CONNECTIONS
Child Protective Services

Handbook

A supplement to:

CPSRT: Starting the Investigation in CONNECTIONS (WebEx)

Child Protective Services Response CONN Training

NYC Integrated Core CONNECTIONS Training (Satterwhite)

This document is provided under a contractual agreement between the

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NEW YORK STATE | Office of Children and Family Services

PROFESSIONAL DEVELOPMENT PROGRAM
ROCKEFELLER COLLEGE UNIVERSITY AT ALBANY State University of New York

CONNECTIONS
Child Protective Services Handbook
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Statement of Purpose

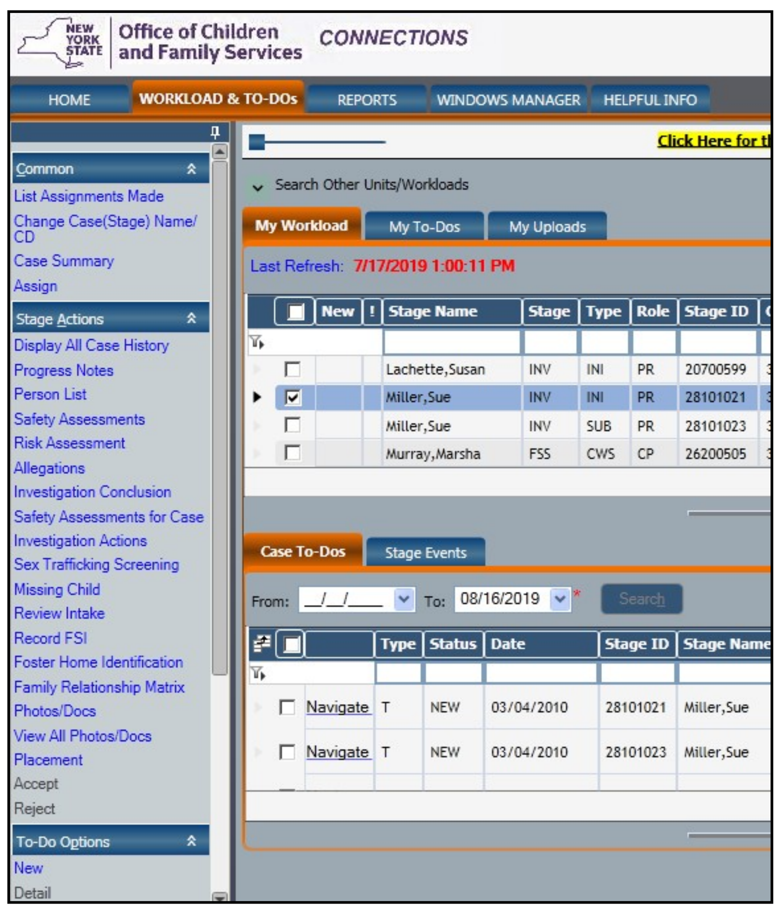
The purpose of this handbook is to support the responsibilities of a Child Protective Services (CPS) worker and serve as a reference document in the workplace. This handbook applies to Investigation (INV) stages; however, specific information applies to Family Assessment Response (FAR) stages, where noted.

A CPS worker is responsible for:

- assessing the safety of the children reported to the Statewide Central Register (SCR) and any other children residing in the household.
- determining if any children are abused or neglected.
- putting a Safety Plan in place with the appropriate interventions to protect the child from the identified danger, if needed.
- assessing risk of future abuse/maltreatment and determining the need for services to reduce risk.

CONNECTIONS is used to accurately record, maintain, and view information obtained during the CPS investigation. This handbook supports the following activities in CONNECTIONS:

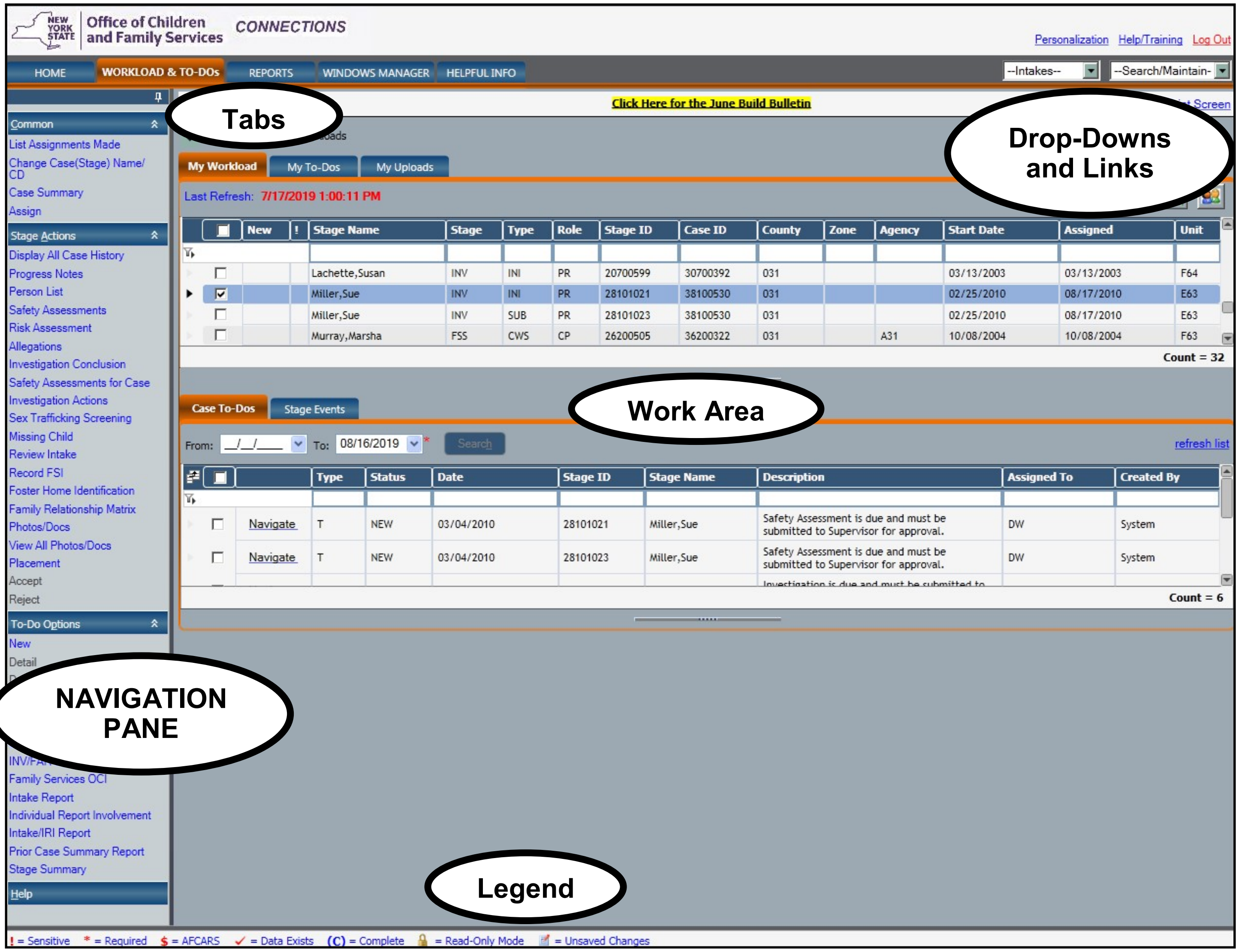
- reviewing intake information
- reviewing historical information
- printing progress notes and creating progress note To-Dos
- maintaining person information
- uploading photos and documents
- generating a Notice of Existence
- reviewing the Stage Summary
- completing a Safety Assessment
- completing a Risk Assessment
- maintaining allegations
- concluding an investigation
- consolidating INV and FAR stages
- recording sex trafficking screenings
- creating a Missing Child record
- completing the Family Relationship Matrix
- recording a Family Services Intake



Please note that any information on screenshots contained in this handbook is from the Training Database, which is fictitious and used for training purposes only.

The Main CONNECTIONS Window

The main CONNECTIONS window is comprised of a series of tabs and drop-down menus. These tabs and menus, along with the links on the **NAVIGATION PANE** on the left side of the screen, provide access to various functions, depending on a worker's Business Function or Assigned Role.



Tabs, Drop-down Menus, and Links

Access to certain functions is organized into tabs, drop-down menus, and links.

Tabs	Drop-down menus	Links
•HOME •WORKLOAD & TO-DOS •REPORTS •WINDOWS MANAGER •HELPFUL INFO	•Intakes •Search/Maintain	•Personalization •Help/Training •Log Out

Additional information about the **NAVIGATION PANE**, work area, and legend can be found on subsequent pages in this handbook.

NAVIGATION PANE

The **NAVIGATION PANE** provides links to access tasks for each functional area. These links display on the left side of a window.

Section

Section Links

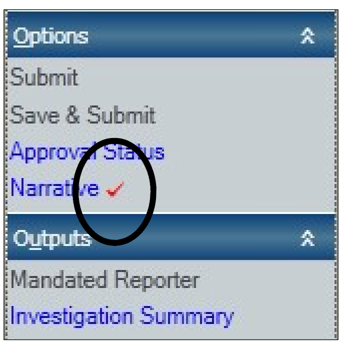
The pin icon expands or hides the **NAVIGATION PANE** from view.

Each section of the **NAVIGATION PANE** can be hidden by clicking the collapse arrow.

The links that display on the **NAVIGATION PANE** are determined by the security of the logged-on worker and window-specific logic.

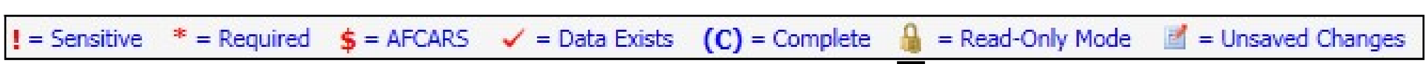
Each section of the **NAVIGATION PANE** can be maximized by clicking the expand arrow.

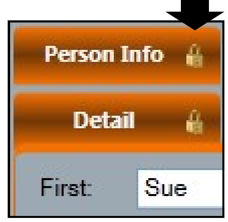
When information exists on a window, a checkmark displays next to certain links in the **NAVIGATION PANE**.



The Legend

The legend displays the meaning of commonly used icons across the bottom of most windows. The option to hide the legend is available via the **Personalization** link.





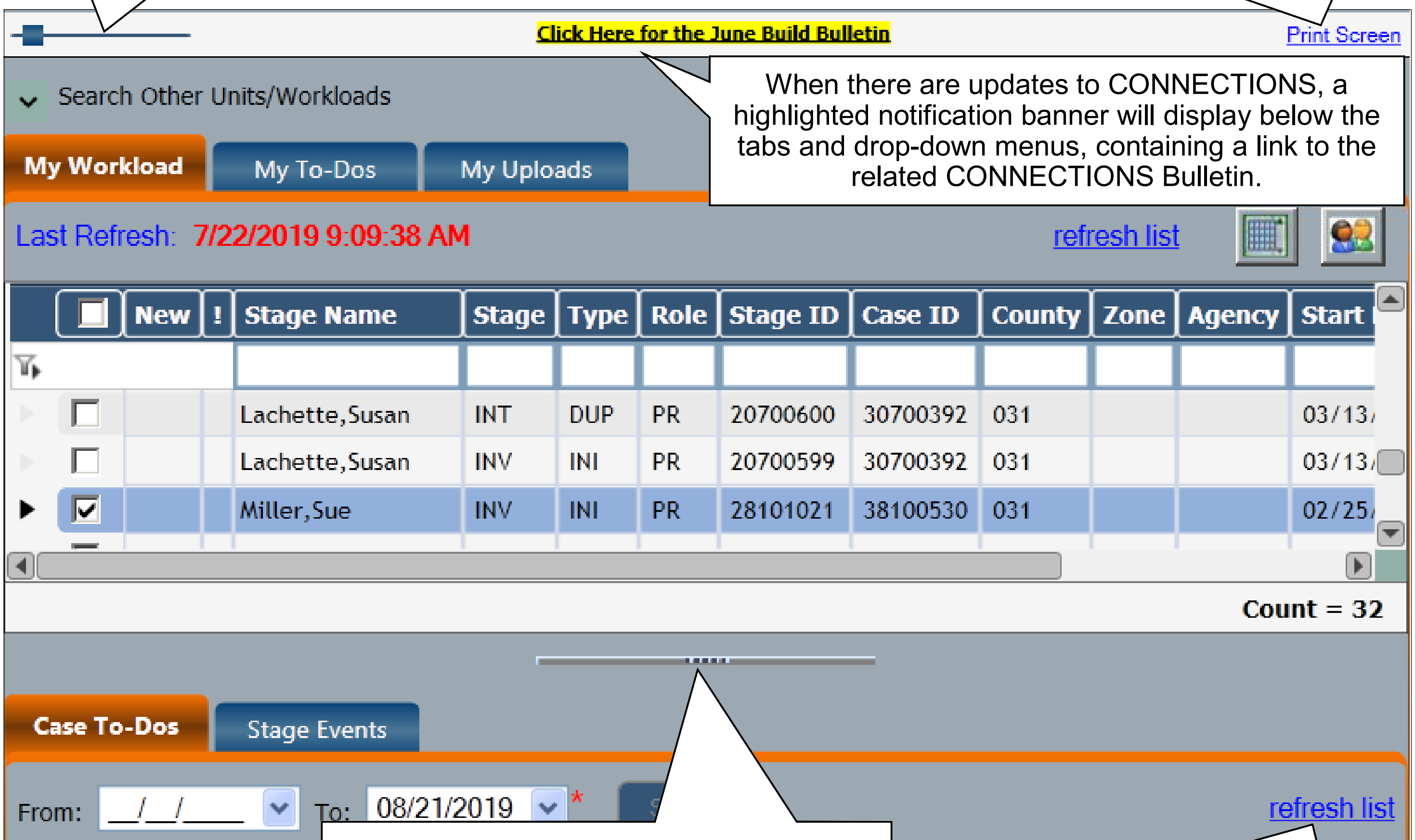
For example, the information on this **Person Info** tab is read-only and cannot be modified.

Work Area

The work area includes common functions like the slider control and grid separator, as well as the **Print Screen** and **refresh list** links.

The slider control tool magnifies the work area for easier viewing.

The **Print Screen** link prints a snapshot of information currently visible on the screen.



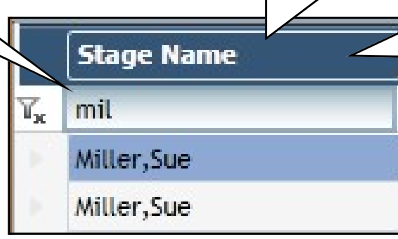
When there are updates to CONNECTIONS, a highlighted notification banner will display below the tabs and drop-down menus, containing a link to the related CONNECTIONS Bulletin.

Click and drag the grid separator to adjust the size of the visible area in the grid. Double-click to fully expand the grid.

The **refresh list** link can be used to manually update a tab at any time.

Click and drag column headers to move columns where you want them.

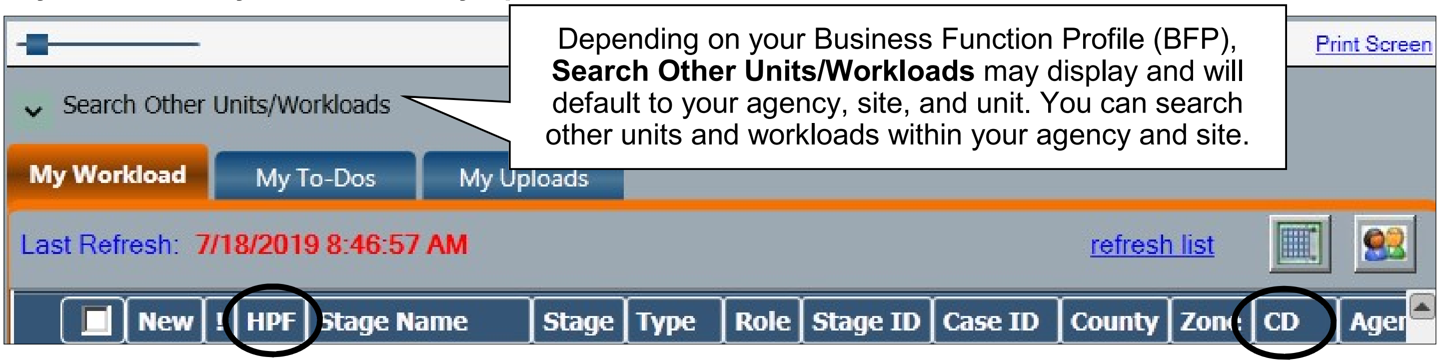
Enter criteria in the filter row of any column to display only the information you want to see.



Click column headers to sort alphabetically or chronologically (depending on the column data) in ascending or descending order.

My Workload Tab

The **WORKLOAD & TO-DOs** tab is the default tab upon logging into CONNECTIONS. It contains the **My Workload**, **My To-Dos**, and **My Uploads** tabs.



NYC Only – The **My Workload** tab for NYC includes additional columns for High Priority Factors (HPF) and Community District (CD).

Identifying Child Protective Services (CPS) Roles

Primary worker

- Only one per stage
- Views/maintains all information
- Assumes all responsibility
- Submits INV Conclusion for approval

Secondary worker

- One or more per stage
- Views all information
- Able to record and submit Safety Assessment
- Cannot submit INV Conclusion
- Records progress notes

Identifying a CPS Case and Stage Type

A CPS case is a collection of one or more reports of alleged maltreatment or abuse, or services provided requiring casework activity. There are four CPS stages:

- Intake (INT) - Contains information gathered from the Statewide Central Register (SCR).
- Investigation (INV) - Documents investigation and the resulting determination.
- Family Assessment Response (FAR) - Documents the family-centered child protective response, which is available for participating districts.
- Administrative Review Investigation (ARI) - Accessible only with appropriate security, this stage documents the process of administrative review and fair hearing review (if applicable) which is the challenge of an indicated report by the subject of that indicated report.

CPS stages have one of the following four Types*:*

- Initial (INI) - Registered by the SCR when there is no Intake report in the case.
- Subsequent (SUB) - Added to an open case that already contains an Initial Intake and the allegations/events are different from the initial report.
- Duplicate (DUP) - Contains same incidents, times, subjects, allegations, and children as previous report.
- Additional Information (ADD) - Contains information that could be helpful to a caseworker but contains NO allegations that may be reportable.

CPS Stage Types

INI – Initial
SUB – Subsequent
DUP – Duplicate
ADD – Additional Information

Performing Intake Priority Closure

DUP and ADD Intake stages are not staged progressed to an Investigation Stage, they are closed using the *Intake Priority Closure* window after it has been accepted and reviewed by the local district. Stages must have the same case number, person list, and allegations.

Duplicate Reports

A report made which describes the same incident(s), involving the same subjects and child(ren), occurring within the same time frame as a previously made report—and which does not include any new allegations—is considered a duplicate report. Duplicate reports are usually made by different reporters. This type of report displays on the Assigned Workload with the label "DUP" in the Type column. Duplicate reports are merged with the original case by the SCR and thereby receive the same Case ID number as that of the original report.

Additional Information

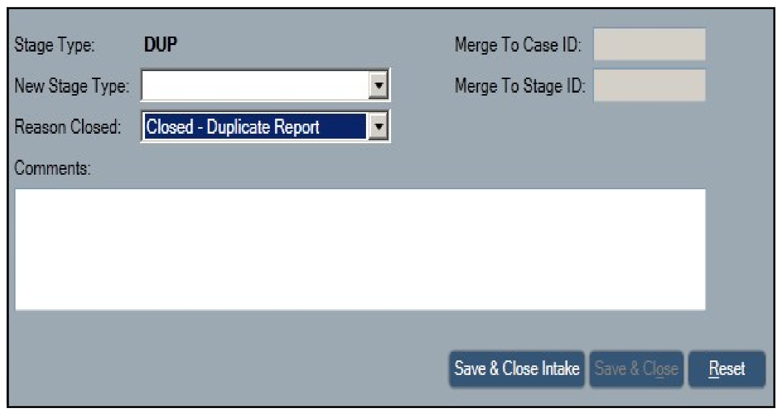
At times a reporter will provide the SCR with additional information that is relevant to a CPS case that is either open or under investigation. An Additional Information (ADD INFO) contains no allegations and may include more identifying details (names, addresses, birth dates, relationships, etc.) or 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 Assigned Workload with "ADD" in the Type column.

1 Click to select a DUP (or ADD) stage on the **My Workload** tab.
*The **Stage Actions** section of the **NAVIGATION PANE** displays.*

2 Click the **Intake Priority Closure** link.
The Intake Priority Closure window displays.

3 Click the **Reason Closed** drop-down to select "Closed - Duplicate Report" (or "Closed - Additional Information").
The Comments field enables.

4 Click the **Save & Close Intake** button.
The main CONNECTIONS window displays.



CONNECTIONS Tips

- DO NOT MAKE ANY SELECTIONS IN THE NEW STAGE TYPE FIELD. If an error is made by entering and saving a choice in this field, (e.g., changing an INT DUP stage to an INT INI) contact the ITS Help Desk to get a ticket number then contact the Application Help Mailbox.
  - ITS Help Desk: 1-844-891-1786
  - Application Help Mailbox: ocfs.sm.conn_app@ocfs.ny.gov
- 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.

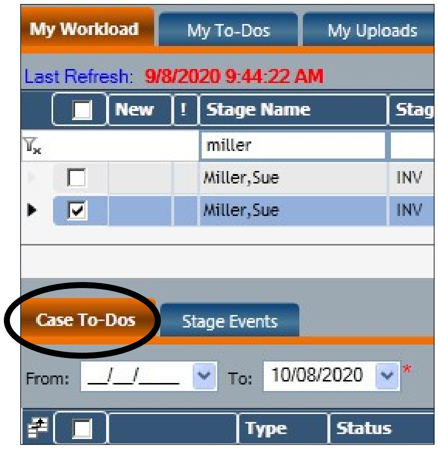
To-Dos Tabs

There are three To-Dos tabs in CONNECTIONS: **My To-Dos**, **Case To-Dos**, and **Stage To-Dos**.

My To-Dos Tab

The **My To-Dos** tab displays a complete list of To-Dos assigned to a particular worker. Workers can view all current To-Dos associated to his/her cases and stages.

Case To-Dos Tab

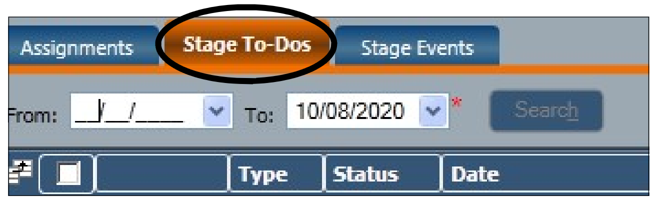


The **Case To-Dos** tab displays all of the To-Dos for an entire case, regardless of assignments made. When you select a stage on the workload, the **Case To-Dos** tab displays in the lower part of the work area.

Stage To-Dos Tab

The **Stage To-Dos** tab displays all of the To-Dos for a specific stage, regardless of assignments made.

1. Select a stage on the **My Workload** tab.
2. Click the **Case Summary** link.
   The Case Summary window displays.
3. Select a stage.
   Additional tabs display below the grid.
4. Click the **Stage To-Dos** tab.
   *The **Stage To-Dos** tab displays.*



To-Do Types

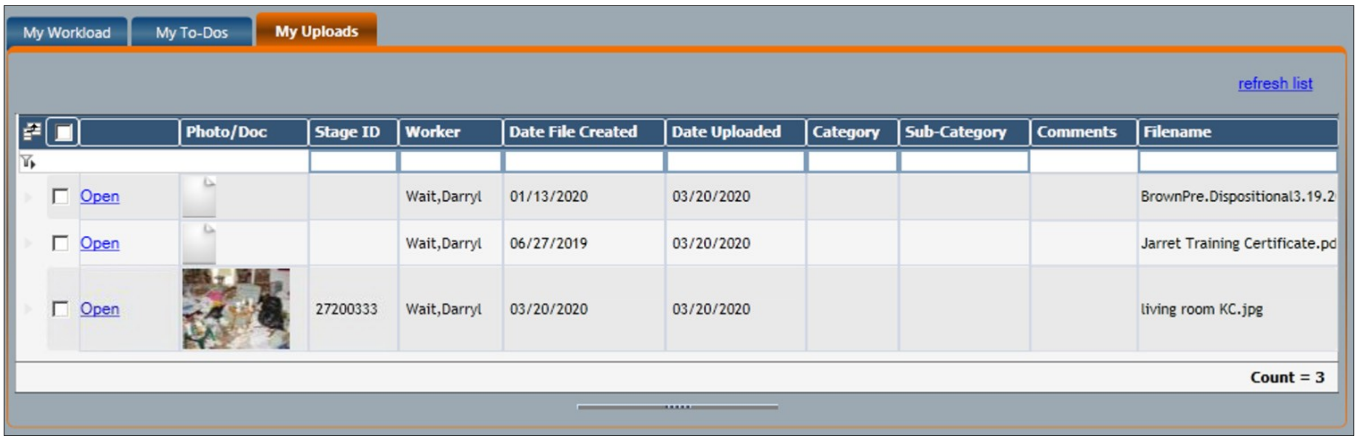
Type	Description	NAVIGATION PANE Links
Alert To-Do	• System-generated • Notifies you of key event that has happened or will happen • Can be deleted at any time • Automatically deleted in 30 days (INV/FAR stages)	The **New**, **Detail**, **Delete**, and **Mark As Complete** links can be used with all selected **Alert** and **Reminder To-Dos**.
Reminder To-Do	• Worker-generated • Can be sent to yourself or to another worker • Can be deleted at any time • Automatically deleted in 30 days (INV/FAR stages)	
Task To-Do	• System- or worker-generated • Use **Navigate** link to complete the task • Automatically removed once task is completed and approved	Worker-generated **Task To-Dos** can be deleted or marked as complete.

My Uploads

Since uploaded files display on a worker's **My Uploads** tab, anyone with access to the worker's workload can view and modify them.

The **My Uploads** tab is a central location where you can manage uploaded photos and documents before they become part of the official case record. From this tab you can change the orientation of a photo, record or modify comments, and maintain category and sub-category selections for each file.

Upon clicking the tab, a grid will display all uploaded files that have not yet been linked to a stage, progress note, Person ID, allegation, or health record. The **My Uploads** tab is not intended to store photos and documents indefinitely. Files are fully integrated into CONNECTIONS only after they are linked to a stage, progress note, Person ID, allegation, or health record, which is completed on the *Add Photos/Docs* window.



Business Function Requirement

CONNECTIONS users with the **FILE UPLOAD** Business Function will have access to the secure web application known as the Uploads web page. Those with access will use this web page to upload photos and documents to their CONNECTIONS **My Uploads** tab with or without specifying a stage assignment.

Uploads Web Page

Photos and documents will be uploaded to CONNECTIONS via the Uploads web page, which is located at the following Uniform Resource Locator— or URL:

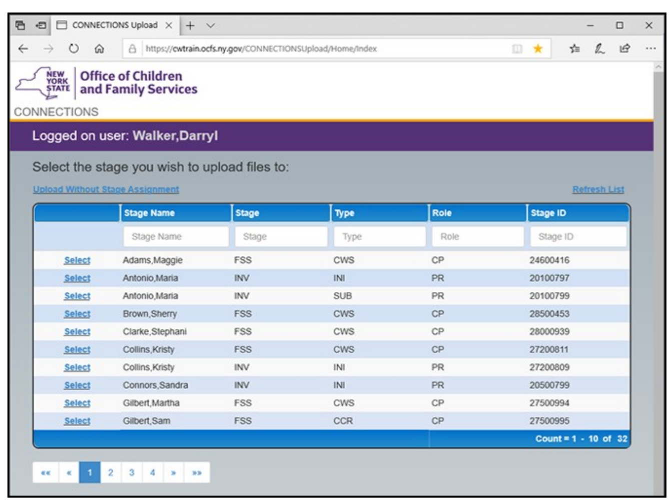
https://cw.ocfs.ny.gov/connectionsupload

You can access the URL from any device on the Services (SVC) domain, as well as computers, tablets, and smart phones with Internet access; you do not need to be on the state network in order to access the URL.

File Requirements

Using the web page, you can select up to 10 files for each upload. Keep the following guidelines in mind:

- Maximum file size is 95MB (megabytes) per file.
- Files cannot be password protected. If you attempt to upload a password-protected file, you will receive a message alerting you to unprotect the file and try again.
- File names cannot be longer than 200 characters.



Reviewing Intake Information

The Intake Report in CONNECTIONS provides many details about the family, including composition, their location, and specific allegations about the suspected abuse or maltreatment. The Intake Report is not modifiable; any changes to demographic or locating information must be completed in the INV (or FAR) stage. All of the information contained in the case record is confidential.

Intake/Individual Report of Involvement (IRI) Report

The **Intake Report** contains the details of the reported incident gathered from the Reporter/Source by the SCR at the time of Intake. The Reporter/Source of the Intake Report may not be divulged or released. The **Individual Report of Involvement** contains a comprehensive cross-reference case history for each principal listed in the associated Intake Report.

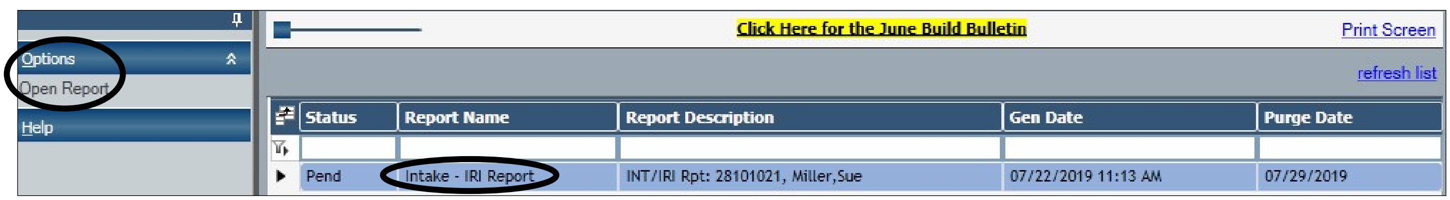
1 Click to select a stage on the **My Workload** tab.
*The **Intake/IRI Report** link enables in the **Outputs** section of the **NAVIGATION PANE**.*

2 Click the **Intake/IRI Report** link.
The following message displays: "The report has been launched. Check Reports tab."

3 Click the **OK** button.

4 Click the **REPORTS** tab on the toolbar.

5 Click to select the "Intake-IRI Report" row.
*The **Open Report** link enables in the **Options** section of the **NAVIGATION PANE**.*



6 Click the **Open Report** link.
*After the report is opened, it is removed from the **REPORTS** tab.*

Please note: If you wish to view an example of the Intake/IRI Report, refer to **Appendix A**.

Prior Case Summary Report

The Prior Case Summary Report provides a summary of the entire case history of family members in a CPS Intake or Investigation.

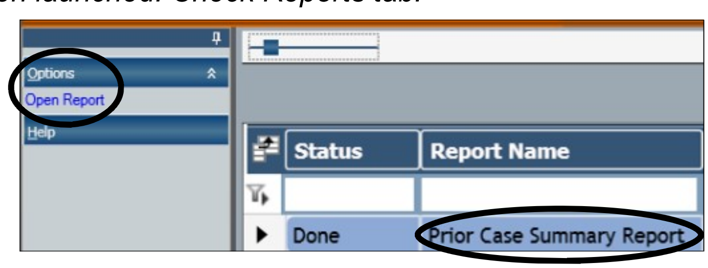
1 Click to select a stage on the **My Workload** tab.
*The **Prior Case Summary Report** link enables in the **Outputs** section of the **NAVIGATION PANE**.*

2 Click the **Prior Case Summary Report** link.
The following message displays: "The report has been launched. Check Reports tab."

3 Click the **OK** button.

4 Click the **REPORTS** tab on the toolbar.

5 Click to select the "Prior Case Summary Report" row.
*Once the report has a status of **Done** the **Open Report** link enables in the **Options** section of the **NAVIGATION PANE**.*



6 Click the **Open Report** link.
*After the report is opened, it is removed from the **REPORTS** tab.*

Please note: If you wish to view an example of the Prior Case Summary Report, refer to **Appendix B**.

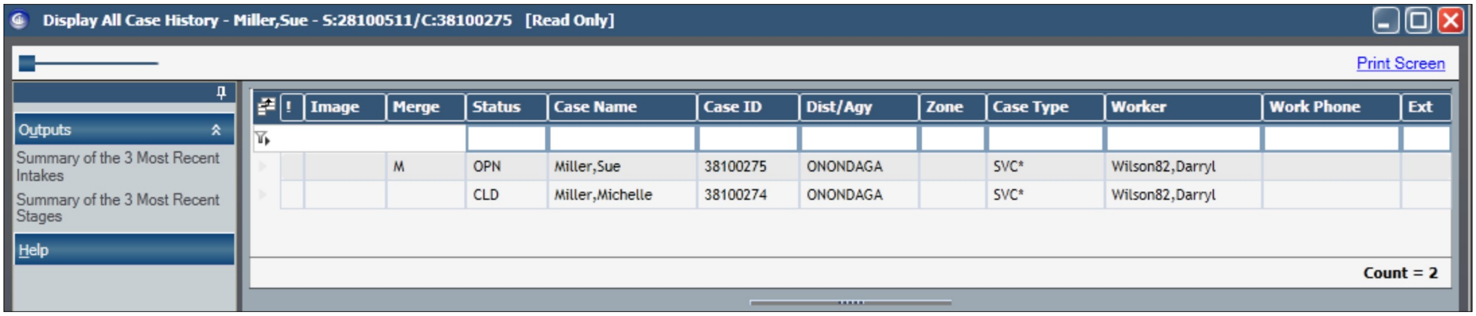
Displaying All Case History

CONNECTIONS provides access to all historical records involving members of a family. When reviewing these records, you may discover information that could be relevant to the current investigation.

Accessing the Case and Stage Events Tabs

1 Click to select a stage on the **My Workload** tab.

2 Click the **Display All Case History** link.



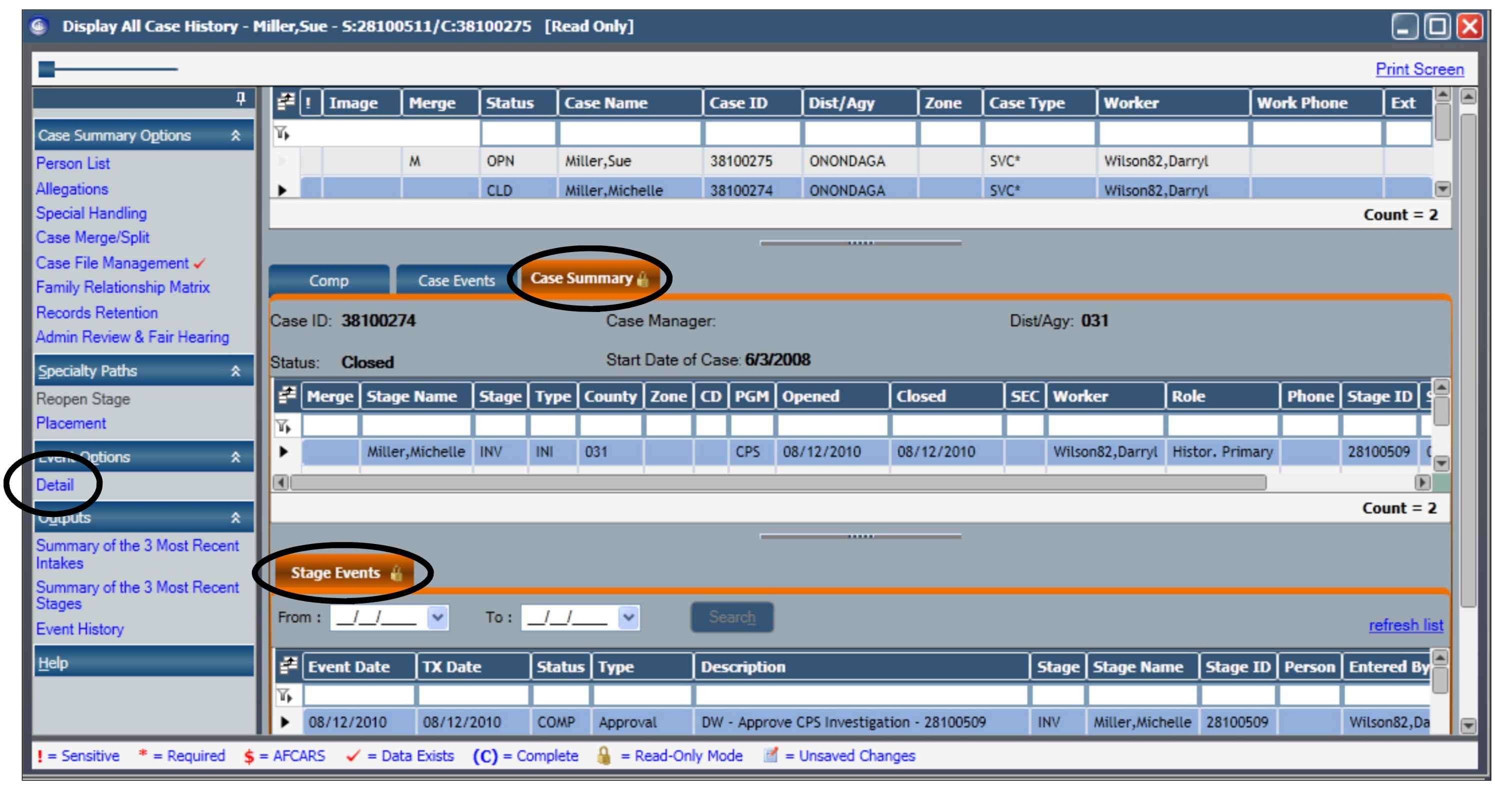
3 Click to select a case.
*The **Comp**, **Case Events**, and **Case Summary** tabs display.*

4 Click the **Case Events** tab.
*The **Case Events** tab displays.*

5 Click the **Case Summary** tab.
Stages from the selected case display.

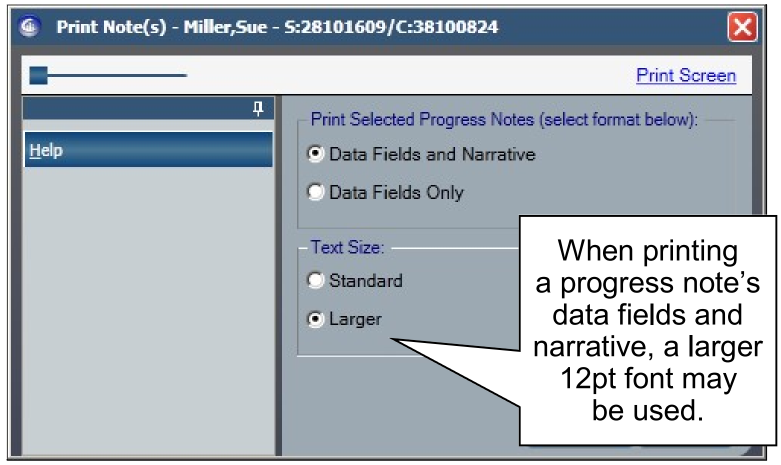
6 Click to select a stage.
*The **Stage Events** tab displays. (**Note**: This tab is also available from the **My Workload** tab.)*

7 Click the **Stage Events** tab.
*To review a specific event, select it and click the **Detail** link in the **NAVIGATION PANE**.*



Printing Progress Notes

CONNECTIONS provides workers with the ability to print progress notes in standard 8pt and larger 12pt fonts, depending on the print format. Workers can print one note or several notes for the stage. Depending on the number of progress notes, it is recommended not selecting all progress notes to print. The *Print Note(s)* window provides a convenient way to read and review progress notes.



1 Click to select a stage on the **My Workload** tab.
2 Click the **Progress Notes** link.
3 Select the progress note(s) you wish to print.
4 Click the **Print Note(s)** link.
The Print Note(s) window displays.
5 Click the **Print Note(s)** button.
The selected notes display in a Portable Document Format (PDF).
6 Click the **Print** button.
The Print window displays for you to select a printer.
7 Click the **Print** button.
The print job is sent to the printer.
8 Click the **X** button to close the document.
The Print Notes window displays.
9 Click the **X** button to close the *Print Note(s)* window.
The Progress Notes window displays.

A "Draft" progress note automatically converts to "Final" status after 20 calendar days from the date of the first save. When a worker is unassigned from a stage, their progress notes become "Final."

The name or other information identifying the reporter and/or the source of a CPS report, as well as the agency, institution, organization, and/or program with which such persons are associated, **must only be recorded or documented in Investigation stage progress notes**, and any such note must use the "Reporter/Source" value in the **Other Participant** field. This value is only available in progress notes for INV and FAR stages, and helps protect confidentiality.

Creating a Progress Note Task To-Do

1 Click to select a stage on the **My Workload** tab.
2 Click the **Progress Notes** link.
3 In the **To-Do Options** section of the **NAVIGATION PANE**, click the **New** link.
The To-Do Detail window displays.
4 Click the **Staff Search** link.
The Staff Search Criteria window displays.
5 Enter a staff person's name and click the **Search** button.
The Staff List displays.
6 Select a staff person and click the **OK** button.
*The **To-Do Detail** tab displays*.
7 Select "Progress Note" from the **Task Type** drop-down menu.
8 Click the **Save & Close** button.
The Progress Notes window displays.

CONNECTIONS Tips

Workers assigned a Progress Note Task To-Do can:

- access the *Progress Notes* window without an assigned role in the stage;
- navigate directly to the *Progress Notes* window; and
- delete the To-Do from the *To-Do Detail* window.

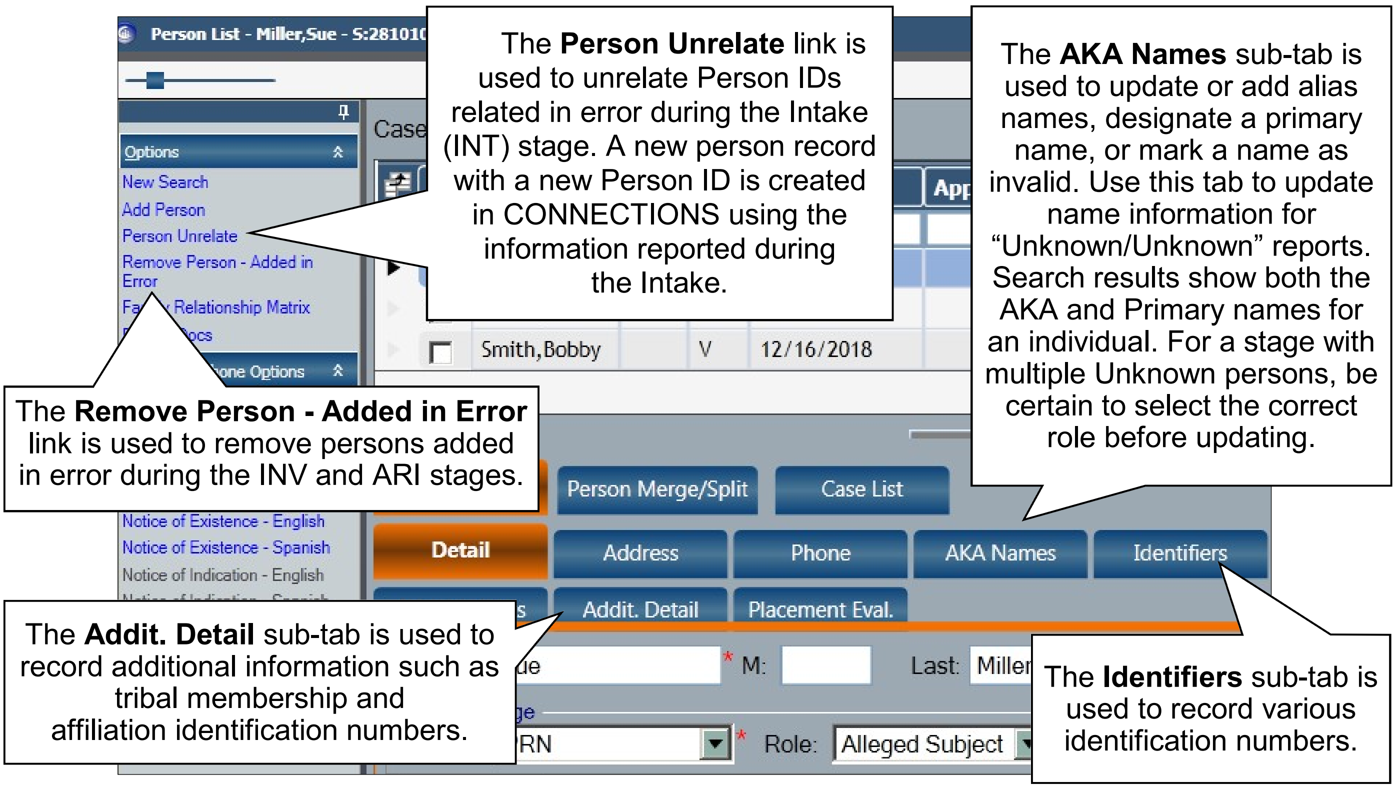
Maintaining Person Information

Maintaining accurate data in CONNECTIONS provides complete historical information about people's associations with a particular case.

Person List

The *Person List* window can be used for several actions, including:

- maintaining individual demographics for household members;
- recording Also Known As (AKA) names and person identifiers;
- removing people who are added in error; and
- unrelating household members.

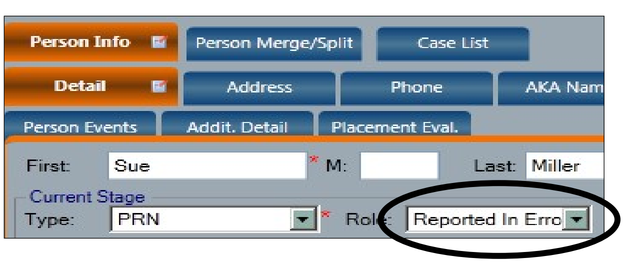


Adding the "Reported in Error" Role in CONNECTIONS

A person is assigned the "Reported In Error" role when a worker determines that the individual should never have been associated with the report. Specific Business Functions are required to carry out this function.

In order for someone to be assigned this role in CONNECTIONS, the following must be true:

- The person was entered in the Intake stage.
- The person cannot be associated with substantiated allegations in the current investigation.
- You cannot remove the only alleged subject or child associated with allegations from a stage; there must be another alleged subject or child in the same investigation.
- A biological parent or a person living in the home is not to be "Reported in Error"; they are to be given a role, which may be, if applicable, "No Role."



CONNECTIONS Tips

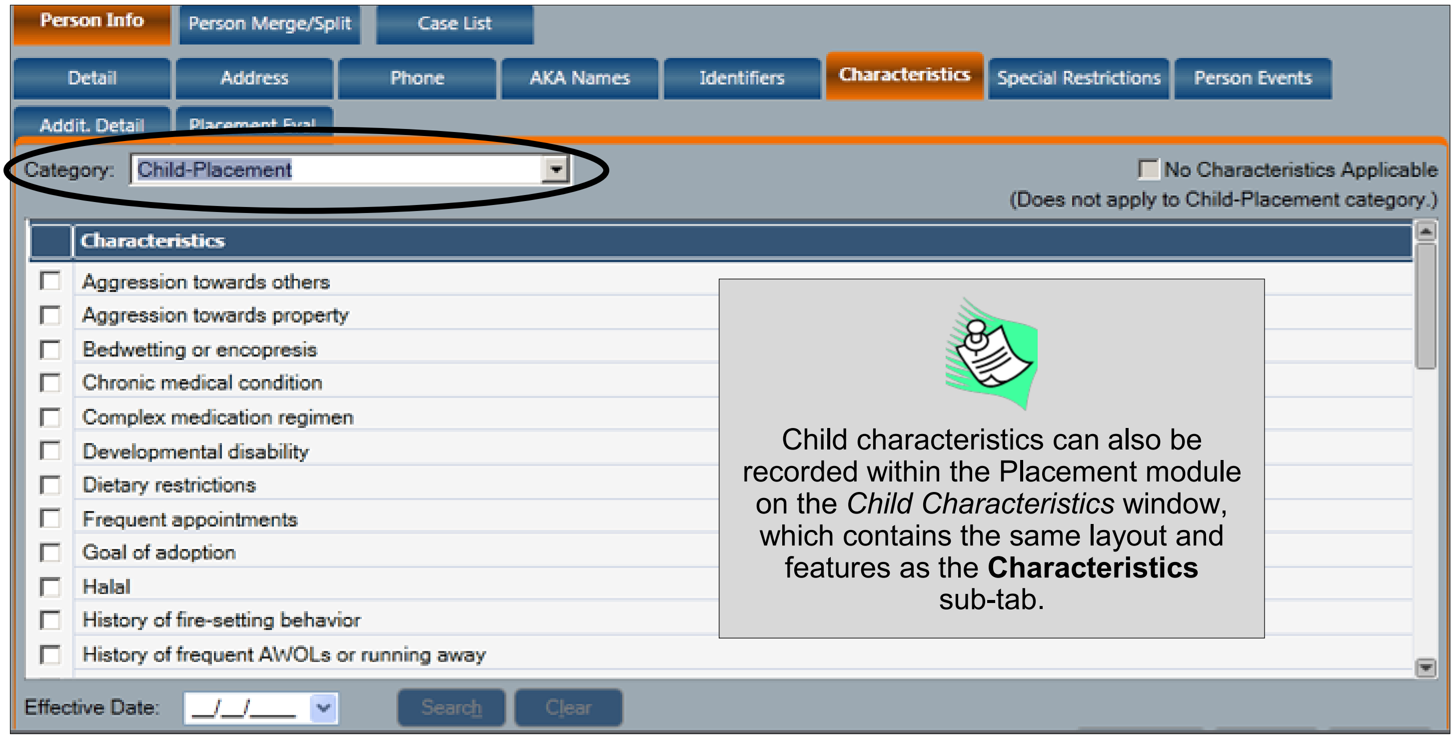
Once saved, the person's role is identified with an "**XE**" on the *Person List* window.

Placement Related Tabs of the Person List Window

Three sub-tabs on the *Person List* window support the Placement module within CONNECTIONS. These sub-tabs are used to record characteristics and extraordinary needs that apply to a child.

Characteristics: Child-Placement

The **Characteristics** sub-tab is used to record and/or view characteristics of adults and children involved in a case. Selecting “Child-Placement” in the **Category** field displays a list of placement characteristics from which to choose. Characteristics should be recorded for all children currently in or entering foster care (i.e., children in FSS stages with a Program Choice of “Placement” and an active movement record on the *Activities* window) and will be used to match children with foster care resources that best meet their needs. Child characteristics can also be recorded within the Placement module (with the **MAINT PLACE** Business Function) on the *Child Characteristics* window, which contains the same layout and features as the **Characteristics** sub-tab.



The **Characteristics** sub-tab contains the following elements:

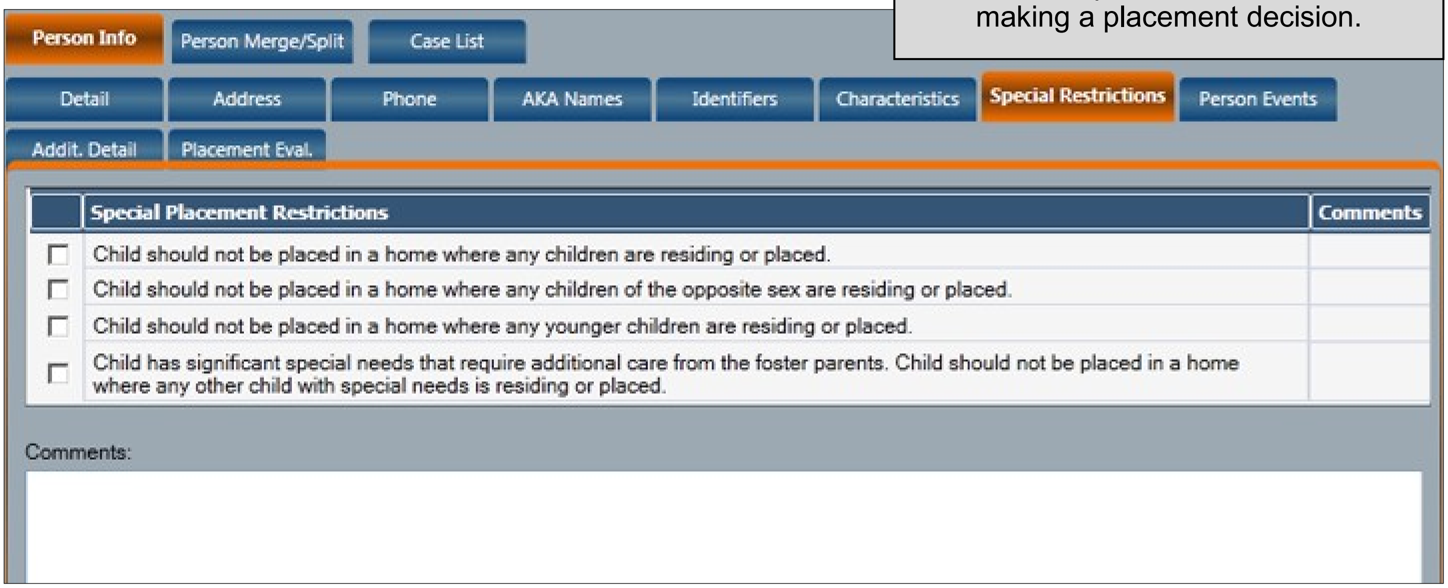
- **Category** drop-down field – Making a selection in this field populates the **Characteristics** grid with associated characteristics from which to choose. For example, selecting “Child-Placement” in this field displays the updated list of characteristics implemented for the Placement module.
- **No Characteristics Applicable** checkbox – This checkbox is disabled when “Child-Placement” is selected as the category.
- **Characteristics** grid – You can select multiple characteristics; however, no **Select All** checkbox exists. In the event of a Person Merge, the saved characteristics follow the PID carried forward.
- **Effective Date** field – This field is used to search for characteristics that were effective on a specific date. (**Note**: Upon recording and saving characteristics, the effective date is automatically the system date that changes are saved.)

The Child-Placement category on the **Characteristics** sub-tab provides the opportunity to select Lesbian, gay, or bisexual (LGB) and/or Transgender or gender non-conforming (TGNC) characteristics. If the child is questioning their gender identity or sexual orientation, a response of “Don’t Know” should be selected on the **Detail** sub-tab of the **Person Info** tab.

Special Restrictions

The **Special Restrictions** sub-tab provides workers with the ability to record extraordinary placement needs that apply to a child. Restrictions selected here do not impact the pool of resources returned through a placement search. The sub-tab is modifiable when accessed from stages on the **My Workload** tab. The only exceptions to this are Administration for Children's Services (ACS) stages, including those for which a voluntary agency has Case Planning responsibility. In these stages, the **Special Restrictions** sub-tab is only modifiable for workers with the MAINT PLACE Business Function.

Did you know?
Child characteristics and special restrictions may be recorded for non-foster care children residing in a foster home that are listed in the Foster and Adoptive Home Development (FAD) stage. This is not a requirement, but would help home-finders when making a placement decision.



The sub-tab contains a grid with the following elements:

- **Checkbox** column – Multiple restrictions may be selected.
- **Special Placement Restrictions** column – The four restrictions seen in the image above display for selection. Special restrictions may also be de-selected. In the event of a Person Merge, active and end-dated restrictions follow the PID carried forward.
- **Comments** column – An indicator displays if comments are recorded for the associated restriction.

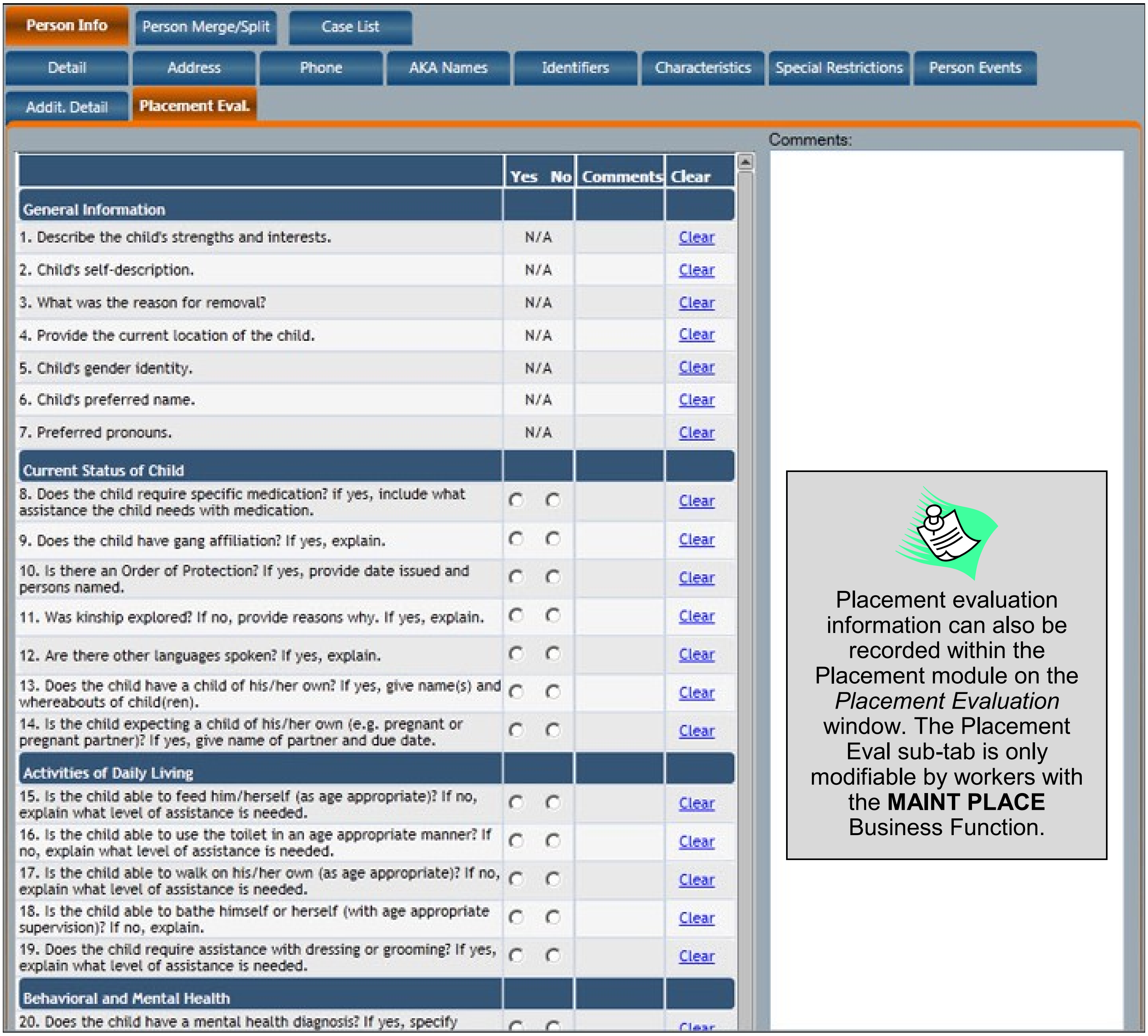
Special restrictions can also be recorded within the Placement module on the *Special Restrictions* window. The Special Restrictions sub-tab is only modifiable by workers with the **MAINT PLACE** Business Function.

The **Comments** field is optional and can hold up to 4000 characters. Once you save your changes to the tab, the restriction's start date defaults to the system date and an indicator displays in the **Comments** column for the selected restriction(s). It is important to note that a **Comments** field exists for each individual restriction. For example, when you select multiple restrictions and then record comments, they pertain only to the restriction you selected last. Upon saving, this is reflected by a red checkmark in the **Comments** column for only that restriction.

Placement Evaluation

The **Placement Eval.** (Evaluation) sub-tab is where workers can record additional information about a child in need of foster care placement. The data recorded here is used to document and communicate detailed information about a child's needs beyond what is captured for the purpose of resource matching. Workers can use this information to make more informed decisions when determining the best placement for a child.

The data recorded on this sub-tab is informational only and has no bearing on the search and match process, nor does it replace any data collected in the FSS stage. It is not required to complete the window in order to save responses.



	Yes No	Comments	Clear
General Information			
1. Describe the child's strengths and interests.	N/A		Clear
2. Child's self-description.	N/A		Clear
3. What was the reason for removal?	N/A		Clear
4. Provide the current location of the child.	N/A		Clear
5. Child's gender identity.	N/A		Clear
6. Child's preferred name.	N/A		Clear
7. Preferred pronouns.	N/A		Clear
Current Status of Child			
8. Does the child require specific medication? if yes, include what assistance the child needs with medication.			Clear
9. Does the child have gang affiliation? If yes, explain.			Clear
10. Is there an Order of Protection? If yes, provide date issued and persons named.			Clear
11. Was kinship explored? If no, provide reasons why. If yes, explain.			Clear
12. Are there other languages spoken? If yes, explain.			Clear
13. Does the child have a child of his/her own? If yes, give name(s) and whereabouts of child(ren).			Clear
14. Is the child expecting a child of his/her own (e.g. pregnant or pregnant partner)? If yes, give name of partner and due date.			Clear
Activities of Daily Living			
15. Is the child able to feed him/herself (as age appropriate)? If no, explain what level of assistance is needed.			Clear
16. Is the child able to use the toilet in an age appropriate manner? If no, explain what level of assistance is needed.			Clear
17. Is the child able to walk on his/her own (as age appropriate)? If no, explain what level of assistance is needed.			Clear
18. Is the child able to bathe himself or herself (with age appropriate supervision)? If no, explain.			Clear
19. Does the child require assistance with dressing or grooming? If yes, explain what level of assistance is needed.			Clear
Behavioral and Mental Health			
20. Does the child have a mental health diagnosis? If yes, specify			Clear

Placement evaluation information can also be recorded within the Placement module on the *Placement Evaluation* window. The Placement Eval sub-tab is only modifiable by workers with the **MAINT PLACE** Business Function.

On the sub-tab, an evaluation grid displays, organized into five categories: **General Information**, **Current Status of Child**, **Activities of Daily Living**, **Behavioral and Mental Health**, and **Medical and Developmental**. Each category contains columns for the category title and questions, **Yes/No** radio buttons (or "N/A"), comments indicators, and **Clear** links. When comments are recorded in the **Comments** field, an indicator will display in the **Comments** column for the associated question/statement.

Adding and Relating Individuals to a CPS Stage

Workers use the *Person List* window to perform a Person Search in order to determine if a person is known to CONNECTIONS. If the person is already known, that person must be related to the stage. If the person is not known to CONNECTIONS, the person must be added to the stage.

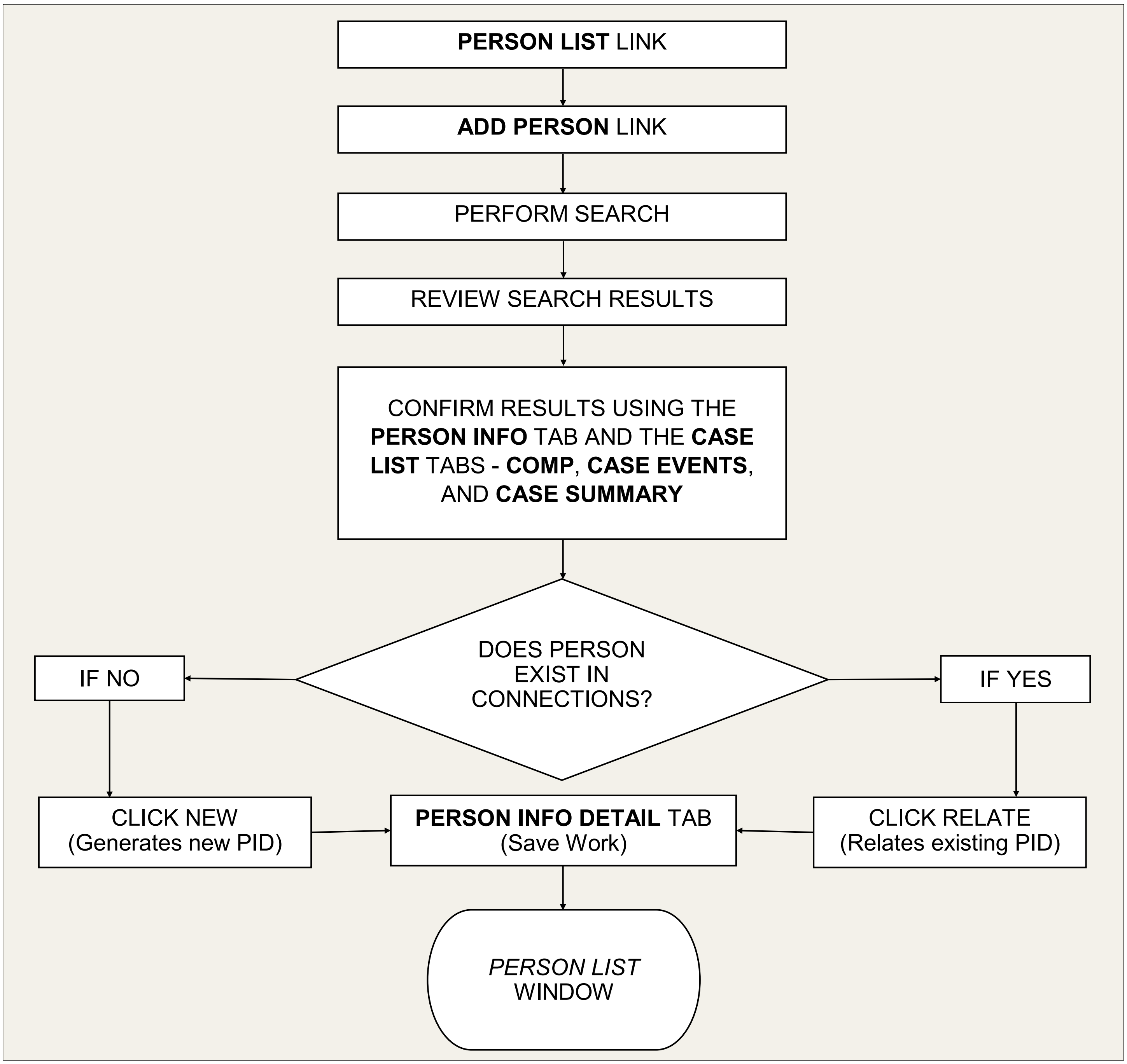
The Person Identification Number (Person ID)

The Person ID is a system-generated number given to each person in CONNECTIONS that:

- provides a unique, identifiable search criterion; and
- helps distinguish people with similar or identical names.

Inform your supervisor if you discover more than one Person ID for someone in CONNECTIONS.

The Add/Relate Process



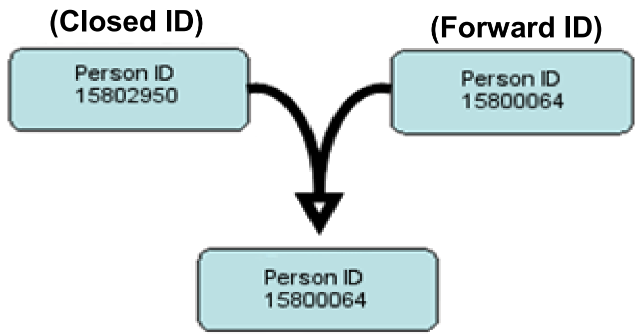
Person Merging/Splitting

Two Person IDs should be merged into one if they both apply to the same person, or a previously and erroneously merged ID may be split back into two separate IDs. These functions help:

- minimize duplication within the system;
- maintain current and accurate person information;
- build a comprehensive person history attached to a single ID.

The **PERS MERGE/SPLIT** Business Function is required for completing a person merge/split.

Merging Person IDs



Completing a Person Merge

1. Click to select a stage on the **My Workload** tab.
2. Click the **Person List** link.
   The Person List window displays.
3. Click to select the person/ID for merging.
   The person detail tabs display.
4. Click the **Person Merge/Split** tab.
   *The ID of the selected person will populate the **Closed ID** field.*
5. Record the **Forward** ID. (The **Closed** and **Forward** IDs may be switched if appropriate.)
6. Click the **Validate** button.
7. Click the **Merge** button.
   The following message displays:

8. Click the **Yes** button.
   The Person Forward Selection window displays.
9. Click to select the demographic details from each ID that will apply to the **Forward** ID when the merge is saved.
10. Click the **OK** button.
    *The **Person Merge/Split** tab displays.*
11. Click the **Save** button.

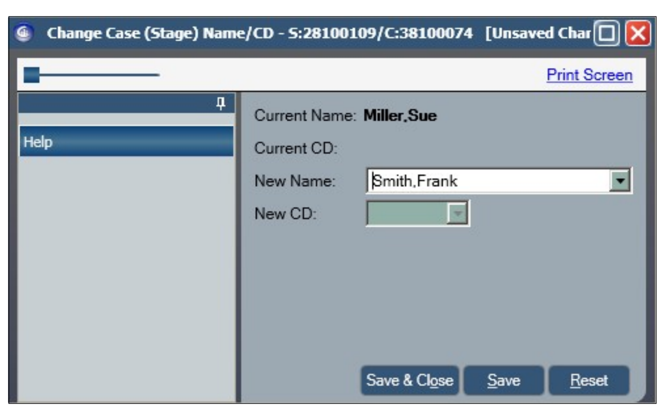
CONNECTIONS Tips

- Since it is not always possible to correct errors that may be made when merging and splitting records, use caution and be sure to speak with your supervisor before proceeding.
- The Forward ID remains active and can be related to future stages. The Closed ID is retired and cannot be involved in any new case/stage events.
- Use the **Switch** button to reverse the Forward and Closed IDs. The ID that contains the most history should be the forward ID.
- After selecting the ID with the most correct information, if there is an item of information that is correct remaining in the choice that will be in the Closed ID, then select the radio button to switch that correct piece of information to put it into the Forward ID.
- A pop-up window may display containing errors that prevent you from completing the merge, or warnings about age and/or gender conflicts. Click the **OK** button to proceed after a warning. A warning also displays if the closed person is in any open stages. Click the **Yes** button to continue; the **Merge** button enables. Click the **No** button to stop the merge.

Changing a Case Name

1. Click to select a stage on the **My Workload** tab.
2. Click the **Change Case (Stage) Name/CD** link.
3. Click the **New Name** drop-down menu to select a name.
   Primary names from the Person List display here. Those that have been end-dated do not display.
4. Click the **Save & Close** or **Save** button.

If the name you need does not display, confirm that data maintenance has been completed and saved on the **AKA Names** tab on the *Person List* window.



Maintaining Primary Address and Phone Information

The **NAVIGATION PANE** of the *Person List* window displays the **Address & Phone Options** section, which contains links for copying the address and/or phone information of one stage member and pasting it to other stage members. Information can be pasted to one person at a time or all stage members at the same time, which is known as a Multiple Person Update.

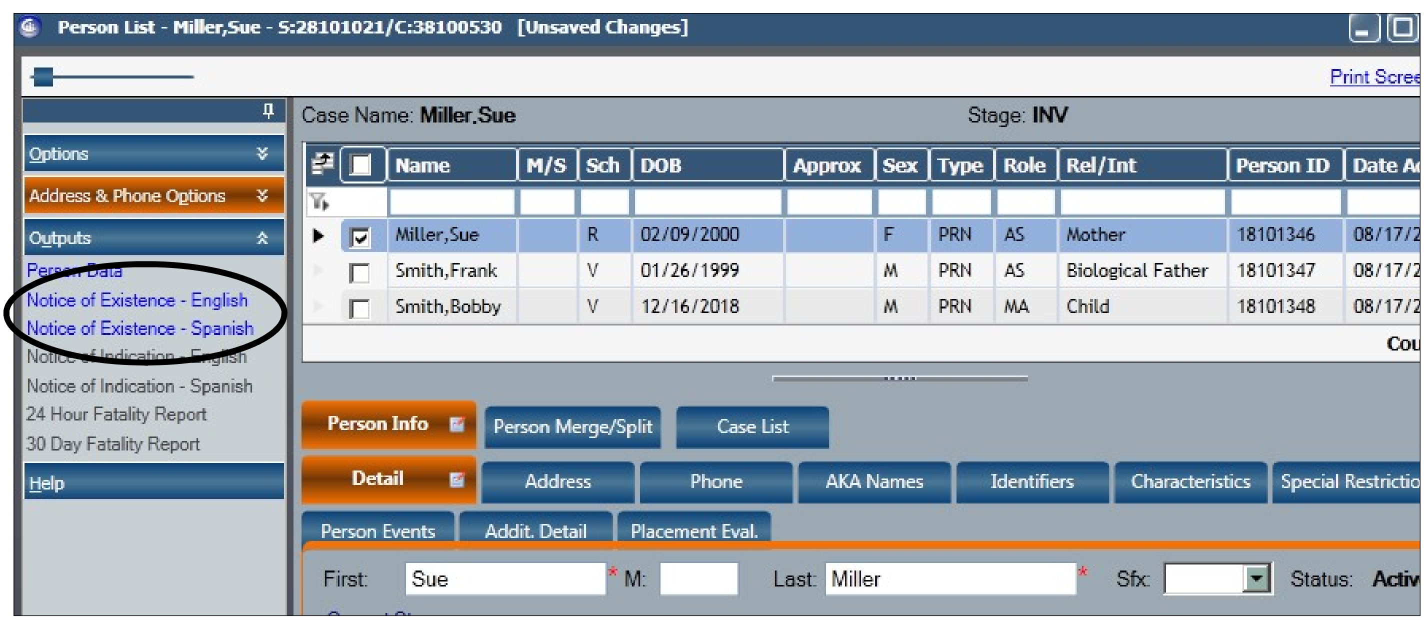
1 Click to select a stage on the **My Workload** tab.
2 Click the **Person List** link.
The Person List window displays.
3 Select the person in the grid whose address (or phone number) you wish to apply to others.
*The **Person Info** tab and sub-tabs display.*
4 Click the **Address** (or **Phone**) sub-tab.
5 In the grid, select the address (or phone number) you wish to copy.
6 Click the **Copy Address Info** (or **Copy Phone Info**) link.
You may copy both phone and address information (separately, by clicking both links) before pasting.
7 Select the individual in the grid to whom you wish to apply the copied address (or phone), or if you wish to perform a Multiple Person Update, select the checkbox in the column header to select all stage members.
8 Click the **Paste Address Info** (or **Paste Phone Info**) link.
9 If you pasted address information, click the **Validate** button, then click the **Accept** button to accept the validated address if it is correct.
10 Click the **Save** button.
The Person List window refreshes.

Generating the Notice of Existence (NOE)

The purpose of the Notice of Existence is to inform individuals that a report of suspected child abuse and maltreatment has been registered by the SCR and transmitted to the local district office for investigation.

1 Click to select a stage on the **My Workload** tab.
2 Click the **Person List** link.
3 Click to select a person from the grid.
4 Click the **Notice of Existence - English** or **Notice of Existence - Spanish** link in the **Outputs** section of the **NAVIGATION PANE**.
The Notice of Existence displays for review and printing.
5 Click the "**X**" in the upper right-hand corner of the window.
The window closes and the Person List window displays.

The **Person Events** sub-tab displays a record of an NOE being generated. You should also record a progress note describing the date and delivery method.



Viewing the Stage Summary

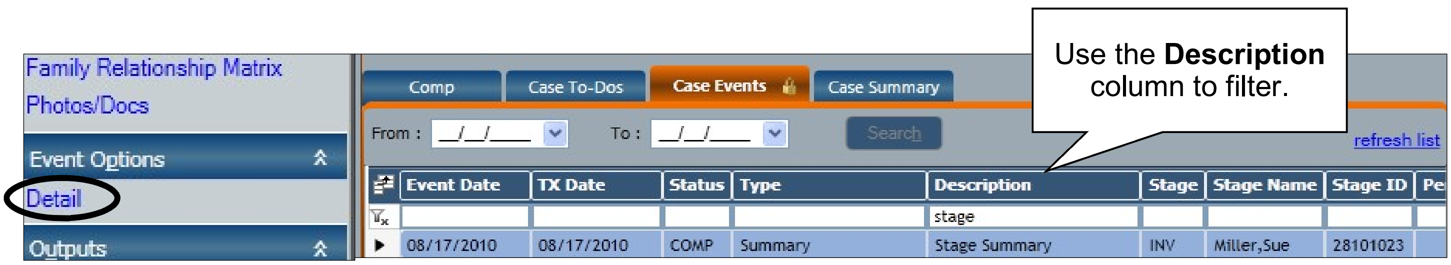
The *Stage Summary* is a single window in CONNECTIONS which provides demographic information and investigative findings. The *Stage Summary* window provides view-only access to specific stage actions for INV stages. When searching for historical records, it is helpful to access the *Stage Summary* window via the **Case Events** tab using the following steps:

CONNECTIONS Tips

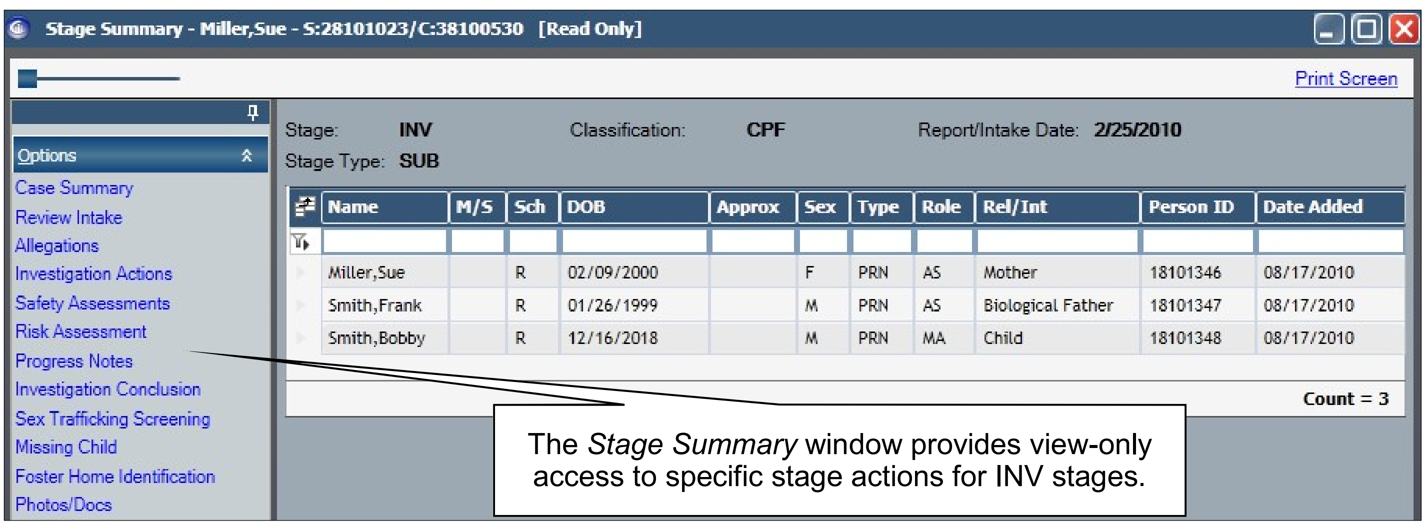
The *Stage Summary* window can be accessed:

- via the **Case Events** tab from a Case/Stage Search; OR
- via the **Stage Events** tab from the **My Workload** tab or the *Person List* window.

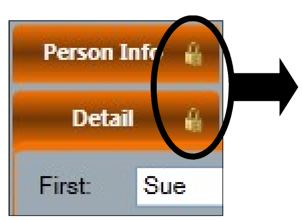
1 Click to select a stage on the **My Workload** tab.
2 Click the **Person List** link.
The Person List window displays.
3 Select a person from the **Person** grid.
*The **Person Info Detail** tab displays.*
4 Click the **Case List** tab.
5 Select a case.
*The **Comp** tab displays.*
6 Click the **Case Events** tab.
7 Filter for “Stage Summary” in the **Description** column.
8 Select the **Stage Summary** event.
*The **Detail** link enables.*



9 Click the **Detail** link in the **Event Options** section of the **NAVIGATION PANE**.
The Stage Summary window displays.



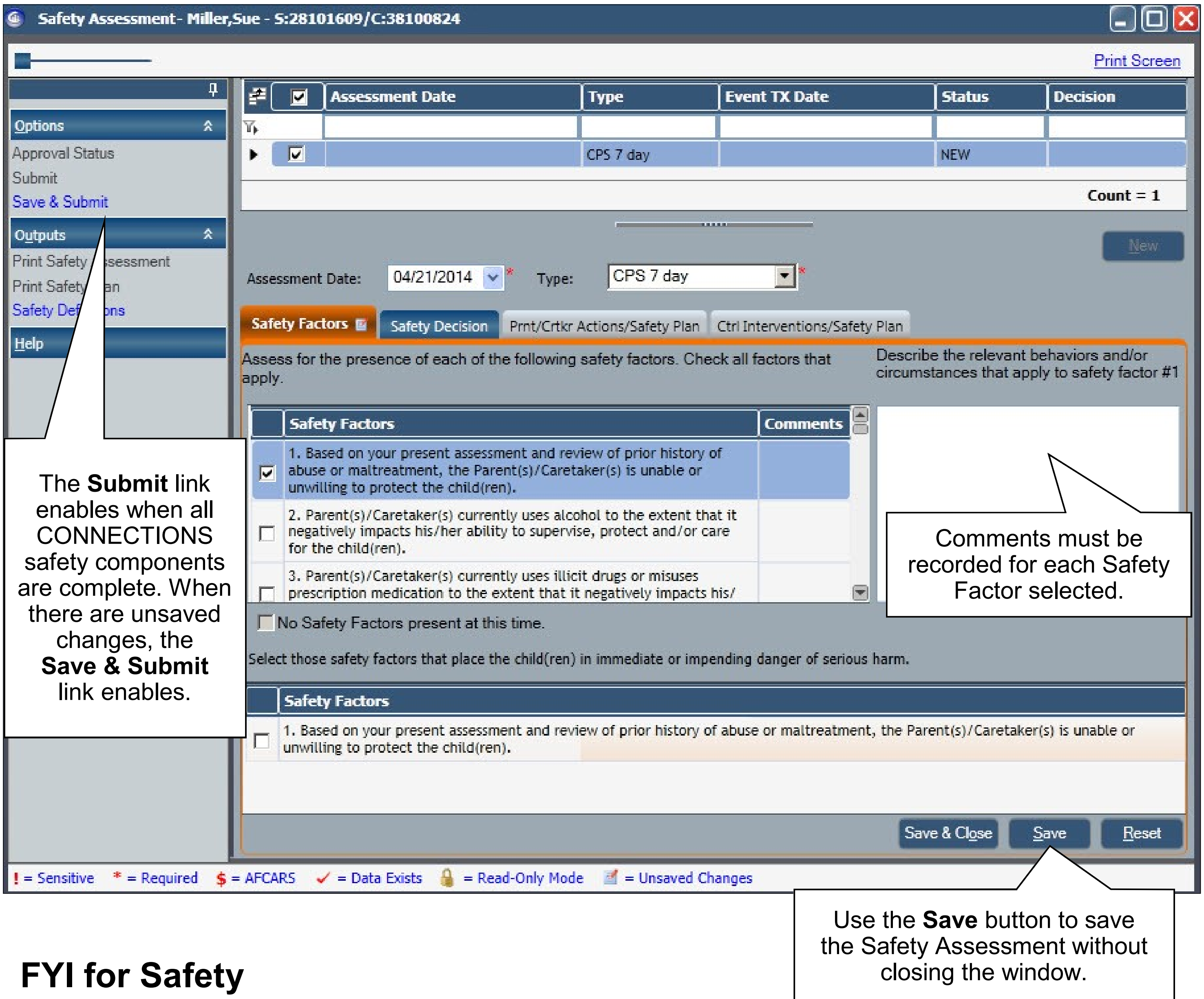
10 Select a person from the Person grid.
*The read-only **Person Info** tabs display.*



The lock icon indicates the information displayed is view-only.

Safety Assessment

The Safety Assessment process is designed to help workers make accurate Safety Assessments in the field, make clear decisions about the safety status of a child, and document those decisions accurately.



FYI for Safety

- Workers with a Primary or Secondary role can complete and submit a Safety Assessment for approval.
- All required comments must be recorded to complete the Safety Assessment.
- Use the **Print Safety Assessment** and **Print Safety Plan** links in the **NAVIGATION PANE** of the *Safety Assessment* window to generate Safety Assessment reports.

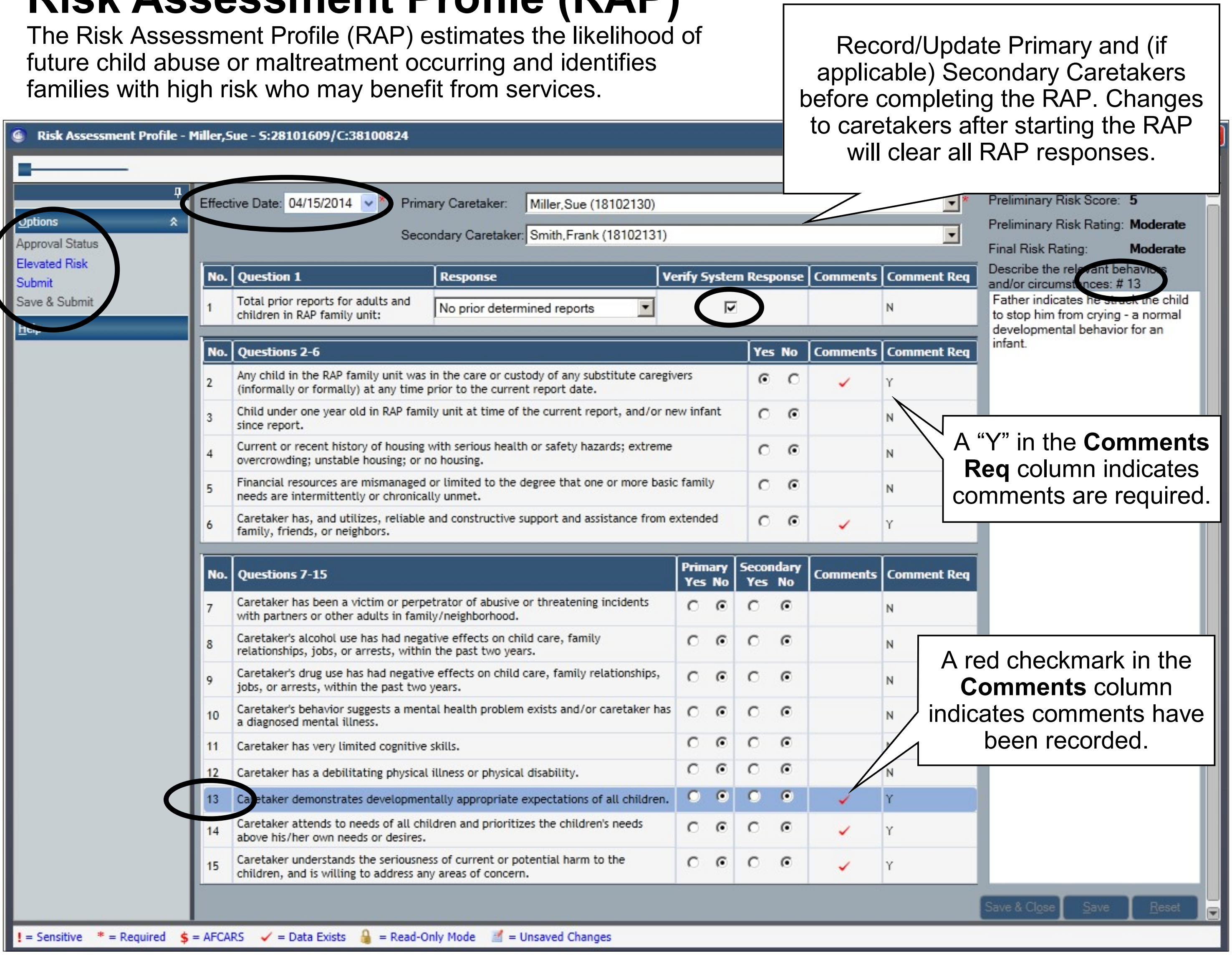
Safety Assessments for Case

You can also view the Safety Assessments for an entire case. This feature is a link in the **NAVIGATION PANE** and provides you with the ability to:

- view completed Safety Assessments for the entire case; and
- generate an Event History report.

Risk Assessment Profile (RAP)

The Risk Assessment Profile (RAP) estimates the likelihood of future child abuse or maltreatment occurring and identifies families with high risk who may benefit from services.



Correcting Caretaker Information

During the course of an investigation the Secondary Caretaker may need to be changed to the Primary Caretaker. Primary Address is required in order to make an individual Primary/Secondary Caretaker.

1. Click in the **Secondary Caretaker** field and press the **Delete** button on the keyboard to clear the field.
   *If anything has been recorded in the RAP and you attempt to modify the caretakers, the following message will display: "Selecting a new Secondary Caretaker will clear all previously entered responses and comments. Do you wish to continue?" (Click the **Yes** button.)*
2. Click the drop-down arrow for the **Primary Caretaker** field and select the new Primary Caretaker.
3. Click the **Save** or **Save & Close** button, as appropriate.
   The Primary Caretaker is now updated.

Troubleshooting the RAP

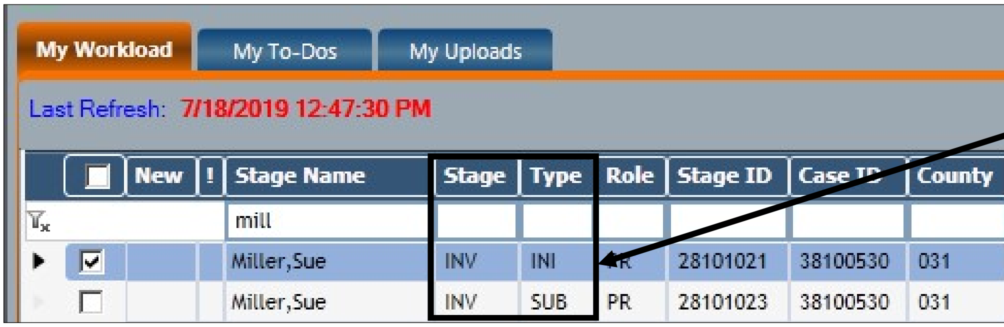
If the **Save & Submit** link remains disabled, check the following requirements for completion (see circled components above):

- Effective Date
- Verify System Response checkbox
- Elevated Risk

The RAP found in INV and FAR stages contains the same risk elements as the RAP found in the Initial FASP. Only the Primary worker may complete and submit the RAP in the INV or FAR stage. There is only one RAP per stage, and all 15 elements are required.

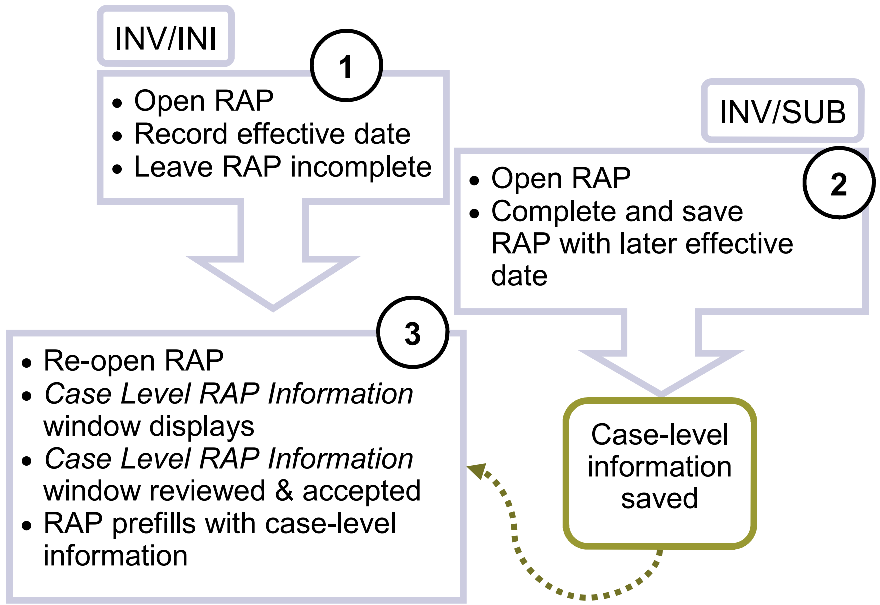
Case Level Information

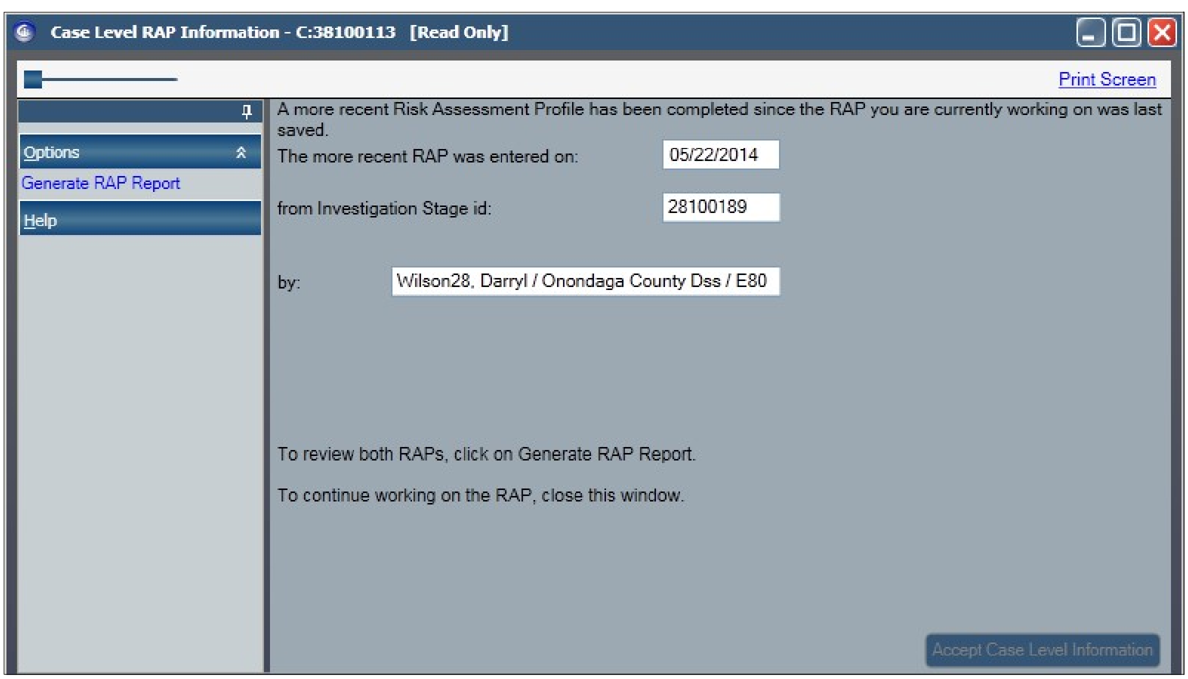
A separate Risk Assessment Profile (RAP) must be completed for each CPS investigation. When multiple investigations exist within a single case, CONNECTIONS will populate information from one RAP to another. Once a RAP has been completed and saved, the information recorded becomes "Case Level." CONNECTIONS automatically prefills Case Level information into any new RAP within the same case. Case Level Information remains active for up to 180 days from the Effective Date of a completed RAP, or until a RAP in the same case with a later effective date is completed.



For example, this case has multiple investigations: an Initial investigation and a Subsequent investigation.

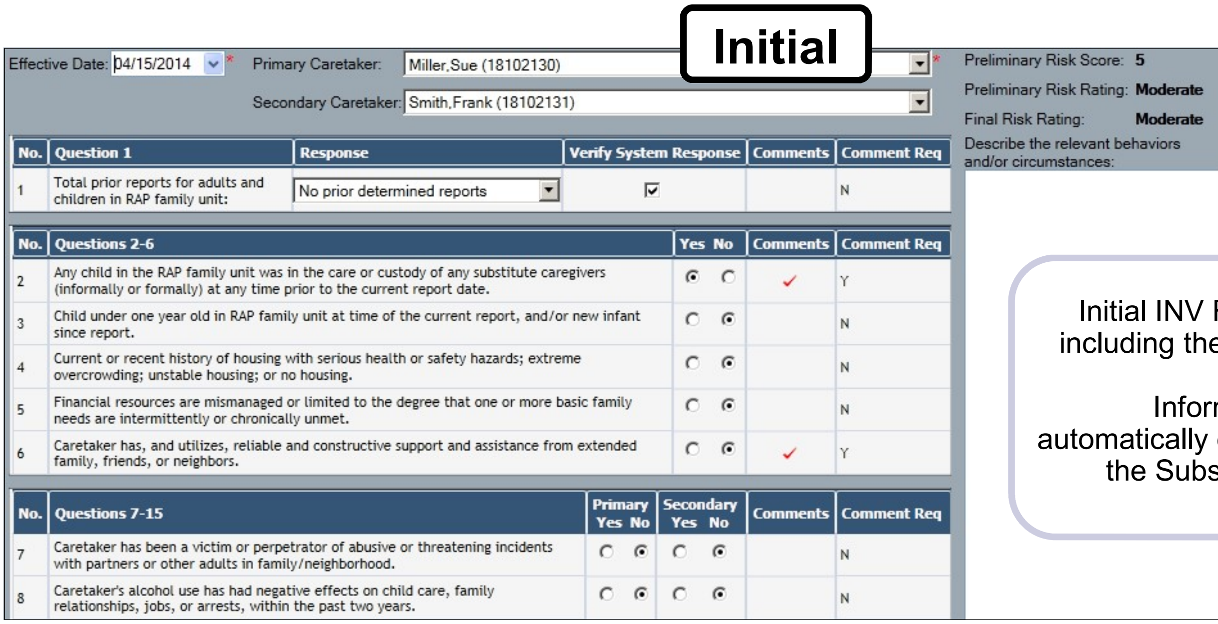
The *Case Level RAP Information* window will open automatically when you open a current, in-process RAP in modify mode if case-level information already exists with a later Effective Date. For example, if you have a current INV/INI and INV/SUB and save an Effective Date in the RAP for the INV/INI but do not complete it, then complete and save the RAP for the INV/SUB with a later Effective Date, information from the RAP for the INV/SUB will be saved as case-level information. When you open the RAP for the INV/INI to complete it, the *Case Level RAP Information* window will open; it allows a comparison of current RAP information with case-level information.





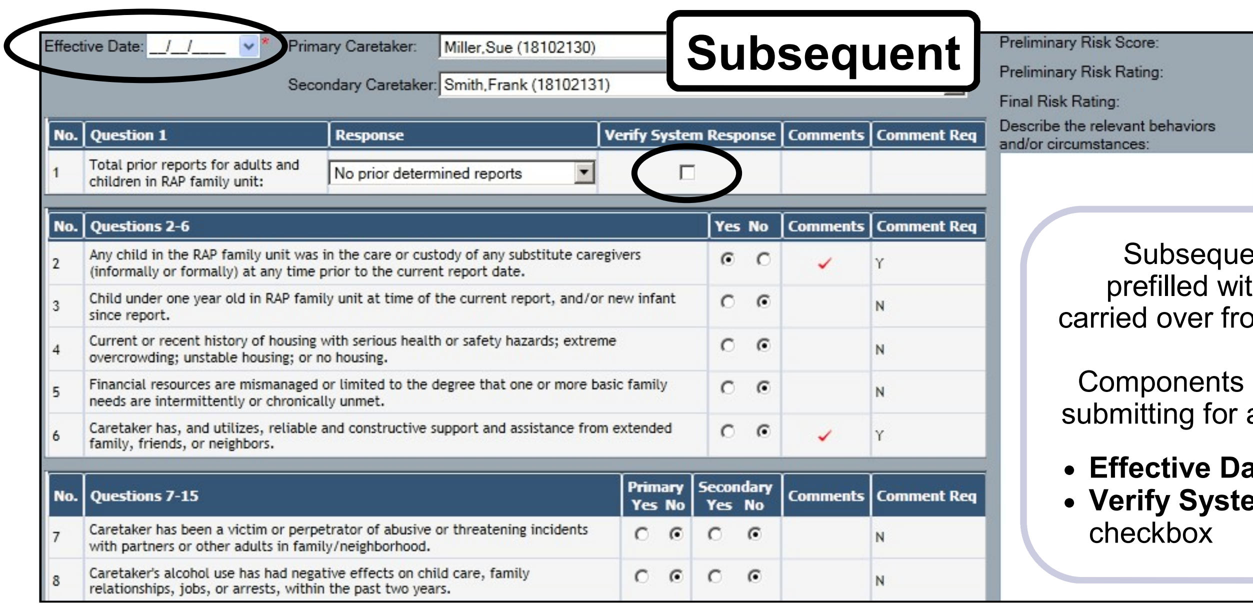
Case Level Information (continued)

As mentioned on page 22, after completing the INV/INI RAP (including the Effective Date, all risk element questions, and required comments), information automatically prefills the INV/SUB RAP.



Initial INV RAP recorded, including the Effective Date.

Information is automatically carried forward to the Subsequent INV.



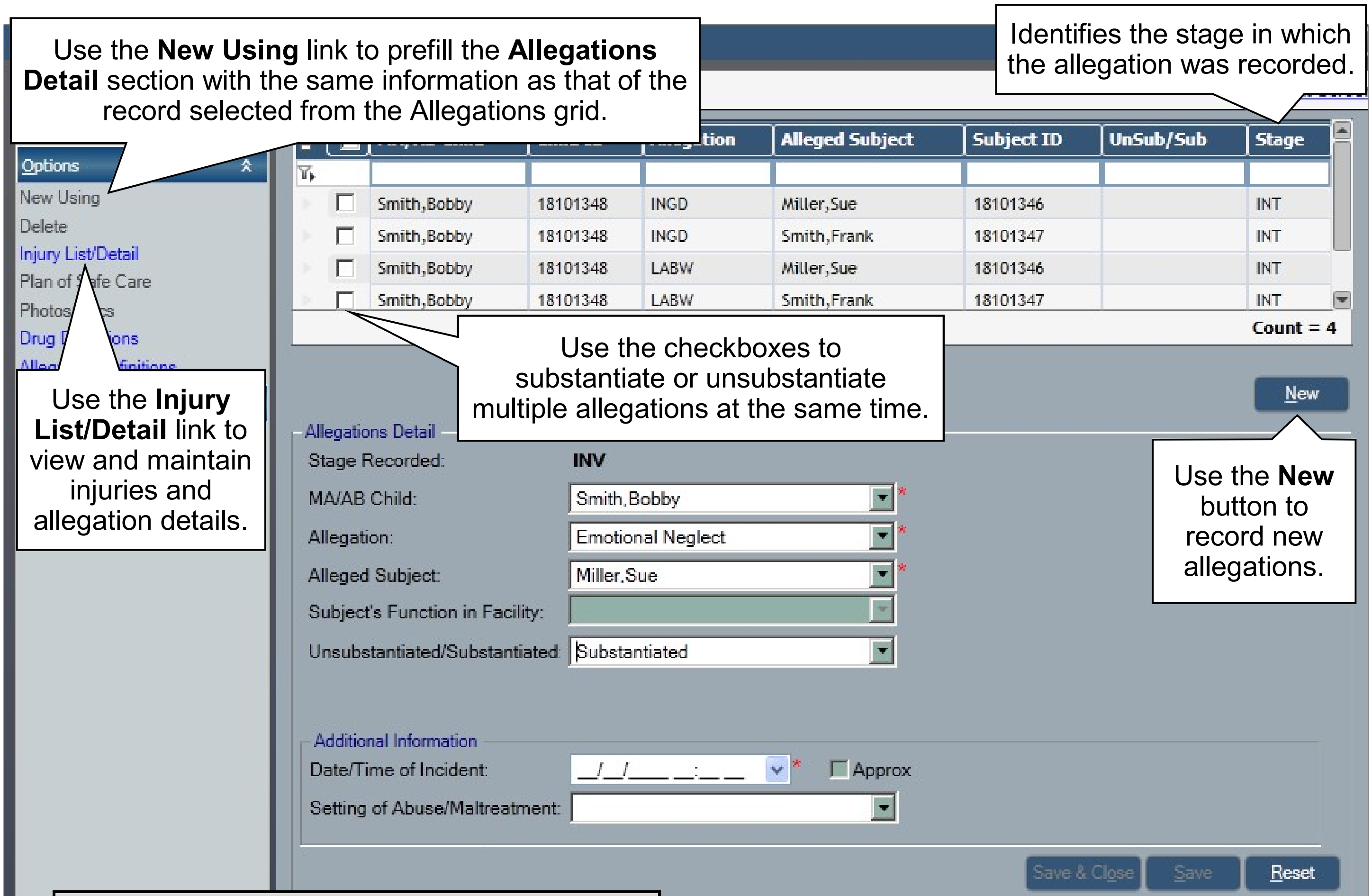
Subsequent INV RAP prefilled with information carried over from the Initial INV.

Components required before submitting for approval include:

- **Effective Date** field
- **Verify System Response** checkbox

Allegations

Allegations of abuse or maltreatment must be substantiated or unsubstantiated before closing an Investigation Conclusion.



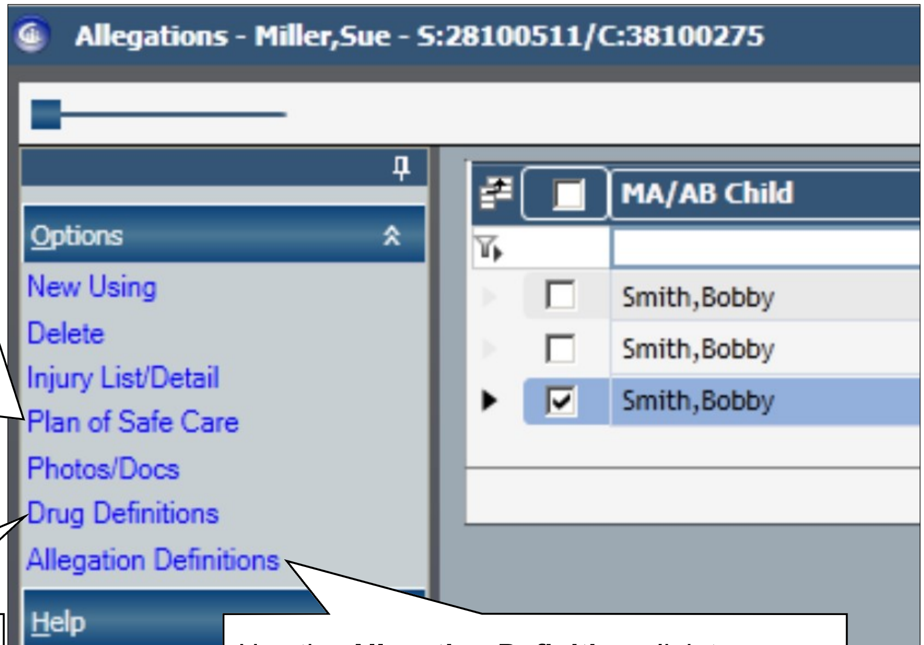
Allegation Codes in CONNECTIONS	
Abandonment	ABAN
Burns/Scalding	BURN
Child's Drug/Alcohol Misuse	CDRG
Choking/Twisting/Shaking	CHTS
Educational Neglect	EDNG
Emotional Neglect	EMOT
Excessive Corporal Punishment	EXCP
DOA/Fatality	FATL
Fractures	FRAC
Inadequate Guardianship	INGD
Inadequate Food, Clothing, Shelter	IFCS
Internal Injuries	IINJ
Labor Trafficking	LABT
Laceration, Bruises, Welts	LABW
Lack of Medical Care	LMED
Lack of Supervision	LSUP
Malnutrition/Failure to Thrive	MITT
Parent's Drug/Alcohol Misuse	PDRG
Poisoning/Noxious Substances	PONX
Swelling, Dislocation, Sprain	SWDS
Sex Trafficking	SXTR
Sexual Abuse	SXAB
Other	XOTH

CONNECTIONS Tips

- Workers with a Primary or Secondary role can maintain allegations.
- Multiple injuries can be recorded for the same allegation.
- If needed, the substantiated or unsubstantiated response may be deleted from the field.
- Delete only allegations recorded in error during the Investigation stage.
- Each allegation must be addressed to submit the Investigation Conclusion.

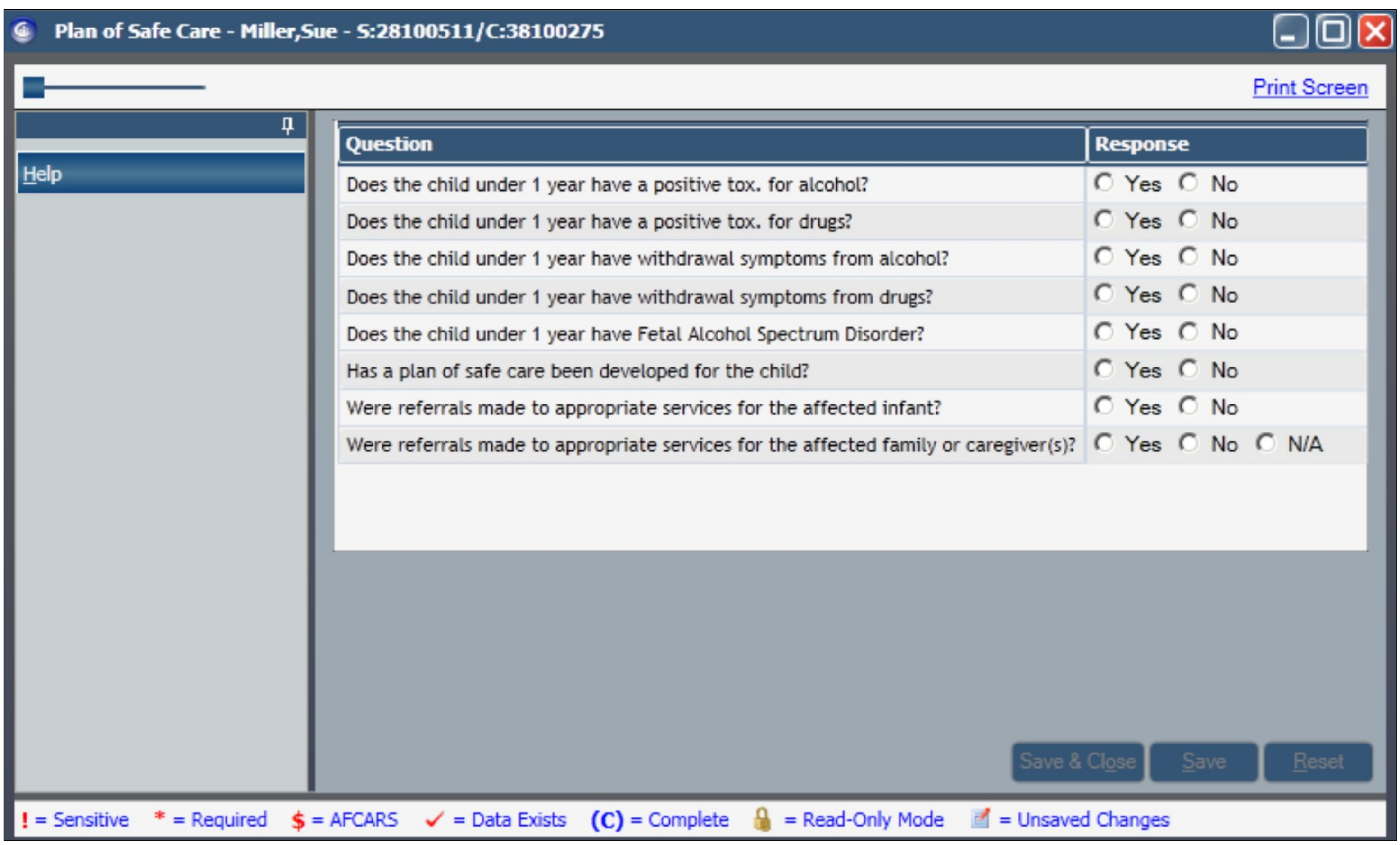
Allegations (continued)

The **Plan of Safe Care** link opens the *Plan of Safe Care* window, seen below. This window must be completed for all children under age 1 when there is a Parent's Alcohol/ Drug Misuse allegation. When this allegation is selected, a checkbox will display to choose the type of drug/alcohol. Upon saving the allegation, the *Plan of Safe Care* window will automatically display to answer a series of questions.



Use the **Drug Definitions** link to open a read-only document with a list of drugs, their common names, and their street names. This can help with filling out the **Type of Drug** field when the Parent's Drug/Alcohol Misuse allegation is selected.

Use the **Allegation Definitions** link to open a read-only document that contains information for each allegation. This can help with determining which allegation is appropriate to add to an investigation as well as whether an allegation is substantiated or unsubstantiated.

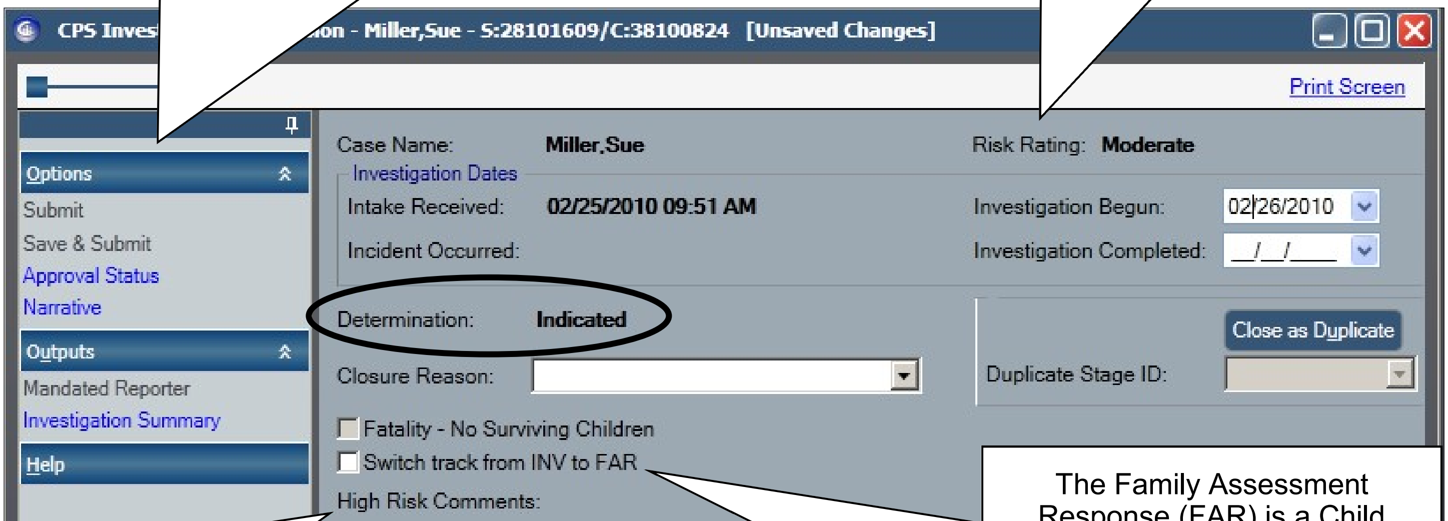


Concluding the Investigation

The *Investigation Conclusion* window is used to document the investigation determination and whether the case should be closed or opened for services. After all allegations are maintained, the **Determination** field will be prefilled with "Indicated" or "Unfounded."

The **Options** section provides you with links to submit the Investigation Conclusion, check the approval status, and record the Conclusion Narrative. Only the Primary worker can submit the Investigation Conclusion for approval.

The Risk Rating carries over from the RAP and should be considered when deciding on the provision of services.



Comments are required when the risk rating is "High" or "Very High" and the Closure Reason does not support opening for services.

The Family Assessment Response (FAR) is a Child Protective response that is a family-centered approach. Both Investigation and FAR responses assess the family's needs and address the department's concerns. FAR is only available as an option when the 7-Day Safety Assessment safety decision is a "1" or "2" and the report meets your district's FAR criteria.

Closure Reason

This drop-down menu is used to select the reason for closing the Investigation stage. The following options display for Familial Investigations:

- Case Open – CPS required
- Case Open – CPS not required
- Closed – No services required
- Closed – Services refused/unable to take or continue legal action
- Closed – Unable to contact/moved out of jurisdiction
- Closed – No surviving children

Fatality - No Surviving Children

This checkbox is enabled when all of the following system conditions exist:

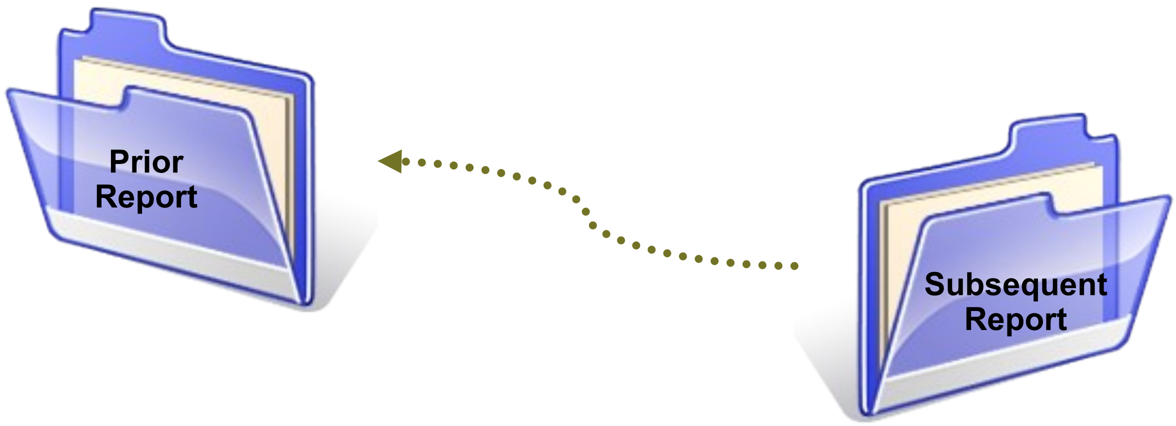
- There is a DOA/Fatality allegation.
- There is a Date of Death for the AB (abused) child associated with the fatality allegation.
- There is no other person under 18 with a role of MA (maltreated), AB (abused), or No Role.

Narrative Recovery

Any narrative fields with the Text Control tool, including those that open in a Microsoft Word document, have the narrative recovery feature. As you enter or modify a narrative, CONNECTIONS automatically saves it as a Microsoft Word document on your local drive every three (3) minutes. Please refer to the *Narrative Recovery Tip Sheet* on the OCFS CONNECTIONS Internet site (https://ocfs.ny.gov/connect/Default.asp) or intranet site (http://ocfs.state.nyenet/connect) for details.

Consolidating Investigations

Consolidating stages is a system efficiency that allows authorized workers to consolidate a Subsequent INV or FAR stage into an ongoing, open INV or FAR stage. There are several conditions that must be met in order to consolidate stages.



System Requirements

- The prior and subsequent INV and/or FAR stages must be in the same open case.
- The Date of Intake and time for the prior INV or FAR stage must be the same as or earlier than 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 subsequent INV or FAR stage's Date of Intake.
- All persons on the Subsequent INV or FAR Person List must be included in the prior report's Person List.
- The Subsequent INV or FAR stage allegations must be included in the prior report.
- Fatality INV stages cannot be consolidated.
- The subsequent report cannot have an event in "REJT" (rejected) status.
- The Safety Assessment 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.
- FAR stages cannot be consolidated into INV stages with a classification of "Foster Care/Day Care" ("FC/DC").
- Case merging (if necessary) must occur prior to consolidating INV and/or FAR stages.
- NYC High Priority investigations can only be consolidated with other High Priority investigations.
- Institutional abuse (IAB) investigations cannot be consolidated.

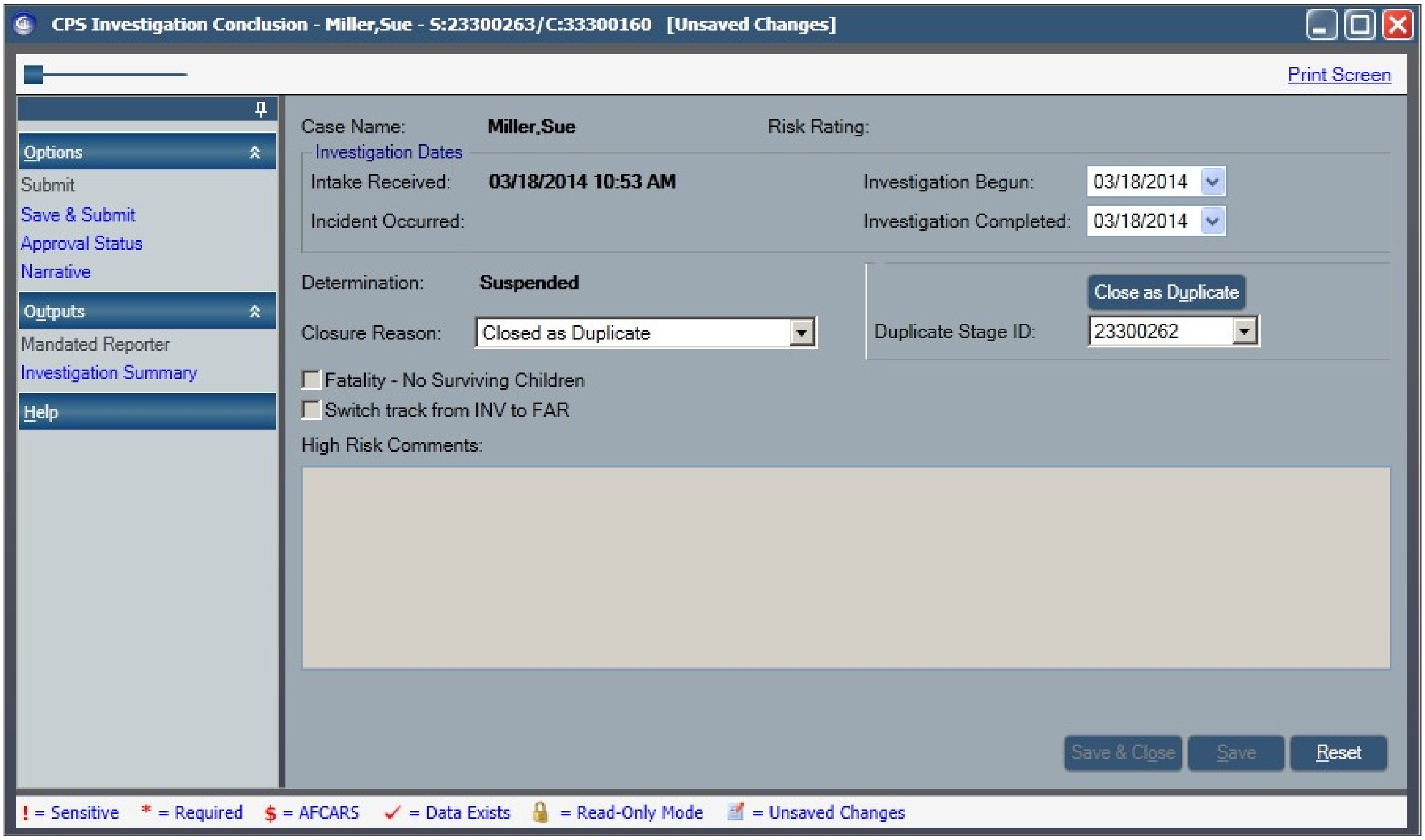
Only for FAR-participating counties will any FAR stage information be applicable. A county may apply to be a FAR county by contacting its OCFS Regional Office.

CONNECTIONS Tips

While CONNECTIONS supports the consolidation of a FAR stage into an INV stage and vice versa, please remember the following:

- The stage that will remain open (INV or FAR) determines what type of stage it will be going forward.
- Track switching should be done prior to consolidation.
- You may not switch tracks more than seven (7) days after the Date of Intake.

Consolidating Investigations Step-by-Step Instructions



Consolidating an INV Stage

1 Click to select the INV stage to be merged on the **My Workload** tab.

2 Click the **Investigation Conclusion** link.
The CPS Investigation Conclusion window displays.

3 Record a date in the **Investigation Begun** field.

4 Record a date in the **Investigation Completed** field.

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

6 Click the drop-down arrow for the **Duplicate Stage ID** field.

7 Click to select the stage ID that is going forward.

8 Click the **Narrative** link.
The Narrative window displays.

9 Record a narrative.
Refer to district policy for recording the Conclusion Narrative.

10 Close the *Narrative* window.
The CPS Investigation Conclusion window displays.

11 Click the **Save & Submit** link.
The To-Do Detail window displays.

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

Consolidating a FAR Stage

1 Click to select the FAR stage to be merged on the **My Workload** tab.

2 Click the **FAR Conclusion** link.
The Family Assessment Response Conclusion window displays.

3 Record a date in the **FAR Begun** field.

4 Record a date in the **FAR Completed** field.

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

6 Click the drop-down arrow for the **Duplicate Stage ID** field.

7 Click to select the stage ID that is going forward.

8 Click the **Narrative** link.
The Narrative window displays.

9 Record a narrative.
Refer to district policy for recording the Conclusion Narrative.

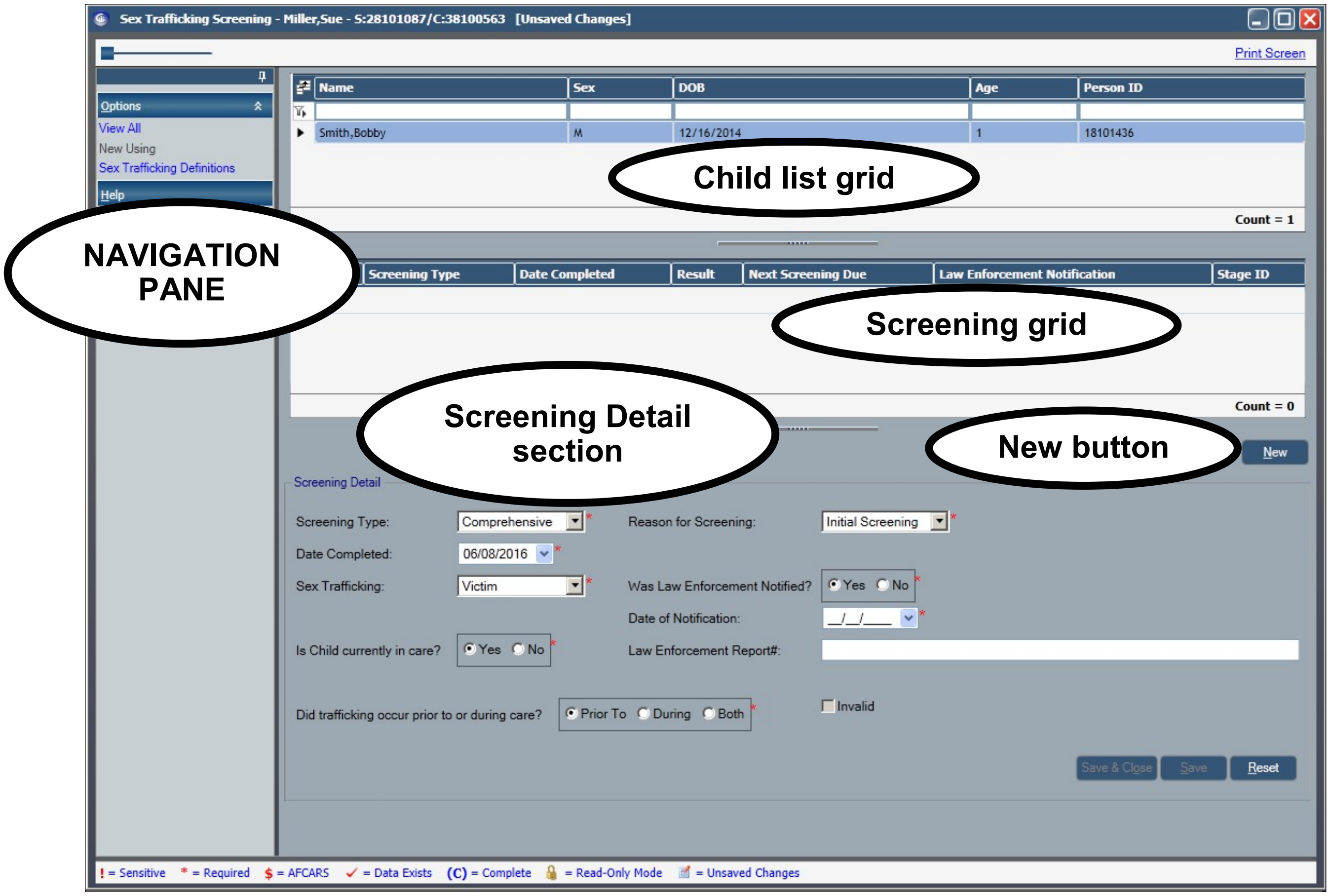
10 Close the *Narrative* window.
The Family Assessment Response Conclusion window displays.

11 Click the **Save & Submit** link.
The To-Do Detail window displays.

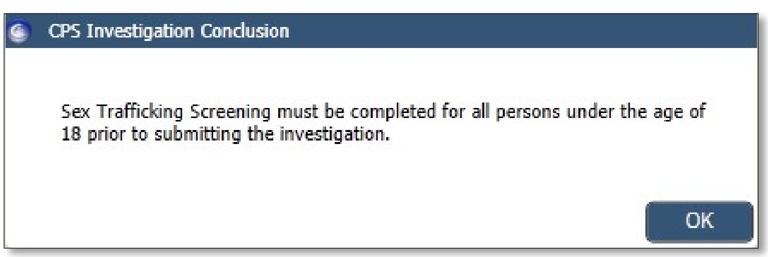
12 Click the **Save** button to send the Approval Task To-Do to the supervisor.

The Sex Trafficking Screening Window

The *Sex Trafficking Screening* window is accessed from the workload and serves as the location to record the details of Quick Screenings (OCFS-3921) and Comprehensive Screenings (OCFS-3920) completed for a child. It captures such details as the type, date, and result of each screening, as well as the date the next screening is due. The completion of this window is required for children in receipt of preventive, foster care, or child protective services until the age of 21.



Edits on the *CPS Investigation Conclusion* window and *Family Assessment Response Conclusion* window ensure completion of the *Sex Trafficking Screening* window. Specifically, the edits check that, since the Date of Intake, a valid screening has been recorded for all stage members under 18 years old who have any of the roles pictured at right. If the edit fails, the following message will display:



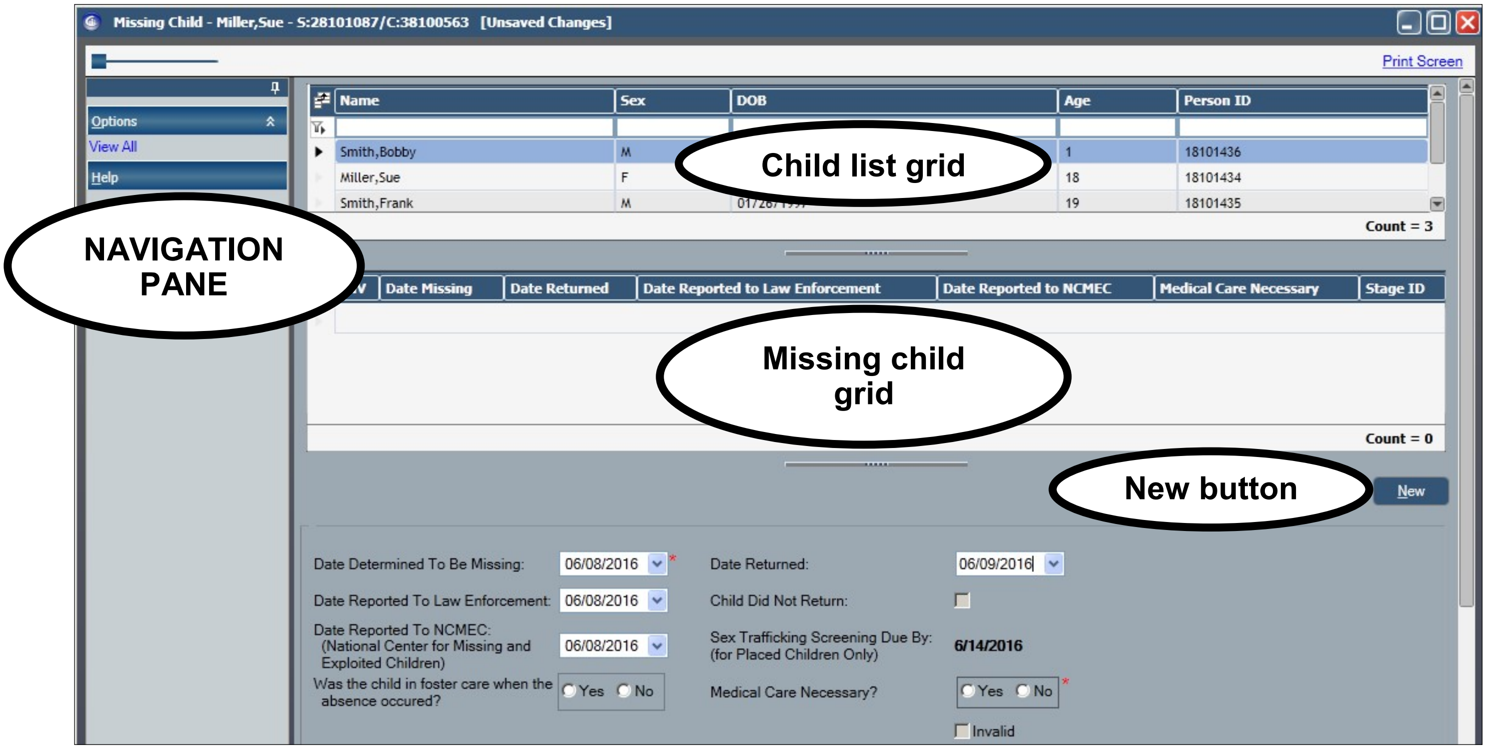
- AB - Abused Child
- CA - Confirmed Abused
- CM - Confirmed Maltreated
- MC - Maltreated Child
- NA - Non-confirmed Abused
- NM - Non-confirmed Maltreated
- PC - Primary Child
- VI - Victim
- RS - Services Recipient
- SA - Services Applicant
- FR - FAR Recipient

Edits also exist to ensure that a Quick Screening has been completed for each FASP in accordance with the following timeframes:

- by the Initial FASP due date
- within the three (3) months prior to the Comprehensive FASP due date
- within the six (6) months prior to the Reassessment FASP due date

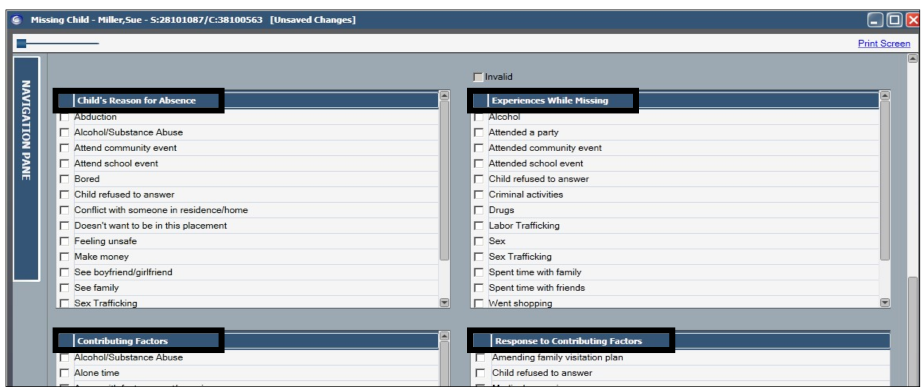
The Missing Child Window

When a child who is in an open CPS case is identified as being absent without consent, missing, or abducted, federal and state statutes and regulations require the child be reported to local law enforcement and the National Center for Missing and Exploited Children (NCMEC) within 24 hours after receiving the information. Documenting the absence in CONNECTIONS should be done as soon as possible on the *Missing Child* window. This window is accessible via the **My Workload** tab for INV, FAR, and FSS stages.



The middle portion of the *Missing Child* window displays specific dates regarding the absence. The bottom portion is for recording the following information:

- Child's Reason for Absence
- Experiences While Missing
- Contributing Factors
- Response to Contributing Factors



Closing the Stage While a Child is Missing

Upon submitting an INV or FAR stage for closure, if an absence has been recorded in the stage, the following message will display:

"A child in this stage is still recorded as missing. Update the Missing Child window with either the date of return or select that the child has not returned."

Clicking the **OK** button will close the message and cancel the stage closure submission.

Timeframes for Documenting Missing Child Information in CONNECTIONS

- Within seven (7) calendar days of a child's absence without consent, the absence must be recorded on the *Activities* window in CONNECTIONS.
- Within 30 days the absence must be recorded in the case record/Family Assessment and Service Plan (FASP).
- Progress notes should include, at minimum, the names of the persons contacted, dates of those contacts, and information pertaining to the child's absence.

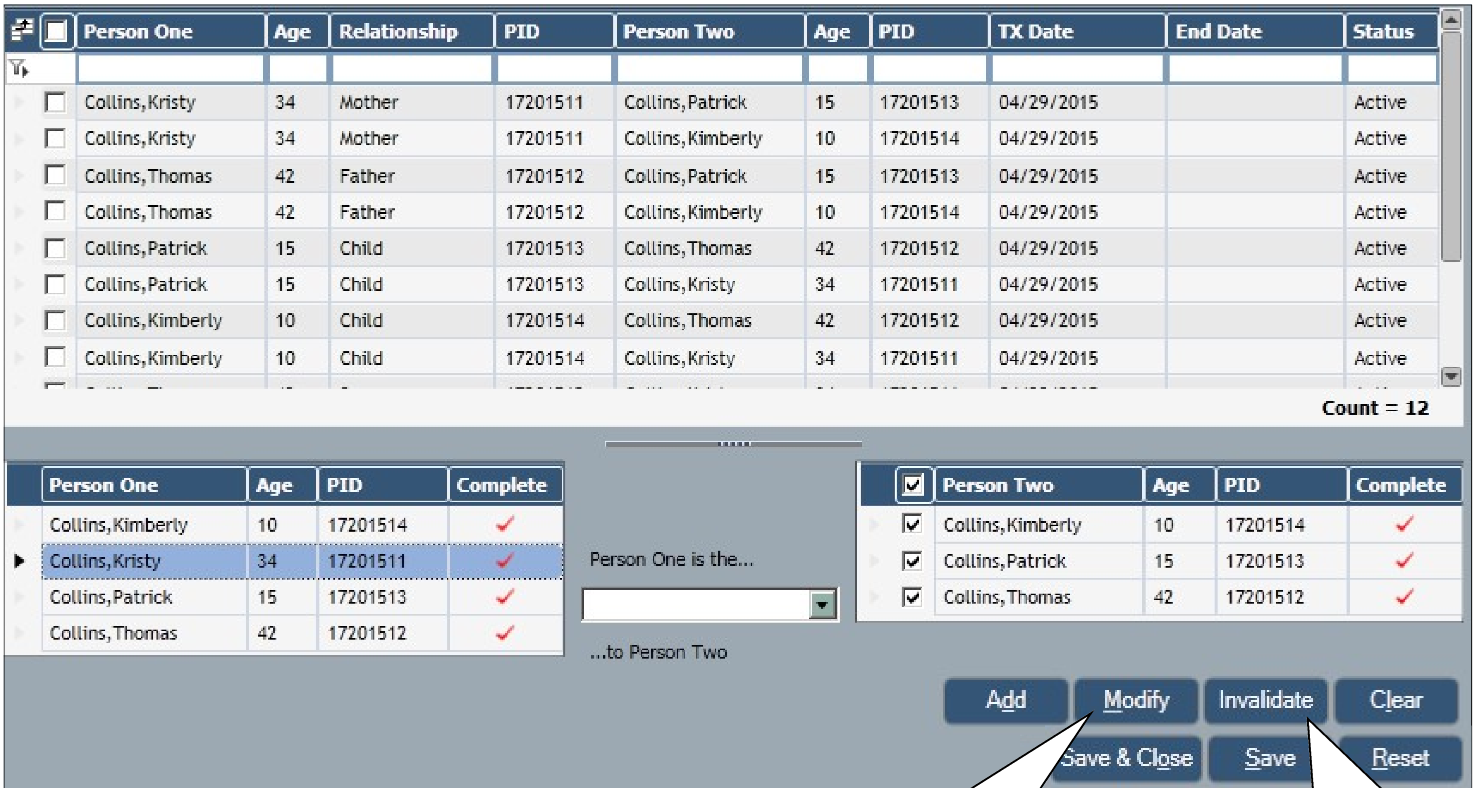
Family Relationship Matrix

The Family Relationship Matrix is used to create, modify, or invalidate relationships among persons listed in a stage. It must be complete before you can launch a Family Assessment and Service Plan (FASP).

Completing the Family Relationship Matrix (FRM)

Follow these guidelines to complete the FRM efficiently:

- Record relationships starting with the oldest generation and work down to the youngest.
- Record all relationships for the selected person before selecting another person.
- Select a person who has the same relationship with multiple people before someone who has many different relationships.



Modify the status of a valid relationship when it changes (e.g., partner becomes spouse).

Invalidate a relationship that was never correct (e.g., sibling instead of parent).

Completing the FRM

1. Select a person from the **Person One** grid.
2. From the **Person One is the…** drop-down field select a relationship option.
   *The **Reset** button enables.*
3. Click the checkbox next to a person (you can select more than one) in the **Person Two** grid.
   *The **Add** button enables.*
4. Click the **Add** button to create the relationship.
   *The relationship is added to the Family Relationship Matrix. A red checkmark displays in the **Person Two** grid in the **Complete** column next to the person related.*
5. Click the **Save** button.
6. Continue to add relationships until the "All Required Stage Relationships are Complete" message displays.
7. Click the **OK** button.

Relationships listed in the grid may not fully reflect the complexity of relationships within the family. 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."

For clarification on relationships between family members, select a Person One then click the **Individual List** link in the **NAVIGATION PANE**. This will display all individual relationships recorded for that person.

Family Services Intake (FSI) Stage

The FSI stage standardizes intake documentation as the path to open all services cases. It is the method by which you document a request for services and the basis and decision of whether to open a Family Services Stage (FSS). An FSI stage will automatically open upon the approval of an Investigation Conclusion when the INV stage is closed with a “Case open-Services” Closure Reason, or FAR stage is closed with a “Closed; assistance provided, preventive case opened” Closure Reason, if no FSI or FSS stages are open in the case. An FSI stage can also be opened before the investigation is concluded.

Creating the FSI: CPS Request for Services During Investigation

1 Click to select a CPS INV stage on the **My Workload** tab.

2 Click the **Record FSI** link in the **NAVIGATION PANE**.
*The FSI stage displays on the workload as a new stage with a “Y” in the **New** column.*

New	!	Stage Name	Stage	Type	Role
Y		Miller,Sue	FSI	CWS	CW

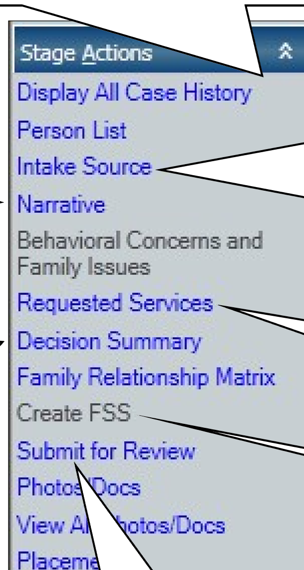
When an FSI stage originates from a CPS investigation, “CWS” prefills as the stage Type and “CW” prefills as the Role.

Family Services Intake Stage Overview

Selecting the new FSI stage on your workload provides access to FSI stage windows via the **NAVIGATION PANE**. Once all components are complete, the FSI stage can be progressed to an FSS stage (by a district worker only).

Record demographic, address, and phone information for the individuals receiving services, perform Person Searches, maintain the Family Relationship Matrix (also available via a **NAVIGATION PANE** link), and for FSI stages that originated from CPS investigations, split the FSI stage into two separate intakes.

Record information supporting the request for services, as well as the type of services being requested.



Record information about the individual or agency that referred the family for services. Access the *Person List*, *Narrative*, and *Decision Summary* windows until the initial save on any one of these windows.

When “Self” is selected as the source, the source information prefills the *Person List* window and becomes the Case Name.

Record a decision whether the FSS stage should be created or the FSI stage closed with no further action. You may also submit for review and create an FSS stage via links on this window.

Select the services that the source or family has requested.

Create the FSS stage and close the FSI stage.

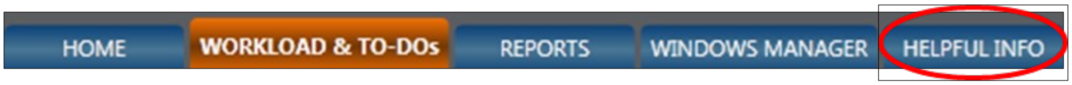
Submit the FSI stage (reassign) to another worker, or a supervisor, for review.

NYC Only – When “Advocates Preventive Only (ADVPO)” is the Service Type, only agency name, agency code, and the name of the worker assigned to the FSS stage must be recorded on the *Narrative* window.

Resources

HELPFUL INFO Tab in CONNECTIONS

The **HELPFUL INFO** tab contains a filterable grid featuring CONNECTIONS Tip Sheets, Job Aids, and other valuable documentation. By default, the documents are organized first by area, then by document type, then by document description. A document can be opened by clicking the **Navigate** link associated with it. Filter rows can be used to quickly locate specific documents or sets of documents.



OCFS CONNECTIONS Internet Site

Many resources are available for you on the **Step-by-Step/Job Aids/Tips** page of the OCFS CONNECTIONS Internet site (https://ocfs.ny.gov/connect/jobaides/). There you will find resources such as Job Aids, Tip Sheets, and Quick Start Guides. These documents and others will provide you with the most up-to-date information on CONNECTIONS.

CONNECTIONS Regional Implementation Staff

If you cannot find the answer to your question(s) within the documentation mentioned above, you can contact one of the many statewide CONNECTIONS Regional Implementation Staff members. The current list of members is always available on the OCFS CONNECTIONS Internet site (https://ocfs.ny.gov/connect/contact.asp) and intranet site (http://ocfs.state.nyenet/connect/contact.asp).

ITS Service Desk

The Office of Information Technology Service Desk is charged with supporting agency and county customers with their IT needs. ITS has a team of Customer Service Agents ready to provide technical support and answer your questions. Contact the ITS Service Desk by:

Phone: **1-844-891-1786**

Email: **Fixit@its.ny.gov**

Chat: **https://chat.its.ny.gov** (requires connectivity to the Information Technology Services Management [ITSM] system)

Your agency may have procedures in place for contacting the ITS Service Desk, so please check with your supervisor before doing so.

Application Help Mailbox

NYS CONNECTIONS User Support/Triage staff can be contacted by email (**ocfs.sm.conn_app@ocfs.ny.gov**) to assist with complex application issues. Prior to emailing the Application Help Mailbox, you must obtain a ticket number from the ITS Service Desk (see above for contact information) to reference in your correspondence with triage staff.

Professional Development Program

Another resource is the CONNECTIONS Training Project of the Professional Development Program (PDP), Rockefeller College, University at Albany. CONNECTIONS trainers can provide you with assistance when you have a question about or are experiencing an issue with any area of CONNECTIONS. For assistance from a CONNECTIONS representative, contact the Professional Development Program at **CONNECTIONS@albany.edu**. Be sure to include your name, contact information, and your question or issue. A CONNECTIONS representative will respond as promptly as possible by email and/or phone.

Appendix A:
Intake/IRI Report Sample

OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

SUMMARY

DATE REPORTED	: 03/16/2020	PRIMARY WORKER	: Wilson80,Darryl
TIME REPORTED	: 02:02 PM	COUNTY/ZONE	: ONONDAGA (A31)
CLASSIFICATION	: CPS - Familial	SECONDARY WORKER	:
INTAKE TYPE	: Initial	COUNTY/ZONE	:
DUP. OF STAGE ID	:	WORKER TAKING INTAKE	: 15081
		COUNTY/ZONE	: ONONDAGA

Worker Safety : N   Sensitive Issues : N   Special Handling : N

The **List of Principals** section shows individual demographics, such as relationship and age. It also identifies the individual's role in the report, such as alleged subject and maltreated child.

LIST OF PRINCIPALS

Line	ADDR #	NAME	AKA	RELATIONSHIP	ROLE	SEX	DOB (AGE)	TYPE	DOD	PERSON ID	REL	LANG	Line
01	P01	Sue Miller		Mother	Algd Sub	F	01/01/2002 (18)			18100666	Y	EN	01
		ETHNICITY / RACE: Not Reported / Not Reported											
02	P01	Smith,Frank		Bio. Father	Algd Sub	M	01/01/2001 (19)			13201102	N	EN	02
		ETHNICITY / RACE: Not Reported / Not Reported											
03	P01	Smith,Bobby		Child	Mal Child	M	12/01/2019			13201103	N	EN	03
		ETHNICITY / RACE: Not Reported / Not Reported											

REPORTED ADDRESS INFORMATION

ADDR #	STREET	CITY	ST	ZIP	CNTY	CD	ADDR TYPE	PHONE	EXT	PHONE TYPE	ADDR #
01	6800 AUSTIN RD	GLENFIELD	NY	13343	LEWI		RS	(555) 555-4567		RS	01

ALLEGATION DETAIL

The **Allegation Detail** section shows all allegations, including those recorded by the SCR at intake. Each allegation must be substantiated or unsubstantiated. Only allegations recorded in error in the INV stage may be deleted.

Line	MALTREATED/ABUSED CHILDREN	ALLEGATIONS
03	Smith,Bobby	Inadequate Guardianship
		Lacerations, Bruises, Welts
03	Smith,Bobby	Inadequate Guardianship
		Lacerations, Bruises, Welts

Date Created: 03/16/2020 at 14:33 Page: 1 OF 7

OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

REPORTER INFORMATION

NAME : Lydia Smith	RELATIONSHIP : Other Family member	AGENCY :	EMAIL ADDRESS :
ADDR : 5555 Pine Grove	GLENFIELD	NY 13343-9501 LEWIS	RS
PHONE: (555) 555-5678	Ext. RS		

SAFETY FACTORS

Caretaker is violent and appears out of control.

The **Safety Factors** section includes Safety Factors recorded by the SCR at intake. Safety Factors recorded at intake do not carry forward to the INV stages. Workers must record Safety Factors in the INV after personally assessing the family and home.

Date Created: 03/16/2020 at 14:33 Page: 2 OF 7

OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

INTAKE CHECKLIST

The **Intake Checklist** section conveys other important information gathered by the SCR when the intake report is taken.

Alternative contact information for source (cell, home, etc.):	No
Other mandated reporters who may be aware of the situation:	No
Safety concerns for CPS:	No
Is there a day care operated in the home?	No
Are any adults in the home Foster Parents?	No
CPS History and Possible PIDs:	No
Law Enforcement referral made by the SCR:	No
Child has an IEP:	No

Report Narrative on the Next Page

Date Created: 03/16/2020 at 14:33 Page: 3 OF 7

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Call Narrative

Narrative:

Training 3.16.20

The **Call Narrative** can also be accessed from the **Review Intake** link in the **NAVIGATION PANE** for an investigation stage.

Miscellaneous Information:

Locating Information:

☐

The IRI Report identifies all case involvement in CONNECTIONS for each principal in the stage. This helps determine how many stages the principal has been in and what role they had in those stages.

OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

PERSON INFORMATION AS OF 03/16/2020 (INTAKE DATE): RELATED: Y

LINE	PERSON ID	NAME	SEX	DOB	T	ADDRESS		CITY	ST	ZIP	CTY	CD
01	18100666	Miller,Sue	F	02/09/2000		6800 AUSTIN RD	APT 2	GLENFIELD	NY	13343	023	
		PHONE: (555) 555-4567		ETHNICITY: Multiple			RACE: Unknown / Unknown					

CROSS REFERENCE HISTORY INFORMATION:

CASE ID	CASE STAT	WORKER SAFETY	INTAKE STAGE ID	PERSON ID AT INTAKE STAGE	INTAKE DATE	STAGE	CLASS	SUB-CLASS	*DETERMINATION* DATE	TYPE	ROLE	RELATIONSHIP	* JURISDICTION * PRIMARY	SECONDARY
38100275	OPEN	N	28100512	18100666	02/25/2010	INV	CPF				Alleged Subject	Mother	ONON(031)	
			28100510	18100666	02/25/2010	INV	CPF				Alleged Subject	Mother	ONON(031)	
33200320	OPEN	N	23200580	18100666	03/16/2020		CPF				Alleged Subject	Mother	ONON(031)	
38100274	CLSD	N	28100508	18100666	06/03/2008	INV	CPF		08/12/2010	IND	Confirmed Maltreated	Child	ONON(031)	

PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

PERSON ID	MERGE DATE	SPLIT DATE	NAME	SEX	DOB	TYPE	ETH	RACE	DOD
None									

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OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

PERSON INFORMATION AS OF 03/16/2020 (INTAKE DATE): RELATED: N

LINE	PERSON ID	NAME	SEX	DOB	T	ADDRESS	CITY	ST	ZIP	CTY	CD
02	13201102	Smith,Frank	M	01/01/2001		6800 AUSTIN RD	GLENFIELD	NY	13343	023	

PHONE: (555) 555-4567 ETHNICITY: Not Reported RACE: Not Reported

CROSS REFERENCE HISTORY INFORMATION:

CASE ID	CASE STAT	WORKER SAFETY	INTAKE STAGE ID	PERSON ID AT INTAKE STAGE	INTAKE DATE	STAGE	CLASS	SUB-CLASS	*DETERMINATION* DATE	*DETERMINATION* TYPE	ROLE	RELATIONSHIP	* JURISDICTION * PRIMARY	* JURISDICTION * SECONDARY
33200320	OPEN	N	23200580	13201102	03/16/2020		CPF				Alleged Subject	Biological Father	ONON(031)	

PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

PERSON ID	MERGE DATE	SPLIT DATE	NAME	SEX	DOB	TYPE	ETH	RACE	DOD
None									

PERSON INFORMATION AS OF 03/16/2020 (INTAKE DATE): RELATED: N

LINE	PERSON ID	NAME	SEX	DOB	T	ADDRESS	CITY	ST	ZIP	CTY	CD
03	13201103	Smith,Bobby	M	12/01/2019		6800 AUSTIN RD	GLENFIELD	NY	13343	023	

PHONE: (555) 555-4567 ETHNICITY: Not Reported RACE: Not Reported

CROSS REFERENCE HISTORY INFORMATION:

CASE ID	CASE STAT	WORKER SAFETY	INTAKE STAGE ID	PERSON ID AT INTAKE STAGE	INTAKE DATE	STAGE	CLASS	SUB-CLASS	*DETERMINATION* DATE	*DETERMINATION* TYPE	ROLE	RELATIONSHIP	* JURISDICTION * PRIMARY	* JURISDICTION * SECONDARY
33200320	OPEN	N	23200580	13201103	03/16/2020		CPF				Maltreated Child	Child	ONON(031)	

PERSON MERGE INFORMATION - CLOSED PERSON DEMOGRAPHICS:

PERSON ID	MERGE DATE	SPLIT DATE	NAME	SEX	DOB	TYPE	ETH	RACE	DOD
None									

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OFFICE OF CHILDREN AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES

INTAKE REPORT
INDIVIDUAL REPORT OF INVOLVEMENT

CASE NAME : Miller,Sue
MERGE TO CASE ID :
INTAKE CASE ID : 33200320
CALL/INTAKE STAGE ID : 23200580

******* WARNING *******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

PERSON INFORMATION AS OF 03/16/2020 (PRINT DATE):

LINE	PERSON ID	NAME:	SEX	DOB	T	ADDRESS		CITY	ST	ZIP	CTY	CD
01	18100666	Miller,Sue	F	02/09/2000		6800 AUSTIN RD	APT 2	GLENFIELD	NY	13343	023	
		PHONE:(555) 555-4567		ETHNICITY: Unknown			RACE:Unknown					
02	13201102	Smith,Frank	M	01/01/2001		6800 AUSTIN RD		GLENFIELD	NY	13343	023	
		PHONE:(555) 555-4567		ETHNICITY: Not Reported			RACE:Not Reported					
03	13201103	Smith,Bobby	M	12/01/2019		6800 AUSTIN RD		GLENFIELD	NY	13343	023	
		PHONE:(555) 555-4567		ETHNICITY: Not Reported			RACE:Not Reported					

***** END OF REPORT *****

The **Person Information** section shows demographic information for each person named in the stage. This information is based on the print date of the report so the most current information is included.

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Appendix B:
Prior Case Summary Report Sample

Office of Children and Family Services
Child Protective Services
CONNECTIONS Case History Report

******WARNING******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

CASE ID: 38100530 CASE NAME: Miller,Sue
STAGE ID: 28101021 STAGE NAME: Miller,Sue

Household Composition section contains current demographic information.

Section 1:
HOUSEHOLD COMPOSITION

Name	Sex	DOB	DOD	Language	Race	Phone	PID
Miller, Sue 6800 AUSTIN RD, GLENFIELD, NY 13343-1911	F	02/09/2000		English	Unknown	(555)555-4567	18101346
Smith, Frank 6800 AUSTIN RD, GLENFIELD, NY 13343-1911	M	01/26/1999		English	Unknown	(555)555-4567	18101347
Smith, Bobby 6800 AUSTIN RD, GLENFIELD, NY 13343-1911	M				Unknown	(555)555-4567	18101348

Role Information section contains a list of prior stage involvement.

Section 2:
ROLE INFORMATION

Name	PID	Stage	Type	Class	Sub-Class	ROLE	Rel/Int	Stage ID	Determination	Stage Start	Stage End
Miller, Sue	18101346	INV	SUB	CPF		Alleged Subject	Mother	28101023		08/17/2010	
		INV	INI	CPF		Confirmed Maltreated	Child	28101019	IND	08/12/2010	08/12/2010
Smith, Frank	18101347	INV	SUB	CPF		Alleged Subject	Biological Father	28101023		08/17/2010	
Smith, Bobby	18101348	INV	SUB	CPF		Maltreated Child	Child	28101023		08/17/2010	

Date Printed: 7/29/2019 OFFICE OF CHILDREN AND FAMILY SERVICES FORM PAGE: 1 of 3

Office of Children and Family Services
Child Protective Services
CONNECTIONS Case History Report

******WARNING******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Detailed Stage Information section contains specific information for each cross referenced stage listed in Section 2, Role Information.

Section 3:
DETAILED STAGE INFORMATION

Case & Stage: **C:** 38100530 **S:** 28101023 **Stage:** INV **Type:** SUB
Start Date: 8/17/2010 **End Date:** **County:** 031 **Zone:** **Sensitive:** N **HP:** Y **Factor:** 03 **Class:** CPF **Determination:**

STAGE COMPOSITION

Name	PID	DOB	Role
Miller,Sue	18101346	02/09/2000	Alleged Subject
Smith,Frank	18101347	01/26/1999	Alleged Subject
Smith,Bobby	18101348	12/16/2018	Maltreated Child

CURRENT/LAST ASSIGNED WORKERS

Role	Name	Phone Number
Primary	Wilson198,Darryl	

ALLEGATION INFORMATION

Maltreated/Abused Children	Allegation	Alleged Subject	SUB/UNSUB
Smith,Bobby	Lack of Medical Care	Miller,Sue	
Smith,Bobby	Lack of Medical Care	Smith,Frank	
Smith,Bobby	Lacerations, Bruises, Welts	Miller,Sue	
Smith,Bobby	Lacerations, Bruises, Welts	Smith,Frank	
Smith,Bobby	Internal Injuries	Miller,Sue	
Smith,Bobby	Internal Injuries	Smith,Frank	
Smith,Bobby	Fractures	Miller,Sue	
Smith,Bobby	Fractures	Smith,Frank	

Date Printed: 7/29/2019 OFFICE OF CHILDREN AND FAMILY SERVICES FORM PAGE: 2 of 3

Office of Children and Family Services
Child Protective Services
CONNECTIONS Case History Report

******WARNING******
CONFIDENTIAL INFORMATION
AUTHORIZED PERSONNEL ONLY

Case & Stage: **C:** 38100529 **S:** 28101019 **Stage:** INV **Type:** INI
Start Date: 8/12/2010 **End Date:** 8/12/2010 **County:** 031 **Zone:** **Sensitive:** N **HP:** Y **Factor:** 13 **Class:** CPF **Determination:** IND

STAGE COMPOSITION

Name	PID	DOB	Role
Miller,Michelle	18101344	05/23/1975	Confirmed Subject
Miller,Mister	18101345	05/06/1967	Confirmed Subject
Miller,Sue	18101346	02/09/2000	Confirmed Maltreated

CURRENT/LAST ASSIGNED WORKERS

Role	Name	Phone Number
Histor. Primary	Wilson198,Darryl	

ALLEGATION INFORMATION

Maltreated/Abused Children	Allegation	Alleged Subject	SUB/UNSUB
Miller,Sue	Inadequate Guardianship	Miller,Michelle	Substantiated
Miller,Sue	Inadequate Guardianship	Miller,Mister	Substantiated
Miller,Sue	Educational Neglect	Miller,Michelle	Substantiated
Miller,Sue	Educational Neglect	Miller,Mister	Substantiated

SAFETY AND RISK INFORMATION

Safety Factors

Based on your present assessment and review of prior history of abuse or maltreatment, the Parent(s)/Caretaker(s) is unable or unwilling to protect the child(ren).

Safety Decision

Safety Factors exist, but do not rise to the level of immediate or impending danger of serious harm. No Safety Plan/Controlling Interventions are necessary at this time. However, identified Safety Factors have been/will be addressed with the Parent(s)/Caretaker(s) and reassessed.

Final Risk Rating

Moderate

Additional Individuals section lists persons who are not in the target stage, but who were in one or more of the cross referenced stages.

Section 4:
ADDITIONAL INDIVIDUALS

Person ID	Name	DOB
18101344	Miller, Michelle	05/23/1975
18101345	Miller, Mister	05/06/1967

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