CONNECTIONS
Step-by-Step Guide

Data Maintenance
for CPS Workers

CONNECTIONS Training Project
SUNY Training Strategies Group

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 CPS stage information in CONNECTIONS.

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 work 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

The 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 three kinds of tips:

    Bright ideas

    Helpful hints

    Things to watch out for

- **CPS Case Recording Guidelines** contain step-by-step instructions for meeting qualitative standards. These are based on OCFS policy and are presented to assist caseworkers in documenting casework.

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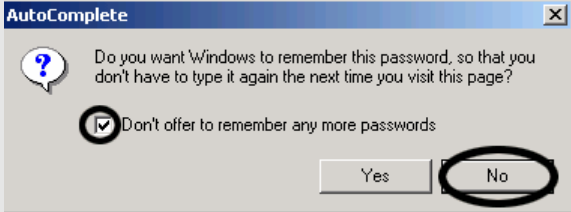
In addition to the above controls, after 15 minutes of inactivity while logged into CONNECTIONS, the system locks the worker out. The worker must enter his/her password in order to log back in to the system.

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

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 (![minimize]). 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 7 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.

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.*

Do *not* use the **X** button to close the CONNECTIONS Toolbar or the Citrix desktop. Doing so may tie up your Citrix session, resulting in an error message, which informs you that you have a disconnected CONNECTIONS session and to use the re-connect link on your browser to access it.

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 checkmarks. 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** checkbox.*

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

Module 1:
Person Maintenance

As you gather information on people associated with a case, you may obtain new information or information that needs to be corrected. The **Maintain Person** task in CONNECTIONS provides access to a number of windows where you can record this information. Local districts, New York State offices and other agencies rely on CONNECTIONS users to record all relevant information discovered, 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:

- change person demographics;

- maintain primary address and phone information;

- remove and unrelated persons from cases and stages; and

- merge and split person records in the database.

Maintaining Information About People in a Case

During the course of an investigation, you will gather information about people associated with the case. When that information differs from what is already contained in the CONNECTIONS database, you can update records by recording the new information via the **Maintain Person** task. Use this function to record demographic, address and phone information. In CONNECTIONS, a person may have only one valid *primary* name, address or telephone number at a time. S/he may however, have a number of secondary addresses or telephone numbers. When you change the primary name, address or telephone number, the previously listed primary information is automatically end-dated.

Because of the need to maintain historical information in CONNECTIONS, you cannot delete or modify existing names, addresses or phone numbers. Information that was once correct, but is now outdated, is noted in CONNECTIONS by its end-date. If there is information in a record that was *never* correct, indicate that by marking the information as Invalid.

On the *Person Detail* window, you'll see an **Effective Date** field and a **Search** button. Use these fields to search for information maintained in CONNECTIONS as of a specific date:

1. In the **Effective Date** field, enter the date for which you would like information.

2. Press the **Tab** key on your keyboard to exit the **Date** field.

3. Click on the **Search** button. *The information from the earlier date displays in the fields in the window.*

4. To return to the current information, click on the **Reset** button.

Changing Person Demographics

Use the *Person Detail* window to record a person's sex, ethnicity, marital status, primary language, date of birth (DOB), age and, if applicable, date of death (DOD) and reason. The Investigation Conclusion cannot be saved and submitted without DOB information; if you attempt to Save and Submit without this information, the following message displays: *"Each principal in the Investigation must have an exact or estimated DOB."*

Step-by-Step:
Changing Person Demographics

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

2 Click on an INV stage to select it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
The Task List displays for the selected stage.

4 Click on the **Maintain Person** task.

5 Click on the **List…** button.
The Person List displays for the selected stage.

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6 Click on the name of the person whose record you want to update.
(If you are recording information for the first time, see the "Case Maintenance" module in this guide for details about adding or relating persons.)

7 Click on the **Detail…** button.
The Person Detail window opens for the selected individual.

8 Click on the drop-down arrow for each applicable field and select from each resulting list. If a field does not have a drop-down arrow, type directly into the field.

To record an age in the **Age** field, enter a date of birth in the **DOB** field. CONNECTIONS calculates the age from DOB information. If you do not know the exact date of birth, enter an approximate date and select the **Approx DOB** checkbox.

9 Click on the **Save** button.
The Person List displays.

10 Click on the **Close** button.
The Task List displays.

11 Click on the **Close** button to close the *Task List*.
The Assigned Workload displays.

12 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

Adding or Correcting a Person's Name or Alias

In CONNECTIONS, a person can have both a primary name and a legal name, or the name s/he is now using, and any number of non-primary names, or AKA's. An AKA could be an alias or street name, Common Law assumed name, maiden name, or former name.

Use the *A.K.A. Name List/Detail* window to add or maintain multiple names for a person. A person can have only one *primary* name, so when you add a new primary name, CONNECTIONS automatically end-dates the existing one. Because of the need to maintain accurate historical information in CONNECTIONS, you should never delete names. If a name once was (but no longer is) used for a person, that name needs to be end-dated. Names should be invalidated *only* if they were *never* correct for the person.

Do not invalidate a misspelled name if it is one that is a common misspelling (for example, Stephen, Steven, Steve or Stephan). This increases the chance of the name appearing as a match in searches. Only invalidate misspelled names if they are clearly wrong, like "Gelen" for "Helen."

Step-by-Step:
Adding or Correcting a Person's Name/Alias

1 Open the *Person List* for the selected stage.
See **Steps 1-6** *on Changing Person Demographics on page 12.*

2 Click on the **Options** menu and select **A.K.A. Name List/Detail…**
The A.K.A. Name List/Detail window displays for the selected person.

3 To change the primary name or add an alias, type the new information in the **Name Information** section in the bottom half of the window.

4 If the new name is the primary name, click on the **Primary** checkbox to select it.

5 Click on the **Add** button.
The new name is added to the list section at the top of the window and identified as primary (if appropriate). CONNECTIONS automatically end-dates any existing primary name.

There can be only one current primary name for an individual. The primary name is always the first name on the list. When a new primary name is added CONNECTIONS "end-dates" the existing primary name.

6 If any name in the list section is invalid, highlight that name, select the **Invalid** checkbox and click on the **Modify** button.
The name is marked as invalid.

7 Click on the **Save** button.
The Person List displays. If you changed the primary name for the person, the Person List reflects that change.

8 Click on the **Close** button.
The Task List displays.

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

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 in the *Person Identifiers* window.

	Step-by-Step: **Adding or Correcting a Person Identifier Number**

1   Open the *Person List* for the selected stage.
See **Steps 1-6** *on Changing Person Demographics on page 12.*

2   Click on the **Options** menu and select **Person Identifiers**.
The Person Identifiers window displays for the selected person.

3   Select an ID type by clicking on the drop-down arrow in the **Type** field and selecting from the resulting list.
If you choose "Other" as the type, you must enter ***Comments***.

4   Type the ID number into the **Number** field (the number will be pink).
*Press the **Tab** key or click in the **Comments** field to record comments. Type directly into the field.*

5   Click on the **Add** button.
The new identifier displays in the list section at the top of the window.

6   Click on the **Clear** button to add another identifier.

> 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).

7   To delete an identifier, click on the identifier from the list section and then click on the **Delete** button.
The following message displays: "Are you sure you want to delete this record?"
*Click on the **Yes** button to delete the identifier. Click on the **No** button to cancel the deletion.*

8   Click on the **Save** button.
The changes are saved and the Person List displays.

9   Click on the **Close** button.
The Task List displays.

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

Maintaining Primary Address and Phone

Changing Primary Address and Phone Information for Multiple Persons

When a family moves to a new address or the phone number changes, you need to add the new information in CONNECTIONS. Whenever a new primary address and/or phone number is added, CONNECTIONS automatically end-dates the existing primary address and/or phone number. If you notice an address or phone number in CONNECTIONS that was *never* accurate, invalidate it.

The caseworker may update or add address/phone information for multiple persons in an Investigative stage rather than updating one person at a time. This function is accessed through the **Maintain Primary Address and Phone** task on the *Task List* for the selected stage.

	Step-by-Step: **Changing Primary Address and Phone for Multiple Persons**

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

2 Click on an INV stage to select it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
The Task List displays for the selected stage.

4 Click on the **Maintain Primary Address and Phone** task.

5 Click on the **Detail…** button.
The Maintain Primary Address and Phone window displays.

6 Record the new information in the fields at the top of the window.
*The **Type** field is required.*

7 Click on the **Validate** button to perform address validation.
All addresses must be validated. If there is a discrepancy between the validated address and the address that was recorded, a message displays, showing both addresses for comparison.
Please Note: If a New York City address was recorded and the CD was not retrieved, the following message displays: "Community District Could not be Populated."

8 You must choose either to **Accept** or **Reject** the validated address. Click on the **Accept** button to replace the recorded address with the validated address; *or* click on the **Reject** button to use the recorded address.

9 To link this address to one or more individuals listed in the lower section, click on the box to the left of each applicable individual. To select more than one individual, press and hold the **Ctrl** key on the keyboard while clicking on the box to the left of the name.
Selected individuals highlight.

10 Click on the **Save** button.
The Maintain Primary Address and Phone window refreshes and displays with the new address.

11 Click on the **Cancel** button.
The Task List displays.

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

Changing Address and Phone Information for an Individual

Address and phone information can be maintained for individuals using one of the following methods:

- Manually entering the new address and/or phone information

- Linking an individual to a pre-existing case address

If a person is being related or added to a stage, but that individual does *not* reside in the household (e.g., a biological parent who does not live with the child), it is usually more efficient to maintain the address and/or phone information for this individual in the *Person Detail* window.

If a person who lives in the household is being related or added to a stage, the *Maintain Primary Address and Phone* window enables the worker to maintain this information efficiently, while reducing the likelihood of data entry error. The *Maintain Primary Address and Phone* window also provides an efficient method for updating this information for several individuals in a household (e.g., when the family moves to a new address).

	Step-by-Step: **Adding or Correcting a Person's Phone Number**

1 Open the *Person List* for the selected stage.
*See **Steps 1-6** on Changing Person Demographics on page 12.*

2 Click on the **Options** menu and select **Phone List/Detail…**.
The Phone List/Detail window displays for the selected person.

3 Select a phone number type (e.g., residential, business) by clicking on the drop-down arrow for the **Type** field and selecting from the resulting list.

4 Enter the new number in the **Number** field.

5 If this is the individual's primary phone number, select the **Primary** checkbox.

6 Click on the **Add** button.
The new phone number information is added to the list section at the top of the window. If you added a new primary phone number, CONNECTIONS automatically end-dates the existing primary number.

7 Click on the **Save** button.
The Person List displays.

8 Click on the **Close** button.
The Task List displays.

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

You can update multiple records on this window before saving.

When a family moves, or you add a new person, you need to add the new address in CONNECTIONS. If you indicate that the new address is the primary one, CONNECTIONS automatically end-dates any existing primary address. If you notice an address in CONNECTIONS that was never accurate, you "invalidate" the address.

Step-by-Step:
Adding or Correcting a Person's Address

1 Open the *Person List* for the selected stage.
*See **Steps 1-6** on Changing Person Demographics on page 12.*

2 Click on the **Options** menu and select **Address List/Detail…**.

3 Record the new information in the appropriate fields.
*The **Type** field is required.*

4 Click on the **Validate** button to perform address validation.
*All addresses must be validated. If there is a discrepancy between the validated address and the address that was recorded, a Replace with CODE-1 validated address? window displays. You must choose either to accept or reject the validated address. Click on the **Yes** button to replace the recorded address with the validated address, or click on the **No** button to use the recorded address.*
Please Note: If a New York City address was entered and the CD was not retrieved, the following message displays: "Community District Could not be Populated"

5 Click on the **Add** button.
*The **Save** button enables.*

6 Click on the **Save** button.
The Person List displays.

7 Click on the **Close** button.
The Task List displays.

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

Step-by-Step:
Invalidating an Address or Phone Number

1 Open the *Person List* for the selected stage.
See **Steps 1-6** *on Changing Person Demographics on page 12.*

2 Click on the **Options** menu and select **Phone List/Detail…** or **Address List/Detail…**.
The Phone or Address List/Detail window displays for the selected person.

3 From the list section at the top of the window, click on the phone number or address that needs to be invalidated.
The information displays in the fields in the detail section of the window.

The only time an address or phone number is invalidated is if it was *never* accurate.

4 Click on the **Invalid** checkbox.

5 Click on the **Modify** button.
*The phone number or address is recorded as Invalid and is stored for historical purposes. A red checkmark in the **INV** column denotes that the phone number or address has been invalidated.*

6 Click on the **Save** button.
The Person List displays.

7 Click on the **Close** button.
The Task List displays.

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

Linking an Individual to a Pre-existing Case Address

If someone moves into the household, that individual needs to be added in CONNECTIONS and linked to the case address. This is done most efficiently by using the **Maintain Primary Address and Phone** task.

	Step-by-Step: **Linking an Individual to a Pre-existing Case Address**

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

2 Click on an INV stage to select it.
   *The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
   The Task List displays for the selected stage.

4 Click on the **Maintain Primary Address and Phone** task.

5 Click on the **Detail…** button.
   The Maintain Primary Address and Phone window displays.

6 Select a person with the correct address from the list in the lower section of the window by clicking on any field in that person's row.
   A black arrow indicates the person selected.
   If the person has not been added to the stage yet or the address field is blank for the selected person, s/he needs to be added before this function can be utilized.

7 Click with the *right* mouse button. *A menu displays with the following commands:*

   - *Use Primary Address*
   - *Use Primary Phone*
   - *Use Both Address and Phone*

>
>
> Workers can exit the *Multiple Primary Address/Phone Maintenance* window without saving at any time by clicking on the **Cancel** button or selecting **Cancel** from the **File** menu.

8 Click to select a command from the menu.
   The Address and/or Phone information (depending on the command you selected) displays in the appropriate fields. This information can be modified if it is not applicable to the person.

9 If you select **Use Primary Address** or **Use Both Address and Phone** from the menu, click on the **Validate** button to perform address validation.
   *All addresses must be validated. If there is a discrepancy between the validated address and the address that was recorded, an address validation window displays with the recorded address and the validated address. Click on the **Accept** button to replace the recorded address with the validated address, or click on the **Reject** button to use the recorded address.*
   Please Note: If a New York City address was entered and the CD was not retrieved, the following message displays: "Community District Could not be Populated."

10 To link this address to one or more individuals listed in the lower section, click on the box to the left of an individual's name. To select more than one individual, press and hold the **Ctrl** key while clicking on the box to the left of the person's name.
Selected individuals highlight.

11 Click on the **Save** button.
The Maintain Primary Address and Phone window refreshes and displays with the modifications. You can make additional changes to this window if necessary.

12 Click on the **Cancel** button to close the *Maintain Primary Address and Phone* window.
The Task List displays.

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

Person Reported in Error

During the course of an investigation, the caseworker may determine that a person should *never* have been associated with the stage; the individual was "reported in error."

For example, the reporter tells the SCR Intake worker that four children reside in the household, including a teenager named Tommy and a child named Mina. The reporter has never seen Mina, but has heard the mother yelling at her and threatening to beat her. When the local district caseworker visits the home during the investigation, she learns that only two children reside in the household. Tommy is the 18-year-old delivery boy for the local grocery store and Mina is the family's dog. Both Mina and Tommy would be considered "Reported in Error." In addition, since Tommy is at least 18 years old, he is entitled to receive certain information, which is limited to the report itself and the portion of the case record that confirms he was reported in error.

Changing a person's role to "Reported in Error" is a *corrective* process only.

If a person was reported in error during the Intake stage of a case, that person's role can be changed to "Reported in Error" during the Investigation stage. Only the Primary worker, Secondary worker and Case Manager can select this new role – provided they have the MAINT REPT ERR Business Function. In addition, the Unit Approver in the unit of the Primary worker, Secondary worker or Case Manager (or someone with a role above that of the Unit Approver) can select the new role if they have the MAINT REPT ERR and UNIT SUM ACCESS Business Functions.

In order to change a person's role to "Reported in Error," *all* of the following conditions must *also* be met:

- The person must have been reported during the Intake stage.

- The person cannot be associated with any substantiated allegations. (The allegation details must be completed prior to changing the person's role to "Reported in Error.")

- There must be at least one other allegation which does not involve the person whose role is being changed to "Reported in Error."

- The worker's BFP must include the MAINT REPT ERR Business Function. (If the worker is a Unit Approver or someone with a role above that of the Unit Approver, the BFP must also include the UNIT SUM ACCESS Business Function.)

Pre-existing Notification events (e.g., Notice of Existence) generated for this person do not prevent changing the role to "Reported in Error." The district is responsible for sending manually generated letters notifying the person of the role change. Once the change is complete, the following notifications can no longer be system-generated for the person whose role was changed: Notice of Existence, Notice of Indication, IAB Notification Letter, IAB Indicated Letter and IAB Unfounded Letter.

The allegations associated with this person are deleted when the change is complete. A recalculation of overall roles and determination occurs when a person's role is changed to "Reported in Error."

Changing a person's role to "Reported in Error" changes how and where that person is listed in CONNECTIONS:

- "XE" displays in the **Role** column for that person on the *Person List*.

- If a person's *only* role in a case is "Reported in Error," that individual's name does not display on the *Case Composition* window.

- The person's name still returns in a person search.

> **NYC Only:** If a High Priority Factor (HPF) is calculated for the Intake stage due to this person's role—and changing his/her role during the Investigation stage means the HPF is no longer in effect—the HPF no longer populates on the *Assigned Workload* when the HPFs are recalculated.
>
> This type of report would still be considered High Priority, however, because it was designated as such at Intake.

Step-by-Step:
Changing a Person's Role to "Reported in Error"

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

2   Click on the stage containing the person whose role is to be changed.
   *The **Tasks…** button enables.*

3   Click on the **Tasks…** button.
   The Task List displays.

---

4 Click on the **Maintain Person** task.
   The List… button enables.

5 Click on the **List…** button.
   The Person List displays.

6 Select the person whose role is being changed.

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

8 Click on the drop-down arrow for the **Role** field and select **Reported in Error** from the resulting list.

9 Click on the **Save** button.
   The following message displays:
   "Unsubstantiated/Undetermined allegations will be deleted. Continue?"

10 Click on the **Yes** button.
   The Person List displays with the updated information. Note that "XE" displays in the Role column.

11 Click on the **Close** button.
   The Task List displays.

If the person was not reported during Intake, the following message displays:
"Person not in Intake. Cannot change role to Reported in Error."

If no other allegations are associated with another person, the following message displays:
"A subject and MA/AB child must remain. Cannot change to Reported in Error."

Person Unrelate

The Person Unrelate function enables designated workers to Unrelate an individual who was related in error during the Intake stage. This function is performed in an open Investigation stage from the *Person List*.

When a Person Unrelate is performed, the misrelated person (and the information associated with that individual) no longer appears in the Intake or other associated stages. A new person record with a new Person ID (PID) is created in the CONNECTIONS database using the information reported at Intake.

Person Unrelate is a different function than Person Split, which is the process used to split person records that were merged in error.

In order to perform a Person Unrelate, the worker must:

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

In order to maintain accurate data for the person, workers are responsible for correcting necessary demographic information prior to performing a Person Unrelate. Performing a Person Unrelate changes a person's role. If the individual received a notice prior to the Unrelate, the local district needs to send a new notice with the correct information. Notices also need to be sent whenever a new subject or person over 18 is added to a stage.

	Step-by-Step:
	Unrelating a Person

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

2 Select the appropriate stage by clicking on it.
The Tasks… button enables.

3 Click on the **Tasks…** button.
The Task List displays.

4 Click on the **Maintain Person** task.
The List… button enables.

5 Click on the **List…** button.
The Person List displays.

6 Click to select the person to be unrelated.

7 Click on the **Options** menu and select the **Person Unrelate…** command.
See the tip box at right for warnings and error messages that may display.
Once you have responded to any warnings, the following message displays. "Are you sure that you want to unrelate this person?"

8 Click on the **Yes** button to complete the Person Unrelate process.
*The Person List displays with a "U" in the **Sch** column.*
*To return to the Person List without performing the Person Unrelate, click on the **No** button.*

9 Click on the **Close** button to close the *Person List*.
The Task List displays.

10 Click on the **Close** button to close the *Task List*.
The Assigned Workload displays.

Person Unrelate Warnings and Error Messages

If the person selected was not reported during Intake, the following message displays:
"Person not in Intake. Cannot Unrelate. Choose Remove Person – Added in Error."

When demographic information for the person was changed after the date of the Intake, the following message displays:
"Changes made to Person in this stage should be reset before continuing."

If the person is associated with another CONNECTIONS event (e.g., Notice of Existence), the following message displays:
"Events for this person in this stage will be invalidated! Continue?"

An Unrelate event is created for the associated Investigation stage. The following information displays in the **Description** column on the *Event List* for such an event:
"<PID> was unrelated from <PID>."

An Alert is also generated to the *Staff To-Do List* of every worker assigned to an open stage that involves the misrelated person. The alert notifies the worker that a Person Unrelate occurred:
"<Name> (<PID>) was unrelated from <Stage Name> (<Stage ID>)."

Once the Person Unrelate is complete, "U" displays in the **Sch** column on the *Case List*, signifying that an unrelate has occurred. These changes are also reflected on the Person Data Report and the Intake/IRI Report.

Remove Person – Added in Error

The Remove Person – Added in Error function enables designated workers to remove an individual who was added in error during an Investigation or ARI stage. This function is performed in an open Investigation stage from the *Person List*. This function cannot be performed if the person to be removed was reported at Intake or named in an allegation.

The "Remove Person – Added in Error" function is a **corrective** process only.

In order to perform the Remove Person – Added in Error function, the worker must:

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

In order to maintain accurate data for the person, workers are responsible for making necessary demographic changes prior to performing the Remove Person – Added in Error function. For example, if the person's age was changed from 45 to 35 after the person was added to the stage, the worker must correct the age to restore the original information.

The example below illustrates a situation in which the "Remove Person – Added in Error" function is needed:

> *A caseworker has an INV stage open for the "Smith" case in CONNECTIONS. The worker inadvertently adds a person from the "Jones" case to the "Smith" case.*

Step-by-Step:
Removing a Person Who Was Added in Error

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

2 Select the appropriate stage by clicking on it.
*The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
The Task List displays.

4 Click on the **Maintain Person** task.
*The **List…** button enables.*

5 Click on the **List…** button.
The Person List displays.

6 Select the person to be removed.

If any demographic information has been changed since the person was added to the stage, the following message displays:
"Changes made to Person in this stage should be reset before continuing."

If the person is associated with another CONNECTIONS event (e.g., Notice of Existence), the following message displays:
"Events for this person in this stage will be invalidated! Continue?"

7 Click on the **Options** menu and select **Remove Person – Added in Error**.
The following message displays: "Are you sure you want to remove the person Added in Error?"

8 Click on the **Yes** button to complete the Remove Person – Added in Error process.
The Person List is updated and the removed person's name no longer displays.
*To return to the Person List without removing the person, click on the **No** button.*

9 Click on the **Close** button.
The Task List displays.

10 Click on the **Close** button to close the *Task List*.
The Assigned Workload displays.

Merge and Split Functions to Correct Duplicate and Combined Records

CONNECTIONS information needs to be maintained in a secure, accurate and reliable manner, as well as 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.

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 caseworker's responsibilities. In order to perform the Person Merge/Split function, the worker's BFP must include the appropriate Business Functions.

WARNING!

Since it is not always possible to correct errors you may make when merging and splitting records, be sure to:

1 Talk with your supervisor before proceeding.

2 Be careful when merging and splitting records.

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 caseworker 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 caseworker 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.**

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. A **Split** separates cases or people that were merged in error. Person Merges and Splits occur immediately in CONNECTIONS; an overnight batch update is not required.

The ability to perform Merge/Split functions is dependent on the worker's role and level of security access. In order to perform a Person Merge or Split *in a closed stage*, the worker must have 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* have the CASE/PERS SRCH Business Function; *or*
- have 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 have the MERGE/SPLIT Business Function. The worker must also meet one of the above criteria *or*:

- be the Unit Approver or have a role above that of the Unit Approver in the unit of the Primary worker, Secondary worker or Case Manager *and* have the UNIT SUM ACCESS Business Function.

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 an open Intake, 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 checkmark in the **M/S** column of the *Person List*.

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 field is 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 within the** *Assigned Workload*

1 From the *Assigned Workload*, select the stage containing the person information that requires merging.
The Tasks… button enables.

2 Click on the **Tasks…** button.
The Task List displays for the selected stage.

3 Click on the **Maintain Person** task.
The List… button enables.

4 Click on the **List…** button.
The Person List displays.

5 Click on the name of the person to be merged.

6 Click on the **Options** menu and select **Person Merge/Split**.
The Person Merge/Split window displays. The highlighted name from the Person List pre-fills in the Merged Persons Closed section.

7 Enter the **Person ID** of the Merged Forward Person.

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 Intake or Investigation 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).

- Merge will cause person to be a subject and MA/AB child in the same Investigation Stage.

- The ID Person entered has the status of person closed from a prior Merge.

8 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. Below are some of the most common messages:*
Error Message: "The ID entered is not found. Verify IDs."
Warning Message: "The age difference is greater than 5 years."
Warning Message: "The Person may not have the same gender."
*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.*

9 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?"

10 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.*

11 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)
- Sex
- Ethnicity
- Race
- Marital Status
- DOB (including Approximate indicator, if applicable)
- DOD (including Approximate indicator and reason, if applicable)
- Primary Address
- Primary Phone

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.

2 Click on the **Switch** command.

NOTE:
If you attempt to use the Switch function to perform a Person Merge between a person in an Investigation stage and a person in an *unprogressed* Intake stage, the following error message displays:
"The Person Closed is involved in an open intake."

Under these circumstances, you cannot use the Switch function. You need to enter the Person ID manually from the *unprogressed* Intake stage into the **Person Forward** field to perform the Person Merge.

12 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 29 for details.

13 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.*

14 Click on the **Save** button.
The change is saved in the system and the Person List displays.

15 Click on the **Close** button.
The Task List displays.

16 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 Perform a Person Search.

3 In the Person Search List, click on the person who is to be listed in the Merged Persons Closed section of the *Person Merge/Split* window.

4 Click on the **Options** menu and select **Case List**.
The Case List displays.

5 Click on the applicable case to select it.

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

7 Click on the applicable stage.

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

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

10 Review the Name and Person ID information in the Merged Persons Closed section for accuracy.

11 Enter the **Person ID** of the Merged Forward Person in the Forward section.

---

12 Click on the **Validate** button.
*The system checks for an open case and a valid Person ID. The **Merge** button enables.*

13 Follow **Steps 9-18** on "Completing a Person Merge within the *Assigned Workload*" on page 29.

| | **Step-by-Step:** **Completing a Person Split** |

1 On the *Assigned Workload*, select the stage which contains the person information that was merged in error.
*The **Tasks…** button enables.*

2 Click on the **Tasks…** button.
The Task List displays for the selected stage.

3 Click on the **Maintain Person** task.

4 Click on the **List…** button.
The Person List displays for the selected stage.

5 Click on the name of the person who was merged in error.

6 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.

7 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.

8 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.

9 Click on the **Yes** button.

10 Click on the **Save** button.
The change is saved in CONNECTIONS. The Person List displays.

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."

4 Click on the **OK** button.

5 Click on the **RPRTS** button.

6 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.

Module 2:
Case Maintenance

There are times when a worker may need to change a case name. An example of this would be if a Principal of a case gets married or divorces 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 cases are left open in the system when they should be closed and closed when they should be open. CONNECTIONS provides several Case Maintenance functions for these tasks.

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

- change a case name;

- merge cases;

- split cases; and

- change the case status.

Changing the Case Name

New cases are named after the first Principal (usually the mother) who is added to the initial report (Intake). Each stage (e.g., Intake or Investigative) 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 caseworker's responsibilities. In order to perform the Change Case Name function, the worker's BFP must include the appropriate Business Functions.

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 which 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.

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.

ACS policies regarding naming cases have changed. The following rules now apply:

- Cases initiated by a call to the SCR must be named for the alleged subject of the report.

  - If there is more than one subject, the case must be named for the subject listed first on the intake report.

  - If a subsequent report is received while the original case is open, the case remains in the name of the original subject.

  - If a subsequent report is received and the original case is closed, the case is renamed based on the subject listed first on the new report.

- All non-CPS cases must be named for the individual requesting services.

- All cases where a child is freed or the child's parentage is unknown must be named for the child.

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.

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. Both open and closed cases can be merged.

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 caseworker's responsibilities. In order to perform the Case Merge/Split function, the worker's BFP must include the appropriate Business Functions.

Case Merges are most often completed by an SCR Intake worker when the worker identifies that the family reported in the current intake is already involved in an open case in CONNECTIONS. The new intake is considered a subsequent Intake/report in the open case. When this information is verified, the SCR Intake worker merges forward the subsequent intake into the existing open CONNECTIONS case.

There are other times when the SCR Intake worker does not merge the new Intake into an existing case, but you may find while providing services to a family that completing a Case Merge allows you to manage the case better. At that time, request direction from your supervisor to determine whether the proposed Merge fits within the standards of your local district's policies and procedures for case merges.

Case 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. 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.

If the pending Split fails the edit checks in the batch run, the worker needs to process the Split again. DUP or ADD Intake stages that are split are re-opened and placed on the *Assigned Workload* of the Primary worker.

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. Both Case IDs, when searched, point to the Merged-To Case.

When a worker splits an Intake stage from a case and progresses it, prior to the nightly split batch update, CONNECTIONS determines if the stage is linked to any other stage. When the split batch update is run, the system moves all stages that are identified as belonging together.

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.

5 Enter the Case ID number for the case you wish to merge in the Case Merged From section.
*The **Case Merged To** field is pre-filled.*

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 above). 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 checkmark 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

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.

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

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 checkmark 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.

Changing the Case Status

If a case that was kept open at the conclusion of the Investigation stage needs to be closed (or a case that was closed needs to be reopened), the Case Status Maintenance function is used to update the status of the case.

The Case Status Maintenance (CSM) Report was created to assist districts in identifying cases that have an "Open" status in the system, but may need to be closed. The CSM Report identifies cases in the district that have "Open" case statuses but no open CPS stages. The report is run monthly and displays on the *Report List* for designated CONNECTIONS users. The *Report List* is opened from the **RPRTS** button on the CONNECTIONS Toolbar. The cases identified on the report can be closed using the online Case Status Maintenance function.

To change Case Status, the following criteria must be met:

- *All* stages of the case must be closed (a case may be still be shown as open if the worker has closed the stage(s) with an Open Closure Reason).

- Your district *must* match the district of the case in question.

- You must follow CPS case closing guidelines.

In addition, you must be:

- the last historical primary worker in the case;

- the last historical case manager;

- in the unit hierarchy of the historical primary worker in the case and have a role at or above the role of the Unit Approver; or

- assigned a "View All in District" Business Function Profile (BFP).

You can change the status of a case from the *Case Summary* window.

	Step-by-Step: **Closing an Open Case**

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

2   Enter the Case ID number or the Case Name in the appropriate field.

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

4   Click to select a case.

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

6 From the *Case Summary* window of an open case, click on the **Options** menu and select **Change Case Status**.
The following message displays:
"The case status will be changed to CLOSED. Continue?"

7 Click on the **Yes** button.
The Close Case window displays.

8 If a closure date *other than the default (current) date* is required, enter the closure date in the **Case Closure Date** field.
The Case Closure Date field entry must be a valid date (e.g., not February 30), cannot be a future date, and cannot pre-date the latest stage closure date.

9 Click on the **Save** button.
The Case Summary window displays. The status of the selected case is now "Closed." A "Case Closed" event also displays on the Event List.

10 Click on the **Close** button.
The Case List displays.

11 Click on the **Close** button.
The Case Search Criteria window displays.

	Step-by-Step: **Opening a Closed Case**

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

2 Enter the Case ID number or the Case Name in the appropriate field.

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

4 Click to select a case.

5 Click on the **Summary** button.

6 From the *Case Summary* window of a closed case, click on the **Options** menu and select **Change Case Status**.
If the case does not have stages closed with an "Open for Services" Closure Reason, the following message displays: "No stage in case had been closed with an open for services reason. Continue?" This is only a warning message; it will not prevent you from continuing. You may want to verify that you selected the correct case from the list.

Changing the Case Status to "OPEN" does *not* return the case to the *Assigned Workload.*

7 Click on the **Yes** button.
The following message displays:
"The case status will be changed to OPEN. Continue?"

---

8 Click on the **Yes** button.
The case status changes to OPEN and the Case Summary window displays. A "Case Re-Opened" event also displays on the Event List.

9 Click on the **Save** button.

10 Click on the **Close** button.
The Case List displays.

11 Click on the **Close** button.
The Case Search Criteria window displays.

Module 3:
Local Data Maintenance

The LDM function in CONNECTIONS is used to maintain closed investigations. This is a corrective process only. It is to be used exclusively to correct errors or oversights in the original investigation. The original investigation narrative must support these corrections. Maintain Closed Investigation should not be used to record new information about an investigation that is learned after the investigation is closed. (In that circumstance, a new report should be called in to the SCR.)

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

- access the *Local Data Maintenance* (LDM) window;

- change person demographics;

- add or relate persons to a stage;

- modify allegations; and

- edit the investigation conclusions.

Local Data Maintenance (LDM) Security

There are situations in which case information for a closed CPS Investigation needs to be corrected. For example, a person's demographic information might have been recorded incorrectly or perhaps allegations were omitted in error. The *Local Data Maintenance* (LDM) window is a single, multi-tabbed window that allows the viewing and correction of information in closed CPS Investigation stages. The LDM window can be used to add and relate persons to closed investigations and to correct person demographic information, allegations, and investigation conclusion details.

The LDM window contains the following tabs:

- Person Demographics

- Add/Relate Person

- Allegations

- Investigation Conclusions

These tabs enable depending on how the LDM window is accessed and the Business Function of the worker accessing the window. Two Business Functions are associated with Local Data Maintenance:

- **MAINT CLSD PERS**
  Maintain Closed Person Demographics can be used to correct demographic information due to an error in data entry in the original investigation or due to the availability of additional information.

- **MAINT CLSD INV** (available only for designated CPS Supervisors or above)
  Maintain Closed Investigation is a corrective process only. It is to be used exclusively to correct errors or oversights in the original investigation. The original investigation narrative must support these corrections. Maintain Closed Investigation should *not* be used to record new information about an investigation that is learned after the investigation is closed. In that circumstance, a new report should be called in to the SCR.

To view your own Business Function Profile, see "Viewing Your Business Function Profile" on page 10 of this guide.

The actions permitted by each of these Business Functions and methods of accessing the LDM window are discussed in this module.

The table on the next page contains information about further requirements associated with Local Data Maintenance.

LDM Business Functions and Access Requirements		
Case Summary Window Options Menu Command	Maintain Closed Person Demographics	Maintain Closed Investigation
Business Function Needed	MAINT CLSD PERS	MAINT CLSD INV
Additional Access Requirements	• Investigation Stage (CPS or IAB) is closed *and* • Worker must be from same district/agency as primary worker when stage was closed *and either:* Closed stage is not associated with any open ARI stage, **or** Worker is Primary worker of associated open ARI stage	• Investigation Stage (CPS or IAB) is closed *and* • Worker is at Supervisor level or above *and* • Worker must be from same district as primary worker when stage was closed *and* • Closed stage is not associated with any open ARI stage
LDM Tabs Enabled	Person Demographics	All LDM tabs

Selecting either **Maintain Closed Investigation** or **Maintain Closed Person Demographics** opens the LDM window in modify mode.

Accessing the LDM Window

The LDM window can be accessed through the *Case Summary* window and through the *Event List*. There are three main features of the LDM window: the Header and Footer (which are always present), and the tabs, which comprise the body of the window and are accessible in any order.

Accessing LDM from the Case Summary *Window*

Since the case in question is closed, it does not appear on the *Assigned Workload*. Therefore, it is necessary to perform a case search. Select the case from the resulting *Case List* and click on the **Summary** button to open the *Case Summary* window.

	Step-by-Step: **Accessing LDM from the *Case Summary* Window**

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

2 Enter the Case ID or Case Name in the appropriate field.

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

4 Click on the case to be viewed/updated.

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

6 Click to select the INV stage to be viewed or updated.

7 Click on the **Options** menu and select **Maintain Closed Investigation.**
The Local Data Maintenance window displays.

8 To close the LDM window, click on the **Close** button.
The Case Summary window displays.

9 Click on the **Close** button.
The Case List displays.

10 Click on the **Close** button.
The Case Search Criteria window displays.

11 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

> Each of these menu commands enables only if the worker meets certain access requirements. In addition, particular tabs of the LDM window enable or disable depending on how the window is accessed.

Accessing LDM from the *Event List*

Accessing the LDM window through the **Maintain Closed Investigation** command in the **Options** menu on the *Case Summary* window can create one of two events:

- **Maintain Closed CPS Investigation** – created when a worker updates a closed CPS Investigation stage in the LDM window and any information is modified and saved.

- **Maintain Closed IAB Investigation** – created when a worker updates a closed IAB Investigation stage in the LDM window and any information is modified and saved.

Once an event is created, the LDM window can be accessed through that event.

Access to LDM events is similar to that for other INV stage events such as Investigation Conclusion. That is, all LDM events are displayed or filtered in the *Event List* window based on a worker's security. The worker must have the appropriate CPS Business Functions and have jurisdictional, role, or unit hierarchy access to the case. Since this is view-only access, the **MAINT CLSD INV** Business Function is not required. As a rule of thumb: If your credentials allow you to see the **Investigation Conclusion** event for a stage, you will be able to see and access the LDM event.

	Step-by-Step: **Accessing LDM from the *Event List***

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

2 Enter the Case ID or Case Name in the appropriate fields and click on the **Search** button.
The Case List displays.

3 Select the INV stage to be viewed/updated.

4 Click on the **Options** menu and select the **Event List** command.
The Event List displays.

5 Select the event that has Local Data Maintenance in the **Type** column and click on the **Detail** button.
The Local Data Maintenance window displays in view-only mode, none of the window's elements are modifiable.

6 Click on the **Close** button.
The Event List displays.

7 Click on the **Close** button.
The Case List displays.

No events are generated if the LDM window is accessed through the **Maintain Closed Person Demographics** command.

8 Click on the **Close** button.
The Case Search Criteria window displays.

9 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

The Layout of the LDM Window

The Header

The Header is always present when the LDM window is open. It includes the following information:

- Case Name
- Case ID
- Stage ID

- Report Date (the intake report date)
- Case Status
- Event Status

- Final Risk Rating
- Elevated Risk Exists label (if any Elevated Risk Elements were selected on the RAP)

The Event Status that displays depends on how and under what circumstances the LDM window was opened. This status is modified when changes are saved on the LDM window.

- If the LDM window is opened via the *Event List*, the **Event Status** field displays the status of the event that was selected on the *Event List* (either PROC or COMP).

- When the LDM window is opened via the **Maintain Closed Investigation** command in the **Options** menu on the *Case Summary* window, the status displays "In Process" if there is an in-process event associated with the closed Investigation stage. Otherwise, it reads "New." In this case, if any changes are saved on the LDM window, the status field changes from "New" to "In Process."

- If the LDM window is opened via the **Maintain Closed Person Demographics** command in the **Options** menu on the *Case Summary* window, the **Event Status** field on the LDM window is blank.

- LDM events have a status of PROC (In Process) when created.

- Only one PROC LDM event can exist for a closed INV stage at a time.

- Modifying a stage that already has a PROC LDM event does not generate another event or change the status of the existing event.

- LDM events are marked COMP as part of the process of closing the LDM window.

The Footer

The footer is always present when the LDM window is open. Only one button appears in the footer: **Close**. Clicking on this button closes the LDM window and returns you to the window from which the LDM window was accessed (either the *Event List* or the *Case Summary* window). The **Close** process also gives you the opportunity to save any unsaved changes to the LDM window and to mark the PROC event associated with the LDM as COMP.

The Tabs

The information contained in the body of the LDM window is organized into sections, which are represented by file tabs:

- Person Demographics
- Add/Relate Person

- Allegations
- Investigation Conclusions

If the LDM window is accessed through the **Maintain Closed Person Demographics** command, only the **Person Demographics** tab is available for modification. If the LDM window is accessed through the **Maintain Closed Investigation** command, all tabs are available for modification.

	Step-by-Step: **Viewing the Tabs on the LDM Window**

1 Open the LDM window for the selected stage.
See "Accessing the LDM Window" on page 44.

2 Click on a tab to view its contents.
Tabs may be accessed in any order.

3 Click on the **Close** button to close the LDM window.

Information recorded in the LDM window is stored in the CONNECTIONS database. When you re-open the LDM window, it is "refreshed" with the most current information. This information can be reviewed and, if necessary, updated further.

Person Demographics Tab

The **Person Demographics** tab allows workers to view and correct information about persons associated with a closed Investigation stage. This tab is the active tab whenever the LDM window is first opened. It contains an upper and lower grid and **Save**, **Cancel** and **Address/Phone** buttons.

The Upper Grid

The upper grid contains the following information about all persons associated with a closed INV stage:

- Primary Name
- Person ID
- DOB
- Race
- Phone
- DOD (Date of Death)

- Age
- Religion
- T (DOB Type)
- Role
- Extension
- Approx. DOD Flag

- Language
- Marital Status
- Sex
- Relationship/Interest
- Phone Type
- Ethnicity

Updating a person's date of birth in LDM changes the person's date of birth in all other stages containing that person. Since a person in open stages cannot be modified, the affected stages are all closed stages.

The **Age** field cannot be modified if there is an exact date of birth listed in the **DOB** field. If corrected exact date of birth information becomes available, correct the **DOB** field; the **Age** field updates automatically. If the **DOB** is marked Approximate (**A**) or Estimated (**E**), the **Age** field can be modified. When **Age** is modified, the **DOB** is recalculated and updated. If new *exact* date of birth information is recorded, be sure to change the date of birth type in the **T** column.

> The **Date of Death** and **Approximate Date of Death** columns can only be modified if a **Date of Death** already appears in the grid for that person.

Before changing a person's name on the **Person Demographics** tab, a Person Search needs to be performed to see if the new name is known to the system. If the name is known, use the **Add/Relate Person** function (see the Step-by-Step on page 60) rather than change the name on the **Person Demographics** tab. After the individual is related to the closed stage, both individuals (the one who was originally on the Person List and the one you just related) will display. You will need to perform a Person Merge (see page 28 for more information on Person Merging).

The **Race and Ethnicity** of the person selected in the Upper Grid can be modified using the drop-down arrow and list boxes in the bottom right-hand corner of the tab.

Field	Enabling	Modification
Ethnicity (drop-down field)	Enables when a person is selected in the upper grid.	Updates the **Ethnicity** column in the upper grid. This field displays "NR" when the **Ethnicity** column in the upper grid reads "Not Reported."
Ethnicity (list box)	Enables when a person is selected in the upper grid *AND* "Hispanic or Latino Origin" displays in the **Ethnicity** drop-down.	Click on an origin to select it from the list. Multiple origins may be selected.
Race (list box)	Enables when a person is selected in the upper grid.	Updates the **Race** column in the upper grid. Click on a race to select it from the list. Multiple races may be selected. If more than one Race is selected in this field, the upper grid displays "Multiple."

Clicking in a row of the upper grid selects that person for modification. An arrow to the left of a row indicates that the information in the lower grid applies to that person.

All columns in the upper grid are modifiable by clicking directly in the grid cell and typing, with the following exceptions:

Column	Modified by…
Person ID	Cannot be modified *This number is system generated*
Race	Race selection box elsewhere on **Person Demographics** tab
Ethnicity	Ethnicity drop-down and selection box elsewhere on **Person Demographics** tab
Phone, Extn, Type	*Maintain Primary Address/Phone* window. Accessed via **Address/Phone** button elsewhere on **Person Demographics** tab
Role	Automatic (re)calculation when changes to **Allegations** tab are saved

The Lower Grid

The lower grid displays the following information for each identifier:

- ID
- ID Type
- Start Date
- Comment
- Invalid Flag
- ID Number
- End Date

When a person is selected in the upper grid, the lower grid displays all person identifiers (SSN, CIN, etc.) for that person. Each identifier appears in its own row of the lower grid. An arrow to the left of the row indicates that identifier is currently selected for editing. New identifiers can be added by typing into the bottom-most row of the lower grid, which is marked with an asterisk. Adding a new row with the same **Type** as an existing row (that does not have an End Date) sets the End Date of that existing row to the current date.

The information in the lower grid is modifiable as follows:

Column	Modified by…
ID Invalid Flag	Can only be marked (using the drop-down arrow that appears when you click in the cell); cannot be removed. Marking the flag as Invalid will set the end date of that row to the current date.
ID Type	Can be selected for new rows using the drop-down arrow that appears when you click in the cell. This field cannot be modified for existing rows.
ID Number	Can be modified by clicking and typing directly in the grid. Cannot be modified in a row for which an End Date exists.
Start Date	Automatically set to the current date when a new ID type is added.
End Date	Automatically set to the current date when the ID Invalid Flag is selected (marked) or when a new row with the same ID Type is added.
Comments	Can be modified by clicking and typing directly in the grid. Cannot be modified in a row for which an End Date exists.

Buttons on the Person Demographics Tab

Address/Phone

The **Address/Phone** button accesses the *Maintain Primary Address and Phone* window for the closed INV stage, allowing the worker to modify Primary Address and/or Primary Phone information for all persons associated with the closed INV stage.

Clicking on this button with unsaved changes pending in the LDM window displays the following message: "*Please save or cancel changes before maintaining address information.*"

- Clicking **OK** returns you to the **Person Demographics** tab.

- Clicking the **Save** or **Cancel** button on the **Person Demographics** tab allows you to open the *Maintain Primary Address and Phone* window with changes having been saved or discarded depending on which was selected.

If any changes are made and saved on the *Maintain Primary Address and Phone* window and an in-process LDM event does not already exist, an LDM event is created. (This is only true if the LDM window was entered through the *Maintain Closed Investigation* command. No events are generated if the LDM window is entered through the *Maintain Closed Person Demographics* command.)

Trying to open the *Maintain Primary Address and Phone* window when every person in the case is also in an open non-ARI stage results in the following message displaying: "*Cannot maintain address/phone information: Everyone in this closed case is also in another open non-ARI stage.*" The *Maintain Primary Address and Phone* window does not open. (See "Maintaining Primary Address and Phone" on page 16.)

Save

Clicking on this button saves changes made on the tab. It is disabled until changes are made on the **Person Demographics** tab. The **Save** button disables after a save until the next time changes are made to the tab.

Close

Clicking on this button closes the LDM window and returns you to the window from which the LDM window was accessed, either the *Event List* or the *Case Summary* window. The Close process also gives you the opportunity to save any unsaved changes to the LDM window and to mark the PROC event associated with the LDM as COMP.

> If the child's age has been modified to be more than 18 years old for CPS Familial/FC-DC cases or more than 21 years old for IAB cases, the following message displays when you click on the **Save** button:
> "*Age over <18 or 21> years as of Intake. Continue with Save?*"

Cancel

Clicking on the **Cancel** button cancels all changes made to the tab since the last save. It is disabled until changes are made on the **Person Demographics** tab. Clicking on the **Cancel** button displays the following message: "*Your changes will be lost. Continue?*" Clicking **Yes** discards any unsaved changes. Clicking **No** leaves the changes as they were entered.

Step-by-Step:
Changing Person Demographics in the Upper Grid

1 Open the LDM window for the selected stage.
See Accessing the LDM Window on page 44.

2 Select the person from the **Person List** by clicking in the column left of the **Last Name**.
A black arrow indicates the person that has been selected.

3 Click in the **DOB** field and update the information located there.
*If the child's age has been modified to be more than 18 years old for CPS Familial/FC-DC cases or more than 21 years old for IAB cases, the following message displays when the **Save** button is clicked: "Age over <18 or 21> years as of Intake. Continue with Save?"*

4 Click on the **Save** button.

5 To change ethnicity, click on the drop-down arrow for the **Ethnicity** field and select from the resulting list.
Select either "Hispanic or Latino Origin" or "Non-Hispanic or Latino Origin," as appropriate.

If an Investigation stage was closed with the **Fatality – No Surviving Children** closure reason, the Date of Birth (DOB) of any person may not be changed to younger than 18 years old before the date of Intake. If the worker attempts to do this, the following message displays:

"Cannot update or add person less than 18 years of age. The stage was closed with Fatality – No Surviving Children."

The only exception to this occurs if the person has a Date of Death (DOD) or is a subject in an allegation.

6 To specify categories within Hispanic or Latino origin, click on an origin's checkbox from the list below the **Ethnicity** field.
*In order to select an origin in this field, "Hispanic or Latino Origin" must display in the **Ethnicity** field. An "X" displays in a specific origin's checkbox when it has been selected. To clear a selection, click on the box again to remove the "X." Multiple origins may be selected from the list box.*

7 Click on the **Save** button to save the changes to the **Ethnicity** field.

8 In the **Race** field, click on a race's checkbox from the list to select it.
An "X" displays in the checkbox when it has been selected. To clear a selection, click on the box again to remove the "X." Multiple races may be selected from the list box.

9 Click on the **Save** button to save the changes to the **Race** field.

10 Scroll right and click in the **Language** field to select a different language.

Correcting demographic information for a person who is associated with an open stage can only be done in the *Person Detail* window, not through the LDM window. Conduct a person search to determine if the person in question is associated with any open stages.
If the person search indicates that the person is not associated with any open stages, you can navigate to the LDM to correct demographic information.

11 Click on the **Save** button.

12 If you are finished correcting information on the **Person Demographics** tab, either click on another tab (to correct information on a different tab) or close the LDM session

13 Click on the **Close** button.
The following message displays: "Is LDM Complete?"

14 Click on the **Yes** button.
The Case Summary window displays.

15 Click on the **Close** button.
The Case List displays.

> You must save (click on the **Save** button) after each change you make to the **Person Demographics** tab in order for that change to be stored in the CONNECTIONS database. Therefore, if more than one change has been made, only the last one, if unsaved, is discarded when **No** is clicked.

Step-by-Step:
Changing Person Demographics in the Lower Grid

1 Open the LDM window for the selected stage*.*
See Accessing the LDM Window on page 44.

2 Select the person from the **Person List** by clicking in the column to the left of the **Last Name**.
A black arrow indicates the person that has been selected.

3 Click on the drop-down arrow in the **INV** column and select **No**.
*This indicates that the person identifier is **not invalid** (clicking **Yes** indicates that **it is invalid**).*

4 Click on the drop-down arrow in the **Type** column.
Click on the type of identifier being entered.

5 Click in the **Number** column and enter the identifier number.

6 Click on the **Save** button.

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

8 Click on the **Close** button.
The Case List displays.

9 Click on the **Close** button.
The Case Search Criteria displays.

10 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

The Add/Relate Person Tab

The **Add/Relate Person** tab enables workers to:

- add new persons to CONNECTIONS and to closed Investigation stages;

- search for persons already in the CONNECTIONS database; and

- relate persons already in the CONNECTIONS database.

Fields and Buttons on the Add/Relate Person Tab

Before a person can be added or related to a closed Investigation stage, a search of the CONNECTIONS database must be performed on the person's name. For this reason, the **Add**/**Relate Person** tab is formatted much like the *Person Search* window.

The **Search Type** field displays in the upper left corner of the tab. Click on the drop-down arrow for this field and select from the resulting list. The default Search Type is "Phonetic Name" when the tab is first opened.

The **Add/Relate Person** tab includes fields for the following search criteria:

• First Name	• Race	• City	• SSN
• Middle Name	• Sex	• State	• CIN
• Last Name	• Phone	• County	• Person ID
• DOB *(Date of Birth)*	• Address Type	• ZIP Code	
	• Street	• CD *(NYC addresses only)*	
• Age	• PO Box/Apt		

The **Validate** button performs **CODE 1** validation for addresses (it is disabled until address information is entered).

The **Search** button searches the database for the person information entered (it is disabled until person information is entered).

The **Relate** button adds a person who is already in the database to a closed Investigation Stage (it is disabled until a search is performed and a row is selected from the *Person Search List*).

The **New** button opens the *Add Person* window (it is disabled until a phonetic name search is performed).

The **Clear** button clears all entries made to search criteria fields (it is disabled until data fields are filled in).

The **Close** button closes the LDM window.

Searching Before Adding or Relating

The search functionality in LDM does not allow for viewing of individual Person Search results beyond what appears in the Results List tab. You cannot select a result and navigate to the *Case List*, *Case Composition* window etc., within LDM. Therefore, prior to entering LDM, you should conduct a more comprehensive Person Search from the CONNECTIONS Toolbar. There, you can confirm either the Person ID for a known individual, or verify that there is not a match. Once the Person Search results are verified through the Toolbar search, the known person can be related or the new person added through LDM.

> The **Relate** button does not enable until a search has been performed and a person is selected from the results list. If any information on the tab is changed after the search, the **Relate** button is again disabled until another search is performed.

The **Search Type** field displays in the upper left corner of the tab. Clicking the drop-down arrow for this field opens a menu of search type choices. The Search Type defaults to "Phonetic Name" search when the **Add/Relate Person** tab is first opened.

As on the *Person Search* window, certain fields are required depending on the type of search chosen. These required fields are highlighted in yellow and must be filled in before the **Search** button enables. The type of search chosen also determines which additional criteria can be entered.

When the search type is **Exact**:

> When searching on a person with multiple last names, adding a hyphen between the two last names creates a result list that includes all possible combinations of the two names.

- Address fields enable only when all non-address fields are blank.

- Each identifier field enables only if all other fields are blank.

- All other text fields enable only when all address and identifier fields are blank.

- The address criteria section includes a **Validate** button for validation of addresses entered for the search.

Search results display in the *Person Search List* grid in the lower portion of the tab. In addition to the Match Name, results include: Date of Birth, T (type), Sex, Person ID, County, Street Address, City, Race, Ethnicity, SSN, Primary Name, Match (Match Type), and Score.

When the search is completed, the title of the Person Search List box reflects the results with one of the following titles: "Phonetic Name Search Results Returned," "Phonetic Address Search Results Returned," "Exact Results Returned," or "No Results Returned."

If one of the persons returned in the search result matches the person entered for the search, that person can be selected by clicking on his/her row of the *Person Search List*.

Clicking on the **Relate** button relates the selected person to the closed Investigation stage.

- A validation is performed comparing the information of the person selected in the *Person Search List* with the search criteria entered. The validation includes DOB, Sex, County, Relation/Interest and Abused Child vs. Alleged Subject Role. If any of these comparisons

produce a mismatch, a message to that effect displays, asking if the relate should be performed anyway.

- The new information is saved to the CONNECTIONS database and the **Person Demographics** tab opens. The person you just added is selected and the updated information for that person is displayed.

- The following message displays: "*Primary Address from related person used."*

	Step-by-Step:
	Searching and Relating a Person in LDM

1 Conduct a person search from the **PERS** button on the CONNECTIONS Toolbar.
This is to obtain the Person ID and verify the information on the person that is to be related (if no match is found, the person needs to be added).

2 Open the LDM window for the selected stage.
See "Accessing the LDM Window" on page 44.

3 Click on the **Add/Relate Person** tab.

4 In the **Search Type** field select **Phonetic Name**.
Phonetic Name is the default search type.

5 Enter the first and last name of the person.

6 Click on the **Search** button.
The name results returned appear in the lower grid.

7 Scroll down to view all of the results and select the correct person to be added/related.

8 Click on the **Relate** button.
The selected person is related to the closed Investigation stage and the Person Demographics tab opens.

> The name fields of the *Add Person* window are not editable. If the person's name is not correct, the worker must click **Cancel** to return to the **Add/Relate Person** tab, update the person's name in the **Add/Relate Person** tab, run another Phonetic Name search and click the **New** button again.

9 Verify all information in the **Person Demographics** tab. If changes are made, click on the **Save** button.

Adding a Person to a Case

If no records are located for a Phonetic Name Search or if none of the search results match the person entered in the search, clicking on the **New** button on the **Add**/**Relate Person** tab displays the *Add Person* window, which allows a new person to be added to the CONNECTIONS database and to the closed Investigation stage.

The *Add Person* window is pre-filled with the data entered into the search criteria fields of the **Add**/**Relate Person** tab. All fields except the **First**, **Middle**, **Last Name**, and **Role** fields are editable.

The layout of the *Add Person* window is similar to the *Person Detail* window that is accessed for open Investigation stages via the **Maintain Person** task on the *Task List.*

Values for the **Rel/Int**, **Ethnicity**, **Race**, and either **Date of Birth** or **Age** fields *must* be entered before the new person can be added to the CONNECTIONS database.

- Role is defaulted to "No Role" and is not editable.

- The **Rel/Int** drop-down arrow enables once a Person Type is selected.

- The approximate DOB checkbox is enabled once a DOB is entered.

If the child's age is entered in the Add Person window as more than 18 years old for CPS Familial/FC-DC cases or more than 21 years old for IAB cases, the following message displays when the Save button is clicked: *"Age over <18 or 21> years as of intake. Continue with Save?"*

When the Date of Birth or Date of Death is recorded, neither should be later than the current date. When Date of Birth is recorded, the system automatically fills in the Age. When Age is recorded, DOB is calculated and populated and the Approximate DOB checkbox is checked. If a Date of Death is recorded, a Reason for Death must also be recorded. If an Address is recorded, Address Type must also be recorded.

The *Add Person* window includes a **Validate** button for validation of addresses. The Address must be validated to enable the **Save** button on the *Add Person* window.

If a Phone Number is recorded, Phone Number Type must also be recorded.

After all required fields are filled in, the **Save** and **Cancel** buttons enable.

The information is saved to the CONNECTIONS database and the **Person Demographics** tab displays. The person you just added is selected on the tab and the data for that individual reflects the updated information. If the address fields were left blank when you added the person on the Add Person window, the following message displays:
"*No primary address added for new person.*" Clicking on the **Cancel** button clears the fields on the *Add Person* window and displays the **Add/Relate Person** tab.

The **Add/Relate Person** tab is disabled and cannot be viewed when the LDM window is accessed in view-only mode via the *Event List*.

Step-by-Step:
Adding a Person to a Case

1 Conduct a person search from the **PERS** button on the CONNECTIONS Toolbar.
This is to verify that no match is found in the database for the person that is to be added.

2 Open the LDM window for the selected stage*.*
See Accessing the LDM Window on page 44.

3 Click on the **Add/Relate Person** tab.

4 In the **Search Type** field select **Phonetic Name**.
Phonetic Name is the default search type.

5 Enter the first and last name of the person.

6 Click on the **Search** button.
No results return or none of the results are the correct person.

7 Click on the **New** button.
The Add Person window displays.

8 Enter the new person information.
Required fields are highlighted in yellow.

9 Click on the **Save** button.
The new person is now saved to the database and the closed Investigation stage.
*The **Add/Relate Person** tab displays.*

10 Click on the **Close** button.

Allegations Tab

The **Allegations** tab allows workers to:

- view, correct, or add allegation information;
- delete allegations other than those generated at Intake; and
- view, correct, add, or delete injury details for specific allegations.

The High Priority (NYC only) indicator, Roles, and Overall Determinations for the stage are re-calculated when changes are made in the **Allegations** tab are saved.

The LDM window is to be used exclusively to correct errors or oversights in the original investigation. Examples of appropriate use of LDM include:

Allegation Substantiation Corrections	One or more of the original allegations were substantiated and should have been unsubstantiated (or vice versa) and the original narrative supports the corrected decision. It is important to remember that if the subject has received a letter (either a Notice of Indication from the local district or a Notice of Unfounding from the SCR) based on the original determination, the district is responsible for sending a corrected letter.
Allegation Association Corrections	The original allegations and substantiations were not correctly associated with the appropriate child and/or subject (e.g., "allegations should have been substantiated for the mother and unsubstantiated for the grandmother, not vice versa"; or "bruises should be substantiated for the 8 year old and unsubstantiated for the 5 year old, not vice versa"). Remember, the original narrative must support the corrected information. Corrected notification letters need to be sent, as appropriate.
Adding Individuals and/or Allegations	The original report from the SCR listed two children left unsupervised. There were actually *three* children left unsupervised, but the case worker forgot to add the third child while the investigation was open. Again, the original narrative must support the corrected information. If additional subjects or "other persons named" are added to the closed investigation, appropriate notification letters need to be sent.

The upper grid of the **Allegations** tab lists the following information for all allegations in the Investigation stage: MA/AB Child (child's name and ID), Alleged Subject (subject's name and ID), Allegation, Unsub/Sub (unsubstantiated or substantiated), and Stage (the stage in which the allegation was entered).

MA/AB Child (child's name and Person ID)	When selected, the **MA/AB Child** column displays a drop-down list containing the names and Person ID numbers of every child listed in the stage. Select from this list to identify an individual as an MA/AB child for a new or corrected allegation.
Alleged Subject (subject's name and Person ID)	When selected, the **Alleged Subject** column displays a drop-down list containing the names and Person ID numbers of every person listed in the stage who is *not* identified as an MA/AB child. Select from this list to identify an individual as an Alleged Subject for a new or corrected allegation.
Allegation	When selected, the **Allegation** column displays a drop-down list containing all possible allegations. Select from this list to add a new allegation or to correct an existing allegation.
Unsub/Sub	When selected, the **Unsub/Sub** column displays a drop-down list with two choices: Substantiated or Unsubstantiated. For allegations recorded at Intake, this is the only field that can be modified on the **Allegations** tab for the selected Investigation stage.
Stage	This field specifies the stage (INT or INV) in which the allegation was recorded. This field cannot be modified.

A new allegation can be entered on the blank line in the upper grid that has an asterisk (*) to its left. The Stage column displays "LDM" for new allegations created in the LDM window.

When a particular allegation is selected by clicking on it, an arrow appears to the left of the line and the lower grid lists the following information for all injuries associated with that allegation: Injury Side, Injury Area, Injury Type, Injury Cause, and Comments.

> You must save (click on the **Save** button) after making changes to any row on the **Allegations** tab in order for the changes in that row to be stored in the CONNECTIONS database.

A new injury for the selected allegation can be entered on the blank line in the lower grid that has an asterisk (*) to its left.

If an allegation requiring Injury Detail information is added in LDM, access to other tabs of LDM or other CONNECTIONS windows are prevented until Injury Details are recorded in the lower grid of the **Allegations** tab.

Buttons on the Allegations Tab

The **Delete** button allows the worker to delete an allegation or modify injury detail. Allegations recorded during Intake cannot be deleted. The button is disabled until an appropriate allegation is selected.

The **Save** button saves changes made to the tab. After saving changes to the **Allegations** tab, attempting to open a tab other than the **Investigation Conclusions** tab or attempting to close the LDM window automatically opens the **Investigation Conclusions** tab. This allows for the review of any changes made to Overall Determinations and the updating of the Investigation Conclusions Narrative.

The **Cancel** button cancels all changes made to the **Allegations** tab since the last save. The **Cancel** button is disabled until any changes are made to the **Allegations** tab. It becomes disabled after being clicked until the next time changes are made to the tab.

If the Overall Determination for the stage changes as a result of the changes made on the **Allegations** tab, the system clears the Current Closure Reason on the **Investigation Conclusions** tab. You must open the **Investigation Conclusions** tab and select a new Current Closure Reason for the stage.

Other tabs of the LDM window disable if there are any unsaved changes on the **Allegations** tab.

Clicking on the **Close** button when there are unsaved changes on the **Allegations** tab displays the following message: "*Save changes in progress?*" Clicking **Yes** saves the changes before opening the **Investigation Conclusions** tab. Clicking **No** discards them and closes the window.

If the LDM window is entered in view-only mode via the *Event List*, no fields on the **Allegations** tab are modifiable and the only active button is the **Close** button.

	Step-by-Step: **Correcting an Allegation**

   1   Open the LDM window for the selected stage.
        See "Accessing the LDM Window" on page 44.

   2   Click on the **Allegations** tab.

   3   Click in the **Alleged Subject** column and the **MA/AB Child** column to select different persons.
        When you make any changes to the Allegations tab, a pencil displays in the left column of the selected row.

   4   Click in the **Allegation** column of the appropriate row and select the correct allegation.
        Use the drop-down arrow to select from the resulting list.

   5   Click to select **Substantiated** or **Unsubstantiated** in the **Unsub/Sub** column.
        Use the drop-down arrow to select from the resulting list.

   6   Click on the **Save** button.
        The tab displays with the updated changes.

---

7 Click on the **Close** button.
The following message displays: "Please update the narrative before exiting."

8 Click on the **OK** button.
*The **Investigation Conclusions** tab opens.*

9 Click on the **Narrative** button.
Update the narrative to document the changes to the allegations.

10 Click on the **File** menu and select **Close**.
The following message displays: "Save changes?"

11 Click on the **Yes** button.
The Investigation Conclusion tab displays.

12 Click on the **Close** button.
The following message displays: "Save changes in progress?"

13 Click on the **Yes** button.
The following message displays: "Is LDM Complete?"

14 Click on the **Yes** button.
The Case Summary displays.

15 Click on the **Close** button.
The Case List displays.

> ***Allegations recorded at Intake CANNOT be deleted.***
>
> When modifying an injury, make sure to select that injury by clicking on that row of the lower grid before clicking the **Delete** button. Selecting an Allegation in the upper grid and NOT selecting an injury in the lower grid results in the Allegation being deleted rather than the injury (since only the Allegation was highlighted).

Step-by-Step:
Adding an Allegation

1 Open the LDM window for the selected stage.
See Accessing the LDM Window on page 44.

2 Click on the **Allegations** tab.

3 Scroll down to a blank row in the upper grid.
An asterisk (*) appears in the left column.

4 Click on the drop-down arrow in each column to select the allegation information that is being added.

5 Click on the **Save** button.
*The **Allegations** tab displays with the new allegation listed.*

6 Click on the **Close** button.
The following message displays: "Please update the narrative before exiting."

7 Click on the **OK** button.
*The **Investigation Conclusions** tab opens.*

8 Click on the **Narrative** button.
Update the narrative to document the changes to the allegations.

---

9 Click on the **File** menu and select **Close**.
The following message displays: "Save changes?"

10 Click on the **Yes** button.
*The **Investigation Conclusion** tab displays.*

11 Click on the **Close** button.
The following message displays: "Save changes in progress?"

12 Click on the **Yes** button.
The following message displays: "Is LDM Complete?"

13 Click on the **Yes** button.
The Case Summary displays.

14 Click on the **Close** button.
The Case List displays.

	Step-by-Step: **Deleting an Allegation**

1 Open the LDM window for the selected stage
See Accessing the LDM Window on page 44.

2 Click on the **Allegations** tab.

3 Select the allegation to be deleted by clicking on that row of the upper grid.

4 Click the **Delete** button.
The following message displays:
"Delete the selected allegation?"

5 Click on the **Yes** button.
The following message displays:
"Delete Successful."

6 Click on the **OK** button.

7 Click on the **Close** button.
The following message displays:
"Is LDM Complete?"

8 Click on the **Yes** button.
The Case Summary displays.

9 Click on the **Close** button.
The Case List displays.

10 Click on the **Close** button.
The Case Search Criteria window displays.

11 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

> If an Investigation stage was closed with the **Fatality – No Surviving Children** closure reason, caseworkers cannot delete the last allegation against a subject who was born less than 18 years before the date of Intake. Deleting this last allegation would change the person's role from Subject to Child. If the caseworker attempts to delete the last allegation, the following message displays:
> *"Cannot remove allegation."*

Step-by-Step:
Changing Injury Details

1 Open the LDM window for the selected stage.
See Accessing the LDM Window on page 44.

2 Click on the **Allegations** tab.

3 Select the allegation in the upper grid that contains the injury that is being changed by clicking on that row.

4 Click on the row in the lower grid that contains the injury that is to be changed.

5 Click on the drop-down arrow in the injury field and select the correct injury.

6 Click on the **OK** button.

7 Click on the **Close** button.
The following message displays:
"Is LDM Complete?"

8 Click on the **Yes** button.
The Case Summary displays.

9 Click on the **Close** button.
The Case List displays.

10 Click on the **Close** button.
The Case Search Criteria window displays.

11 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

You cannot delete an injury if it is the only injury recorded for an allegation that requires an injury detail. If you attempt to do so, the following message displays: *"The selected allegation must have at least one associated injury. Please make corrections or press Cancel."*

Investigation Conclusions Tab

The **Investigation Conclusions** tab allows workers to:

- view original, previous and current Closure Reasons and Determinations for the closed Investigation stage;

- modify current Closure Reasons for the closed Investigation stage;

- view Investigation Conclusion narratives for the closed Investigation stage; and

- append LDM comments to the end of Investigation Conclusion narratives (previously entered narrative contents are write-protected).

The *left side* of the tab displays information on Investigation Determinations.

For stages with a WMS case number recorded prior to the implementation of Build 18, a **WMS Case Number** field and a **WMS # Validated** checkbox display; these fields are not modifiable.

The **Original Determination** field is view-only. This information cannot be modified.

The **Current Determination** field displays the most recent saved Determination for the stage. This field is also view-only. Determination is calculated based on the allegations appearing on the **Allegations** tab.

When a new "Current" determination is calculated, the previous "current" determination is added to the Previous Determination List box (see below) with the current system date and worker's name.

When an INV stage is first closed, the "current" determination and the "original" determination are the same.

Information on Previous Determinations is contained in the left-hand list box, including Previous Determination (the determination type), Date (on which the determination was changed), and Changed By (the worker who made the change.) The information in this list box is view-only.

The *right side* of the tab displays information on Closure Reasons.

The **Original Closure Reason** field is view-only. This information cannot be modified.

The **Current Closure Reason** field displays the most recent saved Closure Reason for the stage and can be modified by clicking the drop-down arrow next to the field and selecting a new Closure Reason.

Modifying an "Open" closure reason to a "Closed" closure reason, or a "Closed" closure reason to an "Open" closure reason, results in the following message being displayed: "*Remember to update the Case Status if necessary.*" This message does not display if an "open" closure reason is changed to another "open" reason or a "closed" reason is changed to another "closed" reason.

> If the Overall Determination for the stage changes as a result of changes made on the **Allegations** tab, the system clears the Current Closure Reason on the **Investigation Conclusions** tab. Clicking **Save** without selecting a new Current Closure reason displays the following message: "*Please select a Closure Reason before saving.*" The **Narrative** button disables until a new Closure Reason is selected.

When a new "current" closure reason is recorded and saved, the previous "current" closure reason is added to the Previous Closure Reason list box with the current system date and worker's name.

Information on Previous Closure Reasons is contained in the list box on the right side, including Previous Closures (the Closure type), the Date (on which the Closure Reason was changed), and Changed By (the worker who made the change). The information in this list box is view-only.

If any changes are made to the information on this tab, the Conclusions Narrative should be updated to reflect those changes.

If you enter the Investigation Conclusions tab after making changes to the **Allegations** tab, the other tabs of the LDM are disabled until the narrative is accessed and changes to the Investigation Conclusions tab are then saved.

If you click on the **Save** button on the **Investigation Conclusions** tab without opening the Investigation Conclusion narrative, or try to close the LDM window before updating the Investigation Conclusions narrative, the following message displays: "*Changes to Allegations and Investigation Conclusions must have supporting documentation in the Conclusions Narrative.*"

Navigation to other tabs or windows is prevented until the narrative is opened.

- If the LDM window is entered in view-only mode via the *Event List*, no fields on the **Investigation Conclusions** tab are modifiable and the only active buttons are the **Narrative** button (for opening the Investigation Conclusion narrative in view-only mode), and the **Close** button. If the Investigation narrative is opened, the entire narrative is view-only with no modifications permitted. The "Narrative entered by…" line is not added to the narrative.

- If an update to the **INV** Conclusion Narrative is not completed in a single session, the text of the update is interrupted by the "Narrative entered by…" marker line.

- Other tabs of the LDM window are disabled when there are any unsaved changes on the **Investigation Conclusions** tab.

- If information on the **Investigation Conclusions** tab is changed but the changes are not saved, clicking the **Close** button displays the following message: "*Save changes in progress?*" Clicking **Yes** saves the changes before closing the window. Clicking **No** discards them.

Buttons on the Investigation Conclusions Tab

The **Narrative** button opens the Investigation Conclusion narrative.

The **Risk Comments** button opens the *Current Risk Comments* window. If a closed stage has an associated RAP with a Final Risk Rating of High or Very High *and* you change the current Closure Reason, you may need to record High Risk Comments for the new Closure Reason. Comments are required when the Final Risk Rating is High or Very High and the Closure Reason is "Closed – No services required." If the stage already has High Risk Comments recorded for the Current Closure Reason, you may be able to add comments. You are also able to view the High Risk Comments associated with the Previous Closure Reason.

When changes or additions are completed in the **Additional Risk Comments** field, clicking on the **OK** button stores the changes and closes the window. The **OK** button does not save the changes, but stores them locally until you click on the **Save** button on the **Investigation Conclusions** tab.

This button does not display in the **Investigation Conclusions** tab for IAB Investigations.

The **Save** button saves changes made to the tab and is disabled until any changes are made on the **Investigation Conclusions** tab.

The **Cancel** button cancels all changes made to the **Investigation Conclusions** tab since the last save. Clicking it displays the following message: "*Your changes will be lost. Continue?*" Clicking **Yes** discards any unsaved changes. Clicking **No** returns you to the **Investigation Conclusions** tab without discarding the changes. The **Cancel** button is disabled if any changes are made to the **Allegations** tab. The **Investigation Conclusions** tab must be modified to support those changes and then saved.

Closing and Minimizing the Investigation Conclusion Narrative

You can close the Investigation Conclusion narrative by clicking on the **File** menu and selecting **Close**. Alternatively, you can click on the **Close** button (⊠) in the upper right corner of the Word document window.

- Closing the narrative using either of these methods displays a message asking you to confirm the save.

- Either method saves the narrative to the CONNECTIONS database and returns you to the **Investigation Conclusion** tab with the **Narrative** button visible.

Rather than closing the narrative, you can minimize it using the **Minimize** button (▬) in the upper right corner of the Word document window.

To re-open a minimized narrative, click on either the narrative's **Task Bar** button at the bottom of the screen or the **Narrative** button on the **Investigation Conclusions** tab.

	Step-by-Step: **Updating the Investigation Conclusions Narrative**

1 Open the LDM window for the selected stage.
See "Accessing the LDM Window" on page 44.

2 Click on the **Investigation Conclusions** tab.

3 Click the **Narrative** button in the bottom left corner of the tab.
The Investigation Conclusion narrative will open in a separate window. All previously entered information in the narrative will be view only. The following text will be added to the end of the narrative: "The following narrative section entered by <worker name> <(worker's person ID)> on <date> at <time>."

4 Enter any new comments after the above text.

5 Click on the **File** menu and select **Close**.
The following message displays: "Save Changes?"

6 Click on the **Yes** button to save changes.
*The **Investigation Conclusion** tab displays.*

7 Click on the **Close** button
The following message displays: "Is LDM complete?"

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

Notice of Unfounding Letters and LDM

All of the work done in LDM is in closed stages; because of this, the CONNECTIONS system-generated letters operate differently than in the open stages. To allow for potential LDM changes to closed INV stages, the generation of Notices of Unfounding by batch process is delayed until 14 days after the approval of the Investigation Conclusion.

A Notice of Unfounding is not printed if an in-process LDM event exists.

If an unfounded INV stage has an In-process LDM event that was initiated less than 14 days after the INV closing date, a Notice of Unfounding is not printed until 14 days after the LDM event status has been updated to Complete.

The notice is not printed at all if the event was initiated *more* than 14 days after the INV stage was closed. Local Districts are responsible for creating and mailing Notices as a result of LDM changes to the determination that occur more than 14 days after the INV closing date.

A person who is younger than 18 and is a non-confirmed subject in an unfounded INV stage receives a Notice of Unfounding.

LDM Online Help

CONNECTIONS provides an extensive Help program. It contains information on all functions of LDM, as well as policy and procedure guidelines, law and definitions. Context-sensitive help information is available for all elements of the LDM window including tabs, grids, buttons and individual fields. Click on an element to make it "active" and press the **F1** key on your keyboard. Information about that element of the LDM window is displayed.

LDM Online Help includes the following features:

- A Table of Contents allowing access to all Help information.

- Index and Search functions providing alternate means of finding information.

- Interactive graphic examples of LDM window elements. Clicking on certain portions of a graphic within LDM Online Help displays explanations of that element.

When you are viewing the Investigation Conclusion narrative, the **F1** key does not activate LDM Help

- Hyperlinks appear throughout the Help information. These links take you directly to related information such as definitions and procedural guidelines.

Pressing the **F1** key opens the LDM Help system. Information specific to the LDM window element that was active when the **F1** key was pressed will display. Once in the Help system, the Table of Contents allows access to Help information on other elements of the LDM window.

Besides context sensitive Help information on LDM window elements such as fields, tabs, and buttons, the LDM Help system includes the following:

- *LDM Overview*: A high level summary of LDM including a listing of its features and functions. This overview can be accessed directly by clicking on the **Help** menu on the LDM window and selecting the **LDM Help** command.

- *"How Do I?"* Information on how to navigate within the LDM window and how to best utilize its functions.

- *Glossary*: Definitions of terms commonly used in casework as well as definitions of LDM window elements and concepts.

- *Guidelines*: Background on the legal, policy, and procedural guidelines followed by workers as they develop and record information in the LDM window.

- *Help on Help*: Instructions on how to use the LDM Online Help system.

Key elements of the information in this Step-by-Step Guide relating to features and functionality of the LDM window can also be found in the LDM Online Help.

You may have access to the Internet via your CONNECTIONS computer; there are some security issues to keep in mind regarding Internet use. Only connect to the Internet for purposes authorized by your district/agency. You should not use the Internet for any reasons that could breach security. This includes accessing external e-mail accounts (e.g., Hotmail or Yahoo).

	Step-by-Step: Accessing LDM Online Help

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

2 Enter the Case ID or Case Name in the appropriate field.

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

4 Click on the case to be viewed/updated.

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

6 Click to select the INV stage to be viewed or updated.

7 Click on the **Options** menu and select **Maintain Closed Investigation**.
The LDM window opens with the Person Demographics tab displayed.

8 Click in any field on the **Person Demographics** tab to make it active.

9 Press the **F1** key on the keyboard.
LDM Online Help information displays for the selected field.

10 Click on the **Contents** tab and click on any of the items listed.

11 Click on the **Close** button to close the topic.

12 Click on the **Index** tab and click on any item listed.

13 Click on the **Close** button to close the topic.

14 Click on the **Search** tab and enter search criteria.
Review the results displayed.

15 Click on the **Close** button.
The LDM window displays.

If an LDM event is left in PROC status for more than 7 days, CONNECTIONS generates an Alert on the caseworker's *Staff To-Do List*. The **Description** column for the alert reads, "*Complete in process LDM event created <date>.*"

Module 4:
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 Step-by-Step Guides and Job Aids, including the *CONNECTIONS Step-by-Step Guide: Training for CPS Workers*, 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, a context-sensitive drop-down Help menu displays. For example, from the *Progress Notes* window, clicking on **Help** displays **Progress Notes Help** and from the *Child Protective Record Summary* window, clicking on **Help** displays **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-step 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 CONNECTIONS Toolbar displays.

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:

<div align="center">

1-800-NYS-1323
(1-800-697-1323)

</div>

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.

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available from the OCFS CONNECTIONS intranet site (*http://ocfs.state.nyenet/connect/*). The intranet site contains a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, Step-by-Step Guides (including the *CONNECTIONS Step-By-Step Guide: Training for CPS Workers*), Job Aids and Frequently Asked Questions (FAQs).

	Step-by-Step: **Accessing the OCFS CONNECTIONS Intranet Site**

1 From your desktop, double-click on the **Internet Explorer** icon.

2 If the browser does not display the OCFS intranet site automatically, enter *http://ocfs.state.nyenet* into the browser's address line and press the **Enter** key on your keyboard.
The OCFS intranet home page displays.

3 Click on the **CONNECTIONS** link.
The OCFS CONNECTIONS intranet home page displays.

4 Click on a topic to access information.
*For access to various Step-by-Step Guides and Job Aids, click on the **Step-by-Step/Job Aids/Tips** link.*

5 To close Internet Explorer, click on the **File** menu and select **Close.**