



**Office of Children  
and Family Services**

# **Multiple PIDS in CONNECTIONS: How They are Created and the Importance of Accurate Person Data**

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# CONNECTIONS Areas

- **CPS Intake**
- **INV/FAR**
- **Family Services Intake**
- **FAD**
- **FSS**



# CONNECTIONS Users

Statewide  
Central  
Register  
(SCR) staff

Local  
District staff

Voluntary  
Agency  
Staff

State  
staff

All have a role in reducing multiple PIDS!!



# What is a Multiple PID?



**Every person in CONNECTIONS is assigned a Person ID (PID) number when added to a stage in CONNECTIONS. This is a unique identifier used to track all information about a single person.**

**A new PID should only be created by users of CONNECTIONS when a person is added to a stage in CONNECTIONS, and they have no known history in the database.**

# What is a Multiple PID?



A multiple PID is when a new PID is created in **CONNECTIONS** and that person already exists in **CONNECTIONS**

Multiple PIDS are being created in CONNECTIONS on a daily basis, when that person already exists

## Why is this a problem?



# The Importance of a Single PID

## Child Safety and Providing Quality Service

- A child is placed with an unsafe family resource/Foster Care whose history is not found due to multiple PIDS
- A CPS investigator misses a home member's history of violence
- Duplication of services

# CPS Intake

The SCR enters all persons residing in the home and legally responsible for the children on the intake report. CONNECTIONS performs a search on each person and if their identity is confirmed, the SCR performs a **Person Relate**, which will give the person listed on the report the PID of a person found in the database.



# CPS Intake

If multiple PIDS are found, **the SCR cannot merge PIDS**. In this case, the SCR will Relate to the PID with the most history and list any multiple or possible PIDS in the intake checklist.

At times, the SCR will have little to no information on a person's identity and must enter "unknown" as the person first and or last name.

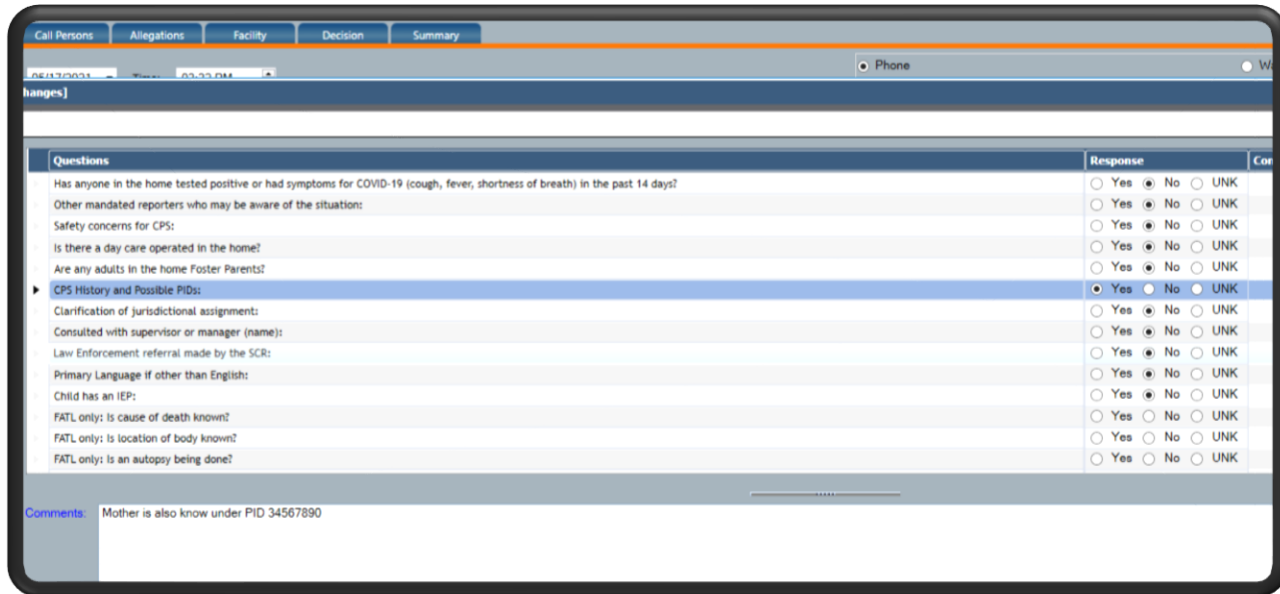
When this happens, a multiple PID is created!





# CPS Intake Checklist

If a multiple PID listed on the intake checklist is not merged by the local district, multiple PIDS will remain in CONNECTIONS.



The screenshot displays a web-based intake checklist interface. At the top, there are tabs for 'Call Persons', 'Allegations', 'Facility', 'Decision', and 'Summary'. Below the tabs, there is a search bar with a phone icon and a 'W' icon. The main content area is a table with two columns: 'Questions' and 'Response'. The 'Response' column contains radio buttons for 'Yes', 'No', and 'UNK'. The 'CPS History and Possible PIDs:' section is highlighted in blue. Below the table, there is a 'Comments' section with a text input field containing the text 'Mother is also know under PID 34567890'.

Questions	Response
Has anyone in the home tested positive or had symptoms for COVID-19 (cough, fever, shortness of breath) in the past 14 days?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Other mandated reporters who may be aware of the situation:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Safety concerns for CPS:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Is there a day care operated in the home?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Are any adults in the home Foster Parents?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
▶ CPS History and Possible PIDs:	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> UNK
Clarification of jurisdictional assignment:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Consulted with supervisor or manager (name):	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Law Enforcement referral made by the SCR:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Primary Language if other than English:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
Child has an IEP:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> UNK
FATL only: Is cause of death known?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> UNK
FATL only: Is location of body known?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> UNK
FATL only: Is an autopsy being done?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> UNK

Comments: Mother is also know under PID 34567890



# CPS Intake-Reducing Multiple PIDS

**Multiple PIDS can be reduced at CPS intake by:**

- ✓ Entering all demographic information as presented by caller
- ✓ Carefully reviewing the person search results for each person entered and performing person relates
- ✓ Considering the family's address in a search when little demographic info is received
- ✓ Documenting multiple PIDS or possible PIDS in the intake checklist of the report



# CPS Intake-Reducing Multiple PIDs

## Example-Unknown, Unknown persons

OFFICE OF CHILDREN AND FAMILY SERVICES  
CHILD PROTECTIVE SERVICES  
INTAKE REPORT

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

CASE NAME : Unknown,Unknown  
MERGE TO CASE ID :  
INTAKE CASE ID : 27653390  
CALL/INTAKE STAGE ID : 33354918

### SUMMARY

DATE REPORTED : 07/26/2021  
TIME REPORTED : 01:59 PM  
CLASSIFICATION : CPS - Familial  
INTAKE TYPE : Initial  
DUP. OF STAGE ID :

PRIMARY WORKER : Filipski,Christin  
COUNTY/ZONE : ERIE (A14)  
SECONDARY WORKER :  
COUNTY/ZONE :  
WORKER TAKING INTAKE : 36054283  
COUNTY/ZONE : State Central Register

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

### LIST OF PRINCIPALS

Line	ADDR #	NAME	AKA	RELATIONSHIP	ROLE	SEX	DOR(AGE)	TYPE	DOD	PERSON ID	ELI	LANG	Line
01	P01	Unknown,Unknown		Mother	Algd Sub	F	01/01/1996 (25)	A		48652232		EN	01
ETHNICITY / RACE: Not Reported / Not Reported													
02	P01	Unknown,Unknown		Child	Mal Child	F	01/01/2016 (5)	A		48652233		EN	02
ETHNICITY / RACE: Not Reported / Not Reported													

### REPORTED ADDRESS INFORMATION

ADDR #	STREET	CITY	ST	ZIP	CNTY	CD	TYPE	PHONE	EXT	PHONE	TYPE	ADDR #
01	123 MAIN ST	BUFFALO	NY	14203	ERIE		RS					01



# CPS Investigation (INV) and Family Assessment Response (FAR)

After you obtain the name for a person listed as “unknown, unknown” in CONNECTIONS:

- You must perform a person search to see if that person exists in CONNECTIONS
- If that person does exist, you must perform a person merge to join their identities/PIDS

**If this is not done, you have left multiple PIDS in CONNECTIONS!!!**

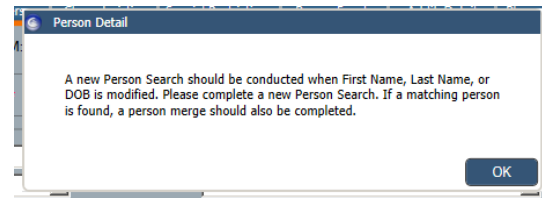


# CPS Investigation (INV) and Family Assessment Response (FAR)

After you obtain the name for a person listed as “unknown, unknown” in CONNECTIONS:

Changing the name of your unknown, unknown when that person already exists is creating a multiple PID.

Warning Message in CONNECTIONS:



# CPS Investigation (INV) and Family Assessment Response (FAR)

## Adding a person to an Investigation (INV)

When adding a person to an INV stage, a proper person search must be performed, and a person relate must be done if this person is found in CONNECTIONS.

If two PIDS are found for this person, you must relate to one of the PIDS and perform a person merge to combine the two remaining PIDS.



# Family Services Intake (FSI)

- ❑ If an FSI stage is created from an INV stage, make sure that all name information is complete. Just like in INV/FAR, the expectation is that partial names should not be left in the system. A proper person search must be performed, and a person merge(s) done when appropriate.



# Family Services Intake (FSI)

- ❑ If an FSI stage is created from scratch, a thorough person search must be done on each person entered and a person relate performed if that person has a PID in CONNECTIONS. If this is not done, you may have created multiple PIDS and this can affect the services provided to the family.





# FAD

When creating a FAD or adding home members, the Foster Parent may have an existing PID in CONNECTIONS. These should be related, no matter what stage(s) the existing PIDS were from. If this is not done, it could result in an unsafe environment for children.

You should not create multiple PIDS for the same person, even if they are a foster parents and a biological parent in each PID.

# Family Services Stage (FSS)

When a Multiple PID is created in the FSS stage, it can create various problems

- Issues with Adoption due to incomplete records
- Issues in Activities due to duplicate entries
- Issue with CINs
- Issues with Placement



# Multiple PID Issue-Placement

**Placement - Collins,Alisha**

- Common
- List Assignments
- Change Case(Sta CD)
- Case Summary
- Assign
- Stage Actions
- Display All Case
- Progress Notes
- Person List
- Safety Assesme
- Risk Assessment
- Allegations
- Investigation Con
- Safety Assesme
- Investigation Acti
- Sex Trafficking S
- Missing Child
- Review Intake
- Local Protocol
- Foster Home Ider
- Family Relatsh
- Photos/Docs
- View All Photos/D
- Placement

Requests for Placement Services

Request ID	Stage Name	Originating Stage ID	Stage	Stage Type	Creation Date	Requested Placement Date	Initiated By	Request Status	Created By	Worker Assigned	Responses	Closed Date	Outcome Status	Placement Resource
49236	Collins,Alisha	33344497	FSS	CWS	07/30/2021	07/30/2021	Luter,Latoi	Referred	A66	Rodriguez,Adetutu	7			
48684	Collins,Alisha	33344497	FSS	CWS	07/24/2021	07/30/2021	Lorenzotti,Alvaro	Closed	A66	Rodriguez,Adetutu	9	07/30/2021	No Suitable Placement Found	
48573	Collins,Alisha	33694522	INV	SUB	07/22/2021	07/24/2021	Santos,Kelly	Closed	A66		0	07/24/2021	Place	Acs Childrens Center

Placement Request Details

Children Needing Placement:

	Name	DOB	Age	Sex	PID	Street Address	PO Box Apt	City	State	Zip Code	Stage ID	Stage	Stage Type	Verification Status	Actual Placem
<input checked="" type="checkbox"/>	Collins,Arthur	08/28/2020	0	M	48546479	100 W 42ND ST		NEW YORK	NY	10036-6501	33344497	FSS	CWS		
<input type="checkbox"/>	Collins,Freddy	01/19/2013	8	M	38819511	100 W 156TH ST	APT 3A	NEW YORK	NY	10032	33344497	FSS	CWS		
<input type="checkbox"/>	Collins,Freddy	01/19/2013	8	M	49474051	100 W 156TH ST		NEW YORK	NY	10032	33694522	INV	SUB		
<input checked="" type="checkbox"/>	Collins,Kelly A	04/04/2009	12	F	33090786	100 W 42ND ST		NEW YORK	NY	10036-6501	33344497	FSS	CWS		

**CPS \*INT\*INV/FAR\***

**\*FSI/FSS\* \*FAD\***

## Multiple PIDS can be reduced by:

- ✓ Gathering correct and complete demographic information at intake and in the field
- ✓ Accurate entry of this data into CONNECTIONS
- ✓ Performing person Merges as able appropriate



# CONNECTIONS Training and Resources

- District Staff-Performing Person Merges and Splits in CONNECTIONS
- All Users-Entering Person Demographics in CONNECTIONS
- CONNECTIONS Website:  
<http://ocfs.state.nyenet/connect/>

