



CONNECTIONS Tip Sheet

updated February 2021

Intake Priority Closures for Duplicate (DUP) and Additional Information (ADD) CPS Reports

In addition to Initial (INI) and Subsequent (SUB) reports, there are two additional types of CPS intakes; Duplicate (DUP) and Additional Information (ADD). This tip sheet, for Child Protective Workers and their supervisors, describes these intakes and provides instructions for closing them.

Duplicate (DUP) Reports

A Duplicate CPS report is one that:

- describes the same incident(s) as a previous report,
- involves the same subjects and child(ren),
- occurs within the same time frame
- does not include any new allegations

Duplicate reports are usually made by different reporters. This type of report displays on the workload with the label “DUP” in the **Type** column.

Stage Name	Stage	Type	Role	Stage ID	Case ID
Lachette,Susan	INT	DUP	PR	20700098	30700064
Lachette,Susan	INV	INI	PR	20700097	30700064

A duplicate report is merged with the original case by the State Central Registry (SCR) and thereby receives the same Case ID number as that of the original report.

Unlike an initial or subsequent report, a duplicate report is **NOT** progressed to an Investigation (INV) or Family Assessment Response (FAR) stage in CONNECTIONS. After it has been accepted and reviewed by the local district, a duplicate intake stage is closed, using the *Intake Priority Closure* window.

Additional Information (ADD) Stages

At times a reporter will provide the SCR with additional information that is relevant to an open CPS case. An Additional Information (ADD INFO) stage contains no allegations but may include identifying details such as names, addresses, birth dates, relationships, or other information related to the case. Since an ADD INFO contains no allegations, it is not classified as a report.

The SCR transmits an ADD INFO to the local district. The information displays on your workload with “ADD” in the Type column.

An Additional Information stage is merged with the original case by the SCR and thereby receives the same Case ID number as that of the original report. Like a duplicate report, an Additional Information stage is **NOT** progressed to an Investigation or FAR stage in CONNECTIONS. The ADD stage should be closed using the *Intake Priority Closure* window after it has been accepted and reviewed by the local district.

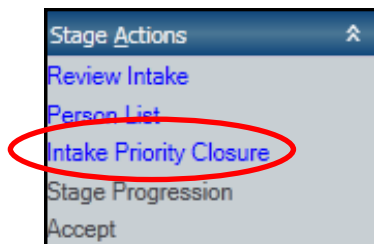
Step-by-Step for Closing a Duplicate or Add Info Stage

On your workload, select the duplicate (DUP) or Add Info (ADD) intake you wish to close.

1. Click on the **Intake Priority Closure** link in the Stage Actions

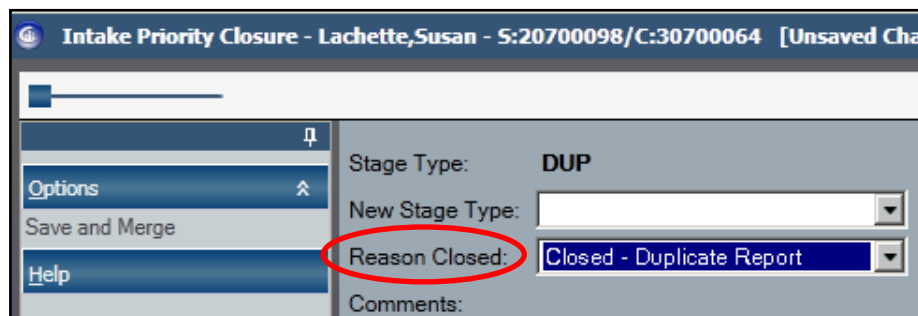
section of the navigation pane.

The Intake Priority Closure window displays.



2. From the Reason Closed drop-down menu, select the correct option.

- For Duplicate reports, select “Closed – Duplicate Report”.
- For Add Info stages, select “Closed - Additional Information”.



IMPORTANT: DO NOT MAKE ANY SELECTIONS IN THE NEW STAGE TYPE FIELD.

If an error is made by entering and saving a selection in this field, (such as changing an INT DUP stage to an INT INI), you should **immediately** email the App-Help mailbox at ocfs.sm.conn_app@ocfs.ny.gov, (the address contains an underscore) or call the Enterprise Helpdesk (1-844-891-1786) for assistance. If you email the App-Help mailbox, you will also need to email the Fisit@its.ny.gov mailbox to request a ticket number.

DO NOT ATTEMPT TO CHANGE THE STAGE TYPE AGAIN.

Errors made here may take several days to correct or may not be correctable at all.

3. Click on the **Save and Close Intake** button to close the Intake Priority Closure window.



NOTE: Neither a Duplicate report nor an Add Info can be closed if it is the only stage in a case or if a merge is pending. Contact the App-Help staff for assistance in these circumstances.

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.ny.gov

(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