DSS ADMINISTRATIVE LETTER NO. PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT 08-2013
SERVICES INFORMATION SYSTEM (SIS) ID NUMBER MERGE REPORTS AND INSTRUCTIONS

TO: County Directors of Social Services

ATTENTION: Child Welfare Program Administrators and Supervisors

                          Work First Program Administrators and Supervisors

                          Food and Nutrition Services Administrators and Supervisors

                          Adult Services Program Managers and Supervisors

SUBJECT: Services Information System (SIS) ID Number Merge Reports and Instructions

DATE: September 27, 2013

In 2010, the Division of Social Services implemented an online process to merge SIS IDs for an individual who has more than one SIS ID number assigned by the same county. After a merge takes place, an individual with multiple SIS IDs will have the data for these SIS IDs merged into one of the existing SIS ID (Target ID) and the other ID(s), or Source ID(s), will no longer exist as client identifiers for the individual in SIS, CPPS, Central Registry or the Adult Protective Services Register.

The Division of Social Services is now implementing a continuation of Phase I of the Services Information System (SIS) ID Merge Project. Phase I of the Project searched the SIS database for exact matches of individuals with more than one SIS ID. (Exact matches are those individuals with the same Name, Date of Birth, Sex Code and Social Security Number.) When an exact match was found an automated merge process combined the records of these individuals with multiple SIS ID numbers (assigned by the same county) into one record, resulting in a single (Target) SIS ID number. This process will be repeated with this continuation. Several reports from the auto-merge process will be produced and made available in NCXPTR. Listed below are the first two reports that counties are required to review:

• DHRSYA SYA515 SIS MERGED ID RPT
Services Information System (SIS) Successful Merge Report - This report contains records that were successfully merged in the automated batch process. Counties should immediately begin using the 'Target ID' for individuals found on this report and no longer use any other SIS ID formerly associated with the individual. The 'Target ID' will now be the only valid SIS Client ID for these individuals in SIS, CPPS, Central Registry or the Adult Protective Services Register. Accordingly, workers should review this report carefully to insure that from this date on, only the 'Target ID' is used on the DSS-4263 Worker Daily Report of Services (green day sheet) as the SIS Client ID for the individual.

Within SIS, CPPS, Central Registry and the Adult Protective Services Register, if an attempt is made to use one of the former SIS IDs that was merged into a 'Target ID', an Error Message will be displayed and the 'Target ID' – now the only valid SIS Client ID, will be displayed. However, the online Day Sheet system will still accept old 'Source IDs' as there is no direct

connection between the Day Sheet system and SIS. County staff must be diligent in their efforts to review the above reports to insure that from this point forward, only the 'Target ID', which is now the valid SIS Client ID for the individual, is used on the DSS-4263 (day sheet).   Failure to use the valid SIS Client ID on day sheets can result in a client being listed on the "CPS 90 Day No Services Provided Summary List" report as well as other issues.

• DHRSYA SYA510 SIS CTY INVLD MRG
Services Information System (SIS) Invalid Merge Request Report – This report contains records that were not able to be merged in the automated batch process. Counties should review this report carefully and make the necessary corrections, including manually merging IDs when appropriate. Counties may also need to correct demographic information in order to facilitate a merge.

NOTE: When attempting to merge one or more SIS IDs found on the DHRSYA SYA510 SIS CTY INVLD MRG report, counties may discover that a second error message is displayed. If the second error message is one of the four listed below, make the additional corrections indicated. If the error message is in regard to mismatching demographic information, counties should correct that as well. If the error message is not listed below, take no further action at this time. Additional instructions for correcting errors of other types will be provided at a later date.

Below is a list of reasons records were not merged in the automated batch process.

ONE OR MORE SIS IDS HAVE NO SERVICES. CANNOT DETERMINE TARGET.
Error message: SIS IDS NOT ON SERVICE TABLE
The CNDS request must have at least one service record for each SIS ID in order to determine a Target ID.
- Select option 5 from the Service Information System (SIS) Main Menu and complete an inquiry on the SIS ID Service History. Next, update the Client Service Plan History (option 2 from the SIS Main Menu) on the SIS ID that has no service. Enter one line of services identical to a line of service found on the SIS ID with service history. This will populate a service history in the SIS ID that previously had no services and allow it to be merged. Counties may then either manually merge the two IDs, or take no further action and the IDs will be merged automatically during the next automerge batch process.

ONE OR MORE SIS IDS ALREADY MERGED.
Error message: SIS IDS ALREADY MERGED
One or more of the CNDS SIS ids has already been merged. At the point this edit is performed, the system has not determined the Target or Source ID.
- Select option 3 from the Service Information System (SIS) Main Menu and complete a Client Data Inquiry. Review each client's demographic data and service history. Determine which SIS ID is the Target (one or more SIS IDs have already been merged into this ID) and which ID is the SIS Source ID. Counties will then need to manually merge the two SIS IDs using option 8 on the SIS Main Menu.

UNABLE TO DETERMINE TARGET ID
Error message: UNABLE TO DETERMINE TARGETID
This error occurs when the Target ID cannot be determined using the SIS service code records due to having the same begin date, end date and update timestamp.

- Select option 3 from the Service Information System (SIS) Main Menu and complete a Client Data Inquiry. Review each client's demographic data and service history. If this is the same client, make the necessary corrections to the client's Last Name, First Name, Middle Initial, SSN, and Date of Birth. Next, determine which SIS ID is the Target and which is the Source ID and merge the IDs through option 8 (SIS ID Merge Menu).

MULTIPLE OPEN SERVICES FOR CNDS SIS IDS.
Error message: CNDS HAS MULTIPLE OPEN SIS SERVS
The CNDS request has multiple clients with open services.
- Select option 3 from the Service Information System (SIS) Main Menu and complete a Client Data Inquiry. Review each client's demographic data and service history. Determine which SIS ID is the Target and which is the Source ID. Close all open services on the Source ID and manually merge the SIS IDs using option 8 on the SIS Main Menu.

CORRECTING AND EDITING SIS RECORDS

The following instructions should be taken to correct demographic data and edit service information in the Services Information System to allow SIS IDs to be merged. If a worker attempts to update and receives a message that they are not authorized, the county Security Officer will need to submit a request via the e-IRAAF to grant SIS Update access. The Security Officer should check "Update" in the CICSNC 16 region beside SIS.

1. From the Main Menu, select option #2, 5027 UPDATE, enter the SIS ID, and press ENTER.

2. The existing DSS-5027 form will appear on the screen.

```
ISS8                    SERVICES INFORMATION SYSTEM (SIS)   08/15/2007
                              ** U P D A T E **   11:05:48

   CLIENT ID      CLIENT LAST      FIRST      MI        TURNAROUND REQUEST
   XXXXXXXXXXX
   CLIENT SSN     BIRTHDATE    CTY    CTY CASE NO        OTHER
   XXXXXXXXX      01281998     01     118656

   SERVICE CODE      DATE REQ         END DATE       REASON      SPECIAL USE


   ---------- CASE MANAGER ------------
   LAST       FI    MI     NUMBER     LOCAL USE                  STATE USE
   REED       K     I      XXXXXXXXX
   SPECIAL AREA    REASON    LEGAL STATUS     LIVING ARR   SEX   RACE   SCH  GR  LANG
                             5                1            2     2      1    P   03  EN

   PF2=CLEAR   PF3=SIS MAIN MENU    PF4=EXIT SIS    PF7=BACK    PF8=MORE    PF9=DELETE
```

3. Move the cursor to the appropriate fields, making the necessary corrections to the individual's Name, Date of Birth, SSN, Sex, and/or the Service Code information and then press the ENTER key.

4. If all edits passed, the message: UPDATE SUCCESSFUL FOR CLIENT displays at the bottom of the screen.

5. If all edits did not pass, check for typographical errors and make the necessary corrections. If necessary, circle the erroneous field(s) and return the form to the worker for correction.

6. To update information for another individual, continue by entering the next client ID number and keying data from the next form. Press PF3 to return to the main menu. Press PF4 to exit SIS.

Note: If one of the records being updated is an older record, the case manager associated with that record may no longer be active and their number may have been invalidated (it will show in the format XXXXX1234). If this is the case, an error message will appear and prevent the update. The case manager number must be updated with a current worker's number. Counties may want to designate a single worker number to use in all of these situations, possibly a manager's number or whoever has been designated to complete the SIS ID merges.

SIS ID MERGE INSTRUCTIONS

After all the necessary edits have been made to the individual's Name, Date of Birth, Sex, and/or Service History on the multiple DSS-5027s, the following steps should be taken to manually merge the SIS Source ID(s) with the SIS Target ID.

Before attempting to merge records determine which of the records will be used as the Target ID. Some guidelines for selecting the Target ID follow:

•If all the SIS IDs are inactive (closed), use the ID from the record with the most recent Service History as the Target.
•If one of the records is active, particularly if the active services include Protective Services or Foster Care, select the ID from that record as the Target ID.

•If there is more than one record showing active Child Protective Services or Foster Care, determine whether or not each of the IDs have been used to enter the child in the Multiple Response System. Use as Target ID the one that is being used in MRS.

1. From the Main Menu, select option #8, SISID MERGE MENU and press ENTER.

```
 SY05            SERVICES INFORMATION SYSTEM (SIS)        05/10/2010
                      MAIN MENU                   08:10:59


     OPTIONS         DESCRIPTION                      KEY
     -------         ----------------------           ------
        1            5027 ADD                         SIS ID
        2            5027 UPDATE                      SIS ID
        3            CLIENT DATA INQUIRY               SIS ID
        4            CLIENT NAME INQUIRY              NAME (LAST, FIRST, MI)
        5            SERVICE PLAN HISTORY INQUIRY     SIS ID
        6            SECURITY MENU                    NONE
        7            WORKER ID MENU                   NONE
        8            SISID MERGE MENU                  NONE


     OPTION           KEY



 PF4=EXIT SIS
 SELECT OPTION
```

2. The Merge ID Request screen will appear.

```
SYA060FM        SERVICES INFORMATION SYSTEM              5/10/2010
                      MERGE ID REQUEST                  08:39:21

 REQUESTING COUNTY: ST

 TARGET ID   CLIENT NAME           SSN     DOB     S  RA  LA  CO




 SOURCE ID(S) CLIENT NAME          SSN     DOB     S  RA  LA  CO




 PF3= EXIT    PF4 = REKEY ID(S)
 003: ENTER TARGET/SOURCE ID(S) TO BE MERGED AND DEPRESS ENTER
```

3. Key the Target SIS Client ID and up to five (5) Source SIS Client ID numbers to be merged into the Target ID. Once keyed, the Target and Source ID(s) will be checked for validity and the records will be evaluated to determine if any conditions exist that would prevent a successful merge.

4. If all edits did not pass, check for typographical errors and make any necessary corrections. To make corrections, refer to the previous section of this letter regarding Correcting and Editing SIS Records. If necessary, circle the erroneous field(s) and return the form to the worker for correction.

If an error message is displayed, follow any specific instructions provided in the message to correct and re-attempt the merge or press PF3 to cancel the merge request.

5. If all edits pass, the message: NO DISCREPANCIES FOUND. PF10 TO CONTINUE displays at the bottom of the screen.

6. Press PF10 and the following CONFIRMATION FOR MERGE ID REQUEST screen displays.

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SYA061FM      SERVICES INFORMATION SYSTEM           5/10/2010
              CONFIRMATION FOR MERGE ID REQUEST     09:17:47


 MERGE REQUEST FOR TARGET ID 200XXXXXXX  HAS BEEN   SUCCESSFULLY MERGED
 FOR SOURCE ID(S):

  2001XXXXXX5




PF3= EXIT   ENTER = CONTINUE
023: MERGE COMPLETE. ENTER TO CONTINUE.
```

7. This screen may be printed for reference or a copy placed in the individual's record.

8. Press ENTER to begin a new merge with the next IDs. Press PF3 to return to the main menu. Press PF4 to exit SIS.

IMPORTANT NOTE: Counties should exercise diligence and caution when performing merges of SIS records. ONCE MERGED, IT WILL NOT BE POSSIBLE TO UNDO THE ACTION. The act of merging records in SIS extends to multiple systems (Adult Protective Services Register, Central Registry, CPPS and MRS). Due to the complicated nature of this process. THERE IS NO WAY TO "UNMERGE" RECORDS MERGED IN ERROR. Care must be taken to insure that individuals identified as Close Matches are indeed one and the same person before merging records.

If you have any questions, please feel free to contact the Performance Management/Reporting and Evaluation Management Section at 919-527-6270.

Sincerely,

Hank Bowers

Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Management

PM-REM-AL-08-2013