Local Data Maintenance (LDM) is the process by which a local district can correct errors or oversights in a closed investigation stage. Through LDM, a worker with the proper security can add or relate persons, change person demographics and allegations, and amend investigation conclusion details in closed investigations, as might be necessary when correcting the effects of splitting a bad person merge. **LDM is for corrective purpose only;** *it is not to record additional information that is learned after an investigation has been closed.*

Appropriate Uses of LDM

LDM is a corrective process only. Some examples of appropriate use of LDM include the following:

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

Need	Example	Additional Actions & Considerations
Fixing PID Merge/Split Errors	The PID of a confirmed subject is merged in error, causing the forward PID/person to be substituted incorrectly in every past stage where the closed PID appeared. The incorrectly merged PIDs are then split, but the incorrect PID/person must be removed and the newly reactivated PID plus any associated allegations manually re-entered in all the past stages where it originally appeared.	• The correct person (PID) must be added to the stage. • Correct allegations must be added back for the original PID. • Reasons for the changes must be documented. • In addition to LDM, a data fix must be requested to *remove* the incorrect PID/person and allegations from the closed stage.

LDM Security

There are two business functions that allow workers to make changes in closed investigation stages.

- **MAINT CLSD PERS (**Maintain Closed Person Demographics) allows workers to correct demographic information due to an error in data entry in the original investigation or due to the availability of additional information. This business function can be used by either district staff through a closed Investigation stage, or by both district and voluntary agency staff to make demographic changes in closed FAD stages that were certified/licensed by their own agency.

  Additional Requirements for Investigative Stages:

  - The investigation stage is closed

  - The worker must be from same district/agency as Primary worker when stage was closed

  - The closed stage is not associated with any ARI stage, **or** the worker is the Primary worker of the associated open ARI stage

- **MAINT CLSD INV** (Maintain Closed Investigation) is available only to district staff. It allows the user to make the same changes as MAINT CLSD PERS allows, and make modifications to stage composition, allegations and add to the existing investigation conclusion.

  Additional Requirements:

  - The investigation stage closed.

  - The worker's role in the unit to which they are in-assigned is Supervisor or above (Maintainer or Manager)

  - The worker must be from same district as the Primary worker when stage was closed

 - The closed stage is not associated with any ARI stage.

> **Note:** A worker assigned MAINT CLSD INV does not also need MAINT CLSD PERS, as the ability to change person demographics in closed INV stages is included in the MAINT CLSD INV business function.

Accessing the LDM Window

Because LDM is only for use on closed stages, you must first locate the correct stage through a case or person search from the Search/Maintain menu.

Hint: Searching by Stage ID, if known, is the quickest and most direct path.

1. Once you have located the correct person or stage, highlight the correct case on the **Case List** tab.

2. Select the **Case Summary** tab.

--Search/Maintain--
Person
Case/Stage
Activities
Staff/Security
F/A Home
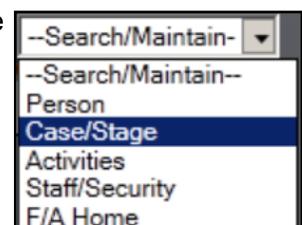
3. Select the closed INV stage to be corrected.

   Depending on which business function(s) the worker has been assigned, the **Closed Investigation** *and/or* **Closed Person Demographics** *link(s) will display in the Specialty Paths section of the navigation pane.*
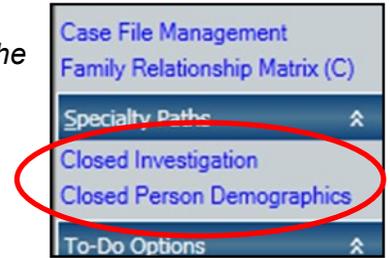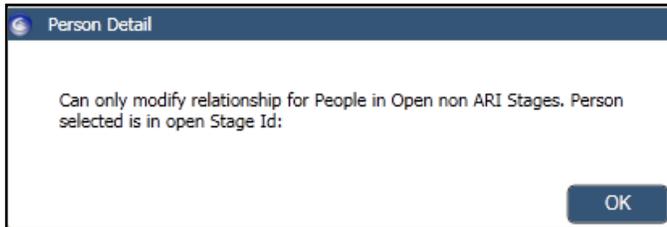
4. Click the enabled link to open the Local Data Maintenance window.

   *The Person List for the closed stage displays.*

5. If the **Closed Person Demographics** link was used, select a person from the Person List.

   The Person Detail tab displays.

   If the person selected is in a currently open stage, changes cannot be made through LDM; they must be made in the open stage.

   If the **Closed Investigation** link was used, the Person List displays and three additional links are available in the navigation pane.
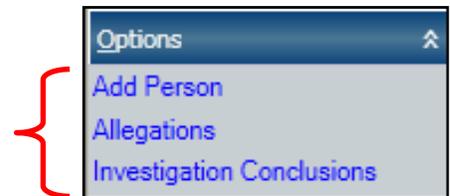

Making Changes to Person Demographics

1. If the person is not associated with any open stages, select the person from the Person List and make any needed corrections on the **Detail** tab.

   ***Additional Considerations:***

   - Updating a person's date of birth in LDM changes their date of birth in *all* other stages containing that person (PID). Since modifications cannot be made to a person in open stages, the affected stages are only closed stages.

   - If a child's age has been modified to be more than 18 years old at the time of Intake for a CPS Familial or FC-DC case, a pop-up message will display. Clicking the **Yes** button will allow the save.
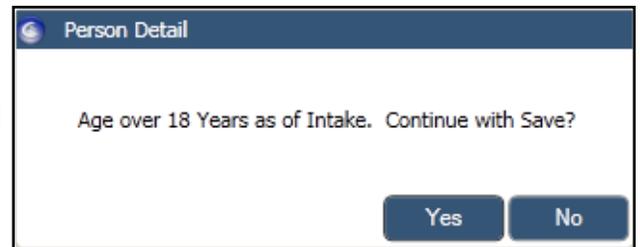
     The Rel/Int for the person can then be adjusted on the Person Detail tab.

   - If an Investigation stage was closed with the closure reason of **Fatality – No Surviving Children**, the Date of Birth (DOB) of any person may not be changed to be younger than 18 years old before the date of Intake. If the worker attempts to do this, the message, "Cannot update or add person less than 18 years of age. The stage was closed with Fatality – No Surviving Children." displays. The only exception to this occurs if the person has a Date of Death (DOD) or is a subject in an allegation.

2. Once changes have been completed, click the **Save** (to continue with additional changes) or the **Save & Close** button.

3. If the **Save & Close** button is selected, a pop-up will display to confirm that LDM is complete. Click the **Yes** button to confirm and close the LDM window.

| Local Data Maintenance |
| :-- |
| Is LDM Complete? |
| Yes   No |
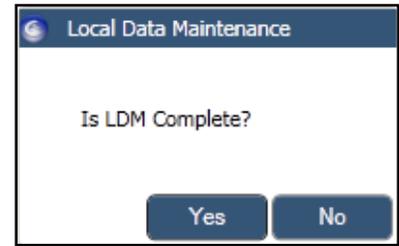
Adding/Relating a Person to a Closed INV

Sometimes a person must be added to a closed stage, such as when a person was inadvertently left off the investigation at the time of closure or when the split of an incorrect person merge requires the person with the formerly closed Person Identification Number (PID) to be added back into a stage in which they originally appeared.

To add a person to the closed stage:

1. Click the **Add Person** link in the navigation pane.

   The Person Search window displays.

2. Conduct a person search for the person you wish to add.

   *This is the same process used to add persons in an open stage.*

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

3. If the person is located in CONNECTIONS, highlight the correct person (with the correct PID) and click the **Relate** button.

   | Relate   New |

4. If, after a careful search, the person cannot be found, click the **New** button to create a new PID and add them to the stage.
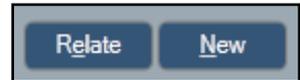
Adding or Modifying Allegations in a Closed INV

Clicking the **Allegations** link in the navigation pane of the LDM window opens the Allegations window for the closed stage and allows you to do the following:

Options   ⌃
Add Person
Allegations
Investigation Conclusions

- view, correct or add allegation information

- delete allegations (other than those added at Intake)

- view, correct, add or delete injury details for specific allegations.
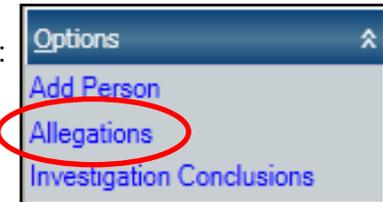
The Allegations window in LDM functions much like the Allegations window in an open INV stage.

To make changes to the allegations in a closed stage:

1. Click the **New** button to add allegations as you would in an open INV stage.

   New allegations will display in the allegations grid and show that they were added via LDM.

UnSub/Sub	Stage
UNS	LDM
SUB	INV
SUB	INT

2. Select an existing allegation from the grid to change it from substantiated to unsubstantiated or vice versa.

   Allegations changed from unsubstantiated to substantiated will require an entry in the Date/Time of Incident field in order to be saved.

- The **New Using** link is available in the Options section of the navigation pane.

- The **Injury List/Detail** can be added to or updated as needed.

- Allegations added during the investigation can be deleted by using the **Delete** link in the navigation pane.
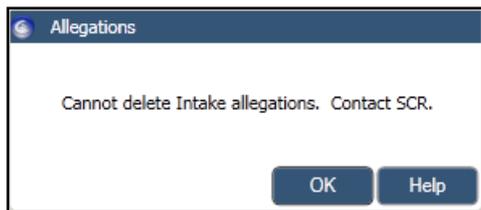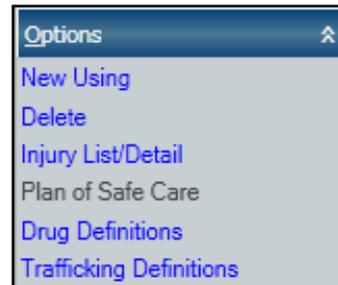
As with open investigations, allegations reported to the SCR at intake cannot be deleted.

Additional Considerations When Adding/Modifying Allegations:

- If an Investigation stage was closed with the closure reason of **Fatality – No Surviving Children**, you cannot delete the last allegation against a subject who was born less than 18 years before the Intake Date as deleting this last allegation would change the person's role from Subject to Child. If you attempt to delete the last allegation, the message, *"Cannot remove allegation."* displays**.**

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

- Changes made in the Allegations will automatically update the person's role on the Person List.

3. Once all needed changes to the allegations have been made, click the **Save** or **Save & Close** button.

    A pop-up will display indicating that changes to Allegations require an update to the Investigation Conclusion narrative.
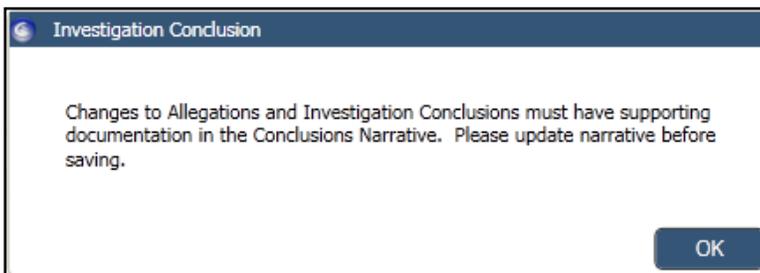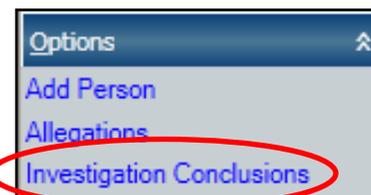
4. Click the **OK** button.

Changing the Investigation Conclusion in a Closed INV
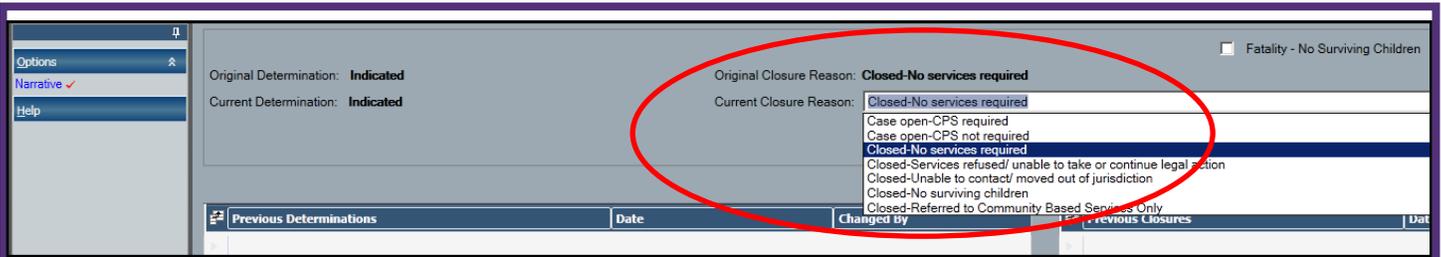

To Change the Investigation Conclusion:

1. Click the **Investigation Conclusion** link in the navigation pane of the Local Data Maintenance window.

    The Investigation Conclusion window opens listing the Original Determination, Closure Reason and, in the navigation pane, a link to the Investigation Conclusion Narrative.
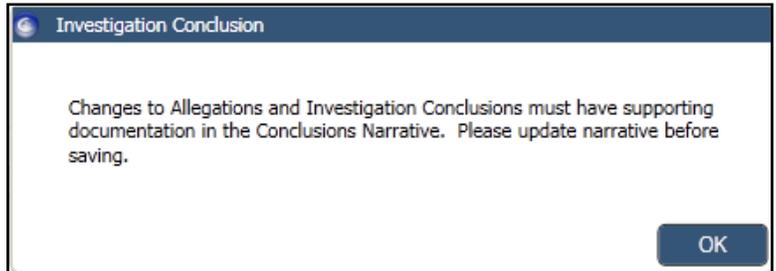
2. To change the **Current Closure Reason**, use the dropdown menu to select the correct reason.

3. Click the **Save** or **Save & Close** button.

   *A pop-up message will remind you to update the Investigation Conclusion narrative.*

4. Click the **OK** button to acknowledge that the Narrative must also be updated.

Investigation Conclusion

Changes to Allegations and Investigation Conclusions must have supporting documentation in the Conclusions Narrative. Please update narrative before saving.

OK

5. Click the **Narrative** link in the navigation pane.

   The Investigation Conclusion Narrative displays.

   The original Investigation Conclusion narrative cannot be edited, but additions can be made to document the reasons why LDM was done. Changes are date and time stamped with the name of the worker doing the maintenance.
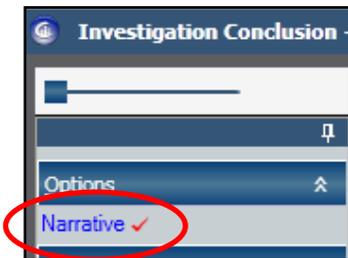
The following narrative section entered by . Wilson, Darryl (15032)   on 04/25/2019 at 10:39:39 AM

6. After completing your entry, click the **Save** or **Save & Close** button.

Changes in Closure Reasons will display in the **Previous Closures** grid.

Previous Closures	Date	Changed By
Closed-No services required	04/25/2019	Wilson, Darryl
		Count = 1

Changes in Determinations will display in the **Previous Determinations** grid

Previous Determinations	Date	Changed By
Unfounded	04/25/2019	Wilson, Darryl
		Count = 1

7. Click the **Save** or **Save & Close** button.

   A pop-up box will display to confirm that LDM is complete.

Local Data Maintenance

Is LDM Complete?

Yes   No

8. Click the **Yes** button to confirm your actions and close the LDM window.
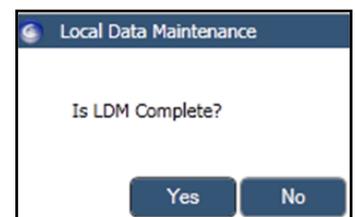
When changes are made and saved by accessing the LDM window through the **Maintain Closed Investigation** link, an event, "Maintain Closed CPS Investigation", will be created on the Event List for that closed investigation stage. Once this event is created, the LDM window can be accessed in view-only mode through this event.

Access through the LDM event is similar to that for other INV stage events such as the Investigation Conclusion. The worker must have the appropriate CPS Business Functions and have jurisdictional, role, or unit hierarchy access to the case.

Since this is view-only access, **the MAINT CLSD INV Business Function is not required to access the LDM window via the Event List.** In general, if your credentials allow you to see the Investigation Conclusion event for a stage, you will be able to see and access the LDM window through the LDM event.

Accessing the LDM Window in View Only Mode

Accessing the LDM window from the Event List:

1. Locate and highlight the closed INV stage via the implied role path from a workload or via a Person or Case Search .

2. Highlight the LDM Event on the Stage Events tab.

3. Click the **Detail** link in the navigation pane.

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.gov

  (NOTE: address contains an underline)

  A Helpdesk ticket, available from FixIt@ITS.ny.gov, is required for assistance by the Triage Unit.

| ITS Enterprise Service Desk |
| 1-800-697-1323 |