CONNECTIONS
Child Protective Services

Handbook

A supplement to:

LL: CPSRT Starting the Investigation
Child Protective Services Response CONN Training
NYC Integrated Core CONNECTIONS Training (Satterwhite)
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Statement of Purpose
The purpose of this handbook is to support the responsibilities of a Child Protective Services (CPS) worker and serve as a reference document in the workplace. This handbook applies to Investigation (INV) stages; however, specific information applies to Family Assessment Response (FAR) stages, where noted.

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

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

- reviewing intake information
- reviewing historical information
- printing progress notes and creating progress note To-Dos
- maintaining person information
- generating a Notice of Existence
- reviewing the Stage Summary
- completing a Safety Assessment
- completing a Risk Assessment
- maintaining allegations
- concluding an investigation
- consolidating INV and FAR stages
- recording sex trafficking screenings
- creating a Missing Child record
- recording a Family Services Intake

Please note that any information on screenshots contained in this handbook is from the Training Database, which is fictitious and used for training purposes only.
The Main CONNECTIONS Window
The main CONNECTIONS window is comprised of a series of tabs and drop-down menus. These tabs and menus, along with the links on the NAVIGATION PANE on the left side of the screen, provide access to various functions, depending on a worker’s Business Function or Assigned Role.

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

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

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

The **NAVIGATION PANE** can be hidden by clicking the collapse arrow. Each section of the **NAVIGATION PANE** can be maximized by clicking the expand arrow. The display of links on the **NAVIGATION PANE** is determined by the security of the logged-on worker and window-specific logic.

When information exists on a window, a checkmark displays next to the associated link in the **NAVIGATION PANE**.

When information exists on a window, a checkmark displays next to the associated link in the **NAVIGATION PANE**.

**The Legend**

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

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

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

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

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

Click and drag the grid separator to adjust the size of the visible area in the grid on a tab; double-click to fully expand the grid.

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

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

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

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

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

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

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

**Identifying Child Protective Services (CPS) Roles**

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

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

**Identifying a CPS Case and Stage Type**

A CPS case is a collection of one or more reports of abuse, maltreatment, or services provided requiring casework activity. There are four CPS stages:

- Intake (INT) - Contains information gathered from the State Central Register (SCR).
- Investigation (INV) - Documents investigation and the resulting determination.
- Family Assessment Response (FAR) - Documents the family-centered child protective response, which is available for participating districts.
- Administrative Review Investigation (ARI) - Accessible only with appropriate security, this stage documents the process of challenging the determination of an investigation.

CPS stages include the following four Types:

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

**Performing Intake Priority Closure**

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

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

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

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

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

1. Select a stage on the My Workload tab.
2. Click the Case Summary link. The Case Summary window displays.
3. Select a stage. Additional tabs display below the grid.
4. Click the Stage To-Dos tab. The Stage To-Dos tab displays.

**To-Do Types**

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

1. Select a stage on the My Workload tab.
2. Click the Case Summary link. The Case Summary window displays.
3. Select a stage. Additional tabs display below the grid.
4. Click the Stage To-Dos tab. The Stage To-Dos tab displays.
Reviewing Intake Information

The Intake Report in CONNECTIONS provides many details about the family, including composition, their location, and specific allegations about the suspected abuse or maltreatment. The Intake Report is not modifiable; any changes to demographic or locating information must be completed in the INV (or FAR) stage. All of the information contained in the case record is confidential.

Intake/Individual Report of Involvement (IRI) Report

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

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

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

3. Click the OK button.

4. Click the REPORTS tab on the toolbar.

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

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

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

Prior Case Summary Report

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

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

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

3. Click the OK button.

4. Click the REPORTS tab on the toolbar.

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

6. Click the Open Report link.

Please note: If you wish to view an example of the Prior Case Summary Report, refer to Appendix B.
Reviewing Historical Information

CONNECTIONS provides access to all historical records involving members of a family. When reviewing this information, you may discover information that could be relevant to the current investigation.

Accessing the Case and Stage Events Tabs

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

7. Click the Case Summary tab. Stages from the selected case display.
8. Click to select a stage. The Assignments, Stage To-Dos and Stage Events tabs display.
9. Click the Stage Events tab. The Stage Events tab displays. Note: This tab is also available from the My Workload tab.

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

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

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

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

Creating a Progress Note Task To-Do
1. Click to select a stage on the My Workload tab.
2. Click the Progress Notes link.
3. In the To-Do Options section of the NAVIGATION PANE, click the New link. 
The To-Do Detail window displays.
4. Click the Staff Search link. 
The Staff Search Criteria window displays.
5. Enter a staff person’s name and click the Search button. 
The Staff List displays.
6. Select a staff person and click the OK button. 
The To-Do Detail tab displays.
7. Select “Progress Note” from the Task Type drop-down list.
8. Click the Save & Close button. 
The Progress Notes window displays.
Maintaining Person Information
Maintaining accurate data in CONNECTIONS provides complete historical information about people’s associations with a particular case.

Person List
The Person List window can be used for several actions, including:

- maintaining individual demographics for household members;
- recording Also Known As (AKA) names and person identifiers;
- removing people who are added in error; and
- unrelating household members.

The Person Unrelate link is used to unrelate persons related in error during the Intake stage. Unrelated persons are identified with the letter “U” in the Search (SCH) column.

The Remove Person - Added in Error link is used to remove persons added in error during the INV and ARI stages.

The AKA Names tab is used to update or add alias names, designate a primary name, or mark a name as invalid. Use this tab to update name information for “Unknown/Unknown” reports. Search results show both the AKA and Primary names for an individual.

The Identifiers tab is used to record various identification numbers.

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

In order for someone to be assigned this role in CONNECTIONS, the following must be true:

- The person was entered in the Intake stage.
- The person cannot be associated with substantiated allegations in the current investigation.
- You cannot remove the only alleged subject or child associated with allegations from a stage; there must be another alleged subject or child in the same investigation.

Once saved, the person’s role is identified with an “XE” on the Person List window.
Adding and Relating Individuals to a CPS Stage

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

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

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

The Add/Relate Process

1. Click Person List Link
2. Click Add Person Link
3. Perform Search
4. Review Search Results
5. Confirm results using the Person Info Tab and the Case List Tabs - Comp, Case Events, and Case Summary
6. If No, click new (Generates new PID)
7. If Yes, click relate (Relates existing PID)
Person Merging/Splitting
Two Person Identification Numbers should be merged into one if they both apply to the same person, or a previously and erroneously merged ID may be split back into two separate IDs. These functions help:
- minimize duplication within the system;
- maintain current and accurate person information;
- build a comprehensive person history attached to a single ID.

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

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

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

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

Connections Tips
- Since it is not always possible to correct errors that may be made when merging and splitting records, use caution and be sure to speak with your supervisor before proceeding.
- The Forward ID remains active and can be related to future stages. The Closed ID is retired and cannot be involved in any new case/stage events.
- Use the Switch button to reverse the Forward and Closed IDs. The ID that contains the most history should be the forward ID.
- A pop-up window may display containing errors that prevent you from completing the merge, or warnings about age and/or gender conflicts. Click the OK button to proceed after a warning. A warning also displays if the closed person is in any open stages. Click the Yes button to continue; the Merge button enables. Click the No button to stop the merge.
Maintaining Primary Address and Phone Information

The NAVIGATION PANE of the Person List window displays the Address & Phone Options section, which contains links for copying the address and/or phone information of one stage member and pasting it to other stage members. Information can be pasted to one person at a time or all stage members at the same time, which is known as a Multiple Person Update.

1. Click to select a stage on the My Workload tab.
2. Click the Person List link.
   The Person List window displays.
3. Select the person in the grid whose address (or phone number) you wish to apply to others.
   The Person Info tab and sub-tabs display.
4. Click the Address (or Phone) sub-tab.
5. In the grid, select the address (or phone number) you wish to copy.
6. Click the Copy Address Info (or Copy Phone Info) link.
   You may copy both phone and address information (separately, by clicking both links) before pasting.
7. Select the individual in the grid to whom you wish to apply the copied address (or phone), or if you wish to perform a Multiple Person Update, select the checkbox in the column header to select all stage members.
8. Click the Paste Address Info (or Paste Phone Info) link.
9. If you pasted address information, click the Validate button, then click the Accept button to accept the validated address if it is correct.
10. Click the Save button.
    The Person List window refreshes.

Generating the Notice of Existence (NOE)

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

1. Click to select a stage on the My Workload tab.
2. Click the Person List link.
3. Click to select a person from the grid.
4. Click the Notice of Existence - English or Notice of Existence - Spanish link in the Outputs section of the NAVIGATION PANE.
   The Notice of Existence displays for review and printing.
5. Click the “X” in the upper right-hand corner of the window.
   The window closes and the Person List window displays.
Viewing the Stage Summary

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

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

9. Click the *Detail* link in the *Event Options* section of the **NAVIGATION PANE**. *The Stage Summary window displays.*

10. Select a person from the Person grid. *The read-only Person Info tab displays.*

**CONNECTIONS Tips**

The *Stage Summary* window can be accessed:
- via the *Case Events* tab from a Case/Stage Search; OR
- via the *Stage Events* tab from the *My Workload* tab or the *Person List* window.

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

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

Safety Assessments for Case
You can also view the Safety Assessments for an entire case. This feature is a link in the NAVIGATION PANE and provides you with the ability to:
- view completed Safety Assessments for the entire case; and
- generate an Event History report.
Risk Assessment Profile (RAP)
The Risk Assessment Profile (RAP) estimates the likelihood of future child abuse or maltreatment occurring and identifies families with high risk who may benefit from services.

Correcting Caretaker Information
During the course of an investigation the Secondary Caretaker may need to be changed to the Primary Caretaker.
1. Click in the Secondary Caretaker field and press the Delete button on the keyboard to clear the field. If anything has been recorded in the RAP and you attempt to modify the caretakers, the following message will display: “Selecting a new Secondary Caretaker will clear all previously entered responses and comments. Do you wish to continue?” Click the Yes or No button.
2. Click the drop-down arrow for the Primary Caretaker field and select the new Primary Caretaker.
3. Click the Save or Save & Close button, whichever is appropriate.
   *The Primary Caretaker is now updated.*

Troubleshooting the RAP
If the Save & Submit link remains disabled, check the following requirements for completion (see circled components above):
- Effective Date
- Verify System Response checkbox
- Elevated Risk

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

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

For example, this case has multiple investigations: an Initial investigation and a Subsequent investigation.

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

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

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

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

To review both RAP’s, click on Generate RAP Report.
To continue working on the RAP, close this window.
Case Level Information (continued)

As mentioned on page 17, after completing the INV/INI RAP, including the Effective Date, all risk element questions, and required comments, information automatically populates the INV/SUB RAP.

<table>
<thead>
<tr>
<th>No.</th>
<th>Question 1</th>
<th>Response</th>
<th>Verify System Response</th>
<th>Comments</th>
<th>Comment Req</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Total prior reports for adults and children in RAP family unit:</td>
<td>No prior determined reports</td>
<td>✓</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

Components required before submitting for approval include:
- **Effective Date** field
- **Verify System Response** checkbox
Allegations

Allegations of abuse or maltreatment must be substantiated or unsubstantiated as part of the investigation process.

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

**CONNECTIONS Tips**

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

**Allegation Codes in CONNECTIONS**

<table>
<thead>
<tr>
<th>Allegation Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandonment</td>
<td>ABAN</td>
</tr>
<tr>
<td>Burns/Scalding</td>
<td>BURN</td>
</tr>
<tr>
<td>Child's Drug/Alcohol Misuse</td>
<td>CDRG</td>
</tr>
<tr>
<td>Choking/Twisting/Shaking</td>
<td>CHTS</td>
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<tr>
<td>Educational Neglect</td>
<td>EDNG</td>
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<tr>
<td>Emotional Neglect</td>
<td>EMOT</td>
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<td>Excessive Corporal Punishment</td>
<td>EXCP</td>
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<tr>
<td>DOA/Fatality</td>
<td>FATL</td>
</tr>
<tr>
<td>Fractures</td>
<td>FRAC</td>
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<td>Inadequate Guardianship</td>
<td>INGD</td>
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<td>Inadequate Food, Clothing, Shelter</td>
<td>IFCS</td>
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<tr>
<td>Internal Injuries</td>
<td>INJ</td>
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<tr>
<td>Inappropriate Custodial Conduct</td>
<td>INCC</td>
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<tr>
<td>Inappropriate Isolation/Restraint</td>
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<td>Laceration, Bruises, Welts</td>
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<td>Lack of Supervision</td>
<td>LSUP</td>
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<td>Other</td>
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</tr>
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Concluding the Investigation

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

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

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

Comments are required when the risk rating is “High” or “Very High” and the Closure Reason does not support opening for services.

**Closure Reason**

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

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

**Fatality - No Surviving Children**

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

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

**Narrative Recovery**

Any narrative fields with the Text Control tool, including those that open in a Microsoft Word document, have the narrative recovery feature. As you enter or modify a narrative, CONNECTIONS automatically saves it as a Microsoft Word document on your local drive every three (3) minutes. Please refer to the **Narrative Recovery Tip Sheet** on the OCFS CONNECTIONS Internet site (http://ocfs.ny.gov/connect/Default.asp) or intranet site (http://ocfs.state.nyenet/connect) for details.
Consolidating Investigations

Consolidating stages is a system efficiency that allows authorized workers to consolidate a Subsequent INV or FAR stage into an ongoing, open INV or FAR stage. There are several conditions that must be met in order to consolidate stages.

System Requirements

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

CONNECTIONS Tips

While CONNECTIONS supports consolidating a FAR stage into an INV stage and vice versa, please remember the following:

- The stage that is remaining open (INV or FAR) determines what type of stage it will be going forward.
- Track switching should be done prior to consolidation.
- You may not switch tracks more than seven (7) days after the date of intake.
Consolidating an INV Stage

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

Consolidating a FAR Stage

1. Click to select the FAR stage to be merged on the My Workload tab.
2. Click the FAR Conclusion link.
   *The Family Assessment Response Conclusion window displays.*
3. Record a date in the FAR Begun field.
4. Record a date in the FAR Completed field.
5. Click the Close as Duplicate button.
6. Click the drop-down arrow for the Duplicate Stage ID field.
7. Click to select the stage ID that is going forward.
8. Click the Narrative link.
   *The Narrative window displays.*
9. Record a narrative.
   *Refer to district policy for recording the Conclusion Narrative.*
10. Close the Narrative window.
    *The Family Assessment Response Conclusion window displays.*
11. Click the Save & Submit link.
    *The To-Do Detail window displays.*
12. Click the Save button to send the Approval Task To-Do to the supervisor.
The Sex Trafficking Screening Window

The Sex Trafficking Screening window is accessed from the workload and serves as the location to record the details of Quick Screenings (OCFS-3921) and Comprehensive Screenings (OCFS-3920) completed for a child. It captures such details as the type, date, and result of each screening, as well as the date the next screening is due. The completion of this window is required for children in receipt of preventive, foster care, or child protective services until the age of 21.

Edits on the CPS Investigation Conclusion window and Family Assessment Response Conclusion window ensure completion of the Sex Trafficking Screening window. Specifically, the edits check that, since the date of Intake, a valid screening has been recorded for all stage members under 18 years old who have any of the roles pictured at right. If the edit fails, the following message will display:

Edits also exist to ensure that a Quick Screening has been completed for each FASP in accordance with the following timeframes:

- by the Initial FASP due date
- within the three (3) months prior to the Comprehensive FASP due date
- within the six (6) months prior to the Reassessment FASP due date

AB - Abused Child
CA - Confirmed Abused
CM - Confirmed Maltreated
MC - Maltreated Child
NA - Non-confirmed Abused
NM - Non-confirmed Maltreated
PC - Primary Child
VI - Victim
RS - Services Recipient
SA - Services Applicant
FR - FAR Recipient
The Missing Child Window
When a child who is in an open CPS case is identified as being absent without consent, missing, or abducted, federal and state statutes and regulations require the child be reported to local law enforcement and the National Center for Missing and Exploited Children (NCMEC) within 24 hours after receiving the information. Documenting the absence in CONNECTIONS should be done as soon as possible on the Missing Child window. This window is accessible via the My Workload tab for INV, FAR, and FSS stages.

The upper portion of the Missing Child window captures specific dates regarding the absence. The bottom portion is for recording the following information:

- Child’s Reason for Absence
- Experiences While Missing
- Contributing Factors
- Response to Contributing Factors

Closing the Stage While a Child is Missing
Upon submitting an INV or FAR stage for closure, if an absence has been recorded in the stage, the following message will display:

“A child in this stage is still recorded as missing. Update the Missing Child window with either the date of return or select that the child has not returned.”

Clicking the OK button will close the message and cancel the stage closure submission.

Timeframes for Documenting Missing Child Information in CONNECTIONS
- Within seven (7) calendar days of a child’s absence without consent, the absence must be recorded on the Activities window in CONNECTIONS.
- Within 30 days the absence must be recorded in the case record/Family Assessment and Service Plan (FASP).
- Progress notes should include, at minimum, the names of the persons contacted, dates of those contacts, and information pertaining to the child’s absence.
Family Services Intake (FSI)

The FSI stage standardizes intake documentation as the path to open all services cases. It is the method by which you document a request for services and the basis and decision of whether to open a Family Services Stage (FSS). An FSI stage will automatically open upon the approval of an Investigation Conclusion when the INV stage is closed with a “Case open-Services” Closure Reason, or FAR stage is closed with a “Closed; assistance provided, preventive case opened” Closure Reason, if no FSI or FSS stages are open in the case. An FSI stage can also be opened before the investigation is concluded.

Creating the FSI: CPS Request for Services During Investigation

1. Click to select a CPS INV stage on the My Workload tab.
2. Click the Record FSI link in the NAVIGATION PANE.

The FSI stage displays on the workload as a new stage with a “Y” in the New column.

Family Services Intake Stage Overview

Selecting the new FSI stage on your workload provides access to FSI stage windows via the NAVIGATION PANE. Once all components are complete, the FSI stage can be progressed to an FSS stage (by a district worker only).

- Record demographic, address, and phone information for the individuals requesting services, perform Person Searches, maintain the Family Relationship Matrix (also available via a NAVIGATION PANE link), and for FSI stages that originated from CPS investigations, split the FSI stage into two separate intakes.
- Record information about the individual or agency that referred the family for services. Access the Person List, Narrative, and Decision Summary windows until the initial save on any one of these windows.
- When “Self” is selected as the source, the source information populates the Person List window and becomes the Case Name.
- Record information supporting the request for services, as well as the type of services being requested.
- Select the services that the source or family has requested.
- Create the FSS stage and close the FSI stage.
- Submit the FSI (reassign) to another worker, or a supervisor, for review.

When “Advocates Preventive Only (ADVPO)” is the Service Type, only agency name, agency code, and the name of the worker assigned to the FSS stage must be recorded on the Narrative window.

NYC Only
Available Resources

OCFS CONNECTIONS Intranet and Internet Sites
Many of the resources you may need, including those below, are found on the OCFS CONNECTIONS Internet site: http://ocfs.ny.gov/connect/ and OCFS CONNECTIONS intranet site: http://ocfs.state.nyenet/connect/

- Tip Sheets
- FAQs
- Job Aids

Human Services – ITS Enterprise Service Desk
The Human Services – ITS Enterprise Service Desk staff are available to answer basic questions related to your equipment, or to solve problems you are having with CONNECTIONS. If they cannot solve your problem, they will forward it to others who can. The Human Services – ITS Enterprise Service Desk is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323  
(1-800-697-1323)  
FixIT@its.ny.gov

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

ocfs.sm.conn_app@ocfs.ny.gov

OCFS Regional Implementation Staff
If you cannot find the answer to your question(s) through either of the above options, you can contact one of the many statewide CONNECTIONS Regional Implementation staff members. The current list of members is always available on the contact page of the OCFS CONNECTIONS Internet site: http://ocfs.ny.gov/connect/contact.asp and intranet site: http://ocfs.state.nyenet/connect/contact.asp.

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

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

STARS/HSLC
The Statewide Training Automated Registration System/Human Services Learning Center (STARS/HSLC) website (https://www.hslcnys.org) contains a searchable schedule of all CONNECTIONS training. The website allows you to search an online Course Catalog, register for classes, and complete online evaluations. You must have a user ID and password in order to use STARS/HSLC.
Appendix A:
Intake / IRI Report Sample
### Office of Children and Family Services

#### Child Protective Services

##### Intake Report

**Case Name:** Miller, Sue  
**Merge To Case ID:**  
**Intake Case ID:** 38100030  
**Call/Intake Stage ID:** 28100040

**Summary**
- **Date Reported:** 02/25/2010  
- **Time Reported:** 09:31 AM  
- **Primary Worker:** Wilson, Darryl  
- **County/Zone:** Onondaga

**List of Principals**

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<th>ROLE</th>
<th>SEX</th>
<th>DOB (AGE)</th>
<th>TYPE</th>
<th>DOD</th>
<th>PERSON ID</th>
<th>REL</th>
<th>LANG</th>
<th>Line</th>
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<td>Sue Miller</td>
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<td>Algd Sub</td>
<td>F</td>
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<td>18100046</td>
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<tr>
<td>03</td>
<td>P01</td>
<td>Bobby Smith</td>
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<td>Child</td>
<td>Mal Child</td>
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**Reported Address Information**

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<td>NY</td>
<td>13343</td>
<td>Lewis</td>
<td></td>
<td>RS</td>
<td>(555)255-4567</td>
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**Allegation Detail**

- **Line:** 03  
  **Maltreated/Abused Children:** Bobby Smith  
  **Allegations:**  
  - Inadequate Guardianship  
  - Lacerations, Bruises, Welts  
  **Alleged Subject(s):** Sue Miller

- **Line:** 03  
  **Maltreated/Abused Children:** Bobby Smith  
  **Allegations:**  
  - Inadequate Guardianship  
  - Lacerations, Bruises, Welts  
  **Alleged Subject(s):** Frank Smith

**Date Created:** 03/23/2010 at 09:59 Page: 1 of 5
The Safety Factors section includes safety factors recorded by the SCR at intake. Safety factors recorded at intake do not carry forward to the INV stage. Workers must record safety factors in the INV after personally assessing the family and home.
Call Narrative

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

Miscellaneous Information:

Locating Information:
The IRI Report identifies for each principal in the stage all case involvement in CONNECTIONS. This helps determine how many stages the principal has been in and what role they had in those stages.

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</thead>
<tbody>
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**OFFICE OF CHILDREN AND FAMILY SERVICES**
**CHILD PROTECTIVE SERVICES**
**INDIVIDUAL REPORT OF INVOLVEMENT**

**CASE NAME:** Miller, Sue
**MERGE TO CASE ID:**
**INTAKE CASE ID:** 3810030
**CALL/INTAKE STAGE ID:** 28100040

**CROSS REFERENCE HISTORY INFORMATION:**

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

| 02 18100046 | PHONE: (555)555-4567 | EXT: | ETHNICITY: Non-Hispanic | RACE: White | |

**CROSS REFERENCE HISTORY INFORMATION:**

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

| 03 18300047 | PHONE: (555)555-4567 | EXT: | ETHNICITY: Non-Hispanic | RACE: White | |

Date Created: 03/23/2010 at 09:59 Page: 4 OF 5
OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES
INDIVIDUAL REPORT OF INVOLVEMENT

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

CROSS REFERENCE HISTORY INFORMATION:

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PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

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<td>NY</td>
<td>13343</td>
<td>023</td>
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<td></td>
</tr>
<tr>
<td>PHONE: (555)555-4567</td>
<td>EXT.</td>
<td>ETHNICITY: Non-Hispanic</td>
<td>RACE: White</td>
<td></td>
<td></td>
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</table>

The Person Information section shows demographic information for each person named in the stage. This information is based on the print date of the report so the most currently recorded information is included.

Date created: 03/23/2010 at 09:59 Page: 5 of 5
Appendix B:
Prior Case Summary Report Sample
### Household Composition

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

<table>
<thead>
<tr>
<th>PID</th>
<th>Stage</th>
<th>Type</th>
<th>Class</th>
<th>Role</th>
<th>Rel/Int</th>
<th>Stage ID</th>
<th>Determination</th>
<th>FAM</th>
<th>Stage Start</th>
<th>Stage End</th>
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<tr>
<td>18100395 FSS</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services recipient</td>
<td>Mother</td>
<td>28201021</td>
<td>IND</td>
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<td>03/26/2010</td>
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<tr>
<td>18100396 FSS</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services recipient</td>
<td>Parent</td>
<td>28201021</td>
<td>IND</td>
<td></td>
<td>02/25/2010</td>
<td>03/26/2010</td>
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<tr>
<td>18100397 FSS</td>
<td>INV</td>
<td>CWS</td>
<td>CPF</td>
<td>Services recipient</td>
<td>Child</td>
<td>28201021</td>
<td>IND</td>
<td></td>
<td>02/25/2010</td>
<td>03/26/2010</td>
</tr>
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</table>

### Detailed Stage Information

- **Case & Stage:** C: 38100170 S: 28201021
- **Stage:** FSS
- **Type:** CWS
- **Class:** CPF

### Stage Composition

<table>
<thead>
<tr>
<th>Name</th>
<th>PID</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miller, Sue</td>
<td>18100395</td>
<td>02/09/1993</td>
</tr>
<tr>
<td>Smith, Frank</td>
<td>18100396</td>
<td>01/26/1992</td>
</tr>
<tr>
<td>Smith, Bobby</td>
<td>18100397</td>
<td>12/16/2009</td>
</tr>
<tr>
<td>Hamlin, Robert</td>
<td>11000313</td>
<td>03/13/1956</td>
</tr>
</tbody>
</table>

### Current/Last Assigned Workers

- **Role:** Case Manager
  - **Name:** Wilson81, Darryl
  - **Agency:** Onondaga County Dss

- **Role:** Case Planner
  - **Name:** Wilson81, Darryl
  - **Agency:** Onondaga County Dss

**Date Printed:** 03/26/10

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---
**SERVICES**

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<th>Program Choice</th>
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<th>PPG</th>
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<tr>
<td>Smith, Bobby</td>
<td>Placement</td>
<td>Return to Parent</td>
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<td></td>
<td>Protective</td>
<td>Protect Child</td>
<td>03/26/2010</td>
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**Case & Stage:**  C: 38100170 S: 28100321  Stage: INV  Type: INT
Start Date: 02/25/2010  End Date: 03/26/2010  County: 031  Zone:  Sensitive: N  HP: Y  Factor: 10  Class: CPF  Determination: IND

**STAGE COMPOSITION**

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<tr>
<th>Name</th>
<th>PID</th>
<th>DOB</th>
<th>Role</th>
</tr>
</thead>
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<tr>
<td>Smith, Bobby</td>
<td>181000397</td>
<td>12/16/2009</td>
<td>Confirmed Maltreated</td>
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<tr>
<td>Hamlin, Robert</td>
<td>11000913</td>
<td>03/13/1956</td>
<td>No Role</td>
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<tr>
<td>Miller, Sue</td>
<td>18100951</td>
<td>02/09/1993</td>
<td>Confirmed Subject</td>
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<tr>
<td>Smith, Frank</td>
<td>18100986</td>
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<td>Confirmed Subject</td>
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**CURRENT/LAST ASSIGNED WORKERS**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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</thead>
<tbody>
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<td>Histor, Primary</td>
<td>Wilson79, Darrell</td>
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</tbody>
</table>

**ALLEGATION INFORMATION**

**Maltreated/Abused children**

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

**SAFETY AND RISK INFORMATION**

**Safety Factors**

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

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

**Safety Decision**

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

**Final Risk Rating**

very high
### Section 4: ADDITIONAL INDIVIDUALS

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

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