CREATION DATE: April 13, 2006

Often times, multiple calls come into CFSA's hotline in reference to the same family. If for some reason, two investigations were opened for the same family, FACES.NET allows workers to link two investigations to one another. Linking one investigation to another investigation would change the investigation that is being "linked" to a read-only status (Example: If investigation A is linked to investigation B, then investigation A becomes read-only and a secondary investigation. Investigation B, the "linked to" investigation becomes the primary investigation). The following tip sheet walks workers through the process of linking an investigation to another investigation.

Pointers to Remember:

1. Linking an investigation to another investigation is an irreversible process, so please be certain that the appropriate investigation number is entered, and that linking is indeed the action you want to take.

2. All clients and allegations not in the "linked-to" referral will copy to the Investigation;

Steps Include:

Step 1: Navigate to the **Closure** screen. Place your mouse over the **Referral** module at the top of the screen.

Step 2: Place your mouse over the **Investigation** menu item.

Step 3: Click on **Closure**.
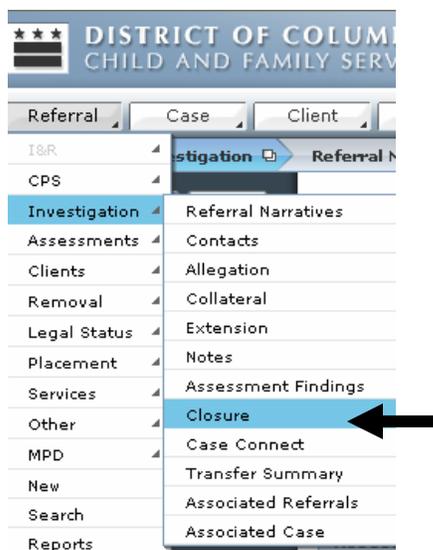
Figure 1

Step 4: Workers have several **Closure Type**s from which to choose on the **Investigation Closure** screen. Click the **Linked to Open Investigation** radio button to link an investigation to an investigation.

Step 5: Type the investigation number of the investigation to which you are linking. If the worker is not aware of the investigation number then, he/she can use the search button to search for the investigation by name.

Step 6: Click **Save.**

4: Click the **Linked to Open Investigation** button.

5: Type investigation number or search for investigation number of the "linked to" investigation.

6: Click **Save**.
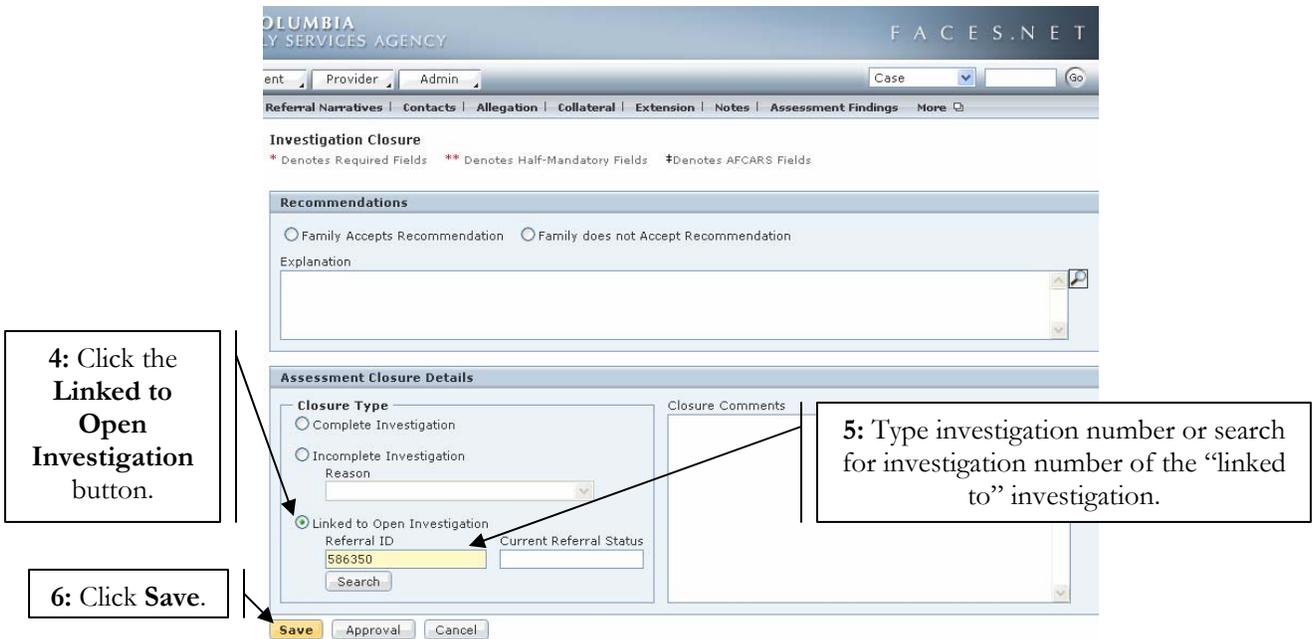
Figure 2

Step 7: Click the **Approval** button to request and obtain approval.

Step 8: Read the message that appears: "You are about to link this investigation to open investigation (######). This action cannot be undone. Do you want to proceed?" Click **Yes** to follow through with the linkage.
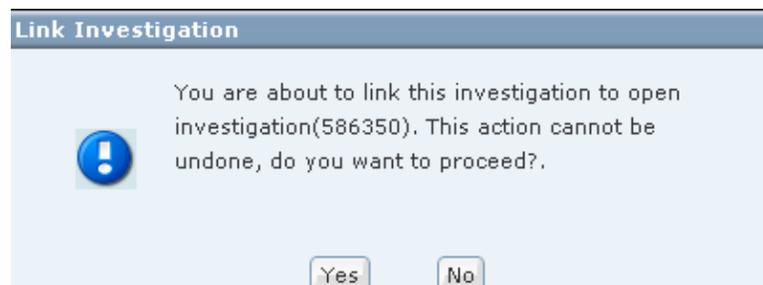
Figure 3

Note:

- Linking your current Investigation to another open Investigation will close the Investigation on which you are working;
- If there is another investigation open for the family and the two investigations should be linked so that data need only be entered in one place, then the investigative worker can select to link the current investigation to another open investigation;
- The worker must request supervisor approval to link two (2) investigations;
- If the supervisor approves this linking, then the secondary investigation becomes Read-Only and its status will become "Open and Linked";
- All clients and allegations not in the primary referral will be copied over to it from the secondary referral.

Status changes to "Linked and Open".

Figure 4