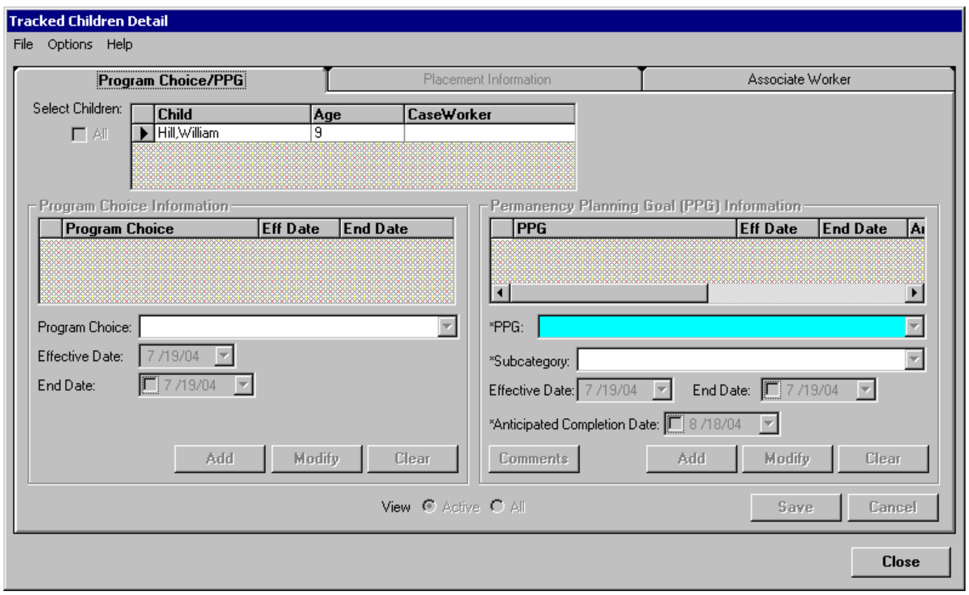
Placement Information — This tab displays placement data from CCRS for a selected child. This information may not be modified in CONNECTIONS. The tab also allows workers to record the name of the Discharge Resource for a selected child, if this information is known. In addition, a Case Manager can create a CCR stage for a child from this tab by selecting the **Completely Freed for Adoption** check box, which displays on this tab only for Case Managers. This tab is active only if one or more children in the stage have been assigned a Program Choice of “Placement”; otherwise, the tab is disabled. The discharge resource information recorded on this tab in CONNECTIONS does ***not*** update CCRS.

Associated Caseworker — This tab is used to Associate Caseworkers to children in the current FSS/CWS or FSS/CCR. The purpose of having a Caseworker Associated to a child is to allow for key components of the FASP to be completed by a Caseworker designated as responsible for assessment and planning for that particular child. An Associated Caseworker is responsible for Foster Care Issues documentation and Child Assessment Scales documentation on the FASP related to a specific child or children.

Program Choice/PPG Tab

Assigned workers use the **Program Choice/PPG** tab to view and modify Program Choice and Permanency Planning Goal (PPG) information for children in an FSS/CWS or FSS/CCR stage. As the needs of the children change, workers may need to add new Program Choices or modify the effective dates and end dates of existing Program Choices. This tab is also used to make changes to the service program being provided to the children to ensure that the information about these children is up-to-date and accurate. The information continues to follow them throughout the life of the stage.

The Program Choice(s) selected for the child(ren) determines which PPG choices are available. If Program Choices are modified or new choices are added, you may be required to change the currently active PPG. The PPG represents the most desirable and most realistic permanent living arrangement for the child(ren). Only one PPG may be set for each child.



When the *Tracked Children Detail* window opens, the **Program Choice/PPG** tab is active. The tab consists of four sections:

- Select Children grid
- Program Choice Information
- Permanency Planning Goal (PPG) Information
- Footer

The Select Children grid contains the following columns:

Child The name(s) of the child(ren) in the Family Services Stage (FSS/CWS or FSS/CCR)

Age The age of the corresponding child associated with the FSS/CWS or FSS/CCR (based on the FASP due date)

Caseworker The name of the Caseworker who has been Associated to the corresponding child on the **Associated Caseworker** tab

The Select Children grid also contains the **All** check box, which allows you to select all children on the list. This function can only be used when all children in the grid have the same Program

Choice(s) and Permanency Planning Goal(s). If the children have different Program Choices and/or Permanency Planning Goals and the **All** check box is selected, the fields below the Select Children grid are not populated you cannot modify them. You must then deselect the **All** check box.

The Program Choice Information section contains the following columns:

Program Choice	A list of Program Choice(s) for the selected child(ren)
Eff Date	The date that the corresponding Program Choice became effective
End Date	The date that the corresponding Program Choice ended (if it is not the current Program Choice, which continues to be valid)

These columns can be sorted by any column (in ascending or descending order) by clicking on the column name.

The Program Choice Information section also contains the following fields:

Program Choice — This field allows you to select a new program, which will be added to the child's record.

Effective Date — This field contains a calendar from which you can set the effective date of an existing or new Program Choice.

The Effective Date cannot precede the stage's opening date and cannot be later than the current system date. The Effective Date also cannot precede the date of the last approved FASP. By default, the Effective Date for new programs is set to the current system date. The Effective Date cannot be modified if:

- the Program Choice is "Placement" for an FSS/CCR stage; or
- the Program Choice is "Protective" *and* an open CPS Investigation is associated with the FSS/CWS stage.

End Date — This field contains a calendar from which you can set the End Date for an existing program.

The End Date is not required, but may be recorded at any time. The End Date may not precede the effective date and cannot be set to a date in the future. By default, the End Date is set to the current system date, but this date does not become active unless you select the check box in this field or click on the drop-down arrow and select a date from the resulting calendar.

The End Date cannot be modified if:

- the Program Choice is "Placement" for a FSS/CCR stage; or
- the Program Choice is "Protective" *and* an open CPS Investigation is associated with the FSS/CWS stage.

Three buttons display at the bottom of the Program Choice Information section:

Add Allows you to add a Program Choice to the Program Choice Information

Modify Changes the Effective Date and/or End Date for the selected Program Choice

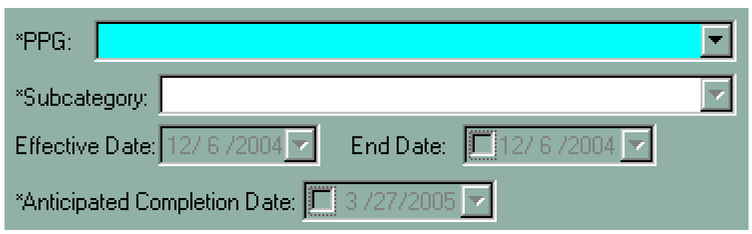
Clear Clears any additions or modifications and returns the section to its original state

The Permanency Planning Goal (PPG) Information section contains the following columns:

PPG Displays the current Permanency Planning Goal for the corresponding child

Eff Date Displays the date that the corresponding PPG became effective

End Date Displays the date that the corresponding PPG ended as the active PPG



This section also has five fields:

PPG This field allows you to select a new Permanency Planning Goal (PPG). If an active PPG already exists, the existing PPG end-dates automatically with the effective date of the new PPG when you click on the **Add** button.

Sub Category This field allows you to specify a sub-category of the selected PPG. This field enables only if you selected “Return to Parent,” “Referral for Legal Guardianship/Custody” or “Place in Another Planned Living Arrangement” as the Permanency Planning Goal.

Effective Date This field contains a calendar selector, from which you can set the Effective Date of an existing or new PPG. The Effective Date cannot precede the date of the last approved FASP or the Case Initiation Date (CID) if no approved FASP exists, and cannot precede the End Date of any previous PPG choice. The Effective Date cannot be a future date.

End Date	This field contains a calendar selector, from which you can set the End Date for an existing PPG. The End Date is not required, but may be recorded at any time. The End Date may not precede the Effective Date. By default, the End Date is set to the current system date, but this date does not become active unless you select the check box in this field or click on the drop-down arrow and select the date from the resulting calendar.
Anticipated Completion Date	This field contains a calendar selector, from which you can select the date when you anticipate that the selected PPG will be achieved. The default date is the system date, but this date does not become active unless you select the check box in this field or click on the drop-down arrow and select the date from the resulting calendar.

Four buttons display at the bottom of this section:

Comments	After selecting an existing Permanency Planning Goal, click on this button to open the *PPG Change* window, in which you can view or modify the reasons for the last change in PPG. This button is disabled if no comments have been recorded.
Add	After selecting a new **PPG** and **Subcategory**, click on the **Add** button to add the new selections. If another PPG already exists for the child, the previous PPG is end-dated with the Effective Date of the new PPG, and the new PPG displays. This also opens the *PPG Change* window, where you must explain the reasons for changing the PPG. The **Add** button is disabled until a new **PPG** and **Subcategory** are selected.
Modify	Click on the **Modify** button to update the Effective Date and/or End Date for the selected PPG. In order for this button to enable, the date field(s) must be selected or active.
Clear	Click on this button to clear any additions or modifications and return the section to its original state. The PPG or one of the date fields must be selected in order to enable the **Clear** button.

The footer of the **Program Choice/PPG** tab consists of the **View** field (with its corresponding radio buttons) and two buttons:

View	When you click on the **Active** radio button, only currently active Program Choice and PPG information is displayed on the **Program Choice/PPG** tab for the selected child(ren). This radio button is selected by default when the *Tracked Children Detail* window opens, and is only available when one or more children with historical Program Choices and/or historical PPG information are selected in the Select Children grid. When you click on the **All** radio button, all active and historical Program Choices and PPG information are displayed on the **Program Choice/PPG** tab for the selected child(ren). This radio button enables only when one or more children with historical Program Choices and/or historical PPG information are selected in the Select Children grid.

Save — The **Save** button saves work that has been recorded on the tab. Information on the **Program Choice/PPG** tab cannot be saved unless the selected child has been assigned at least one valid Program Choice and a valid PPG.

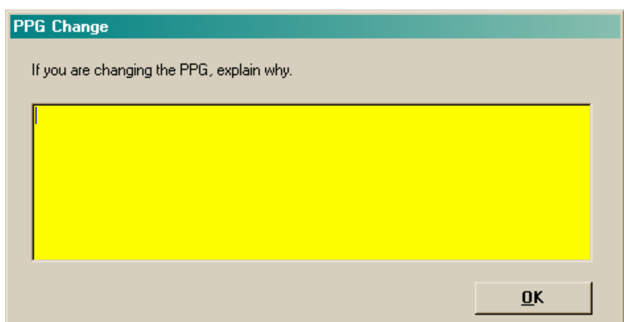
Cancel — Clicking on this button cancels all changes made to the tab since the last save. The following message displays:

“*Do you want to Cancel?*
Unsaved data and or narratives will be lost.”

- Click on the **Yes** button to discard all changes made since the last save.
- Click on the **No** button to close the message; all changes remain pending.

The PPG Change Window

The *PPG Change* window opens automatically if you change the currently active Permanency Planning Goal (PPG) or change the sub-category of the active PPG and then click on the **Add** button. This window can also be opened by clicking on the **Comments** button for a selected PPG (for which comments have been recorded and saved). You must document the reason for the change.



Step-by-Step:
Viewing Program Choice and PPG Records

1. On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child’s name.
2. In the **View** field, click on the **Active** radio button.
   The grid populates with only active Program Choice(s) and PPG(s) for the child. The information displays in end-date order.
3. In the **View** field, click on the **All** radio button.
   The grid populates with all records for the selected child in descending end-date order.

Adding a Program Choice

As workers are assessing the needs of one or more children, it may become necessary to add new Program Choices. A worker may also be adding a Program Choice to a child within a stage for the first time. When it is necessary for a Program Choice to be selected, the worker completes the work on the **Program Choice/PPG** tab by adding a Program Choice. Any worker with a role in the Family Services Stage can add or modify the Program Choice for any child(ren) being tracked in the FSS/CWS or FSS/CCR. In order to launch a FASP, a Program Choice and Permanency Planning Goal must be selected for at least one child within the Family Services Stage.

Any time a Program Choice is added or modified for a child, the Case Planner and Case Manager receive system-generated Alert To-Do's notifying them of the change. Program Choices cannot be added for any child if the FASP is in Pending approval status. In some cases, a Program Choice must be end-dated before another Program Choice can be added; for example, when two Program Choices conflict (such as Placement and Non-LDSS Custody-Relative/Resource Placement) or when three Program Choices have already been added for child.

Five valid services **Program Choices** are available for selection in an FSS/CWS stage:

- Preventive Non-Mandated
- Preventive Mandated
- Placement
- Protective
- Non-LDSS Custody-Relative/Resource Placement

Only two valid **Program Choices** exist for a child in an FSS/CCR:

- Placement (required to generate an FSS/CCR)
- Preventive Mandated (the only available Program Choice to add if the child is younger than 18)

Step-by-Step:
Adding a Program Choice

1. On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
2. Click on the drop-down arrow for the **Program Choice** field and select from the resulting list.
3. Click on the drop-down arrow for the **Effective Date** field and select a date from the resulting calendar.
4. Click on the drop-down arrow for the **End Date** field, if applicable, and select a date from the resulting calendar.
5. Click on the **Add** button.
6. Click on the **Save** button.

> You can select multiple children from the Select Children grid by holding down the **Ctrl** key while clicking on the gray box to the left of each child's name that you want to select.

You can select all children from the grid by clicking on the **Select All Children** check box. You can use this feature when all children in the FSS/CWS have the same Program Choice.

By clicking on the **Add** button to add the new Program Choice to the child's record, the system automatically verifies that there are no more than three active Program Choice records for any one child.

If the Program Choice that has been selected invalidates the active Permanency Planning Goal, the following message displays:

"The addition of this program choice will invalidate the active PPG. Continue?"

- If you click on the **Yes** button, you need to add a PPG; the active PPG is end-dated.
- If you click on the **No** button, you are directed back to the Program Choice field on the *Tracked Children Detail* window.

When you click on the **Add** button and the selected Program Choice is "Protective," the following message displays:

"*This FSS was not created from a CPS INV.*
Is a program choice of Protective appropriate?"

- Click on the **Yes** button to retain the Program Choice.
- Click on the **No** button to return to the *Tracked Children Detail* window.

If "Protective" is being added as the Program Choice for a selected child or children in a FSS/CWS and not all children are selected, the following message displays:

"A Program Choice of Protective will be assigned to all children in the case."

- If you click on the **OK** button, the Program Choice is added to all children in the stage.
- If you click on the **Cancel** button, the *Tracked Children Detail* window displays; the Program Choice is not changed.

Modifying a Program Choice

Once a Program Choice has been recorded and saved, it cannot be deleted. If a Program Choice needs to be modified, the previous Program Choice is end-dated and a new Program Choice is recorded. Any worker with a role in a stage can modify a Program Choice. This process helps workers maintain both a current and historical record of Program Choices for tracked children.

If you select a Program Choice with an End Date that is earlier than the current system date, it is considered an historical record and can no longer be modified. For Program Choices that have no End Dates, if you attempt to modify the End Date to a date that is earlier than the Effective Date, the following message displays:

"*Program Choice end date must be greater than its effective date*."

End Dates and Effective Dates *cannot* be:

- future dates;
- earlier than the stage opening date; or
- later than the system date for the selected child(ren).

Step-by-Step:
Modifying Program Choice Dates

1. On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
2. From the Program Choice grid, select a Program Choice.
3. In the **Effective Date** field, click on the check box to accept the system date, or click on the drop-down arrow and select from the resulting calendar.
4. Click on the **Modify** button.
5. Click on the **Save** button.

Adding a PPG

The purpose of adding a Permanency Planning Goal (PPG) is to allow workers to record a new PPG for each child for whom child welfare services have been authorized. A PPG describes the most desirable, realistic, permanent living arrangement for the child.

Any worker with a role in the stage can add a PPG. In order to launch a FASP, a Program Choice and PPG must be selected for at least one child within the Family Services Stage. Adding a PPG may also be executed, as necessary, as part of maintaining details for tracked children in an existing FASP.

Available PPG categories and sub-categories are determined by the Program Choice selections made for the child(ren). When you add a PPG, the available selections display in the drop-down list based on the Program Choice for the selected child. If you modify the Program Choice(s), you may be required to select a different PPG that is consistent with the new Program Choice.

Anytime you change a child's PPG, you need to explain (in the *PPG Change* window) the reason for making the change. This window opens automatically when you click on the **Add** button after selecting a new PPG. Whenever the PPG is changed, the Case Planner and Case Manager receive system-generated Alert To-Do's, notifying them of the change. Each child can only have one active PPG at a time. Whenever a new PPG is added, the previous PPG is end-dated by the system.

The following PPG selections require that a PPG sub-category be selected:

PPG	PPG Sub-Category
Return to Parent	Parent Non-Parent Caregiver
Referral for Legal Guardianship/Custody	Relative Non-Relative
Place in Another Planned Living Arrangement	Discharge to Independent Living Discharge to Independent Living/Unaccompanied Refugee Minor Discharge to Adult Residential Care

Step-by-Step:
Adding a Permanency Planning Goal

1 On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
The Program Choice Information and Permanency Planning Goal Information sections enable.

2 Click on the drop-down arrow for the **PPG** field and select from the resulting list.
This field enables only if a Program Choice has been recorded for the selected child.

3 Click on the drop-down arrow for the **Effective Date** field and select a date from the resulting calendar.

4 Click on the drop-down arrow for the **Anticipated Completion Date** field and select from the resulting calendar.

5 Click on the **Add** button**.**
The PPG detail is added to the PPG grid.

6 Click on the **Save** button**.**

> A PPG may be backdated (in the **Effective Date** field) to the date of the last approved FASP *or* the Case Initiation Date (CID), whichever is more recent.

If all children within the stage have the same Program Choice and the same PPG, you can click on the **Select All** check box to select all of the children in the stage to add their PPG at the same time.

When adding a Permanency Planning Goal, the PPG Effective Date cannot be earlier than the End Date of any previous historical PPG. If the Effective Date you record is earlier than the End Date of a previous PPG, the following message displays:

"The effective date must be greater than or equal to the end date of any previous PPG."

Modifying the PPG

As you work with the children and families to whom services are being provided, it may be necessary to change the Permanency Planning Goal for the child(ren). It is important to change the goal only when it is in the best interests of the child(ren) to have a new plan for a safe and permanent living arrangement. Anytime a change is made to a PPG, you must explain the reason for the change.

Step-by-Step:
Documenting the Reason for a PPG Change

1 On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
The Program Choice Information and Permanency Planning Goal Information sections enable.

2 Click on the drop-down arrow for the **PPG** field and select from the resulting list.

3 Click on the **Add** button.
The PPG Change window displays.

4 In the narrative field, explain why you are changing the PPG.

5 Click on the **OK** button.
The Tracked Children Detail window displays. A system-generated Alert To-Do is generated and sent to the Case Manager and Case Planner with the following description: "Change in Program Choice/PPG in {stage name} should be reviewed and updated in CCRS."

6 Click on the **Save** button.

If you select a sub-category of "Discharge to Independent Living," "Discharge to Independent Living/Unaccompanied Refugee Minor" or "Discharge to Adult Residential Care," you need to record on the *PPG Change* window the reason for selecting those discharge options. Specifically, you need to document the reason(s) why it is *not* in the best interest of the child to select "Return to Parent," "Place for Adoption," "Refer to Guardianship" or "Place with a Relative."

Modifying PPG Dates

The purpose of modifying PPG dates is to update the Effective Date, Anticipated Completion Date and/or End Date of a Permanency Planning Goal previously recorded for a tracked child in a Family Services Stage. It is important for workers to be able to modify these dates to keep the tracked child's recorded information accurate and up-to-date. End Dates and Effective Dates cannot be:

- future dates;
- earlier than the stage opening date; or
- later than the system date for the selected child(ren).

Step-by-Step:
Modifying a PPG Date

1 On the *Tracked Children Detail* window, select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
The Program Choice and Permanency Planning Goal Information sections enable.

2 On the PPG grid, select the existing PPG (for which you are modifying date information) by clicking on the gray box to the left of the PPG.

3 In the **Anticipated Completion Date** field, select a new date.
Either click on the check box to accept the current system date, or click on the drop-down arrow and select from the resulting calendar.

4 Click the **Modify** button.
The information in the PPG grid updates.

5 Click on the **Save** button.

When a child has information recorded in a pending FASP and an attempt is made to change that child's information, the following message displays:

"There is a FASP in pending approval status. Program Choice and Permanency Planning Goal may not be changed. Contact the Case Planner."

When the Case Manager makes any changes by adding or modifying Program Choice or PPG, the following message displays:

"CCRS should be updated."

Saving Your Work

Clicking on the **Save** button on the **Program Choice/PPG** tab saves all changes on the tab to the database and verifies that the active PPG corresponds to the active Program Choices.

If you click the **Cancel** button prior to clicking **Save**, the following message displays:

"*Do you want to cancel?*
Unsaved data and/or narrative(s) will be lost."

- Click on the **Yes** button to discard the changes. The tab refreshes and the *Tracked Children Detail* window remains open.
- Click on the **No** button to remain on the window; unsaved data remains pending.

If you click on the **Close** button prior to clicking on the **Save** button, the following message displays:

"Do you want to exit?
Unsaved data and /or narratives will be lost."

- Click on the **Yes** button to close the window. The changes are *not* saved.
- Click on the **No** button to return to the window with the unsaved changes displayed.

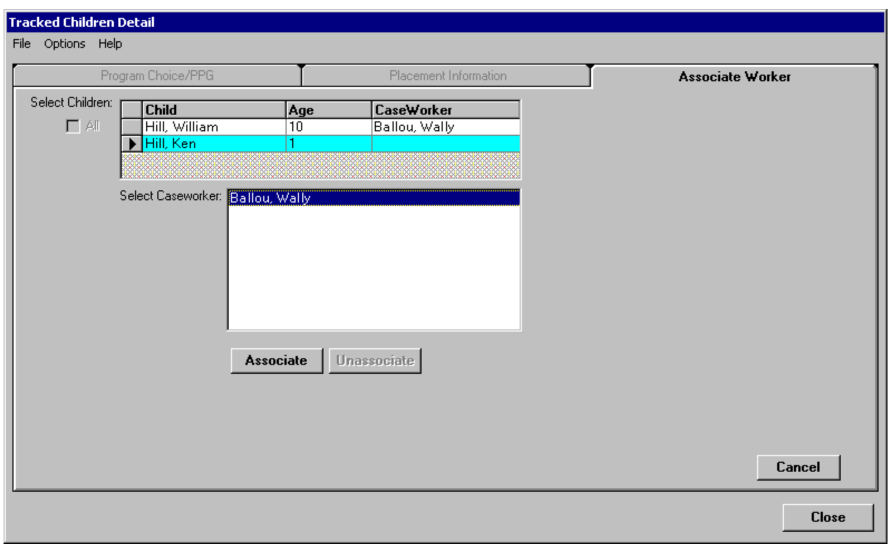
Associating/Unassociating Workers

The Associate Worker functionality gives any worker with a role in the FSS/CWS or FSS/CCR stage the ability to Associate him/herself to one or more children who do not already have an Associated Caseworker. This feature limits who may complete certain portions of the FASP. Any worker with a role in an FSS/CWS or FSS/CCR stage can Associate (or Un-Associate) him/herself to one or more children.

If the worker who is Associating or un-associating Caseworkers is the Case Planner, the Caseworker list contains all Caseworkers in the stage. If the worker logged on is a Caseworker, the Caseworker list is populated with that worker's name only.

The Associate Worker Tab

The **Associate Worker** tab on the *Tracked Children Detail* window is used to Associate Caseworkers to one or more specific children in the current FSS/CWS or FSS/CCR. Associating a Caseworker to a child indicates that the selected worker is responsible for completing Foster Care Issues documentation and Child Scale information in the FASP. It does not prevent other workers from working with that child or completing other parts of the FASP for that child in the overall Service Plan. Also, the Case Planner always may complete Foster Care Issues documentation and Child Scale information for any child, regardless of whether or not a Caseworker has been Associated to the child. Caseworkers may Associate themselves to any child currently not Associated to another Caseworker, and may Un-Associate themselves from any child at any time. Caseworkers cannot Associate (or Un-Associate) other workers to any child. Case Planners may Associate (or Un-Associate) any Caseworker to any child.



The top section of the **Associate Worker** tab consists of the Select Children grid, which contains three columns:

Child	The name(s) of the child(ren) in the FSS/CWS or FSS/CCR
Age	The age of the corresponding child associated with the FSS/CWS or FSS/CCR
Caseworker	The name of the Caseworker who has been Associated to the corresponding child on the **Associate Worker** tab

The Select Children grid also contains the **All** check box, which allows you to select all children from the list.

The middle section of the tab consists of the **Select Caseworker** list. For the Case Planner, this list displays all workers involved in the FSS/CWS or FSS/CCR stage. For a Caseworker, this list displays only that worker's name.

In addition to the **Cancel** button, the bottom section of the tab consists of the following buttons:

Associate — This button Associates the selected Caseworker to the selected child(ren).

Un-Associate — This button Un-Associates the current Caseworker from the selected child(ren). Caseworkers may Un-Associate themselves from children to whom they are currently Associated; Case Planners may Un-Associate any Caseworker from any child.

Step-by-Step: Associating a Caseworker

1. Click on the **Associate Worker** tab.
2. Select a child from the **Select Children** grid by clicking on the gray box to the left of the child's name.
3. Click on the name of the Caseworker to whom you are Associating the child.
4. Click on the **Associate** button.
   The Select Children grid updates to include the Associated Caseworker.

> Multiple children or all children can be selected from the grid as long as they all are not currently Associated to another Caseworker.

Step-by-Step: Un-Associating a Caseworker

1. Click on the **Associated Caseworker** tab.
2. Select a child from the Select Children grid by clicking on the gray box to the left of the child's name.
3. Click on the **Un-Associate** button.
   The Select Children grid updates; the previously Associated Caseworker is no longer listed.

Maintaining Caretaker Information

In order to launch a FASP, you must first record the Primary Caretaker information; if a Secondary Caretaker exists, you must also record the Secondary Caretaker information. Caretaker information affects several other components of the FSS, including the parent/caretaker scales, the Risk Assessment and the FASP. It is important to record this information as early as possible in the family services process, since changing this information later will clear any existing in-process Risk Assessment responses, Risk Scales and Re-Align Households.

> An individual cannot be a tracked child and a caretaker in the same FSS stage.

Depending on the specifics involved in a particular FSS, it may not always be easy to determine who should be identified as the Primary or Secondary Caretaker. The following definitions are intended to provide clarity:

Primary Caretaker

The Primary Caretaker is an adult (usually the mother) who resides with and is legally responsible for the child(ren). When more than one person who is legally responsible for the child(ren) resides in the household, the biological mother is presumed to be the Primary Caretaker. If the mother does not physically reside with the child(ren), the Primary Caretaker is the adult who resides in the child(ren)'s home and assumes primary responsibility for the care of the child(ren). *There can only be one Primary Caretaker*.

Secondary Caretaker

The Secondary Caretaker is:

- an adult who lives in the child(ren)'s home and assumes some responsibility for the care of the child(ren); *or*
- an adult who does not reside in the child(ren)'s home, but cares for the child(ren) on a regular basis.

Use the following order to identify the Secondary Caretaker:

- If the mother has a spouse or intimate partner who is the subject of a CPS Investigation (whether alleged or confirmed), select this person as the Secondary Caretaker.
- If two or more potential candidates exist and one of them is the subject of a CPS Investigation (whether alleged or confirmed), select this adult as the Secondary Caretaker.
- In all other situations, select the adult who assumes the most responsibility for the care of the child(ren), either within or outside of the home.

There will not necessarily be a Secondary Caretaker in a particular family unit. If one exists, however, this needs to be documented fully in the FSS.

The Primary/Secondary Caretaker Window

This window is used to maintain current information regarding the Primary Caretaker (and, if applicable, the Secondary Caretaker) for the FSS.

The Primary and Secondary Caretaker information can be maintained by any worker who has a role in the stage *unless the FASP is in process*; in that instance, only the Case Planner can maintain this information. Caretaker information cannot be changed while the FASP is pending approval.

You can maintain the following information on this window:

Primary Caretaker

- Select a Primary Caretaker
- Change the existing Primary Caretaker

Secondary Caretaker

- Select a Secondary Caretaker
- Change the existing Secondary Caretaker
- Remove the Secondary Caretaker

The drop-down list for the **Primary Caretaker** field contains the names of all people from whom the Primary Caretaker can be selected for the FSS. In order to be included in the drop-down list for either the **Primary Caretaker** or **Secondary Caretaker** field, a person:

- must *not* have a Date of Death (DOD);
- must *not* have an active PPG or Program Choice; and
- *must* have a valid address, which cannot be "Unknown/Unknown." (If the person is homeless, use the agency's address.)

If the person who should be designated as the Primary Caretaker is not included on the drop-down list, that person needs to be added to the FSS before s/he can be selected as the Primary Caretaker. (See "Adding or Relating a Person to the FSS" on page 17.)

You cannot select the same person as both the Primary Caretaker and Secondary Caretaker.

There can be only one Primary Caretaker and only one Secondary Caretaker (if applicable) for a stage; the Primary and Secondary Caretakers *cannot* be the same person. The Primary Caretaker must be selected on this window before the Secondary Caretaker can be selected.

When you change the Primary or Secondary Caretaker (or remove the existing Secondary Caretaker) while the FASP is in process, the following message displays:

"FASP is in process. Changing Primary or Secondary Caretaker will clear all Risk responses and Family Scales and Re-Align Households. Do you wish to continue?"

- Click on the **Yes** button to remove the caretaker indicator from the original caretaker and apply it to the newly selected caretaker. All responses to any in-process Risk Assessment/RAP within the FSS will be cleared.
- Click on the **No** button to cancel the modification process without making any changes.

In extremely rare circumstances (e.g., if the parents are deceased or the children are abandoned), there is no Primary caretaker for the stage. On those infrequent occasions when this is applicable, click on the **No Primary Caretaker Exists** check box. This check box enables only for the Case Manager and Case Planner. If the check box is selected, no Secondary Caretaker can be selected. If a Primary Caretaker exists, the check box enables; when you select the check box, the Primary Caretaker and Secondary Caretaker (if one exists) are removed.

> The *Primary/Secondary Caretakers* window is not available for CCR stages.

If the Stage **Type** is OTI, COI, ICPC or ADVPO, you *can* record a Primary Caretaker, but CONNECTIONS does not require you to do so.

Step-by-Step: Recording/Modifying Primary and Secondary Caretakers

1. On the **Stage Composition** tab, click on the **Caretaker** button.
   The Primary/Secondary Caretakers window displays.

2. On the *Primary/Secondary Caretakers* window, click on the drop-down arrow for the **Primary Caretaker** field and select from the resulting list.

   —OR—

   Click on the **No Primary Caretaker Exists** check box.

3. If applicable, click on the drop-down arrow for the **Secondary Caretaker** field and select from the resulting list.
   *You will not be able to select a Secondary Caretaker if the **No Primary Caretaker Exists** check box is selected.*

4. Click on the **Save** button.
   *The **Stage Composition** tab displays.*

Merge and Split Functions

Duplicate and accidentally combined records are corrected in CONNECTIONS with the Merge and Split functions. A **Merge** joins two separate Person IDs or Case IDs into the same record (See “Case Merge/Split Functions” on page 81 for information on Case Merges and Case Splits). A **Split** separates people or cases that were merged in error. The ability to perform Merge/Split functions is dependent on the worker’s role and level of security access.

CONNECTIONS information needs to be maintained in a secure, accurate and reliable manner, as well as being readily available for use by workers needing information. The process of merging and splitting records is complicated and cannot always be fully undone. Notify your supervisor if you notice records that should be merged or split so that necessary corrections can be made.

Person Merge/Split Functions

In your work with CONNECTIONS, you may come upon multiple records for the same person, or records for two separate persons that have been accidentally combined into one.

Duplicate records can be created during Intake if an Intake worker has limited or unknown demographics on a person and therefore, cannot relate that person to an already existing person in CONNECTIONS. Duplicates can also result if a worker misses a potential match during a Person Search; the worker would then add this person to the case rather than relating him/her to the existing person in the system. The opposite situation—accidentally combined records—can result if a worker merges records for two individuals who seem to be the same person but in fact, are not. **Regardless of the reason, duplicate records and accidentally combined records pose problems for accurate case management and need to be corrected once they are identified.**

The individual authorized to perform the Person Merge/Split function is subject to local district policy and procedure. This task may not fall under the scope of the individual worker’s responsibilities.

In order to perform a Person Merge or Split *in a closed stage*, the worker must be assigned the MERGE/SPLIT Business Function *and*:

- be the historical Primary worker, Secondary worker or Case Manager; or
- be the historical Unit Approver (or have a role above that of the Unit Approver in the unit of the Primary worker or Secondary worker) *and* be assigned the CASE/PERS SRCH Business Function; or
- be assigned the ACCESS ALL DIST *and* CASE/PERS SRCH Business Functions (allowing access through a Case Search).

To perform a Person Merge or Split *in an open stage*, the worker must be assigned the MERGE/SPLIT Business Function *and*:

- have a role in the stage; or
- have maintain access to the *Assigned Workload* of a worker with a role in the stage; or
- be the Unit Approver (or have a role above that of the Unit Approver in the worker’s unit) *and* be assigned the UNIT SUM ACCESS Business Function.

The Person Merge Function

Before completing a Person Merge, a decision must be made regarding which person will be carried forward to further stages (the *Merged Forward Person*) and which person will be "retired" after the merge (the *Merged Closed Person*). The Merged Forward Person should be the person with the most history. This is generally the one with the Person ID number that has been in the system longer. It is important to understand how the merge affects each of these roles in CONNECTIONS.

When merging two Person IDs:

- Their age difference should be within five years.
- If the Merged Closed Person is involved in open stages, the following message displays:

"The closed person is in open stages. Merge with extreme caution. Continue?"

The Merged* Forward *Person:

- is carried forward to subsequent CONNECTIONS stages;
- appears on the Person List in the current open stage, any closed stages and any future stages; and
- is identified by a check mark in the **M/S** column of the Person List on the **Stage Composition** tab.

The Merged* Closed *Person:

- is "retired" after the merge and information of the new Merged Forward Person is used in all open and closed stages;
- cannot be related to a new stage; and
- cannot be involved in future system events.

A Person* Merge *results in the following system changes:

- The Merge List on the *Person Merge/Split* window is updated to reflect the action taken.
- The *Merged Forward Person* inherits the demographics that have been selected and appear in all stages.
- The *Merged Closed Person* is no longer linked to any of the stages that were open at the time of the merge. These are now linked to the Merged Forward Person.
- System-generated Alert To-Do's are sent to the *Staff To-Do List* of the Primary and Secondary workers for any open stages that involve the Merged Forward Person or Merged Closed Person.

A Person* Split *results in the following system changes:

- The previously Merged Closed Person becomes active again in the database, but is not re-associated with any stages.
- The previously Merged Closed Person's pre-merge demographics remain available in CONNECTIONS.
- The events/activities associated with the reactivated person (and approved prior to the merge) require data maintenance to again be associated with that person.
- Events that occurred while the merge was in effect are *not* associated with the reactivated person.
- System-generated To-Do's are sent to workers assigned to open stages associated with the previously merged person.

The Person Forward Selection Window

The *Person Forward Selection* window enables you to select specific person information that is applied to the Person Forward. The type of information you select—and which person you select it from—affects the information that is retained for the Person Forward.

If you select information from the Person Closed, the primary information for the Person Forward is end-dated and the information from the Person Closed is copied to the primary record.

Valid person identifier, Language and Religion information is retained from the Person Forward, unless the fields are blank. If the Person Forward does not have this information recorded, the information from the Person Closed is copied to the Person Forward.

If you have been given approval to merge person records, perform the following steps to complete this task:

Step-by-Step:
Completing a Person Merge from the *Assigned Workload*

1 On the *Assigned Workload*, select the stage containing the person information that requires merging.

2 Click on the **Options** menu and select **Person List**.
The Person List displays.

3 Select the person to be merged.

4 Click on the **Options** menu and select **Person Merge/Split**.
The Person Merge/Split window displays with the selected person's name and ID pre-filled in the Merged Persons Closed section.

5 Enter the Person ID of the Merged Forward person in the **ID** field of the Merged Persons Forward section.

6 Click on the **Validate** button.
*The system checks for an open case and a valid Person ID. When the check is complete, the **Merge** button enables.*

***NOTE:** Several warning or error messages may display after selecting the **Validate** button. For warning or error messages that display, click on the **Close** button.*
*The Person Merge/Split window displays. For error messages the **Merge** button is disabled. For warning messages the **Merge** button is enabled.*

Person Merge Warnings and Error Messages:

When completing a person merge, you may see warnings and/or error messages. Warnings do not prevent you from completing a merge, but error messages do.

Reasons for Warnings:

- Both persons must be the same sex (if it is recorded).
- Both people must have a DOB that is within 5 years (if recorded).
- One of the persons is involved in a fatality report.
- The Merged Closed Person is in an open stage.

Reasons for Error Messages:

- Social Security numbers do not match.
- Medicaid number does not match.
- Entered ID is not found, verify ID.
- Services CIN must match.
- NYC Non-Service (NS) CIN's must match (NYC only).
- The Person ID entered has the status of person closed from a prior merge.
- The tracked child cannot be merged with a person over 21 years of age.

7 Click on the **Merge** button.
If the person to be closed is in an open stage, the following message displays:
"The closed person is in open stages. Merge with extreme caution. Continue?"

8 Click on the **Yes** button.
The following message displays:
"Merge ID# into ID#?"
The first ID number listed is for the Merged Closed Person. The second ID number is for the Merged Forward Person.

***NOTE:** If you realize that you have made a mistake in selecting your persons, click on the **No** button. The Person Merge/Split window remains open until you close it.*

> If you determine that the person selected to be merged closed should, in fact, be merged forward, use the **Switch** function:
>
> **1** Click on the **Options** menu on the *Person Merge/Split* window.
>
> **2** Click on the **Switch** command.

9 Click on the **Yes** button.
The Person Forward Selection window displays with the following information for both the Person Forward and the Person Closed:

- Full Primary Name (First, Middle, Last, Suffix)
- Marital Status
- Sex
- Ethnicity
- Race
- DOB (including Approximate indicator, if applicable)
- DOD (including Approximate indicator and reason, if applicable)
- Primary Address
- Primary Phone

10 Select information from the *Person Forward Selection* window by clicking on the radio button next to each applicable field.
The type of information you select—and which person you select it from—affects the information that is retained for the Person Forward. See "The Person Forward Selection Window" on page 63 for details.

11 When you have made all of your selections from the *Person Forward Selection* window, click on the **OK** button.
*The name of the person logged on and the date of the merge displays in the **Staff NM Merge** and **Date Merge** fields.*

12 Click on the **Save** button.
*The change is saved in the system and the Person List displays with a check mark in the **M/S** column of the person who was merged.*

13 Click on the **Close** button.
The Assigned Workload displays.

Step-by-Step:
Completing a Person Merge from the CONNECTIONS Toolbar

1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.

2 Complete a Person Search by entering the person's name in the **First** and **Last** name fields and clicking on the **Search** button.
Results will display in the Person Search List below.

3 From the Person Search List, select the person who is to be listed in the Merged Persons Closed section of the *Person Merge/Split* window.
*The **Case List** button enables.*

4 Click on the **Case List** button.
The Case List displays.

5 Select the applicable case.
*The **Summary** button enables.*

6 Click on the **Summary** button.
The Case Summary window displays.

7 Select the applicable stage.

8 Click on the **Options** menu and select **Person List**.
The Person List displays for the selected stage.

9 Select the applicable person.

10 Click on the **Options** menu and select **Person Merge/Split**.
The Person Merge/Split window displays with the selected person's name and ID pre-filled in the Merged Persons Closed section.

11 Review the name and ID information in the Merged Persons Closed section for accuracy.

12 Enter the Person ID of the Merged Forward person in the **ID** field of the Merged Persons Forward section.

13 Click on the **Validate** button.
*The system checks for an open case and a valid Person ID. When the check is complete, the **Merge** button enables.*

***NOTE:** Several warning or error messages may display after selecting the **Validate** button. For warning or error messages that display, click on the **Close** button. The Person Merge/Split window displays. For error messages the **Merge** button is disabled. For warning messages the **Merge** button is enabled.*

14 Follow **Steps 7** through **13** in "Completing a Person Merge from the *Assigned Workload*" on page 63.

Step-by-Step: Completing a Person Split

1. On the *Assigned Workload*, select the stage that contains the person information that was merged in error.
2. Click on the **Options** menu and select **Person List**. *The Person List displays*.
3. Select the person who was merged in error.
4. Click on the **Options** menu and select **Person Merge/Split.** *The Person Merge/Split window displays. The system pre-fills the person's name into the Merged Persons Closed section.*
5. In the list section at the top of the window, select the merge you want to split. *The system fills the merge information into the detail section of the window.*
6. Click on the **Split** button. *The following message displays:* *"Split ID# from ID#?"* *The first ID number listed is for the Closed Person. The second ID number is for the Forward Person.*
7. Click on the **Yes** button.
8. Click on the **Save** button. *The change is saved in CONNECTIONS. The Person List displays.*
9. Click on the **Close** button. *The Assigned Workload displays.*

These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

Things to Consider Before Splitting:

The Merge Forward Person ***cannot be deleted*** from the stages that were open at the time the Person Merge took place. The Merged Closed Person's pre-merge information is ***not*** "reattached" by completing a Split. Follow-up demographics and case/stage maintenance are necessary to complete the process.

You need to record that person's demographic information again and re-associate the person with the appropriate case(s)/stage(s).

The Person Data report contains the current and historical information of a person.

To run the report:

1. Select the person on the Person List.
2. Click on the **Reports** menu and select the **Person Data** command. *The following message displays:*

"The report has been launched. Check Report List window."

3. Click on the **OK** button.
4. Click on the **RPRTS** button on the CONNECTIONS Toolbar.
5. Select the Person Data Report and click on the **Open** button.

This provides a hard copy of all information stored in CONNECTIONS about a specified person including merge/split history and demographic changes.

End-Dating a Person's Involvement in the FSS

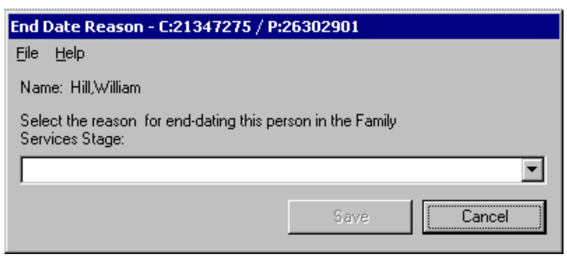
During the course of an FSS, an individual may need to be end-dated from the stage; for example, the biological mother ended her relationship with her live-in boyfriend (who has no biological children in the household) and he has moved out of the home. Individuals who are no longer a part of the stage composition cannot be deleted from the stage; they must be end-dated. This process preserves an historical record of the individual's involvement in the stage.

The *End Date Reason* window is used to end-date a person's involvement in a Family Services Stage; any worker with a role in the stage can maintain this window.

> You can not end date the person designated in WMS as the Applicant/Payee in CONNECTIONS. A new Applicant/Payee must first be designated in WMS.

Step-by-Step:
Opening the *End Date Reason* Window

1. From the **Stage Composition** tab, click to select the individual to be end-dated.
2. Click on the **Options** menu and select the **End Date Stage Involvement** command. *The End Date Reason window displays.*



When end-dating a person, you must record a reason. The drop-down list for this window contains the following available End Date Reasons:

- Services no longer needed
- Services no longer accepted
- Programmatically ineligible
- Death
- Moved out of district
- Agency cannot locate client
- End of court ordered services
- Adulthood attained
- Related/Added in Error
- CCR Created
  (may display historically; cannot be selected)

When you have selected a reason, the **Save** button enables. Clicking on the **Save** button saves the information you recorded. If you click on the **Cancel** button, the following message displays:

*"Do you want to exit?
Unsaved data and/or narratives will be lost."*

- Click on the **Yes** button to close the window without saving the information.
- Click on the **No** button to return to the window.

Individuals cannot be end-dated while a FASP is pending approval. If you attempt to do so, the following error message displays:

*"Persons may not be end dated while a FASP is pending approval.
Contact Case Planner."*

- Click on the **OK** button to close the message.

If the individual you are attempting to end-date is a Secondary Caretaker *and* the FASP is in process, the following warning message displays:

*"FASP is in process. End dating Secondary Caretaker will
clear all Risk responses and Re-align households. Do you wish to continue?"*

- Click on the **Yes** button to end-date the Secondary Caretaker. You must navigate to the Risk Assessment/RAP and re-record all of the non-system-generated risk responses before the Case Planner can submit the FASP for approval.
- Click on the **No** button to cancel the end-dating process and return to the *End Date Reason* window.

If the individual you are attempting to end-date is a Primary Caretaker, you must first select a new Primary Caretaker (or select the **No Primary Caretaker Exists** check box [enabled only for the Case Manager]) on the *Primary/Secondary Caretakers* window. If you try to end-date the Primary Caretaker, the following message displays:

*"A new Primary Caretaker must be selected (or you must indicate
that no Primary Caretaker exists) prior to end-dating this person."*

- Click on the **OK** button to close the message.

Once a person is end-dated in an FSS, his/her name will no longer appear in the Family Participants list for Progress Notes. Therefore, you should record Progress Notes for which the person would have been selected as a Family Participant or Focus *before* end-dating that person.

When a child in an FSS/CWS stage is freed for adoption, a Child Case Record (CCR) is created and the child is end-dated in the FSS/CWS stage. Progress Notes, as well as the FASP, are affected by the end-dating of the *only* child in an FSS/CWS stage:

- All Progress Notes applicable to the FSS/CWS stage should be recorded prior to creating the CCR.
- Any in-process FASP for the FSS/CWS stage must be completed *and* submitted for approval in the FSS/CWS stage prior to the creation of the CCR. If a Comprehensive or Reassessment FASP is in progress for the FSS/CWS stage when the CCR is created, the FASP cannot be submitted in the FSS/CWS stage. The FASP must then be completed in the FSS/CCR stage as a Reassessment FASP.

When you record an End Date Reason and save the information to the database, the information for the person you end-dated moves to the *Historical Stage Comp* window; the end-date for the person reflects the system date on which you recorded the End Date Reason. All relationships for that individual are also end-dated.

Step-by-Step:
Recording the End Date Reason

1 On the *End Date Reason* window, click on the drop-down arrow for the field and select the appropriate End Date Reason from the resulting list.
*The **Save** button enables.*

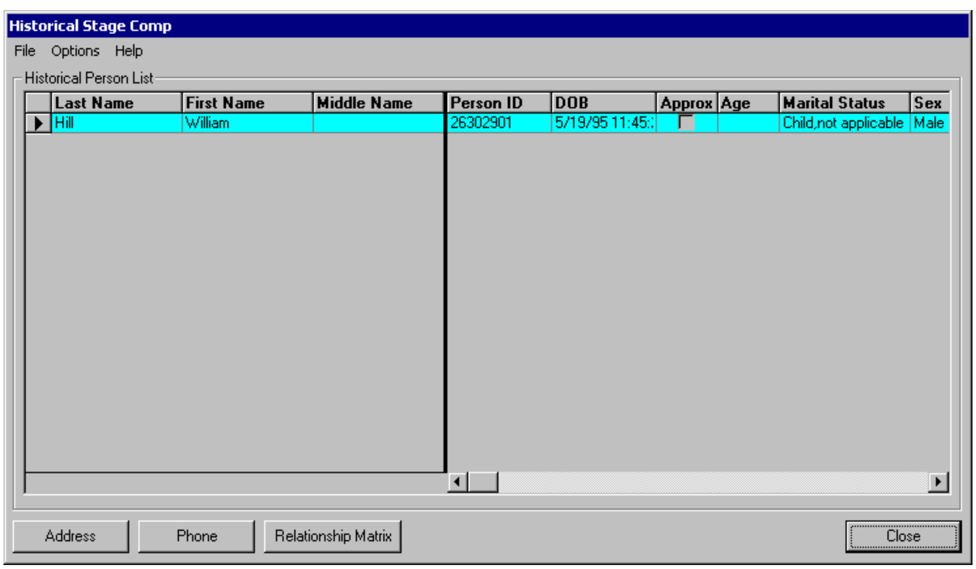
2 Click on the **Save** button.
*The **Stage Composition** tab displays. The end-dated person no longer displays on the tab.*

These changes may impact the WMS case information. Please refer to the WMS information in Module 4.

The Historical Stage Composition Window

This window displays a list of all individuals who have been end-dated from the FSS. The information on this window is view-only. Like the FSS **Stage Composition** tab, the name fields “lock” when you scroll to the right, enabling the person’s name to remain visible when you scroll across.

From this window, you can access address and phone information for end-dated individuals, as well as the Family Relationship Matrix to see the relationships for an end-dated person.



Step-by-Step:
Viewing the *Historical Stage Comp* Window

1 From the **Stage Composition** tab, click on the **Options** menu and select the **View Historical Stage Comp** command.
The Historical Stage Comp window displays.

2 To view historical address, phone or Family Relationship Matrix information for an end-dated person, click to select the person's name from the list, then do one of the following, as appropriate:

- Click on the **Address** button.
- Click on the **Phone** button.
- Click on the **Relationship Matrix** button.

3 Click on the **Close** button to close the *Historical Stage Comp* window.
*The **Stage Composition** tab displays.*

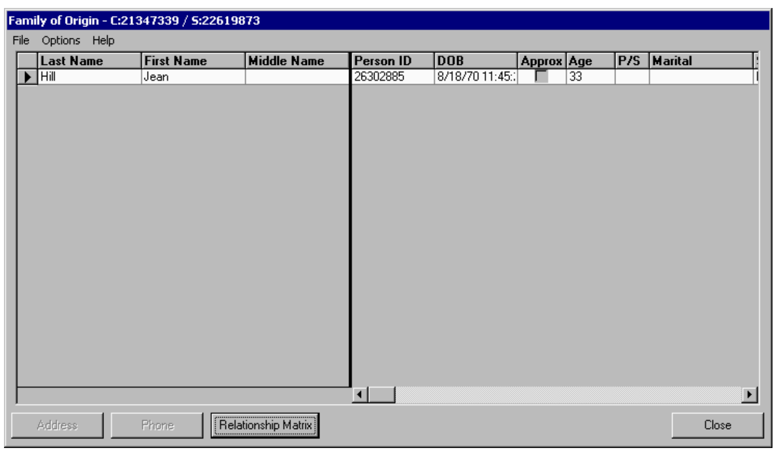
Maintaining Information About Freed Children

Once a child has been legally freed for adoption, it is necessary to maintain this child's information as a separate case, since the child's family relationship has been legally severed. While creating a separate case for the freed child, it is also crucial to preserve and maintain the child's family history. For example, it is typically desirable for a child to retain sibling relationships. CONNECTIONS provides functionality to record specific information for the legally freed child.

The Family of Origin Window [within a Child Case Record (CCR) only]

This window displays the current FSS Stage Composition from the FSS/CWS (Child Welfare Services) stage in which the freed child was end-dated. You can access this view-only window only from the **Stage Composition** tab for an FSS/CCR (Child Case Record) stage.

As with the **Stage Composition** tab, the name columns "lock" when you scroll to the right, enabling to you keep individuals' names in view when looking at other information about them. From this window, you can view address and phone information, as well as the Family Relationship Matrix, for the FSS/CWS stage from which the child was freed.



Step-by-Step: Viewing Family of Origin Information

1 From the **Stage Composition** tab, click on the **Options** menu and select the **View Family of Origin** command.
The Family of Origin window displays.

2 To view address, phone or Family Relationship Matrix information from the FSS/CWS stage from which the child was freed for adoption, click to select the person's name from the list, then do one of the following, as appropriate:

a. Click on the **Address** button.
b. Click on the **Phone** button.
c. Click on the **Relationship Matrix** button.

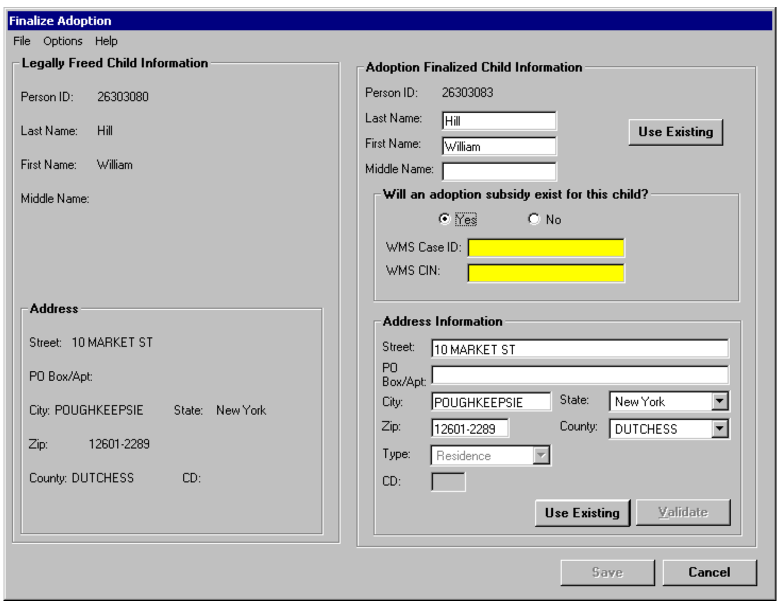
3 Click on the **Close** button to close the *Family of Origin* window.
*The **Stage Composition** tab displays.*

The Finalize Adoption Window

Once an adoption is finalized, use the *Finalize Adoption* window to change the adopted child's name, indicate whether that child will be receiving an Adoption Subsidy and, if so, record the new WMS Case Number and Client Identification Number (CIN) for that child.

In order to maintain information on the *Finalize Adoption* window, you must be the Case Manager (or a person with access to the Case Manager's *Assigned Workload*). The Finalize Adoption functionality is not available within an FSS that has a Type of "Child Welfare Services" (CWS).

When you open this window, the Legally Freed Child Information is pre-filled from the person grid on the **Stage Composition** tab for the FSS/CCR stage. You can record a new name and/or address, if applicable. If an Adoption Subsidy exists for this child, you need to record the new WMS Case Number and the new WMS Client Identification Number (CIN) manually for that child; there is no interface functionality between CONNECTIONS and WMS for this information. If you click on the **Yes** radio button for the question, "Will an Adoption Subsidy Exist for this Child?," the **WMS Case ID** and **WMS CIN** fields will display. Enter the appropriate information in these fields. (For information regarding the CONNECTIONS-WMS interface, see the *Build 18 Interfaces Job Aid*, which is available on the OCFS CONNECTIONS intranet site.)



Changing the child's name through the Finalize Adoption functionality seals all links to the child's former name. This process creates a new person record for the child, recognizing the child's new status. This process differs significantly from the functionality on the *AKA Names List/Detail* window elsewhere in CONNECTIONS. When the child's name is changed on the *Finalize Adoption* window, future searches on the child's original name will *not* return the child under his/her new name.

> CONNECTIONS system functionality planned for Build 19 will provide linkage among the CCRs of siblings who have been freed for adoption. In order to view this information, a worker must be assigned the ACC SEALED ADOP Business Function.

Once you complete the *Finalize Adoption* window and click on the **Save** button, the information you recorded is stored in the CONNECTIONS database in order to provide a link between the child both prior and subsequent to the finalization of the adoption. When you save the information on this window, CONNECTIONS generates and displays a new Person ID for the child. *You cannot perform a "partial" save on this window*. Once you save this window, the information "freezes." Only individuals who are assigned the ACC SEALED ADOP Business Function will be able to view the information on this window once it has been saved to the database, if the CCR stage is closed.

It is imperative that you complete all necessary documentation before completing and saving the *Finalize Adoption* window, since the information cannot be saved "in process". Furthermore, you should close the CCR stage as soon as possible in order to preserve the confidentiality rights of the legally freed child.

Step-by-Step:
Recording a Finalized Adoption in CONNECTIONS
(Only accessible by the Case Manager within a CCR stage)

1 On the **Stage Composition** tab, click on the **Options** menu and select the **Finalize Adoption** command.
The Finalize Adoption window displays.

2 In the Adoption Finalized Child Information section, enter the child's new legal name in the **Last Name**, **First Name** and **Middle Name** fields.

—OR—

Click on the **Use Existing** button to use the name information displayed in the Legally Freed Child Information section.

3 In the **Will an Adoption Subsidy Exist for this Child** field, click on the appropriate radio button.
*If you click on the **Yes** radio button, the **WMS Case ID** and **WMS CIN** fields display.*

4 If you clicked on the **Yes** radio button in **Step 3**, record the **WMS Case ID** and **WMS CIN** directly in those respective fields.

5 In the Address section, record the child's new address information.

—OR—

Click on the **Use Existing** button to use the address information displayed in the Legally Freed Child Information section.

6 If you recorded an address in **Step 5**, click on the **Validate** button, then accept the validated address, if appropriate. (See the tip box on page 25.)

7 Click on the **Save** button.
The following message displays:
"Child has been finalized for adoption. Person ID=<XXXXXXXX>. Family Services Stage should be closed immediately."

8 Click on the **OK** button.

9 Click on the **Cancel** button to close the *Finalize Adoption* window.

Module 2:
Case Maintenance

In order to maintain data integrity, you may need to make additions or modifications to case information. There are times when a worker may need to change a case name. An example of this would be if the mother for whom the FSS is named gets married or divorced and her last name changes as a result. Cases may also need to be merged if there are duplicate cases open in CONNECTIONS. Conversely, cases may need to be split if two different cases were merged into one. Sometimes stages are left open in the system when they should be closed. CONNECTIONS provides several Case Maintenance functions for these tasks.

By the end of this module, you will be able to:

- change a case name;
- change a stage type;
- modify Progress Notes;
- add an addendum to a frozen note;
- merge cases;
- split cases; and
- close a Family Services Stage.

Changing the Case Name

New cases are named after the first Principal (usually the mother) who is added to the initial report (CPS Intake) or the Family Services Intake. Each stage (e.g., FSI or FSS) of a case also has a Stage Name. The Stage Name may or may not be the same as the Case Name, depending on information known at Intake, changes in family composition, or other variables.

The individual authorized to change the Case Name is subject to local district policy and procedure. This task may not fall under the scope of the individual worker's responsibilities. In order to perform the Change Case Name function, the worker must a have a role in the case.

A case *must* be named for a person who is part of the stage composition.

You may occasionally need to change the Case Name. If you update a person's name that is also used as the Case Name, or if the case has the wrong name, you need to change the Case Name. In the first instance, you must always change the person's name *before* you change the Case Name. This name change affects the name of *all* the stages in that case.

Step-by-Step:
Changing the Case Name

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on the stage that requires a Case Name change.

3 Click on the **Options** menu and select **Case (Stage) Name/CD**.
The Case (Stage) Name/CD window displays.

4 Click on the drop-down arrow for the **New Name** field.
A list displays of the Principals in the case.

5 Click on the name you want to use to change the Case Name.
You cannot record a name here; you must select a name from the drop-down list.

NYC workers also use this window to correct or update Community District information in the **CD** field for the assignment of the stage. NYC stages cannot be progressed without the **CD** field completed.

6 Click on the **Save** button.
The Assigned Workload displays. The selected stage now reflects the new Case Name.

7 Click on the **Close** button.

Changing a Stage Type

There are times when one type of FSS stage may need to be changed to a different type. For example, an FSS may begin as an Out of Town Inquiry (OTI) and the worker subsequently determines that the family requires services. The stage might then be changed to an FSS/CWS to provide the worker with the ability to record any assessment and service planning information. Only the Case Manager can change an FSS stage type and only the following non-child welfare stage types can be changed:

- Out of Town Inquiry (OTI)
- Court Ordered Investigation (COI)
- Interstate Compact for the Placement of Children (ICPC)
- Advocates Preventive Only (ADVPO) (NYC only)

FSS/CWS and FSS/CCR types can *never* be changed.

These FSS types can be changed to any of the types listed or to the CWS type. A CCR type is initiated when a child is freed for adoption; therefore, no stage can ever be manually changed to CCR.

FSS stages (except CCR and CWS) in agency A66 (NYC) can be changed to the ADVPO type. Only a Case Manager in A66 can change an ADVPO type to a CWS type.

From the *Case Summary* window, the Case Manager selects the stage to be changed and clicks on the drop-down menu in the **Stage Type** field. S/he selects a new stage type from the resulting list and clicks on the **Save** button. This change does not need to be submitted for approval. When a stage is changed to a CWS type and saved, the FASP, Service Plan Review and Key Dates are enabled on the *FSS* window. After saving, the following Alert To-Do is sent to workers with a role in the FSS stage:

"The stage type for FSS stage # <Stage ID
has been changed from <Type> to <Type>."

A system-generated event with a status of COMP is recorded on the *Event List* stating*:*

"FSS Stage ID <Stage ID>
has had the type changed from <Type> to <Type>."

Step-by-Step: Changing an FSS Stage Type

1. On the *Family Services Stage* window, click on the **Case Summary** tab.
The Case Summary window displays.
2. Select the stage you wish to change from the stage information grid.
3. In the **Stage Type** field, click on the drop-down arrow and select the desired stage type from the resulting list.
*The drop-down arrow only displays for the Case Manager. The **Save** and **Cancel** buttons enable.*
4. Click on the **Save** button.

Modifying Progress Notes

Progress Notes can only be modified while in “Draft” status. Once a note has been saved as “Final,” it can no longer be modified; only an addendum may be made. If the **Type** of contact is changed, CONNECTIONS clears all of the worker-recorded data, with the exception of the narrative. If the **Method of Contact** is modified, the system clears all data fields that are inconsistent with the newly selected method.

In order to modify notes, a worker must be:

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

If the author is identified as “Other,” only the Entered By person can modify notes.

Step-by-Step:
Modifying a Progress Note

1 On the *Progress Notes* window, click on the note in “Draft” status to be modified.

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

3 Make the necessary modifications. Once all of the required fields are recorded, click on the **Save as Draft** button.

—OR—

Click on the **Save as Final** button.
The following message displays:
“Changes have been saved.”

4 Click on the **OK** button.
The Progress Notes window displays.

Adding an Addendum to a Frozen Note

To modify notes that are in “Final” status, addenda are necessary. Addenda can be added to notes in open stages. In addition, the Closed Stage Addendum function can be used to create a new note in a closed stage. (When recording a Closed Stage Addendum, the note must be saved as “Final.”)

Addenda can be added by the Progress Note’s Author, by anyone in the Author’s unit hierarchy and by the Progress Note’s Entered By person. When the Author of a Progress Note is identified as “Other,” a new addendum may be added by the Progress Note’s Entered By person, the assigned worker and anyone in the Entered By person’s hierarchy. A person outside of the unit hierarchy cannot amend a Progress Note when the author is identified as “Other”; a new note must be created.

> Since supervisors cannot modify their workers’ notes, they use addenda to add information to or clarify a note completed by one of their workers.

Addenda are added to the bottom of the narrative of the original note. A Progress Note can have multiple addenda as long as the stage remains open. The new text is time-stamped with the name and ID of the logged-on worker. All previously recorded text in notes and addenda are locked for edit while a new addendum is being created. Once the narrative recording has been started, the **View Existing Notes**, **Copy Note** and **New Note** buttons disable, while the **Save as Final** and **Cancel** buttons enable. Addenda may only be saved as “Final.”

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

1 On the *Progress Notes* window, click on a note in “Final” status.

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

3 Record text at the bottom of the existing narrative.

4 Click on the **Save as Final** button to save the addendum.
The following message displays:
“Changes have been saved.”

5 Click on the **OK** button.
*The Progress Notes window displays. Once an addendum has been added to a Progress Note, the **Addendum** column of the search grid is flagged with a “Y,” indicating an addendum exists for the note. For notes that do not have addenda, the column is flagged with an “N.”*

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

Case Merge/Split Functions

The Case Merge/Split function allows you to merge two separate cases into one case, sharing the same CONNECTIONS Case ID, or to split a case that was previously merged. The *Case Merge/Split* window is accessed via the *Case Summary* window through the *Assigned Workload*.

The individual authorized to perform the Case Merge/Split function is subject to local district policy and procedure. This task may not fall under the scope of the individual worker's responsibilities. Voluntary Agency workers are *not* permitted to perform *any* case Merges or Case Splits.

In order to perform Case Merges and Case Splits:

- a worker must be assigned the MERGE/SPLIT Business Function *and*:
  - have a role in the case; *or*
  - have an implied role in the case; *or*
  - be assigned the ACCESS ALL IN DISTRICT Business Function.

  —AND—
- the case county must be the same as the worker's county.

If the above conditions are *not* met, the **Case Merge/Split** option on the *Case Summary* window is disabled. If a worker does not have the appropriate Business Function, s/he will be able to access the *Case Merge/Split* window in view-only mode.

Merges and splits are pending until after the batch update is run overnight. At that time, a series of edits and checks are performed by CONNECTIONS to verify that the two cases can be merged or split.

If a pending split fails the edit checks in the batch run, the worker needs to process the split again.

You can identify whether a merge is still pending from the *Merge/Split* window or the *Case List*. "PF" indicates the Pending-From case and "PT" indicates the Pending-To case for merges that are pending batch update. After the batch update, the case that is Merged-From displays "MF" in the **Merge** column on the *Case List*; the case that is Merged-To displays "MT" in the same column.

The Merge *To* Case is the case that will remain after the merge has taken place. The Merge *From* case is merged into the Merge *To* case and will have the attributes (such as the Case ID) of the Merge *To* case. Both Case IDs, when searched, point to the Merge *To* case.

Specific rules exist regarding the merging of cases and stages in CONNECTIONS where FSI and/or FSS stages are involved. Keep in mind that "Open case" denotes that there is at least one open stage in a case and "Closed case" denotes that all stages in a case are closed.

- The following *cannot* be merged:
  - FSI stages
  - FAD stages
  - FSS/CCR stages
  - CPS IABs
- There must be at least one common Principal in the cases to be merged.

You *cannot* merge to or from *any* FSI stages, whether open or closed. Instead, FSIs can be “linked” to an open or closed CONNECTIONS case where the person who is or will be named as the Primary Caretaker is the same person in both cases. There must be at least one adult in common in two stages in order to link them. Linking is an immediate transaction, unlike merging, which requires an overnight batch.

FSS Merge Rules

<table>
<tr><th>Merge From Case</th><th>Merge To Case</th><th>Merge Allowed</th><th>Merge Not Allowed</th></tr>
<tr><td>Open FSS</td><td>Open INT</td><td></td><td>✓</td></tr>
<tr><td>Open INT</td><td>Open FSS</td><td>✓</td><td></td></tr>
<tr><td>Open FSS</td><td>Closed INT</td><td></td><td>✓</td></tr>
<tr><td>Closed INT</td><td>Open FSS</td><td></td><td>✓</td></tr>
<tr><td>Open FSS</td><td>Open INV</td><td>✓</td><td></td></tr>
<tr><td>Open INV</td><td>Open FSS</td><td>✓</td><td></td></tr>
<tr><td>Open FSS</td><td>Open or closed INT, open or closed INV and open FSI</td><td></td><td>✓</td></tr>
<tr><td>Open or closed INT, open or closed INV and open FSI</td><td>Open FSS</td><td></td><td>✓</td></tr>
<tr><td>Open FSS</td><td>Open or closed INT, open or closed INV, closed FSI and open FSS</td><td></td><td rowspan="2">✓
(unless the open FSS exists in a different county or jurisdiction)</td></tr>
<tr><td>Open or closed INT, open or closed INV, closed FSI and open FSS</td><td>Open FSS</td><td></td></tr>
<tr><td>Open FSS</td><td>Closed INT, closed INV, closed FSI and closed FSS</td><td>✓</td><td></td></tr>
<tr><td>Closed INT, closed INV, closed FSI and closed FSS</td><td>Open FSS</td><td>✓</td><td></td></tr>
<tr><td>Closed FSS</td><td>Any open or closed CPS stage</td><td>✓</td><td></td></tr>
<tr><td>Any open or closed CPS stage</td><td>Closed FSS</td><td>✓</td><td></td></tr>
<tr><td>Closed FSS</td><td>Closed FSS</td><td>✓</td><td></td></tr>
<tr><td>Any open or closed IAB</td><td>Any open or closed FSS</td><td></td><td>✓</td></tr>
<tr><td>Any open or closed FSS</td><td>Any open or closed IAB</td><td></td><td>✓</td></tr>
</table>

Step-by-Step:
Completing a Case Merge from the *Assigned Workload*

1 Click on the **WORK** button.
The Assigned Workload displays.

2 Select the case to be Merged To.

3 Click on the **Options** menu and select **Case Summary**.
The Case Summary window displays.

4 Click on the **Options** menu on the *Case Summary* window and select **Case Merge/Split**.
The Case Merge/Split window displays with the Merged Cases To section pre-filled.

5 Enter the **Case ID** number for the case you wish to merge in the **ID** field of the Merged Cases From section.

6 Click on the **Validate** button.
The system checks to see if the merge is possible and may display error messages or warnings (See the tip box to the upper right). When the check is complete, the ***Merge*** *button enables.*

7 Click on the **Merge** button.
In the list at the top of the window, the merge displays with a red check mark in the ***Pending*** *column*.

NOTE: *If you realize that you have made a mistake in selecting your cases, click on the* ***Cancel*** *button and then click on the* ***Yes*** *button at the prompt asking if you wish to exit without saving. The Case Merge/Split window closes and the merge is canceled.*

8 Click on the **Save** button.
The Case Summary window displays.

9 Click on the **Close** button.
The Assigned Workload displays.

When merging cases, warnings and/or error messages may display. Warnings *do not* prevent you from completing a merge, but error messages do. Carefully review and consider both error messages and warnings before proceeding.

There must be at least one Person ID in common with both cases/stages in order to perform the Case Merge/Split function.

If you determine that the case selected to be Merged From should, in fact, be Merged To, you must exit the *Case Merge/Split* window and begin the process again by selecting the other case. The Switch function is not available in the *Case Merge/Split* window.

Step-by-Step: Completing a Case Split

> When splitting cases, warnings and/or error messages may display. Warnings *do not* prevent you from completing a merge, but error messages do. Carefully review and consider both error messages and warnings before proceeding.

1 Click on the **WORK** button.
The Assigned Workload displays.

2 Select the case to be split.

3 Click on the **Options** menu and select **Case Summary**.
The Case Summary window displays.

4 Click on the **Options** menu on the *Case Summary* window and select **Case Merge/Split**.
The Case Merge/Split window displays.

5 From the list section at the top of the window, click on the Case Name that was merged in error.
The merge information for the selected case displays in the detail section at the bottom of the window.

6 Click on the **Split** button.
*A red check mark displays in the **Pending** column in the list section.*

***NOTE:** If you realize that you have made a mistake in selecting the case to be split, click on the **Cancel** button. The following message displays:*
"Do you want to cancel? Unsaved data and/or narrative(s) will be lost."
*If you click on the **Yes** button in response to the message, the Case Merge/Split window closes and the split is cancelled.*

7 Click on the **Save** button.
The Case Summary window displays.

8 Click on the **Close** button.
The Assigned Workload displays.

Stage Closure Process

Only the Case Planner or the Case Manager may close a Family Services Stage (FSS). If the Case Planner or Case Manager is submitting an FSS/CWS or FSS/CCR for closure, CONNECTIONS determines whether a Plan Amendment with an “ending” or “discharge” type exists for this stage, or if there is a Family Assessment and Services Plan (FASP) for this stage currently in Pending status or approved within the last 30 days. If one of these criteria exists, the system proceeds with the stage closure.

If the Case Planner initiates the stage closure, s/he submits it to his/her Unit Approver and Case Manager for approval.

If the Case Manager initiates the stage closure, s/he submits it to his/her Unit Approver for approval.

If the Case Planner or Case Manager is submitting an FSS/OTI, FSS/COI, FSS/ADVPO or FSS/ICPC stage for closure, the closure can be submitted without any further work or checks by the system.

Closing an FSS stage also closes the corresponding case if the FSS is the only open stage in the case, other than an ARI stage. The case is not closed if there is an open FSI, FSS, CPS Intake or CPS Investigation.

Plan Amendment Ending or Discharge types include the following:

- Preventive Services Ended
- Child Discharged to Home, Relative or Other Caretaker
- Adolescent Discharged to Independent Living
- Child Discharged to Adult Residential Care
- Child Discharged to Adoption
- Child Returned Home from Non-LDSS Placement
- Case Closed to CPS

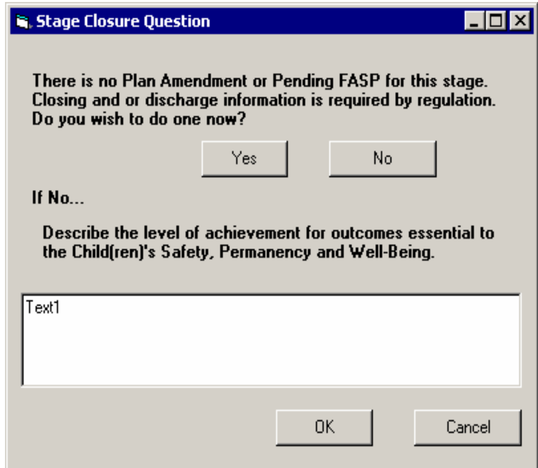
You are not allowed to record Progress Notes for a stage when an approval for a stage closure is pending. You may only enter Progress Notes if you first invalidate the pending approval.

To close an FSS stage, the Case Planner or Case Manager selects the desired stage from the Stage Information grid on the *Case Summary* window and clicks on the drop-down arrow for the **Reason Stage Closed** field. The desired closure reason is then selected from the resulting list. S/he then clicks on the **Submit** button to submit the stage closure to the appropriate person(s) for approval.

The Stage Closure Question Window

In an FSS/CWS or FSS/CCR, if there is no Plan Amendment with an “ending or discharge” type, or there is no FASP currently in a Pending status or approved within the last 30 days, the *Stage Closure Question* window displays.

If there is no completed Plan Amendment, the *Stage Closure Question* window displays after clicking on the **Submit** button. You may then choose to complete the Plan Amendment by clicking on the **Yes** button (the *Case Summary* window displays) or proceed without completing a Plan Amendment by clicking on the **No** button. If you do not complete a Plan Amendment, comments are required in the **Narrative** field on the *Stage Closure Question* window.



When first displayed, the *Stage Closure Question* window contains a yes/no question asking the Case Planner or Case Manager if s/he would like to stop the stage closure process and complete the Plan Amendment. S/he must indicate, by selecting either the **Yes** or the **No** button, whether s/he would like to complete a Plan Amendment or FASP prior to closing this stage. Clicking on the **Yes** button closes the window and the *Case Summary* window displays. After closing the *Case Summary* window, the **Family Assessment and Service Plan** tab may be selected and the required work can be completed.

If the **No** button is selected, a **Narrative** field displays, directing the Case Planner or Case Manager to describe the level of achievement of outcomes essential to the child(ren)'s safety, permanency and well-being. This field holds a maximum of 3,000 characters and is required if the **No** button is selected.

Once comments are recorded in the **Narrative** field, the **OK** button enables. Click on the **OK** button to allow the closure action to proceed.

Closing an FSS stage also closes the corresponding case if the FSS is the only open stage in the case, other than an ARI stage. The case cannot be closed if there is an open FSI, FSS, CPS Intake or CPS Investigation; however, the FSS stage of that case may be closed. When closing the FSS would result in closing the case, the following message displays:

"Closing this stage will close the case.
Do you wish to proceed?"

- Clicking on the **Yes** button closes the FSS and the case.
- Clicking on the **No** button cancels the closure action and displays the *Case Summary* window.

The Stage Closure Question should only be used as an alternative to completing a Plan Amendment or FASP under specific circumstances. Refer to your supervisor regarding your agency's policy.

When a FASP or Plan Amendment is required, workers must navigate to the *FASP* window. A Plan Amendment may be completed for any approved FASP type (i.e., Initial, Comprehensive or Reassessment) and is supported for both FSS/CWS and FSS/CCR stages.

Step-by-Step:
Closing an FSS Stage
by Completing a Plan Amendment

1 On the *Family Assessment and Service Plan* window, click on the drop-down arrow for the **Launch New FASP…** field and select **Plan Amendment** from the resulting list.

2 Click on the **Launch** button*.*
If a FASP is available for launch and a worker chooses to launch the Plan Amendment, the following message displays, depending on the FASP type available (Comprehensive or Reassessment): "A FASP is available for launch. Are you closing the Family Services stage?"

3 Click on the **Yes** button in response to the message.
The Plan Amendment displays on the FASP tree.

4 Click on the **Plan Amendment** node on the FASP tree.
The Plan Amendment Maintenance window displays. "Update Service Plan" displays on the ***Selected Status Changes*** *list.*

5 Highlight the desired status change(s) on the **Status Changes** list with an "ending" or "discharge" type; the choices are as follows:

- Preventive Services Ended
- Child Discharged to Home, Relative or Other Caretaker
- Adolescent Discharged to Independent Living
- Child Discharged to Adult Residential Care
- Child Discharged to Adoption
- Child Returned Home from Non-LDSS Placement
- Case Closed to CPS

6 Click on the **>>** (Add) button.
The selected status changes are added to the ***Selected Status Changes*** *list.*

7 If necessary, repeat **Step 6** to add more status changes. Multiple statuses can be selected at once by holding down the **Ctrl** key while clicking with the mouse.

8 Click on the **Save** button when you have added the desired status changes.
The FASP window displays.

9 On the FASP window, click each sub-node under the **Plan Amendment** node from the FASP tree; record and save the necessary information.

10 Click on the **Check FASP Detail** button.
The Check FASP Detail Component Status window displays. If there are any incomplete FASP components, they display on the window. If all FASP components are complete, the window is clear.

11 If there are incomplete FASP components, click on the **Close** button and navigate to the component(s) to complete the required information.
Once you complete the information, return to ***Step 9****.*

12 Once all FASP components are complete, click on the **Submit** button.
The following message displays:
"This action will close this window. Do you want to continue?"

13 Click on the **Yes** button.
The To-Do Detail window displays with the approver's name in the ***Assigned To*** *field; this field cannot be modified.*

14 Click on the **Save** button.
If submitted by the Case Planner, the following message displays:
"Approval To do created for Case Manager and Case Planner's Unit Approver. Do you wish to add another approver?"

—OR—

If submitted by the Case Manager, the following message displays:
"Case Manager submitted this approval. Approval To-Do created for Case Manager's Unit Approver. Do you wish to add another approver?"

15 Click on the **No** button.
The Assigned Workload displays.

16 Select the appropriate FSS stage and click on the **Tasks…** button.
The Family Services Stage window displays.

17 Click on the **Case Summary** tab.
The Case Summary window displays.

18 Select the FSS stage you wish to close from the stage information grid.

19 Click on the drop-down arrow for the **Reason Stage Closed** field and select from the resulting list.

20 Click on the **Submit** button.
If the FSS is the only open stage in the case, the following message displays:
"Closing this stage will close the case. Do you wish to continue?"

21 Click on the **Yes** button.
The following message displays:
"This action will close this window. Do you want to continue?"

22 Click on the **Yes** button.
The To-Do Detail window displays with the name of the appropriate Approver.

23 Click on the **Save** button.
If submitted by a worker who is not the Case Manager, the following message displays:
"Approval To-Do created for Case Manager and Case Planner's Unit Approver. Do you wish to add another approver?"

If submitted by the Case Manager, the following message displays:
"Case Manager submitted this approval. Approval To-Do created for Case Manager's Unit Approver. Do you wish to add another approver?"

Click on the ***Yes*** *button to complete a Staff Search to add another approver.*

—OR—

Click on the ***No*** *button to return to the Assigned Workload.*

Stage Closure Approval Process

Once all of the submission criteria are met, an Approval Task To-Do is created. The Case Planner saves this Task To-Do and the FSS stage is submitted to the Case Manager and the Case Planner's supervisor/Unit Approver for review and approval. The Case Manager and supervisor/Unit Approver are both notified of the submission by a Task To-Do on the *Staff To-Do List.* The supervisor/Unit Approver can navigate from his/her *Staff To-Do List* to approve the stage closure by clicking on the **Navigate…** button.

If the FSS stage is the only stage in the case, when the supervisor/Unit Approver clicks on the **Navigate…** button, the following message displays:

"Closing of stage will close the case – do you wish to continue?"

To proceed with the case and stage closure, the supervisor/Unit Approver clicks on the **Yes** button, after which the *Case Summary* window displays. The *Case Summary* window displays immediately upon clicking on the **Navigate…** button if the case has other open stages.

If this FSS stage was one in which the Stage Closure Question was required and answered, the following message displays, along with the *Case Summary* window:

"The Closure Question has been answered."

The supervisor/Unit Approver clicks on the **OK** button to close the message and reviews the information recorded on the *Case Summary* window. After reviewing the closure information, s/he cancels out of the *Case Summary* window and the *Approval Status* window displays. Here the supervisor/Unit Approver selects his/her name and clicks on the **Approve** button. The following message displays:

"Approval completion will freeze Events.
Do you wish to add another approver?"

If no other approver is needed, the supervisor/Unit Approver clicks on the **No** button and then the **Save** button on the *Approval Status* window.

The Case Manager follows the same steps to approve the FSS. The Case Manager can only approve the FSS *after* the supervisor/Unit Approver (and any other approvers) has completed the approval process.

Once the approval is complete, the following Alert To-Do displays on the Case Planner's *Staff To-Do List*:

"Approval Complete! Events have been frozen."

If someone other than the Case Manager or Unit Approver attempts to approve an FSS stage closure, the following message displays:

"Case Manager/Supervisor Approval is needed."

The *To-Do Detail* window displays the appropriate person.

If the FSS stage being submitted for closure involves a child who is in the custody of OCFS and has been placed in a Voluntary Agency, the Case Planner's submission is first directed to the Division of Rehabilitative Services (DRS) worker assigned to the stage, then to the Case Manager of the FSS.

If there is a Pending FASP, it must be approved before the stage closure can be approved.

The following message displays if a supervisor clicks on the **Approve** button when there is a Pending FASP:

"Pending FASP must be approved first."

The supervisor must click on the **OK** button to close the message and return to his/her *Staff To-Do List*, where s/he can select the Approval Task To-Do for the Pending FASP.

CONNECTIONS notifies WMS that the FSS stage is closed; WMS updates the codes to reflect the stage closure. Although the WMS codes are updated, the worker must also close the case in WMS separately (see “Closing a WMS Case“ on page 116 for more information).

Module 3:
Service Plan Review

Service Plan Reviews provide an important opportunity for workers, families and service providers to meet and discuss progress, problems and the changing needs of a family. They also provide the district and agency with an important Quality Assurance tool: a Third Party Reviewer must be present to review the family's progress and to determine whether the proposed plan will meet the family's needs and achieve the permanency goal.

By the end of this module, you will be able to:

- access the *Service Plan Review* window;
- add and modify outside participants;
- schedule a Service Plan Review in CONNECTIONS;
- add and notify invitees;
- record attendance; and
- record an SPR summary.

Once a Service Plan has been implemented for a family, periodic reviews are conducted to verify that changing circumstances are being considered and progress is being made toward the Service Plan goals. The Service Plan Review (SPR) functionality in CONNECTIONS is a scheduling, notification and documentation tool that helps organize the necessary activities and includes the participants who will attend the SPR. This might include scheduling meetings, using alerts to notify attendees and generating the appropriate letters. The same FASP can have multiple Service Plan Reviews.

Further information about Service Plan Review functionality is available in the *CONNECTIONS Case Management Step-by-Step Guide*.

Accessing the Service Plan Review Window

The Service Plan Review is *not* part of the Family Assessment and Service Plan (FASP). There are several paths a worker can take to access the SPR, depending on his/her role in the stage and assigned Business Functions.

The following individuals can create and modify Service Plan Reviews:

- An assigned worker who has a role in the FSS
- Any worker with modify access to the *Assigned Workload* of a worker with a role in the stage
- Any worker who is in the assigned worker's hierarchy
- Any worker with the ACC SERPLAN REV Business Function (e.g., clerical staff, Third Party Reviewer)

If you have a role in the stage or are in the assigned worker's unit hierarchy, you can access the Service Plan Review from the *Assigned Workload*. If you are accessing the stage after it has been closed or you have been assigned the ACC SERPLAN REV Business Function (e.g., clerical staff or Third Party Reviewer), access the Service Plan Review using a Case Search.

Step-by-Step:
Accessing the *Service Plan Review* Window from the *Assigned Workload*

1. On the *Assigned Workload*, click on the FSS stage for which you need to record a Service Plan Review.
   *The **Tasks…** button enables.*

2. Click on the **Tasks…** button.
   The Family Services Stage displays.

3. On the *FSS* window, click on the **Service Plan Review** tab.
   The Service Plan Review window displays.

Step-by-Step: Accessing the *Service Plan Review* Window via a Case Search

1 Click on the **CASE** button on the CONNECTIONS Toolbar.
The Case Search Criteria window displays.

2 Enter the 8-digit Stage ID number into the **Stage ID** field (or the 8-digit Case ID number into the **Case ID** field).

3 Click on the **Search** button.
The Case List displays with the one case that matches the search criteria.

4 Click on the case to select it from the *Case List*.

5 Click on the **Summary** button.
The Case Summary window displays with a list of all stages in the selected case.

6 Click on the Family Services Stage to select it from the list.

7 Click on the **Options** menu and select the **Service Plan Review…** command.
The Service Plan Review window displays.

Step-by-Step: Accessing the *Service Plan Review* Window from the *Event List*

1 Click on the **CASE** button on the CONNECTIONS Toolbar.
The Case Search Criteria window displays.

2 Enter the 8-digit Case ID number into the **Case ID** field (or the 8-digit Stage ID number into the **Stage ID** field).

3 Click on the **Search** button.
The Case List displays with one case that matches the search criteria.

4 Click on a case to select it from the *Case List*.

5 Click on the **Events** button.
The Event List displays for the selected case.

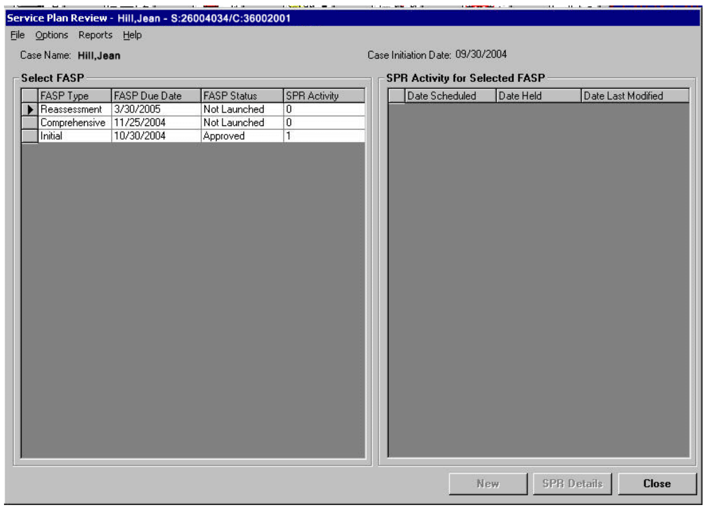
6 Click on the Family Services Stage Opened event to select it from the *Event List.*

7 Click on the **Detail…** button.
The FSS window displays.

8 Click on the **Service Plan Review** tab.
The Service Plan Review window opens in view-only mode.

The *Service Plan Review* Window

There may be several FASPs for a stage. Clicking on the **Service Plan Review** tab displays the *Service Plan Review* window, which contains an index of all FASPs in the stage. Although the SPR isn't considered part of the FASP, it is FASP-specific. For this reason, the worker must select the desired FASP to view or maintain information regarding the SPR. Any FASP due within the next six months is listed here, as well as historical FASP information. Selecting a FASP brings forward any associated SPRs. At this point, you can opt to modify information for an existing SPR or record a new one.



The *Service Plan Review* window displays a header with **Case Name** and **Case Initiation Date** fields. These fields are system-filled and cannot be modified.

Two sections display below the header:

- Select FASP
- SPR Activity for Selected FASP

The **Select FASP** section lists (in view-only mode) all of the FASPs associated with the stage. They are listed in descending order by **FASP Due Date**, with the most current FASP at the top. This section contains four columns:

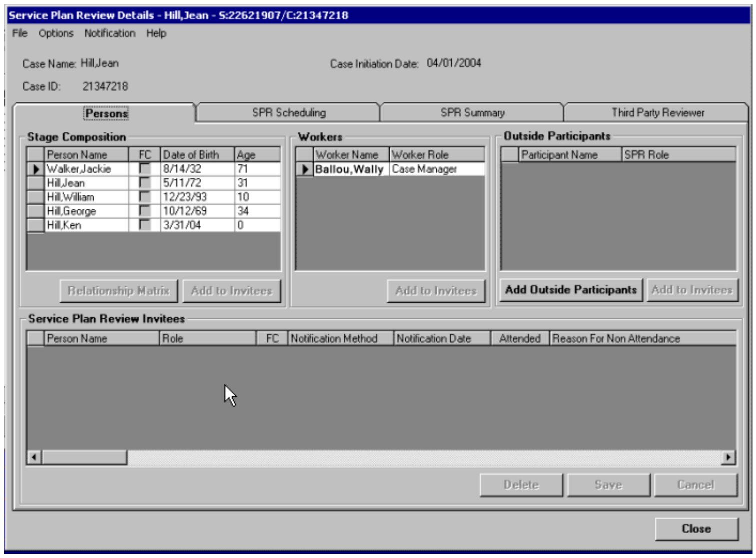
FASP Type	• Initial • Comprehensive • Reassessment (for FSS/CCR stages, this is the only FASP Type)
FASP Due Date	Date the FASP is due
FASP Status	In-Process, Pending, Approved, Not Launched
SPR Activity	The number of SPRs associated with the FASP

The **SPR Activity for Selected FASP** section has the following three column headings:

Date Scheduled	Date the SPR is scheduled to take place
Date Held	Date the SPR was held
Date Last Modified	A date that is system-generated each time any component of the SPR is updated

The *Service Plan Review Details* Window

The *Service Plan Review Details* window displays SPR activity information related to the selected FASP. This window contains a header, four tabs and a footer. In addition to the **File**, **Options** and **Help** menus, this window displays a **Notification** menu. The header contains the following system-populated fields, which display regardless of which tab is active: **Case Name**, **Case Initiation Date** and **Case ID**.



Below the header, the following tabs display:

Persons	Workers use this tab to designate invitees to the Service Plan Review and to record attendance after the SPR is held. This may include assigned workers as well as outside participants.
SPR Scheduling	Workers use this tab to record the SPR time, date, location and contact information.
SPR Summary	On this tab, workers record a narrative including the family's input, involvement and view; input from any others who were present, including foster parents; and a summary of the decisions reached.
Third Party Reviewer	This tab captures Third Party Reviewer comments on the process and content of the plan.

Step-by-Step: Opening the *Service Plan Review Details* Window

1 On the *Service Plan Review* window, select the appropriate FASP (with SPR activity) from the **Select FASP** section.
*The **SPR Activity for Selected FASP** section populates with the SPR activity for that FASP.*

2 Select the SPR activity.
*The **SPR Details** button enables.*

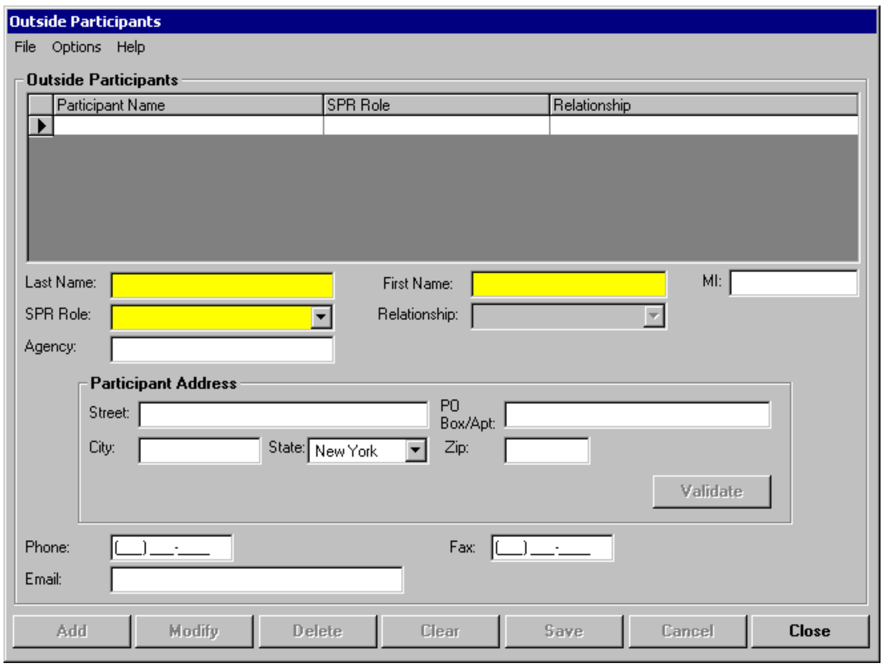
3 Click on the **SPR Details** button.
The Service Plan Review Details window displays.

> If there is a zero ("0") in the **SPR Activity** field, double-clicking the FASP row navigates directly to the *Service Plan Review Details* window.

Adding Outside Participants

When planning a Service Plan Review, workers select the individuals who should take part in the review meetings. At times, these individuals are not involved in the stage and therefore are not part of the Stage Composition. This includes extended family, Law Guardians and service providers. The Add Outside Participants functionality allows these individuals to be added as participants in the SPR.

The *Outside Participants* window can be accessed from the *Service Plan Review Details* window or the *Visiting Plan* window in the **Foster Care Issues** sub-node. Changes and/or additions made (and saved) to the *Outside Participants* window will display no matter which route is used to access the window. For example, a participant added to the window when it was accessed from the *Service Plan Review Details* window will also display when the *Outside Participants* window is accessed from the *Visiting Plan* window.



The Outside Participants list displays at the top of this window. This is a list of any outside participants who have already been added to the stage through the Visitation functionality in the **Foster Care Issues** node. The columns displayed are **Participant Name**, **SPR Role** and **Relationship**. Once an individual is selected from the grid, all of the demographic information recorded for him/her is displayed in the fields below. These fields can be modified by selecting a row, editing the information that populates in the detail fields below the list and clicking on the **Modify** button.

Below the list section, the following fields display in the detail section:

Last Name	Record the last name of the Outside Participant in this required field.
First Name	Record the first name of the Outside Participant in this required field.
MI	Record the middle initial of the Outside Participant in this field.

SPR Role Record the individual's role in the Service Plan Review by clicking on the drop-down arrow and selecting from the resulting list:

- CASA Volunteer
- Caseworker
- Foster Child
- Foster Parent
- Guardian
- Law Guardian
- Other
- Other District/Agency Staff
- Parent/Guardian Attorney
- Pre-adoptive Parent
- Probation
- Relative
- School Personnel
- Service Provider
- Third Party Reviewer
- Tribal Representative
- Qualified Expert Witness

Relationship This field is disabled when the window is accessed from the *Service Plan Review Details* window.

Agency Record the individual's agency, if applicable.

The Participant Address section contains the following fields, along with a **Validate** button:

- Street
- PO Box/Apt. #
- City
- State
- Zip

> All required fields highlight in yellow until information is recorded. The **Add** button enables only after required fields are completed.
>
> All address information must be run though address validation by clicking on the **Validate** button.

The following additional contact information fields display:

- Phone
- Fax
- Email

The footer contains seven buttons:

Add Adds new participant information to the Outside Participants list

Modify Modifies previously recorded information for outside participants

Delete Deletes previously recorded participants from the list

Clear Clears all fields and previous row selections on the list

Save Saves the records to the Outside Participants list

> If an outside Third Party Reviewer (someone from outside your agency) is used, you must add this individual to the Outside Participants grid.

Cancel Clicking the **Cancel** button discards any unsaved data. The following message displays:

“Do you want to cancel?
Unsaved data and/or narrative(s) will be lost.”

- Click on the **Yes** button to discard the unsaved changes.
- Click on the **No** button to leave the tab open without discarding the unsaved changes

Close Closes the *Outside Participants* window and displays the **Persons** tab. If you have not saved all of your changes prior to clicking on the **Close** button, the following message displays:

“Do you want to exit?
Unsaved data and/or narrative(s) will be lost.”

- Click on the **Yes** button to discard the unsaved changes and close the *Outside Participants* window.
- Click on the **No** button to remain on the *Outside Participants* window; unsaved changes remain pending.

Step-by-Step: Adding an Outside Participant to the Service Plan Review

1 On the *Service Plan Review Detail* window, click on the **Add Outside Participants** button.
The Outside Participants window displays. Any outside participants who were previously added to the stage display in the list section. Required fields highlight in yellow.

2 Record the person’s name in the **Last Name** and **First Name** fields.

3 In the **SPR Role** field, select the individual’s role using the drop-down arrow.

4 In the **Agency** field, type in the name of the individual’s agency, if applicable.

5 In the Participant Address section, record the individual’s address in the appropriate fields.

6 When you have recorded the address, click on the **Validate** button.
The address validation window displays. See the tip box on page 25 for information on the address validation process in CONNECTIONS.

7 If the resulting address is correct, click on the **Accept** button to accept it.

—OR—

If the address is not correct, click on the **Reject** button and repeat **Steps 5** and **6**.

8 Record phone, fax and e-mail information in the respective fields.

9 When you are finished recording information for this person, click on the **Add** button.
The information is added to the Outside Participants list.

10 Click on the **Save** button.

11 Click on the **Close** button.
*The **Persons** tab displays. The **Outside Participants** field now displays the name of the individual you just added.*

Step-by-Step: Modifying an Outside Participant for the Service Plan Review

1 On the *Service Plan Review Detail* window, click on the **Add Outside Participants** button.
The Outside Participants window displays. Any outside participants who were previously added to the stage display in the list section. Required fields highlight in yellow.

2 Select the person you wish to modify from the Outside Participants list.
The selected person's information populates the data fields.

3 Make any necessary changes in the respective fields.

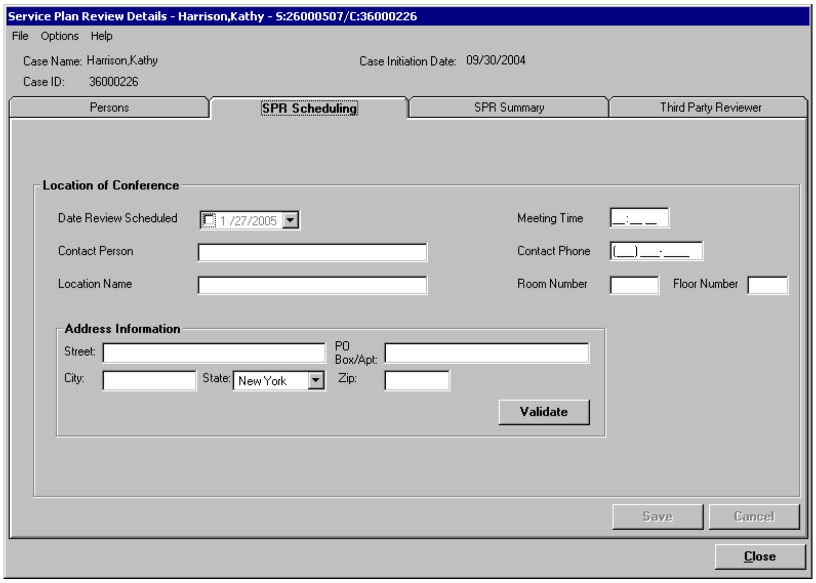
4 When you have finished recording information for this individual, click on the **Modify** button.

5 Click on the **Save** button.

6 Click on the **Close** button.
*The Service Plan Review Details window displays with the **Persons** tab active.*

The SPR Scheduling Tab

Before any invitees can be notified about a Service Plan Review, the meeting needs to be scheduled. Workers use the **SPR Scheduling** tab to record the time, date, location and contact information for the SPR. If an SPR was previously scheduled, the details of the meeting are pre-populated by the system using the most recently recorded information; this information can be modified by the worker. If no SPRs were recorded for this stage, all fields are clear. This information is used to generate alerts and letters from the **Persons** tab.



The **SPR Scheduling** tab is comprised of the Location of Conference section, which contains the following fields:

Date Review Scheduled	Record the date of the SPR.
Meeting Time	Record the time of the SPR, specifying AM or PM.
Contact Person	Record the name of the contact person for the SPR.
Contact Phone	Record the phone number for the SPR contact person.
Location Name	Record the location of the SPR.
Room Number	The room number of the SPR is optional.
Floor Number	The floor number of the SPR is optional.

The following fields display in the Address Information section:

Street	Record the street address for the SPR location.
PO Box/Apt	Any PO Box or apartment information for the SPR is optional.
City	Record the city in which the SPR will take place.
State	The drop-down list displays all 50 states and defaults to "New York."
Zip	Record the ZIP Code.

Step-by-Step:
Completing the SPR Scheduling Tab

1 On the *Service Plan Review Details* window, click on the **SPR Scheduling** tab.

2 In the **Date Review Scheduled** field, click on the check box for the current date to accept that date.
To select a different date, click on the drop-down arrow and select a different date from the resulting calendar.

3 In the **Meeting Time** field, record the time of the meeting.

4 In the **Contact Person** field, record the name of the contact person for the SPR.

5 In the **Contact Phone** field, record the telephone number for the contact person.

> The meeting time must be recorded with four numbers and specifying AM or PM.
>
> For example, 8:00am must be recorded as:
>
> 08:00AM

6 In the **Location Name** field, record the location of the SPR.

7 In the **Room Number** field, record the room number where the SPR will take place (if applicable).

8 In the **Floor Number** field, record the floor number where the SPR will take place (if applicable).

9 In the **Street** field, record the street address for the SPR location.
*Any additional address information (such as an apartment number) can be recorded in the **PO Box/Apt** field.*

10 In the **City**, **State** and **Zip** fields, record the city, state and ZIP Code for the SPR location.
*The **State** field defaults to "New York"; if necessary, click on the drop-down arrow to select from a list of all states.*

11 Click on the **Validate** button to validate the address information.
The address validation window displays.

12 If the resulting address is correct, click on the **Accept** button to accept it.

—OR—

If the address is not correct, click on the **Reject** button and repeat **Steps 9** through **11**.

13 Click on the **Save** button.

14 Click on another tab.

—OR—

Click on the **Close** button.
The Service Plan Review window displays.

> The information in the following fields defaults to the information saved from the last Service Plan Review recorded in CONNECTIONS:
>
> - Contact Person
> - Contact Phone
> - Location Name
> - Room Number
> - Floor Number
> - Street
> - City
> - State
> - Zip

The Service Plan Review Invitees Grid

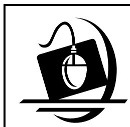
As a worker determines who should be invited to the Service Plan Review, s/he adds them to the Service Plan Review Invitees grid on the **Persons** tab. Each time a worker clicks on the **Add to Invitees** button in any grid on the tab, the individual selected displays on the Service Plan Review Invitees grid. In this section, workers can record who attended the meeting, as well as any reason for non-attendance. Workers can also record the method by which the person was notified of the SPR and the date that the person was notified.

The grid contains the following fields:

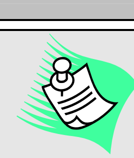
Person Name	The invitee's name; not modifiable from this grid
Role	The invitee's role, as determined in the list from which s/he was added (e.g., Third Party Reviewer, Guardian)
FC	A check box to indicate children age ten and older who have a Program Choice of "Placement"; not modifiable from this grid
Notification Method	The method by which the individual was notified of the SPR (e.g., letter, alert, phone call)
Notification Date	The date the individual was notified of the SPR meeting
Attended	A check box to indicate whether an invitee attended the meeting
Reason for Non-Attendance	A comments field to record the reason for non-attendance at the SPR

Notifying Invitees

Once a worker adds the desired invitees to the Service Plan Review Invitees grid and records Service Plan Review scheduling information, s/he must notify them of the date, time and location of the review. This can be done through a system-generated Alert To-Do, a system-generated letter or in non-system ways described below.



Step-by-Step:
Adding an Invitee



Multiple rows can be selected at once by holding down the **Shift** key while clicking on the desired rows (to select adjacent rows) or by holding down the **Ctrl** key while clicking with the mouse (to select adjacent or non-adjacent rows).

1 If there is no existing Service Plan Review, select the desired FASP from the list and click on the **New** button on the *Service Plan Review* window.

—OR—

If you are modifying an existing Service Plan Review, select the desired FASP and Service Plan Review and click on the **SPR Details** button. *The Service Plan Review Details window displays; the **Persons** tab is active.*

2 Click on the individual(s) you wish to invite to the SPR by highlighting the row(s) in the Stage Composition, Workers and/or Outside Participants grids.

3 Click on the **Add to Invitees** button below the corresponding grid.
The selected individuals now display on the Service Plan Review Invitees grid.

4 Click on the **Save** button.

Step-by-Step: Notifying an Invitee via an Alert To-Do

1 On the **Persons** tab, click on the **Notification** menu and select **Generate Alerts**.
The following message displays:
"Alerts have been generated for all workers invited to this Service Plan Review meeting."

2 Click on the **OK** button.
The **Notification** field in the Service Plan Review Invitees grid populates with "Alert"; the **Notification Date** field populates with today's date.

> Notifications can only be generated *after* the Service Plan Review has been scheduled.

Step-by-Step: Notifying an Invitee via Letter

1 Select an individual from the Service Plan Review Invitees grid.
Only an individual who was added to the invitees grid from the Stage Composition grid or the Outside Participants grid can be selected to receive a letter.

2 Click on the **Notification** menu and select **Generate Letters**.
The Service Plan Review Notification Letter Report window displays.

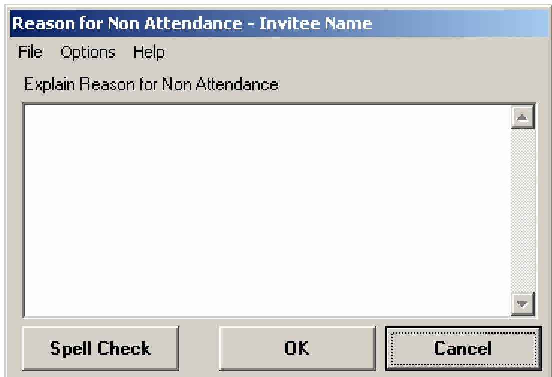
3 To print the letter, click on the **Print** ( ) icon.
The Print window displays. Verify that the prompted printer choice is correct.

4 Click on the **OK** button.
The document is sent to the selected printer.

5 To close the letter, click on the **Close** button.
*The **Persons** tab on the Service Plan Review Details window displays. The **Notification** field in the Service Plan Review Invitees grid populates with "Letter"; the **Notification Date** field populates with today's date.*

Recording SPR Attendance

In addition to providing workers with a place to record the details of the SPR and notify invitees of the conference, the Service Plan Review functionality provides a method for recording attendance and reason(s) for non-attendance, when necessary. To record attendance, click on the **Attended** check box on the Service Plan Review Invitees list. If the invitee did not attend the conference, double-clicking the **Reason for Non-Attendance** field opens the *Reason for Non-Attendance* window. Record a brief narrative of any known reasons for non-attendance (e.g., illness, scheduling conflicts) and also note instances when the invitee does not provide a reason.



This comment window displays a narrative field that allows a maximum of 2,000 characters. The following buttons display below the narrative field:

Spell Check This button verifies the spelling of the text in the narrative and is disabled until a narrative is recorded.

OK This button closes the *Reason for Non-Attendance* window, returning you to the **Persons** tab. The **OK** button is disabled until you begin recording a narrative. The narrative is not saved until you click on the **Save** button on the **Persons** tab.

Cancel Clicking on this button discards any unsaved data. The following message displays:

"Do you want to exit?
Unsaved data and/or narrative(s) will be lost."

- Click on the **Yes** button to discard the unsaved changes; the **Persons** tab displays.
- Click on the **No** button to leave the comment window open without discarding the unsaved changes.

Step-by-Step: Recording SPR Attendance

1 From the *Service Plan Review Details* window, select an individual from the Service Plan Review Invitees grid.

2 Click to select the **Attended** check box to indicate that the selected individual attended the Service Plan Review. If s/he did *not* attend, double-click the **Reason for Non-Attendance** field and record a short narrative explaining the reason for non-attendance.

3 Click on the **Save** button.

4 Click on another tab.

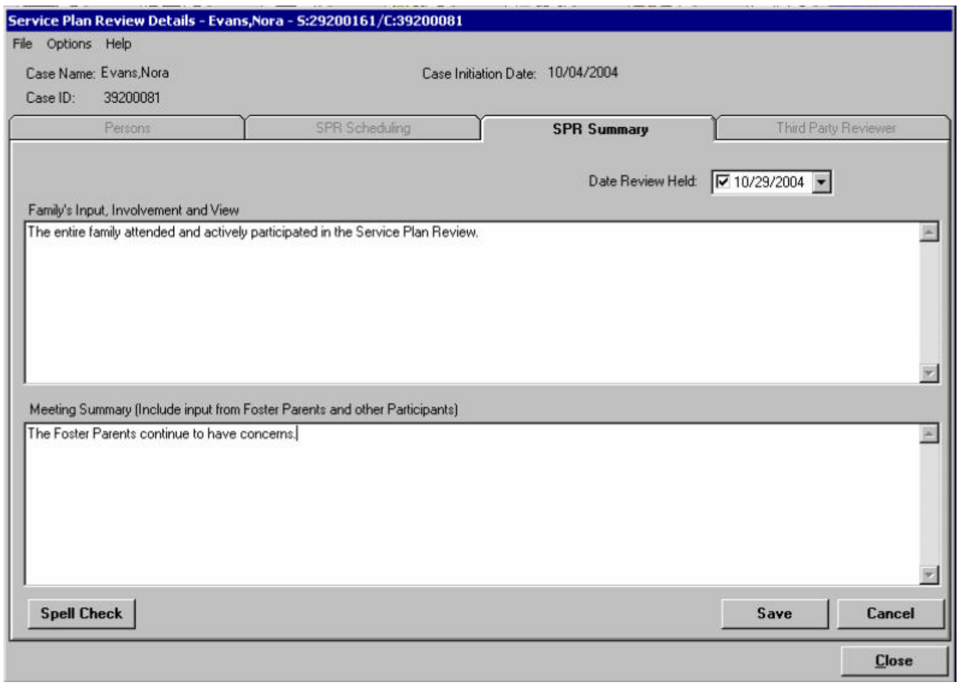
—OR—

Click on the **Close** button.
The Service Plan Review window displays.

The SPR Summary Tab

Narrative comments regarding the Service Plan Review are recorded on the **SPR Summary** tab in two separate fields:

- The **Family Input, Involvement and View** field captures information regarding the family's (and child's, if appropriate) level of participation in the SPR and specific contributions that they made, as well as their perception of whether the Permanency Planning Goal is being met.
- The **Meeting Summary** field captures special circumstances surrounding this SPR or the participating individuals, descriptions of the issues discussed, and the resolution.



The **SPR Summary** tab displays a **Date Review Held** field above two narrative fields. If the stage is an FSS/CWS, the fields are titled **Family's Input, Involvement and View** and **Meeting Summary**. If the stage is an FSS/CCR, the fields are titled **Child's Input, Involvement and View** and **Meeting Summary**. These fields hold up to 4,000 characters. Each narrative is saved as final; multiple entries can be made in the fields.

The following buttons display below the narrative fields:

- **Spell Check**
- **Save**
- **Cancel**

Step-by-Step:
Completing the SPR Summary Tab

1 From the *Service Plan Review Details* window, click on the **SPR Summary** tab.

2 In the **Date Review Held** field, click on the drop-down arrow and select from the resulting calendar the date when the review was held.
This date can not be a future date.

3 In the **Family's Input, Involvement, and View** field, record a narrative detailing the family's (or child's if the stage is FSS/CCR) input, involvement and view.

4 In the **Meeting Summary** field, record a narrative summarizing the meeting.

5 Click on the **Save** button.

6 Click on another tab.

—OR—

Click on the **Close** button.
The Service Plan Review window displays.

Module 4:
Interfaces

With the implementation of Build 18, the concept of Interfaces is introduced to child welfare workers. An interface is the sharing of data between systems. With the implementation of the CONNECTIONS Case Management System, data from WMS and CCRS will be shared with CONNECTIONS.

By the end of this module, you will be able to:

- define the concept of Interfaces; and
- describe how modifying data in one system affects another.

Interfaces

With the implementation of the CONNECTIONS Case Management System, CONNECTIONS begins sharing information with two Legacy systems: the Welfare Management System (WMS) and the Child Care Review Service (CCRS). These two Legacy systems remain as the systems of record for Child Welfare Services cases, until full implementation with Build 19. Application Registration and maintenance for Child Welfare Services cases is conducted in CONNECTIONS; the WMS initiation of Application Registration is disabled for Child Welfare Services cases.

The CONNECTIONS interface is an on-going process. This differs from Conversion, which brings the data into CONNECTIONS as a one-time-only process. The interface with WMS serves to minimize duplicative data entry when Family Services Stages (FSS) are created. The duplication of data recording is reduced (i.e., the recording of demographics and routine case data on multiple systems); this automated interface with WMS can eliminate some manual steps to open cases and keep some data synchronized between the systems.

See the *CONNECTIONS Build 18 Interfaces Job Aid* for detailed information about Interfaces.

WMS Interface Overview

Demographic information in WMS and CONNECTIONS is kept “in-synch” through an ongoing interface. After WMS case initiation (Application Registration) in CONNECTIONS, the balance of activities to open a case in WMS *must* be completed and services must continue to be authorized in WMS until Build 19. These activities encompass Full Data Entry (FDE) and include establishing a Client Identification Number (CIN), Case Number assignment, and authorizing Direct Services and Purchase of Services (POS), as well as necessary reauthorizations. The Local District is to follow local procedures for obtaining a new Services Case Number or “reuse” an existing Services Case Number for the WMS opening.

The CONNECTIONS/WMS Interface is only available for FSS/CWS, FSS/CCR and FSS/ADVPO stages. New Family Services Stages (FSS) in CONNECTIONS are linked to a Case Number in WMS. The Interface links the individuals in those stages to CINs in the corresponding WMS case.

Maintaining Demographic Information in CONNECTIONS

Demographic information recorded and saved in CONNECTIONS automatically transfers to WMS during the online interface process. The interface allows basic demographic information about individuals listed on the **Stage Composition** tab to be compared for a match in WMS. Demographics can only be recorded and modified in CONNECTIONS. Updates to shared fields are restricted from being modified in WMS, if that WMS Services Case is recognized as being linked to a CONNECTIONS case.

> Refer to the table in Appendix A for how information is maintained in WMS for Implemented agencies.

For an App Reg, the first person entered in CONNECTIONS either from the SCR CPS Intake stage or in the Family Services Intake is sent to WMS as the Line 01 (“Applicant/Payee”) in WMS. The Line 01 person’s name and address become the Case Name and Address.

Once entered in CONNECTIONS, the line order cannot be changed. In WMS, the Applicant/Payee can be assigned to any line number; however, it is customary for the Line 01 person to be the Applicant/Payee.

The order of the stage members on the CONNECTIONS FSS **Stage Composition** tab does not necessarily reflect the line order in WMS.

1. The Mother, and/or anyone who may be a mother as selected in the *Person Detail* window sorted by the oldest person first
   (i.e., sex is Female
   -or-
   the Relationship is Parent, Parent Substitute, or Guardian)
2. Principals (based on the person Type of Principal-PRN)
   (i.e., children; sorted by youngest to oldest)
3. Collaterals (based on person Type of Collateral-COL or No Role) sorted by the oldest person first

The hierarchy of information continues to exist between WMS Services and Non-Services records; data does not change in WMS Services if it does not agree with information in Non-Services cases (e.g., Temporary Assistance, Medicaid Assistance, Food Stamps). If there is an existing Non-Services and Services case associated with the FSS, data *can* be modified and subsequently updated in CONNECTIONS but it will not be in-synch with WMS; the **WMS Synch** button remains enabled until differences are reconciled. The Services worker needs to contact the WMS Non-Services worker to determine which data is correct and the Non-Services worker must make the change in the WMS Non-Services case, or the Services worker can reverse the change in CONNECTIONS.

> **For ACS:**
> The hierarchy exception does not apply, since WMS Non-Services data is maintained in a separate database.

If any of the shared Application Registration fields are modified and then sent to WMS after Full Data Entry (FDE) has been started, but before the case has been fully opened by the batch update, the following occur:

- The transaction to WMS is rejected.
- The following error message displays:

  "WMS cannot be modified as Full Data Entry has begun. Please re-synch after the WMS Batch update."

- The **WMS Synch** button displays and enables.

The following fields *cannot* be modified in the WMS Services case:

- Case Fields
- Center (Agency)
- Office
- Unit
- Date of Birth
- Worker
- Individual Fields (First and Last Names, Middle Initial, Sex, SSN, Suffix)
- CIN (Once the CIN is passed from WMS to CONNECTIONS)

Full Data Entry (FDE) is comprised of the following activities that workers must complete:

1. Establishing a Client Identification Number (CIN)
2. Case Number assignment
3. Authorizing Direct Services and Purchase of Services (POS), as well as necessary reauthorizations.

If the CIN in CONNECTIONS does not match the CIN in WMS, the number from WMS becomes the CIN. The CONNECTIONS CIN is end-dated and a new CIN is associated with the person in CONNECTIONS.

If a worker modifies information in any of the CONNECTIONS fields listed above (with the exception of the CIN, which cannot be modified in CONNECTIONS) and clicks on the **Save** button on the **Stage Composition** tab on the *FSS* window, changes are sent automatically to WMS. If a Primary Caretaker is not identified (and the **No Primary Caretaker Exists** check box has not been selected) in the FSS stage, the following message displays:

"Unable to perform WMS synchronization, primary caretaker must be identified."

If a worker makes demographic changes in CONNECTIONS in any stage other than an FSS (e.g., an INV stage in which an individual is in common with the FSS), the **WMS Synch** button on the FSS **Stage Composition** tab enables. The **WMS Synch** button also enables if the Case Manager is reassigned. Clicking on this button or clicking on the **Save** button automatically generates a transaction to WMS to update the corresponding WMS fields.

If there is an error, the message includes the WMS error number(s) encountered. If the case maintenance process with WMS Synchronization was not successful, the following message *may* display:

"An error was encountered attempting to transmit this WMS Synch transaction to WMS. Please try again later."

Additional updates to any of the shared WMS/CONNECTIONS fields cannot be sent to WMS until the nightly batch returns a WMS Case number to CONNECTIONS. A system-generated Alert To-Do is sent to the Case Manager indicating any error number(s).

The WMS Button

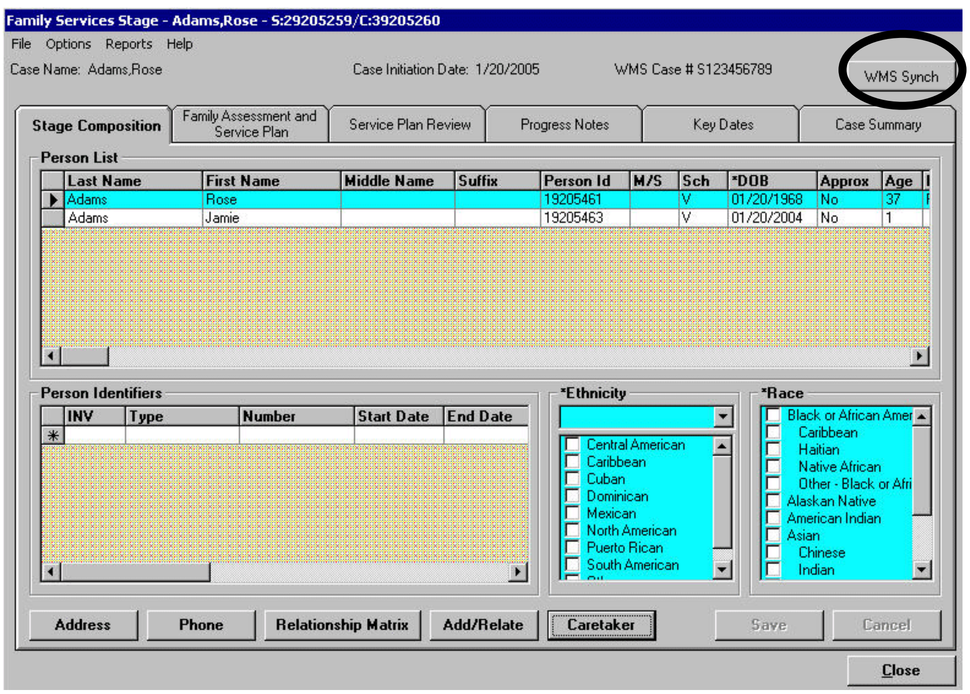
The **Stage Composition** tab collects all data last successfully transmitted to WMS. This data enables/disables the **WMS App Reg/WMS Synch** buttons (generically referred to as the 'WMS button'). Differences between the information sent to WMS and the current WMS data trigger the button to enable. If no Application Registration has been initiated, the button is labeled **WMS App Reg**. Any time after that process initiates in WMS via the FSS window, the button is labeled **WMS Synch**.

The button *enables/displays* under the following circumstances:	The button *does not* enable/display under the following circumstances:
Displays as **WMS App Reg** *only* for Local District workers when there is no association to WMS and all App Reg required fields exist. This button only enables when a Primary Caretaker is selected in the FSS.	WMS App Reg or Case and/or Full Data Entry has been completed. The **WMS App Reg** button does not display once a worker clicks on it to initiate Application Registration. The button *never* displays for Voluntary Agency workers.
Displays as **WMS Synch** for both Local District and Voluntary Agency workers when there is a difference between the current values of the shared fields.	The information last updated that synchronized WMS and CONNECTIONS has not been changed.
When a worker clicks on the button, a WMS transaction initiates. Upon successful transmission to WMS, the fields are updated and will be in-synch with current CONNECTIONS field values (e.g., person demographic information) once the nightly WMS batch processing is complete.	When a person is added to the **Stage Composition** tab, but not "related."
When a person is added *and* related to the **Stage Composition** tab, *and* the *Add Person* window displays during the relate (since all required demographic information was *not* previously recorded). See **Step 5** of "Relating a Person to a Family Services Stage" on page 24 for more information.	When a person is added *and* related to the **Stage Composition** tab, but the *Add Person* window does *not* display during the relate (since all required demographic information was previously recorded). See **Step 5** of "Relating a Person to a Family Services Stage" on page 24 for more information.
The **WMS Synch** button may enable when a person is added to the **Stage Composition** tab of an FSS; the information is updated in CONNECTIONS, however a CIN needs to be established in WMS via the normal WMS CIN process (Full Data Entry) and will then be updated in CONNECTIONS via a nightly batch process.	Deletions of existing persons are completed in CONNECTIONS and will update in WMS immediately if WMS is in a "No Pend" status. Workers will also need to complete the WMS process in WMS (e.g., changing the goal status and POS updates).
The **WMS Synch** button will only enable when deletions of existing persons are completed in CONNECTIONS and WMS is awaiting a batch (status AT/FDE or AT/UM or UM/BUP). Workers must also complete the WMS process in WMS (e.g., changing the goal status and POS updates).	

Clicking on the **WMS Synch** button or the **Save** button on the **Stage Composition** tab updates the WMS case. Any worker assigned to the stage can initiate synchronization by clicking on this button. Either Local District or Voluntary Agency workers can modify CONNECTIONS data. Individuals can also be added at this time; individuals added to Services cases may only be added in CONNECTIONS. All workers assigned to the case can add individuals to the FSS; however, those additions performed by Voluntary Agency workers cannot be sent to WMS. When the Voluntary Agency worker clicks on the **WMS Synch** button or the **Save** button on the **Stage Composition** tab, a Task To-Do is sent to the Case Manager; the transaction is not sent automatically to WMS. The task navigates the Case Manager to the *FSS* window, where s/he must review the addition and send a synch to WMS. When the Case Manager clicks on the **WMS Synch** button and any people were added to WMS, a Clearance Report is sent to his/her WMS printer. At this point in the process, it is up to the Local District worker to have the remainder of the WMS process completed (via Attachmate or a WMS terminal) to complete the CIN assignment, and subsequent completion of the WMS transaction, to the proper Pending status. The nightly batch update transmits CINs over from WMS to CONNECTIONS; this also deletes the Task To-Do that originated with the Voluntary Agency worker.

Attachmate is a system that allows a worker to access WMS directly from his/her CONNECTIONS computer.

Stage Composition Tab (WMS case exists, changes detected)



End-dating Individuals

Workers cannot delete individuals in WMS for cases linked to CONNECTIONS. Instead, deleting an individual is initiated from CONNECTIONS; a transaction is sent to WMS to delete the individual when an individual is end-dated in the FSS by selecting an applicable Reason Code. These conditions are identified from CONNECTIONS information to detect that a now-end-dated individual needs to be sent to WMS for deletion. This results in the changing of the status of the individual to DEL (Deleted) on the WMS case.

If a Voluntary Agency worker end-dates an individual in CONNECTIONS, WMS is not updated until a Local District worker clicks on the **WMS Synch** button or makes a change to any individual demographics in the **Stage Composition** tab and clicks on the **Save** button, which sends the transaction to WMS. An Alert To-Do is sent to the Case Manager's *Staff To-Do List* notifying him/her that an individual has been end-dated or that there has been a change to demographic information. The Case Manager navigates to the *FSS* window and clicks on the **WMS Synch** button.

End-dating the Payee/Applicant (Line 1 person):

1 In WMS, select a different person to be the Applicant/Payee.

2 After the nightly batch update, end-date the person in CONNECTIONS who was previously listed as the Applicant/Payee in WMS.

3 Click on the **WMS Synch** button.

Closing a WMS Case

When the approval of an FSS closure linked to a WMS case is complete, WMS is updated to reflect the closing. If the FSS is linked to only an Application Registration, the application is withdrawn.

When the FSS closes, the worker also needs to close the corresponding WMS Services case in WMS; this is *only* allowed when the CONNECTIONS case is closed. There is no automatic closure of the WMS case when a CONNECTIONS case is closed; this allows for closing the WMS case at a later date, possibly pending an outstanding payment from a vendor on a Services case. The WMS case cannot be closed until the FSS is closed in CONNECTIONS.

Upon successful closing of the WMS case, a Services Authorization document is automatically sent to the WMS printer associated with the worker. CCRS-IND code Y on the Service Authorization LDSS 2970 form indicates that the case is known to CONNECTIONS and the CONNECTIONS case is closed.

Workers should not close a CONNECTIONS case when the corresponding WMS case has changes pending or is in error status.

Workers should complete one of the following:

a. Cancel the pending transaction and/or correct the error conditions.

-OR-

b. Allow the nightly batch process to update the pending transaction in WMS.

When the WMS case is in "No Pend" status, close the FSS case in CONNECTIONS.

Daily Batch Update

The following WMS-CONNECTIONS update is executed daily to update CONNECTIONS cases with appropriate data from the WMS Services case:

Open (TX-TYPE = 02) Transactions on WMS cases known to CONNECTIONS	The CONNECTIONS FSS is updated with the newly created WMS case to which it is linked. The PIDs of all of the individuals in the CONNECTIONS FSS are updated with the appropriate WMS CINs. If the WMS CIN is different from the CONNECTIONS CIN, the CONNECTIONS CIN is end-dated and a new CIN is associated with the person in CONNECTIONS.
Recertification (TX-TYPE = 06) Transactions	Recertification transactions on WMS Services are updated to cases known to CONNECTIONS in which an individual has been added. The PIDs of all of the individuals in the CONNECTIONS FSS are updated with the appropriate WMS CINs assigned as a result of the WMS Clearance and the CIN assignment on WMS.
Person Demographic Updates	Person demographic updates in WMS non-services cases will automatically update person demographic information in WMS services cases, and the corresponding person demographic information in CONNECTIONS will be updated via a nightly batch. An alert is sent to the Case Manager's *Staff To Do List* notifying him/her about the change in CONNECTIONS data as a result of a change in WMS Non-Services data. The PIDs linked to CINs updated via the Non-Services case (with Services involvement) are updated in CONNECTIONS. The following fields are updated: Name, Sex, Date of Birth and SSN. A CIN that is assigned via the batch interface may not be changed through the **Stage Composition** tab on the *Family Services Stage* window or the *Person Identifiers* window.

Nightly Batch Update

The following events are a part of the nightly batch update:

Case Opening Transactions	These transactions are cases in which the App Reg was initiated in CONNECTIONS. The batch update closes the loop by updating the FSS with the assigned WMS Case Number, as well as with the all of the CINs assigned during the Full Data Entry process.
Recerts (Individuals added to WMS case)	Recerts are cases in which a transaction, initiated from CONNECTIONS, added a person to WMS. The CIN (assigned or entered in WMS) of the newly added person is sent to CONNECTIONS.
Non-Services (Hierarchy)	These are Services cases affected in the WMS batch update by a demographic change to an individual who also existed in a Non-Services case. The demographic change to the individual in a Non-Services case is modified in the Services case and is updated in CONNECTIONS via the nightly batch. Remember, the hierarchy of information continues to exist between WMS Services and Non-Services records. Data does not change in WMS Services if it does not agree with information in Non-Services cases. If there are existing Non-Services and Services cases associated with the FSS, data *can* be modified in CONNECTIONS but it will not be in-synch with WMS. The **Sync** button will enable in CONNECTIONS and when clicked, a message will display indicating that the Non-Services worker needs to be contacted to make the appropriate change to the Non-Services WMS case. The Services worker needs to contact the WMS Non-Services worker to determine which data is correct and the Non-Services worker must make any appropriate change in the WMS Non-Services cases. The **Sync** button no longer displays once the changes have been made in the WMS Non Services Case and CONNECTIONS is updated via the batch.
CIN-UNDUP transactions	When a CIN is unduplicated in WMS, the Services case in which it is involved appears on the WMS Daily Audit file. The unduplicated CIN is reflected in CONNECTIONS.

Successful completion of these WMS screens displays an Authorization report including a case number and a pending status allowing for a WMS batch update.

Module 5:
Support Tools

When you're using CONNECTIONS, you may have questions that are not answered in this guide. There is a wealth of additional information available to you that will help you answer these questions.

By the end of this module, you will be able to:

- access Online Help for assistance in accomplishing CONNECTIONS tasks;
- contact the Help Desk to get basic trouble-shooting questions answered; and
- access Job Aids and Step-by-Step Guides from the OCFS CONNECTIONS intranet site.

Online Help

The CONNECTIONS Online Help feature provides descriptions for various windows, as well as step-by-step instructions for common tasks. You can access Online Help at any time, from any window in CONNECTIONS. There are different ways to access Online Help: you can click on the **Help** menu in CONNECTIONS or you can press the **F1** key on your keyboard to access context-sensitive Online Help.

The **Contents**, **Index** and **Search** tabs in Online Help allow you to search for and navigate to the topic(s) you need help on.

Updates to Online Help content and functionality in CONNECTIONS are ongoing. As part of recent updates, new Online Help functionality has been added for Family Services Stage windows, as well as Child Protective Record Summary windows and Foster and Adoptive Home Record Summary windows. When you click on **Help** from any of those windows, the drop-down Help menu displays. For example, from the *Progress Notes* window, clicking on **Help** will display **Progress Notes Help** and from the *Child Protective Record Summary* window, clicking on **Help** will display **CPRS Help**.

Step-by-Step: Accessing Online Help

1 Click on the **Help** menu on the CONNECTIONS Toolbar.
The following list of commands displays:

Contents	*A table of contents for the help facility with links to major sections.*
How Do I?	*Step-by-instructions to help you complete tasks using CONNECTIONS.*
Window Descriptions	*Descriptions of windows in CONNECTIONS, along with information on various fields.*
DSS Policy	*Online OCFS policy handbooks (under revision).*
Help On This Window	*Window description help for the window you are on.*
Help for Help	*Instructions on how to use the help functionality.*
About CONNECTIONS	*Information about the current CONNECTIONS version and build.*

2 Click on a command from the **Help** menu.
*The window related to your selection displays. In some cases, you will need to make another selection in that window to obtain instructions. At the top of each window, you'll see additional buttons and menus. Use the **Search** button to search for specific information in the Help function and use the **Back** button to return to windows you've just visited in Help. The **Glossary** button opens a list of important CONNECTIONS terms and the **Print** button allows you to print Help information.*

3 When you're done reviewing information in Help, close each *Help* window by clicking on the **Close** button (☒) in the top right corner of the window.
The system returns to the window you were using when you accessed Help.

Enterprise Help Desk

The New York State Office for Technology (NYS OFT) Enterprise Help Desk staff are available to answer basic questions related to your equipment, or to solve 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.

Your agency may have procedures in place for contacting the Help Desk. Check with your supervisor before you call.

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

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

When you call the 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 Help Desk.

The CONNECTIONS Case Management Step-by-Step Guide (CD Version)

The *CONNECTIONS Case Management Step-by-Step Guide* is offered in CD format, giving workers the ability to gain the fundamental skills and knowledge of the functionality of Build 18 right at their own desks. The CD is a support tool for workers to use when they are not logged on to the CONNECTIONS system and includes all of the modules from the *CONNECTIONS Case Management Step-by-Step Guide*. The CD contains search functionality, allowing workers to access and search the modules using an index.

The *CONNECTIONS Case Management Step-by-Step Guide* is also posted on the OCFS CONNECTIONS intranet site.

For a copy of the CD, speak with your Implementation Coordinator. The CD is also distributed to participants attending the CONNECTIONS Case Management for CPS Workers and CONNECTIONS Case Management for Child Welfare Workers trainings.

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available from the OCFS CONNECTIONS intranet site (*http://ocfs.state.nyenet/connect/*), as well as from the Public Folders in Microsoft Outlook. The intranet site and public folders contain a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, Step-by-Step Guides (including the *CONNECTIONS Case Management Step-By-Step Guide*), Job Aids and Frequently Asked Questions (FAQs).

Step-by-Step: Accessing the OCFS CONNECTIONS Intranet Site

1 Double-click the **Internet Explorer** icon.
The NYS Department of Family Assistance home page displays.

2 Click on the **OCFS** link on the state map.
The Office of Children and Family Services home page displays.

3 Click on the **CONNECTIONS** link in the Intranet Programs and Services section on the left side.
The CONNECTIONS home page displays.

4 Click on a topic to access information.

5 To close Internet Explorer, click on the **File** menu and select **Close.**

> If the NYS Department of Family Assistance home page is not your default home page, enter *http://ocfs.state.nyenet/connect/* in the address bar of the Internet Explorer window and press the **Enter** key on your keyboard, which will open the CONNECTIONS home page.

Appendix A:
WMS Maintenance

What you should do in CONNECTIONS	Special Instructions	What should happen in WMS	What could happen
Add people to cases	Do not add a person to a case when records are pending in WMS	Will display in WMS and the WMS case would be in “UM/CL” status. Complete FDE for new person (including recert). After nightly batch processing, CIN will display in CONNECTIONS.	Fatal Error: *LN24 Cannot add or delete person due to pending record.* You cannot add a person to a WMS case when other pending records exist in WMS. If you need to perform multiple tasks on the same case, please ensure you add/delete people prior to changing demographics on other case members.
End Date people from cases	Do not delete a person from a case when records are pending in WMS.	Will be deleted in WMS and WMS case would be in “A-SFED/M” status. Navigate to the WMS DIR screen and enter the goal status for the deleted person if it applies. You must also complete a recert (06). Select only the WSUWK2, WSUDIR and WSUPOS (if needed) to perform the recert.	Fatal Error: *LN24 Cannot add or delete person due to pending record.* You cannot end date a person in a WMS case when other pending records exist in WMS. If you need to perform multiple tasks on the same case, please ensure you add/delete people prior to changing demographics on other case members. Please note that after you delete a person, the name remains on the authorization for one time (looking as though you never made the change). The next time you generate an authorization, the name is no longer displays.
Change Middle Initial	Need to change, add or erase on the **Stage Composition** tab; not in the *Person Detail* window.	Will display in WMS and be in “AT/UM” status; after batch processing, will be in synch.	Fatal Error: This individual is also active in a Non-Services case. The Middle Name of this individual was changed and the change does not match the Middle Name on the data base. **FATAL* for Last name, Firstname (PID:99999999).* The Case Manager will receive an alert; WMS synch will remain enabled until resolved by the Services/Non-Services workers.

What you should do in CONNECTIONS	Special Instructions	What should happen in WMS	What could happen
Change Last Name	Can be changed on the **Stage Composition** tab; not in the *Person Detail* window.	Will display in WMS and be in "AT/UM" status; after batch processing, will be in synch.	Fatal Error: This individual is also active in a Non-Services case. The Last Name of this individual was changed and the change does not match the Last Name on the data base. **FATAL* for Last name, Firstname (PID:99999999).* The Case Manager will receive an alert; WMS synch will remain enabled until resolved by the Services/Non-Services workers.
Change First Name	Can be changed on the **Stage Composition** tab; not in the *Person Detail* window.	Will display in WMS and be in "AT/UM" status; after batch processing, will be in synch.	Fatal Error: This individual is also active in a Non-Services case. The First Name of this individual was changed and the change does not match the First Name on the data base. **FATAL* for Last name, Firstname (PID:99999999).* The Case Manager will receive an alert; WMS synch will remain enabled until resolved by the Services/Non-Services workers.
Change Suffix (Jr, Sr.)	Can be changed, added or deleted on the **Stage Composition** tab; not in the *Person Detail* window.	Will display in WMS and be in "AT/UM" status; after batch processing, will be in synch	Fatal Error: This individual is also active in a Non-Services case. The Last Name of this individual was changed and the change does not match the Last Name on the data base. **FATAL* for Last name, Firstname (PID:99999999).* This is because Suffix is considered as part of last name in WMS. The Case Manager will receive an alert; WMS synch will remain enabled until resolved by the Services/Non-Services workers.
Change Date of Birth	Can be changed, added on the **Stage Composition** tab; not in the *Person Detail* window.	Will display in WMS and be in "AT/UM" status; after batch processing, will be in synch	Fatal Error: This individual is also active in a Non-Services case. The Date of Birth of this individual was changed and the change does not match the Date of Birth on the data base. The Case Manager will receive an alert; WMS synch will reamin enabled until resolved. **FATAL* for Last name, Firstname (PID:99999999).*
Change Social Security number	Can be changed, added on the **Stage Composition** tab; not in the *Person Detail* window.	Will show up in WMS and be in "AT/UM" status; after batch processing, will be in synch	Fatal Error: This individual is also active in a Non-Services case. The SSN of this individual was changed and the change does not match the SSN on the data base. **FATAL* for Last name, Firstname (PID:99999999).* The Case Manager will receive an alert; WMS synch will remain enabled until resolved.

What you should do in CONNECTIONS	Special Instructions	What should happen in WMS	What could happen
Change any demographic data or add or delete individual	Do not change any demographic data or add or delete individual when the WMS case is in UM/BUP status.	Change done in CONX will not be reflected in WMS. The **WMS SYNCH** button would be enabled. After the batch processing, click on the **WMS SYNCH** button so the pending data in CONX goes to WMS.	LN24 – Transaction not allowed until batch
Change Sex	Can be changed, added on the **Stage Composition** tab; not in the *Person Detail* window.	If sex is changed for the Applicant/Payee, displays in WMS as "AT/UM" status; after batch processing, will be in synch. If the sex is changed for other stage members (NOT the Applicant/Payee), the case status changes to "UM/ERR" as the relationship code on the WSUWK2 screen does not match the change.	Change to the Applicant/Payee Fatal Error: This individual is also active in a Non-Services case. The Sex of this individual was changed and the change does not match the sex on the data base (for the Applicant/Payee). **FATAL* for Last name, Firstname (PID:99999999).* The Case Manager will receive an alert; WMS synch will remain enabled until resolved. **Change to other stage members:** Non-Fatal Error: Case status in WMS has changed to UM/ERR. This requires "zero maintenance;" the worker should make the necessary change in WMS and on successful completion, the case status changes to "AT/UM."
Change Case Name	Change in CONX	Must change in WMS, if FDE has been completed and successfully updated through WMS batch.	

What you should do in CONNECTIONS	Special Instructions	What should happen in WMS	What could happen
Change addresses	Change in CONX	Must change Case Address in WMS if FDE has been completed and successfully updated through WMS batch; make sure this corresponds with the “payee address” in CONX. System will not auto synch any address.	
Change Primary Caretaker while in APP REG stage (prior to FDE)		Will change the case name in WMS	
Change Address on Primary Caretaker while in APP REG stage (prior to FDE)		Will change the case address in WMS.	