

**DSS ADMINISTRATIVE LETTER
PERFORMANCE MANAGEMENT/REPORTING AND
EVALUATION MANAGEMENT
PM-REM-AL-0407**

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: Newly Created Menu Screen in the Services Information System (SIS)

**Newly created Options on the 'Worker Identification System
Main Menu'**

Available June 1st, 2007

DATE: May 23, 2007

I. GENERAL INFORMATION

In order to comply with the requirements of the Identity Theft Protection Act ([S.L. 2005-414](#)) a new menu screen called the 'Worker Identification System Main Menu' has been created for the Services Information System (SIS). This menu screen will now allow you to select from the following five Options:

Option 1 - '5027 INQUIRY BY WORKER ID NUMBER' - allows you to perform a Worker Inquiry by keying a valid Worker ID number.

Option 2 - 'WORKER NAME INQUIRY' - allows you to inquire on a worker in your county by keying their Last Name (First Name, First Initial and/or Middle Initial optional).

Option 3 – ‘WORKER ID ADD’ - allows you to add a new worker. You will be required to key your 2-digit county number, Worker’s Last Name, Full First Name, Middle Initial (optional) and the last 4-digits of his/her Social Security Number, employee number or other county-assigned number.

Option 4 – ‘WORKER ID UPDATE’ - allows you to make changes to ‘Worker Status, Last Name, First Name, Middle Initial and Last 4-Digits. Note: Changing the ‘Last 4-Digits’ on this screen does not change the ‘Worker ID Number’, but is for informational purposes only (see explanation below.)

Option 5 - ‘SIS SYSTEM MENU’ - returns you to the ‘Services Information System (SIS) Main Menu.

II. NEW SCREENS

The Services Information System (SIS) now includes a new Menu Screen called the ‘Worker Identification System Main Menu’. This Menu no longer requires the Worker Name to be keyed on the DSS-5027, DSS-5104 or DSS-5094/5095. These forms will pull the Worker Name (LN, FI, MI) from a master ‘Worker Table’, based on the Worker ID Number keyed on the form. If an invalid worker number is keyed, an error message displays.

To access these options, follow the instructions below:

A. From the North Carolina Department of Health and Human Services Master Menu:

Log into CICSNC16 as you normally would.

On the Blank Screen, key ‘SY05’. Press Enter. The SIS Main Menu Screen appears.

Choose Option 7 – ‘Worker ID Menu’. Press Enter.

The Worker Identification System Main Menu appears.

OR on the Blank Screen, key ‘SY15’. Press Enter.

The Worker Identification System Main Menu appears.

B. To perform a ‘5027 INQUIRY BY WORKER ID NUMBER’, choose Option 1 and key a valid Worker ID Number as indicated on screen. Press Enter.

Note: If you do not know the exact worker last name, you can key the first 3-alpha character of the workers last name followed by an asterisk (Ex: ROD*), this will display all workers whose last name starts with 'ROD' in your county.

The following screen appears showing a list of names with the worker last name that was keyed along with their first and middle initial. If necessary, you can perform another Worker Name Search on this screen by keying as instructed above where it displays 'NEW SEARCH ='.

In this case, the name 'Smith,C' was keyed. To select the desired name, tab/arrow down to the appropriate line and enter an 'I' to the left of the worker name and press enter.

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SYA015FM                WORKER IDENTIFICATION SYSTEM                05/16/2007
                        WORKER INQUIRY BY NAME                        14:12:50

***** WORKER *****
S   LAST          FIRST      MID      ID
--  SMITH         C              123455473
--  SMITH         C              234560661
--  SMITH         C              D      345671346
--  SMITH         C              D      456782182
--  SMITH         C              D      556781610
--  SMITH         C              D      321455750
I   SMITH         C              J      213456122
--  SMITH         C              K      112342839
--  SMITH         C              L      136544794
--  SMITH         C              O      154784946
--  SMITH         C              S      741254834
--  SMITH         C              T      632544834
--  SMITH         C              T      156984831

NEW SEARCH =

I = WORKER INQUIRY
PF3 = WORKER MENU   PF7 FORWARD   PF8 BACKWARD

```

The following screen appears and displays the Worker ID Number, County Number, Worker Status, Worker Name and any SIS Client IDs without a Close Date or with a Close Date of 10/01/2006 or later, associated with the Worker ID Number..

SYA010FM

WORKER IDENTIFICATION SYSTEM
INQUIRY BY WORKER ID

5/17/2007
08:51:46

WORKER ID: 920001234 COUNTY #: 20 STATUS: ACTIVE
WORKER NAME: SMITH C J

SIS ID	CLOSE DATE	SIS ID	CLOSE DATE
xxxx2694413	2007-04-30	xxxx2715329	
xxxx2735487	2007-03-19	xxxx9408528	
xxxx9411738	2007-04-12	xxxx9411747	2007-04-12
xxxx9423725		xxxx9423814	
xxxx9426214	2006-10-19	xxxx9426303	2006-10-19
xxxx9426544		xxxx9428533	2006-12-04
xxxx9431789		xxxx9432804	

PF3=WORKER MENU PF5=SEARCH INQUIRY PF7=PREV PAGE PF8=NEXT PAGE

E. To perform a 'WORKER ID ADD', choose Option 3. Press Enter.

SYA000FM

WORKER IDENTIFICATION SYSTEM
MAIN MENU

04/02/2007
14:08:42

OPTIONS	DESCRIPTION	KEY
1	5027 INQUIRY BY WORKER ID NUMBER	WORKER ID NUMBER
2	WORKER NAME INQUIRY	NAME(LAST, FIRST, MI)
3	WORKER ID ADD	NONE
4	WORKER ID UPDATE	WORKER ID
5	SIS SYSTEM MENU	NONE

OPTION 3 KEY

PF4=EXIT
SELECT OPTION

The following screen appears. It will require you to key your 2-digit county number, Worker's Last Name, Full First Name, Middle Initial (if required) and the last 4-digits of his/her Social Security Number. Press enter.

SYA020FM
04/30/2007
12:26:04

WORKER IDENTIFICATION SYSTEM
WORKER ID ADD

COUNTY:

NAME LAST:

FIRST:

MI:

LAST 4-DIGITS:

PF3 = WORKER MENU
208 ENTER WORKER INFORMATION

Note: After you press enter and the worker information entered was added successfully, the worker information you keyed will be removed from this screen and you will receive this message 'WORKER ID 9XXXXXXXXX ADDED SUCCESSFULLY'. At this point, if you need to add another worker, you can. (Be sure to note the newly-assigned Worker ID or do a Screen Print with the system-assigned Worker ID so that you don't forget it. If you do not, you can always perform a Name Search to retrieve the new Worker ID.)

F. To perform a 'WORKER ID UPDATE', choose Option 4 and key a valid Worker ID Number. Press Enter.

```
SYA000FM          WORKER IDENTIFICATION SYSTEM          04/02/2007
                   MAIN MENU                               14:08:42
```

OPTIONS	DESCRIPTION	KEY
1	5027 INQUIRY BY WORKER ID NUMBER	WORKER ID NUMBER
2	WORKER NAME INQUIRY	NAME(LAST, FIRST, MI)
3	WORKER ID ADD	NONE
4	WORKER ID UPDATE	WORKER ID
5	SIS SYSTEM MENU	NONE

```
OPTION 4          KEY  9xxxxxxxxx
PF4=EXIT
SELECT OPTION
```

The following screen appears and automatically displays the Worker ID Number, County Number, Worker Status, Worker Last Name, First Name, Middle Initial and Last 4-Digits that was last updated (last 4 – digits is for informational purposes only) and associated with the Worker ID Number that was keyed. On this screen you can only make changes to Worker Status, Last Name, First Name, Middle Initial and Last 4-Digits.

```
SYA025FM          WORKER IDENTIFICATION SYSTEM          04/30/2007
                   WORKER ID UPDATE                     14:08:58
```

```
WORKER ID: 9xxxxxxxx COUNTY: 59 STATUS: A (ACTIVE )
NAME:  LAST   : PANTHER
FIRST:  PINK
MI:     D
LAST 4-DIGITS: 5785
```

```
PF3 = WORKER MENU
408 ENTER WORKER CHANGES
```

1. Status: If the worker's status is "I (INACTIVE)", the Worker ID and Worker Name are on the Master Table, but the ID will be invalid for use on the DSS-5027 or other system forms (DSS-5104 or DSS-5094/5095.) If

one of these forms with an Inactive Worker ID is updated, the operator will be prompted to update the Worker ID with a valid ID Number. To make an INACTIVE Worker ID ACTIVE, key an "A" in the STATUS field on this screen.

2. NAME: LAST: To update the worker's Last Name on the Master Table, key the change(s) to the LAST Name in this field. This may be necessary to correct a misspelled name, or if a worker's name changes, for example, due to marriage. Note that if the worker's name is changed, the next time a DSS-5027 or other system form with that Worker ID is updated, the Worker Name will also be automatically updated.

3. NAME: FIRST: To update the worker's First Name on the Master Table, key the change(s) to the FIRST Name in this field. Changes made on this screen will be reflected on DSS-5027s and other system forms with this Worker ID when updates are made to the form(s).

4. NAME: MI: To update the worker's Middle Initial (MI) on the Master Table, key the change(s) to the Middle Initial in this field. Changes made on this screen will be reflected on DSS-5027s and other system forms with this Worker ID when updates are made to the form(s). Note that MI is not required.

5. LAST 4 DIGITS: If necessary, edits can be made to this field however any changes made here will have no impact on the Worker ID for the worker and will not change the Worker ID on the Master Table or any system forms. This field is for informational purposes only and, unless edits were made to this field after the Worker ID was initially assigned, it will display the last four digits of the number used to create the Worker ID. There would normally be no need to edit this number, however a county may want to use this field to store the last four digits of (a) the workers SSN, if different from the number used to assign the Worker ID; (b) the worker's county-assigned employee number, if different from the number used to assign the Worker ID; or (c) a previously assigned Worker ID, made INACTIVE, before assigning a new Worker ID (see NOTE.)

NOTE: If it is necessary to change the Worker ID for an individual, you must first make the current ACTIVE Worker ID INACTIVE by choosing 'Option 4 - Worker ID Update' and changing the 'STATUS' to 'I'. Then select 'Option 3- Worker ID Add' and follow the instructions above to add a new Worker ID Number. Be advised that INACTIVE Worker ID Numbers will not be valid on any DSS-5027 or other system forms. If it is necessary to update any form that has an INACTIVE Worker ID, you will be prompted to provide a new, valid Worker ID. Counties should refrain from

changing/reassigning Worker ID Numbers unless absolutely necessary.

III. INFORMATION

A comprehensive listing of the Worker ID Numbers generated for each worker during the mass update in SIS on the night of May 31, 2007 will be available in NCXPTR on June 1, 2007. Workers should be instructed to start using their new Worker ID on day sheets (DSS-4263) for Service Dates June 1, 2007 and thereafter.

Instructions on how to update invalid Case Manager SSNs/IDs prior to the May 31, 2007 mass update are described in [PM-REM-AL-01-07](#) and instructions to correct Case Managers Names are described in [PM-REM-AL-0207](#). [PM-REM-AL-0307](#) was issued to provide instructions on how to correct situations where workers have multiple SSNs/IDs in SIS. The steps described for data clean-up in these three Administrative Letters must be completed before the mass update on the night of May 31, 2007 so that unique Worker IDs will be assigned to workers in SIS and Central Registry. **Please make every effort to complete the actions requested in these Administrative Letters** if you have not done so already. **Failure to successfully complete these actions will result in either no Worker ID, or more than one Worker ID, being assigned to some workers during the mass update.**

If you have any questions, please contact the 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