

1/9/13

CONNECTIONS Clue: *Dates of Birth matter – especially in NYC!*

Are you a Voluntary Agency worker in NYC completing a Family Service Intake? If so, this tip is for you!

When adding persons to the Family Service Intake (FSI) Person Demographics tab, it's important that you enter a Date of Birth (DOB) **BEFORE** you do a search of the database.

The DOB does not carry forward onto the FSI Report if a DOB is not entered in the FSI *before* a Search and Relate is done. This is true, even if you find a match in the database and relate the new identity with an existing one. The Relate process will bring the DOB forward from the database into the FSI demographic information, but it will not pull forward onto the FSI Report. To the VA worker, the FSI looks complete.

The consequences? When a VA worker submits the FSI for acceptance to ACS, and submits the FSI Report along with the electronic 2921, ACS will reject the FSI because of a "missing DOB" on the FSI Report. Yet when the VA worker reviews the FSI, everyone on the Person Demographics tab displays at DOB. How confusing is that?

The solution? Always enter the DOB **BEFORE** you Search and Relate when completing an FSI!