



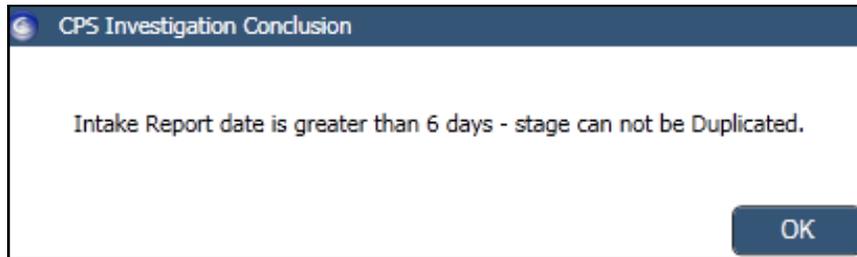
*When multiple CPS intakes involving the same family are recorded, it may be appropriate to record the multiple investigation tasks within a single investigation (INV) stage. In such instances, a subsequent INV stage may be closed as a duplicate to the previously-received investigation. This process is commonly referred to as consolidating investigations.*

### Deciding Whether to Close an INV as a Duplicate

The decision to close an INV as a duplicate is based on several considerations: district policy, the nature of the allegations, investigative activities that have already occurred, and system requirements. The system requirements include:

- The stages must be in the same open case. *If not, a case merge will be required before the consolidation can proceed.*
- The intake date and time associated with the prior investigation must be earlier than the subsequent investigation being closed.
- The prior Investigation stage must be less than 53 calendar days old.
- The process of consolidating investigations must be submitted within six (6) calendar days of the intake date and time of the subsequent investigation being closed.
- The Safety Assessment(s) can be in any status. However, the status of the Risk Assessment Profile (RAP) must be “NEW” or “PROC” (In Process). *If the RAP has been approved, the stage cannot be closed as a duplicate.*
- The prior Investigation stage may not be approved or pending approval.
- No event in the Investigation stage to be closed as a duplicate may have a rejected (REJT) status.
- All persons listed in the Investigation stage to be closed as a duplicate must exist in the prior Investigation stage. *It may be appropriate to add persons to the prior Investigation stage to meet this requirement.*
- No role may be listed as Unknown (UK). Unknown roles must be addressed before a consolidation can occur.
- All allegations in the Investigation stage to be closed as a duplicate must exist in or be added to the prior Investigation stage. *It may be appropriate to add allegations from the Investigation to be closed to the prior Investigation stage to meet this requirement.*
- In NYC cases, a “High Priority” Investigation can only be Closed as Duplicate and consolidated into another “High Priority” Investigation stage. A “Non- High Priority” Investigation can be Closed as Duplicate and consolidated into a “High Priority” Investigation stage.

If any of the system requirements are not met, a message box will display that will correspond to the unmet specific system requirement. For example:



The closing of an Investigation stage as a duplicate must be submitted to and approved by the Unit Approver. Once approved, the Investigation Conclusion for that stage displays as “Closed as Duplicate” with an event status of “Suspended.” All investigation documentation must be completed in the prior Investigation stage identified in the closing process.

### Examples of Circumstantial Edit Messages and Trouble Shooting

1. **“All individuals in the Duplicate stage must be in the original stage.”**

*Likely one or more persons have a new Person ID number (PID). Check the person list. In the search column, the value of R (Related) is good, while the value of V (Viewed) is the likely culprit. A Person Merge may need to take place. Otherwise, add a new PID into the prior report.*

2. **“Allegation mismatch: All allegations in Duplicate must be in original stage.”**

*Likely one or more persons have a new PID, but the application thinks this is a NEW allegation. Check the person list. In the search column value of R (Related) is good. V (Viewed) is the likely culprit. A Person Merge may need to*

*take place. Otherwise, add a new PID into the prior report or add the appropriate allegations to the initial investigation that are not already found in the prior investigation.*

3. **“No stages in case meet criteria to allow a Duplicate.”**

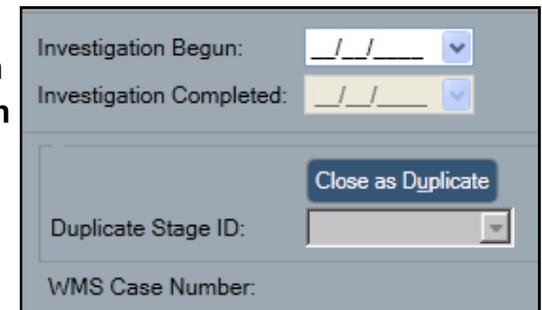
*There are several possibilities. The prior report may be more than 53 days old or the report to be closed may be more than six days old; therefore the consolidation cannot be completed. The prior report may be pending approval in which event it would be necessary to invalidate the approval. The simplest means to accomplish this is to open the Investigation Conclusion Narrative, add a space at the end and then save. Another possibility is the reports do not share the same case number, in which event merge the cases and try to close the next day after the Case Merge batch is complete.*

### Step-by-Step: Closing a New Investigation as a Duplicate to an Earlier Investigation

1. On your workload, select the INV stage to close as a duplicate.
2. Click the **Investigation Conclusion** link in the navigation pane.

*The CPS Investigation Conclusion window displays.*

3. Record the start and end dates of the investigation to be closed in the **Investigation Begun** and the **Investigation Completed** fields.
4. Click the **Close as Duplicate** button.



The Determination “Suspended” and the Closure Reason “Closed as Duplicate” populate their respective fields.

5. Click the drop-down for **Duplicate Stage ID** and select the appropriate prior stage ID. *Messages display if system requirements are not met.*
6. Click the **Narrative** link in the navigation pane.  
*The CPS Investigation Conclusion narrative window displays.*
7. Record a narrative consistent with local policy requirements.

**For ACS workers**, the required wording for completing the Investigation Conclusion narrative is:

“For information regarding allegation(s) contained in this Associated Intake Report, please see the Investigation Summary Report for the Investigation (INV) Stage ID \_\_\_\_\_.”

8. Click the red **X** button to close the window.
9. Click the **Save** button.  
*The **Save & Submit** link enables.*
10. Click the **Save & Submit** link in the navigation pane.  
*The To-Do Detail window displays.*
11. Click the **Save and Close** button

## Resources

- CONNECTIONS Job Aids and Tip Sheets:  
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:  
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:  
[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)  
(NOTE: address contains an underline)
- CONNECTIONS Communications Mailbox:  
[connections@ocfs.ny.gov](mailto:connections@ocfs.ny.gov)

ITS Enterprise Service Desk  
1-800-697-1323