CONNECTIONS

Child Protective Services

Handbook

v2.1 (09/30/2014)

A supplement to:

CPSRT and CONNECTIONS Integrated CPS Training: Starting the Investigation in CONNECTIONS iLinc Training

CPSRT and CONNECTIONS Integrated CPS Training: Completing the Investigation Classroom Training

CPS Practice Core CONNECTIONS Training
Acknowledgement
This material was developed by the Professional Development Program, Rockefeller College, University at Albany, through The Research Foundation for the State University of New York, under a training and administrative services agreement with the New York State Office of Children and Family Services.

Disclaimer
While every effort has been made to provide accurate and complete information, the Office of Children and Family Services and the State of New York assume no responsibility for any errors or omissions in the information provided herein and make no representations or warranties about the suitability of the information contained here for any purpose. All information and documents are provided “as is,” without a warranty of any kind.

Copyright
Copyright © 2014 by The New York State Office of Children and Family Services.
# CONNECTIONS

**Child Protective Services Handbook**

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement of Purpose</td>
<td>1</td>
</tr>
<tr>
<td>The Main CONNECTIONS Window</td>
<td>2</td>
</tr>
<tr>
<td>Navigation Pane</td>
<td>3</td>
</tr>
<tr>
<td>The Legend</td>
<td>3</td>
</tr>
<tr>
<td>Work Area</td>
<td>4</td>
</tr>
<tr>
<td>My Workload Tab</td>
<td>5</td>
</tr>
<tr>
<td>To-Dos Tabs</td>
<td>6</td>
</tr>
<tr>
<td>Reviewing Intake Information</td>
<td>7</td>
</tr>
<tr>
<td>Reviewing Historical Information</td>
<td>8</td>
</tr>
<tr>
<td>Printing Progress Notes</td>
<td>9</td>
</tr>
<tr>
<td>Creating A Progress Note Task To-Do</td>
<td>9</td>
</tr>
<tr>
<td>Maintaining Person Information</td>
<td>10</td>
</tr>
<tr>
<td>Maintaining Primary Address and Phone Information</td>
<td>13</td>
</tr>
<tr>
<td>Generating the Notice of Existence (NOE)</td>
<td>13</td>
</tr>
<tr>
<td>Viewing the Stage Summary</td>
<td>14</td>
</tr>
<tr>
<td>Safety Assessment</td>
<td>15</td>
</tr>
<tr>
<td>Risk Assessment Profile (RAP)</td>
<td>16</td>
</tr>
<tr>
<td>Case Level Information</td>
<td>17</td>
</tr>
<tr>
<td>Allegations</td>
<td>19</td>
</tr>
<tr>
<td>Concluding the Investigation</td>
<td>20</td>
</tr>
<tr>
<td>Consolidating Investigations</td>
<td>21</td>
</tr>
<tr>
<td>Consolidating Investigations Step-by-Step Instructions</td>
<td>22</td>
</tr>
<tr>
<td>Family Services Intake (FSI)</td>
<td>23</td>
</tr>
<tr>
<td>Available Resources</td>
<td>24</td>
</tr>
<tr>
<td>Appendix A: Intake / IRI Report Sample</td>
<td>25</td>
</tr>
<tr>
<td>Appendix B: Prior Case Summary Report Sample</td>
<td>31</td>
</tr>
</tbody>
</table>
Notes
Statement of Purpose

The purpose of this handbook is to support the responsibilities of a CPS worker and serve as a reference document in the workplace. This handbook applies to Investigation stages; please refer to the Family Assessment Response (FAR) job aid for information regarding FAR stages.

A CPS worker is responsible for:

- Assessing the safety of the children reported to the State Central Register (SCR) and any other children residing in the household
- Determining if any children are abused or neglected
- Putting a Safety Plan in place with the appropriate interventions to protect the child from the identified danger, if needed
- Assessing risk of future abuse/maltreatment and determining the need for services to reduce risk

CONNECTIONS is used to accurately record, maintain, and view information obtained during the CPS investigation. This handbook supports the following activities in CONNECTIONS:

- Reviewing intake information
- Reviewing historical information
- Printing Progress Notes and creating Progress Note To-Dos
- Maintaining person information
- Generating a Notice of Existence
- Reviewing the Stage Summary
- Completing a Safety Assessment
- Completing a Risk Assessment
- Maintaining allegations
- Concluding an investigation
- Consolidating INV and FAR stages
- Recording a Family Services Intake
- Includes sample Intake Report, IRI, and Prior Case Summary Report

Please note that any information on screenshots contained in this handbook is from the Training Application, which is fictitious and used for training purposes only.
The Main CONNECTIONS Window

The main CONNECTIONS window is comprised of a series of tabs and drop-down menus. These tabs and menus, along with the hyperlinks on the NAVIGATION PANE on the left side of the screen, provide access to various functions, depending on a worker’s Business Function or Assigned Role.

Tabs, Drop-Downs, and Links

Tabs, drop-down menus, and links are used to access specific functions.

<table>
<thead>
<tr>
<th>Tabs</th>
<th>Drop-Downs</th>
<th>Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME</td>
<td>Intakes</td>
<td>Personalization</td>
</tr>
<tr>
<td>WORKLOAD &amp; TO-DOs</td>
<td>Search/Maintain</td>
<td>Help/Training</td>
</tr>
<tr>
<td>REPORTS</td>
<td></td>
<td>Log Out</td>
</tr>
<tr>
<td>WINDOWS MANAGER</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional information about the NAVIGATION PANE, work area, and legend can be found on subsequent pages of this handbook.
Navigation Pane
The **NAVIGATION PANE** provides links to access tasks for each functional area. These links display on the left side of a window.

![Navigation Pane Diagram]

- **Section**
- **Section Links**
- **Help**

The pin icon expands or hides the **NAVIGATION PANE** from view.

Each section of the **NAVIGATION PANE** can be hidden by clicking on the collapse arrow.

The display of links on the **NAVIGATION PANE** is determined by the security of the logged-on worker and on window specific logic.

Each section of the **NAVIGATION PANE** can be maximized by clicking on the expand arrow.

The Legend
The legend displays commonly-used icons across the bottom of most windows. The option to hide the legend is available via the **Personalization** link.

![Legend Diagram]

The information on this **Person Info** tab is read-only and cannot be modified.
Work Area
The work area includes common functions like the slider control and grid separator, as well as the **Print Screen** and **refresh list** links.

The slider control tool magnifies the work area for easier viewing.

The **Print Screen** link prints a snapshot of information currently visible on the screen.

The grid separator changes the amount of visible area in the grids on a tab.

The **refresh list** link can be used to manually update a tab at any time.

Click and drag column headers to move columns where you want them.

Click on column headers to sort alphabetically or chronologically (depending on the column data) in ascending or descending order.

Enter a name or partial name to filter by name, or enter criteria in filter fields for other column types to display only the information you want to see.
My Workload Tab

The **WORKLOAD & TO-DOs** tab is the default tab upon logging into CONNECTIONS. It contains the **My Workload** and **My To-Dos** tabs.

Depending on your Business Function Profile (BFP), **Search Other Units/Workloads** may display and will default to your agency, site, and unit. You can search other units and workloads within your agency and site, if this functionality is available based on your BFP.

NYC Only

The **My Workload** tab for NYC includes additional columns for High Priority Factors (HPF) and Community District (CD).

Identifying Child Protective Services (CPS) Roles

**Primary worker**
- Only one per stage
- Assumes all responsibility
- Views/maintains all information
- Submits INV Conclusion for approval

**Secondary worker**
- One or more per stage
- Views all information
- Able to record and submit Safety Assessment
- Records progress notes
- Cannot submit INV Conclusion

Identifying a CPS Case and Stage Type

A CPS case is a collection of one or more reports of abuse, maltreatment, or services provided requiring casework activity. There are four CPS stages:
- Intake (INT) - Contains information gathered from State Central Register (SCR).
- Investigation (INV) - Documents investigation and the resulting determination.
- Administrative Review Investigation (ARI) - Accessible only with appropriate security, this stage documents the process of challenging the determination made on a report.
- Family Assessment Response (FAR) - Documents the alternate child protective response which is available for participating districts.

CPS stages include the following four Types:
- Initial (INI) - Registered by the SCR when there is no Intake report in the case.
- Subsequent (SUB) - Added to an open case that already contains an Initial Intake.
- Duplicate (DUP) - Contains same incidents, times, subjects, and children as previous report.
- Additional Information (ADD) - Contains identifying information with no new allegations.

Performing Intake Priority Closure

DUP and ADD Intake stages are closed using the **Intake Priority Closure** window.

1. Click to select a DUP or ADD stage on the **My Workload** tab.
2. Click the **Intake Priority Closure** link.
3. Click the **Reason Closed** drop-down to select Closed - Duplicate Report.
4. Click the **Save & Close Intake** button.
To-Dos Tabs
There are three To-Dos tabs in CONNECTIONS: My To-Dos, Case To-Dos, and Stage To-Dos.

My To-Dos Tab
The My To-Dos tab displays a complete list of To-Dos assigned to a particular worker. Workers can view all current To-Dos associated to his/her cases and stages.

Case To-Dos Tab
The Case To-Dos tab displays all of the To-Dos for an entire case, regardless of assignments made. When you select a stage on the workload, the Case To-Dos tab displays in the lower part of the work area.

Stage To-Dos Tab
The Stage To-Dos tab displays all of the To-Dos for a specific stage, regardless of assignments made.


<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>NAVIGATION PANE Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert To-Do</td>
<td>• System-generated</td>
<td>The New, Detail, Delete, and Mark As Complete links can be used with all selected Alert and Reminder To-Dos.</td>
</tr>
<tr>
<td></td>
<td>• Notifies you of key event that has happened or will happen</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Can be deleted at any time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Automatically deleted in 30 days (INV/FAR stages)</td>
<td></td>
</tr>
<tr>
<td>Reminder To-Do</td>
<td>• Worker-generated</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Can be sent to yourself or to another worker</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Can be deleted at any time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Automatically deleted in 30 days (INV/FAR stages)</td>
<td></td>
</tr>
<tr>
<td>Task To-Do</td>
<td>• System- or worker-generated</td>
<td>Worker-generated Task To-Dos can be deleted or marked as complete.</td>
</tr>
<tr>
<td></td>
<td>• Use Navigate link to complete the task</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Automatically removed once task is completed and approved</td>
<td></td>
</tr>
</tbody>
</table>
Reviewing Intake Information

The Intake Report in CONNECTIONS provides many details about the family, including composition, their location, and specific allegations about the suspected abuse or maltreatment. All of the information contained in the case record is confidential.

Intake/Individual Report of Involvement (IRI) Report

The Intake Report contains the details of the reported incident gathered from the reporter by the SCR at the time of Intake. The Individual Report of Involvement contains a comprehensive cross-reference case history for each principal listed in the associated Intake Report.

1. Click to select a stage on the My Workload tab.
   *The Intake/IRI Report link enables in the Outputs section of the NAVIGATION PANE.*

2. Click the Intake/IRI Report link.
   *The following message displays: “The report has been launched. Check Reports tab.”*

3. Click the OK button.

4. Click the REPORTS tab on the toolbar.

5. Click to select the “Intake-IRI Reports” row.
   *The Open Report link enables in the Options section of the NAVIGATION PANE.*

6. Click the Open Report link.
   *After the report is opened, it is removed from the REPORTS tab.*

Please note: If you wish to view an example of the Intake/IRI Report, refer to Appendix A.

Prior Case Summary Report

The Prior Case Summary Report provides a summary of the entire case history of family members in a CPS Intake or Investigation.

1. Click to select a stage on the My Workload tab.
   *The Prior Case Summary Report link enables in the Outputs section of the NAVIGATION PANE.*

2. Click the Prior Case Summary Report link.
   *The following message displays: “The report has been launched. Check Reports tab.”*

3. Click the OK button.

4. Click the REPORTS tab on the toolbar.

5. Click to select the “Prior Case Summary Report” row.
   *Once the report has a status of Done the Open Report link enables in the Options section of the NAVIGATION PANE.*

6. Click the Open Report link.

Please note: If you wish to view an example of the Prior Case Summary Report, refer to Appendix B.
Reviewing Historical Information
CONNECTIONS provides access to all historical records involving members of a family. When reviewing this information, you may discover information that could be relevant to the current investigation.

Accessing the Case and Stage Events Tabs
1. Click to select a stage on the My Workload tab.
2. Click the Person List link.
3. Click to select a person from the grid.
   The Person Info, Person Merge/Split, and Case List tabs display.
4. Click the Case List tab.
   The list of cases for the selected person displays.
5. Click to select a case.
   The Comp, Case To-Dos, Case Events, and Case Summary tabs display.
6. Click the Case Events tab.
   The Case Events tab displays.

   ![Image of Case Events tab]
   Case Events displays the events for the selected case.

7. Click the Case Summary tab.
   Stages from the selected case display.
8. Click to select a stage.
   The Assignments, Stage To-Dos and Stage Events tabs display.
9. Click on the Stage Events tab.
   The Stage Events tab displays.

   ![Image of Stage Events tab]
   Stage Events displays the events for the selected stage.

To review a specific Case or Stage Event, select it and click the Detail link in the NAVIGATION PANE to view Event details.
Printing Progress Notes
CONNECTIONS provides workers with the ability to print progress notes in standard 8pt and larger 12pt fonts, depending on the print format. Workers can print one note, several notes, or all of the progress notes for the stage.

1. Click to select a stage on the My Workload tab.
2. Click the Progress Notes link.
3. Select the progress note(s) you wish to print.
4. Click the Print Note(s) link.
The Print Note(s) window displays.
5. Click the Print Note(s) button.
The selected notes display in a PDF.
6. Click the Print button.
The Print window displays for you to select a printer.
7. Click the Print button.
The print job is sent to the printer.
8. Click the X button to close the document.
The Print Notes window displays.
9. Click the X button to close the Print Note(s) window.
The Progress Notes window displays.

When printing a progress note’s data fields and narrative, a larger 12pt font may be used.

Creating a Progress Note Task To-Do

1. Click to select a stage on the My Workload tab.
2. Click the Progress Notes link.
3. In the To-Do Options section of the NAVIGATION pane, click the New link.
The To-Do Detail window displays.
4. Click the Staff Search link.
The Staff Search Criteria window displays.
5. Enter a staff person’s name and click the Search button.
The Staff List displays.
6. Select a staff person and click the OK button.
The To-Do Detail tab displays.
7. Select a task type from the Task Type drop-down list.
8. Click the Save & Close button.
The Progress Notes window displays.

The name or other information identifying the reporter and/or the source of a CPS report, as well as the agency, institution, organization, and/or program with which such persons are associated, must only be recorded or documented in Investigation stage progress notes, and any such note must use the “Reporter/Source” value in the Other Participant field. This value is only available in progress notes for an INV and FAR stage.

CONNECTIONS Tips

Workers assigned a Progress Note Task To-Do can:
- navigate directly to the Progress Notes window;
- delete the To-Do from the To-Do Detail window; and
- access the Progress Notes window without an assigned role in the stage.
Maintaining Person Information
Maintaining accurate data in CONNECTIONS provides complete historical information about people’s associations with a particular case.

Person List
The Person List window can be used for several actions, including:
- maintaining individual demographics for household members;
- recording Also Known As (AKA) names and person identifiers;
- removing people who are added in error; and
- unrelating household members.

Adding the “Reported in Error” Role in CONNECTIONS
A person is assigned the “Reported In Error” role when a worker determines that the individual should never have been associated with the report. Specific Business Functions are required to carry out this function.

In order for someone to be assigned this role in CONNECTIONS, the following must be true:
- The person was entered in the Intake stage.
- The person cannot be associated with substantiated allegations in the current investigation.
- You cannot remove the only alleged subject or child associated with allegations from a stage; there must be another alleged subject or child in the same investigation.
Adding and Relating Individuals to a CPS Stage

Workers use the Person List window to perform a Person Search in order to determine if a person is known to CONNECTIONS. If the person is already known, that person must be related to the stage. If the person is not known to CONNECTIONS, the person must be added to the stage.

The Person Identification Number (PID)

The PID is a system-generated number given to each person in CONNECTIONS that:
- provides a unique, identifiable search criterion; and
- helps distinguish people with similar or identical names.

Inform your supervisor if you discover someone with more than one PID.

The Add/Relate Process

- **PERSON LIST LINK**
- **ADD PERSON LINK**
- **PERFORM SEARCH**
- **REVIEW SEARCH RESULTS**
- **CONFIRM RESULTS USING THE PERSON INFO TAB AND THE CASE LIST TABS - COMP, CASE EVENTS, AND CASE SUMMARY**

**IF NO**
- CLICK NEW (Generates new PID)

**IF YES**
- CLICK RELATE (Relates existing PID)
- **PERSON LIST WINDOW**
- **PERSON INFO DETAIL TAB** (Save Work)
Person Merging/Splitting
Two Person Identification Numbers should be merged into one if they both apply to the same person, or a previously and erroneously merged ID may be split back into two separate IDs. These functions help:
- minimize duplication within the system;
- maintain current and accurate person information; and
- build a comprehensive person history attached to a single ID.

Completing a Person Merge
1. Click to select a stage on the My Workload tab.
2. Click the Person List link. The Person List window displays.
3. Click to select the person/ID for merging. The detail tabs display.
4. Click the Person Merge/Split tab. The ID of the selected person will populate the Closed ID field.
5. Record the Forward ID and Closed ID. (The Closed and Forward IDs may be switched if appropriate).
6. Click the Validate button.
7. Click the Merge button. The following message displays:

   Merging Person IDs

   Person ID 15802950 | Person ID 15800064

   Merge 15802950 into 15800064 ?

   [Yes] [No]

8. Click the Yes button. The Person Forward Selection window displays.
9. Click to select the demographic details from each ID that will apply to the Forward ID when the merge is saved.
10. Click the OK button. The Person Merge/Split tab displays. A “Y” displays on the M/S column on the Person grid.
11. Click the Save button. The My Workload tab displays. A “Y” displays on the M/S column on the Person List window.

Changing a Case Name
1. Click to select a stage on the My Workload tab.
2. Click the Change Case (Stage) Name/CD link.
3. Click the New Name drop-down menu to select a name. Primary names from the Person List display here. Primary names that have been end-dated do not display.
4. Click the Save & Close or Save button.

If the name you need does not display, confirm that data maintenance has been completed and saved on the AKA Names tab on the Person List window.

CONNECTIONS Tips
- The Forward ID remains active and can be related to future stages. The Closed ID is retired and cannot be involved in any new case/stage events.
- Use the Switch button to reverse the Forward and Closed IDs. The ID that contains the most history should be the forward ID.
- A pop-up window may display containing errors that prevent you from completing the merge, or warnings about age and/or gender conflicts. Click the OK button to proceed after a warning. A warning also displays if the closed person is in any open stages. Click the Yes button to continue; the Merge button enables. Click the No button to stop the merge.
Maintaining Primary Address and Phone Information

The **Maintain Primary Address and Phone** window is used to apply an address or phone number to multiple individuals without having to retype information.

1. Click to select a stage on the **My Workload** tab.
2. Click the **Maintain Primary Address & Phone** link.
   
   *The Primary Address and Phone window displays.*

3. Complete the **Primary Address Information** section. *(Type field required.)*
4. Click the **Validate** button to review the **Address Validation** window.
   
   *The Address Validation window displays.*

5. Click the **Accept** or **Reject** button.

6. Complete the **Primary Phone Information** section. *(Type field required.)*
7. Select the individual(s) receiving the new address and/or phone information.
8. Click the **Save** button.
   
   *The following message displays: “Changes have been saved.”*

9. Click the **OK** button, then the **Cancel** button to exit the window.
   
   *The **My Workload** tab displays.*

Generating the Notice of Existence (NOE)

The purpose of the Notice of Existence is to inform individuals that a report of suspected child abuse and maltreatment has been registered by the SCR and transmitted to the local district office for investigation.

1. Click to select an INV stage on the **My Workload** tab.
2. Click the **Person List** link.
3. Click to select a person from the grid.
4. Click the **Notice of Existence - English** or **Notice of Existence - Spanish** link in the **Outputs** section of the **NAVIGATION PANE**.
   
   *The Notice of Existence displays for review and printing.*

5. Click the “X” in the upper right-hand corner of the window.
   
   *The window closes and the Person List window displays.*
Viewing the Stage Summary

The *Stage Summary* is a single window in CONNECTIONS which provides demographic information and investigative findings. The *Stage Summary* window provides view-only access to specific stage actions for INV stages. When searching for historical records, it is helpful to access the Stage Summary window via the Case Events tab using the following steps:

1. Click to select a stage on the **My Workload** tab.
2. Click the **Person List** link.
   *The Person List window displays.*
3. Select a person from the **Person** grid.
   *The Person Info Detail tab displays.*
4. Click the **Case List** tab.
5. Select a case.
   *The Comp tab displays.*
6. Click the **Case Events** tab.
7. Filter for “Stage Summary” in the Description column.
8. Select the **Stage Summary** event.
   *The Detail link enables.*
9. Click the **Detail** link in the Event Options section of the NAVIGATION PANE.
   *The Stage Summary window displays.*
10. Select a person from the **Person List** grid.
    *The read-only Person Info tab displays.*

The lock icon indicates the information displayed is read-only.
Safety Assessment
The Safety Assessment process is designed to help workers make accurate Safety Assessments in the field, make clear decisions about the safety status of a child, and document those decisions accurately.

FYI for Safety
- Primary and Secondary workers can complete and submit a Safety Assessment for approval.
- All required comments must be recorded to complete the Safety Assessment.
- Use the Print Safety Assessment and Print Safety Plan links in the NAVIGATION pane of the Safety Assessments window to generate Safety Assessment reports.

Safety Assessments for Case
You can also view the Safety Assessments for an entire case. This feature is a link in the NAVIGATION PANE and provides you with the ability to:
- view completed Safety Assessments for the entire case; and
- generate an Event History report.
Risk Assessment Profile (RAP)

The Risk Assessment Profile (RAP) estimates the likelihood of child abuse or maltreatment occurring and identifies families with high risk who may benefit from services.

The RAP found in INV and FAR stages contains the same risk elements as the RAP found in the Initial FASP. Only the Primary worker may complete and submit the RAP in the INV or FAR stage. There is only one RAP per stage, and all 15 elements are required.

Correcting Caretaker Information

During the course of an investigation the Secondary Caretaker may need to be changed to the Primary Caretaker.

1. Click in the Secondary Caretaker field and click the Delete button on the keyboard to clear the field.
   
   If anything has been recorded in the RAP and you attempt to modify the caretakers, the following message will display: “Selecting a new Secondary Caretaker will clear all previously entered responses and comments. Do you wish to continue?” Click the Yes or No button.

2. Click the drop-down arrow for the Primary Caretaker field and select the new Primary Caretaker.

3. Click the Save or Save & Close button, whichever is appropriate.

   The Primary Caretaker is now updated.

Troubleshooting the RAP

If the Save & Submit link remains disabled, check the following requirements for completion (see circled components above):

- Effective Date
- Verify System Response checkbox
- Elevated Risk

The RAP found in INV and FAR stages contains the same risk elements as the RAP found in the Initial FASP. Only the Primary worker may complete and submit the RAP in the INV or FAR stage. There is only one RAP per stage, and all 15 elements are required.
Case Level Information

A separate Risk Assessment Profile (RAP) must be completed for each CPS investigation. When multiple investigations exist within a single case, CONNECTIONS will populate information from one RAP to another. Once a RAP has been completed and saved, the information recorded becomes “Case Level.” CONNECTIONS automatically prefills Case Level information into any new RAP within the same case. Case Level Information remains active for up to 180 days from the effective date of a completed RAP, or until a RAP in the same case with a later effective date is completed.

The Case Level RAP Information window will open automatically when you open a current, in-process RAP in modify mode if case-level information already exists with a later effective date. For example, if you have a current INV/INI and INV/SUB and save an effective date in the RAP for the INV/INI but do not complete it, then complete and save the RAP for the INV/SUB with a later effective date, information from that RAP will be saved as case-level information. When you open the RAP for the INV/INI to complete it, the Case Level RAP Information window will open; it allows a comparison of current RAP information with case-level information.

1. INV/INI
   - Open RAP
   - Record effective date
   - Leave RAP incomplete

2. INV/SUB
   - Open RAP
   - Complete and save RAP with later effective date

3. Re-open RAP
   - Case Level RAP Information window displays
   - Case Level RAP Information window reviewed & accepted
   - RAP pre-fills with case-level information

Case-level information saved
Case Level Information (continued)
As mentioned on page 17, after completing the INV/INI Risk Assessment Profile, including the Effective Date, all the risk element questions, and required comments, information automatically populates the INV/SUB Risk Assessment Profile.

Initial INV RAP recorded, including the Effective Date.
Information is automatically carried forward to the Subsequent INV.

Subsequent INV RAP pre-filled with information carried over from the Initial INV.
Components required before submitting for approval include:
- Effective Date
- Verify System Response check box
Allegations
Allegations of abuse or maltreatment must be substantiated or unsubstantiated as part of the Investigation process.

- Use the **New Using** link to populate the Allegation Detail section with the same information as that of the record selected from the Allegations grid.
- Use the **Injury List/Detail** link to view and maintain injuries and allegation details.
- Use the checkboxes to substantiate or unsubstantiate multiple allegations at the same time.
- Use the **New** button to record new allegations.

### Allegation Codes in CONNECTIONS

<table>
<thead>
<tr>
<th>Allegation Codes</th>
<th>Abbreviations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandonment</td>
<td>ABAN</td>
</tr>
<tr>
<td>Burns/Scalding</td>
<td>BURN</td>
</tr>
<tr>
<td>Child's Drug/Alcohol Misuse</td>
<td>CDRG</td>
</tr>
<tr>
<td>Choking/Twisting/Shaking</td>
<td>CHTS</td>
</tr>
<tr>
<td>Educational Neglect</td>
<td>EDNG</td>
</tr>
<tr>
<td>Emotional Neglect</td>
<td>EMOT</td>
</tr>
<tr>
<td>Excessive Corporal Punishment</td>
<td>EXCP</td>
</tr>
<tr>
<td>DOA/Fatality</td>
<td>FATL</td>
</tr>
<tr>
<td>Fractures</td>
<td>FRAC</td>
</tr>
<tr>
<td>Inadequate Guardianship</td>
<td>INGD</td>
</tr>
<tr>
<td>Inadequate Food, Clothing, Shelter</td>
<td>IFCS</td>
</tr>
<tr>
<td>Internal Injuries</td>
<td>INJ</td>
</tr>
<tr>
<td>Inappropriate Custodial Conduct</td>
<td>INCC</td>
</tr>
<tr>
<td>Inappropriate Isolation/Restraint</td>
<td>ISOL</td>
</tr>
<tr>
<td>Laceration, Bruises, Welts</td>
<td>LABW</td>
</tr>
<tr>
<td>Lack of Medical Care</td>
<td>LME</td>
</tr>
<tr>
<td>Lack of Supervision</td>
<td>LSUP</td>
</tr>
<tr>
<td>Malnutrition/Failure to Thrive</td>
<td>MITT</td>
</tr>
<tr>
<td>Parent's Drug/Alcohol Misuse</td>
<td>PDRG</td>
</tr>
<tr>
<td>Poisoning/Noxious Substances</td>
<td>PONX</td>
</tr>
<tr>
<td>Swelling, Dislocation, Sprain</td>
<td>SWDS</td>
</tr>
<tr>
<td>Sexual Abuse</td>
<td>SXAB</td>
</tr>
<tr>
<td>Other</td>
<td>XOTH</td>
</tr>
</tbody>
</table>

### CONNECTIONS Tips

- Primary and Secondary workers can maintain allegations.
- Delete only allegations recorded in error during the Investigation stage.
- Each allegation must be addressed to submit the Investigation Conclusion.
- Multiple injuries can be recorded for the same allegation.
- If needed, the substantiated or unsubstantiated response may be deleted from the field.
Concluding the Investigation

The Investigation Conclusion window is used to document the investigation determination and whether the case should be closed or opened for services. After all allegations are maintained, the Determination field will be system-populated with “Indicated” or “Unfounded.”

The Options section provides you with links to submit the Investigation Conclusion, check the approval status, and record the Conclusion Narrative. Only the Primary worker can submit the Investigation Conclusion for approval.

The Risk Rating carries over from the RAP and should be considered when deciding on the provision of services.

The Family Assessment Response (FAR) is an alternate Child Protective response. In this family-centered approach, you focus on identifying and assessing a family’s needs, and addressing the department’s concerns.

An INV stage may be track switched to a FAR stage within seven (7) days of intake if there are no immediate threats to the child’s safety or well-being and the report meets your district’s FAR criteria.

Closure Reason

This drop-down menu is used to select the reason for closing the Investigation stage. The following options display for Familial Investigations:

- Case Open – CPS required
- Case Open – CPS not required
- Closed – No services required
- Closed – Services refused/unable to take or continue legal action
- Closed – Unable to contact/moved out of jurisdiction
- Closed – No surviving children

Fatality - No Surviving Children

This checkbox is enabled when all of the following system conditions exist:

- There is a DOA/Fatality allegation.
- There is a Date of Death for the AB child associated with the fatality allegation.
- There is no other person under 18 with a role of MA, AB, or No Role.

Narrative Recovery

Any narrative fields with the Text Control tool, including those that open in a Microsoft Word document, have the narrative recovery feature. As you enter or modify a narrative, CONNECTIONS automatically saves it as a Microsoft Word document on your local drive every three (3) minutes. Please refer to the Narrative Recovery Tip Sheet on the OCFS CONNECTIONS Internet site (http://www.ocfs.state.ny.us/connect/) for details.
Consolidating Investigations
Consolidating Investigations is a system efficiency that allows authorized workers to consolidate a Subsequent INV or FAR stage into an ongoing, open INV or FAR stage. There are several conditions that must be met in order to consolidate stages.

System Requirements
- The prior and subsequent INV and/or FAR stages must be in the same open case.
- The Date of Intake and time for the prior INV or FAR stage must be the same as or earlier than the subsequent report.
- The subsequent Date of Intake must be within 53 days of prior INV or FAR stage’s Date of Intake.
- The consolidation process must be completed within six (6) days of the subsequent INV or FAR stage’s Date of Intake.
- All persons on the Subsequent INV or FAR Person List must be included in the prior report’s Person List.
- The Subsequent INV or FAR stage allegations must be included in the prior report.
- Fatality INV stages cannot be consolidated.
- The subsequent report cannot have an event in REJT status.
- The Safety Assessment in the subsequent INV or FAR stage can have any status.
- The Risk Assessment in the subsequent INV or FAR stage must be in “NEW” or “PROC” status.
- FAR stages cannot be consolidated into INV stages with a classification of “FC/DC.”
- Case merging (if necessary) must occur prior to consolidating INV and/or FAR stages.
- NYC High Priority investigations can only be consolidated with other High Priority investigations.
- IAB investigations cannot be consolidated.
Consolidating Investigations Step-by-Step Instructions

Consolidating an INV Stage

1. Click to select the Investigation stage to be merged on the My Workload tab.
2. Click the Investigation Conclusion link. The CPS Investigation Conclusion window displays.
3. Record a date in the Investigation Begun field.
4. Record a date in the Investigation Completed field.
5. Click the Close as Duplicate button.
6. Click the drop-down arrow for the Duplicate Stage ID field.
7. Click to select the stage ID that is going forward.
8. Click the Narrative link. The Narrative window displays.
9. Record a narrative. Refer to district policy for recording the Conclusion Narrative.
10. Close the Narrative window. The CPS Investigation Conclusion window displays.
11. Click the Save & Submit link. The To-Do Detail window displays.

Consolidating a FAR Stage

1. Click to select the FAR stage to be merged on the My Workload tab.
2. Click the FAR Conclusion link. The Family Assessment Response Conclusion window displays.
3. Record a date in the FAR Begun field.
4. Record a date in the FAR Completed field.
5. Click the Close as Duplicate button.
6. Click the drop-down arrow for the Duplicate Stage ID field.
7. Click to select the stage ID that is going forward.
8. Click the Narrative link. The Narrative window displays.
9. Record a narrative. Refer to district policy for recording the Conclusion Narrative.
10. Close the Narrative window. The Family Assessment Response Conclusion window displays.
11. Click the Save & Submit link. The To-Do Detail window displays.
Family Services Intake (FSI)
The FSI standardizes Intake documentation as the path to open all services cases. An FSI will automatically open upon the approval of an Investigation Conclusion when the CPS stage is closed with an “Open for Services” Closure Reason, if no FSI or FSS is open in the case. However, an FSI can also be opened before the investigation is concluded.

Creating the FSI: CPS Request for Services During Investigation
1. Click to select a CPS INV stage on the My Workload tab.
2. Click the Record FSI link in the NAVIGATION PANE.
   *The FSI displays on the workload as a new stage with a “Y” in the New column.*
3. Click to select the FSI/CWS stage on the workload.
   *The Open FSI link enables in the NAVIGATION PANE.*
4. Click the Open FSI link.
   *The Family Services Intake window displays.*

The Family Services Intake Window
The FSI is the method by which you document a request as well as the basis and decision to open a services case (FSS). You need to explain the family’s presenting needs and circumstances that warrant the provision of services and the progression of the FSI to an FSS.

- **The Intake Source tab** pre-fills with the requesting CPS worker’s contact information.
- **Information on the Narrative tab** supports the request for services. The CPS report and Investigation should not be mentioned here in the event the report is Unfounded. The existence of a report and investigation is not a reason to provide services.
- **Information on the Person Demographics tab** is carried forward from the CPS INV stage.
- **The Decision Summary tab** is used to record information regarding the decision to provide services to a family.

If the case being opened is Advocates Preventive Only, the narrative will be entered on a template outside CONNECTIONS. ACS requires that certain information regarding the agency be entered on the Narrative tab, which includes a contact person and phone number.
Available Resources

OCFS CONNECTIONS Internet Site
Many of the resources you may need, including those below, are found on the OCFS CONNECTIONS Internet site (http://www.ocfs.state.ny.us/connect/).

- Tip Sheets
- FAQs
- Job Aids

Professional Development Program
Another resource is the CONNECTIONS Training Project of the Professional Development Program (PDP), Rockefeller College, University at Albany. CONNECTIONS trainers can provide you with personal attention and assistance when you have a question about or are experiencing an issue with any area of CONNECTIONS.

For assistance from a CONNECTIONS representative, contact the Professional Development Program at CONNECTIONS@albany.edu. Be sure to include your name, contact information, and your question or issue. A CONNECTIONS representative will respond as promptly as possible by email and/or phone.

Human Services Learning Center (HSLC)
The HSLC website (https://www.hslcnys.org) contains a searchable schedule of all CONNECTIONS training. HSLC allows users to search an online Course Catalog, register for classes, and complete online evaluations. HSLC requires a user ID and password to use.

Application Help Mailbox
You can directly contact the NYS CONNECTIONS User Support/Triage staff for help with complex application issues. Questions, problems, and concerns can be emailed to:

ocfs.sm.conn_app@ocfs.ny.gov

ITS Customer Care Center
The New York State Office of Information Technology Services (ITS) Customer Care Center staff are available to answer basic questions related to your equipment, or to solve problems you are having with CONNECTIONS. If they cannot solve your problem, they will record your information and forward it to others who can. The Customer Care Center is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323
(1-800-697-1323)
Appendix A:
Intake / IRI Report Sample
**INTAKE REPORT**

**CASE NAME:** Miller, Sue  
**MERGE TO CASE ID:**  
**INTAKE CASE ID:** 38100030  
**CALL/INTAKE STAGE ID:** 28100040

**SUMMARY**

- **DATE REPORTED:** 02/25/2010  
- **TIME REPORTED:** 09:51 AM  
- **COUNTY/ZONE:** ONONDAGA  
- **CLASSIFICATION:** CPS - Familial  
- **INTAKE TYPE:** Initial  
- **DUP. OF STAGE ID:**  

**Worker Safety:** N  
**Sensitive Issues:** N  
**Special Handling:** N

<table>
<thead>
<tr>
<th><strong>Line</strong></th>
<th><strong>ADDR #</strong></th>
<th><strong>NAME</strong></th>
<th><strong>AKA</strong></th>
<th><strong>RELATIONSHIP</strong></th>
<th><strong>ROLE</strong></th>
<th><strong>SEX</strong></th>
<th><strong>DOB(AGE)</strong></th>
<th><strong>TYPE</strong></th>
<th><strong>DOD</strong></th>
<th><strong>PERSON ID</strong></th>
<th><strong>REL</strong></th>
<th><strong>LANG</strong></th>
<th><strong>Line</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>P01</td>
<td>Sue Miller</td>
<td>Mother</td>
<td>Algd Sub</td>
<td>F</td>
<td>02/09/1993 (17)</td>
<td>EN</td>
<td>18100045</td>
<td>N</td>
<td>EN</td>
<td>01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>P01</td>
<td>Frank Smith</td>
<td>Bio. Father</td>
<td>Algd Sub</td>
<td>M</td>
<td>01/26/1992 (18)</td>
<td>EN</td>
<td>18100046</td>
<td>N</td>
<td>EN</td>
<td>02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>P01</td>
<td>Bobby Smith</td>
<td>Child</td>
<td>Mal Child</td>
<td>M</td>
<td>12/16/2009 ( )</td>
<td>EN</td>
<td>18100047</td>
<td>N</td>
<td>EN</td>
<td>03</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**REPORTED ADDRESS INFORMATION**

<table>
<thead>
<tr>
<th><strong>ADDR #</strong></th>
<th><strong>STREET</strong></th>
<th><strong>CITY</strong></th>
<th><strong>ST</strong></th>
<th><strong>ZIP</strong></th>
<th><strong>CNTY</strong></th>
<th><strong>CD</strong></th>
<th><strong>TYPE</strong></th>
<th><strong>PHONE</strong></th>
<th><strong>EXT</strong></th>
<th><strong>PHONE</strong></th>
<th><strong>ADDR #</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>6800 AUSTIN RD</td>
<td>GLENFIELD</td>
<td>NY</td>
<td>13343</td>
<td>LEWI</td>
<td>RS</td>
<td>(555)555-4567</td>
<td>RS</td>
<td>01</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ALLEGATION DETAIL**

<table>
<thead>
<tr>
<th><strong>Line</strong></th>
<th><strong>MAL TREATED/ABUSED CHILDREN</strong></th>
<th><strong>ALLEGATIONS</strong></th>
<th><strong>ALLEGED SUBJECT(S)</strong></th>
</tr>
</thead>
</table>
| 03 | Bobby Smith | Inadequate Guardianship  
Lacerations, Bruises, Welts | 01 Sue Miller |
| 03 | Bobby Smith | Inadequate Guardianship  
Lacerations, Bruises, Welts | 02 Frank Smith |

**The List of Principals section shows individual demographics, such as relationship and age. It also identifies the individual's role in the report such as alleged subject or maltreated child.**

**The Allegation Detail section shows all allegations, including those recorded by the SCR at intake. Each allegation must be substantiated or un-substantiated. Only allegations recorded in error in the INV stage may be deleted.**
CASE NAME: Miller, Sue
MERGE TO CASE ID:
INTAKE CASE ID: 38100030
CALL/INTAKE STAGE ID: 28100040

REPORTER INFORMATION
NAME: Lydia Smith       RELATIONSHIP: Other Family member     AGENCY :
ADDR: 5555 PINE GROVE RD       GLENFIELD    NY 13343      LEWIS    RS
PHONE: (555)555-5678  Ext.                 RS

SAFETY FACTORS
Caretaker caused serious physical harm to child or has made a plausible threat of serious harm.

Report Narrative on the Next Page

The Safety Factors section includes safety factors recorded by the SCR at intake. Safety factors recorded at intake do not carry forward to the INV stage. Workers must record safety factors in the INV after personally assessing the family and home.
Call Narrative

Narrative:
Source reports that the child has two black eyes. Parents' explanation that the child climbed out of crib was inconsistent with the child's age and stage of development.

Miscellaneous Information:

Locating Information:

The **Call narrative** can also be accessed from the **Review Intake** link in the **Navigation Pane** for an Investigation stage.
The **IRI Report** identifies for each principle in the stage all case involvement in CONNECTIONS. This helps determine how many stages the principle has been in and what role they had in those stages.

### PERSON INFORMATION AS OF 02/25/2010 (INTAKE DATE):

<table>
<thead>
<tr>
<th>PERSON ID</th>
<th>NAME</th>
<th>SEX</th>
<th>DOB</th>
<th>T ADDRESS</th>
<th>CITY</th>
<th>ST ZIP</th>
<th>CITY</th>
<th>CD</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 18100045</td>
<td>Miller, Sue</td>
<td>F</td>
<td>02/09/1993</td>
<td>6800 AUSTIN RD APT 2</td>
<td>GLENFIELD</td>
<td>NY 13343 023</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02 18100046</td>
<td>Smith, Frank</td>
<td>M</td>
<td>01/26/1992</td>
<td>6800 AUSTIN RD APT 2</td>
<td>GLENFIELD</td>
<td>NY 13343 023</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03 18100047</td>
<td>Smith, Bobby</td>
<td>M</td>
<td>12/16/2009</td>
<td>6800 AUSTIN RD APT 2</td>
<td>GLENFIELD</td>
<td>NY 13343 023</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CROSS REFERENCE HISTORY INFORMATION:

<table>
<thead>
<tr>
<th>CASE ID</th>
<th>CASE WORKER INTAKE</th>
<th>PERSON ID AT INTAKE</th>
<th>INV</th>
<th>TYPE DATE</th>
<th>TYPE ROLE</th>
<th>RELATIONSHIP</th>
<th>FAM</th>
<th>PRIMARY</th>
<th>SECONDARY</th>
<th>JURISDICTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>38100030</td>
<td>OPEN N</td>
<td>18100045</td>
<td>02/25/2010 CPF</td>
<td>Alleged Subject</td>
<td>Mother</td>
<td>ONON(031)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38100030</td>
<td>OPEN N</td>
<td>18100046</td>
<td>02/25/2010 CPF</td>
<td>Alleged Subject</td>
<td>Biological Father</td>
<td>ONON(031)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

None

Date Created: 03/23/2010 at 09:59 Page: 4 OF 5
CROSS REFERENCE HISTORY INFORMATION:

<table>
<thead>
<tr>
<th>CASE ID</th>
<th>CASE WORKER INTAKE</th>
<th>PERSON ID AT</th>
<th>INTAKE STAGE</th>
<th>INVESTIGATION TYPE</th>
<th>JURISDICTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>38100030</td>
<td>OPEN</td>
<td>181000047</td>
<td>28100040</td>
<td>CPF</td>
<td>Maltreated Child</td>
</tr>
</tbody>
</table>

PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

<table>
<thead>
<tr>
<th>PERSON ID</th>
<th>MERGE DATE</th>
<th>SPLIT DATE</th>
<th>NAME</th>
<th>SEX</th>
<th>DOB</th>
<th>TYPE</th>
<th>ETHNICITY</th>
<th>RACE</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PERSON INFORMATION AS OF 03/23/2010 (PRINT DATE):

<table>
<thead>
<tr>
<th>LINE</th>
<th>PERSON ID</th>
<th>NAME</th>
<th>SEX</th>
<th>DOB</th>
<th>ADDRESS</th>
<th>CITY</th>
<th>ST</th>
<th>ZIP</th>
<th>CTY</th>
<th>CD</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>18100045</td>
<td>Miller,Sue</td>
<td>F</td>
<td>02/09/1993</td>
<td>6800 AUSTIN RD</td>
<td>GLENFIELD</td>
<td>NY</td>
<td>13343</td>
<td>023</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PHONE: (555)555-4567</td>
<td>EXT.</td>
<td>ETHNICITY: Non-Hispanic</td>
<td>RACE: White</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>18100046</td>
<td>Smith, Frank</td>
<td>M</td>
<td>01/26/1992</td>
<td>6800 AUSTIN RD</td>
<td>GLENFIELD</td>
<td>NY</td>
<td>13343</td>
<td>023</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PHONE: (555)555-4567</td>
<td>EXT.</td>
<td>ETHNICITY: Non-Hispanic</td>
<td>RACE: White</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03</td>
<td>18100047</td>
<td>Smith, Bobby</td>
<td>M</td>
<td>12/16/2009</td>
<td>6800 AUSTIN RD</td>
<td>GLENFIELD</td>
<td>NY</td>
<td>13343</td>
<td>023</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PHONE: (555)555-4567</td>
<td>EXT.</td>
<td>ETHNICITY: Non-Hispanic</td>
<td>RACE: White</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

***** END OF REPORT *****

The Person Information section shows demographic information for each person named in the stage. This information is based on the print date of the report so the most currently recorded information is included.
Appendix B:
Prior Case Summary Report Sample
Section 1: HOUSEHOLD COMPOSITION

<table>
<thead>
<tr>
<th>Name</th>
<th>Sex</th>
<th>DOB</th>
<th>Language</th>
<th>Race</th>
<th>Phone</th>
<th>PID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miller, Sue</td>
<td>F</td>
<td>02/09/1993</td>
<td>English</td>
<td>White</td>
<td>(555) 555-4567</td>
<td>18100395</td>
</tr>
<tr>
<td>Smith, Frank</td>
<td>M</td>
<td>01/26/1992</td>
<td>English</td>
<td>White</td>
<td>(555) 555-4567</td>
<td>18100396</td>
</tr>
<tr>
<td>Smith, Bobby</td>
<td>M</td>
<td>12/16/2009</td>
<td>English</td>
<td>White</td>
<td>(555) 555-4567</td>
<td>18100397</td>
</tr>
</tbody>
</table>

Section 2: ROLE INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>PID</th>
<th>Stage</th>
<th>Type</th>
<th>Class</th>
<th>Role</th>
<th>Rel/Int</th>
<th>Stage ID</th>
<th>Determination</th>
<th>FAM</th>
<th>Stage Start</th>
<th>Stage End</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miller, Sue</td>
<td>18100395</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services Recipient</td>
<td>Mother</td>
<td>28201021</td>
<td>IND</td>
<td>FAM</td>
<td>03/26/2010</td>
<td>03/26/2010</td>
</tr>
<tr>
<td>Smith, Frank</td>
<td>18100396</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services Recipient</td>
<td>Parent</td>
<td>28201021</td>
<td>IND</td>
<td>FAM</td>
<td>03/26/2010</td>
<td>03/26/2010</td>
</tr>
<tr>
<td>Smith, Bobby</td>
<td>18100397</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services Recipient</td>
<td>Child</td>
<td>28201021</td>
<td>IND</td>
<td>FAM</td>
<td>03/26/2010</td>
<td>03/26/2010</td>
</tr>
</tbody>
</table>

Section 3: DETAILED STAGE INFORMATION

Case & Stage: C: 38100170 S: 28201021 Stage: FSS
Start Date: 03/26/2010 End Date: County: 031 Zone: Sensitive: N

Detailed Stage Information section contains specific information for each cross referenced stage listed in Section 2, Role Information.
### SERVICES

<table>
<thead>
<tr>
<th>Child Name</th>
<th>Program Choice</th>
<th>End Date</th>
<th>PPG</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Bobby</td>
<td>Placement</td>
<td></td>
<td>Return to Parent</td>
<td>03/26/2010</td>
</tr>
<tr>
<td></td>
<td>Protective</td>
<td></td>
<td>Protect Child</td>
<td></td>
</tr>
</tbody>
</table>

**Case & Stage:**  C: 38100170  S: 28100321  **Stage:** INV  **Type:** INI

**Start Date:** 02/25/2010  **End Date:** 03/26/2010  **County:** 031  **Zone:** Sensitive: N  **HP:** Y  **Factor:** 10  **Class:** CPF  **Determination:** IND

### STAGE COMPOSITION

<table>
<thead>
<tr>
<th>Name</th>
<th>PID</th>
<th>DOB</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Bobby</td>
<td>18100397</td>
<td>12/16/2009</td>
<td>Confirmed Maltreated</td>
</tr>
<tr>
<td>Hamlin, Robert</td>
<td>11000313</td>
<td>03/13/1956</td>
<td>No Role</td>
</tr>
<tr>
<td>Miller, Sue</td>
<td>18100395</td>
<td>02/09/1993</td>
<td>Confirmed Subject</td>
</tr>
<tr>
<td>Smith, Frank</td>
<td>18100396</td>
<td>01/26/1992</td>
<td>Confirmed Subject</td>
</tr>
</tbody>
</table>

### CURRENT/LAST ASSIGNED WORKERS

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Histor. Primary</td>
<td>Wilson79, Darryl</td>
<td></td>
</tr>
</tbody>
</table>

### ALLEGATION INFORMATION

**Maltreated/Abused Children**

<table>
<thead>
<tr>
<th>Allegation</th>
<th>Alleged Subject</th>
<th>SUB/UNSUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lacerations, Bruises, Welts</td>
<td>Miller, Sue</td>
<td>Substantiated</td>
</tr>
<tr>
<td>Lacerations, Bruises, Welts</td>
<td>Smith, Frank</td>
<td>Substantiated</td>
</tr>
<tr>
<td>Inadequate Guardianship</td>
<td>Miller, Sue</td>
<td>Substantiated</td>
</tr>
<tr>
<td>Inadequate Guardianship</td>
<td>Smith, Frank</td>
<td>Substantiated</td>
</tr>
</tbody>
</table>

### SAFETY AND RISK INFORMATION

**Safety Factors**

Parent(s)/Caretaker(s) has a recent history of violence and/or is currently violent and out of control.

Parent(s)/Caretaker(s) is unable and/or unwilling to meet the child(ren)’s needs for food, clothing, shelter, medical or mental health care and/or control child’s behavior.

**Safety Decision**

One or more Safety Factors are present that place the child(ren) in immediate or impending danger of serious harm. Removal to, or continued placement in, foster care or an alternative placement setting is necessary as a Controlling Intervention to protect the child(ren).

**Final Risk Rating**

Very High
### Section 4: ADDITIONAL INDIVIDUALS

<table>
<thead>
<tr>
<th>Person ID</th>
<th>Name</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>11000313</td>
<td>Hamlin, Robert</td>
<td>03/13/1956</td>
</tr>
</tbody>
</table>

**Additional Individuals** section lists persons who are not in the target stage, but who were in one or more of the cross referenced stages.