



CONNECTIONS Tip Sheet

Consolidating Duplicate CPS Investigation or FAR stages

When a district receives multiple CPS intakes involving the same family, it may be appropriate to record all the required tasks within a single Investigation (INV) or Family Assessment Response (FAR) stage. In such instances, a subsequent INV or FAR stage may be closed as a duplicate to the previously-received INV or FAR stage. This process is commonly referred to as consolidation.

Requirements for Consolidating INV or FAR Stages

The decision to close an INV or FAR stage as a duplicate is based on several considerations, including district policy, the nature of the allegations, investigative activities that have already occurred, and CONNECTIONS system requirements. System requirements include:

- Both stages must be in the **same** open case; they cannot be part of a closed case or a case that is pending a case split.

If the subsequent stage is registered as an Initial (INI) with a different case number, a case merge will be required before the consolidation can proceed. The case merge process requires an overnight batch and will not be complete until the next day.

Stage ID	Case ID
23300175	33300129
24400087	34400063

- The Date of Intake and the intake time associated with the prior INV or FAR stage must be the same or earlier than those of the subsequent report.
- The subsequent Date of Intake must be within **53** days of the prior INV or FAR stage's Date of Intake.
- The consolidation process must be completed within **six (6)** days of the intake date and time of the subsequent INV or FAR stage.
- Persons on the Person List of the subsequent INV or FAR,

except those with a role of Reported in Error, must be included in the prior report's Person List.

It may be appropriate to add persons to the prior INV or FAR stage's Person List to meet this requirement.

- No role may be listed as Unknown (UK) in the INV or FAR stage to be closed. Unknown roles must be addressed before a consolidation can occur.
- The subsequent INV or FAR stage allegations must be included in the prior report.

It may be appropriate to add allegations from the INV or FAR stage to be closed to the prior INV or FAR stage to meet this requirement.



A DOA/Fatality allegation can only be added to an investigation stage at SCR Intake. Local District staff cannot add a fatality allegation to an open investigation. Duplicate fatality reports may only be consolidated if both INVs contain the DOA/Fatality allegations for the same Subject and Child.

- Safety Assessment(s) in the subsequent INV or FAR stage can have any status.
- The Risk Assessment in the subsequent INV or FAR stage must be in "NEW" or "PROC" status.
- The subsequent stage cannot have any events in "REJT" status.

- The prior INV or FAR stage cannot be approved or pending approval.
- FAR stages cannot be consolidated into INV stages with a classification of Foster Care/Day Care (“FC/DC”).
- In NYC cases, a “High Priority” Investigation can only be consolidated into another “High Priority” Investigation stage. A “Non-High Priority” Investigation can be consolidated into a “High Priority” Investigation stage.
- IAB investigations cannot be consolidated.
- A subsequent Fatality Investigation stage in which the 24-Hour Fatality Report and/or the 30-Day Fatality Report has been started (i.e., in a status other than “NEW”) cannot be consolidated with a prior Fatality investigation stage.

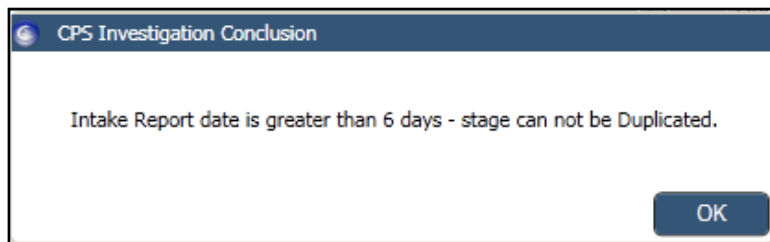
The closing of an Investigation stage as a duplicate must be submitted to and approved by the worker’s Unit Approver.

Once approved, the Investigation Conclusion for that stage displays as “Closed as Duplicate” with an event status of “Suspended.”

Messages and Trouble Shooting

All investigation documentation must be completed in the prior Investigation stage identified in the closing process.

If any of the system requirements are not met, a message box displays which indicates the unmet specific system requirement. For example:



Other possible system messages include:

1. “Person List Mismatch – All individuals with role in Duplicate must be in original stage”

- Add any additional persons in the subsequent stage to the original stage.
- Check the Person List to see if one or more persons has a new Person ID number (PID). If the same person has two PIDs, a person merge should be done.

2. “Allegation mismatch: All allegations in Duplicate must be in original stage.”

- Add any new allegations in the subsequent stage to the initial INV or FAR stage.
- Check to see if one or more persons has a new Person ID number (PID). This can appear to the system that there is a NEW allegation. If the same person has two PIDs, a person merge should be done.

3. “No stages in case meet criteria to allow a Duplicate.”

There are several circumstances that result in this message:

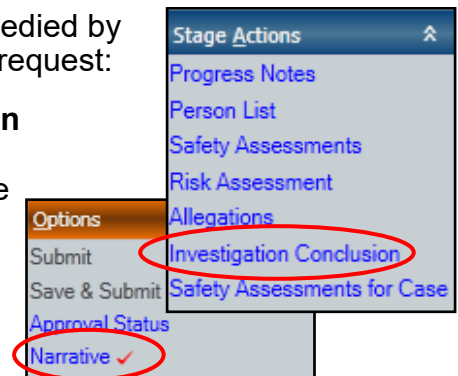
- The prior report may be more than 53 days old.
- The report to be closed is more than six days old.
- The reports do not share the same case number.

Remedy this by completing a case merge and attempting the consolidation the next day (after the overnight batch process) if you are still within required time limits.

- The prior report may be pending approval.

This situation can be remedied by invalidating the approval request:

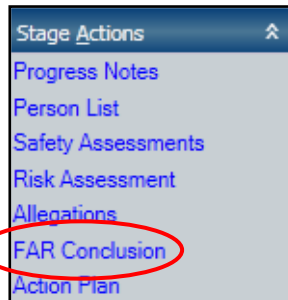
1. Click the **Investigation Conclusion** or **FAR Conclusion** link in the navigation pane.
2. Click the **Narrative** link.



3. Add a space at the end of the narrative.
4. Close the Narrative window.

Step-by-Step: Closing a New INV or FAR Stage as a Duplicate to an Earlier INV or FAR Stage

1. From the **My Workload** tab, select the appropriate INV or FAR stage.



2. On the navigation pane, click the **Investigation Conclusion** or **FAR Conclusion** link.

3. Record a date in the **Investigation Begun** or **FAR Begun Date** field.

 A screenshot of a form titled 'Close as Duplicate'. It contains two date fields: 'Investigation Begun:' and 'Investigation Completed:'. Below these is a 'Close as Duplicate' button, a 'Duplicate Stage ID:' dropdown menu, and a 'WMS Case Number:' field.

4. Record a date in the **Investigation Completed** or **FAR Completed Date** field.

5. Click the **Close as Duplicate** button.

The Determination "Suspended" and the Closure Reason "Closed as Duplicate" populate their respective fields.

6. Click the drop-down arrow for the **Duplicate Stage ID** field.
7. Select the stage ID that is going forward.
8. Click the **Narrative** link.
9. Record a narrative.

10. Close the Narrative window by clicking the red "X" in the upper right corner.

The narrative saves automatically.

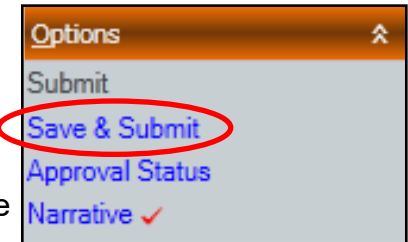


NOTE: For ACS workers, the required wording for completing the Investigation Conclusion narrative is:

"For information regarding allegation(s) contained in this Associated Intake Report, please see the Investigation Summary Report for the Investigation (INV) Stage ID _____."

11. Click the **Save & Submit** link in the navigation pane.

The To-Do Detail window displays.



12. Click the **Save** button to send the Approval Task To-Do to the supervisor.

Resources

- CONNECTIONS Job Aids and Tip Sheets:
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:
ocfs.sm.conn_app@ocfs.state.ny.us

(NOTE: address contains an underline)

A Helpdesk ticket is now required before sending requests to the Triage Unit. This can be acquired by emailing FixIt@its.ny.gov.

ITS Enterprise Service Desk
1-844-891-1786