

CONNECTIONS Clue:

## The name of a stage on my workload “magically” changed!

Ever notice that one of the stages on your workload suddenly appears with a different name? When a case name is changed, it changes the names of all open stages in that case! This can happen when a CPS intake is merged with an existing case number, but the other stages in the case involve persons who may be named in the intake, but not principles in it – in essence, the rest of the case is really about a different family. If the CPS worker changes the name of the investigation stage to reflect who they are investigating, it also changes the name on any other open stages (FSS or other INV).

How to avoid this? Before changing the name of a case, a worker should:

1. Highlight the stage on their workload
2. Click on the Case Summary link in the Common section of the navigation pane
3. Check to see if there are any other open stages (ones with no Closed date)
4. For each stage listed, highlight the stage, and click on the Person List link in the Common section of the navigation pane to see if they involve the same family

If the case is essentially about a different family, the INV should be split from this case number. This process requires the business function of Case Merge/Split (only available to district workers) and must batch overnight.

**Bottom line** – don’t change the name of a case before checking to see if it will impact other open stages. If the name of a stage on your workload “magically” changes, check the Stage Events to see who made the change and speak with them. Do not just change the name back!