7/30/02

# CONNECTIONS

## System Build 15/15.1

## CPS:
## Data Maintenance

CONNECTIONS Training Project
SUNY Training Strategies Group

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New York State Office of Children and Family Services

# CONNECTIONS

## System Build 15

## Data Maintenance Job Aid

## Contents



This job aid is available online:

- The Public Folders:

  All Public Folders > Statewide > Connections > Build 15.1

- The CONNECTIONS Intranet site:

  DFA Intranet Site > OCFS Homepage > Connections > Desk and Job Aids

The CONNECTIONS Intranet site also contains information about CONNECTIONS training.

**Note: New Phone Number for the Help Desk**

The NYS OFT Enterprise Help Desk staff are available to answer basic questions related to your equipment, or 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.

When you call the Help Desk with a problem, you will be given a ticket number to use for tracking your issue and its resolution. Keep a record of this number; you will need it for any follow-up conversations with the Help Desk.

The Help Desk is staffed 24 hours a day, seven days a week. The new telephone number is:

**1-800-697-1323**

**Note**: Any visible identifying data in examples in this job aid is simulated.

## Introduction

This Job Aid provides information on the changes to Data Maintenance functions in CONNECTIONS that are being introduced with Builds 15 and 15.1.

Specifically, this job aid contains information on:

⇒ A new *Local Data Maintenance* window, which allows viewing and correcting of information in closed CPS and IAB Investigation stages.

⇒ New Person Unrelate and Remove Person functions.

⇒ Modifications to the Person Merge and Person Split functions.

> **Note**: Some of the new functions described in this job aid require newly created security attributes. These security attributes determine your access to certain functions and windows. Contact your security coordinator if you have questions regarding security access.

## Local Data Maintenance (LDM) Window

There are situations in which case information for a closed CPS and IAB Investigation needs to be corrected. For example, a person's demographic information might have been entered incorrectly or perhaps allegations were omitted in error.

In the past, it was not possible to change information in a closed CPS or IAB Investigation.

The implementation of Build 15.1 introduces the Local Data Maintenance (LDM) window. A single multi-tabbed window allows the viewing and correction of information in closed CPS and IAB 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

Which of these tabs become available for updating depends on how the LDM window is accessed and the security attribute of the worker accessing the window. There are two security attributes associated with Local Data Maintenance:

- Maintain Closed Investigation (available only for designated CPS Supervisors or above)

**Note**: 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.)

For examples of the appropriate use of the Maintain Closed Investigation function, see page 24.

- Maintain Closed Person Demographics

**Note**: 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.

The actions permitted by each of these security attributes and methods of accessing the LDM window are discussed in the sections that follow.

## I – Accessing the LDM Window

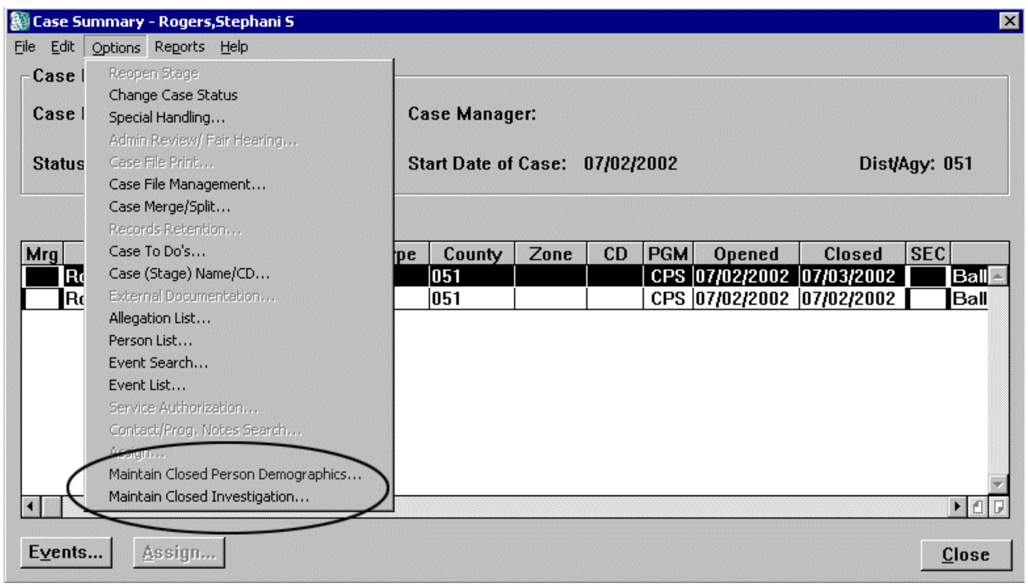
The LDM window can be accessed in two ways:

- Through the *Case Summary* window
- Through the *Event List*

### Accessing the LDM window from the *Case Summary* window

Since the case in question will be closed, it will not appear on the **Assigned Workload**. Therefore, it is necessary to perform a case search. Selecting the case from the resulting Case List and clicking the **Summary** button opens the *Case Summary* window.

On the *Case Summary* window, select the INV stage to be viewed/updated and click the *Options* drop down menu.




Two new items have been added to the **Options** menu of the *Case Summary* window:

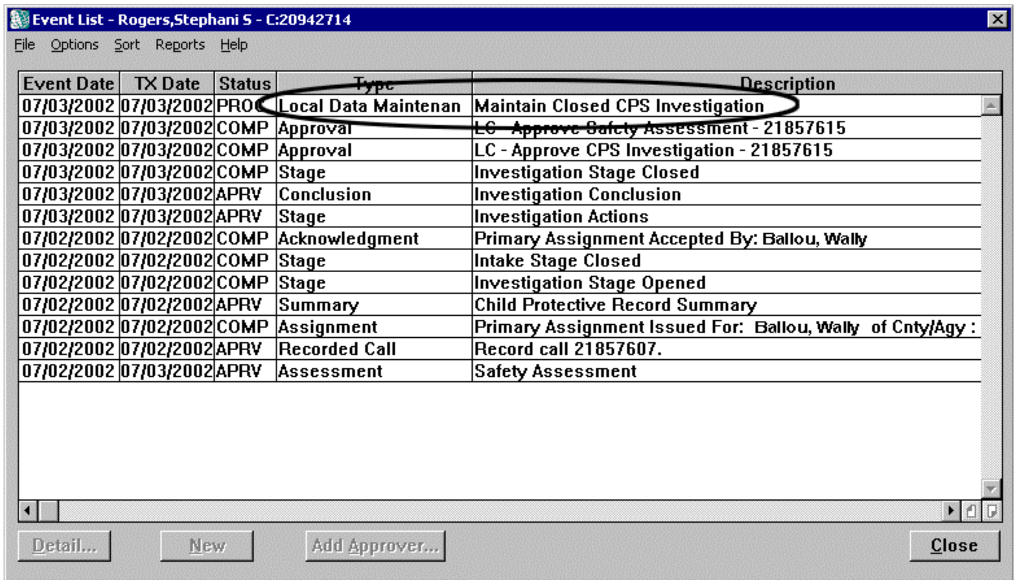
- Maintain Closed Investigation
- Maintain Closed Person Demographics

Each of these menu items will be enabled only if the worker meets certain access requirements. In addition, particular tabs of the LDM window will be enabled or disabled depending on how the window is accessed:

<table>
<tr><td></td><td colspan="3">Menu Item on Case Summary Window</td></tr>
<tr><td></td><td colspan="2">Maintain Closed Person Demographics</td><td>Maintain Closed Investigation</td></tr>
<tr><td>Security Attribute Needed</td><td colspan="2">Maintain Closed Person Demographics</td><td>Maintain Closed Investigation</td></tr>
<tr><td rowspan="2">Additional Access Requirements</td><td colspan="2">• Investigation Stage (CPS or IAB) is closed<br>and<br>• Worker must be from same district/agency as primary worker when stage was closed<br>and either:</td><td rowspan="2">• Investigation Stage (CPS or IAB) is closed<br>and<br>• Worker is at Supervisor level or above<br>and<br>• Worker must be from same district as primary worker when stage was closed<br>and<br>• Closed stage is not associated with any open ARI stage</td></tr>
<tr><td>Closed stage is not associated with any open ARI stage, or</td><td>Worker is Primary worker of associated open ARI stage</td></tr>
<tr><td>LDM Tabs Enabled</td><td colspan="2">Person Demographics</td><td>All LDM tabs</td></tr>
</table>

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

### Accessing the LDM window from the *Event List*




Accessing the LDM window through the **Maintain Closed Investigation** menu item 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.

**Note**: No events are generated if the LDM window is accessed through the Maintain Closed Person Demographics menu item.

The LDM events are displayed on the *Event List* window.

After clicking on the event to select it, clicking on the **Detail** button will open the LDM window in view-only mode. None of the window's elements are modifiable. The **Add / Relate Person** Tab and most buttons in the window are disabled. (See details in the sections describing individual tabs below.)

Access to LDM events is similar to that for other INV stage events such as Investigation Conclusion. That is, all LDM events will be 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 Maintain Closed Investigation security attribute 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.

<u>Event Status</u>

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

Only one PROC LDM event can exist for a closed INV stage at any one time. Modifying a stage that already has a PROC LDM event does not generate another event or change the status of the existing event.

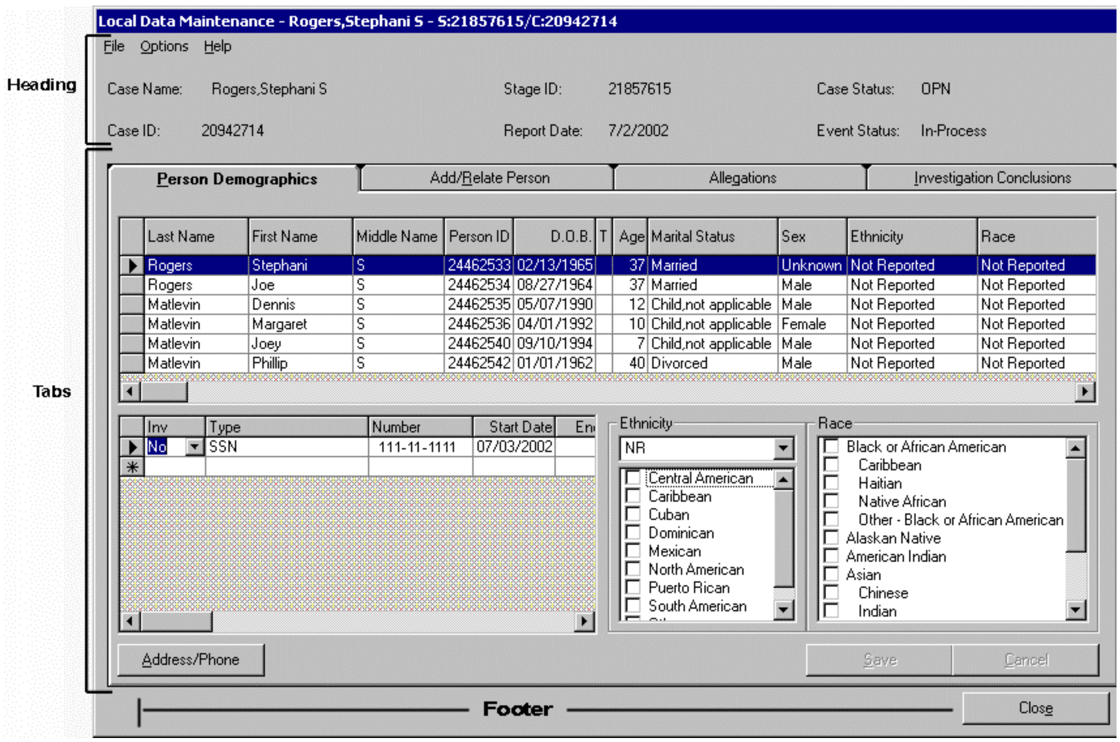
LDM events are marked COMP as part of the process of closing the LDM window. (See page 11)

**Notes**:

- An ARI stage cannot be opened for an INV stage that has a PROC LDM event.
- An Alert To-Do will be sent to the worker associated with an LDM event that has been in-process for more than 7 days, reminding the worker to complete the LDM.

## II – The Layout of the LDM Window

For the purposes of this explanation, think of the LDM window as being organized into three sections. The Heading and Footer sections contain elements that are present no matter which section of the LDM window is being used. The Tabs are the sections that make up the main body of the LDM window and are described in detail below.




### 1 – The Heading

The heading 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, and Event Status.

**Event Status**: The Event Status displayed will depend on how and under what circumstances the LDM window was entered. This status is modified when changes are saved in the LDM window.

- If the LDM window is entered via the *Event List*, the Event Status field will display the status of the event that was selected on the *Event List* (either PROC or COMP.)
- When the LDM window is entered via the Maintain Closed Investigation menu item on the *Case Summary* window, the status will display "In Process" if there is an in-process event associated with the closed Investigation stage. Otherwise, it will say "New". In this case, if any changes are saved on the LDM window, the status field will change from "New" to "In Process."

- If the LDM window is entered via the Maintain Closed Person Demographics menu item on the *Case Summary* window, the Event Status field will be blank.

## 2 – 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 entered, 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.

***To close the LDM window:***

1. Click the **Close** button on the LDM window.
2. The following message displays (if you have made changes to the LDM window):

   "Save changes in progress?"

   - Clicking **Yes** saves all changes to the CONNECTIONS database before continuing.
   - Clicking **No** discards any unsaved changes.

   > **Note:** 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, will be discarded when **No** is clicked.

3. If the LDM window was entered through the "Maintain Closed Investigation" option (which creates an LDM event) and any changes were made to the LDM window, the following message will display:

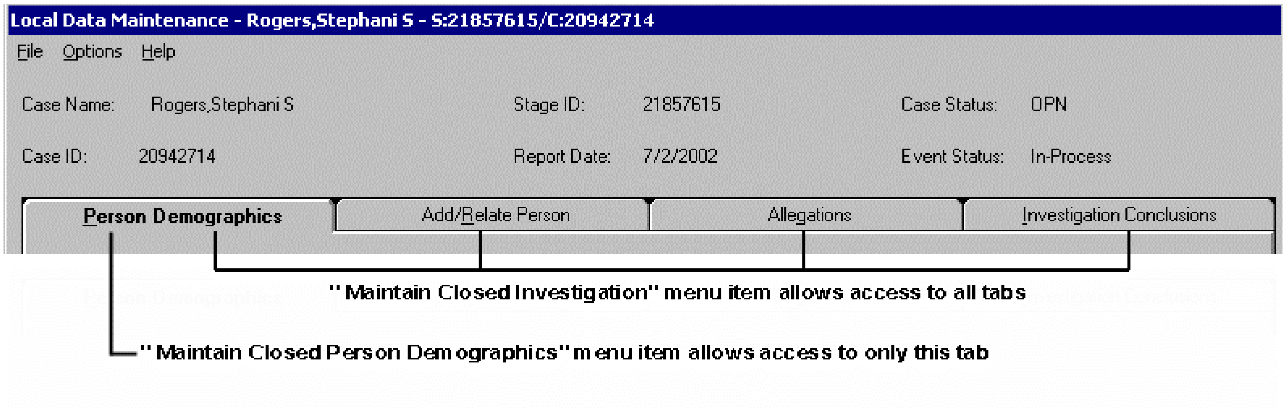
   "Is LDM complete?"

   - Clicking **Yes** will update the event status to COMP and close the LDM window, returning to the window from which the LDM window was entered.
   - Clicking **No** will leave the event status as PROC and close the LDM window, returning to the window from which the LDM window was entered.

Neither of these messages will appear if the LDM window is in view-only mode.

## 3 - The Tabs

*3a - Overview*



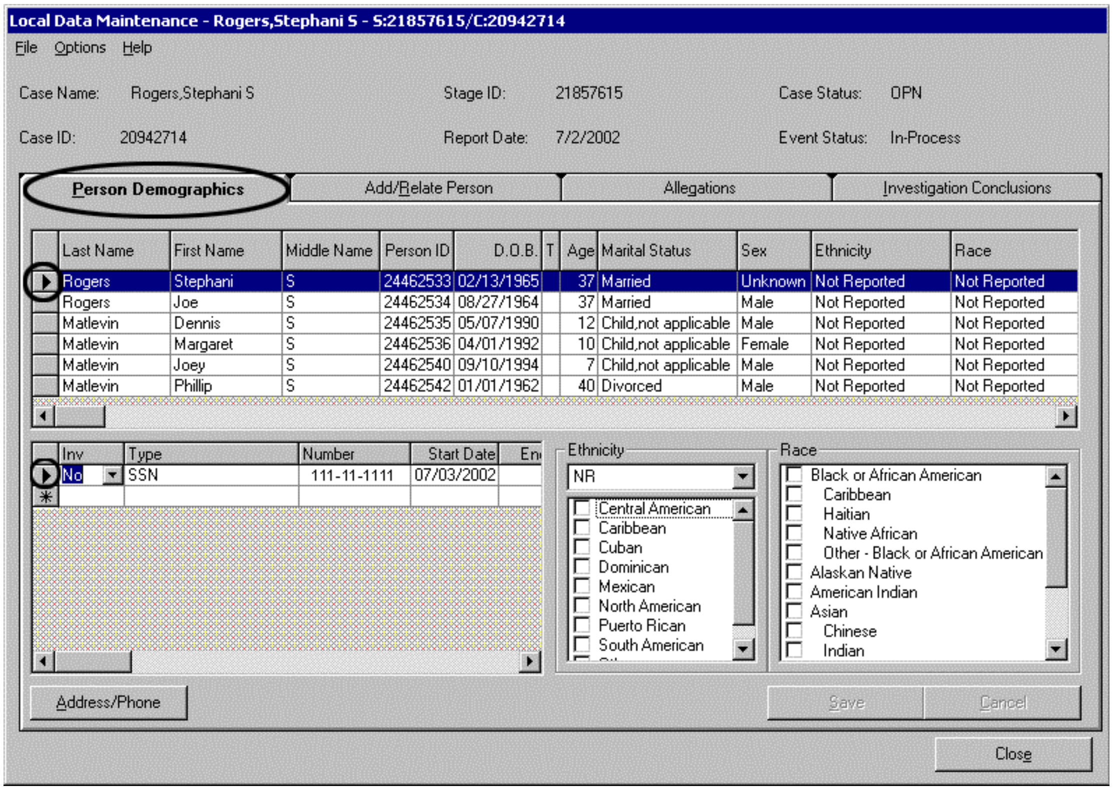

The information contained in the LDM window is organized into sections, which are represented by file tabs on the LDM window. Appearing from left to right, these tabs are labeled:

- Person Demographics
- Add / Relate Person
- Allegations
- Investigation Conclusions

The information in any of the tabs can be accessed by clicking directly on that tab in the LDM window. Tabs can be accessed in any order.

Information entered in the LDM window will be stored in the CONNECTIONS database. When you reenter the LDM window, it will be "refreshed" with the most current information from the CONNECTIONS database. This information can be reviewed and, if necessary, updated further.

### *3b – Person Demographics Tab*




The **Person Demographics** tab allows workers to view and correct information about persons associated with a closed Investigation stage.

> **Note**: 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 as follows:
>
> 1. Select the person from the Person Search List by clicking on that row of the list.
> 2. Click the **Case List** button on the *Person Search* window.
> 3. Select the appropriate case in the *Case List* window.
> 4. Click the **Summary** button on the *Case List* window.
> 5. The LDM window can be accessed from the *Case Summary*

> window as described on page 6.

The **Person Demographics** tab will be the active tab whenever the LDM window is first opened. It contains 2 grids.

Upper Grid

The upper grid contains the following information about all persons associated with a closed INV stage: Primary Name, Person ID, Date of Birth, T (Date of Birth Type,) Age, Marital Status, Sex, Ethnicity, Race, Language, Religion, Date of Death, Approximate Date of Death Flag, Phone Number, Extension, Phone Type, Relation/Interest, and Role.

- The Date of Death and Approximate Date of Death Flag columns can only be modified if a Date of Death already appears in the grid for that person.
- Updating a person's Date of Birth in LDM will change the person's Date of Birth in all other stages containing that person. (Keep in mind that, since a person in open stages cannot be modified, the affected stages will all be closed stages.)

> **Note**: The Age field cannot be modified if there is an exact Date of Birth listed in the DOB field. If corrected exact DOB information becomes available, correct the DOB field and the Age field will automatically update. If the DOB is marked Approximate (A) or Estimated (E), the Age column can be modified. When Age is modified, the DOB is recalculated and updated. If new exact Date of Birth information is entered, be sure to also change the Date of Birth Type in the T column.

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

| Column | Modified by… |
|---|---|
| Person ID | Cannot be modified |
| 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 |

> **Hint**: Before changing a Person's name on the **Person Demographics** tab, it's a good idea to do a Person Search to see if the new name is known to the system. If the name is known, do a relate on the **Add/Relate Person** tab rather than change the name on the **Person Demographics** tab.

Clicking in a row of the grid selects that person for modification. An arrow to the left of a row indicates that person has been selected.

<u>Lower Grid</u>

When a person is selected in the upper grid, the lower grid will display 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 a star. Adding a new row with the same Type as an existing row (that does not have an end-date) will set the End Date of that existing row to the current date.

The lower grid displays the following information for each identifier: ID Invalid Flag, ID Type, ID Number, Start Date, End Date, and Comments. The information in this grid is modifiable as follows:

| Column | Modified by… |
|---|---|
| ID Invalid Flag | Can only be marked (using the drop down arrow that appears when clicking in the cell,) not removed.<br>Marking the flag 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 clicking in the cell. ID Type 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 the End Date is set. |
| Start Date | Set to the current date when a new ID type is added. |
| End Date | Set to the current date when ID Invalid Flag is set or when new row with 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 the End Date is set. |

The Race and Ethnicity of the person selected in the upper grid can be modified using the drop-down box and list boxes in the bottom right-hand corner of the tab.

| Box | Enabled when… | Modifying this box… |
|---|---|---|
| Ethnicity Drop Down | A person is selected in the upper grid | Updates the Ethnicity column in the upper grid<br>**Note**: Will display “NR” when the ethnicity is listed as “Not Reported” in the upper grid |
| Ethnicity List Box | A person is selected in the upper grid<br>and<br>Ethnicity Drop Down is set to “Hispanic or Latino” | NA |
| Race List Box | A person is selected in the upper grid | Updates the Race column in the upper grid<br>If more than one Race selected in this box, upper grid displays “Multiple” |

**Note:** 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.

**Buttons on the Person Demographics Tab**

**Address/Phone**: This 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 on the LDM window displays the following message:

“Please save or cancel changes before maintaining address information”

- Clicking **OK** will return you to the **Person Demographics** tab. Clicking the **Save** or **Cancel** button on the **Person Demographics** tab will allow you to open the *Maintain Primary Address and Phone* window with changes having been saved or discarded depending on which was clicked.
- 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* menu item. No events are generated if the LDM window is entered through the *Maintain Closed Person Demographics* menu item.)

- Trying to open the *Maintain Primary Address and Phone* window when every person in the case is also in an open non-ARI stage, will result in the following message appearing:

  "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 will not open.

- For more information on the *Maintain Primary Address and Phone* window, see the Build 15 CPS Job Aid.

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

> **Note:** 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 will appear when the **Save** button is clicked:
>
> "Age over <18 or 21> years as of Intake. Continue with Save?"

**Cancel**: Clicking this button cancels all changes made to the tab since the last save. It is disabled until any changes are made on the **Person Demographics** tab. Clicking the button displays the following message:

"Your changes will be lost. Continue?"

- Clicking **Yes** will discard any unsaved changes. Clicking **No** leaves the changes as they were entered.

> **Notes**:
>
> - A person's information on this tab cannot be modified if that person is associated with any open, non-ARI stage.
>
>   Attempting to modify information for a person in an open non-ARI stage results in the following message:
>
>   "Can't modify demographic information of people in open stages. Person member of Stage ID: ###"
>
>   Contact the primary worker associated with the open stage to discuss any changes.
>
>   Whether a person's information can be modified will change as stages containing that person are opened and closed.
>
> - Other tabs of the LDM window are disabled when there are any unsaved changes on the **Person Demographics** tab.
>
> - Clicking the **Close** button when there are unsaved changes

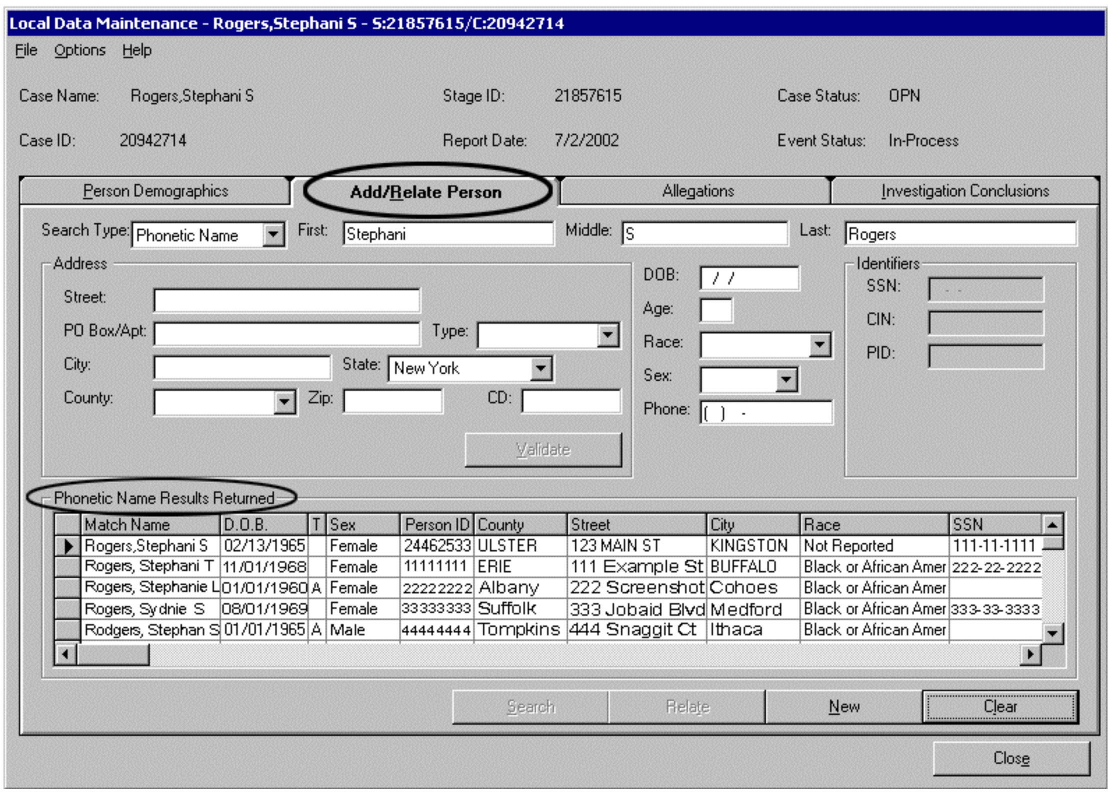
on this tab will display the following message:

"Save changes in progress?"

Clicking **Yes** saves the changes before closing the window. Clicking **No** discards them.

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

### *3c – Add / Relate Person Tab*




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

- Add new persons to CONNECTIONS and to closed Investigation stages
- Search for persons already in the CONNECTIONS database
- Relate persons already in the CONNECTIONS database.

**Important**: 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*.

Before a person can be related or added 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.

> **Note**: The search functionality in LDM does not allow for viewing of individual Person Search results beyond what appears in the Results List tab (as pictured above.) You cannot select a result and navigate to Case List, Case Composition, etc. from 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 a no match decision for a new individual. 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 **Search Type** drop-down box appears in the upper left-hand corner of the tab. Clicking the arrow next to this box opens a menu of search type choices. The Search Type is defaulted to "Phonetic Name" search when the **Add / Relate Person** tab is first opened.

The tab includes fields for the following search criteria: First Name, Middle Name, Last Name, Date of Birth, Age, Race, Sex, Phone number, Street Address, PO Box/Apt, Address Type, City, State, County, Zip Code, CD (non-editable), SSN, CIN, and Person ID.

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

> **Note**: When the search type is Exact:
>
> - Address fields are only enabled when all non-address fields are blank.
> - Each identifier field is only enabled if all other fields are blank.
> - All other text fields are only enabled when all address and identifier fields are blank.

The address criteria section includes a **Validate** button for CODE-1 validation of addresses entered for the search.

> **Remember**: 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.

Search results appear 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 (Date of Birth type), Sex, Person ID, County, Street Address, City, Race, Ethnicity, SSN, Primary Name, Match (Match Type), and Score.

When the search has been completed the title of the Person Search List box will reflect 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 results matches the person entered for the search, that person can be selected by clicking on their row of the *Person Search List*.

**Important**: The **Relate** button is enabled only after a <u>Phonetic</u> Name search has been performed. The button remains disabled after any other type of search. If any information on the tab is changed after the Phonetic Name search, the **Relate** button is again disabled until another Phonetic Name search is performed.

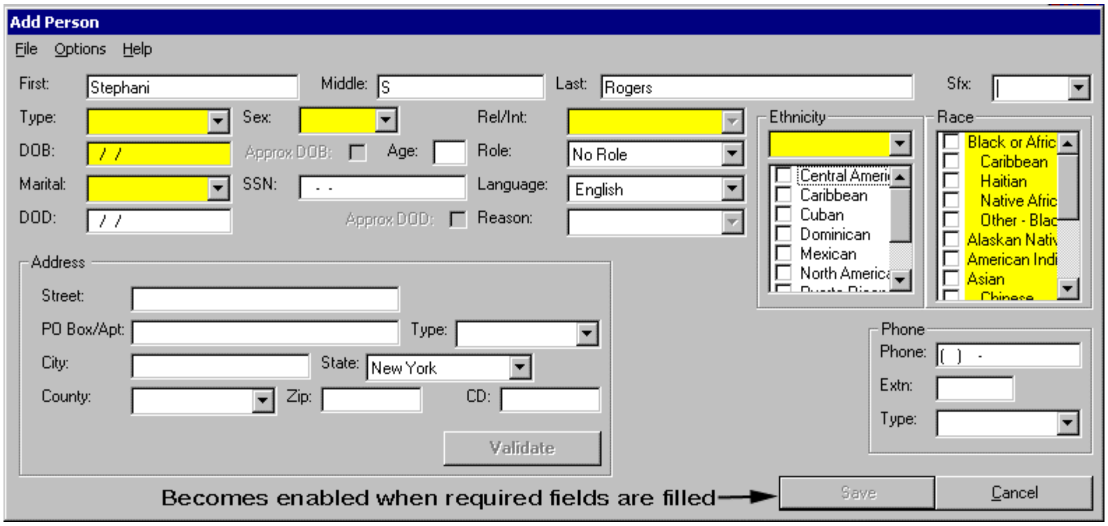
Clicking the **Relate** button will relate the selected person to the closed Investigation stage.

- A validation will be performed using the information of the person selected in the *Person Search List* versus the search criteria entered. The validation includes DOB, Sex, County, Relation/interest, and Abused Child vs. Alleged Subject Role. If any of these comparisons produces a mismatch, a message to that effect will display, 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.
- A message box will appear that reads: “Primary Address from related person used.”

## <u>The Add Person Window</u>

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 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.

**Important**: The **New** button is enabled only after a <u>Phonetic</u> Name search has been performed. The button remains disabled after any other type of search. If any information on the tab is changed after the Phonetic Name search, the **New** button is again disabled until another Phonetic Name search is performed.




The *Add Person* window contains the following data fields: First Name, Middle Name, Last Name, Name Suffix, Person Type, Sex, Relation/Interest, Date of Birth, Approximate DOB checkbox, Age, Role, Marital Status, Social Security Number, Language, Date of Death, Approximate Date of Death checkbox, Reason for Death, Race, Ethnicity, Street address, Apartment Number, Address Type, City, State, County, ZIP Code, CD, Phone Number, Extension Number, and Phone Type.

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.

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

**Notes**:

- Role is defaulted to "No Role" and is not editable.
- The Relation/Interest dropdown is enabled once Person Type is chosen.
- The approximate DOB checkbox is enabled once a DOB has been entered.

- When entering Date of Birth or Date of Death, neither should be later than the current date. When Date of Birth is entered, the system will automatically fill in the Age. When Age is entered, DOB is calculated and populated and the Approximate DOB checkbox is checked.

- If a Date of Death is entered, a Reason for Death must also be entered.
- If an Address is entered, Address Type must also be entered.
- The *Add Person* window includes a **Validate** button for CODE-1 validation of addresses. The Address must be validated to enable the **Save** button on the *Add Person* window.
- If a Phone Number is entered, Phone Number Type must also be entered.

After all required fields have been filled, the **Save** and **Cancel** buttons are enabled.

- Clicking the **Save** button adds the person to the closed Investigation stage. The changed information is saved to the CONNECTIONS database and the **Person Demographics** tab will be displayed with the person just added selected and showing the updated information for that person. If the address fields on the *Add Person* window were left blank when the new person was added, a message box will appear that reads: "No primary address added for new person."

> **Note:** If the child's age has been 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 will appear when the **Save** button is clicked:
>
> "Age over <18 or 21> years as of Intake. Continue with Save?"

- Clicking the **Cancel** button clears the fields on the Add Person window and returns the worker to the **Add / Relate Person** tab.

> **Remember**, 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.

**Buttons on the Add / Relate Person Tab**

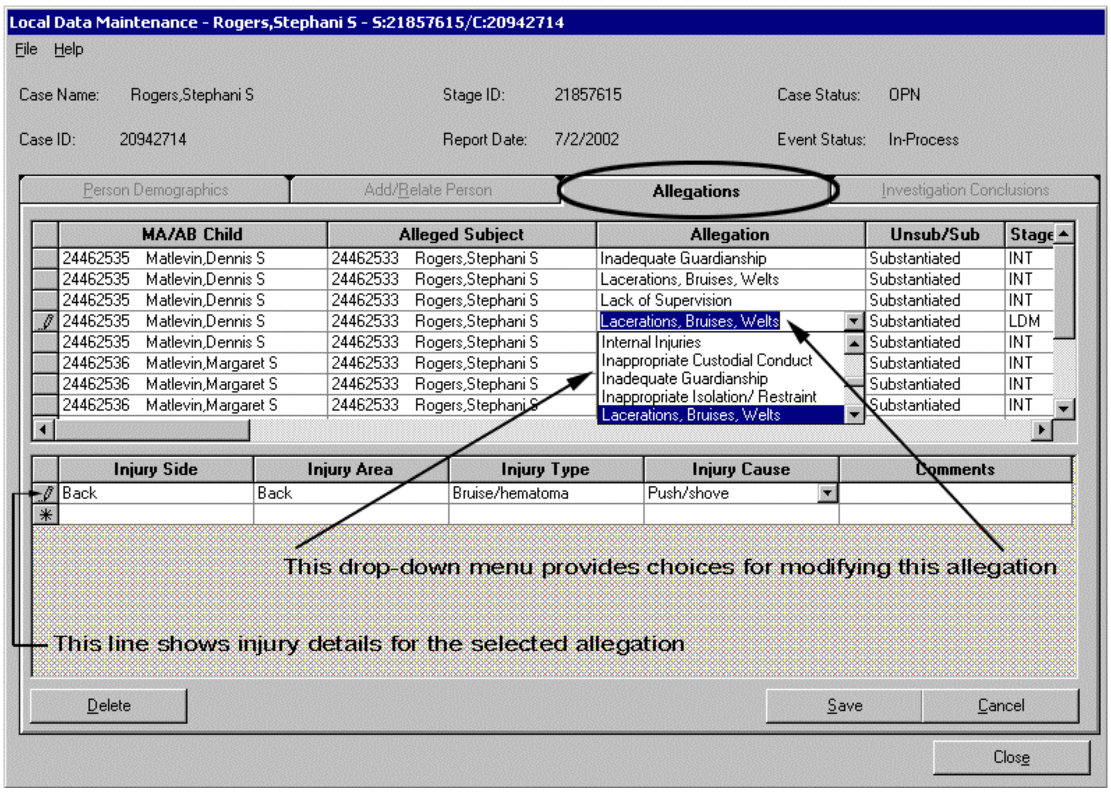
**Search**: Initiates the search based on the search criteria entered on the **Add / Relate Person** tab. It is disabled until required data fields are filled in. Once clicked, the **Search** button is disabled until information in one of the tab's fields is changed.

**Relate**: Adds a person who already exists in the CONNECTIONS database to a closed Investigation stage. It is disabled until a Phonetic Name Search is performed for the person in question and a row has been selected from the *Person Search List*. If any information on the tab is changed after a search, the button will be disabled until another search is performed.

**New**: Opens the *Add Person* window to allow the addition of a new person to a closed Investigation stage. It is disabled until a Phonetic Name Search is performed for the person in question. If any information on the **Add / Relate Person** tab is changed after a search, the **New** button will be disabled until another search is performed.

**Clear**: Clears all entries made to search criteria fields. (The *Person Search List* remains populated with the results of the last search.) The button is disabled until data fields are filled in. Once clicked, the **Clear** button is disabled until information in one of the tab's fields is changed.

### *3d – Allegations Tab*




The **Allegations** tab allows workers to:

- View, correct, or add allegation information
- Delete allegations other than those generated at Intake
- View, correct, add, or delete injury details for specific allegations

**Note**: 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 from the SCR or the district, 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 to the appropriate child and/or subject. (i.e. "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.") Again, the original narrative must support the corrected information, and corrected notification letters must be sent.

Adding Individuals and/or Allegations - The original report from the SCR listed 2 children left unsupervised. There were actually 3 children left unsupervised, but the 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, appropriate notification letters are required.

The upper grid of the **Allegations** tab lists the following information for all allegations for 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).

- When selected, the Alleged Subject column will display a drop down list containing the names and IDs of all persons listed in the stage not identified as an MA/AB child, allowing the selection of a person's name as an alleged subject for a new or modified allegation.
- When selected, the MA/AB Child column will display a drop down list containing the names and IDs of all children listed in the stage, allowing the selection of a child's name for a new or modified allegation.
- When selected, the Allegation column will display a drop down list containing all possible allegations, allowing the selection of a new or modified allegation.
- When selected, the Unsub/Sub column will display a drop down list with the choices of Substantiated or Unsubstantiated.
- The Stage column cannot be modified.

A new allegation can be entered on the blank line in the upper grid that has a star to its left. The Stage column will display “LDM” for new allegations created in the LDM window.

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

A new injury for the selected allegation can be entered on the blank line in the lower grid that has a star to its left.

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

> **Note:** 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.

***To Delete an Allegation:***

1. Select the allegation to be deleted by clicking on that row of the upper grid.
2. Click the **Delete** button.

> **Remember**: Allegations entered at Intake CANNOT be deleted.

***To Delete Injury Details:***

1. Select the allegation for which the injury is being deleted by clicking on that row of the upper grid.
2. Select the particular injury by clicking on that row of the lower grid.
3. Click the **Delete** button.

> **Important**: When deleting 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 will result in the Allegation being deleted rather than the injury (since only the Allegation was highlighted.)

**Buttons on the Allegations tab**

**Delete**: This button allows the worker to delete a selected allegation or injury detail. Allegations recorded during Intake cannot be deleted. The button is disabled until an appropriate allegation is selected. The button becomes disabled after a deletion until another appropriate allegation is selected.

**<u>Save</u>**: Clicking this button saves changes made to the tab. The tab will remain open to allow any additional changes to be made.

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 will automatically open the **Investigation Conclusions** tab (see page 6.) This allows for the review of any changes made to Overall Determinations and the updating of the Investigation Conclusions Narrative.

The **Save** 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 window.

**<u>Cancel</u>**: Clicking this button cancels all changes made to the **Allegations** tab since the last save. Clicking the button displays the following message:

"Your changes will be lost. Continue?"

- Clicking **Yes** will discard any unsaved changes. **Clicking No will return you to the Allegations tab to save the changes.**

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.

**Notes:**

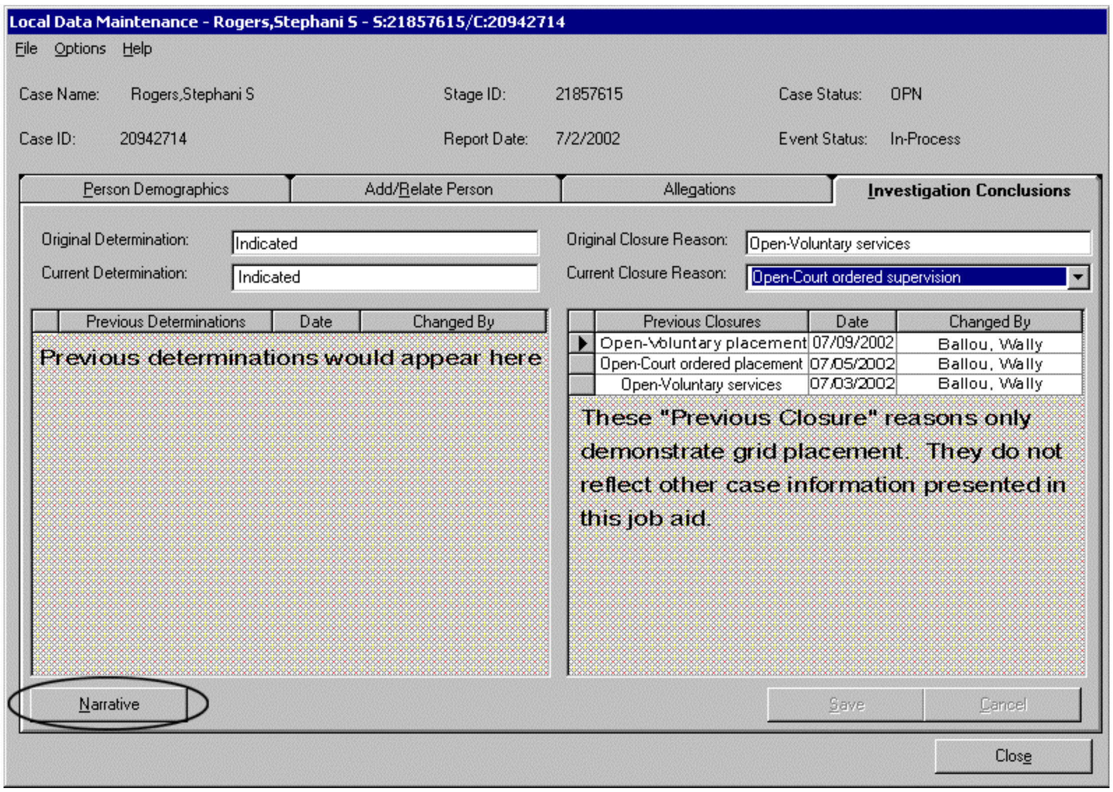
- The High Priority (NYC only) indicator, Roles, and Overall Determinations for the stage will be re-calculated when changes made in the **Allegations** tab are saved.
- If the Overall Determination for the stage changes as a result of changes made on the **Allegations** tab, the system will clear the Current Closure Reason on the **Investigation Conclusions** tab (see page 6.) You must open the **Investigation Conclusions** tab and select a new Current Closure Reason for the stage.
- Other tabs of the LDM window are disabled when there are any unsaved changes on the **Allegations** tab.
- Clicking the **Close** button when there are unsaved changes on the **Allegations** tab will display 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.

### *3e – 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
- 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:

- 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 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 will not be displayed if an "open" closure reason is changed to another "open" reason or a "closed" reason is changed to another "closed" reason.
  - When a new "current" closure reason is entered 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.
  - When an INV stage is first closed, the "current" closure reason and the "original" closure reason are the same.
- Information on Previous Closure Reasons is contained in the right-hand list box, 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.

> **Note**: If the Overall Determination for the stage changes as a result of changes made on the **Allegations** tab:

- the system will clear the Current Closure Reason on the **Investigation Conclusions** tab. Clicking Save without selecting a new Current Closure reason will display the following message:

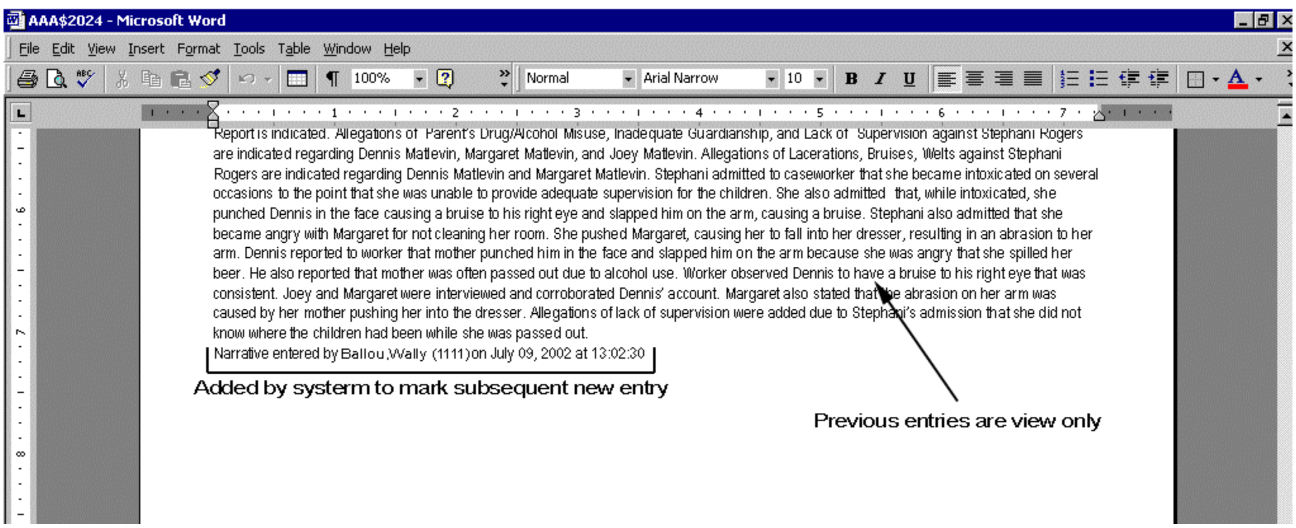
  "Please select a Closure Reason before saving."

- the **Narrative** button will be disabled until a new Closure Reason has been selected.

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

***To update the Investigation Conclusions narrative:***

1. Click the **Narrative** button in the bottom left-hand 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.




2. The following text will be added to the end of the narrative:

   "Narrative entered by <worker name> <(worker's person ID)> on <date> at <time>."

3. Enter any new comments after the above text.

4. Save and close the document per the instructions below. All saved changes will be view-only the next time the document is opened.

**Notes**:

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

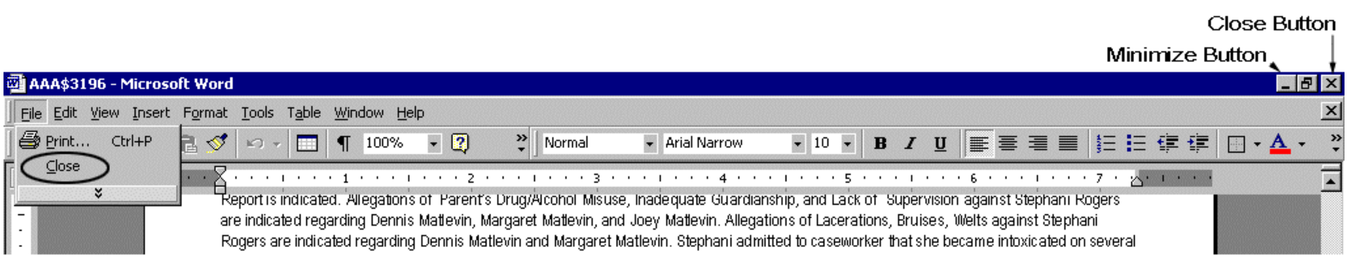
- If you click the **Save** button on the **Investigation Conclusions** tab without opening the Investigation Conclusion narrative, or try to close the LDM window before updating the Investigation Conclusions narrative, the following message will display:

  "Changes to Allegations and Investigation Conclusions must have supporting documentation in the Conclusions Narrative."

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

Closing and Minimizing the Investigation Conclusion Narrative

You can close the Investigation Conclusion narrative by clicking on the **File** drop down menu and selecting **Close**. Alternatively, you can click on the **Close** window button in the upper right hand 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 will save the narrative to the CONNECTIONS database and return 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 hand 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.

**<u>Buttons on the Investigation Conclusions Tab</u>**

**<u>Narrative</u>**: Opens the Investigation Conclusion narrative.

**<u>Save</u>**: Clicking this button saves changes made to the tab. The **Save** button is disabled until any changes are made on the **Investigation Conclusions** tab. The **Save** button becomes disabled after being clicked until the next time changes are made to the tab.

**<u>Cancel</u>**: Clicking this 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** will discard any unsaved changes. Clicking **No** will return you to the **Investigation Conclusions** tab without discarding the changes.

The **Cancel** button is disabled until any changes are made on the **Investigation Conclusions** tab. The **Cancel** button becomes disabled after being clicked until the next time changes are made to the window.

The **Cancel** button is also disabled if any changes have been made to the **Allegations** tab. The **Investigation Conclusions** tab must be modified to support those changes and then saved.

**<u>Notes</u>**:

- 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 will be view-only with no modifications permitted. The "Narrative entered by…" line will not be added to the narrative.
- 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 has been changed but the changes have not been saved, clicking the **Close** button will display the following message:

  "Save changes in progress?"

  Clicking **Yes** saves the changes before closing the window. Clicking **No** discards them.

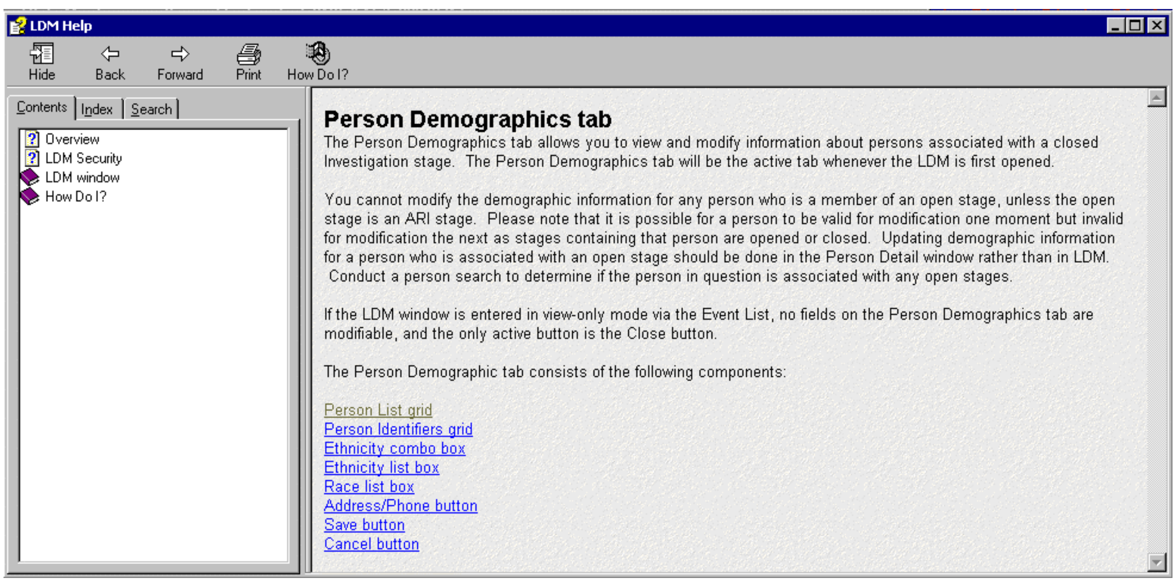
## III - LDM On Line Help

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 will be displayed.

**Note**: **F1** will not activate LDM Help when you are viewing the Investigation Conclusion narrative.

LDM On Line Help includes the following features:

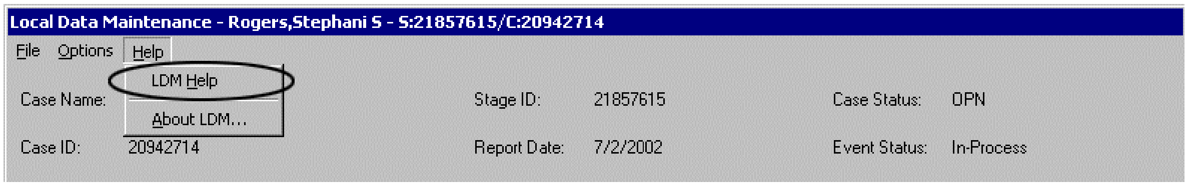
- A Table of Contents allowing access to all Help information.
- Index and Search functions providing alternate means of finding information.
- Interactive graphic examples of LDM window elements. Clicking on certain portions of a graphic within LDM On Line Help will display explanations of that element. (Available at a later date.)
- Hyperlinks appear throughout the Help information. These links will take you directly to related information such as definitions and procedural guidelines.




Pressing **F1** opens the LDM Help system. Information specific to the LDM window element that was active when **F1** was pressed will be displayed. 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 the word *Help* that appears in the upper left corner of the LDM window and then clicking on *LDM Help*, which appears in the small drop-down menu.




- **"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. (Available at a later date.)

- **Guidelines**: Background on the legal, policy, and procedural guidelines followed by workers as they develop and record information in the LDM window. (Available at a later date.)

- **Help on Help**: Instructions on how to use the LDM On Line Help system. (Available at a later date.)

Key elements of the information in this job aid relating to features and functionality of the LDM window can also be found in the LDM On Line Help.

## IV – Notice of Unfounding Letters and LDM

To allow for potential LDM changes to closed INV stages, the generation of Notice of Unfounding letters by batch process will be delayed until 14 days after the approval of the Investigation Conclusion.

A Notice of Unfounding letter will not be 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 letter will not be printed until 14 days after the LDM event status has been updated to Complete.

The letter will not be 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 Notification letters resulting from 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 will receive a Notice of Unfounding letter.

## Other Data Maintenance Functions

The following sections describe data maintenance features and functionalities incorporated into CONNECTIONS as part of Build 15.

### I - Person Reported in Error

During the course of a CPS investigation, a local district caseworker sometimes concludes that an individual who was recorded at Intake should never have been included in the report because the individual does not reside in the household, and/or does not fall under the description for a subject or other person named, and/or simply does not exist.

For example, the reporter states to 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 he 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.

A new role, “Reported in Error,” has been created to address persons who were reported in error during the Intake stage. The assignment of this new role is performed in an open Investigation stage.

Only the Primary worker, Secondary worker, Case Manager and those in the unit hierarchy of the Primary or Secondary worker can select this new role. Workers must also have the appropriate security, including the new security attribute, “Maintain Reported in Error.”

In order to change a person’s role to Reported in Error, the following conditions must exist:

- 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

Pre-existing Notification events (e.g., Notice of Existence) generated for this person will not prevent changing the person’s role to Reported in Error. The district is responsible for sending out manual letters notifying the person of the role change. Once the change is complete, the following notifications can no longer be generated for the person whose role was changed to Reported in Error:

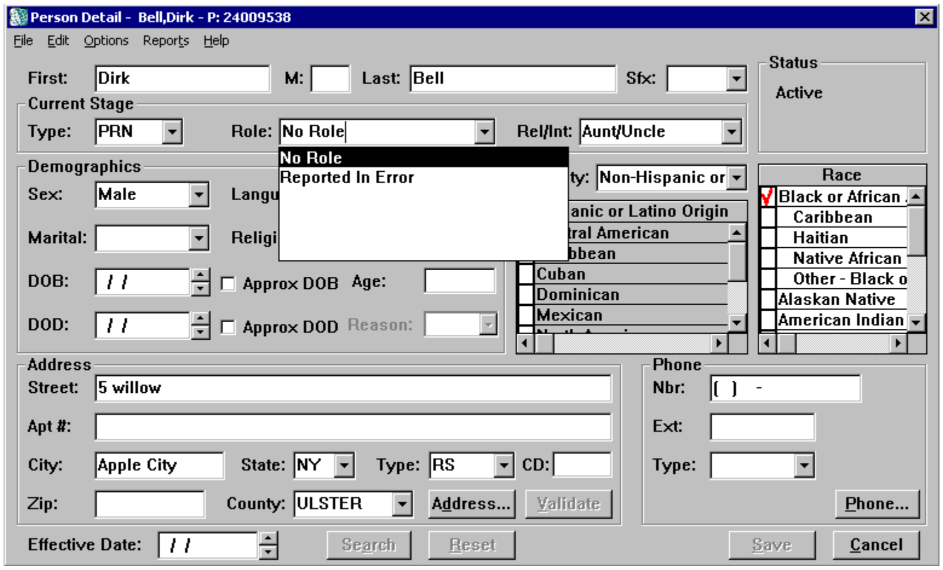
- Notice of Existence

- Notice of Indication
- IAB Notification letter, IAB Indicated letter, and IAB Unfounded letter

***To Change a Person's Role to Reported in Error:***

1. Select the person from the *Person List*.
2. Click on the **Detail** button.

The Person Detail window displays.



3. Click on the drop-down arrow for the **Role** field.
4. Select **Reported in Error**.
5. Click on the **Save** button.
   - The following message displays:

     "Unsubstantiated/Undetermined allegations will be deleted. Continue?"
   - If the person was not reported during the 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."

The allegations associated with this person will be 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.

> **Note**: (NYC Only) If a High Priority (HP) Factor is calculated for the Intake stage due to this person's role and changing the role of this person during the Investigation stage means the HP is no longer in effect, then the HP Factor would no longer populate the Assigned Workload when the HP Factors are recalculated. This type of report would still be considered High Priority because it was designated as High Priority at Intake.

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

- Once a person's role has been changed to Reported in Error, **XE** will display in the **Role** column on the *Person List* for that person.
- If a person's *only* role in a case is Reported in Error, he/she will not display in the *Case Composition* window.
- A person whose role has been changed to Reported in Error will return in the following searches:
  - ⇒ A Person Search (Toolbar and from within a case)
  - ⇒ Clearance Batch Searches with the request type of Request For Information (RFI) and Administrative Review (ADREV)
  - ⇒ Online Clearance Searches.

  The person will not return if the Clearance request type is Clearance (CLRCE) and the person's only role in the case is Reported in Error.

## II - Person Unrelate and Remove Person

Build 15 introduced new functions that enable districts to make corrections on persons who were added incorrectly to the case. These new functions are accessed from the *Person List* **Options** drop-down menu:

- **Person Unrelate** provides workers with the ability to "unrelate" an individual who was related in error during the Intake stage.
- **Remove Person – Added in Error** removes an individual who was misrelated or added during Investigation or ARI Stages. This function can also be performed in FAD stages.

**Person Unrelate**

The **Person Unrelate** function is performed in an open Investigation stage from the *Person List*. The *Person List* can be accessed from the *Task List*, *Case Search* window, *Case List* or *Staff To-Do List*.

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

A new Unrelate event is created for the associated Investigation stage. The following event description provides the worker with both the misrelated Person ID (PID) and the new Person ID:

"<PID> was unrelated from <PID>"

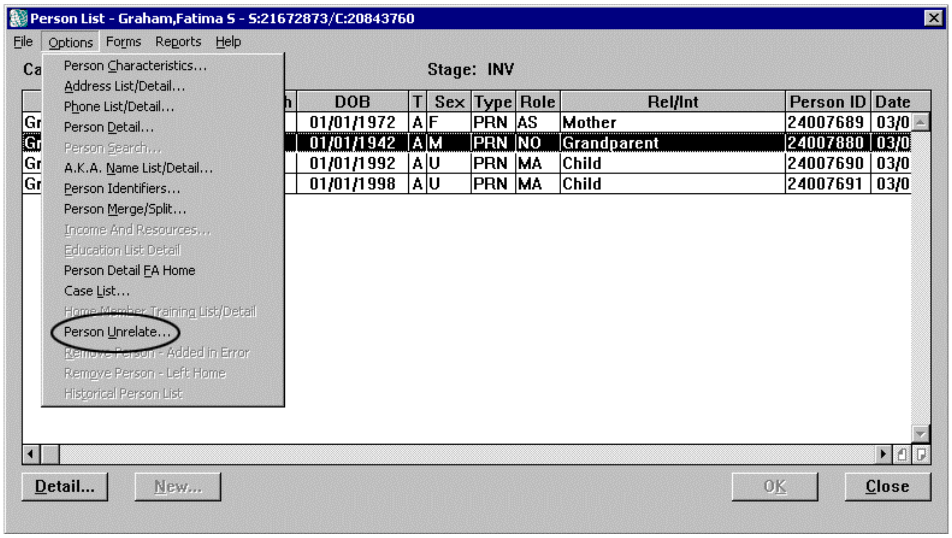
A new Alert is also generated to all workers who are assigned to an open stage that involves the misrelated person. The following alert notifies the worker that a Person Unrelate occurred:

"<Name> (<PID>) was unrelated from <Stage Name> (<Stage ID>)."

| In order to perform a Person Unrelate, a worker must meet the following requirements: | |
|---|---|
| Security Attribute Needed | Person Unrelate |
| Additional Access Requirements | Have a role in the case<br>or<br>Be a member of the worker's hierarchy<br>or<br>Have an additional security attribute of either "Access All in District" or "Access All Cases." |

***To Perform a Person Unrelate:***

1. Select the person on the *Person List*.
2. Click the **Options** drop-down menu.




3. Select Person Unrelate.

**Notes**:

- 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 about to be unrelated was changed after the date of the Intake, the information needs to be corrected prior to the Person Unrelate. The following message displays reminding the worker to make these changes:

  "Changes made to Person in this stage should be reset before continuing."

- As long as the person about to be unrelated remains highlighted, the warning messages will display only once.

- If the misrelated 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?"

  Click on the **OK** button to continue. The following message displays:

  "Are you sure that you want to unrelate this person?"

  Click on the **Yes** button to complete the process or **No** to return to the Person List without performing the Person Unrelate.

In order to maintain accurate data on the person, workers are responsible for correcting necessary demographic information (Name, DOB, Sex, Ethnicity, Religion, Race or Marital Status) prior to performing a Person Unrelate. For example, if the person's age was changed from 45 to 35 years after the person was added to the stage, then the worker must restore the original information (age must be changed back to 45 years) before the Person Unrelate is performed.

Performing an Unrelate changes a person's role. If the person received a notice prior to the Unrelate, the local district should send out a new notice with the correct information. Notices should also be sent whenever a new subject or person over 18 is added to a stage.

Once the Person Unrelate is complete, the *Case List* is refreshed and displays the correct person information. A "U" populates the **SCH** column, indicating that an unrelate has occurred. These changes will be reflected in the Person Data Report. Intake/IRI reports will display "U" in the REL field for a person that was unrelated.

**Remove Person – Added in Error**

Workers can perform the **Remove Person – Added in Error** function in an open Investigation stage from the *Person List*. The *Person List* can be accessed from the *Task List*, *Case Search* window, *Case List* or *Staff To-Do List*.

When the **Remove Person – Added in Error** function is performed, the misrelated person is removed from the stage. A new event is created for the associated Investigation stage. The following event description provides the worker with the Person ID (PID) that was removed from the stage:

"<PID> was removed from stage"

The following Alert is also generated to all workers who are assigned to an open stage that involves the removed person:

"<Name> (<PID>) was removed from <Stage Name> (<Stage ID>)."

In order to maintain accurate data on the person, workers are responsible for making necessary demographic (Name, DOB, Sex, Ethnicity, Religion, Race, or Marital Status) changes prior to performing the Remove Person-Added in Error. For example, if the person's age was changed from 45 to 35 years after the person was added to the stage, then the worker must correct the age to restore the original information. If any of this demographic information has changed since the date the person was added to the stage, the following two messages display:

"Changes made to Person in this stage should be reset before continuing."

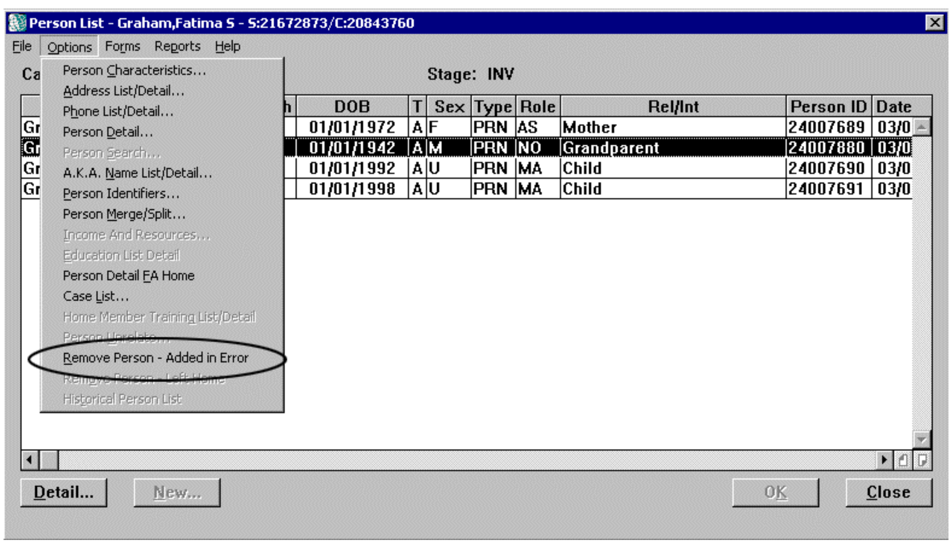
Clicking **OK** displays the following message:

"Are you sure you want to continue with the unrelate?"

| In order to perform a Remove Person – Added in Error, a worker must meet the following requirements: | |
|---|---|
| Security Attribute Needed | Remove Person – Added in Error |
| Additional Access Requirements | Have a role in the case<br>*or*<br>Be a member of the worker's hierarchy<br>*or*<br>Have an additional security attribute of either "Access All in District" or "Access All Cases." |

***To Perform the Remove Person – Added in Error***:

1. Select the person on the *Person List*.
2. Click the **Options** drop-down menu.




3. Select Remove Person – Added in Error.

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?"

Click on the **Yes** button to continue or **No** to return to the Person List. If "Yes" was chosen, the following message displays:

"Are you sure you want to remove the person Added in Error?"

Click on the Yes button to Remove the person or No to return to the Person List.

**Note**: Workers will not be able to perform the **Remove Person – Added in Error** function if the person was reported at Intake or named in an allegation.

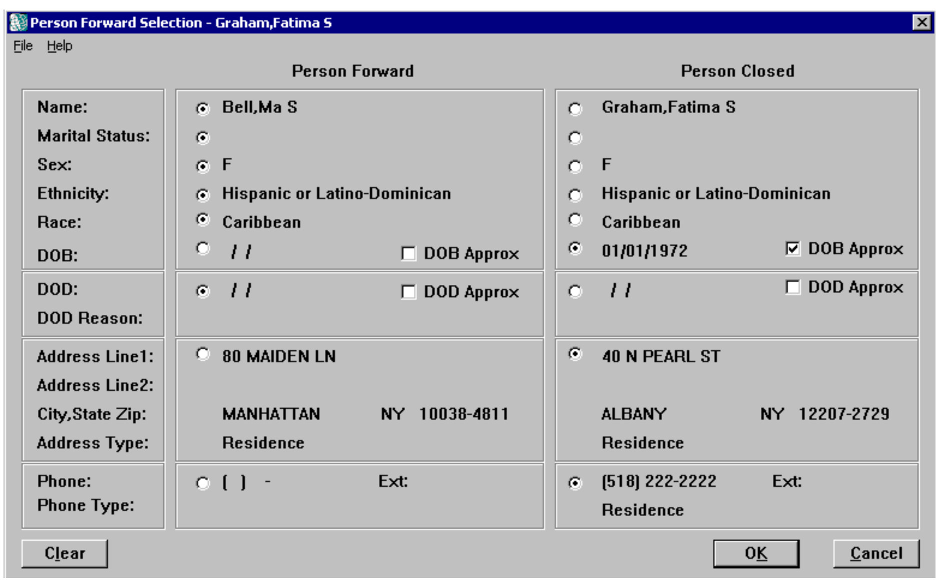
## III - Person Merge and Person Split

Build 15 introduced several enhancements to the Person Merge and Person Split functionality.

### Person Merge

With the implementation of Build 15, once a person merge has been completed, the Person Forward (the person who is carried *forward* to further stages) replaces the Person Closed (the person who is merged) in all non-intake stages (open and closed), events and allegations.

Another enhancement introduced with Build 15 is the creation of the *Person Forward Selection* window. This new window allows workers to select specific person information to be applied to the Person Forward. Clicking on the **Merge** button on the P*erson/ Merge Split* window opens the *Person Forward Selection* window rather than just performing the merge.




- The following information displays on the *Person Forward Selection* window 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);

⇒ DOD (including Approximate indicator and Reason);

⇒ Primary Address; and

⇒ Primary Phone.

- Information can be selected from either person by clicking on the corresponding radio button. The type of information you select, and which person you select it from, has an effect on the information that is retained for the Person Forward.
- If you are selecting information (e.g., Name) from the Person Forward, the primary information for the Person Closed is end-dated and copied to the Person Forward.
- If you are selecting information from the Person Closed, the primary information for the Person Forward is end-dated and the information from the Person Closed is copied as the primary record.
- Some person information is not part of the selection process on the *Person Forward Selection* window. For example, as of the implementation of Build 15, information regarding a person's Occupation and Living Arrangement is no longer collected. The **Occupation** and **Living Arrangement** fields have been removed from the *Person Detail* window. However, if this information was recorded for a person prior to Build 15, it will still be maintained in the database. When a Person Merge is complete, the Person Forward's information is retained for Occupation and Living Arrangement. This information also displays in the Person Data Report.
- Valid Person Identifiers, Person Detail FA Home Information, Language and Religion are also retained from the Person Forward, unless the field is blank. If the Person Forward does not have this information, the information from the Person Closed is copied to the Person Forward.

Changes resulting from a merge or spilt are reflected in other windows.

- The **M** column on the *Person List* has been changed to **M/S**. This column continues to indicate that a person has been involved in a merge or split.
- A new column, **M/S**, has been added the *Case Composition* window to indicate when a person has been involved in a merge or split.

- Once a merge has been completed, the Person Closed will no longer display in the *Case Composition* window.
- When 2 people in the same INV stage (open or closed) are merged, duplicate allegations are deleted.

An initial data fix was implemented with Build 15 to update information in the database. This data fix was run only once to update the Person Closed with the Person Forward for all non-intake closed stages, allegations and events for Person Merges that occurred prior to Build 15.

| In order to perform a Person Merge/Split, a worker must meet the following requirements: | |
|---|---|
| Security Attribute Needed | Merge/Split |
| Additional Access Requirements | Have a role in the case<br>or<br>Be a member of the worker's hierarchy<br>or<br>Have an additional security attribute of either "Access All in District" or "Access All Cases."<br>or<br>If the stage is open and the worker is in the same unit as a worker with a role in the case: have an additional security attribute of "Unit Summary Access" or "All Unit Summary". |

**Person Split**

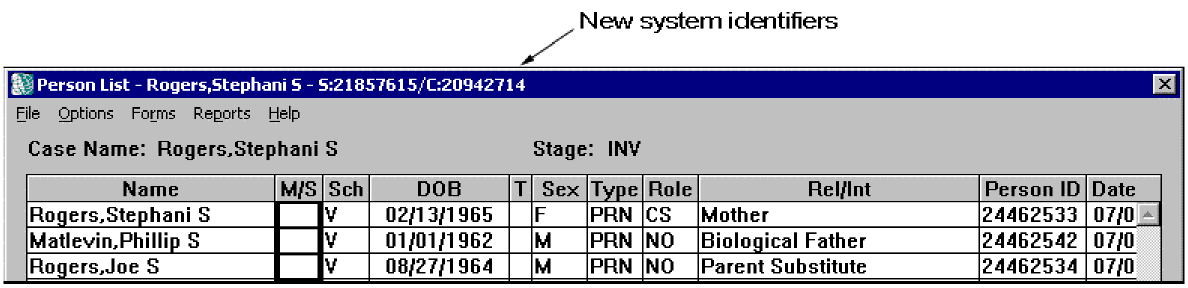
A Person Split is performed when the records for two separate persons were accidentally merged (combined) into one. Performing a Person Split reactivates the Person ID for the Person Closed (the person who was erroneously merged into the other person), thereby restoring the Person Closed as a separate individual to the database. The records for these individuals must be carefully restored for each stage, allegation, and event.

Workers can use the Maintain Person function to update the database when the investigations are open. In addition, workers can remove the Person Forward by performing the Remove Person Added in Error function.

If the Investigation stage is closed, workers can use the new data fix that was introduced with Build 15. This data fix is initiated through the Enterprise Helpdesk on request by the local district. Workers can use this process to update all demographic information and return the Person Closed to all appropriate non-intake stages, events and allegations that existed prior to the merge.

After a Person Split is performed, the Person Closed's information can be accessed through the *Person Detail* window when conducting a Person Search. Information that existed prior to the merge for the Person Closed is restored for that stage.

## IV - The Person List Title Bar




| Name | M/S | Sch | DOB | T | Sex | Type | Role | Rel/Int | Person ID | Date |
|---|---|---|---|---|---|---|---|---|---|---|
| Rogers,Stephani S | | V | 02/13/1965 | | F | PRN | CS | Mother | 24462533 | 07/0 |
| Matlevin,Phillip S | | V | 01/01/1962 | | M | PRN | NO | Biological Father | 24462542 | 07/0 |
| Rogers,Joe S | | V | 08/27/1964 | | M | PRN | NO | Parent Substitute | 24462534 | 07/0 |

Changes have also been made to both the *Person List* and the title bar of the *Person List* window. Two new fields, **Case Name** and **Stage Type**, have been added to *Person List.* These fields cannot be modified.

New System Identifiers have been added to the *Person List* title bar. These identifiers remind workers of the person, stage, or case to which the window refers. The *Person List* title bar for CPS stages can display Stage Name, Stage ID and Case ID. Which identifiers are displayed is dependent upon on the navigational path used to access the *Person List*.