DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL-0307

TO: County Directors of Social Services

ATTENTION: DSS Child Welfare Services Program Administrators

DSS Child Welfare Services Supervisors

DSS Work First Program Administrators

DSS Work First Program Supervisors

DSS Adult/Family Services Program Administrators

DSS Adult/Family Services Program Supervisors

DSS Data Entry Supervisors and Operators

SUBJECT: Case Managers with Multiple Social Security Numbers or Alternate IDs in the Services Information System (SIS)

DATE: May 7, 2007

I. GENERAL INFORMATION

In order to comply with the requirements of the Identity Theft Protection Act (S.L. 2005-414), the Services Information System (SIS) has created a report in NCXPTR under the name: 'DHRSYA SYA945 WORKERS W MULT SSN' (SYA945-1). This report has been made available to assist counties with data-cleanup of workers with multiple Case Manager Numbers (Social Security Numbers or Alternate IDs) on DSS-5027s. This report lists only those Case Managers that have more than one SSN or Alternative ID on active DSS-5027s, or those closed on or after Oct. 1, 2006. Each Case Manager Name is listed only once followed by the multiple SSNs/Alternate IDs and the SIS Client IDs associated with those Case Manager Numbers. Counties are requested to update the DSS-5027s associated with the *incorrect* Case Manager Numbers only. Generally, the SSN (or Alternate ID) associated with the greatest number of SIS Client IDs will be the correct Case Manager Number, but this may not always be the case.

IMPORTANT NOTE: Please ensure that all Case Manager Names have been corrected according to the instructions contained in ADMINISTRATIVE LETTER PM-REM-AL-0207 before making changes to information listed on the SYA945-1 report. This will ensure that all multiple SSNs/Alternate IDs for a worker appear on the SYA945-1 report under the same Worker Name.

II. REPORT

The SYA945-1 report lists the Case Manager Name (LN, FI, MI), multiple SSNs (or Alternate IDs) and Client IDs associated with those Case Manager Numbers. The county should only change the DSS-5027s listed on this report for the Client IDs associated with the *incorrect* (multiple) Case Manager Numbers. As the incorrect Case Manager Numbers (SSNs/Alternate IDs) are updated on the DSS-5027s, the report will list fewer records for that worker each night the report is updated, until once all the DSS-5027s for the incorrect numbers have been updated (with the correct Case Manager Number), the Worker will no longer appear on the report.

All of the DSS-5027s associated with each *incorrect* Case Manager Number (SSN or Alternate ID) for every worker listed on the report will need to be updated. Counties do not need to update the DSS-5027s associated with the correct Case Manager Numbers listed on the report. When the Case Manager Number for a specific Worker Name is the same on all DSS-5027s (open or closed on or after 10/01/2006) for that worker, that worker will no longer appear on the SYA945-1. Counties should work the report until no workers appear on the report for their county.

III. CASE MANAGER NUMBER CORRECTION

In preparation for the SIS Mass Change on the night of May 31, 2007, counties are asked to access the NCXPTR report, 'DHRSYA SYA945 WORKERS W MULT SSN' (SYA945-1) and make the necessary corrections to Case Manager Numbers (SSN or Alternate IDs) for the workers listed as follows.

A. Login to the Services Information System (SIS). Press enter.

B. On the blank screen, enter SY05. Press enter.

C. The SIS Main Menu screen will display.

D. To access the DSS-5027 Update function, enter 2 in the OPTION field and the desired SIS Client ID in the KEY field. Press enter.

E. The following Menu displays.

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ISS8                SERVICES INFORMATION SYSTEM (SIS)          05/02/2007
                         **  U P D A T E  **                  10:00:04

CLIENT ID           CLIENT LAST     FIRST       MI         TURNAROUND REQUEST
20087654321         PERSON          SUSIE       Q
CLIENT SSN          BIRTHDATE       CTY    CTY CASE NO      OTHER
xxxxx1008           10161998        00      014508

SERVICE CODE        DATE REQ     END DATE         REASON          SPECIAL USE

----------- CASE MANAGER ------------
LAST        FI   MI         NUMBER LOCAL USE                      STATE USE
SMITH       J    Q          90002xxxx
SPECIAL AREA      REASON    LEGAL STATUS  LIVING ARR  SEX  RACE    SCH   GR  LANG
                  5             1             2        2    1       N     P   EN

PF2=CLEAR   PF3=SIS MAIN MENU    PF4=EXIT SIS    PF7=BACK    PF8=MORE    PF9=DELETE
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> 1. To correct the Case Manager Number, enter the valid SSN/Alternate Worker ID determined to be the correct number for the worker in the CASE MANAGER NUMBER field. Press enter.
>
> 2. If successful, the System will display the message, UPDATED SUCCESSFULLY at the bottom of the screen.

Counties are asked to complete the corrections described in this Administrative Letter prior to the mass update scheduled for May 31, 2007. This is the last step in preparation for that update. In review, prior to the mass update, counties should perform the actions summarized below (for all open DSS-5027s or those closed on or after Oct. 1, 2006):

> 1. Ensure that no invalid Case Manager Numbers (all "9"s, all "0"s or all "spaces") are on DSS-5027s in SIS or Central Registry – refer to PM-REM-AL-0107
>
> 2. Ensure that, for each worker, the Case Manager Name is spelled exactly the same on each DSS-5027 and DSS-5104 associated with that worker – refer to PM-REM-AL-0207
>
> 3. Ensure that, for each worker, the Case Manager Number is the same on each DSS-5027 and DSS-5104 associated with that worker – refer to this Admin Letter and PM-REM-AL-0207.

Counties should regularly check reports SYA925 "SIS WORKER CREATION EXCEPTION REPORT", CYA935 "CYA WORKER CREATION EXCEPTION REPORT", SYA940-1 "WORKER ID BY COUNTY REPPT" and SYA945 "WORKERS W MULT SSN' until the mass update on the night of May 31, 2007 to ensure that the above actions have been completed. To avoid adding records to the SYA925, CYA935 or SYA945 reports, counties should take care when entering new or updating existing DSS-5027s between now and May 31, 2007 making sure the correct, valid Case Manager Number is used and the correct spelling an combination of Last Name, First Initial and Middle Initial is used for the Case Manager. Counties can refer to report SYA940-1 to make this determination, especially after all the above reports have been worked.

If you have any questions, please contact DSS Information Systems Support staff of the Performance Management/Reporting and Evaluation Management Section at (919) 733-8938.

Sincerely,

Hank Bowers, Chief

Performance Management/Reporting & Evaluation Management Section

HB/mb