

CONNECTIONS

Step-by-Step Guide:

Common Functions



CONNECTIONS Training Project
SUNY Training Strategies Group

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CONNECTIONS: Common Functions

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The Content of this Guide

The purpose of this guide is to provide workers with a basic tool to navigate through the CONNECTIONS system. It will guide the user with step-by-step instructions to complete basic tasks that are common for most workers. Staff looking for follow-up in specialty areas (e.g., CPS, FAD, Case Management) should refer to other guides available electronically on the OCFS CONNECTIONS intranet site. These specialized guides offer a more comprehensive tool for staff working in those areas.

Features of this Guide

- **Tips**, set apart in margin boxes, provide information to help you carry out CONNECTIONS tasks efficiently and effectively. Icons in the boxes help focus your attention on three kinds of tips:



Helpful hints



Things to watch out for



Where am I?

- **Subdivided Instructions:** The step-by-step instructions for each procedure are subdivided into major sub-steps to make it easier to jump ahead to the correct step if you're already on the window you need to access. After the initial instructions on how to sign on to the system and access CONNECTIONS, step-by-step instructions assume you have accessed the CONNECTIONS Toolbar.

We hope you find this to be a useful aid in your work!

CONNECTIONS Basics

What is the CONNECTIONS System?

CONNECTIONS is a child welfare computer system that provides for the documentation of information about families and children in New York State. The CONNECTIONS system is part of a federal initiative called the Statewide Automated Child Welfare Information System (SACWIS). In 1993, the federal government provided financial incentives for states to develop statewide automated child welfare processes in an effort to provide more efficient and effective administration of programs. In addition, the federal government introduced a set of foster care and adoption-related data elements to be collected by states' SACWIS systems—the Adoption and Foster Care and Analysis and Reporting System (AFCARS)—so that national data would be available in a consistent format. Many other states have similar systems with other names.

CONNECTIONS is designed to create a single, statewide, integrated system for the collection and recording of child protective, preventive, foster care and adoption service information. The CONNECTIONS system will eventually replace the existing New York State “legacy” systems—the Welfare Management System (WMS) used in child welfare cases, the Child Care Review Service (CCRS) and the Adoption Album. It will interface with the Benefits Issuance Control System (BICS), Child Support Management System (CSMS), and WMS Non-Services, including Medicaid (MA).

- **CCRS** - CONNECTIONS will replace CCRS as the repository of all information on child assessments and service plans, legal activity, placements and moves within placement. CCRS will be available in view-only mode only. *[Note: This process will be completed with a future build.]*
- **WMS** - CONNECTIONS will replace WMS Services as the system of record for authorizing all child welfare services (i.e., protective, preventive, foster care and adoption). *[Note: This process will be completed with a future build.]*
- **BICS** - BICS will continue to be the system of record for all payments made on behalf of families and children receiving child welfare services. CONNECTIONS will interface with BICS.
- **Interstate Compact for the Placement of Children (ICPC)** - The ICPC database will be replaced by CONNECTIONS and all ICPC requests and subsequent processing will be completed through CONNECTIONS.
- **Adoption** - All system recording in regard to adoption, including photo-listing and adoption subsidy, will be completed in CONNECTIONS. *[Note: CONNECTIONS will not replace the Adoption Album legacy system until Build 19 is fully implemented.]*



Until the interface process is complete, the paper application for services (2921) is the same and still must be signed. WMS will continue to be the system of record to authorize and pay for child welfare services, and it is still necessary to close WMS cases in the WMS system. CCRS will remain the system of record for child assessments and service plans, legal activity, placements and moves within placement.

CONNECTIONS is updated through Builds. When fully implemented across the state, the system will provide full case and financial management support for child welfare related staff, appropriate access to client information for those needing the information, decision-making

support tools for caseworkers and managers, and support payment and claiming processes. Through the statewide network, CONNECTIONS will link child welfare caseworkers, supervisors, and other management and administrative staff.

Logging On to Your Computer

The CONNECTIONS application can be accessed only by designated individuals on computers that are set up to run the application. CONNECTIONS computers use the Windows 2000 Operating System.



Step-by-Step: Logging On to Your Computer

- 1 Press the **Ctrl + Alt + Delete** keys on your keyboard at the same time.
A Confidentiality warning displays.
- 2 Click on the **OK** button in response to the Confidentiality warning.
The Log On window displays. Make sure that your user name and domain are listed correctly in the log on dialog box.
- 3 Enter your password and click on the **OK** button.
Your local desktop displays.

Launching CONNECTIONS

CONNECTIONS resides on a centralized Citrix server. The **Connections and other Citrix Applications icon** on your local desktop opens the *Connections and other Citrix Applications* window, which contains icons of applications that are available to you based on your NT logon. When you select one of the CONNECTIONS log in icons from the *Connections and other Citrix applications* window, your computer accesses the Citrix server and begins a “Citrix session.” The Citrix desktop displays, covering your local desktop and remaining open for the length of your Citrix session. Workers with 95% screen resolution will notice that they will still see a portion of their local desktop. The Citrix desktop also has an easily recognizable background.



Depending on the setting of your screen resolution, you can use the CONNECTIONS desktop full screen icon on the *CONNECTIONS and Other Citrix Applications* window.



Step-by-Step: Launching CONNECTIONS (Production)

- 1 From your local desktop, double-click the **Connections and other Citrix Applications icon**.
The Connections and other Citrix Applications window displays, containing icons of applications that are available to you based on your NT logon.
- 2 Double-click the **Connections Desktop 95 Percent icon**.
A Confidentiality Warning message displays.

- 3 Click on the **OK** button in response to the Confidentiality Warning.
The Citrix desktop displays and your Citrix session begins.
- 4 Double-click the **Connections** icon.
When the CONNECTIONS Production Database has launched successfully, the CONNECTIONS Toolbar displays, reading: Production – CONNECTIONS Toolbar – <Your Name>.

Closing CONNECTIONS and Logging Off Your PC

When you have finished your work in CONNECTIONS, you should close both CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. Doing so (as opposed to logging off of Citrix while CONNECTIONS is still open) reduces the likelihood of problems occurring during the log off procedure. It is also important to log off your computer at the end of your work day. Leaving your computer logged off (but with the power still on) provides for the automated system updates that may occur overnight.



Step-by-Step: Closing CONNECTIONS and Logging Off Your PC

- 1 Click on the File menu (represented by the Globe icon  in the upper left corner of the CONNECTIONS Toolbar) and select the **Close** command.
- 2 Click on the **Start** button in the lower left corner of the Citrix desktop and select **Log Off <User name>** from the resulting menu.
*The following message displays:
"Are you sure you want to log off?"*
- 3 Click on the **Yes** button.
This does not log off your machine; it only ends your session with the Citrix server. Your local desktop displays.
- 4 Close all applications still open on your local desktop.
- 5 Click on the **Start** button.
The Start menu displays.
- 6 Select the **Shut Down** command.
*The Shut Down Windows dialog box displays. Click on the drop-down arrow and select **Log off <user name>**, if it is not already selected.*
- 7 Click on the **OK** button.

Support Tools

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available on the OCFS CONNECTIONS intranet site (<http://ocfs.state.nyenet/connect/>).

The intranet site contains a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, and Frequently Asked Questions (FAQs).



Step-by-Step: Accessing the OCFS Intranet Site

- 1** Double-click on the **Internet Explorer** icon.
The OCFS intranet home page displays.
- 2** Click on the **CONNECTIONS** link.
The CONNECTIONS home page displays.
- 3** Click on the **Step-by-Step/Job Aids/Tips** link on the CONNECTIONS home page.
The Step-by-Step Guides page displays.
- 4** Click on the desired link (e.g., **Step-by-Step Guides, Job Aids**).
- 5** Click on the name of the desired document.
The document displays in PDF format.
- 6** Minimize the guide by clicking on the minimize () button.

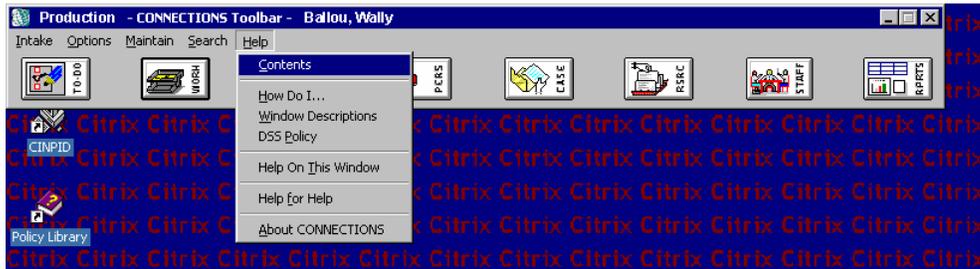


If the OCFS intranet home page does not display automatically, enter <http://ofcs.state.nyenet/connect/> in the address bar and click on the **Go** button (or press the **Enter** key on your keyboard); skip **Step 2..**

Online Help

Online Help provides you with comprehensive information while using the CONNECTIONS application, including definitions, descriptions for various windows, step-by-step instructions for common tasks and more. You can access Online Help at any time, from any window in CONNECTIONS by clicking on the **Help** menu or pressing the **F1** key on your keyboard. The display of Help depends on from where in the system it is accessed (e.g. the *Family Services Stage* window or the *Task List*).

The Online Help system includes a table of contents that displays all Help topics, allowing easy navigation through the Online Help system.



- 1 Click on the **Help** menu on the CONNECTIONS Toolbar.
Choose from the following commands:
 - **Contents**
A table of contents for the help facility with links to major sections.
 - **How Do I?**
Step-by-instructions to help you complete tasks using CONNECTIONS.
 - **Window Descriptions**
Descriptions of windows in CONNECTIONS, along with information on various fields.
 - **DSS Policy**
Online OCFS policy handbooks (not currently available).
 - **Help On This Window**
Window description help for the window you are on.
 - **Help for Help**
Instructions on how to use the help functionality.
 - **About CONNECTIONS**
Information about the current CONNECTIONS version and build.
- 2 Click on a command from the **Help** menu.
*The window related to your selection displays. In some cases, you will need to make another selection in that window to obtain instructions. At the top of each window, you'll see additional buttons and menus. The **Search** tab enables you to search for specific information in the Help function; the **Back** button returns you to windows you've just visited in Help; the **Glossary** button opens a list of important CONNECTIONS terms; and the **Print** button allows you to print Help information.*
- 3 When you're done reviewing information in Help, close each Help window by clicking on the **File** menu and selecting the **Exit** command.
The CONNECTIONS Toolbar displays.

A separate Online Help file was created to support the Child Protective Record Summary (CPRS), Family Services Intakes and Family Services Stages. The CPRS is a single window in CONNECTIONS that provides demographic information and investigative findings in one place.

This separate Help file provides context-sensitive Help information for all elements of the CPRS, FSI and FSS, including tabs, grids, buttons and individual fields. It also offers many navigational tools that guide you to the Help topic you need:

- A Table of Contents provides access to all Help information.
- Index and Search functions provide alternate means of finding information.
- Interactive graphic examples of various elements contain hyperlinks that display related information, such as definitions and procedural guidelines.
- Overview provides a high-level summary of the CPRS, FSI or FSS, including a list of features and functions.
- “How Do I?” provides information for navigating within the CPRS, FSI and FSS including how to use the functions.
- The Glossary contains definitions of commonly used terms in Child Welfare Services and definitions of various elements and concepts.
- Help on Help provides instructions for using the Online Help system.

The Enterprise Help Desk

The New York State Office for Technology (NYS OFT) Enterprise Help Desk staff are available to answer basic questions related to your equipment, or to solve problems you’re having with the CONNECTIONS application. If they cannot solve your problem, they will record your information and forward it to others who can.

Your agency may have procedures in place for contacting the Enterprise Help Desk. Check with your supervisor before you call.

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

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

When you call the Enterprise 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 Enterprise Help Desk.

Switching Between CONNECTIONS and Applications on Your Local Desktop

The **Alt+Tab** hot key combination enables you to move between your Citrix session and other applications on your local desktop. If your desktop screen resolution within your settings is set at 800 by 600 resolution you will need to use the hot key functionality.



Step-by-Step: Using Alt+Tab to Switch Between Applications

- 1 Hold down the **Alt** key.
- 2 Briefly press and release the **Tab** key to cycle through open application windows.
With each press of the key, a pop-up window displays with the name/icon of an open application window.
- 3 When you see the name of the application you want to access, release the **Alt** key.
The open application window you selected becomes the active window.

The **Ctrl+Esc** hot key combination also enables you to move between your Citrix session and other applications on your local desktop. The **Start** menu for your local desktop displays when you use **Ctrl+Esc** on your keyboard.

If your computer has 95% Screen Resolution, you do not need to use **Alt+Tab**; instead, use the Task Bar on your local desktop at the bottom of the screen to navigate among applications. The **Start** button is located to the left of the Task Bar. Any applications that are open will appear on the Task Bar at the bottom of the screen.

Switching Between Open Windows While in a Citrix Session

To switch between open windows on the Citrix desktop, click on the desired application's task button on the Citrix Task Bar.

Remember that even though parts of a window may be visible, that window might not be the active window. Clicking anywhere within a window will make it the active window, placing it on top of any other open windows. Sometimes the active window (such as the *Print* dialog box) must be closed before you can select another window.

Copying and Pasting

In CONNECTIONS, as in other Windows-based applications, you can use the Copy and Paste functions to duplicate narrative entries without retyping text.



Step-by-Step: Copying and Pasting Text

- 1 Open the window (e.g., a Microsoft Word document) that contains the text to be copied.
- 2 Click and hold the mouse button down while you drag the cursor over the text you want to copy.
The text highlights in black as you drag the mouse.
- 3 Click on the **Edit** menu and select **Copy**.
The system copies the highlighted text onto a temporary Windows “clipboard.” It will remain on this clipboard until you copy another selection of text or close the application. (If an Edit menu is unavailable on a particular CONNECTIONS window, use the hot key method described at the end of this section.)
- 4 If you need to switch to another window, either click on that window to make it active, or click on the appropriate button on the Task Bar at the bottom of the Citrix desktop.
*If you are moving from a stand-alone Word document to an open Word document in CONNECTIONS, use **Alt+Tab** to move from one document to the other, or minimize the first document by clicking on the **Minimize** button (☐) in the top right corner of the window.*
- 5 Click on the location where you want to paste the text.
- 6 Click on the **Edit** menu and select **Paste**.
*The copied text is pasted next to the cursor. If an **Edit** menu is unavailable on a window, use the hot key method described on the next page.*

Hot Key Method for Copying and Pasting

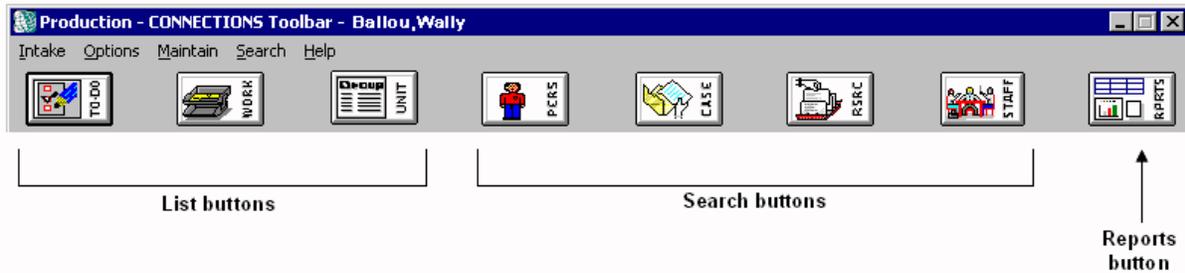
If an **Edit** menu is unavailable on a window where you want to copy and/or paste, you can use the following “hot key” method to copy and paste.



Step-by-Step: Copying and Pasting Text via the Hot Key Method

- 1 Highlight the text you want to copy.
- 2 Press the **Ctrl** and **C** keys on your keyboard at the same time.
The highlighted text is copied onto the Windows “clipboard.”
- 3 Click on the location where you want to paste the text.
- 4 Press the **Ctrl** and **V** keys on your keyboard at the same time.
The copied text is pasted next to your cursor.

The CONNECTIONS Toolbar



Using CONNECTIONS Toolbar Buttons

The CONNECTIONS Toolbar is always available at the top of your screen when you are working in CONNECTIONS. It is the gateway into the CONNECTIONS system. Sometimes the Toolbar may display beneath another window on your desktop. Click on the title bar to bring the Toolbar to the forefront of all of your open windows.

The first two buttons on the CONNECTIONS Toolbar (**TO-DO** and **WORK**) help you organize your day-to-day work. The **TO-DO** button opens the *Staff To-Do List*, containing items needing your attention. The **WORK** button opens the *Assigned Workload*, a list of your stage assignments. This is the method you use to access your tasks in CONNECTIONS.

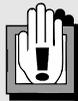
The third button, **UNIT**, opens the *Unit Summary* window, which is available only to CONNECTIONS users who have been assigned the UNIT SUM ACCESS Business Function (This Business Function is typically assigned to supervisors, but others could be assigned this Business Function as well). For anyone with the UNIT SUM ACCESS Business Function, the *Unit Summary* window provides access to the workloads of the workers they supervise. For workers who have *not* been assigned the UNIT SUM ACCESS Business Function, this button is disabled.

The next four buttons (**PERS**, **CASE**, **RSRC** and **STAFF**) are search buttons, which enable you to search for people, cases, resources (including foster homes, agencies and service providers) and staff in CONNECTIONS.

The final button, **RPRTS**, opens the *Report List*, which provides access to reports that you've generated (or "launched") from within the application. Monthly management reports are also downloaded directly into the **RPRTS** window for people with a special Business Function Profile.

CONNECTIONS Security

Workers must understand their role and responsibilities regarding the security of CONNECTIONS information. They have an obligation to protect and preserve all information in a consistent and reliable manner. Designated staff are responsible for ensuring that appropriate physical, logical and procedural controls are in place to preserve the confidentiality, integrity, availability and privacy of CONNECTIONS information.



For important information about CONNECTIONS security, see Appendix A: OCFS Security Guidelines.

In order to protect the confidentiality and integrity of case data, access to information in CONNECTIONS is carefully controlled. There are a number of factors that determine what information you can view or maintain in CONNECTIONS. These include job function, assigned cases and Business Function Profile (BFP).

All CONNECTIONS users receive security profiles which determine the windows they can open and view, as well as which information they can modify or “maintain” (e.g., the correct Business Function, “Create FSI,” is needed to begin a Non-CPS Intake.). In CONNECTIONS, each person’s security profile is called a Business Function Profile (BFP). Your BFP is based on the tasks you are responsible for performing and the level of access to records needed to complete those tasks.

Managing Your Workload

CONNECTIONS provides tools to help you manage your caseload. These tools include the *Assigned Workload* and the To-Do Lists.

The Assigned Workload

The *Assigned Workload* is an important workload management tool in CONNECTIONS. It lists all of the stages assigned to a worker, along with basic information about those stages.

New assignments do not automatically display on the *Assigned Workload* if the *Assigned Workload* is open at the time the assignment is assigned to you in the system. It is necessary to refresh the workload for these assignments to display. To refresh the *Assigned Workload*, click on the **Refresh** button.



Step-by-Step: Opening the *Assigned Workload*

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

The following columns on the *Assigned Workload* provide an abbreviated view of relevant information about each stage assigned to you.

! Indicates if a case has been marked “Sensitive.” A case is usually marked sensitive if it contains allegations of suspected child abuse or maltreatment by an employee of the State Central Register (SCR) or a Local District or Voluntary Agency child welfare services worker. Occasionally, a Local District may choose to mark a high-profile case as sensitive (such as a case involving a celebrity or other public figure). Workers need to treat sensitive cases with special handling to guard confidentiality.

Role Your role in the assigned stage. The roles that display depend on the type of stage.

For CPS Investigation and FAD stages, the following roles are available:

“PR” indicates that you are the *Primary* worker for the stage.

“SE” indicates that you are the *Secondary* worker for the stage.

For FSS stages, the following roles are available:

“CM” indicates that you are the *Case Manager* for the stage.

“CP” indicates that you are the *Case Planner* for the stage.

“CW” indicates that you are a *Caseworker* assigned to the stage.

“WM” indicates that you are the *CPS Worker/Monitor* for the stage.

| | |
|-----------------------------|--|
| Stage Name | The name by which the stage is identified in CONNECTIONS. Stages are named after the Line 1 person (typically the mother of the children) in the Stage Composition for the CPS Investigation stage or the Family Services Stage. ACS policy for CPS-originated cases; however, is to assign Stage Names based on the alleged subject. In an FSS/CCR (Child Case Record) stage, the Line 1 person is the solitary child in the CCR. |
| County | This column displays a code representing the Local District whose caseworker has Primary (for CPS stages) or Case Manager (for FSS stages) assignment for the stage. For FAD stages, the County Code indicates the county where the foster home is located |
| Zone | This column displays a code for New York City addresses only, specifying a geographical subdivision within a particular borough. |
| Stage | This column denotes the stage of service the selected item represents. One of the following stage types will display: INV, INT, FSI, FSS or FAD. |
| Type | This column displays the type of stage (e.g., "CWS" for a Child Welfare Services stage, "OTI" for an Out-of-Town Inquiry, "CCR" for a Child Case Record). |
| Start | This column displays the Stage Start Date, which is based on the Intake start date. For a FAD stage, the Stage Start Date is the date on which the foster home was created. |
| Assigned | This column denotes the date the stage was assigned to you. |
| Unit | This column indicates the unit to which the you are assigned. |
| Stage ID and Case ID | The Stage ID and Case ID numbers are unique, system-generated identification numbers assigned to stages and cases, respectively. |

Stages, Types and Roles

The **Stage** column indicates the type of stage that is assigned to you:

| | |
|-------------|---|
| INT | (CPS Intake) indicates that the stage still needs to be progressed to the Investigation stage. Multiple intake stages can exist in a CPS case, if there are multiple reports. |
| INV | (CPS Investigation) indicates that the stage has already been progressed from Intake to Investigation. Multiple investigation stages can exist in a CPS case. |
| ARI. | (Administrative Review Investigation). Only exists for State Central Register staff |
| FAD. | (Foster and Adoptive Home Development) indicates a foster or adoptive home. A FAD case contains only one stage |

- FSI.** (Family Services Intake) is where you document the reasons for opening up a services case (FSS). Only one FSI can exist for each case
- FSS** (Family Services Stage) establishes a single, electronic case record, where caseworkers document information about children and families receiving child welfare services. Only one FSS per district can exist in a case.

The **Type** column displays a specific type of stage. You may see one of six stage types associated with a Family Services Stage:

- Child Welfare Services (CWS)** This is the most commonly used type of Family Services Stage. It includes adoption, foster care, preventive and child protective services.
- Child Case Record (CCR)** The Child Case Record is created when a child is legally freed for adoption. This is a separate type of FSS; every child who has been freed, including those who might not have a goal of adoption, has a separate CCR.
- Out-of-Town Inquiry (OTI).** There are two types of Out-of-Town Inquiry (OTI): out-of-state and county-to-county. An out-of-state OTI is a written request for assistance or follow-up on a specific matter that usually involves a family (or family members) now residing in New York State. A *county-to-county* OTI is a request made by one local district to another local district for assistance or follow-up on a specific matter that involves a family (or family members) residing outside the requesting district. The request usually requires an action that cannot be completed by the requesting district
- Court Ordered Investigation (COI)** This type is used for a case that was initiated by a court-ordered investigation, rather than by a CPS investigation
- Interstate Compact for the Placement of Children (ICPC)** This type is used for cases where the local district/ACS or voluntary agency is receiving a child from another state (incoming). All children who were in foster care in New York State and are being placed via ICPC in another state already have an open FSS/CWS in CONNECTIONS and will continue to be tracked in that stage (outgoing).
- Advocates Preventive Only (ADVPO)** The Advocates Preventive Only (ADVPO) type is used exclusively for Family Services Stages in New York City when ACS is the Case Manager for a preventive services case and the voluntary agency that will be directly providing only preventive services to the family is exempt from the responsibility of recording the FASP online, in accordance with the terms of the Advocates for Children Preventive Settlement Agreement.

The **Role** column displays a code defining your role in the assigned stage. Role is very important in determining responsibility for work and appropriate access to information or tasks in a case:

- “**CM**” indicates that you are the Case Manager.
- “**CP**” indicates that you are the Case Planner.
- “**CW**” indicates that you are a Caseworker assigned.
- “**WM**” indicates that you are the CPS Worker/Monitor.
- “**PR**” indicates that you are the Primary worker for a FAD or CPS stage.
- “**SE**” indicates that you are the Secondary worker for a FAD or CPS stage.

Using Staff and Case To-Do Lists

CONNECTIONS sends you To-Do's to notify you of actions you must take on an assigned case, and of events in a case, including when something has happened or is about to happen. You can also send To-Do's to yourself and others



Step-by-Step: Viewing To-Do's on the *Staff To-Do List*

- 1 Click on the **TO-DO** button on the CONNECTIONS Toolbar.
The Staff To-Do List displays.
- 2 Click on a To-Do to select it from the list.
To view additional To-Do's, use the vertical scroll bar. To move beyond the last To-Do you can view with the vertical scroll bar using the mega scroll button(which looks like dog eared pages) that displays at the juncture of the vertical and horizontal scroll bar.
- 3 Click on the **Detail...** button.
The To-Do Detail window displays for the selected To-Do.
- 4 To close the *To-Do Detail* window, click on the **Cancel** button.
The Staff To-Do List displays.
- 5 To close the *Staff To-Do List*, click on the **Close** button.



Step-by-Step: Viewing To-Do's on the *Case To-Do List*

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on a stage to select it.

- 3 Click on the **Options** menu on the *Assigned Workload* and select the **Case To-Do's** command.
The Case To-Do List displays with To-Do's for the selected case. If the selected case has multiple stages, To-Do's display for every stage of the case. If the Case To-Do command is disabled, the stage has not been accepted. Click on a To-Do to select it from the list.
To view additional To-Do's, use the vertical scroll bar. To move beyond the last To-Do you can view with the vertical scroll bar using the mega scroll button (which looks like dog-eared pages) that displays at the juncture of the vertical and horizontal scroll bar.
- 4 Click on the **Detail...** button.
The To-Do Detail window displays for the selected To-Do.
- 5 To close the *To-Do Detail* window, click on the **Cancel** button.
The Case To-Do List displays.
- 6 To close the *Case To-Do List*, click on the **Close** button.
The Assigned Workload displays.

Navigating from Task To-Do's

From a Task To-Do, you can navigate directly to the window needed to complete the task. For example, if you receive a system-generated Task To-Do notifying you that the Safety Assessment is due, you can navigate directly to the *Safety Assessment* window for that stage. This feature is available only for Task To-Do's.



Step-by-Step: Navigating from Task To-Do's

- 1 Open the *Staff To-Do List* or *Case To-Do List*.
- 2 Click on a Task To-Do to select it from the list.
*The **Navigate...** button enables.*
- 3 Click on the **Navigate...** button.
The task-related window associated with the selected To-Do displays.
- 4 If you make changes on that window, save your work by clicking on the **Save** button.
- 5 To close the window without saving changes, click on the **Cancel** or **Close** button.
The To-Do List displays.

Reminder To-Do's

You can create Reminder To-Do's from either the **TO-DO** button or the **WORK** button on the CONNECTIONS Toolbar.



Step-by-Step: Creating a Reminder To-Do

- 1 Click on the **TO-DO** button on the CONNECTIONS Toolbar.
The Staff To-Do List displays.
- 2 Click on the **New** button.
*The To-Do Detail window displays. The **Short Desc** field highlights in yellow, indicating that comments are required in that field.*
- 3 Record a brief description in the **Short Desc** field.
Examples of the type of information to include in this field are the Stage Name, Stage ID or Case ID number, a topic and your name (e.g., "Mary Smith - Stage #98765432 – Review Progress Notes by Darryl Wilson").
- 4 Add an additional explanation, if necessary, in the **Description/Notes** field.
- 5 If appropriate, record the correct due date in the **Due** field.
- 6 If you are sending the Reminder To-Do to yourself, skip to **Step 10**.
—OR—
If the Reminder To-Do is for another person (e.g., your supervisor), click on the **Staff** button.
The Staff Search Criteria window displays.
- 7 Enter the person's last name in the **Last Name** field.
*The **Search** button enables.*
*If you are searching for a worker outside your agency, enter that worker's agency code in the **Agency** field.*
- 8 Click on the **Search** button.
The Staff List displays with the results of the search.
- 9 Select the appropriate worker from the *Staff List*.
- 10 Click on the **OK** button.
*The To-Do Detail window displays, with the selected staff person's name in the **Assigned To** field.*
- 11 Click on the **Save** button.
The new To-Do is saved and displays on the Staff To-Do List of the person to whom the To-Do was sent.
- 12 To exit the *Staff To-Do List*, click on the **Close** button.



If you must send confidential information to another worker, you should do so by sending a Reminder-To-Do, rather than an e-mail message.



To create a Reminder To-Do from the *Assigned Workload*:

- 1 Click to select the stage for which you want to create a To-Do.
- 2 Click on the **Options** menu and select the **Case To-Do's** command.
The Case To-Do List displays.
- 3 Click on the **New** button.
The To-Do Detail window displays.
*Continue with **Step 3** in "Creating a Reminder To-Do" at left.*

The Event List

There are two types of *Event Lists* in CONNECTIONS—one for a stage and one for a case. Each *Event List* contains CONNECTIONS tasks and case/stage-related activities that have been completed or are in progress. Events are generated to the list, for example, when you receive a new assignment, or when your supervisor approves or rejects work that you've submitted.

The *Event List* is available for you to keep track of the progress of work on a stage and, in some situations, to view details of specific events. The *Event List* includes two date columns.

The **Event Date** displays the date an event was completed based on either of the following:

- The date you recorded and/or saved the information in the system (e.g., the date a CPS Intake was created and saved).
- The date recorded in the date field of certain windows (e.g., the Safety Factors tab of the Safety Assessment for CPS stages).
- To view the status of supervisory decision.

The **TX Date** is the system-generated date an event was updated by using one of the Save functions (e.g., Save or Save and Submit).

Some events are generated as “complete” (e.g., assignments and notification letters); both the **Event Date** and the **TX Date** for these events correspond to the date on which the event was generated.

Event Status

The *Event List* includes a **Status** column, denoting the status of each event:

| | |
|-------------|--|
| NEW | An event has been generated but no work has been saved (e.g., a Safety Assessment in an Investigation stage that has not been accessed). |
| PROC | The item is in process. Work has been saved but not yet completed (e.g., some Risk Assessment Profile information entered by worker but not ready to be submitted for supervisory approval). |
| COMP | Work has been completed and saved, but not yet submitted for approval (e.g., an Investigation Conclusion that is completed and saved but not yet submitted for supervisory approval). This status also displays for events that do not require submission. |
| PEND | Work has been submitted and is pending approval (e.g., a Safety Assessment that has been Saved and Submitted, but which the supervisor has not yet approved or rejected). |
| REJT | The supervisor has rejected the submitted work. You must correct the affected item (e.g., Safety Assessment, RAP) and re-submit it. |

- APRV** The submitted work has been approved by the supervisor (and any additional approvers, if applicable). Upon approval, the event is “frozen” along with all of its related windows (e.g., the supervisor has approved an Investigation Conclusion).
- SUSP** The Investigation stage has been closed as a duplicate (and the Safety Assessment was never approved by the supervisor). If the Investigation was closed as Fatality – No Surviving Children, the status of the RAP changes to SUSP, unless the RAP was previously approved by the supervisor.



Step-by-Step: Viewing the Event List from the Workload

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on a stage to select it.
- 3 Click on the **Options** menu and select the **Event List...** command.
The Event List displays for the selected stage.



Step-by-Step: Opening the Event List for a Case from Case Search

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Write down the **Case ID** number from the stage for which you want to view the *Event List*.
- 3 Click on the **CASE** button on the CONNECTIONS Toolbar.
The Case Search Criteria window displays.
- 4 Enter the Case ID number in the **Case ID** field.
- 5 Click on the **Search** button.
The Case List displays the case that matches the search criteria.
- 6 Click on the case to select it.
- 7 Click on the **Events...** button or the **Event List** command on the **Options** menu.
The Event List displays for the selected case.

Navigating from the Event List

From the Event List you can navigate to a specific window to view specific tasks. By clicking on the detail button the Event List, CONNECTIONS will bring you to the specific window related to that task.



Step-by-Step: Navigating from the Event List

- 1** Click on an event to select it from the *Event List*.
*If there are details to view, the **Detail...** button enables.*
- 2** Click on the **Detail...** button.
*The task-related window associated with the selected event displays. For example, if you select an event related to a Safety Assessment, clicking on the **Detail...** button opens the Safety Assessment window.*
- 3** To close the window, click on the **Cancel** button.
The Event List displays.

The Child Protective Record Summary (CPRS)

As you navigate through the Event List you will see that as a CPS worker some of the information that you document for an investigation is completed on the Child Protective Record Summary (CPRS) window. This window consists of multiple tabs that allow you to access, view, modify and print CPS case information easily. You can record some information in the CPRS—such as progress notes, Local Protocol, the Safety Assessment and the Risk Assessment Profile (RAP)—but most of the information contained in the CPRS is view-only and can only be modified via other CONNECTIONS windows.

The CPRS is organized to be consistent with the investigation process. Supervisors also use the CPRS to review case information and their workers' progress notes. Follow your local guidelines when documenting your casework.

Accessing the Child Protective Record Summary

When an Investigation stage is open, the *Child Protective Record Summary* window can be accessed in two ways: from the *Task List* and from the *Event List*. When an Investigation stage is closed, the *Child Protective Record Summary* window can only be accessed from the *Event List*. (Note that windows accessed from the Event List are in view-only mode).

All state and local district staff with the appropriate Business Function Profile (BFP) are able to view the CPRS for a particular investigation. The ability to update the information in CPRS is limited according to your role in the stage and whether the stage is open or closed.



Step-by-Step: Accessing the Child Protective Record Summary from the Task List

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Select the INV stage from the list.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
The Task List displays for the selected INV stage.
- 4 Click on the **Child Protective Record Summary** task.
*The **Detail...** button enables.*
- 5 Click on the **Detail...** button.
The CPRS window displays for the selected stage.



Step-by-Step: Accessing the Child Protective Record Summary from the Event List

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



Refer to Viewing the Event List Step-By-Step instructions on page 19 of this guide and follow steps 2-7.

Viewing Information in the Child Protective Record Summary

The *Child Protective Record Summary* (CPRS) window is organized into three sections. The Header (top portion of window), the Tab Section (middle portion) and the Footer (lower window).

The Header includes the following information: Case Name, Case ID, INV Stage ID (refers to the stage that was highlighted on the *Assigned Workload* when the CPRS was opened), Report Date, CD (Community District; NYC only), High Priority (NYC only) and Fatality Report. The Fatality Report information only displays if a DOA/Fatality allegation is present in the stage.

The CPRS footer displays four buttons: Intake Narrative, Help on Narratives, Generate Report and Close.

The **Intake Narrative** button

View the narrative recorded at intake.

The **Help on Narratives** button

Provides access to the CPRS Online Help function

The **Generate Report** button

Opens the *Generate Report* window. From this window, you can select the specific CPRS tab(s) you want to print by clicking on the corresponding checkbox(es); to print all information in the CPRS (*except* progress notes), click on the **Select All** checkbox. Keep in mind that if you select the **Safety Assessments (All)** checkbox, all Safety Assessments for this stage will print.

The **Close** button

Will close the CPRS window and return you to the window which you entered the CPRS, either the *Task List* or the *Event List* .

The Tab Section of the CPRS is separated into nine major areas that make up each tab. Tabs appear, from left to right, in the following order:

- Case Identification
- Household Composition
- Allegations
- Investigative Actions
- Investigative Findings
- Local Protocol
- Safety Assessment
- Risk Assessment Profile (RAP)
- Progress Notes



The **Case Identification, Household Composition, Allegations, Investigative Actions** and **Investigative Findings** tabs are *view-only*. To update the information on any of these tabs, you must close the CPRS and open the appropriate CONNECTIONS window(s).

CPRS Help provides the path to the appropriate window(s).

The Foster and Adoptive Home Record Summary (FRS)

As a FAD worker you can navigate from the *Event List* to the Foster and Adoptive Home Record Summary (FRS) to view specific tasks. The FRS provides you a comprehensive view of the FAD information you have recorded in CONNECTIONS. This window is similar to the CPRS as it consists of multiple tabs that allow you to access, view, and print FAD home information easily. This window is organized to be consistent with the existing foster/adoptive home development process. Comments and contact notes may be recorded at appropriate points throughout this process.

Currently, not all of the information you see in the FRS can be updated within the FRS. Much of the information presented in the FRS is drawn from other CONNECTIONS windows, and can only be updated in those windows. However, most tabs do allow for the recording of various types of comments and notes. The Home Study Narrative and Annual Reauthorization tabs, allow for the creation and editing of narratives directly within the FRS.

The layout of the FRS is similar to the CPRS Window. Information in the FRS is also organized into three sections; the Header (top portion of window), the Tab Section (middle portion) and the Footer.

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

- Resource Name
- Authorized From Date
- Vendor ID
- Resource ID
- Authorized To Date
- Agency Name/Resource ID

The FRS footer displays four buttons: **Submit**, **Help on Narratives**, **Generate Report** and **Close**.

| | |
|--------------------------------------|--|
| The Submit button | Initiates the Save and Submit process. Clicking the Submit button opens the <i>F/A Home License</i> window, allowing you to Save and Submit the FRS and the Home license information together The Submit button is disabled when the FRS is entered in view-only mode or if no information has been saved to the FRS |
| The Help on Narratives button | Accesses help information on how to use the Home Study and Annual Reauthorization documents. |
| The Generate Report button | Opens the <i>Generate Report</i> window. This window lets you choose any or all of the FRS tabs to be formatted into a single document that can be printed |
| The Close button | Will close the FRS and return you to the window from which you entered the FRS, either the <i>Task List</i> window or the <i>Event List</i> window |

The home information of the Tab Section is separated into nine major areas that make up each tab. Tabs appear, from left to right, in the following order:

- Home Demographics
- Licensing Information
- Household Member Detail
- Home History Events
- Agency/Worker Information
- Home Study Narrative
- Annual Reauthorization Narrative
- FAD Checklist
- Contacts

Accessing the FRS

The Foster and Adoptive Record summary window can be accessed in two ways: from the *Task List* and the *Event List*. The primary reason for accessing the FRS via the *Event List* is to view a Home Study or Annual Reauthorization narrative.

Events with a status of PROC, PEND, or REJT allow view-only access to the current FRS. Events with a status of APRV allow access to frozen/approved Home Study or Reauthorization documents.



Step-by-Step: Accessing the FRS from the Task List

- 1** Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2** Select a FAD stage from the list.
*The **Tasks...** button enables.*
- 3** Click on the **Tasks...** button.
The Task List displays for the selected home.
- 4** The FAD *Task List* contains three tasks that can open the FRS window. Select the task that best reflects why you are opening the FRS.
For example, select Annual Reauthorization when you need to complete the Annual Reauthorization Document.



To access the FRS from the Event List, follow the Step-By-Step instructions on Opening the Event List for a Case from Case Search on page 19 of this guide.



Step by Step: Accessing the FRS from the Event List

- 1 Click on the **Work** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Select a FAD stage from the list.
- 3 Click on the **Options** menu.
A menu displays.
- 4 Click on the **Event List** command.
The Event List window displays.
- 5 Select the appropriate “navigable event,” and click on the **Detail...** button.
The FRS displays in view-only mode.



To access the FRS from the Event List, follow the Step-By-Step instructions on Opening the Event List for a Case from Case Search on page 19 of this guide.

Family Services Intake

The Family Services Intake is the method by which you document the reasons for opening a services case (Family Services Stage). For both CPS and non-CPS Child Welfare cases, an explanation of the family's presenting needs and circumstances that warrant the provision of services and the progression of an FSI to an FSS is needed. For CPS cases, the person demographic information recorded in the CPS Investigation stage carries forward to the FSI, whether the Investigation is Indicated or Unfounded. The Intake Source is system-populated with the Primary worker's information from the CPS stage (or the Secondary worker, if s/he creates the Intake during an in-process Investigation).

Information must be recorded in CONNECTIONS before a Family Services Stage (FSS) can be opened. Whether you are a local district/ACS worker or a voluntary agency (VA) worker (with the proper security rights), you can record Family Service Intakes.

Once all the required information is recorded, the FSI may be stage-progressed and a Family Services Stage (FSS) may be opened; or, conversely, the FSI stage may be closed if services are not to be provided.

Information captured in the FSI includes the following:

- Source of Intake
- People in need of services
- Type(s) of services being requested
- Presenting concerns
- Issues requiring emergency or crisis services
- Actions necessary to deal with emergency or crisis situations
- A decision concerning the provision or denial of services
- Programmatic Eligibility for Mandated Preventive Services
- Behavioral Concerns and Family Issues (BCFI) for non-Protective Child Welfare Services

Creating an FSI

There are different navigational paths to create an FSI. The paths available are contingent on your role and assigned Business Functions, and whether the stage is originating from a CPS Investigation or a non-Protective Child Welfare request for services. A CPS worker can open an FSI during the Investigation of a CPS report (via the *Assigned Workload*); an FSI automatically opens upon the approval of a CPS Investigation Conclusion when the CPS stage is closed with an open for services Closure Reason. For non-Protective cases, a worker can create an FSI from the CONNECTIONS Toolbar.

Automatic opening is based on an Investigation Conclusion with one of the following Closure Reasons:

Unfounded CPS Report:

- Case Open-Services

Indicated CPS Report:

- Case Open-CPS not required
- Case Open-CPS required

A **Record Family Services Intake** event is added to the *Event List* in view-only mode when a FSI is opened regardless of the path used to create the FSI.



Step-by-Step: Creating the FSI from an Open CPS Investigation

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Select an INV stage for which you will create an FSI.
- 3 Click on the **Options** menu and select **Record Family Services Intake**.
The Family Services Intake stage displays on the Assigned Workload.



The Create FSI Business Function is required to enable the Menu item Record Family Services Intake.



Step-by-Step: Creating an FSI from the CONNECTIONS Toolbar

- 1 Click on the **Intake** menu.
- 2 Select the **Record Family Services Intake** command.
*The Family Services Intake window displays with the **Intake Source** tab active. You must select an Intake method in order for the source demographic information to enable.*



When creating the FSI from the CONNECTIONS Toolbar, the intake date on the **Intake Source** tab can be back dated up to 60 days. When the FSI is stage progressed, the Event Date of a progress note cannot be prior to the Intake date of the FSI.



Step-by-Step: Viewing an FSI from the Case List

- 1 Conduct a Case Search to find the case.
The Case List displays.
- 2 Select the case from the *Case List*.
- 3 Click on the **Events** button to open the *Event List* for the selected case.
- 4 Select the **Record Family Services Intake** event.
- 5 Click on the **Detail...** button.
*The FSI displays in view-only mode with the **Decision Summary** tab active.*



For details about the Case Search functionality, see “Case Search” in Module 1: CONNECTIONS Basics.

The Family Services Intake Window

The *Family Services Intake* window features a standard header, four tabs and various buttons within each tab. The header is always visible when the FSI window is open, regardless of which tab displays. The header includes the Case Name and Sensitive Case indicator, if applicable. The Stage ID and Case ID display in the title bar.

The screenshot shows the 'Family Services Intake' window with the title bar displaying 'Family Services Intake - 5:22619759/C:21347275'. The menu bar includes 'File', 'Options', 'Reports', 'Stage Maintenance', and 'Help'. The case name is 'Hill, Jean'. The window has four tabs: 'Intake Source' (selected), 'Narrative', 'Person Demographics', and 'Decision Summary'. The 'Intake Source' tab contains the following fields and controls:

- Date: 7/19/04 (dropdown), Time: 11:46 AM (text)
- Method: Walk-In (dropdown)
- Source Information:
 - Source Type: Self (dropdown), Agency Name: (text)
 - Sex: Female (dropdown)
 - First: Jean (text), Middle: (text), Last: Hill (text), Six: (dropdown)
- Address:
 - Street: 1 MARKET ST (text), PO Box/Apt: (text)
 - City: POUGHKEEPSIE (text), State: New York (dropdown), Zip: 12601-2070 (text), County: DUTCHESS (dropdown)
 - Type: Residence (dropdown), CD: (text), Validate (button)
- Phone Information:
 - Phone: () - (text)
 - Ext: (text)
 - Type: (dropdown), Phone (button)

Buttons at the bottom include 'Save', 'Cancel', and 'Close'.

The FSI window contains the following four tabs, which are view-only when the FSI is accessed through the *Event List*:

- Intake Source** Supports the recording of the intake date and modifying of demographic information regarding the individual or agency that referred the family for services.
- Narrative** Captures information supporting the request for services. This tab features an evaluation of behavioral concerns and family issues that were presented or identified. The narrative is frozen after each save.
- Person Demographics** Provides for the recording/modifying of demographic information concerning the individuals/family for whom services are being requested. This tab includes address and phone updates, and the addition or removal of people in the FSI. Workers should conduct person maintenance for data integrity purposes.
- Decision Summary** Used to record a recommendation regarding whether a Family Services Stage should be opened or if the FSI stage should be closed without opening an FSS. This tab includes a statement about Programmatic Eligibility, application dates, etc.

Within certain FSI tabs (see each respective tab's section for details), the footer contains standard **Save**, **Cancel** and **Close** buttons; these commands can also be accessed from the **File** menu. Once an FSI is submitted for *review* (using the **Submit for Review** function), the reviewer can modify information in the FSI *except for* the **Intake Source** tab and the Narrative. (The Narrative can be *added to*, but any previous Narrative entries cannot be modified.) When the FSI is submitted to the Local District for *acceptance*, it cannot be modified unless the Local District worker accepts the FSI; once that occurs, information in the FSI can be modified *except for the Intake Source tab and the Narrative*. As with the **Submit for Review** function, the Narrative can only be added to, not modified. If the FSI is reassigned back to a worker by a supervisor or a Local District for more information, the fields are again modifiable.

Stage Progression to a Family Services Stage

Stage Progression is the process that allows for an FSI stage to be closed and a Family Services Stage (FSS) opened so services can be provided to a family. Only a local district/ACS worker can stage progress an FSI to an FSS. A new FSS is created within the existing case and is reflected on the workload of the local district/ACS worker who initiated the progression.

The only CONNECTIONS role available in an FSI is Caseworker; only one person is assigned to an FSI at a time. This person is the worker who created the FSI; this is not necessarily reflective of a specific job title (e.g., clerical worker). Once the local district/ACS worker stage progresses the FSI to FSS, the local district/ACS worker automatically becomes the Case Manager in the FSS.

S/he can reassign the Case Manager role for that FSS to another local district/ACS worker. The Case Manager can assign a local district/ACS or voluntary agency worker as Case Planner or Caseworker.

More than one district may be providing services for a family at the same time; leading to an open FSI stage in other districts under the same Case ID. If an open FSI stage exists in another district, an alert is sent to the Case Manager and the Case Planner to notify them that the family is requesting services in a different district. One district may choose to retain Case Management for a case; workers in another district can be assigned a role of Caseworker only.

You have access to the following FSI forms and reports:

| | |
|--------------------------------------|---|
| Family Services Intake Report | Displays all information recorded in the FSI |
| FSI Denial Letter | Notification that a request for services has been denied (not applicable to cases originating from a CPS Investigation) |
| Family Services Face Sheet | Overview of case, worker and stage composition information |
| Family Services Intake Log | Lists Intake activity within a specified time |



Step by Step: Creating a Family Services Stage

- 1 Select a FSI stage on the *Assigned Workload*. (This is found in the *Decision Summary* tab of the FSI).
*The **Tasks...** button enables.*
- 2 Click on the **Tasks...** button.
The Family Services Intake window displays.
- 3 Click on the **Decision Summary** tab.
- 4 Click on the **Create Family Services Stage (Stage Progression)** button.
The following message displays: "The FSI will be closed and an FSS stage will be opened. Do you want to continue?"
- 5 Click on the **Yes** button.
The following message displays: "Create Family Services Stage Successful."
- 6 Click on the **OK** button.
- 7 Click on the **Close** button.
The CONNECTIONS Toolbar displays.
- 8 Click on the **WORK** button.
The Assigned Workload displays. The FSI is no longer on the Assigned Workload; a new Family Services Stage displays.
- 9 Click on the **Close** button.
The CONNECTIONS Toolbar displays.

Family Services Stage

Once a Family Services Intake (FSI)—whether from a CPS or non-CPS source—is progressed to a Family Services Stage (FSS), workers in both the local district and Voluntary Agency involved in that stage document their casework activities in that electronic case record. (For more information about the FSI, refer to the previous module: *Family Services Intake*.) With all child welfare professionals working from the same electronic case record, a comprehensive view of the services development and delivery process is maintained regarding the children and adults involved in the case.

The FSS provides for the documentation of casework activities, including progress notes, safety and risk assessments, as well as services that have been requested, determined to be needed and/or provided. CONNECTIONS supports the child-centered, family-focused Case Management model for Child Welfare practice in New York State by providing the documentation framework in the FSS. The FSS contains all documentation related to the Family Assessment and Service Plan (FASP), to which all of the workers involved in the case contribute. This practice requires coordinated efforts among child welfare professionals in Local Districts and Voluntary Agencies, as appropriate.

Stage Types

An FSS can be one of the following Types:

- **Child Welfare Services (CWS)**
This is the most commonly used type of Family Services Stage. It includes adoption, foster care, preventive and long-term protective services.
- **Child Case Record (CCR)**
The Child Case Record is created when a child is legally freed for adoption. This is a completely separate type of FSS; every child who has been freed, including those who might not be placed in an adoptive setting, has a separate CCR. Each CCR will also have its own corresponding Welfare Management System (WMS) case.
- **Out-of-Town Inquiry (OTI)**
There are two types of Out-of-Town Inquiry (OTI): *out-of-state* and *county-to-county*. An *out-of-state* OTI is a written request for assistance or follow-up on a specific matter that usually involves a family (or family members) now residing in New York State. A *county-to-county* OTI is a request made by one Local District to another Local District for assistance or follow-up on a specific matter that involves a family (or family members) residing outside the requesting district. The request usually requires an action that cannot be completed by the requesting district.
- **Court Ordered Investigation (COI)**
This type is used for a case that was initiated by a court-ordered investigation, rather than by a CPS investigation.



In order to distinguish among the FSS types, this document refers to the stage and its respective type, where appropriate:

- FSS/CWS
- FSS/CCR
- FSS/OTI
- FSS/COI
- FSS/ICPC
- FSS/ADVPO

- **Interstate Compact for the Placement of Children (ICPC)**
This type is used for cases where the Local District or Voluntary Agency is *receiving* a child from another state. All children who were in foster care in New York State and are being placed via ICPC in another state already have an open FSS/CWS in CONNECTIONS and will continue to be tracked in that stage.
- **Advocates Preventive Only (ADVPO)**
The Advocates Preventive Only (ADVPO) type is used exclusively for Family Services Stages in New York City when ACS is the Case Manager for a preventive services case **and** the Voluntary Agency that will be directly providing only preventive services to the family is exempt from the responsibility of recording the FASP online, in accordance with the conditions of the Advocates Preventive lawsuit settlement.

Accessing the FSS

Your ability to access and maintain the FSS depends on a variety of factors:

- Your current or historical role in the stage
- The Business Functions that have been assigned to you
- The Agency Access and Organizational Hierarchy your district/agency has established in CONNECTIONS

If you have a role in the stage, you can access the FSS from your *Assigned Workload* and maintain all necessary components of that stage that are appropriate for your role. You may be assigned one of four roles in an FSS:

- | | |
|---------------------|---|
| Case Manager | Every FSS has a Case Manager, who must be a Local District worker. An FSS can have only one Case Manager at any given time. The Case Manager provides oversight of the case and approves the FASP. When the Case Manager acts as the Case Planner, the Case Manager's supervisor must approve the FASP. |
| Case Planner | The Case Planner submits the FASP to the Case Manager for approval and alerts the CPS Worker/Monitor in circumstances where that individual needs to complete or review the FASP. |
| Caseworker | One or more Caseworkers (who can be either Local District or Voluntary Agency staff) may be assigned to an FSS. The Caseworker role in an FSS stage may be assigned cross-district by a Local District Case Manager or a Local District Case Planner. Caseworkers who are assigned to an FSS complete work within the FASP, such as the Family Scales. A Caseworker may be responsible for a specific child, multiple children or no children in the FSS. A Caseworker can also be <i>Associated</i> to a specific child or children. A Caseworker who has been <i>Associated</i> to a specific child can complete the Child Scales and Foster Care Scales for that child. Associating a Caseworker to a specific child does not prevent other workers from working with that child or completing other parts of the FASP that may relate to that child in the overall Service Plan. (See "The Associate Worker Tab" in Module 6: Tracked Children Detail.) |

**CPS Worker/
Monitor**

The CPS Worker/Monitor is responsible for overseeing case activities when:

1. the case was opened from an Indicated CPS Investigation stage; *and*
2. the CPS worker is not the primary service provider for the case; *and*
3. ongoing protective concerns have been identified.

These activities include reviewing safety-related and risk-reduction actions and activities, determining that appropriate services are being provided, and modifying the service plan when the child's or family's progress is not sufficient to meet the desired outcomes identified in the plan.

Aside from your role in an FSS, you can also access the FSS in any of the following circumstances:

- If you have an historical role in a CPS Intake (INT), CPS Investigation (INV), or Administrative Review (ARI) stage that is currently closed, you can view all of the FSS stages associated with the case that existed before your assignment ended.
- If your district or agency has established Agency Access that permits view-only or maintain access to FSS stages, you can access those stages until Agency Access is changed to remove such access.
- If you have been assigned the ACCESS ALL DIST (Access All in District) or ACCESS ALL AGY (Access All in Agency) Business Function, you can view all of the FSS stages in your district or agency.
- If you have an Implied role in the FSS (because you have a role in a separate case that shares a person in common with the FSS), you can view all of the information for the case in which you have an Implied role. If you are a Voluntary Agency worker, you will *not* be able to access any information in the CPS Intake or Investigation stage.
- If you are in the unit hierarchy of a worker who has a role in the FSS *and* you have been assigned the UNIT SUM ACCESS Business Function, you can access information in that FSS via the *Unit Summary* window.

You can access the FSS through:

- the *Assigned Workload* (if you have a role in the case or access to the *Assigned Workload* of a worker with a role in the case); or
- the *Event List* (view-only).



**Step-by-Step:
Opening the Family Services Stage from the *Assigned Workload***

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on the FSS you want to access.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
The Family Services Stage window displays.



Step-by-Step: Opening the Family Services Stage from the Event List

- 1 After conducting a Case Search (see the tip box at right), select the appropriate case from the *Case List*.
- 2 Click on the **Events** button.
The Event List displays.
- 3 Select the Family Services Stage opened event.
- 4 Click on the **Detail** button.
The FSS displays for the selected event.
*In order to view a FASP through the Event List, select the FASP Submitted for Approval Event, and click on the **Detail** button.*



Where am I?

CONNECTIONS Toolbar >
Case button > Case Search
Criteria > Case List.

The Family Services Stage Window

Family Services Stage - Hoover,Beth - S:29200185/C:34900085

File Options Reports Help

Case Name: Hoover,Beth Case Initiation Date: 11/16/2004 WMS App Reg

Stage Composition Family Assessment and Service Plan Service Plan Review Progress Notes Key Dates Case Summary

Person List

| Last Name | First Name | Middle Name | Person Id | M/S | Sch | *DOB | Approx | Age | PC/SC | Ma |
|-----------|------------|-------------|-----------|-----|-----|------------|--------|-----|-------|----|
| Hoover | Beth | | 14900450 | | V | 05/11/1972 | No | 32 | PC | |
| Hoover | Ted | | 14900452 | | V | 12/23/1993 | No | 10 | | |
| Hoover | Gabriel | | 14900451 | | V | 10/12/1969 | No | 35 | | |
| Jones | Dan | | 14900454 | | V | 08/14/1932 | No | 72 | | |
| Hoover | Kevin | | 14900453 | | V | 03/31/2004 | No | 0 | | |

Person Identifiers

| INV | Type | Number | Start Date | End Date |
|-----|------|--------|------------|----------|
| * | | | | |

*Ethnicity

- Central American
- Caribbean
- Cuban
- Dominican
- Mexican
- North American
- Puerto Rican
- South American

*Race

- Black or African Ame
- Caribbean
- Haitian
- Native African
- Other - Black or Afr
- Alaskan Native
- American Indian
- Asian
- Chinese
- Indian

Address Phone Relationship Matrix Add/Relate Caretaker Save Cancel

Close

The *Family Services Stage* window is divided into three sections:

- Header
- Tabs
- Footer

The Stage Name, Case ID number and Stage ID number display in the title bar.

The majority of the information on the *Family Services Stage* window is divided into tabs:

Family Assessment and Service Plan (FASP) Provides access to the *Family Assessment and Service Plan window*, from which you can access all current and historical Family Assessment and Service Plans (FASPs) for the FSS. The FASP contains the electronic documentation of assessments and service planning for the case. You use this window to record the main components of assessment and service planning for the FSS.

Service Plan Review Provides access to the *Service Plan Review window*, which allows you to record or view the results of the Service Plan Reviews for all FASPs associated with the stage. The Service Plan Review is a meeting of key participants to develop and review the Service Plan, including Outcome and Activity statements. Key participants include individuals involved in the FSS, assigned workers and/or outside participants (such as foster parents and service providers).

Service Plan Review documentation is important for keeping everyone, including the family, on the same page toward achieving the goals and outcome.

Progress Notes In order to maintain a contemporaneous and comprehensive view of the activities occurring in an FSS, workers need to record and view Progress Notes. This tab provides access to the *Progress Notes window*, which workers use to create, modify, copy, search, sort, view, print and record addenda to Progress Notes. (Workers can also delete “Draft” notes.) This window is also useful for monitoring required casework contacts and creating reports.

Key Dates This tab is only enabled for stages that were closed prior to the implementation of Build 18.7 (December 16, 2005). The *Key Dates window* no longer receives updates from CCRS and instead displays the last data received from CCRS prior to the implementation of Build 18.7.



This process of updating Key Dates in CCRS (and the accompanying CCRS-CONNECTIONS batch update process continues only until Build 19 is implemented; after that, Key Dates will be recorded directly in CONNECTIONS.

Case Summary Provides access to the *Case Summary window*, which displays all of the stages (open or closed) that are part of the case. This window also displays the names of workers who are currently assigned to active stages (or historical workers if the stage is closed). However, CPS Intake and Investigation stages will *not* display for Voluntary Agency workers.

The Case Manager or Case Planner uses the *Case Summary window* to initiate the stage closing process and, in certain situations, to change the stage type.

For some FSS types (OTI, COI, ICPC and ADVPO), the following tabs are disabled:

- Family Assessment and Service Plan
- Service Plan Review
- Key Dates

Maintaining Person Information

Finding Information About a Person in CONNECTIONS

The CONNECTIONS database includes information about individuals associated with child protective cases, Family Services Intakes, Family Services Stages, as well as foster care providers, state and local district staff, and voluntary agency personnel.

Person Search is a tool for locating information about people in CONNECTIONS:

- to determine if a person is known
- to find specific information on a person

Once a search is performed, the **Case List** button on the *Person Search* window provides a method of accessing the selected person's case information. This information can also be accessed from the **Option** menu.

CONNECTIONS information needs to be maintained in a secure, accurate and reliable manner, but also be readily available for use by workers needing information.

Routes to the Person Search Window

Person Searches can be conducted from the *Person Search* window. You can always conduct a Person Search from the CONNECTIONS Toolbar, however, if you are working on a case that is in the Investigation stage (INV) or Foster/Adoptive Home Development stage (FAD) you would most often conduct a Person Search through your *Assigned Workload*, using the **Maintain Person** task. This enables you to maintain information (e.g., add or relate a person) for that stage. As the assigned worker, your role in the case determines your access and your ability to maintain data. If you are working on a FSI, you can conduct a person search through *Person Demographics*, and if you are in a FSS the person search can be conducted through the **Stage Composition** tab.

Search results may include more than one possible match for your search criteria. *Explore all possible matches*. The individual you are searching for may be listed more than once in the database. Review the information in the Person Search List to determine if the person you are searching for matches one or more of the results on the list. Look at the demographics listed in the Person Search List to help you make this determination. If you don't have enough information to determine whether or not you have found a proper match, you can access more information about a person in the Person Search List by looking at other cases with which that person has been involved. This process is sometimes called "drilling down."

On occasion, you may need to search for an individual from the CONNECTIONS Toolbar. This is beneficial when you are not the assigned worker, but need information on a person or case.



Persons will not be identified as sources or reporters in a Person Search, even if they are listed as members of the household. If a reporter is also a principal, Person Search returns the principal information only. For example, if a mother is the source of a report of child abuse or maltreatment regarding her child and the child's father, she is both the reporter and a principal in the case. A Person Search on the mother only returns information identifying her as a principal, not as a reporter



Step by Step: Conducting a Person Search from the CONNECTIONS Toolbar

- 1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.
- 2 Enter the person's first and last name in the name fields.
- 3 Enter the date of birth or approximate age, if known, into the **DOB** or **Age** fields.
- 4 The *Person Search* window automatically defaults to Phonetic Name search. To conduct an Exact search, click the drop-down arrow for the **Search Type** field and select **Exact**.
- 5 Click on the **Search** button.
CONNECTIONS performs a search based on your criteria and returns the results of your search in a list at the bottom of the Person Search window. Use the scroll bar to scroll down the list. Use the mega scroll to view results beyond the last row visible using the vertical scroll bar.
- 6 Review the results and determine if any match is the person you are searching for. You may need to revise the search, depending upon your results. Instructions on how to revise a search follow.
- 7 If your search resulted in no matches, the following message displays on the Person Search List title bar: "Person Search List - No Results Returned." You can try the search again with broader or different search parameters.



CONNECTIONS calculates the age from DOB information. If you don't know the exact date of birth, enter an approximate age.



Step-by-Step: Opening the Person Search Window Within a FAD or INV Stage

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on a stage to select it.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
The Task List displays for the selected stage.
- 4 Click on the **Maintain Person** task.
- 5 Click on either the **New** or **List...** button.
The Person List displays.
- 6 Click on the **New** button.
The Person Search window displays.



The **Maintain Person** task is available only for Investigation (INV) and Foster/Adoptive Home Development (FAD) stages.



Step-by-Step: Opening the Person Search from a Family Services Intake (FSI)

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on a FSI stage to select it.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
The Family Services Intake window displays.
- 4 Select the **Person Demographics** tab.
- 5 Enter the person's first and last name in the name fields.
- 6 Enter the sex in the **Sex** drop down field..
*The **Add Person** button enables.*
- 7 Click on **Add Person** button.
The person you have added now appears in the Name box at the bottom of the window.
- 8 Highlight the person you added and click on the **Search** button.
The Person Search window displays.



Step-by-Step: Opening the Person Search from a Family Services Stage (FSS)

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Click on the FSS stage to select it.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
- 4 The *Family Services Stage* window displays with the **Stage Composition** tab displayed.
- 5 Click on the **Add/Relate** button.

Conducting Person Searches in a CPS Stage

Throughout your investigation, there will be occasions which require you to look up information about people associated with your assigned case. This includes all current and/or historical cases in which these individuals were involved. The following individuals need to be included in the *Person List* for an Investigation stage:

- Subject(s), including Parent(s) and Guardian(s) of victim child(ren); and other person(s) 18 years of age or older responsible for the victim child(ren)'s care at the relevant time;
- Abused/Maltreated Child(ren); and
- all other children living in the household.

Conducting Person Searches in a FAD Stage

During the life cycle of a foster or adoptive home, you may need to add people to the *Person List* for that home. Every individual residing in the foster or adoptive home must be added to the *Person List*, and all known information about that person must be documented in CONNECTIONS.

Below are situations that require you to add individuals to the *Person List* for the home/stage:

- Following an adoption finalization, the adopted child must be added to the *Person List* and identified as a "son" or "daughter;"
- When a single foster parent marries, or a significant other moves into the household, the new individual must be added to the *Person List*;
- When a foster child has his/her 18th birthday, the child must be added to the *Person List* and identified as a "Foster Child;"
- When any individual (e.g., aunt, uncle, grandparent, niece, nephew) age 18 or older moves into the home on a temporary or permanent basis, that individual must be added to the *Person List*.

Conducting Person Searches in an FSI Stage

If a FSI has originated from a CPS INV stage, information will pre-fill within the **Person Demographics** tab including, the name, address, sex, date of birth, race/ethnicity, etc. The Person List of the FSI members will display in this tab.

A Person Search may be conducted at any time on an individual until the FSI is closed and an FSS is opened. Depending on your security functions you may add, delete or modify data on this tab until the FSI is closed. Future modifications will be made in the FSS if the case is "Open" for services.

As in an INV stage, the default search type from the FSI is Phonetic Name. When you are adding a person, an automatic Phonetic Name search initiates based on the information recorded on the **Person Demographics** tab. A person search must be conducted on all persons in an FSI, except those the system carried forward from a CPS Investigation. Person demographics generated from a CPS stage automatically populate; you should verify this information and make any necessary changes.

Conducting Person Searches in an FSS Stage

Once a stage is progressed to a FSS, the information that was recorded in the FSI will automatically pre-fill into the **Stage Composition** tab. The **Stage Composition** tab lists all of the individuals involved in the FSS, as well as their demographics, identifiers, address and phone information. You are able to maintain the information via buttons on the tab or by typing it directly into the fields

As information changes about one or more individuals, or about the family as a whole, it is important for you to keep the information up-to-date in the electronic case record.

The **Stage Composition** tab allows you to add to or modify the composition of the Family Services Stage, including person demographics, person identifiers, address and phone information for all persons already associated with the stage. In addition, you can do the following from this tab:

- Retrieve the Historical Stage Composition
- Change the Final Adoptive Name (FSS/CCR stages only)
- Select Primary/Secondary Caretakers
- Maintain Multiple Primary Address/Phone information
- End Date stage involvement of persons in the stage

Revising Search Criteria

Depending on the results of your search you may need to revise some of your information.

- Add any additional information you did not include in the original search by filling in fields like **Age**, Date of Birth (**DOB**), **Sex**, etc.
- Click on the **Search** button to perform the new search. *CONNECTIONS performs a new search based on your revised criteria and returns the results of your search in a list at the bottom of the Person Search window.*
- Review the search results to determine if any match is the person you are searching for. *You may need to revise the search, depending upon your results.*

Viewing Detailed Information

Detailed person information can also be accessed from the *Case Summary* window. Taking this route enables CONNECTIONS to verify that you have proper security rights to access detailed information on this case. If you do not have rights to view this information, buttons and options are disabled.

From the *Person Search* window (containing the results of your search), you can view detailed information about the person by following the steps below:



If your search returns one or more prospective matches, you need to determine which, if any, of the matches is the person for whom you are searching. Here are some tips for doing this:

- Review the information on the Person Search List. Use the horizontal scroll bar to view information to the right of the screen. Given clear differences in Dates of Birth, Sex, Ethnicity, Address information or Social Security number, a potential match may be ruled out right away.
- Review information on the individual's family. To do this, highlight a name on the list, click on the **Options** menu and select **Case List...** Highlight a case and click on the **Comp** button. *The Case Composition window displays a list of the people associated with that case.*



Step-by-Step: Viewing Detailed Information About a Person

- 1 On the *Person Search* window, select a person's name from the Person Search List.
- 2 Click on the **Case List...** button. *The Case List displays a list of cases with which the individual is associated.*
- 3 Click on a case to select it from the list.
- 4 Click on the **COMP** button. *The Case Composition list displays demographic information on the persons in the case, including Date of Birth and Ethnicity, Race, Address, Phone and Person ID.*
- 5 Click on a stage to select it from the *Case Summary* window.
- 6 Click on the **Options** menu and select the **Person List...** command. *The Person List displays.*

- 7 Click on a person's name to select it from the list.
- 8 Click on the **Options** menu and select an enabled command.
- 9 When you are done reviewing information about the person, close each window by clicking on either the **Close** or **Cancel** button.

Maintaining Address and Phone Information

There are four locations where you can maintain address and/or phone information for an individual:

- The Person Detail window
- The Maintain Primary Address and Phone window
- The *Address* window
- The *Phone* window

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

The Person Detail Window

The Person Detail window enables you to modify information for an individual. Within this window you are able to maintain the following information: sex, ethnicity, marital status, primary language, date of birth (DOB), age, role, relationship/interest code, date of death (DOD) and reason for death.

The Maintain Address Window

The *Maintain Address* window enables you to view and record multiple addresses for an individual. Address records are distinguished by type, such as residence, business and mailing. Each address also includes a start date and (if applicable) end dates, allowing you to view both current and historical address information. In addition, an address record can be designated as "Primary" or as "Invalid." A *primary* address is the address where the person physically lives and/or is most often found; an *invalid* address is an address that was never correct. Only one valid Primary address can exist for a person at one time. When you add a new Primary address for a person; the old Primary address end-dates automatically.



Addresses should be invalidated *only if they were never correct.*

Addresses that *were* correct but have changed are *end-dated.*

Maintain Address - Hill, Jean - P:26302885

File Options Help

Address Information

Street: 110 MAIN ST
 PO Box/Apt:
 City: POUGHKEEPSIE State: New York
 Zip: 12601-7079 County: DUTCHESS
 Type: Business-Mail Primary: Invalid:
 CD: Start Date: 07/19/2004 End Date:
 Validate

Comments

| P | INV | Type | Street | PO Box/Apt | City | State | Zip | County | Sta |
|---|-----|---------------|-------------|------------|--------------|----------|------------|----------|-----|
| Y | N | Residence | 1 MARKET ST | | POUGHKEEPSIE | New York | 12601-2070 | DUTCHESS | 77 |
| N | N | Business-Mail | 110 MAIN ST | | POUGHKEEPSIE | New York | 12601-7079 | DUTCHESS | 77 |

Spell Check Set End Date Add Modify Delete Clear Save Cancel

In order to maintain address information, the following must be true:

- The Family Services Stage is open.
- AND—
- You have a role in the stage (or can access the *Assigned Workload* of a worker who has a role in the stage).

This window is arranged in two main sections: the detail section at the top of the window and the list section at the bottom of the window. The detail section contains the following fields:

Street
PO Box/Apt
City
State
ZIP

Record the address information in these fields. Type the information directly in the fields. For the **State** field, click on the drop-down arrow and select the appropriate state from the resulting list.

CD

The system-generated Community District (CD) code displays only for New York City addresses. This field cannot be modified.

County

Click on the drop-down arrow for this field and select the appropriate county from the resulting list. If you selected any state *other than* New York in the **State** field, the **County** field defaults to “Out of State” and disables.

Type

This field enables you to indicate whether the address is a residential address or another type of address (e.g., a business address).

Primary

Select this check box to indicate that the associated address is the primary address. The primary address is the location where the individual resides.

Invalid

Select this check box to indicate that the associated address was *never* correct. If the address was previously (but is no longer) correct, *end-date* the address; do *not* mark it as “Invalid.”

The **Type** field is required for every address. Once an address has been recorded and saved, the type cannot be changed. For example, if you recorded and saved the person’s home address, inadvertently selecting **Business** in the **Type** field’s drop-down list, you must invalidate that address and record the address again (with the appropriate address type) in the detail section.

The **Start Date** is the date on which the address was first recorded in the system. The **End Date** is the date on which the address is no longer applicable. When you *invalidate* an address, the **End Date** reflects the date when you invalidated the address; when you change the *primary* address, the **End Date** displays for the *former* primary address, indicating the date when the primary address change was recorded in CONNECTIONS. The **Start Date** and **End Date** fields are not modifiable; the **Start Date** is recorded automatically when you add an address, while the **End Date** field is recorded automatically when you record a new primary address or, for previously saved non-primary addresses, when you click on the **Set End Date** button.



When recording an address in CONNECTIONS, be sure to run the address through address validation.

The Maintain Phone Window

The *Maintain Phone* window enables you to view and record multiple phone numbers for an individual. Phone records are distinguished by type, such as residence, business and cellular. Each phone record also includes a start date and, if applicable, an end date, allowing you to view both current and historical phone information. In addition, a phone record can be designated as “Primary” or as “Invalid.” A *primary* phone record is the phone number where the person can most often be contacted; an *invalid* phone record is a phone number that was never correct. Only one valid Primary phone record can exist for a person at one time. When you add a new Primary phone record for a person; the old Primary phone record end-dates automatically.



Phone numbers should be invalidated *only if they were never correct*.

Phone numbers that *were correct* but have changed are *end-dated*.

Maintain Phone - Hill, Jean - P:26302885
File Options Help

Phone Information
 Phone: [222] 222-2222 Ext:
 Type: Residence-cell Primary: Invalid:
 Start Date: 07/19/2004 End Date:

Comments

| Primary | Invalid | Type | Phone | Extension | Start Date | End Date |
|---------|---------|----------------|----------------|-----------|------------|----------|
| Y | N | Residence | (555) 555-5555 | | 07/19/2004 | |
| N | N | Residence-cell | [222] 222-2222 | | 07/19/2004 | |

Spell Check Set End Date Add Modify Delete Clear Save Cancel

The Maintain Primary Address and Phone Window

During the course of a CPS investigation or a services case, a family may move to a new address or may change their phone number. In order to maintain an accurate case record, you need to update this information in CONNECTIONS. Use the *Maintain Primary Address and Phone* window to accomplish this task.

Unlike the *Maintain Address* or *Maintain Phone* windows, the *Maintain Primary Address and Phone* window enables you to apply an address or phone number to multiple individuals without having to retype information.



Where am I?

Assigned Workload > FSS
>Tasks button > Options >
Maintain Primary
Address/Phone

Maintain Primary Address and Phone - Hill, Jean - S:22619766/C:21347275
File Options Help

Primary Address Information
 Street: 11 MARKET ST
 PO Box/Apt:
 City: POUGHKEEPSIE State: New York
 Zip: 12601-2070 County: DUTCHESS CD:
 Type: Residence

Primary Phone Information
 Number: (555) 555-5555
 Extension:
 Type: Residence

| Name | Role | Rel | Type | Street 1 | PO Box/Apt | City | St |
|---------------|--------------------|--------|------|-------------|------------|------------|----|
| Hill, Jean | Services Recipient | Mother | RS | 1 MARKET ST | | POUGHKEEPS | NY |
| Hill, William | Services Recipient | Child | RS | 1 MARKET ST | | POUGHKEEPS | NY |

Save Cancel

The *Maintain Primary Address and Phone* window is organized into two main sections:

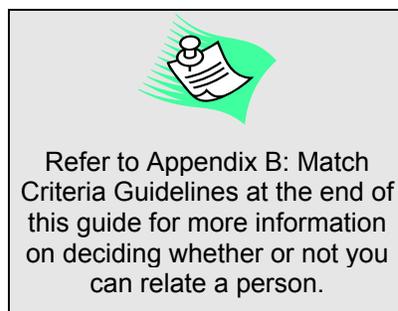
- The detail section in the upper half of the window (comprised of the Primary Address Information and Primary Phone Information sections)
- The person grid in the lower half of the window

The fields included in the Primary Address Information and Primary Phone Information sections are the same as those listed for the *Maintain Address* and *Maintain Phone* windows, respectively. The Person grid lists the individuals involved in the FSS stage and their respective address and phone information.

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

Adding or Relating a Person in a Stage

The process of conducting a thorough Person Search helps you avoid creating duplicate person records. This affects not only system data integrity but, more importantly, the accuracy, currency and completeness of a person's historical record in the system. It is imperative that you have as much complete, accurate and current information as possible when making decisions that affect children and families. The CONNECTIONS system is dependent on the accuracy of case data in order to present accurate information about the family.

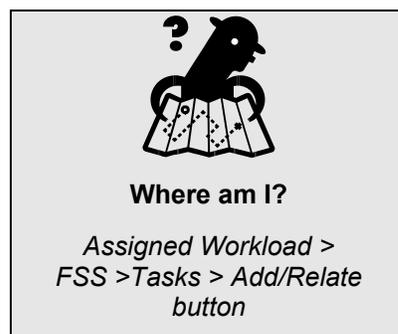


If, after conducting a thorough Person Search, you determine that an individual is *not* known to the CONNECTIONS database and you need to *add* that person; the Add/Relate functionality allows you to add the individual to CONNECTIONS and establish a unique, system-generated Person ID for that individual. If you determine that the person is already known to CONNECTIONS, you need to *relate* that individual's existing person record.

The Add/Relate Person Window

The *Add/Relate Person* window displays for a FSS, CPS or FAD stage and is divided into three sections:

- Search fields
- Person Search List
- Buttons



The search fields provide a variety of informational categories for conducting and refining a Person Search. The following search fields are available:

Search Type

You can conduct a Person Search for individuals in CONNECTIONS using different Search Types:

- Phonetic Name
- Phonetic Address
- Exact

The **Search Type** defaults to “Phonetic Name.”

A Phonetic Name Person Search returns matches that *sound similar* to the search criteria; this usually produces the largest pool of results. You can use Phonetic Name search even if the name you are searching for may not be spelled correctly.

Phonetic Address Person Search returns results that *sound similar* to the information entered in the Address section.

An Exact Person Search returns results that match the search criteria *character for character and space for space*. This type of search is typically used with Person ID numbers or Client Identification Numbers (CINs).

To change the search type, click on the drop-down arrow for the **Search Type** field and select from the resulting list.



Required fields on the *Person Search* window highlight in yellow when the associated **Search Type** is selected. Fields that are not available for a particular Search Type disable when that type is selected.

First, Middle, Last
 name
 Address Information
DOB
Age
Race
Sex
Phone
 Identifiers section

You can use one or more of these fields (when enabled; see the tip box on page 4-46) to enter search criteria. Keep in mind that the broader you make your search criteria, the more likely you are to find a potential match in CONNECTIONS.

For detailed information about these fields or the detailed Person Search process, see the *Search Techniques Step-by-Step Guide*, which is available on the OCFS CONNECTIONS intranet site.

You can also refer to the Appendix B of this guide, Match Criteria Guidelines for more information on the criteria for relating a person.

The Person Search List displays the results of the search. The columns in the Person Search List contain the same information for which you can search via the search fields in the upper half of the window. Not all of the fields in the search section are included as columns in the Person Search List. Names that have been marked as “Invalid” will *not* return in a Person Search.

The Person Search List includes the following columns, which are *not* included in the search fields:

| | |
|---------------------|---|
| Match Name | This is the name of an individual who is recorded in CONNECTIONS. The Match Name can be a Primary name or an end-dated name. |
| Primary Name | This is the Primary name of an individual who is recorded in CONNECTIONS. Only names that have been recorded as “Primary” display in this column. |
| Match | This column denotes the type of Person Search that was conducted (and for which search results display): <ul style="list-style-type: none"> • Phonetic Name Person Search: “NAME” • Phonetic Address Person Search: “ADDR” • Exact Person Search: “EXCT” |
| Score | This column indicates the relative accuracy of a particular search result (compared to the search criteria) on a scale of 0 to 100. The Score for an Exact Person Search will always be “100.” |

The following buttons display at the bottom of the *Add/Relate Person* window:

| | |
|------------------|--|
| Search | This button activates the search, based on the search criteria. The button enables only when you have entered the minimally required search criteria (based on the Search Type you selected). |
| Case List | This button opens the <i>Case List</i> , displaying all current and historical cases with which the selected person has been associated. |

| | |
|---------------|--|
| Relate | This button opens the <i>Add Person</i> window, displaying person information currently recorded for the individual in CONNECTIONS. |
| New | This button opens the <i>Add Person</i> window, where you record complete demographic information about the person you are adding to the FSS, CPS, or FAD stage. |
| Clear | This button clears the search criteria fields, enabling you to enter new search criteria. |
| Cancel | This button closes the <i>Add/Relate Person</i> window, returning you to the Stage Composition tab. |



Step-by-Step: Conducting a Person Search to Add or Relate a Person

- 1 On the **Stage Composition** tab on the *Family Services Stage* window, click on the **Add/Relate** button.
The Add/Relate Person window displays.
- 2 In the **First** and **Last** name fields on the *Add/Relate Person* window, enter the name of the person for whom you are searching.
- 3 Click on the **Search** button.
The search results display in the Person Search List at the bottom of the Add/Relate Person window. If no matches are found, the following message displays in the Person Search List title bar: "No Results Returned."



Person Search defaults to the Phonetic Name **Search Type**. This usually produces the best pool of results.

To conduct a Phonetic Address or Exact search, click on the drop-down arrow for the **Search Type** field and select from the resulting list.

Refer to Appendix B: Match Criteria Guidelines for more information



Step-by-Step: Conducting a Person Search to Add or Relate a Person in FAD or CPS

- 1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.
- 2 Select an INV or FAD stage on the Assigned Workload.
*The **Tasks...** button enables.*
- 3 Click on the **Tasks...** button.
The Task List displays.
- 4 Select Maintain Person from the list.
*The **List...** button enables.*
- 5 Click on the **List...** button.
The Person List displays.

- 6 Click on the **New...** button.
The Person Search window displays.
- 7 In the **First** and **Last** name fields on the *Person Search* window, enter the name of the person for whom you are searching.
- 8 Click on the **Search** button.
The search results display in the Person Search list at the bottom of the Person Search window. If no matches are found, the following message displays in the Person Search List title bar: "No Results Returned."

Staff Search from the CONNECTIONS Toolbar

Person Search is also helpful for finding staff persons when you do not know their agency code. By conducting a Person Search in this situation, you can obtain the Person ID for a staff person, then use the Person ID to conduct a Staff Search. You cannot obtain detailed information about a staff person in Person Search; use the staff person's Person ID to conduct a Staff Search in order to retrieve detailed information.

| | |
|---|---|
|  | <p>Step by Step: Conducting a Staff Search from the CONNECTIONS Toolbar</p> |
|---|---|

- 1 Click on the **STAFF** button on the CONNECTIONS Toolbar.
The Staff Search Criteria window displays. The Agency field is pre-filled and the Active check box is selected.
- 2 Enter search criteria: either the Person ID number or the person's last name. (Just a portion of the last name is enough, unless you are searching for a common name in a large agency.)
- 3 If you are searching for a worker outside your agency and you know that person's agency code, type it in the **Agency** field and skip to step #8 (the Agency field defaults to your own agency code).
- 4 If you don't know a worker's agency code, click on the **PERS** button on the CONNECTIONS Toolbar and complete a Person Search.
- 5 When you have completed the Person Search, write down the individual's Person ID number from the *Person Search List*.
- 6 Click on the **Cancel** button to close the *Person Search* window.
The Staff Search Criteria window displays.



If you are unsure how to spell the staff member's name, enter only the portion of the name that you know.



When you click on a staff member's name in the Person Search List, the following message displays:

"This person is an Employee. For more information use Staff Search."

This message helps you identify employees in the listing.

- 7 Type the worker's Person ID number in the **Person ID** field.
- 8 Click on the **Search** button on the *Staff Search Criteria* window.
The Staff List displays with the results of your search.
- 9 Click on a name to select it from the *Staff List*.
- 10 Click on the **Detail...** button.
The Staff Detail window displays.
- 11 To close the *Staff Detail* window, click on the **Cancel** button.
The Staff List displays.
- 12 To close the *Staff List*, click on the **Close** button.
The Staff Search Criteria window displays.
- 13 To close the *Staff Search Criteria* window, click on the **Close** button.

Progress Notes

Security Information

There are some security considerations to keep in mind when you are recording progress notes. Some of you may be authorized to complete your job functions outside of the office (e.g., using a laptop computer, cellular phone or handheld devices); when working from a remote location, the following security controls need to be considered and are not limited to:

- the existing physical security of the remote location;
- the communication security requirements;
- the sensitivity of the information that will be accessed and transmitted; and
- the threat of unauthorized access.

Progress Notes exist in the CPS investigation stage and the FSS stage. For the CPS investigation stage and the FSS stage, except the FSS/ADVPO stage type, caseworkers are required to document and maintain all progress notes and casework contacts on all relevant case activities in which the worker is directly involved, or that directly impact the aspect of the case for which the worker is responsible (For more information, refer to Appendix C: Progress Notes Guidelines located at the end of this guide).

Your ability to access, view and maintain progress notes is dependent on a number of factors. There are three distinct security rights that workers need in order to work with progress notes in CONNECTIONS. Your role in the stage and your need to complete certain tasks dictates the rights that you are assigned to.

In order to *create* notes, you must be:

- assigned a role in the stage;
- within the assigned worker's unit hierarchy;
- assigned the ENTER PROG NOTE Business Function; or
- assigned a Progress Notes Task To-Do.

In order to *modify* notes, you must be:

- the progress note's Author; or
- the progress note's Entered By person.

If the author has been identified as "Other," then only the Entered By person can modify a note.

Recording Progress Notes

If you have a case that is in a FSS stage or CPS investigation than you must record progress notes in a timely manner. When recording progress notes you are providing documentation of all the activities associated with the provision of child welfare services in an objective and behaviorally specific way. Your progress notes should document the timely activities of casework staff and the information acquired during these activities. Progress notes should support your conclusions about safety, risk, family functioning, and the credible evidence that exists (or fails to exist) to substantiate allegations of child abuse and maltreatment. Additional casework activity that supports decision-making and service and permanency planning is to be documented in progress notes for cases that are opened for services, as well as for cases in which children have been placed in out-of-home care. Progress notes should be recorded contemporaneously with the event, interview, observation or activity to preserve the integrity of the information being recorded.

These activities serve several important functions:

- Recording information related to the child(ren)'s safety serves to document the caseworker's assessment of whether a child is safe in the home; this includes any identified safety factors, as well as family strengths and/or family, neighborhood or community resources that mitigate or address safety concerns. If it is determined that the child is not safe in the home after considering the safety factors, strengths and mitigating circumstances, caseworkers document the interventions initiated to protect the child(ren).
- Recording the casework activities that have been completed and the dates of services that have been provided enables the caseworker to document compliance with legal requirements pertaining to a specific case.

Information that is relevant to the child/parents safety, well-being and permanency should be in progress notes and available to others as it may impact the direction of the overall effort.

The Progress Notes functionality in CONNECTIONS enables you to:

- create and modify progress notes;
- use the Search, Sort and View functions with progress notes;
- add an Addendum to a "frozen" note;
- copy progress notes from one stage to another in the same case (however, workers *cannot* copy notes from a CPS Investigation stage to an FSS stage)
- use the Copy and Paste functions; and
- copying notes from a FSS stage to a CPS stage.



Refer to Appendix C: Progress Notes Guidelines for more detailed information regarding Progress Notes.

The Progress Notes Tab

The Progress Notes functionality has two main components: The Progress Notes Detail window, which is used to record and modify individual progress notes, and the Progress Notes tab which opens a window to search for notes, as well as to sort and filter search results.

Progress Notes - S:26100227/C:36100133

File Options Help

Case Name: Adams,Maggie Case Initiation Date: 10/7/2004

Search Progress Notes

From Event Date: To Event Date: Type: ...

Author: Family Part: Method:

Entered By: Other Part: Purpose:

District/Agency: Focus: Location:

Refresh List Search

| Event Date | Note Status | Type | Method | Location | Participant | Other Participant | Author |
|------------|-------------|-------------------------|--------------|--------------|----------------------|--------------------|--------|
| 10/7/2004 | Final | Supervisor/Managerial F | | | Adams,Maggie | Community Resource | Wilsor |
| 10/7/2004 | Final | Casework Contact | Phone | | Adams,Maggie | Community Resource | Wilsor |
| 10/7/2004 | Final | Casework Contact | Phone | | Adams,Maggie | School Staff | Wilsor |
| 10/7/2004 | Final | Casework Contact | Phone | | Adams,Maggie | | Wilsor |
| 10/8/2004 | Final | Casework Contact | Face To Face | Case Address | Adams,Jamal; Adams,M | | Wilsor |

Sort View Note New Note Edit Note Copy Note Select All Print Note(s) Close

The **Progress Notes** tab is comprised of three sections: the Search Progress Notes filter fields at the header, the search results grid in the middle, and buttons along the footer.

The fields at the top of the window are the search filters that can be selected. These filters comprise the bulk of the columns of the search results grid located in the middle of the tab.

- From Event Date**
and
To Event Date

Filters within the range of dates you select in the search criteria. To search for one specific event date, enter the same date in both fields. To search on an open-ended date, enter the date in the **From Event Date** field and leave the **To Event Date** field blank. All progress notes from that date forward will return in the search. Conversely, the same procedure can be performed with the **To Event Date**; all of the notes from that date back will return in the search.
- Type**

Filters the search results by type of contact as selected from the *Type* window.
- Author**

Filters by the author of the note. You select an author from a drop-down list populated with the name(s) of anyone who has already authored a note in the stage.
- Family Part.**
(participant)

Filters the search results by family participant selected from the drop-down list consisting of all persons in the stage.

| | |
|-------------------------------------|--|
| Method | Filters the results by the Method of Contact from a drop-down list containing possible methods. |
| Entered By | Filters the search list by Entered By person; the drop-down list is comprised of the workers who have recorded notes. |
| Other Part. (participant) | Filters the search (by category, not name) by others outside the <i>Person List</i> for the case who may be participants or contacts involved in the case. You select the Other Participant's <i>category</i> , not name, from a drop-down list. |
| Purpose | Filters the results by the Purpose of the contact. |
| District/Agency | Filters the search results by the code of the District/Agency of the Entered By worker. |
| Focus | Filters the results by the person who is the focus of the note. You select from a drop-down list comprised of possible focuses. |
| Location | Filters the results by the Location of the contact |

The search results grid displays many of the fields listed above, as well as fields on the *Progress Notes Detail* window. (Many of these fields are listed on both the **Progress Notes** tab and the *Progress Notes Detail* window). There are three filters that do not display on either the *Progress Notes Detail* window or the **Progress Notes** tab in the search filters, but they do display in the search results grid:

- **Note Status** indicates whether the note is in “Final” or “Draft” status.
- **Addendum** indicates whether or not an addendum has been added to the note.
- **Copied From** indicates the stage from which the note was copied. This never prints on any of the Progress Notes Data Reports.

Several buttons display on the **Progress Notes** tab:

| | |
|---------------------|---|
| Refresh List | This button refreshes the grid to the default display list of notes and removes all search criteria. Once a search has been conducted, this button enables. |
| Search | Click on this button to initiate a Progress Notes search after selecting search criteria. |
| View Note | Once you have selected a specific note, click on this button to view the details of that note. |
| New Note | This button opens a blank <i>Progress Notes Detail</i> window. |
| Edit Note | Once you have selected a specific note, click on this button to open the <i>Progress Notes Detail</i> window and modify the note. Only notes in “Draft” status can be edited. |



You may need to use the scroll bar to see all of the columns on the search results grid.



In addition, the following functionality is available from the **Options** menu:

- Add Addendum
- Create To-Do

- Copy Note** This button is used to copy a note that has been selected from the search results. Clicking on this button opens the *Copy Note* button to copy a saved note between stages of the same case.
- Select All** Clicking on this button selects all of the progress notes in the grid to print at once.

Searching for Progress Notes

Workers and supervisors may find it useful to search for notes (e.g., you may want to view notes that have already been recorded in CONNECTIONS to review what has occurred throughout course of the investigation; your supervisor may want to view previously recorded notes when approving work). You conduct a progress notes search on the **Progress Notes** tab.

There are two ways to begin a search:

- Access the **Progress Notes** tab in view-only mode through the CPRS event on the *Event List*.
- Select the **Child Protective Record Summary** task from the *Task List*, then click on the **Progress Notes** tab.

By default, when you access the **Progress Notes** tab, the search results grid displays all of the progress notes for the stage. The most recent notes display at the bottom of the list.

You may want to view notes that contain certain criteria. For example, you may want to display only the notes in which a particular family member is the focus. Use a progress notes search to display only those notes with the focus on that family member. Searching retrieves a list of existing progress notes for a stage.

Once you have selected a note, the **View Note**, **Copy Note** and **Print Note(s)** buttons enable. If the note you selected is in Draft status, the **Edit Note** button also enables. The **Search** button enables once the search criteria is selected.



Step-by-Step: Searching for Progress Notes

- 1 Click on the **Progress Notes** tab in the CPRS. *The **Progress Notes** tab displays with a list of notes that have been saved for that stage.*
- 2 Enter search criteria in the data fields in the upper half of the window. *Multiple fields can be used to search for notes; however, keep in mind that the more search criteria you enter, the more limited your search will be.*
- 3 Click on the **Search** button. *The search results display with all notes that match the search criteria.*



Click on the **Refresh List** button to remove the sorts and/or search criteria that have been selected.

The *Progress Notes Detail* Window

| Person ID | Name | FP | Focus |
|-----------|---------------|--------------------------|--------------------------|
| 22408539 | Connors,Sara | <input type="checkbox"/> | <input type="checkbox"/> |
| 22501556 | Connors,Marty | <input type="checkbox"/> | <input type="checkbox"/> |
| 22501558 | Connors,Jane | <input type="checkbox"/> | <input type="checkbox"/> |
| 22501559 | Connors,Jeff | <input type="checkbox"/> | <input type="checkbox"/> |

The creation of a new note is completed via the *Progress Notes Detail* window. Modifying, duplicating, saving and printing progress notes can also be completed on this window. The window is separated into two main parts:

- You'll use the *data fields* to record contact-specific data, such as who was contacted, when and where the contact was made. Some data fields are system-populated, others are required, and still others are optional.
- You'll use the *narrative* to record clear, descriptive and factual information about the events, conversations and resolutions that took place during the contact. Your impressions or opinions, and relevant information to support these, can also be expressed and should be labeled as such, as well as the participation and perceptions of family members in the planning for services. The narrative has a text tool control feature, which enables you to use certain Microsoft Word-like formatting and functionality.



Step-by-Step: Opening the *Progress Notes Detail* Window

- 1 On the *Progress Notes* window, click on the **New Note** button to open the *Progress Notes Detail* window to create a *new* note.
—OR—
Click on an existing “Draft” note from the list, then click on the **Edit Note** button to open the *Progress Notes Detail* window to view or modify an *existing* note. (If you select a “Final” note from the list, it can only be viewed, not modified.)

The following fields display on the *Progress Notes Detail* window:

Event Date The date the contact took place; this is a required field for any note (except those with a **Type** of “Summary”). Click on the checkbox to populate this field with a check mark. The **Event Date** field defaults to today’s date. If you’d like to change that date to a date in the past, click on the drop-down arrow and select a date from the calendar.

Type Indicates the type of contact made. This is a required field. You can select one or more Type(s) for a note, but you must select at least one type. If you select more than one, “multiple” displays in the field



Method of Contact Describes how or by what means the contact was made (e.g., Face to Face, Phone). This field is required and contains a drop-down list with options. Methods are available based on the **Type** of contact you select.

Time The time the contact occurred in hours and minutes (with AM and PM [e.g., 1:00 PM], or military time [e.g., 13:00]).

Unannounced Visit (checkbox) Indicates that contact was made without a prearranged appointment. This checkbox is enabled only when the **Type** of contact is “Attempted Casework Contact” or “Casework Contact.”

Location of Contact Identifies where the contact took place. You select the location from a drop-down list. There are times when this field is required, enabled or disabled, depending on the responses you select in other fields.

Family Participant/Focus This field contains the list of persons identified on the *Person List* who are part of any concurrently open stages. It is system-populated and cannot be modified. Two checkboxes within this field can be selected:

- The **Family Participant** (FP) checkbox allows you to indicate which family participant(s) were present at the contact. There are times when this checkbox is required, enabled or disabled, depending on the responses you select in other fields.
- The **Focus** checkbox allows you to indicate which individual(s) from the *Person List* is the focus of a particular contact. There are times when this checkbox is required, enabled or disabled depending on the responses you select in other fields.

Family Participants are any family members who are present at the contact (e.g., a phone call from the biological father or a family visitation with the mother); the **Focus** refers to the individual(s) about whom the contact occurred. For example, if you, the teacher

and the mother met to discuss the child's Individual Education Plan (IEP), the mother would be the Family Participant and the child would be the Focus (even though he was not present), because the purpose of the meeting was to discuss his IEP. The teacher would be included as an **Other Participant**.

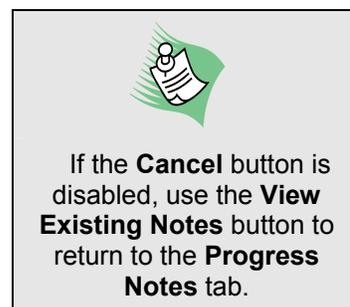
This field also features the **All** button, which applies only to the **Family Participant** field. It enables a worker to select all of the individuals in the family for that note's contact. This can be a time-saver, since the worker does not need to select each person individually. If, for example, all family members except one or two were present for the contact, a worker can click on the **All** button to select everyone in the family, then click on the corresponding checkbox(es) to *deselect* the few individuals who were not present.

You cannot save a progress note without selecting a Family Participant (or Other Participant) when one is required; the **Save as Draft** and **Save as Final** buttons do not enable until a Family Participant or Other Participant is selected.

| | |
|---------------------------------|--|
| Other Participant | This field contains a list (by category, not name) of others outside the <i>Person List</i> for the case who may be participants or contacts involved in the case. You can select one or more participants on the <i>Other Participant</i> window for each note. If you select more than one, "multiple" displays in the field. There are certain situations when this field is required, enabled or disabled. |
| Author | This required field indicates the person who made the contact or directly acquired the information being written about. The list of choices will be comprised of the assigned worker(s) in the district/agency, anyone assigned in or out in that unit, and "Other." When the Entered By worker is an assigned worker, the Author field will default to the name of that worker. You can select a different Author, if necessary. |
| Entered By | This field contains the system-populated name (based on Person ID) of the worker recording the note in CONNECTIONS. |
| Dist./Agy | This system-populated field indicates the code of the District/Agency of the worker in the Entered By field. |
| Entry Date | This field reflects the date the window is first accessed. This date is system-filled and cannot be modified. |
| Purpose | The purpose of, or reason for, the contact. You can select more than one Purpose for a note. If you select more than one, "multiple" displays in the field. |
| Progress Notes Narrative | In this required field, the Author or Entered By person documents all of the details pertaining to the note. |

The following buttons display at the bottom of the *Progress Notes Detail* window:

- Copy Note** Clicking on this button initiates the action of copying a *saved* note. This button is disabled when you open the *Progress Notes Detail* window in modify mode and make changes. The button enables when:
- a note is selected on the **Progress Notes** tab or displayed in the *Progress Notes Detail* window; and
 - the open “copied to” Investigation stage has the same Case ID as the “copied from” Investigation stage.
- New Note** Clicking on this button clears the existing fields to allow you to create a new note without needing to close the *Progress Notes Detail* window.
- This button is disabled on the *Progress Notes Detail* window, except when viewing an existing note.
- View Existing Notes** This button enables when you open the *Progress Notes Detail* window but you have not made any changes to a note. Once you make changes, this button disables. Clicking on this button displays the **Progress Notes** tab; you can then select a note to view.
- Save as Draft** This button enables when you create a new note and record all required fields, or when you modify data within an exiting “Draft” note and all of the required fields are populated. Clicking on this button saves the note in draft status. Notes are in draft status for a maximum of 15 calendar days (See “Saving Progress Notes” in this guide).
- Save as Final** This button enables when you create a new note and record all of the required fields, or when you modify data within an existing “Draft” note and all of the required fields are populated. Clicking on this button saves the note as “Final,” which “freezes” the note. None of the entries can be modified; however, addenda can be added.



Two arrow buttons ( ) display at the bottom of the *Progress Notes* window. When more than 200 progress notes entries are recorded on the window, a new “page” is created; each page holds a maximum of 200 entries. These buttons are used to scroll between pages of progress notes and enable when more than one page of notes exists.

Several fields on the *Progress Notes* window and *Progress Notes Detail* window contain the following drop-down lists that are common across all stages:

- Type
- Other Participant
- Location
- Method
- Purpose

Some choices are available on the *Progress Notes Detail* window only under specific circumstances:

- **Review Note** and **Review Case** are only available as choices when the **Type** is “Supervisor/Managerial Review” for all stage types.
- **24 Hour** is available as a choice for **Purpose** when the **Type** is “Casework Contact” or “Attempted Casework Contact” *only* for Investigation (INV) stages.
- **Reporter/Source** is available as a choice for **Other Participant** *only* for CPS Investigation stages. It is *not* available for Family Services Stages.

The **Type**, **Method of Contact** and **Author** fields are required for all notes. Based on the selections made for **Type** and **Method of Contact**:

- some fields are required;
- some fields are enabled or disabled; and
- some of the choices in the drop-down lists may change.



All CPS staff must record any identifying information related to contacts with the reporter/source in **Investigation stage progress notes only**, selecting **Reporter/Source** in the **Other Participant** field on the *Progress Notes Detail* window.

Information identifying the reporter/source, including the agency, institution, organization, and/or program with which such person(s) is associated should *not* be documented in any other part of the Investigation stage, including Safety Assessments, the Risk Assessment Profile, Investigative Actions, or Investigative Findings.



Step-by-Step: Creating a Progress Note

- 1 Click on the **New Note** button to open the *Progress Notes Detail* window. *The **Author** field pre-populates with the name of the worker logged on to CONNECTIONS; to change this information, click on the drop-down list for the **Author** field and select a different author from the resulting list.*
- 2 In the **Event Date** field, click on the checkbox for the current date to accept that date. *To select a different date, click on the drop-down arrow and select from the resulting calendar.*
- 3 In the **Type** field, click on the ellipsis (...) button. *The **Type** window displays.*
- 4 Select one or more types by clicking on the checkbox(es). *The **OK** button enables*

- 5 Click on the **OK** button.
*The Progress Notes Detail window displays with the **Method of Contact** field highlighted in yellow.*
- 6 Click on the drop-down arrow for the **Method of Contact** field and select from the resulting list.
- 7 Put a check in the **Unannounced Visit** checkbox, if applicable.
This field only displays when the Type is Casework Contact or Attempted Casework Contact.
- 8 In the **Time** field, enter the time of the contact.
- 9 Click on the drop-down arrow for the **Location of Contact** field and select from the resulting list.
This field may or may not be enabled, depending on the Type and/or Method of contact.
- 10 In the **Family Participant/Focus** field, select the appropriate individuals as the family participant(s) and/or focus(es) of the contact by clicking on the respective checkboxes. (See page 59.)
This field may or may not be enabled, depending on the Type and/or Method of Contact.
- 11 In the **Other Participant** field, click on the ellipsis (...) button and select one or more other participants by clicking on the checkbox(es).
The Other Participant field contains a list of individuals that are not on the Person List who may be participants or contacts involved in the stage.
- 12 Click on the **OK** button.
- 13 In the **Purpose** field, click on the ellipsis (...) button.
The Purpose window displays.
- 14 Select one or more purposes by clicking on the checkbox(es).
*The **OK** button enables.*
- 15 Click on the **OK** button.
The Progress Notes Detail window displays.
- 16 Record the narrative of the progress note in the **Narrative** field.
- 17 Click on the **Save as Draft** or **Save as Final** button.
(See the tip box at right.)
*The following message displays:
"Changes Have Been Saved."*
- 18 Click on the **OK** button.
*The **Progress Notes** tab displays.*



If you later change the information recorded in the **Type** field, the following message displays:

*"Changing TYPE will clear all user entered data fields except the Narrative.
Continue making changes?"*

Click on the **Yes** button to discard the data.

Click on the **No** button to cancel the action without clearing the data fields.

In both cases, the *Progress Notes Detail* window remains open. If the Type is changed, fields that were cleared by CONNECTIONS will need to be re-recorded.



To allow for modifications to a note during the draft period, save the note as "Draft." If no modifications are necessary, save the note as "Final."

Remember that once a note is saved as "Final," no modifications can be made; only addenda can be appended to the note.

Saving Progress Notes

There are two ways to save a note: as “Draft” and as “Final”:

Save as Draft

Notes can be saved in Draft status for up to 15 calendar days. Modifications can be made only during the Draft period. If you have not saved the note as “Final” by the end of the 15-calendar-day Draft period, the note automatically saves as “Final.” When you save a note in Draft status, the newly saved note displays in the search results list on the **Progress Notes** tab. The **Note Status** column populates with “Draft.”

As part of the nightly batch update, CONNECTIONS identifies any notes that have been in “Draft” status for 15 calendar days and changes the status to “Final.” Each time a note is saved, CONNECTIONS keeps an historical record of when notes are saved and by whom

Save as Final

Progress notes should be saved as “Final” as soon as possible. To save a note as “Final,” click on the Save as Final button. You can save a note as “Final” at any time during the 15-calendar-day Draft period. Notes in Draft status are automatically saved as “Final” at the end of the 15-calendar-day period. Once a note is in Final status, it displays in the search results list on the Progress Notes tab. The Note Status column populates with “Final.” A note saved as “Final” freezes; modifications can no longer be made to the note. Only an addendum can be appended to the end of the frozen note. When a stage is closed, CONNECTIONS converts any Draft notes to Final status.



While creating a note, if you attempt to modify an existing value for Method of Contact, the following message displays:

“Changing METHOD may clear the user entered data fields that are inconsistent with the new METHOD. Continue making changes?”

Clicking on the **Yes** button clears all recorded data fields on the *Progress Notes Detail* window that are inconsistent with the new Method of Contact (except for the narrative).

Clicking on the **No** button cancels the actions without clearing any of the data fields.

In both situations, you remain on the *Progress Notes Detail* window. If you changed the Method of Contact, you need to re-record information in the fields that were created by CONNECTIONS.



All progress notes must be saved as “Final” prior to providing them to any entity legally authorized to receive the record (e.g., family court, district attorney). Do not copy and paste tables, or insert scanned documents or photocopies of documents into a progress notes narrative, this may result in the inability to print the progress notes for the stage.

Modifying Progress Notes

Progress notes can only be modified while in “Draft” status. Once a note has been saved as “Final,” it can no longer be modified; only an addendum may be made. If the **Type** of contact is changed, CONNECTIONS clears all of the worker-recorded data, with the exception of the narrative. If the **Method of Contact** is modified, the system clears all data fields that are inconsistent with the newly selected method.



Step-by-Step: Modifying a Progress Note

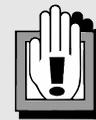
- 1 On the *Progress Notes* window, click on the note in “Draft” status to be modified.
- 2 Click on the **Edit Note** button.
The Progress Notes Detail window displays for the selected progress note.
- 3 Make the necessary modifications. Once all of the required fields are recorded, click on the **Save as Draft** button.
—OR—
Click on the **Save as Final** button.
The following message displays: “Changes have been saved.”
- 4 Click on the **OK** button.
The Progress Notes window displays.

Adding an Addendum to a Frozen Note

To modify notes that are in “Final” status, addenda are necessary. Addenda can be added to notes in open stages. In addition, the Closed Stage Addendum function can be used to create a new note in a closed stage. (When recording a Closed Stage Addendum, the note must be saved as “Final.”)

Addenda can be added by the progress note’s Author, by anyone in the Author’s unit hierarchy and by the progress note’s Entered By person. When the Author of a progress note is identified as “Other,” a new addendum may be added by the progress note’s Entered By person, the assigned worker and anyone in the Entered By person’s hierarchy. A person outside of the unit hierarchy cannot amend a progress note when the author is identified as “Other”; a new note must be created.

Addenda are added to the bottom of the narrative of the original note. A progress note can have multiple addenda as long as the stage remains open. The new text is time-stamped with the name and ID of the logged-on worker. All previously recorded text in notes and addenda are locked for edit while a new addendum is being created. Once the narrative recording has been started, the **View Existing Notes**, **Copy Note** and **New Note** buttons disable, while the **Save as Final** and **Cancel** buttons enable. Addenda may only be saved as “Final.”



Since supervisors cannot modify their workers’ notes, they use addenda to add information to or clarify a note completed by one of their workers.

