CONNECTIONS

Step-by-Step Guide:

Search Techniques for CPS Caseworkers

CONNECTIONS Training Project
SUNY Training Strategies Group

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Introduction to Search Techniques

State and local district staff record the results of much of their work with children and families in CONNECTIONS. For this reason, CONNECTIONS is the first place in which a caseworker would identify historical information about individuals involved in a CPS investigation.

In these modules, you will learn how to use CONNECTIONS to find information about people associated with a stage you have been assigned. You will also learn how to find out more about historical cases with which the family members may have been involved. To help you meet a client's needs, CONNECTIONS helps you locate staff statewide and find information about professional community resources that are available.

This guide, will help you do the following:

- Find out if a person is known to CONNECTIONS and access detailed information about a person.

- Locate information about a case.

- Obtain information about providers of child welfare services in New York State.

- Locate information about agencies, offices and units to access information regarding CONNECTIONS users.

As a Child Protective Services caseworker, you have taken on a vital role in the New York State Office of Children and Family Service's mission to ensure safety and permanence for children. Child welfare practice in New York State strives to achieve the following five outcomes for children and families:

- Children are safe.
- Families are preserved.
- Children are adopted when their birth family cannot be preserved.
- Children leaving care at the age of majority can live independently.
- Children and youth in care develop normally.

Caseworkers use CONNECTIONS, New York's Statewide Automated Child Welfare Information System (SACWIS), to search and review historical records, update data and document the steps taken throughout the casework process. This guide leads you through the searches you will use in CONNECTIONS. Each type of search, and the data it retrieves, is explained in detail. You can then determine which type of search will generate the most effective results for the search criteria you enter, which supports your ability to achieve these outcomes.

The Content of this Guide

This guide is divided into four modules that explain the CONNECTIONS navigation skills for each type of search. It also contains hands-on practice exercises for you to use with the Training Database to reinforce your CONNECTIONS skills. These exercises cover the searches—Person, Case, Resource, Staff and Office—that are essential to the activities you perform in CONNECTIONS as a caseworker.

Features of this Guide

This guide contains a number of tips, set apart in margin boxes, on how to conduct CONNECTIONS searches effectively. Icons in the boxes help focus your attention on three kinds of tips:

Bright ideas

Helpful hints

Things to watch out for

Using the Training Database with this Guide

You can use this guide in two ways: as a training tool to develop new skills and as a job aid for your work in CONNECTIONS. In either case, we suggest that you use this guide while working directly in CONNECTIONS Production or in the Training Database.

What is the Training Database?

The Training Database provides a safe environment for workers to learn and practice CONNECTIONS skills using simulated case data. The SUNY Training Strategies Group acts as the custodian for the Training Database sign-on IDs. These ID numbers are referred to as Desktop User (DU) numbers and Instructor Led (IL) numbers. Sign-on numbers begin with either DU or IL, and are followed by four digits. With a DU number a local district or voluntary agency staff member can sign on to the Training Database and practice using CONNECTIONS functionality that mirrors the CONNECTIONS Production system.

The Training Database has the look and feel of the CONNECTIONS system currently in production. When you sign on to the Training Database using a DU number, you will see a simulated environment displaying the *Assigned Workload* of a fictitious worker, Darryl Wilson. Darryl Wilson has been assigned seven stages of service, including five Child Protective Service (CPS) stages. These stages have been created specifically for training purposes. In the New York City training labs, you will use IL numbers, which display the *Assigned Workload* for a fictitious worker named Jamie Miller.

When you sign on as Darryl Wilson or Jamie Miller, you have the ability to complete the tasks necessary to maintain and progress each stage of service. As a CPS caseworker, you have the ability to accept or reject an Intake stage of service, progress the Intake to the Investigation stage, and perform all tasks necessary to complete an Investigation. The Training Database also has common functions, such as Person Search, Resource Search, and a *Staff To-Do List*.

Darryl Wilson also has the ability to access the workload of his supervisor, Sally May. Jamie Miller has the ability to access the workload of his supervisor, Cassie Landers. You may approve work submitted by Darryl Wilson by opening Sally May's *Staff To-Do List* and completing related approval tasks. Opening Cassie Landers' *Staff To-Do List* and completing the related approval tasks approves the work submitted by Jamie Miller.

Information is deleted when the computer system is refreshed each night; any material that you enter into the system is available to you only until the end of that day.

Lending Procedures for Training Database DU Numbers

SUNY Training Strategies Group is responsible for lending DU numbers to voluntary agencies and local districts. Agencies and districts can use these DU numbers to train new workers and to allow experienced workers to practice new skills.

The procedure for obtaining DU numbers is outlined below:

- Local districts and voluntary agencies are encouraged to identify one person from each agency who is designated to have the authority to request DU numbers.

- The designated person should call 1-877-451-4835 and ask to borrow DU number(s) for a specific period of time.

- DU numbers can be borrowed for up to three weeks at a time; a maximum of four DU numbers may be borrowed per order.

- The following information is needed at the time of the request:

    ◊ Borrower's name
    ◊ Borrower's agency/facility
    ◊ Telephone number
    ◊ Start date for use of DU number(s)
    ◊ Expiration date
    ◊ Purpose of the request

- The caller will be provided **by e-mail** with the requested number of DUs and a password for each DU number assigned.

- Once you have received DU numbers, follow the directions below to access the CONNECTIONS Training Database.

Logging On to Your PC

The CONNECTIONS application can be accessed only by designated individuals on computers that are set up to run the application. Some CONNECTIONS computers use the Windows NT 3.51 operating system, while newer CONNECTIONS computers use Windows 2000. This section addresses the procedures for logging on to both of these operating systems.

Once you have completed logging on to Windows, the step-by-step instructions in the next section will show you how to access CONNECTIONS.

	Step-by-Step: **Logging On to the Windows NT 3.51 Operating System**

1   Press the **Ctrl + Alt + Delete** keys on your keyboard at the same time.
A Confidentiality warning displays.

2   Click on the **OK** button in response to the Confidentiality warning.
The Log On window displays.

3   Enter your user name in the **Username** field.

4   The **From** field ("domain") is pre-filled. To change the domain, click on the drop-down arrow and select from the resulting list.

5   Tab to the **Password** field and enter your password.
This field is case sensitive.

6   Click on the **OK** button.
The Program Manager window displays for your local desktop.

	Step-by-Step: **Logging On to the Windows 2000 Operating System**

1   Press the **Ctrl + Alt + Delete** keys on your keyboard at the same time.
A Confidentiality warning displays.

2   Click on the **OK** button in response to the Confidentiality warning.
The Log On window displays. Make sure that your user name and domain are listed correctly in the log on dialog box.

3   Enter *your* password and click on the **OK** button.
Your Windows 2000 local desktop displays.

Accessing CONNECTIONS

The CONNECTIONS application is made available to users in three different ways:

- **Production Database**   The Production Database contains "live" data. This is the database that all workers use to record information in CONNECTIONS.

- **Training Database**   The Training Database contains simulated data and allows you to practice functions necessary for your casework activities. It mirrors the functionality of the Production Database. *(See "What is the Training Database?" on page 3 and "Lending Procedures for the Training Database DU Numbers" on page 4 for more information.)*

- **Preview Application**   The Preview Application contains a "snapshot" of actual case data. Information entered into the Preview application **does not** carry over to the Production database.

  The Preview Application provides the opportunity to preview changes and enhancements planned for the CONNECTIONS system. The Preview Application is available for a limited time when changes to the system are made. You will receive special notice when the Preview application becomes available.

You cannot have more than one of these applications open at the same time.

To distinguish between the Training Database and the Preview application, keep in mind that the Training Database contains simulated data, while the Preview application is a "snapshot" of actual case data. The Training Database allows you to practice functions necessary for your casework activities. Information entered into the Preview application **does not** carry over to the Production database.

Information about accessing CONNECTIONS is also included in Appendix A.
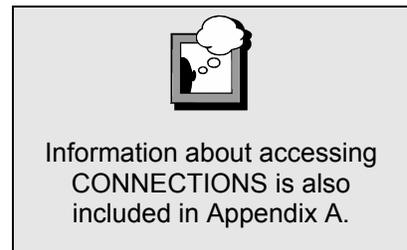
Using the CONNECTIONS Production Database, you can access your *Assigned Workload* from any CONNECTIONS workstation throughout New York State. All you need is a valid User ID and password to gain access to your workload.

	Step-by-Step:
	Launching CONNECTIONS (Production)

1 Double-click the **CONNECTIONS Logon** icon in the Windows Program Manager.
The CONNECTIONS Logon Program Group displays.

2 Double-click the **Logon for CONNECTIONS Production** icon
A Microsoft Internet Explorer window displays containing the Logon dialog box for Citrix.

1 Double-click the **Logon to Connections Production** icon.
A Microsoft Internet Explorer window displays containing the Logon dialog box for Citrix.

3 Enter your User Name in the **Username** field.
This field is pre-filled with information entered by the last person who used this computer.\

4 Enter *your* password in the **Password** field.
This field is case sensitive.

5 Enter the appropriate domain in the **Domain** field.
This field is pre-filled with information entered by the last person who used this computer.

6 Click on the **Logon** button.
A File Download Progress box displays, followed by a Confidentiality Warning message box.

If you incorrectly enter your password, the following message displays:
"There was an error generating your application list: the Citrix Server reported that the Credentials entered were incorrect."

Re-enter your password and click on the **Logon** button.

7 Click on the **OK** button.
The Citrix desktop displays and your Citrix session begins.

This Citrix desktop covers your local desktop and remains open for the length of your Citrix session. Citrix uses Windows 2000; if your PC runs Windows NT 3.51, the Citrix desktop looks quite different from your local desktop. The Citrix desktop also has an easily recognizable background.

On the Citrix desktop, program icons appear directly on the desktop, rather than in Program Group windows (as on your local desktop, if your computer runs Windows NT 3.51). Double-clicking an icon starts the application represented by that icon, opening a window on your desktop for that application.

Windows NT 3.51 PCs display scroll bars on the bottom and right side of the screen; these scroll bars allow you to access the small portions of the desktop not visible when the Citrix desktop first opens.

The **Task Bar** at the bottom of the Citrix desktop provides a method of organizing the application windows that you have open in Citrix. You can have more than one window open on

your desktop at a time. Minimize a window by clicking on the **Minimize** button (🔲). The minimized window displays as a button on the Task Bar. This makes room for other windows you need to use at that moment. To re-open an application, click on its button on the Task Bar; the application displays as the active window, placing it "on top of" any other open windows.

Clicking on the **Start** button (in the lower left corner of the Citrix desktop) displays the **Start** menu, which provides access to the *Citrix Log Off* procedure (see page 11 for details on this procedure).

Within Citrix, the Windows 2000 system consisting of desktop icons, the **Start** menu and the **Task Bar,** replaces the Program Manager and Program Group system of program management found on CONNECTIONS PCs using Windows NT 3.51.

When you log on to Citrix via the **CONNECTIONS Production Database** icon on the local desktop, three icons display on the Citrix desktop:

- CONNECTIONS Production
- CIN/PID (Data Warehouse; limited to designated users)
- Policy Library

Double-clicking either of these icons opens the corresponding application.

	Step-by-Step: Launching CONNECTIONS (Training Database)

Windows NT 3.51 PCs

1 Double-click the **CONNECTIONS Logon** icon in the Windows Program Manager.
The CONNECTIONS Logon Program Group displays.

2 Double-click the **Logon for CONNECTIONS Training/Preview** icon
A Microsoft Internet Explorer window displays containing the Logon dialog box for Citrix.

3 Enter a training user name (DU or IL#) in the **Username** field.
This field is pre-filled with information entered by the last person who used this computer.

4 Enter the same training user name (DU or IL#) in ALL CAPS in the **Password** field.
This field is case sensitive.

Windows 2000 PCs

1 Double-click the **Logon to Connections Training/Preview** icon.
The Citrix Logon dialog box displays in Microsoft Internet Explorer.

5 Enter the appropriate domain in the **Domain** field.
This field is pre-filled with information entered by the last person who used this computer. If you are unable to logon using the NYSDSSNYC domain, enter NYSDSSALB in the Domain field.

6 Click on the **Logon** button.
A File Download Progress box displays, followed by a Confidentiality Warning message box.

7 Click on the **OK** button in response to the confidentiality warning message.
The Citrix desktop displays and your Citrix session begins. (For detailed information about Citrix, see page 7.) When you sign on using the Logon for CONNECTIONS Training/Preview icon, three icons display on the Citrix desktop:

- *CONNECTIONS Training*
- *CONNECTIONS Preview*
- *Policy Library*

8 Double-click the **CONNECTIONS Training** icon on the Citrix desktop.
When the CONNECTIONS Training Database has launched successfully, the CONNECTIONS Toolbar displays. In the title bar, the DU number you entered displays as the fictional caseworker Darryl Wilson with the same ending digits, not counting zeroes (e.g., DU0123 displays as Wilson123,Darryl). If you entered an IL number, the title bar displays the name of the fictional caseworker Jamie Miller with the same ending digits, not counting zeroes.

If you incorrectly enter your password, the following message displays:
"There was an error generating your application list: the Citrix Server reported that the Credentials entered were incorrect."

Re-enter your password and click on the **Logon** button.

Step-by-Step:
Launching CONNECTIONS (Preview Application)

Windows NT 3.51 PCs

1 Double-click the **CONNECTIONS Logon** icon in the Windows Program Manager.
The CONNECTIONS Logon Program Group displays.

2 Double-click the **Logon for CONNECTIONS Training/Preview** icon
A Microsoft Internet Explorer window displays containing the Logon dialog box for Citrix.

Windows 2000 PCs

1 Double-click the **Logon to Connections Training/Preview** icon.
The Citrix Logon dialog box displays in Microsoft Internet Explorer.

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3 Enter *your* user name in the **Username** field.
This field is pre-filled with information entered by the last person who used this computer.

4 Enter *your* password in the **Password** field.
This field is case sensitive.

5 Enter **NYSDSSNYC** in the **Domain** field.
This field is pre-filled with information entered by the last person who used this computer. If you are unable to logon using this domain, enter NYSDSSALB in the Domain field.

6 Click on the **Logon** button.
A File Download Progress box displays, followed by a Confidentiality Warning message box.

If you incorrectly enter your password, the following message displays:
"There was an error generating your application list: the Citrix Server reported that the Credentials entered were incorrect."

Re-enter your password and click on the **Logon** button.

7 Click on the **OK** button in response to the confidentiality warning message.
*The Citrix desktop displays and your Citrix session begins. (For detailed information about Citrix, see page 7.) When you sign on using the **Logon for CONNECTIONS Training/Preview** icon, three icons display on the Citrix desktop:*

- *CONNECTIONS Training*
- *CONNECTIONS Preview*
- *Policy Library*

8 Double-click the **CONNECTIONS Preview** icon on the Citrix desktop.
When the CONNECTIONS Preview Application has launched successfully, the CONNECTIONS Toolbar displays. The title bar reads, "CONNECTIONS Preview - <Your Name>.

Closing CONNECTIONS and Logging Off Your PC

When you have finished your work in CONNECTIONS, you should close *both* CONNECTIONS and your Citrix session. This is best done as a two-step process: first close CONNECTIONS, then log off of Citrix. Doing so (as opposed to logging off of Citrix while CONNECTIONS is still open) reduces the likelihood of problems occurring during the log off procedure.

At the end of your work day, it is important to *log off* your PC; if you completely shut down (turn off) your computer, it will not be able to receive any updates that may occur overnight. Leaving the computer logged off (but with the power still on) will enable it to receive these updates.

The step-by-step instructions below will assist you in closing CONNECTIONS and logging off of your PC.

Step-by-Step:
Closing CONNECTIONS and Logging Off Your PC

1. Clicking on the **File** menu (represented by the **Globe** icon [🌐] in the upper left corner of the CONNECTIONS Toolbar) and select **Close**.
   —*OR*—
   Click on the **Close** button (☒) in the upper right corner of the CONNECTIONS Toolbar.
   You may need to use the vertical scroll bar to scroll up on the desktop to reveal the Globe icon (File menu) on the CONNECTIONS Toolbar.

2. Click on the **Start** button in the lower left corner of the Citrix desktop and select **Log Off <User name>** from the resulting menu.
   The Log Off dialog box displays.

3. Click on the **Yes** button.
   This does not log off your machine; it only ends your session with the Citrix server.
   Your local desktop displays.

4. Close all applications still open on your local desktop.

Windows NT 3.51 PCs

5 Click on the **File** menu and select **Shutdown**.
The Shutdown Computer dialog box displays.

6 Click on **Log off <user name>**.

7 Click on the **OK** button.

Windows 2000 PCs

5 Click on the **Start** button.
The Start menu displays.

6 Click on the **Log off <user name>** command.
The Shutdown Windows dialog box displays. If necessary, click on the drop-down arrow and select Log off <user name>.

7 Click on the **OK** button.
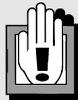
If the *AutoComplete* window displays during the logon process,
select the **Don't offer to remember any more passwords**
check box and click on the **No** button.

AutoComplete	✕
? Do you want Windows to remember this password, so that you don't have to type it again the next time you visit this page?	
☑ Don't offer to remember any more passwords	
Yes	No

CONNECTIONS Security and Search Functionality

All CONNECTIONS users receive security profiles which determine the windows or types of information they can open and view, as well as which windows they can modify or "maintain." In CONNECTIONS, each person's security profile is called a Business Function Profile (BFP). Each worker has only one BFP. Each BFP is comprised of one or more Business Functions, which in turn are comprised of one or more Security Attributes (see the graphic below). Business Function Profiles are based on the tasks that workers perform and the level of access to records needed to complete those tasks. A CONNECTIONS user's BFP may be have multiple business functions based on the worker's responsibilities. Business Function Profiles are designed to protect the confidentiality of client records in CONNECTIONS.
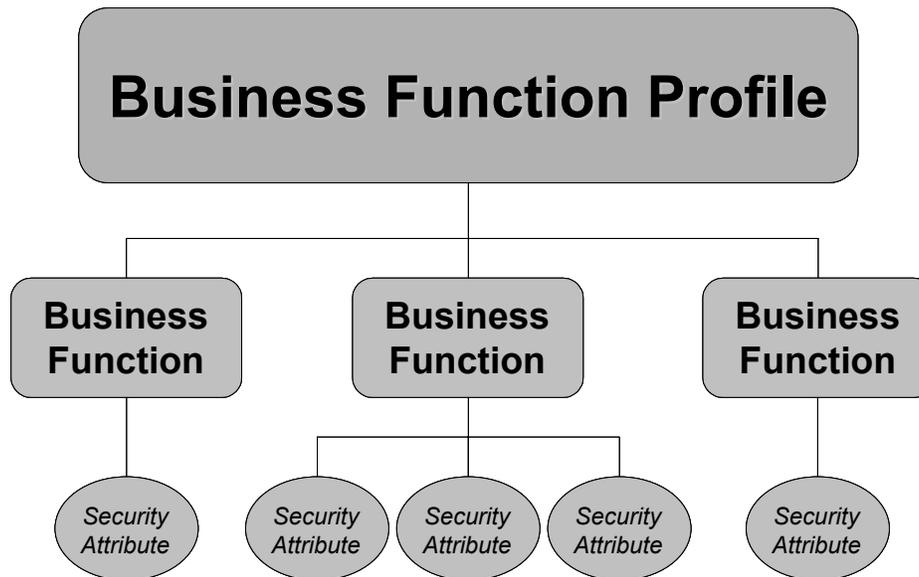
The table below indicates some CONNECTIONS Business Functions and their corresponding security attributes.

Business Function	Security Attribute(s)
Supervision	Maintain Designees
	Unit Summary Access
Sensitive Case	View Sensitive Case
Maintain Security	Maintain Security
	Maintain Login
	View Business Functions

Business Function Profiles are developed by OCFS. Security coordinators at the local district and voluntary agency level assign specific BFPs to staff in their offices. A few examples of Business Functions that might be included in a local district CPS caseworker's BFP are "View

Under Investigation," "View Indicated" and "View Unfounded." Supervisors' BFPs allow them to review their staff members' *Assigned Workloads.*

As you use CONNECTIONS, you may see buttons and menus which are gray instead of black. The gray color indicates that this function is disabled and, therefore, not available to you.

Features are sometimes disabled based on your BFP. For example, the **UNIT** button on the CONNECTIONS Toolbar is disabled for caseworkers, since this function is available only to supervisors. If you there is information on the system that you need to access in order to complete your work, but that information is not available to you, talk to your supervisor.

What you are able to view and the tasks you are able to perform in the Training Database may not mirror what you will be able to do in the Production Database. Contact your security coordinator if you have questions regarding your security access.

If you are working on a stage and cannot view or modify information that relates to your job responsibilities, you should review your security profile with your supervisor to make sure the Business Functions included in your BFP are adequate for the work you are doing. A special Business Function, "View Security Profile," allows you to review your BFP in CONNECTIONS to see the business functions assigned to you. If your BFP indicates that you do not have security access for a task you need to complete, speak with your supervisor and your office's security coordinator.

Step-by-Step:
Viewing Your Security Profile

1 Click on the **Options** menu on the CONNECTIONS Toolbar and select **Security**.
The Security "fly-out" menu displays.

2 Click on the **View Staff Security** command.
The Staff Search Criteria window displays.

3 Type your first and last names into the appropriate fields.

4 Click on the **Search** button.
The Staff List displays.

5 Click on your name to select it.

6 Click on the **OK** button.
The Staff Security window displays. Within the window is a Business Function list box containing business functions that have been assigned to you.

7 Use the vertical scroll bar inside the Business Function list box to view your security profile. The BFPs assigned to you are identified with red check marks.

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8 To close the *Staff Security* window, click on the **Cancel** button.
The Staff List displays.

9 To close the *Staff List*, click on the **Close** button.
The Staff Search Criteria window displays.

10 To close the *Staff Search Criteria* window, click on the **Close** button.

Module 1:
Person Search

The CONNECTIONS database includes information on individuals associated with child protective cases, as well as foster care providers, state and local district staff, and voluntary agency personnel. As a CPS caseworker, you may need to locate information regarding some of these individuals. Person Search is a tool for locating information about people in CONNECTIONS.

Person Searches are used to:

- find out if a person is known to CONNECTIONS; and
- find specific information on a person in CONNECTIONS.

Persons are not identified as sources or reporters in a Person Search, even if they are listed as members of the household. If a reporter is also a principal, Person Search will return the principal information only. For example, if a mother is the source of a report of child abuse or maltreatment regarding her own child and the child's father, she is both the reporter and a principal in the case. A Person Search on the mother will only return information identifying her as a principal, not as a reporter.

In the course of your work, you may find that a family member is not listed on the *Person List* for a stage. You are required to add that individual to the stage. Maintaining an accurate record of the family composition is beneficial to you and to any future caseworkers. A complete record in CONNECTIONS is necessary when documenting and generating required notifications. Future caseworkers are also provided with an accurate picture of the family composition at the time of your investigation.

Prior to adding an individual to a stage, you are required to conduct a Person Search to determine whether that individual is already known to the CONNECTIONS database.

> The only information available in a Person Search regarding employees is their name and Person ID number.
>
> More information can be obtained on employees by conducting a Staff Search. Staff Searches are covered in Module 4 of this guide.

Once a search is performed, the **Case List** button on the *Person Search* window provides access to the selected person's case information. Any historical information found on individuals in your case could be helpful to your current investigation. This information can also be accessed from the **Options** menu.

CONNECTIONS automatically walks you through a Person Search when you add an individual to a stage. This is a precaution to make sure duplicate records are not created.

Routes to the Person Search Window

All Person Searches are conducted from the *Person Search* window. There are two routes to the *Person Search* window:

- From the CONNECTIONS Toolbar
- From the **Maintain Person** task within a stage

As a CPS caseworker, you most often conduct a Person Search through your *Assigned Workload,* using the **Maintain Person** task within a stage. This enables you to maintain information (e.g., add or relate a person) for that stage. As the assigned worker, your role in the case determines your access and your ability to maintain data.

On occasion, you may need to search for an individual from the CONNECTIONS Toolbar. This is beneficial when you are not the assigned worker, but need information on a person or case.

Step-by-Step:
Opening the Person Search Window from the CONNECTIONS Toolbar

1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.

Step-by-Step:
Opening the Person Search Window Within a Stage

1 Click on the **WORK** button on the CONNECTIONS Toolbar.
The Assigned Workload displays.

2 Click on a stage to select it.
The Tasks… button enables.

3 Click on the **Tasks…** button.
The Task List displays for the selected stage.

4 Click on the **Maintain Person** task.

5 Click on either the **New** or **List…** button.
The Person List displays.

6 Click on the **New** button.
The Person Search window displays.
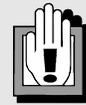
> The **Maintain Person** task is available only for Investigation (INV) and Foster/Adoptive Home Development (FAD) stages.

Person Search Methods

The **Search Type** drop-down list in the *Person Search* window contains two person search options that indicate the type of search in effect:

- Phonetic Name
- Phonetic Address
- Exact

Phonetic Name Search

Person Search defaults to the **Phonetic Name** search type. Phonetic Name search returns matches that sound similar to the search criteria, which usually produces the largest pool of results. You can use Phonetic Name search even if the name you are searching for is not spelled correctly. The **Last** name field is required to enable a Phonetic Name search.

For step-by-step instructions, see "Conducting a Phonetic Name Search from the Toolbar" on page 24, and "Conducting a Phonetic Name Search Within a Stage" on page 28.

Phonetic Address Search

Phonetic Address Search returns results that sound similar to the information entered in the Address section. The **Street 1** field is required to enable a Phonetic Address search. When the Phonetic Address search type is selected, all non-address fields disable. All address fields are enabled, but search criteria must be entered in the **Street 1** field to initiate a Phonetic Address Search.

For step-by-step instructions, see "Conducting Address Searches" on page 30.

Exact Search

An Exact search returns results that match the search criteria *character for character and space for space*. You can use Exact search when you know the exact spelling of the person's name for whom you are searching. This is also useful if you want to narrow the search results.

Required fields for an Exact Search are:

- **Last** Name
- **Street 1**
- Social Security Number (**SSN**)
- Client Identifier Number (**CIN**)   ⇦ "Identifiers"
- Person **ID**

Only one of these five fields needs to have data entered to execute the search. Once information is entered into one Identifier field (**SSN**, **CIN** or **ID**), the remaining Identifier

fields disable. Likewise, once a *non*-Identifier criterion is entered, all of the Identifier fields disable.

You can also filter Exact search results by using other search criteria; this helps you retrieve the best possible results for your search. When you use filters, the criteria you enter (other than one of the required criteria) acts as a filter to the selection criteria's original pool.

If you enter address criteria, validate the address criteria using CODE-1 before executing the search to increase the likelihood of receiving address matches, since most addresses in the system are CODE-1 validated when they are recorded.

For step-by step instructions, see "Conducting an Exact Search from the Toolbar" on page 27 of this guide.

Required fields on the *Person Search* window appear in yellow when the search type is selected. Fields that are not available for a given search type disable when that search type is selected. If you want to search again using other criteria, click on the **Clear** button to clear the fields prior to conducting the new search.

Searching by Name:
Phonetic Name Search vs. Exact Search

When searching for a person by name, you can conduct either a Phonetic Name search or an Exact search. The system defaults to a Phonetic Name search, which returns records with names that *sound similar* to the search criteria. For example, if you conduct a Phonetic Name search for "Stewart," CONNECTIONS may also return "Stuart" in the results. Phonetic Name search also returns common equivalencies for names (e.g., searching for "James" also returns matches for "Jim" and "Jimmy").

You can also use the Phonetic Name search type to search for all forms of hyphenated last names in a single search. Results for all potential hyphenated name combinations are important, since the person you are searching for may have had only one of the two names originally recorded in the system, or the hyphenated last name may originally have been recorded in the opposite order from the way the current search is entered.

This feature applies to the **Last** name field only, not for first or middle names. In order to use this feature effectively, *you need to add a hyphen between the two names listed in the **Last Name** search field*. Without the hyphen, the system only searches on the two last names as a multiple last name in the order in which they appear in the search field.

For examples of Phonetic Name search results on hyphenated last names, see the table at the top of the next page.

A Phonetic Name search on these criteria:		Produces a single candidate pool consisting of the following names:
First Name	**Last Name**	
Mary	Smith-Jones	Mary Smith-Jones Mary Jones-Smith Mary Smith Mary Jones
Mary	Smith Jones (no hyphen)	Mary Smith Jones

The scoring of every name in the candidate pool is always based on the specific search name entered by the user. Although names phonetically further away from the search name will score lower, users conducting online Intake or Toolbar searches will ultimately be able to see all possible matches.

When searching on a common name, you may want to try an Exact search. An **Exact** search returns matches that are *identical* to the search criteria. Use the vertical scroll bar and "mega-scroll" buttons to view all of the results.

All Person Searches display a message on the Person Search List title bar. These messages provide a short description of the results. The message which displays depends on the type of search you conduct.

A Phonetic Name search displays the following messages:

- **Phonetic Name Results Returned**: All records in the database that *sound like* the search criteria are returned in the Person Search List.

- **No Results Returned**: No records in the database match the search criteria.

An Exact search displays the following messages:

- **Exact Results Returned**: All records in the database that *exactly* match the search criteria are returned in the Person Search List.

- **No Results Returned**: No records in the database match the search criteria.

Deciding whether to use Exact search or Phonetic Name search depends on the available search criteria. Here are some general rules of thumb to start your search:

- When you are not sure of the proper spelling of the name of the person for whom you are searching, begin with a Phonetic Name search.

- If you are certain of the exact spelling of the name you are searching for, conduct an Exact search. Be aware that if the person's name was previously entered incorrectly,

an Exact search will not return the misspelled name. Exact searches do not always return the best results.

- When conducting a Phonetic Name search on a common name, it's a good idea to enter as much information as possible about the person you are searching for, in order to narrow the search criteria.

- Selecting "M" (male) or "F" (female) in the **Sex** field ranks your search results, with records matching the selected criterion in the **Sex** field returning higher in the Person Search List, followed by records with other values in the **Sex** field.

- Phonetic Name search returns "flip-flops" (also know as Reverse Name Matches)—that is, results that reverse the first and last names (e.g., searching on "John Williams" returns matches such as "William Johnson"). These results appear at the bottom of the list in a Phonetic Name search. Flip-flop matches do not return in an Exact search.

- Entering an age and/or date of birth (DOB) also affects your search results. Results are listed by score. The results at the top of the Person Search List are the closest match to the name and age/DOB you entered. CONNECTIONS considers adults' ages a bit differently than children's ages:

  ⇒ If you enter an age/DOB representing an age of *18 or older*, the system returns matches within a ten-year range (+/- 5 years of the age/DOB entered) toward the top of the Person Search List.

  ⇒ If you enter an age/DOB representing an age *under 18*, the system returns matches within a six-year range (+/- 3 years of the age/DOB entered) toward the top of the Person Search List.

Searching by Address:
Phonetic Address Search vs. Exact Search

In addition to Phonetic Name and Exact searches, CONNECTIONS provides the ability to search for records based on the search criteria entered in the address fields. Address searches can be either phonetic or exact.

Since Exact search returns only records that match the search criteria *character for character and space for space*, it is not advisable to use the Exact search type when conducting an address search.

In a Phonetic Address search, CONNECTIONS creates a pool of candidates (search results) by comparing the phonetic similarity of the search criteria entered in the **Street 1** field with the information in the **Street 1** field of an address recorded in the database. All other address search criteria (e.g., **City**) are used to score the candidates. The closer the **Street 1** candidate information is to the **Street 1** search criteria, the higher the candidate's score will be. The table on the next page demonstrates the difference between *scoring* and *filtering* search results.

To use Phonetic Address search effectively, employ the "less is more" approach: enter only the street name in the **Street 1** field, without a house number or suffix (e.g., "Avenue").

Search Results: Scoring vs. Filtering		
Result	**Description**	**Search Type(s)**
Scoring	Phonetic searches are "scored" by any and all additional search criteria that are entered. Scoring ranks candidates in the pool of results depending on how close they are to the search criteria.	Phonetic Name Phonetic Address *(see tip box at right)*
Filtering	Exact searches are "filtered" by any and all additional search criteria entered. Filtering eliminates candidates from the pool of results.	Exact Phonetic Address *(see tip box at right)*

Phonetic Address searches may be scored *and* filtered, depending on the search criteria.

Entering search criteria in additional address fields *scores* the search results. The closer a result is to *all* of the search criteria, the higher its score.

Entering additional information in the **Street 1** field *filters* the search results. For example, entering "Wilson" in the **Street 1** field—*without a house number or suffix* (e.g., "Avenue")—returns all results with Wilson (or street names similar to Wilson) in the **Street 1** field.

In this example, addresses across New York State that match the **Street 1** field return higher on the list of results. Addresses containing street numbers or a suffix (as well as street names that are phonetically similar to the street name in the search criteria) display lower on the list.

It is advisable to conduct a Phonetic Address search using only the street name (without a house number or suffix) in the **Street 1** field. This reduces the likelihood of filtering out a valid match.

Other address fields can be used in conjunction with the **Street 1** field to affect the ranking of the search results. For example, if you enter search criteria in the **City** field, addresses that match the **Street 1** field *and* the **City** field receive a higher score in the search results than those that match the **Street 1** field but do *not* match the **City**.

If you include the number with the street name (e.g., "10 Wilson"), all matches with that number and street name will return on the result list. In some instances, a number or street name that is phonetically similar to the search criteria will also return in the search results.

The table on the next page provides examples of possible Phonetic Address search results.

A Phonetic Address search using the following criteria:		Produces the following results:
Street 1	**City**	
Wilson	Apple City	• Wilson, Apple City • Wilson, Beachville • Wilson, Chippertown • 5 Wilson, Apple City • 5 Wilson, Beachville • 63 Wilson, Beachville The results in this example would continue with all matches that are phonetically similar to the **Street 1** search criteria.
5 Wilson	Apple City	• 5 Wilson, Apple City • 5 Wilson, Beachville • 5 Willston, Beachville • 5 Wilsound, Chippertown The results in this example would all have "5" in the **Street 1** field. House number greatly influences the search results.

A Phonetic Address search displays the following messages in the Person Search List title bar:

- **Phonetic Address Results Returned**: All records in the database that *sound similar to* the address search criteria are returned in the Person Search List.
- **No Results Returned**: No records in the database match the search criteria.

Conducting Person Searches

Throughout your investigation, there will be occasions which require you to look up information about people associated with your assigned case. This includes all current and/or historical cases in which these individuals were involved. The following individuals need to be included in the *Person List* for an Investigation stage:

- Subject(s), including Parent(s) and Guardian(s) of victim child(ren); and other person(s) 18 years of age or older responsible for the victim child(ren)'s care at the relevant time

- Abused/Maltreated Child(ren)

- All other children living in the household

Person Search is also helpful for finding staff persons when you do not know their agency code. By conducting a Person Search in this situation, you can obtain the Person ID for a staff person, then use the Person ID to conduct a Staff Search. You cannot obtain detailed information about a staff person in Person Search; use the staff person's Person ID to conduct a Staff Search in order to retrieve detailed information.

Conducting a Phonetic Name Search from the Toolbar

You may need to conduct a Person Search from the CONNECTIONS Toolbar to determine if that person has a history in CONNECTIONS, in order to verify the information on the Intake/IRI Report and make sure you have all available information about a person.

The Toolbar search method is not commonly used by CPS caseworkers, but in some circumstances it can be helpful. For example, if you receive a call from a reporter, source or other authorized person, you can use the Toolbar search method to determine the status or assignment of the case.

The **Relate** function in CONNECTIONS links historical records concerning an individual to the current investigation. Keep in mind that the Relate function disables when you open the *Person Search* window from the CONNECTIONS Toolbar.

	Step-by-Step:
	Conducting a Phonetic Name Search from the CONNECTIONS Toolbar

1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.

2 Enter the person's first and last name in the name fields.

3 Enter the date of birth or approximate age, if known, in the **DOB** or **Age** fields.

4 The *Person Search* window automatically defaults to Phonetic Name search. To choose a different type of search, click on the drop-down arrow for the **Search Type** field and select from the resulting list.

5 Click on the **Search** button.
CONNECTIONS performs a search based on your criteria and returns the results of your search in a list at the bottom of the Person Search window. Use the scroll bar to scroll down the list.

CONNECTIONS calculates the age from DOB information. If you don't know the exact date of birth, enter an approximate age.

CONNECTIONS identifies the type of date of birth with the following codes in the **T** column on the *Person Search* window, Person Search Output and *Person List*:

- **E** (estimated) indicates a DOB converted from Legacy that has not been modified. These types are not considered when scoring candidates in a Person Search.

- **A** (approximate) indicates an approximate DOB.

- A blank column indicates an exact DOB.

Viewing Detailed Information About a Person

Search results may include more than one possible match for your search criteria. *Explore all possible matches*. The individual you are searching for may be listed more than once in the database. Review the information in the Person Search List to determine if the person you are searching for matches one or more of the results on the list. If you don't have enough information to make this determination, you can access more information about a person in the Person Search List by looking at case composition. This process is sometimes called "drilling down."

	Step-by-Step:
	Viewing Detailed Information About a Person

1 Click on a person's name from the results in the Person Search List.

2 Click on the **Options** menu and select **Case List**.
The Case List window displays, containing a list of cases with which the selected individual is associated.

3 Click on a case to select it.

4 Click on the **Comp** button.
The Case Composition window displays with a list of the people associated with the selected case. Review this information (looking at the names of the people in the case, dates of birth and addresses) to determine if this is the same person as the one for whom you are searching.

- *If information in the Case Composition window led you to determine that this is the same individual as the one you are searching for, your search is complete. If the purpose of the search is to maintain case information, continue with the process of **relating** the individual to the stage. If there are multiple matches, relate the individual to the match with the most complete information and merge the remaining matches. Instructions on relating or merging persons can be found in the CPS Step-by-Step Guide, Module 8, which is available on the CONNECTIONS Intranet site.*

- *If information in the Case Composition window has led you to determine that this is **not** the same individual, choose another name from the search results and return to Step 1. If you do not find a match and the purpose of your search is to maintain case information, continue with the process of **adding** the individual to the stage. Instructions on adding an individual can be found in the CPS Step-by-Step Guide, Part 2, Module 2, which is available on the CONNECTIONS Intranet site.*

5 To close the *Case Composition* window, click on the **Close** button.
The Case List displays.

6 To close the Case List, click on the **Close** button.
The Person Search window displays.

Conducting an Exact Search from the Toolbar

When a Phonetic Name search does not return the name of the person for whom you are searching, you may need to narrow your search to find the person. One way to narrow a search is to conduct an Exact search.

Keep in mind that Exact search considers search criteria *character for character and space for space*. If a person's name was previously added to CONNECTIONS with a spelling different than the one you are using for your Exact search, the system will not return a match. Be careful not to define your search criteria too narrowly; a broad search generally returns a better pool of potential matches. Because Exact search is so limiting, it is always advisable to begin with Phonetic Name search.

Step-by-Step:
Conducting an Exact Search from the CONNECTIONS Toolbar

1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.

2 Enter one of the required search criteria (see page 18) into the appropriate field. Fields required to complete a particular type of search appear yellow when that type is selected from the **Search Type** drop-down list. Criteria that are not available for a particular type of search disable when that search type is selected.

3 Click on the drop-down arrow for the **Search Type** field and select **Exact**.

4 Click on the **Search** button.

Continue with "Viewing Detailed Information About a Person" on page 25.

Conducting a Phonetic Name Search Within a Stage

During the course of an investigation, you may identify an individual who should be added or related to the investigation. Before adding a person to a stage, CONNECTIONS guides you through a required Person Search to determine whether that individual has a history in CONNECTIONS. This functionality is intended to preserve data integrity by preventing the creation of duplicate records.

Who can be added to a stage?

Prior to adding anyone to a stage, it is necessary to establish if the individual is required by law (Social Services Law §412.4 and Family Court Act §1012.g) to be added to the stage (e.g., other persons named in the report, including non-culpable parents, guardians or other persons legally responsible and other children in the household).

Before you add or relate an individual, you need to conduct a person search to see if the person is known to CONNECTIONS. When individuals are *related* in an Investigation stage, the "historical" person selected in the Person Search is added to the current Investigation stage. If the person is not known to CONNECTIONS, add the person as a new record. The Person Search is an important step because it helps prevent the creation of duplicate records.

	Step-by-Step: **Conducting a Phonetic Name Search Within a Stage**

1 Click on the **WORK** button on the
   CONNECTIONS Toolbar.
   The Assigned Workload displays.

2 Click on a stage to select it.
   *The **Tasks…** button enables.*

3 Click on the **Tasks…** button.
   The Task List displays for the selected stage.

4 Click on the **Maintain Person** task.

5 Click on the **List…** or **New** button.
   The Person List displays for the selected stage.

6 Click on the **New** button.
   The Person Search window displays.

Speak to your supervisor or check the *CONNECTIONS System Build 14 Changes to Person Search Job Aid* for tips on how to maximize your search results.

This job aid is available in the Public Folders or on the CONNECTIONS Intranet Website.

7 The *Person Search* window automatically defaults to Phonetic Name search. The **Search Type** field contains a drop-down list of three person search options that indicate the type of search in effect:

- Phonetic Name
- Phonetic Address
- Exact

Fields that are required to conduct a particular type of search appear yellow when that search type is selected from the drop-down list. Criteria that are not available for a particular type of search disable when that search type is selected.

8 Enter the person's first and last name into the name fields.

9 Enter the person's date of birth or the approximate age, if known, into the **DOB** and/or **Age** fields.

10 Click on the drop-down arrow for the **Sex** field and select from the resulting list.

11 Click on the **Search** button.
CONNECTIONS performs a search based on your criteria and returns the results of your search in a list at the bottom of the Person Search window. Use the vertical scroll bar to scroll down the list.

Scoring sorts the search results and displays the matches most similar to the search criteria first, followed by less similar records. If you perform a Phonetic Name search, the scoring of every name in the candidate pool is based on the specific search name you entered. Although names phonetically further away from the search name will score lower, you will ultimately be able to see all possible matches.

Additional criteria entered for a Phonetic Name search is scored, not filtered out. This ensures that potential matches are not eliminated from the pool of results.

If you perform an Exact search, all records return which exactly match the search criteria. The ability to filter Exact search results by using other search criteria and the ability to validate the search address information using CODE-1 help users retrieve the best possible results.

With the additional filters, any criteria entered (other than one of the required criteria) act to the selection criteria's original pool (see page 18 for a list of required fields for Exact search).

Conducting Address Searches

There are times when you don't have enough information to search for a person by name. For example, a reporter may not have known the name of the individuals in the report (also known as an "Unknown/Unknown"), or may have known only the individuals' first names.

Sometimes caseworkers have the names of the individuals in a report and the family composition seems familiar to them, but the address isn't familiar. For example, the caseworker may previously have worked with a Hobbs family consisting of a mother named Tami and children named Regina and Derek. The caseworker thinks that a current report on the *Assigned Workload* involves the same family because the family composition is similar; but the address of the Hobbs family in the report isn't the address of the Hobbs family the caseworker worked with before. The caseworker could search for the family by address to help determine if the two families are the same.

	Step-by-Step: **Conducting a Phonetic Address Search** **from the CONNECTIONS Toolbar**

1 Click on the **PERS** button on the CONNECTIONS Toolbar.
The Person Search window displays.

2 Click on the drop-down arrow for the **Search Type** field and select **Phonetic Address**.
*The **Street 1** field highlights in yellow, indicating that it is a required field for this type of search.*

3 Enter the street name, *without a number or suffix*, in the **Street 1** field.
*To increase the effectiveness of your search, you can enter search criteria in additional address fields, such as **City** or **ZIP Code**. See page 22 for hints about conducting effective Phonetic Address searches.*

4 Click on the **Search** button.
Search results display on the Person Search List in the lower half of the Person Search window.

Continue with "Viewing Detailed Information About a Person" on page 25.

The Person Search List Output

Some Person Searches may return a long list of results. You may find it useful to print the search results to help you keep track of your progress as you view detailed information about each person on the list.

Other person searches may result in no matches being returned. You may consider it helpful to include a hard copy of the search results in the external case file as a record that a person search was conducted.

The results of a Person Search can be printed by launching the **Person Search List** output.

	Step-by-Step: **Generating the Person Search List Output**

1   After completing a Person Search, click on the **Forms** menu on the *Person Search* window and select **Person Search List**.
The following message displays:
"Please wait while form or document is being produced..."
The Person Search List output then displays as a Microsoft Word document.

2   To print the Person Search List output, click on the **File** menu and select **Print**.
The Microsoft Word Print dialog box displays. Verify that the prompted printer choice is correct.

3   Click on the **OK** button.
The document prints to the selected printer.

4   To close the report, click on the **File** menu and select **Close**.
The report closes and the Person Search window displays.

Module 2:
Case Search

When working on an investigation, it is important to know about any other stages that may exist in the case, as well as other cases with which an individual may be involved. Historical cases are not always associated with the current case at the time of Intake, so historical cases may not appear on the Intake/IRI Report. Performing a Case Search enables you to retrieve historical information about case involvement for the individuals you are currently investigating.

A Case Search is a direct route to case information when you know the Case ID number, Stage ID number or Case Name. When searching by Case Name, the search criteria must *exactly* match the CONNECTIONS Case Name in order for the search to return a match. Other names in the Case Composition for that case will not return. (For example, if a case is named after Sandra Connors, her daughter Mary will be included in the Case Composition, but will not return a match if the Case Search uses Mary's name as the search criteria.)

The *Case List* provides access to the *Case Composition* window, the *Case Summary* window and the *Event List* for the case. If the case you are viewing is outside your district (and you have no implied role) you are only able to view the *Case Composition* window and the *Case Summary* window. Historical Secondary workers (caseworkers who were assigned as Secondary workers at the time a stage was closed) are able to access the *Case Composition* window, the *Case Summary* window and the *Event List* for an entire case from the closed stage. This also applies to users having the "View All in District" security attribute from the same district as the Historical Secondary worker. The Primary worker's name is listed in the **Primary** column of the *Case List*.

Case List

When a Case Search is conducted, the search results display on the *Case List*. This window contains the following columns:

!	An exclamation point (!) in this column indicates that the case is marked "sensitive."
Image	A red check mark in this column indicates that one or more stages in the case pre-date the implementation of the CONNECTIONS system; the pre-dated information (as a scanned image) is available exclusively to the SCR.
Mrg	An M in this column indicates that the case was involved in a Case Merge. An S indicates that the case was involved in a Case Split.
Status	"CLD" in this column indicates that the case is closed. Open cases are designated with "OPN" in this column.

> The Case ID number can be found on the Intake/IRI Report.

Case Name	This column contains the name of the case; typically, cases are named after the biological mother of the abused or maltreated child.
Case ID	This column contains the unique, eight-digit, system-generated case identification number.
District/Agency	This column lists the name of the local district that has Primary jurisdiction for the case.
Zone	This column, which is only be populated for cases in which the Primary address is in New York City, indicates the geographical borough subdivision corresponding to the case address.
Case Type	This column displays SVC for all CPS Intake and Investigation stages, as well as for Family Services Intake and Family Services Stages (including Child Case Record), which will be implemented with Build 18. Foster and adoptive home stages are designated with FAD in this column.
Primary	This column lists the name of the Primary worker for SVC cases and local district-authorized FAD cases; for voluntary agency-authorized FAD cases, the name of the agency displays in this column.

Conducting Case Searches

All Case Searches are conducted from the *Case Search Criteria* window, which is opened via the **CASE** button on the CONNECTIONS Toolbar.

Conducting a Case Search by Case ID or Stage ID Number

The Case ID and Stage ID numbers are unique, system-generated, 8-digit identification numbers. Using either the Case ID or Stage ID in the search criteria is a direct method for conducting a Case Search (*if you have the correct 8-digit Case ID or Stage ID number*), since only one case will display in the search results on the *Case List*.

Entering a Case ID disables all other search fields in the *Case Search Criteria* window. Entering a Stage ID disables all other search fields in the *Case Search Criteria* window. The *Case List* window displays the case that contains the Case ID or Stage ID entered in the search criteria.

	Step-by-Step: **Conducting a Case Search by Case ID or Stage ID Number**

1 Click on the **CASE** button in the CONNECTIONS Toolbar.
The Case Search Criteria window displays.

2 Enter the 8-digit Case ID number into the **Case ID** field (or the 8-digit Stage ID number in the **Stage ID** field).

3   Click on the **Search** button.
The Case List displays with one case which matches the search criteria.

To view detailed information about a case, see page 34.

Conducting a Case Search by Case Name

You can also conduct a Case Search using the Case Name in the search criteria. When conducting a Case Search by the Case Name, remember that this is the name of the *case*, not just the name of any individual associated with the case. Most CPS familial cases use the mother's name for the Case Name.

Step-by-Step:
Conducting a Case Search by Case Name

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1   Click on the **CASE** button on the CONNECTIONS Toolbar.
The Case Search Criteria window displays.

2   Enter the first *and* last name of the case in the fields of the Case Name Search section on the *Case Search Criteria* window.

3   To narrow your results to a specific county, click on the drop-down arrow for the **County** field and select from the resulting list. (Keep in mind that narrowing your search limits the results, which may miss the case you are searching for; always start with a name-only Case Search).

4   Click on the **Search** button.
The Case List displays, containing a list of cases which match the search criteria.

> The **Zone** field and the **City** field can also be used to further narrow a Case Search. The **Zone** field (which acts to *filter* the search results) enables only after selecting a **County** in the search criteria.
>
> The **Zone** field displays a code for NYC cases only.

To view detailed information about a case, see page 34.

Viewing Detailed Information About a Case

Once you have conducted a Case Search, you may need to view more detailed information about the case. The *Case Summary* window, *Case Composition* window and *Event List* provide detailed, case-specific information. These windows are accessed from the *Case List*.

Your individual security profile and your role in the case determine the extent of your access to case information. If the case you are viewing is outside your district (and you have no implied role) you are only able to view the *Case Composition* window and the *Case Summary* window.

Case Summary

The *Case Summary* window lists all of the stages in a specific case and provides a brief overview of case information, including the status of the case (open or closed). You can view specific information about a person or a case by selecting a stage and clicking on the **Options** menu. The *Allegation List*, *Person List* and *Case To-Do List* are examples of the windows that can be opened from the **Options** menu.

	Step-by-Step: **Viewing Detailed Information About a Case:** ***Case Summary* Window**

1 Click on a case from the *Case List* to select it.

2 Click on the **Summary** button.
*The Case Summary window displays with a list of all stages in the selected case. A check mark in the **SEC** column on the Call Summary window indicates that a secondary assignment has been made to the stage. If the case being displayed is closed, the check mark indicates the existence of an Historical Secondary worker. You can access both person- and case-specific information from here by selecting a stage and clicking on the **Options** menu, then selecting an enabled command to navigate to related windows.*

*The Case Summary window also includes a column labeled **CD**. As part of the implementation of a future build, this column displays the Community District for New York City stages.*

3 To close the *Case Summary* window, click on the **Close** button.
The Case List displays.

Case Composition

The *Case Composition* window lists all of the individuals associated with any stage in the case and displays the relationship between these individuals. (This differs from the *Person List*, which contains information on all individuals associated with a particular *stage* of a case.) This window is useful in determining if the person you are searching for is the same person on the Search Results List (on the Person Search window), because it places the searched-for person in context of other household members. Evaluate the case composition to determine if it is relevant to your current investigation.

	Step-by-Step: **Viewing Detailed Information About a Case:** ***Case Composition* Window**

1 Click on a case to select it from the *Case List*.

2   Click on the **Comp** button.
The Case Composition window displays.

3   To close the *Case Composition* window*,* click on the **Close** button.
The Case List displays

Event List

The *Event List* for a case provides an historical list of significant case activities, including current and historical caseworkers assigned to the stages of a case, the date(s) when necessary letters were generated and the date on which certain tasks were approved. This information can help you obtain a comprehensive view of safety assessments and investigation conclusions for an historical case involving individuals who are associated with your current investigation.

There are two types of *Event Lists* in CONNECTIONS: one contains a listing of events for a particular *case*; the other lists the events for a particular *stage* within a case. The **Events** button at the bottom of the *Case List* opens the *Event List* for the selected case.

	Step-by-Step: **Viewing Detailed Information About a Case:** *Event List*

1   Click on a case from the *Case List*, then click on the **Events** button.
The Event List displays for the case.

2   To close the *Event List*, click on the **Close** button.
The Case List displays. If you return to the Event List after viewing other windows, the Event List displays the previous scroll position and the previously selected event remains highlighted.

Module 3:
Resource Search

In the course of your casework, you may need to locate information on agencies, facilities or providers to arrange services for an individual associated with a case. If you know the name of the resource, you can conduct a Resource Search using the resource's name in the search criteria. If you are looking for a resource that matches certain service and/or location characteristics, you can conduct a Resource Search using the resource's characteristics in the search criteria. For example, if an individual who is associated with your investigation needs foster care, you can locate information regarding foster homes for your local district by conducting a search in the Resource Directory.

The Resource Directory is considered the "yellow pages" of CONNECTIONS. It contains information about providers of child welfare-related services throughout New York State.

Each resource has a designated **Resource Type**. Six Resource Types exist in the Resource Directory:

Agency	A local district (LDSS) or a voluntary agency.
	Only OCFS can enter and maintain agencies in CONNECTIONS. Each agency has a three-character agency code and CONNECTIONS-assigned Resource Identification (RID) number. The voluntary child caring agencies have been assigned Vendor Identification (VID) numbers. Voluntary agencies that operate facilities or certify/approve foster homes are displayed as Primary. They are able to submit Database Checks to the SCR.
Facility	A location that provides professional child welfare services:

- Foster and Adoptive homes
- OCFS congregate care facilities, such as institutions and group homes
- OCFS, OMH and OMRDD facilities
- OCFS preventive facilities (converted and new entered by districts)

Provider	An organization or individual that provides services for the local district:

- Day care
- Foster care
- Housing (preventive)
- Adoption

Each Provider is maintained exclusively in CONNECTIONS by the district displayed as the Maintainer for that provider.

Hotline/Helpline

Law Enforcement

The Hotline/Helpline and Law Enforcement Resource Types are maintained by local districts. They are functional, but may not always be consistently maintained in every local district.

School

The School Resource Type is maintained by the state and includes public schools.

As a CPS caseworker, the resources you generally will be searching for Facilities, Agencies or Providers.

When searching for a resource, you must select the appropriate Resource Type to enable a search. For example, if you search for an Agency named "Baker Hall," but you select "Law Enforcement" as the Resource Type, CONNECTIONS will return no results.

Searching for a Resource by Name

When you need to find information for a resource and you know its name, it is more effective to conduct a Resource Search using the resource's name in the search criteria. Resource Searches locate names alphabetically within the list of resources. For example, if you are conducting an agency search for Urban League, and you enter "Urb" in the **Resource Name** field, the results of the search include every agency on the *Resource List* that begins with "Urb." Entering the first few letters of the resource name provides more results than entering the entire name of the resource. If you enter "Urban" in the same example, the results of the search include every agency on the *Resource List* that begins with "Urban."

	Step-by-Step: **Searching for a Resource by Name**

1 Click on the **RSRC** button on the CONNECTIONS Toolbar.
*The Resource Search Criteria window displays. The default **Search Type** is Phonetic Name.*

2 Enter the first few letters of the name of the resource you are searching for in the **Resource Name** field.
*The **Search…** button enables.*

3 Click on the **Search…** button.
The Resource List displays with the results of your search. Use the horizontal and vertical scroll bars to see information beyond what is displayed on screen at one time.

> Omit punctuation when searching for a resource. Most resource names are spelled without punctuation in CONNECTIONS.

Continue with "Viewing Detailed Information About a Resource" on page 41.

	Step-by-Step: **Searching for a Resource by Address**

1 Click on the **RSRC** button on the CONNECTIONS Toolbar.
The Resource Search Criteria window displays.

2 Click on the drop-down arrow for the **Search Type** field and select **Phonetic Address**.
*The **Address 1** field highlights in yellow, indicating that it is a required field for this search type.*

3 Enter search criteria in the **Address 1** field.
For detailed information about using Phonetic Address search, see "Phonetic Address Search" on page 21.

4 Click on the **Search…** button.
*If there are any resources in CONNECTIONS that match the search criteria, the Resource List displays with those results. If no resources match the search criteria, the following message displays: "No matches were found for these search parameters." Click on the **OK** button to close the message box.*

Continue with "Viewing Detailed Information About a Resource" on page 41.

Searching for a Resource by Characteristics

When you need to locate an agency, facility or provider in order to arrange services for a person associated with one of your cases, you may find it more helpful to conduct a Resource Search by using the desired resource characteristics in the search criteria. For example, if you want to locate a facility that offers therapeutic foster care for adolescents, you can use these criteria for your search. You can also narrow your search by specifying a geographical area.

When using resource characteristics as search criteria, the fields that enable in the *Resource Search Criteria* window are dependent upon which Resource Type is selected.

Step-by-Step:
Searching for a Resource by Characteristics

1 Click on the **RSRC** button on the CONNECTIONS Toolbar.
The Resource Search Criteria window displays.

2 Click on the **Search Type** field and select **Exact/Directory**.

3 Click on the drop-down arrow for the **Resource Type** field and select from the resulting list.

4 Click on the drop-down arrow for the field which contains the characteristic you want to use in your search criteria, then select from the resulting list.
*(For example, if you are searching for a Facility, the **Facility Type/LOC** field enables; select from the Facility Types available in the drop-down list.)*

> For a list of all Agencies, select "Agency" in the **Resource Type**, **Category** and **Service** fields.
> To list by county, select a county in the **County** field and select the **Location** check box. Leave the name fields blank and click on the **Search** button.

5 As you make selections from a field, other fields may enable; continue selecting from each enabled field's drop-down list until the **Search…** button enables.
At this point, you do not need to enter any other search criteria, but you can narrow your search by entering more criteria.

6 Click on the **Search** button.
The Resource List displays with the results of your search. Use the horizontal and vertical scroll bars to see information beyond what is displayed on screen at one time.

Viewing Detailed Information About a Resource

When CONNECTIONS performs a Resource Search results display in the *Resource List*. The *Resource List* provides summarized information about a resource, including its status, Facility Type/Level of Care (LOC), Resource ID number, Vendor ID (VID) number and authorizing agency.

You can select a resource from the *Resource List* and view detailed information, including the Service Area, Comments and Update Information, by opening the *Resource Detail* window.

Step-by-Step: **Viewing Detailed Information About a Resource**	

1 Click on a resource from the *Resource List* to select it.

2 Click on the **Detail...** button.
The Resource Detail window displays for the selected source. You can view a variety of information about the resource by clicking on the **Address…, Phone…, Facility…, Svc Area…** *and* **Comments…** *buttons.*

3 To close the *Resource Detail* window, click on the **Cancel** button.
The Resource List displays.

4 To close the *Resource List,* click on the **Close** button.
The Resource Search Criteria window displays.

5 To close the *Resource Search Criteria* window, click on the **Close** button.

In the *Resource Detail* window of an Agency's listing, you can generate a report of all facilities in the agency.

1. Click on the **Options** menu and select **Resource Relationships**.
The Report Relationships window displays.

2. Click on the **Report** menu in the *Report Relationships* window and select **Facilities by Agency/District**.
The following message displays: "The report has been launched. Check Report List Window."

3. Click on the **OK** button.

4. Click on the **RPRTS** button at the far right side of the CONNECTIONS Toolbar and select the report to be viewed and/or printed from the *Report List*.

Information on the Resource List

Resource Name	The name of the resource.
VID	The Vendor ID number. All resources must have a VID to receive payment via the Benefits Issuance Control System (BICS).
Facility Type/LOC	If the resource is a facility, the facility type or Level of Care (LOC) displays in this column; otherwise, the column is blank.
Status	The resource's current status (Active or Inactive).
Auth By	The authorizing state agency (e.g., OMH, OMRDD, State Health), if required, that has authorized the resource.
Maintainer	The Agency ID/Jurisdiction—AST (OCFS staff), SDSS (local district staff), or voluntary agency—that has access to maintain the resource in CONNECTIONS. This field is "read only."
Street 1, **City** and **County**	The resource's street address, city and county.
CD	The Community District (NYC only).
Phone and **Ext**	The resource's phone number and extension.
Rsrc Type	The resource type (e.g., Agency, Facility, Provider).
Resource ID	The resource's unique system-generated identification number.
Agency ID	The 3-character identification code for the authorizing agency.
Sub-Agency	Displays for New York City resources only.
FAD Facility	If the facility is a Certified Foster Home, Certified Foster/Adoptive Home, or Approved Relative Foster Home, "Y" displays in this column; otherwise, this column will be blank.
Last Update By	The name of the worker who last updated the resource.
Phone Number	The phone number of the worker listed in the **Last Update By** column.
Case ID	Displays for FAD homes only.
D/V	Indicates whether the resource is a voluntary agency (V) or a local district (D).
C	Denotes whether **Comments** are recorded in the *Resource Detail* window.

Module 4:
Staff Search and Office Search

During the course of your investigation, you may occasionally need to contact staff persons in other units or districts/agencies, in order to obtain background information about the members of a household. You may also need to assign a To-Do to a staff person or make case assignments within your own unit or in another district. For example, if a Subject leaves the household during your investigation and that individual is now living in another county within New York State, you need to assign a Secondary worker in that other county (the "supportive district").

By using Staff Search and Office Search, CONNECTIONS users can obtain the contact information necessary to perform these tasks. If you are assigning a stage to a staff person in a unit outside your own, you might conduct a Staff Search to verify that the assignee is in the correct unit.

Staff Search is the most effective method for finding contact information about a staff person. If you do not know the staff person's name, but you know the agency, **Office Search** is the most effective method for locating contact information.

Conducting a Staff Search

All staff searches are conducted from the *Staff Search Criteria* window. This window is accessible from the CONNECTIONS Toolbar or from specific windows (e.g., *Assign*, *To-Do Detail*, *Unit Summary*). The manner in which you open the *Staff Search Criteria* window depends upon the purpose of your search:

- To obtain contact information about a staff person, conduct a Staff Search from the CONNECTIONS Toolbar.

- To search for a staff person in order to send a To-Do, search from within the *To-Do Detail* window.

- To search for a staff person in order to assign/reassign a stage, search from within the *Assign* window.

If you are unsure of the exact spelling of a staff person's name, it is best to search on the first few letters of the last name. You must also include the Agency Code (or Type, Region and County) in the Office section of the *Staff Search Criteria* window. Staff Searches locate names alphabetically on the list of all staff for a specific agency. This is similar to looking up a name in a telephone book; your search criteria brings you to a specific point in the alphabetical listing of an agency's staff. For example, a search for "Brown" returns staff members with last name Brown, and all other names that follow Brown on the list. If you conduct a Staff Search entering only a "B" in the **Last Name** field, the resulting list will contain the name of every staff person for that agency whose last name begins with the letter B.

> When searching for ACS staff, you must enter at least one letter in the **Last Name** field.

Person Search is also helpful for finding staff persons when you do not know their agency code. By conducting a Person Search in this situation, you can obtain the Person ID for a staff person, and then use the Person ID to conduct a Staff Search. You cannot obtain detailed information about a staff person in Person Search; use the staff person's Person ID to conduct a Staff Search in order to retrieve detailed information.

If you are searching for a staff person in a large agency (e.g., Erie County), you may find it helpful to use the Unit section of the *Staff Search Criteria* window. This can be particularly useful if you know the staff person's unit but you are not sure of the spelling of the person's name.

When a Staff Search is complete, the *Staff List* displays in alphabetical order for the search criteria you entered.

> If you want to search for a staff person and you do *not* know the agency information, conduct a Person Search first to obtain the Person ID number (*see "Module 1: Person Search"*). The Person ID displays in the Person Search List. *Write it down.* Then conduct a Staff Search, using the Person ID field of the *Staff Search Criteria* window. Be sure to check the **Additional Parameters** check box.

	Step-by-Step: **Conducting a Staff Search from the CONNECTIONS Toolbar**

1 Click on the **STAFF** button on the CONNECTIONS Toolbar.
*The Staff Search Criteria window displays. The **Agency** field defaults to your own agency code and the **Active** check box is selected.*

2 Enter search criteria.
*Enter the first few letters of the person's last name. If you are searching for someone outside your agency and you know the agency code, enter it in the **Agency** field. If you do not know the staff person's agency code, see the tip box above.*

3 Click on the **Search** button.
The Staff List displays with the results of your search.

Viewing Detailed Information About a Staff Person

The *Staff Detail* window contains detailed information about a staff person, including contact information, supervisor's name and whether the worker is case assignable.

Staff persons do not have demographic information recorded in CONNECTIONS.

	Step-by-Step: **Viewing Detailed Information About a Staff Person**

1   After conducting a Staff Search, click on a name to select it from the *Staff List.*

2   Click on the **Detail…** button.
The Staff Detail window displays.

3   To close the *Staff Detail* window, click on the **Cancel** button.
The Staff List displays.

4   To close the *Staff List*, click on the **Close** button.
The Staff Search Criteria window displays.

5   To close the *Staff Search Criteria* window, click on the **Close** button.

>
>
> The **Detail…** button enables on the *Staff List* only when the list is accessed via the **STAFF** button on the CONNECTIONS Toolbar, not from the *Assign* window.

Conducting a Staff Search from the Assign Window

When a decision is made to assign a stage to another staff person who is outside of your unit (e.g., for a cross-county assignment), you need to conduct a Staff Search from the *Assign* window to complete the assignment process.

	Step-by-Step: **Conducting a Staff Search from the *Assign* Window**

1   Click on the WORK button on the CONNECTIONS Toolbar.
   The Assigned Workload displays.

2   Click on a stage to select it.

3   Click on the Assign… button.
   The Assign window displays.

4   Click on the Options menu and select Staff Search Criteria.
   The Staff Search Criteria window displays.

5   Enter the name of the staff person in the appropriate fields in the Person section; enter the Agency code if it is different from your own.
   If you do not know the staff person's agency code, see the tip box under "Conducting a Staff Search from the CONNECTIONS Toolbar" on page 44.

6   Click on the Search button.
   The Staff List displays the results of the search.

7   Click on the staff person's name to select it.

8   Click on the OK button.
   The Assign window displays with the selected staff person included in the Available Staff list at the top of the window.

	Step-by-Step: **Assigning a Stage After a Staff Search**

1   Select the staff person from the Available Staff list.

2   Click on the **Primary** or **Secondary** button.
   *If you choose **Primary** the following message displays:*
   "This action will remove the current Primary worker from the stage. Continue?"

   ◊   *Clicking on the **Yes** button changes the Primary worker on the stage. The new Primary worker's name displays on the Assignments list at the bottom of the window.*

◊ *Clicking on the **No** button cancels the pending assignment. No changes are made to the Assign window.*

◊ *The **Help** button does not have functionality at this time.*

*If you choose **Secondary**, the selected worker appears on the Assignment list with a Secondary role.*

3 To save the assignment change and close the *Assign* window, click on the **Save** button.

Conducting a Staff Search from the To-Do Detail Window

If you need to send a To-Do to another staff person (e.g., a Reminder To-Do regarding an upcoming court date or a Task To-Do to enable the staff person to assist you with a case), you must conduct a Staff Search from the *To-Do Detail* window. This window can be accessed from a number of windows, including the *Task List* and the *Assigned Workload*. The following instructions open the *To-Do Detail* window from the *Staff To-Do List*:

Step-by-Step:
Conducting a Staff Search from the *To-Do Detail* Window

1 Click on the **TO-DO** button on the CONNECTIONS Toolbar.
The Staff To-Do List displays.

2 Click on the **New…** button.
The To-Do Detail window displays.

3 Click on the **Staff…** button in the upper right corner of the *To-Do Detail* window.
The Staff Search Criteria window displays.

4 Conduct your search.
*For details about using the Staff Search Criteria window, see steps **2** and **3** of "Conducting a Staff Search from the CONNECTIONS Toolbar" on page 44.*

5 To exit the *Staff Search Criteria* window, click on the **Close** button.
The To-Do Detail window displays.

6 To save the To-Do, click on the **Save** button; to close the *To-Do Detail* window without saving, click on the **Cancel** button.
The Staff To-Do List displays.

7 To exit the *Staff To-Do List*, click on the **Close** button.

Using the Office Section of the Staff Search Criteria Window

If you need to find a staff person within an office, but you are not sure of the name or spelling, use the Office section of the *Staff Search Criteria* window. The search results display a list of all staff persons in a specific office. For example, if you only know a staff person's first name, you cannot use only that information in your search criteria; Staff Search requires the last name when searching by name, regardless of how much additional information is entered in the search criteria. By using the Office section of the *Staff Search Criteria* window, you can see the name of every staff person in the specified office; scroll down the list to find the person you are looking for.

You can conduct this search from the *Staff Search Criteria* window, regardless of the manner you use to open this window; the instructions below open the window from the CONNECTIONS Toolbar.

	Step-by-Step: Searching for Staff via the Office Section of the *Staff Search Criteria* Window

1   Click on the **STAFF** button on the CONNECTIONS Toolbar.
*The Staff Search Criteria window displays. The **Agency** field defaults to your own agency code and the **Active** check box is selected.*

2   Clear the default **Agency Code** in the Office section by highlighting the code and pressing the **Delete** key.

3   Click on the drop-down arrow for the **Type** field and select from the resulting list (e.g., District, Vol Agen, Regional).

4   Click on the drop-down arrow for the **Region** field and select from the resulting list (e.g., Syracuse, Rochester, NYC).

5   Click on the drop-down arrow for the **County** field and select from the resulting list (e.g., Onondaga, Erie, Kings).

> Make sure your **Region** and **County** field selections are compatible. If the selected county is not in the selected region, the following message displays:
>
> *"No staff match the entered search criteria. Please change the criteria."*

6   Click on the **Search** button.
The Staff List displays with results matching the search criteria. If no matches are found, the following message displays:
"No staff match the entered search criteria. Please change the criteria."

7   Click on a staff person's name in the *Staff List*.
*The **Detail** button enables.*

8   Click on the **Detail** button to view detailed information about the selected staff person.
The Staff Detail window displays.

9   To close the *Staff Detail* window, click on the **Close** button.

Office Search

Office Search enables CONNECTIONS users to search for offices. For example, an Office Search for voluntary agencies by Region and County returns a list of all voluntary agencies within that region and county. You may find it helpful to have this information in a convenient location (e.g., if you wanted to have a list of OMH facilities within a specific region, or a list of voluntary agencies).

All Office Searches are conducted from the **Search** menu on the CONNECTIONS Toolbar.

When an Office Search is complete, the *Office List* displays in alphabetical order for the search criteria you entered. Further information can be viewed for an office by selecting it from the *Office List* and clicking on the **Detail…** button.

Step-by-Step:
Conducting an Office Search

1 Click on the **Search** menu on the CONNECTIONS Toolbar and select **Office…**
The Office Search Criteria window displays.

2 Click on the menu for the **Type** field and select from the resulting list (e.g., State, Regional, District, Vol Agen).

3 Click on the menu for the **Region** field and select from the resulting list (e.g., Syracuse, NYC, Yonkers).

4 Click on the drop-down arrow for the **County** field and select a county or district within that region (e.g., Onondaga, Richmond, Westchester).
If the selected county is not in the selected region, no results will return.

> The **Type**, **Region** and **County** fields required to enable an Office Search and are contingent upon the type selected. (Some Office Types disable the **Region** field.)
>
> Required fields are highlighted in yellow.

5 Click on the **Search** button.
The Office List displays results matching the search criteria. If no matches are found, the following message displays:
"No match was found for the criteria specified in your search.

6 To view detailed information (including staff) for an office on the *Office List*, click on the **Detail…** button.
The Office Detail window displays for the selected office.

7 To view staff detail, click on a staff person from the Office Assignment section of the *Office Detail* window and click on the **Staff Dtl…** button.
The Staff Detail window displays for the selected staff person.

Conclusion

Effective search techniques are a valuable skill for caseworkers as they use CONNECTIONS throughout the casework process.

The information CONNECTIONS returns in a search is dependent upon the search method you use and the search criteria you enter. By using the appropriate search method and understanding how and when to broaden or narrow a search, you will improve the likelihood of finding the information you need.

As a result of learning how to conduct effective searches in CONNECTIONS, you are better equipped to accomplish these tasks:

- Determine whether an individual has a history in CONNECTIONS.
- Locate historical case information.
- Meet your clients' needs by locating available resources.
- Locate staff and offices in the CONNECTIONS system.

Now that you recognize the importance of effective search techniques, you are better able to select the search method best suited to retrieve the information you need.

Appendix A:
CONNECTIONS Logon Process Charts

Chart A:
Accessing CONNECTIONS Production
(Windows NT 3.51)

Program Manager - NYSDSSALB\Ballou, Wally

File   Options   Window   Help

Connections Logon

Click this icon to open the CONNECTIONS Logon program group

Connections Logon

Logon for Connections Production

Logon for Connections Training/Preview

Citrix Job Aid

Click this icon to open the CITRIX Logon window for the CONNECTIONS Production desktop

Connections

Username kk0213
Password
Domain   NYSDSSNYC

Logon

Enter the password associated with your username and click the Logon button to open the CONNECTIONS Production desktop in CITRIX

Policy Library

Connections Production

Click this icon to open the CONNECTIONS Toolbar on your CITRIX desktop

Production - CONNECTIONS Toolbar - Ballou, Wally

Intake   Options   Maintain   Search   Help

TO-DO   WORK   UNIT   PERS   CASE   RSRC   STAFF   RPRTS

Policy Library

Chart B:
Accessing the Training Database/Preview Application
(Windows NT 3.51)

Program Manager - NYSDSSALB\Ballou, Wally

File   Options   Window   Help

Connections Logon

Click this icon to open the CONNECTIONS Logon program group

Connections Logon

Logon for Connections Production

Logon for Connections Training/Preview

Citrix Job Aid

Click this icon to open the CITRIX Logon window for the CONNECTIONS Training/Preview desktop

Connections

Username kk0213
Password
Domain NYSDSSNYC

Logon

If you intend to access the CONNECTIONS Training Database, enter a training username (DU or IL#), password, and appropriate domain. Then click the Logon button to open the CONNECTIONS Training/Preview desktop in Citrix.

If you intend to access the CONNECTIONS Preview Application, enter the password associated with your username. Then click the Logon button to open the CONNECTIONS Training/Preview desktop in Citrix.

Connections Training Database   Policy Library   Connections Preview Application

Click this icon to open the CONNECTIONS Training Database in CITRIX

Click this icon to open the CONNECTIONS Preview Application in CITRIX

Training - CONNECTIONS Toolbar - Wilson137,Darryl

Intake   Options   Maintain   Search   Help

TO-DO   WORK   GROUP UNIT

Policy Library

Preview - CONNECTIONS Toolbar - Ballou, Wally

Intake   Options   Maintain   Search   Help

TO-DO   WORK   GROUP UNIT

Policy Library

Chart C:
Accessing CONNECTIONS Production
(Windows 2000)

Click this icon to open the CITRIX Logon window for the CONNECTIONS Production desktop

Enter the password associated with your username and click the Logon button to open the CONNECTIONS Production desktop in CITRIX

Click this icon to open the CONNECTIONS Toolbar on your CITRIX desktop

Chart D:
Accessing the Training Database/Preview Application
(Windows 2000)

Click this icon to open the CITRIX Logon window for the CONNECTIONS Training/Preview desktop

If you intend to access the CONNECTIONS Training Database, enter a training username (DU or IL#), password, and appropriate domain. Then click the Logon button to open the CONNECTIONS Training/Preview desktop in Citrix.

If you intend to access the CONNECTIONS Preview Application, enter the password associated with your username. Then click the Logon button to open the CONNECTIONS Training/Preview desktop in Citrix.

Click this icon to open the CONNECTIONS Training Database in CITRIX

Click this icon to open the CONNECTIONS Preview Application in CITRIX