



CONNECTIONS Tip Sheet

The Family Relationship Matrix (FRM)

revised December 2020

The Family Relationship Matrix (FRM), a standard part of the Family Service Intake (FSI) and Family Service Stage (FSS), was expanded to Child Protective Investigation (INV) and Family Assessment Response (FAR) stages in 2018. This tip sheet provides information about completing the matrix for any worker assigned a role in an INV, FAR, FSI or FSS stage.

The Family Relationship Matrix

The Family Relationship Matrix is designed to clearly and concisely capture information about the relationships between people listed in the Person List of a stage in CONNECTIONS. This information can be essential when exploring potential resources for a child or when determining whether individuals in the home may affect a child’s safety or risk status. In addition:

- System edits require that the FRM be completed in order to submit a CPS INV or FAR stage for closure.
- For ease of use, the FRM relationships designated in an initial CPS or FAR stage (INI) now carry over to subsequent (SUB) stages or Family Service Intake (FSI) stages created from them as long as they are under the **same case number**.
- The FASP in a Family Services Stage (FSS) cannot be launched until the Family Relationship Matrix is completed.

Step-by-Step: Navigating to the Family Relationship Matrix:

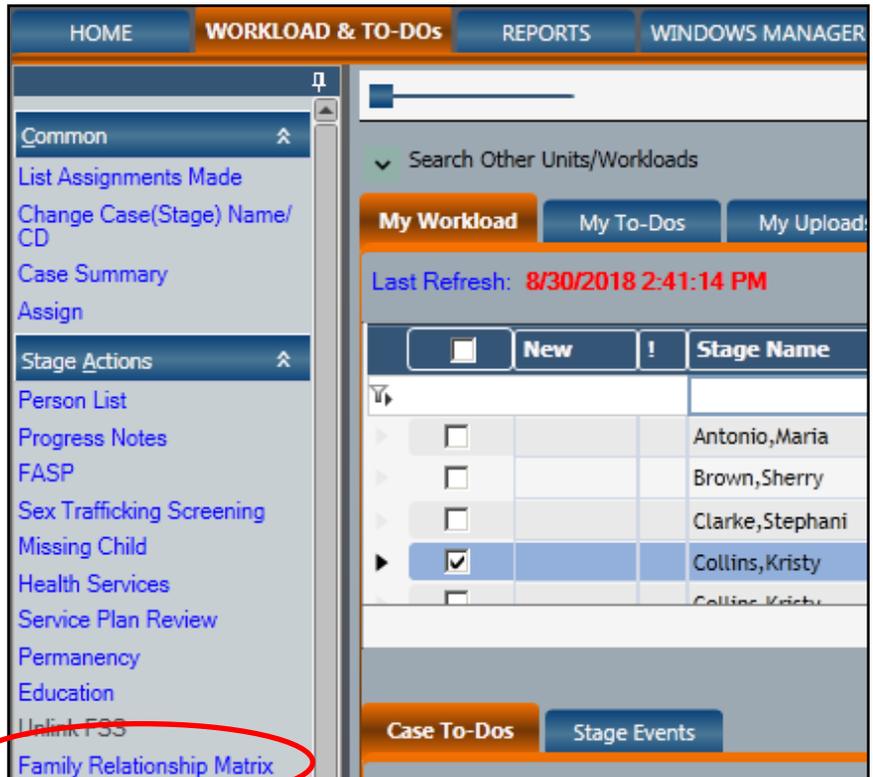
The Family Relationship Matrix can be accessed from the **Person List** of any INV, FAR, FSI or FSS stage.

1. Highlight the desired stage on the workload.

The Stage Actions links display in the navigation pane.

2. Click the **Family Relationship Matrix** link under the Stage Actions section of the navigation pane.

The Family Relationship Matrix window opens.



Completing the Family Relationship Matrix

Person One list

Completed relationships display in the top grid

Relationship

Person Two list

Step-by-Step: Completing the Family Relationship Matrix:

1. Select the first person from the Person One list.
The list displays household members from oldest to youngest to take advantage of the CONNECTIONS's ability to create reciprocal relationships.
2. Select the relationship in the **Person One is theto Person Two** dropdown menu.
3. Select the individual(s) in the Person Two list to whom this relationship applies by checking the checkbox(es).

If more than one person has the same relationship to Person One, they can each be selected from the Person Two list using the checkboxes next to their names.

4. Click the **Add** button.

Red checkmarks will display to indicate when all relationships have been completed for a given individual.

<input type="checkbox"/>	Person Two	Age	PID	Complete
<input type="checkbox"/>	Collins, Kimberly	9	17200226	
<input checked="" type="checkbox"/>	Collins, Kristy	32	17200223	✓
<input type="checkbox"/>	Collins, Patrick	16	17200225	
<input type="checkbox"/>	Collins, Tyler	2	17200227	



Established FRM relationships now prefill between stages with the same Case number. Thus, if the FRM is completed for an initial (INI) CPS or FAR report, a subsequent (SUB) report **under the same case number** or an FSS created from it, will display the already defined relationships in the Family Relationship Matrix. If additional individuals are listed in the SUB stage, those relationships can then be added.

5. Continue until all relationships have been designated, then click the **Save** button.

A pop-up message stating "All Stage Relationships are Complete." displays.

6. Click the **OK** button.

Upon closing the FRM window, a **(C)** symbol will display next to the Family Relationship Matrix link on the Person List and in the navigation pane.



Hints for Completing the FRM

- When recording family relationships, begin at the top of the Person One list with the oldest generation. Continue recording by working from oldest to youngest.
- Complete all relationships for a person in the Person One list before moving on to someone else. CONNECTIONS will automatically generate any reciprocal relationship(s) as you enter them. (e.g., if Kristy Collins is the mother of Patrick, Patrick is the child of Kristy.)
- Complete the relationships for a Person One who has the same relationship with multiple people (e.g., Kristy Collins is the mother of Patrick, Kimberly and Tyler) before one who has many different relationships.
- **Relationships must be entered accurately!** In CONNECTIONS, FRM relationship data feeds the Bio Family Health information area, so incorrectly entered FRM data will result in incorrect health data.

Relationship	Definition
Alleged Father	Person One claims to be or has been named as the biological father of a child whose paternity has not been determined.
Putative Father	Person One is alleged to be or claims that he may be the biological father of a child who is born to a woman to whom he is not married at the time of the child's conception or birth
Spouse	Person One is legally married to Person Two
Partner	Person One is in an established relationship, but unmarried to Person Two
Paramour	Person One is in a romantic, unmarried relationship with Person Two
Sibling	Person One shares both biological parents in common with Person Two
Half-sibling	Person One shares one biological parent in common with Person Two
Step-Sibling	Person One's biological parent is married to Person Two's biological parent, but there is no blood relationship between the two children.
Child in Common	Person One and Person Two are not married or in a current relationship (though may have been in the past) and are both parents to the same child.



It is best practice to check the accuracy of the Family Relationship Matrix whenever a case is transferred between workers and prior to the launching of a FASP.

Note: Relationships listed in the Person List may not fully reflect the complexity of family relationships. For example, a woman who is grandmother to children in the household but mother of their Mother will be listed in the Person List as Mother, not Grandmother.

Invalidating FRM Entries

Occasionally, designated FRM relationships may need to be altered - either because they were entered incorrectly or because relationships in the family have changed. To change an existing FRM relationship, you must first invalidate the current one.

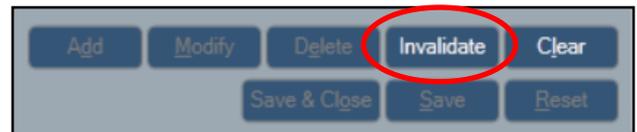
Step-by-Step: Invalidating a Family Relationship Matrix Relationship:

1. From the Family Relationship Matrix, highlight the relationship you wish to invalidate.

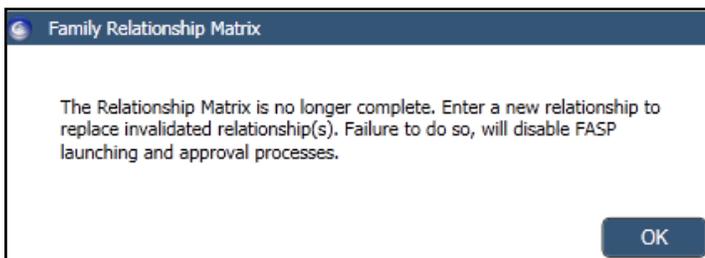
	Person One	Age	Relationship	PID	Person Two
<input type="checkbox"/>	Collins,Kristy	32	Mother	17200223	Collins,Tyler
<input checked="" type="checkbox"/>	Collins,Thomas	40	Father	17200224	Collins,Patrick
<input type="checkbox"/>	Collins,Thomas	40	Father	17200224	Collins,Tyler

The Invalidate button enables

2. Click the **Invalidate** button in the lower right corner of the FRM window.

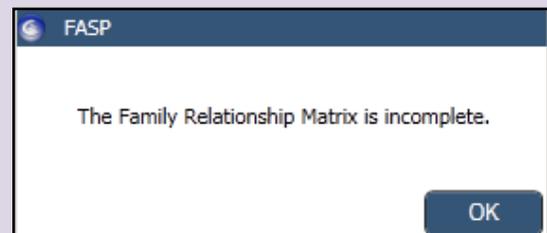


A pop-up message displays indicating the matrix is no longer complete.



3. Click the **OK** button on the message.
4. Click the **Save** button.
5. Re-enter the correct relationship(s).
6. Click the **Save** button.
7. Click the **OK** button on the pop-up message indicating all stage relationships are complete.

Occasionally, when a worker attempts to launch a FASP, there will be a pop-up message indicating that the Family Relationship Matrix is incomplete when, in fact, all relationships have been designated and the (C) symbol appears next to the FRM link on the Person List and in the navigation pane.



When this occurs, the solution is to invalidate and re-enter one of the relationships in the FRM.

Resources

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

ITS Enterprise Service Desk
1-844-891-1786

(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.