TEXAS
Department of Family
and Protective Services

Job Aid for IMPACT and CLASS Actions

Child Care Investigations

June 2026

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Purpose of This Job Aid

This job aid is designed to provide investigators and supervisors with a clear, practical framework for properly merging, linking, and completing investigations in compliance with policy and system requirements in IMPACT and CLASS. Its purpose is to promote consistency, strengthen case integrity, reduce documentation errors, and support timely, well-informed decision-making by clarifying how to appropriately connect related cases, maintain accurate records, and efficiently close investigations.

While not every investigation will require merging, it remains critical to identify and track related investigations—such as those involving similar incidents, shared individuals or providers, or emerging patterns. Systemic concerns must be identified and documented to support effective oversight and maintain child safety in child care investigations. By standardizing these practices, this job aid strengthens case management, supports supervisory review, and promotes complete, reliable investigative documentation.

For more information on what types of cases can be merged and face-to-face contact requirements on a merged investigation, see the policies listed below in the CCI Handbook.

3210 Merging Investigations

3211 Merging and Linking Investigations in IMPACT and CLASS

3212 Face-to-Face Contact Requirements on a Merged Investigation during an Open Investigation

This job aid also provides investigators and supervisors with information on how to complete CLASS actions related to a case that is being Administratively Closed as well as case closure tasks that must be completed for all investigations prior to transferring the case back to Child Care Regulations in CLASS.

4624 Allegations That Merit Administrative Closure

Case Merging

Case merging is primarily governed by DFPS CCI Handbook procedures, IMPACT documentation standards, and supervisory oversight with the central goal of ensuring that related allegations involving the same operation, victim, alleged perpetrator, or incident are connected accurately without duplicating investigative work.

Case merging is used when multiple intakes or investigations involve the same incident, operation, children, or alleged perpetrators and combining them supports one accurate investigative record.

Primary Objectives of Case Merging:

- Prevents duplicate investigations on the same event.
- Preserves one comprehensive evidentiary record.
- Ensures all allegations are addressed under the correct investigation stage.
- Maintains accurate provider history and pattern recognition.
- Supports consistent dispositions and enforcement actions.
- Reduces conflicting documentation in IMPACT.

Case merging is an administrative and investigative integrity decision—it is **not** a workload reduction tool.

Case Merging in IMPACT

Step 1: Identify the individual cases that need to be merged.

Step 2: Go to the Person List in each case to verify that PID numbers for victim children and APs are the same. If PIDs are different follow the PID merging protocol to ensure there are not duplicates of the same person in IMPACT.

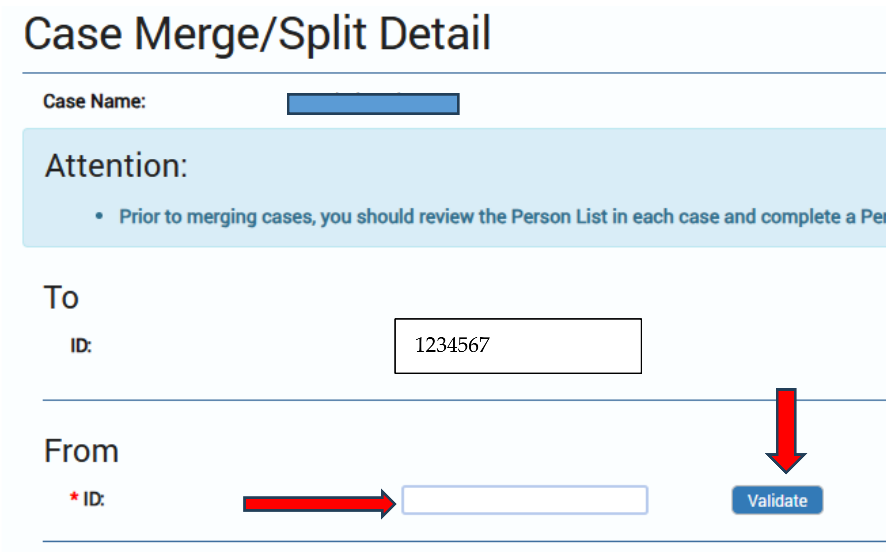
Step 3: Once PIDs are verified click into the oldest case.

Step 4: Scroll down to:

Step 5: Click the Add Button

Step 6: Case Merge/Split Detail page will appear.

Enter the newest case number in the From ID box and then click the Validate button.



Step 7: Follow the prompts to ensure information from cases being merged is accurate and if needed click on the correct information bubble. Doing so will allow the correct information to properly merge.

Step 8: Follow prompt to merge the cases.

Case Summary:

Stage Name	Stg	Type	Opened	Time	Closed	Primary	Reg	Stage ID
[redacted]	INV	PHAB1	04/30/2026	04:28 PM	05/01/2026	[redacted]	99	[redacted]
[redacted]	INT	PHAB1	04/30/2026	02:44 PM	04/30/2026	[redacted]	99	[redacted]
[redacted]	INV	PHAB1	04/30/2026	02:35 PM		[redacted]	99	[redacted]
[redacted]	INT	PHAB1	04/30/2026	11:40 AM	04/30/2026	[redacted]	99	[redacted]

Determine which intake was received first and merge the case that is the newest into the oldest case. Use Stage ID to determine what case was received first (smallest number).

Click the Add button: Add

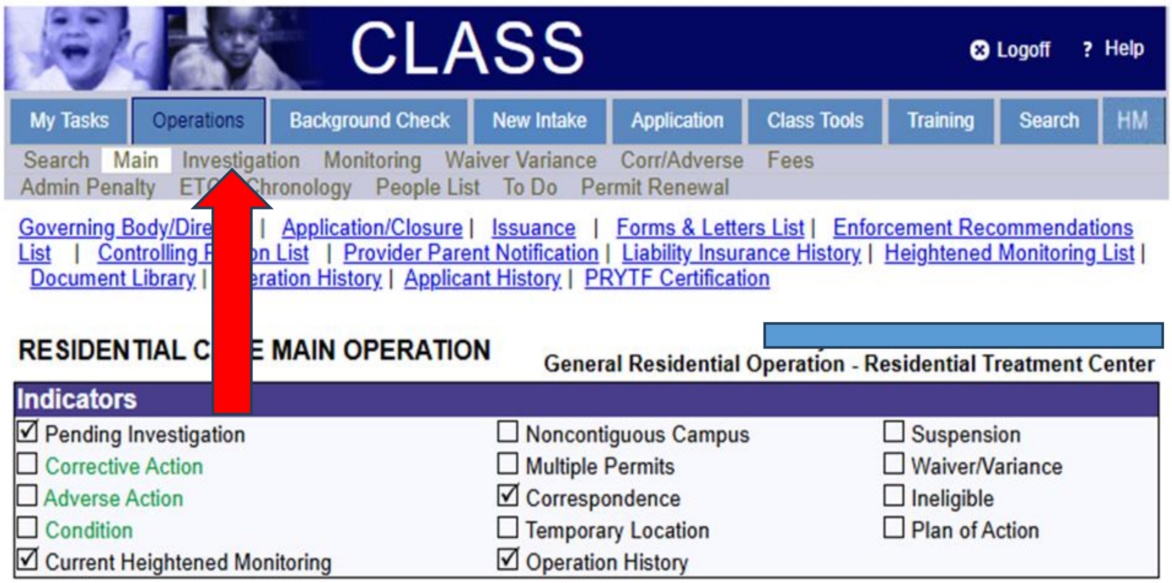
In the FROM section, enter the newest case number to be merged.

Validate the entry and verify the information before merging the newest case into the oldest case.

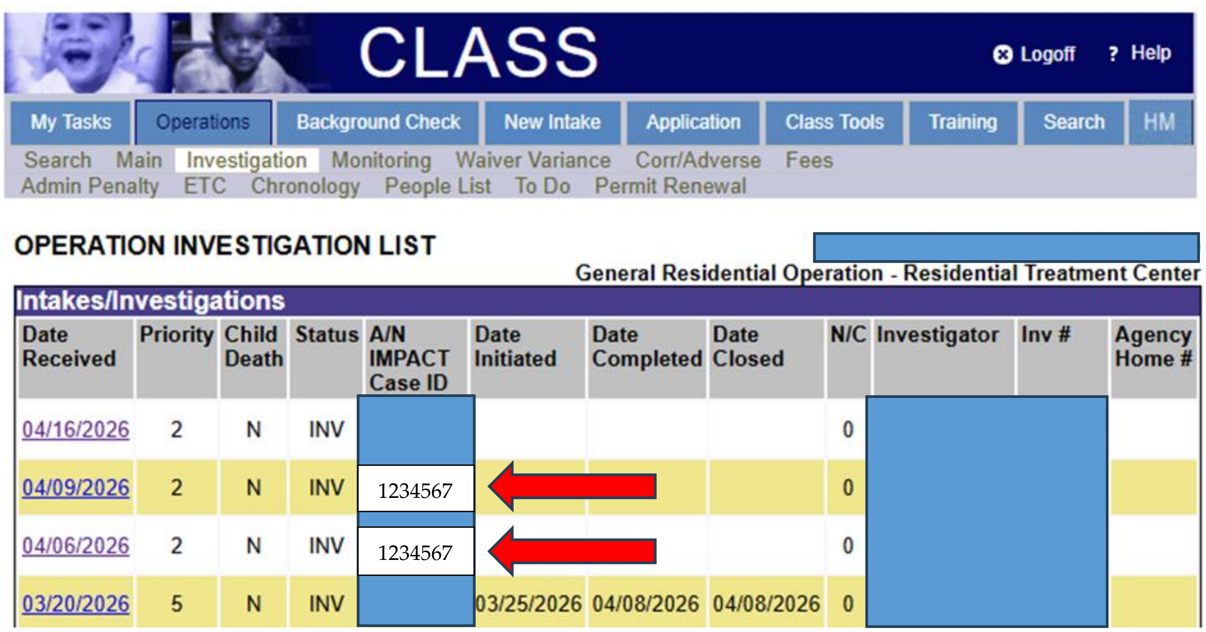
Linking Investigations in CLASS

Once the merge has been completed in IMPACT, you will need to link the investigations in CLASS.

Step 1: Go to the Main Operation Page in CLASS for the operation where the investigations are located and click on ***Investigation***.



Step 2: Find cases that have the same IMPACT Case ID number or if the merge has not yet gone through in IMPACT, the CLASS case numbers of the investigations you want to link.



Step 3: Determine the oldest case.

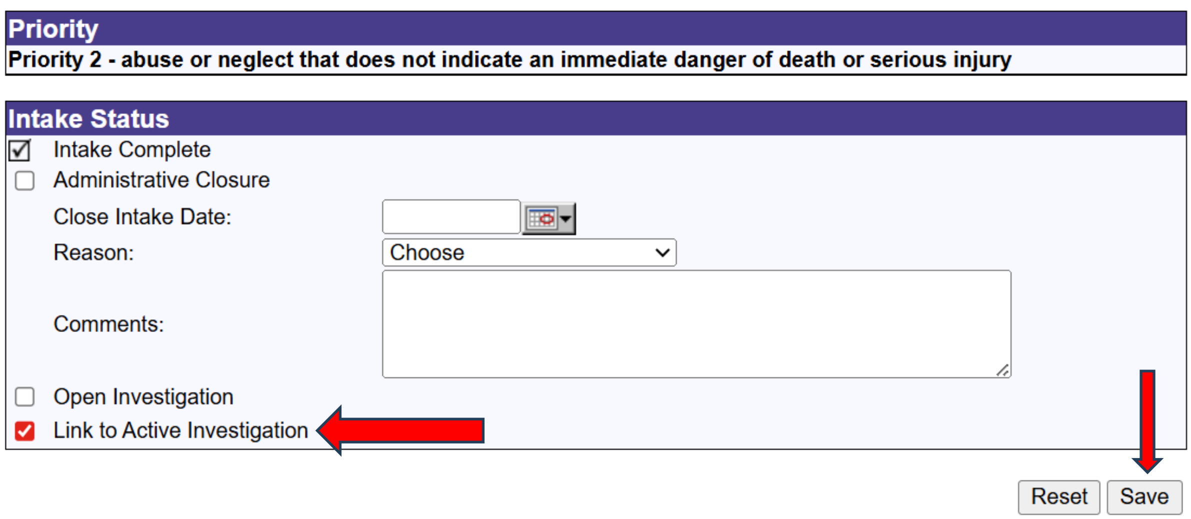
Step 4: Once the oldest case is identified, click on the newest case.

Step 5: After clicking on the newest case scroll down to the *Supervisor Administration* box and click the ***Delete*** button.

This will take the newest case back to the intake stage.

Step 6: Return to the Investigation List and click on the newest case that is now in the intake stage. This will allow the newest case to merge into the oldest case.

Step 7 : Return to the newest CLASS intake, scroll to the bottom, and select *Link to Active Investigation.*



Step 8: Hit *Save*. CLASS will return you to the investigation list. Select the CLASS investigation that the intake will link to.

Person (PID) Merging

Person merging is the process of combining duplicate person records in IMPACT when multiple profiles exist for the same individual. The purpose is to preserve one accurate identity record, improve case history reliability, and prevent fragmented or conflicting documentation.

Purpose of Person Merging

Person merging helps to eliminate duplicate person IDs, consolidate history for one individual, improve accuracy in safety and risk assessments, and prevent missed prior history. It also helps to reduce documentation errors and supports reliable background checks and pattern recognition.

General Standard:

You should only merge person records in IMPACT when there is sufficient evidence that both records belong to the same individual.

Merging should prioritize accuracy over convenience because an incorrect person merge can permanently distort case histories.

Typical Criteria for Merging:

A merge may be appropriate when records match on several identifiers, such as:

- Full legal name (including aliases/maiden names)
- Date of birth
- Social security number
- Driver's license or state ID
- Gender
- Address history
- Family relationships.

Supporting indicators include:

- Similar contact information
- Prior case associations
- Matching role history (parent, provider, victim, perpetrator)

Do not merge if:

Names are similar but DOB differs significantly and insufficient identifiers exist.

A message stating there is a "*duplicate person merge"* usually means the system has detected that the person records are already connected, previously merged, or have another active duplicate relationship that prevents the requested merge from occurring.

Common reasons to NOT merge PIDS include:

- One PID may already be absorbed into another master PID.
- IMPACT often keeps the historical duplicate record inactive but linked.
- Trying to merge them again triggers the duplicate merge warning.
- One of the records is already tied to another pending merge.

How To Merge PIDs

Step 1: Go to Person Detail

Step 2: Compare PID numbers to identify the oldest PID number and verify personal identifiers that are correct for the individual.

Step 3: Once the correct PID numbers is identified, scroll down to *Potential Duplicates* and click **Person Merge/Split**.

Step 4: Click the ADD Button.

Step 5: On the Person Merge/Split Detail page enter the **oldest** PID number in the *Forward Candidate* box.

*If you are already in the Oldest PID's Person Merge/Split Detail page, you can click on the Switch button. Doing this will move the PID number listed in the *Closed Candidate* box, into the *Forward Candidate* box. Follow the same steps as above.

It is important that you use the oldest PID in the *Forward Candidate* box and close out the newest PID.

Step 6: Click *validate* and follow the prompts.

Administrative Closure

[4624 Allegations That Merit Administrative Closure](#)

When a case is being administratively closed, there are certain tasks in CLASS that must be completed.

Administrative Closure Tasks in CLASS

Once a case has been approved for an administrative closure by the program administrator, the supervisor must go into CLASS to update the case.

Step 1: The supervisor opens the Intake Report in CLASS and if the case has been stage progressed the case must be returned to the intake stage.

> * Day Care Investigations rarely return cases in CLASS to intake stage. Investigations that are administratively closed in the day care program are still transferred to the HHS Unregulated Operations Unit (UOU). This program will determine next steps in CLASS.

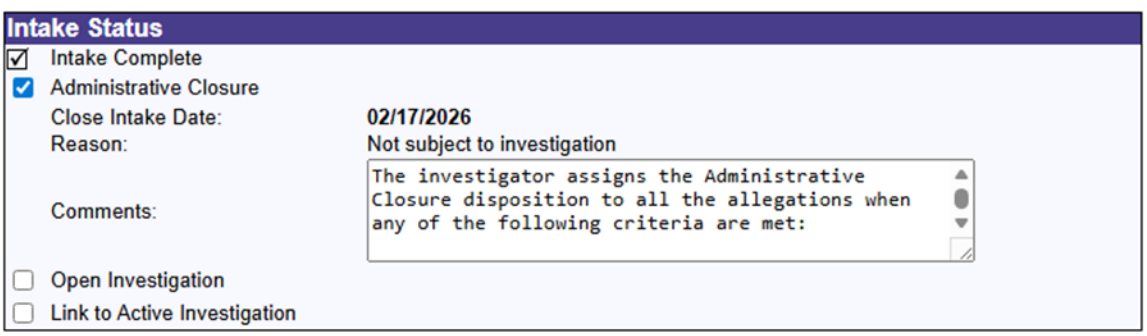
Step 2: Supervisor goes to the Intake Status box.

Step 3: Supervisor checks the *Administrative Closure* check box.

Step 4: Supervisor selects the *Close Intake Date*.

Step 5: Supervisor selects the proper *Reason* for closure.

Step 6: In the comments box the supervisor enters the program administrators staffing contact for the administrative closure.



Step 7: Hit save to complete administrative closure tasks.

Case Closure Notifications in IMPACT

The investigator must create notification letters in IMPACT on the IMPACT Letters tab prior to submitting the investigation in IMPACT and completing CLASS case closure tasks below. (IMPACT Letters must be in draft form and upon approval the supervisor or above will finalize/complete letters).

[2130 Notifying Relevant People of the Results of an Investigation]

Letter List

Stage Name: [redacted]

Case ID:

Date Entered	Status	Letter Type	Letter To	Method	Entered By	Last Modified Date	Last Modified By	Letter ID
04/03/2026	COMP	HHSC Case Transfer		Email	[redacted]	04/07/2026	[redacted]	460938435
04/03/2026	COMP	A/N Findings Letter to Perp - 2894	[redacted]	Regular/Certified Mail	[redacted]	04/07/2026	[redacted]	460938104
04/03/2026	COMP	A/N Findings Letter to Perp - 2894	[redacted]	Regular/Certified Mail	[redacted]	04/07/2026	[redacted]	460938110
04/03/2026	COMP	CCI Investigation Findings to Operation	[redacted]	Regular/Certified Mail	[redacted]	04/07/2026	[redacted]	460938245
04/03/2026	COMP	CCI Reporter Letter - 6633	[redacted]	Regular/Certified Mail	[redacted]	04/07/2026	[redacted]	460938280

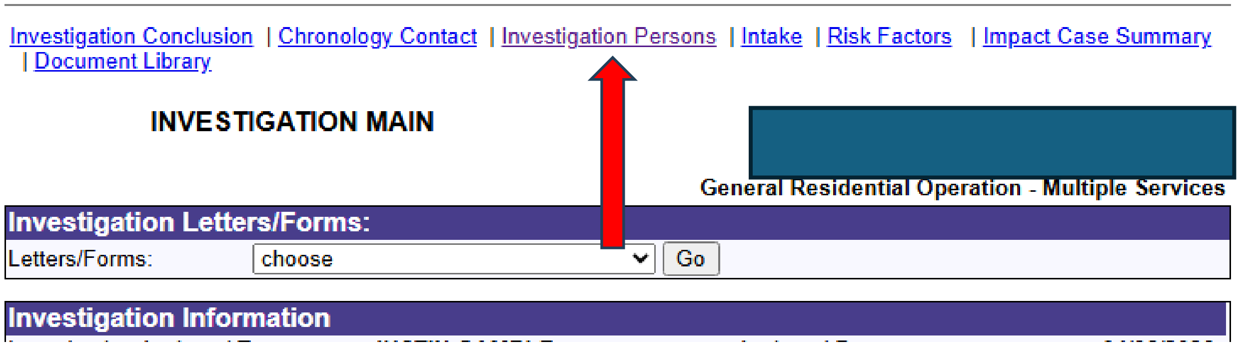
Download

Case Closure Tasks in CLASS

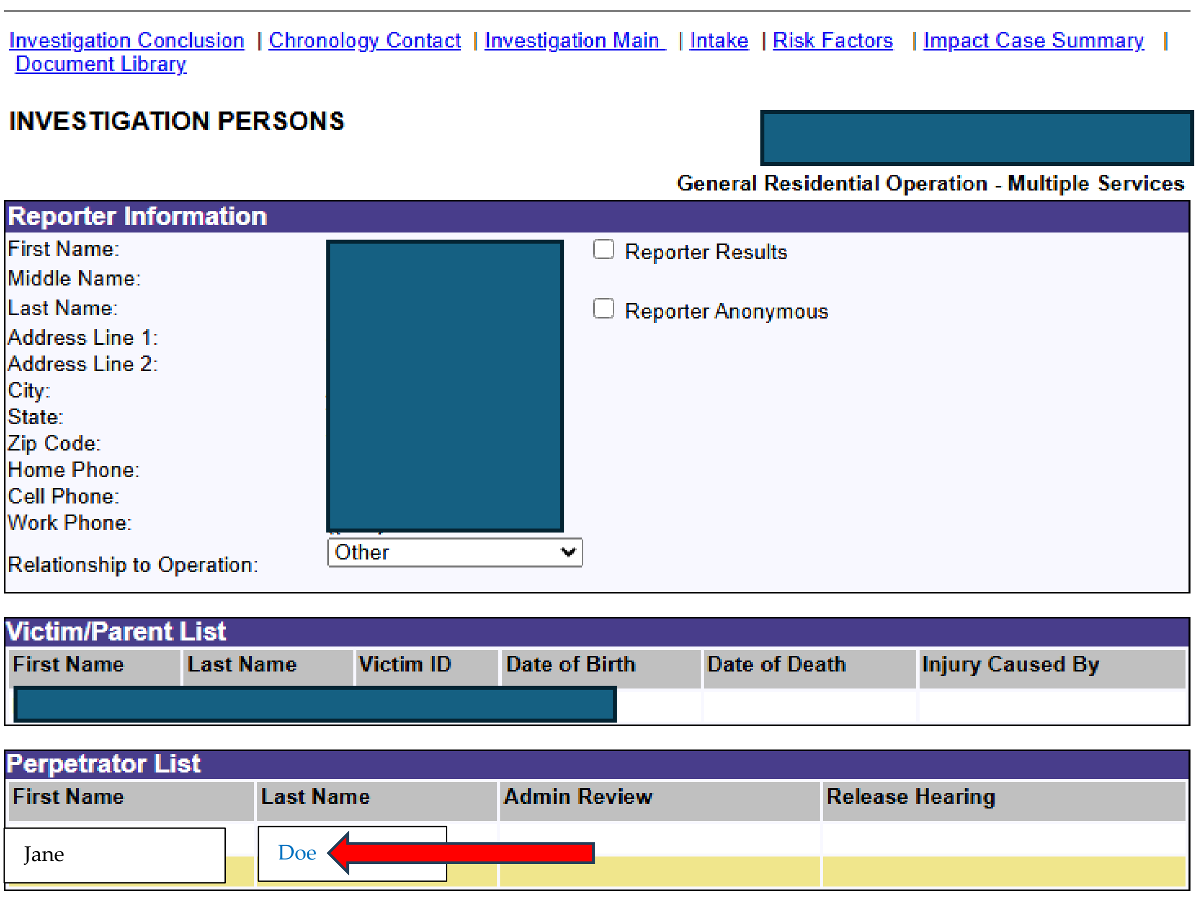
Prior to transferring the investigation report to HHSC the following tasks must be completed in CLASS:

Step 1: The investigator or supervisor goes into CLASS and opens the *Investigation Main* page for the case being closed.

Step 2: The investigator or supervisor clicks on the *Investigation Persons* tab.

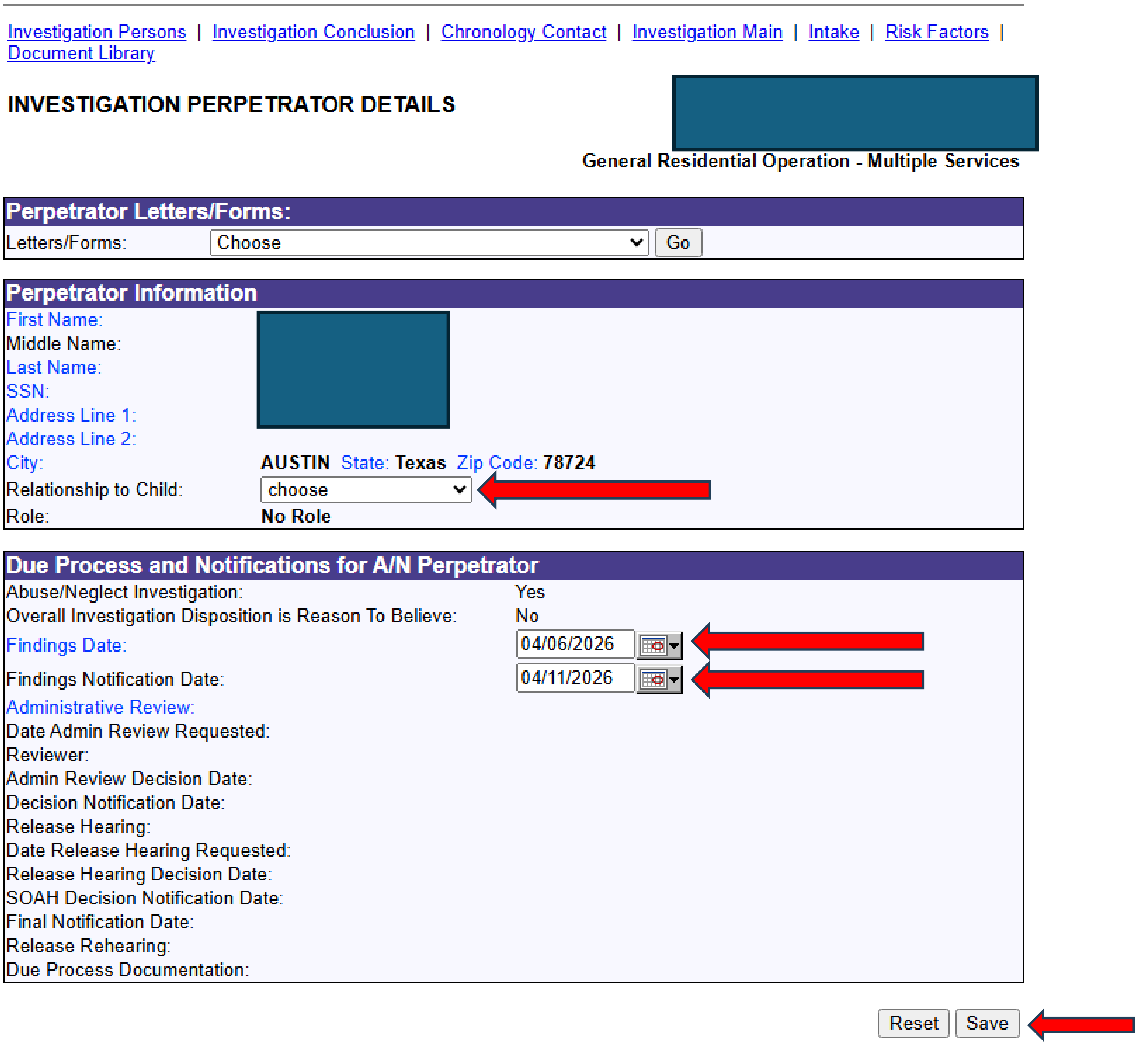


Step 3: The investigator or supervisor clicks on the name on the Perpetrator List and selects from the names listed. This is done for each Perpetrator listed.



Step 4: The investigator or supervisor selects the appropriate option in the *Relationship to Child* drop-down in the *Perpetrator Information* section.

Step 5: The investigator or supervisor enters the *Findings Date* (case closure date) and *Finding Notification Date* (date case transfer was completed) in the *Due Process and Notification for A/N Perpetrator* section.


Investigation Persons | Investigation Conclusion | Chronology Contact | Investigation Main | Intake | Risk Factors | Document Library

INVESTIGATION PERPETRATOR DETAILS

[redacted]

General Residential Operation - Multiple Services

Perpetrator Letters/Forms:

Letters/Forms: Choose Go

Perpetrator Information

First Name:	[redacted]
Middle Name:	
Last Name:	
SSN:	
Address Line 1:	
Address Line 2:	
City:	AUSTIN State: Texas Zip Code: 78724
Relationship to Child:	choose
Role:	No Role

Due Process and Notifications for A/N Perpetrator

Abuse/Neglect Investigation:	Yes
Overall Investigation Disposition is Reason To Believe:	No
Findings Date:	04/06/2026
Findings Notification Date:	04/11/2026
Administrative Review:	
Date Admin Review Requested:	
Reviewer:	
Admin Review Decision Date:	
Decision Notification Date:	
Release Hearing:	
Date Release Hearing Requested:	
Release Hearing Decision Date:	
SOAH Decision Notification Date:	
Final Notification Date:	
Release Rehearing:	
Due Process Documentation:	

Reset Save

Step 6: Click the save button.

*For cases with a disposition of Reason to Believe, the Complex Investigation Analyst will enter the dates in CLASS for case closure and letters mailed.