

# **DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL- 0507**

**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:** NCXPTR Report 'DHRSYA SYA220 LIST WORKER ID #'

**DATE:** June 11, 2007

**Target Completion Date:** June 29, 2007

## **I. GENERAL INFORMATION**

In order to comply with the requirements of the Identity Theft Protection Act ([S.L. 2005-414](#)) the Division successfully performed a mass update in the Services Information System and Central Registry on the night of May 31, 2007 to replace Case Manager Numbers with a system-assigned unique nine-digit ID number. A report ('DHRSYA220 List of Worker ID #') has been created in NCXPTR that lists all valid Worker IDs assigned to workers in every county as a result of the mass update. (Previous reports, SYA925, CYA935, SYA940-1 and SYA945-1 are no longer of use and will be removed from NCXPTR.)

As a result of the Worker ID assignment, you will no longer key the Worker Name on the DSS-5027, DSS-5104 or DSS-5094/5095. These forms will retrieve the Worker Name (LN, FI, MI) from a master 'Worker Table' in SIS and, based on the Case Manager Number (Worker ID) keyed on the form, populate the Worker Name field. If an invalid Worker ID is currently in, or is keyed into the Case Manager Number field, an error message displays.

## **II. ACTION REQUIRED BY COUNTY**

The purpose of the report, DHRSYA220 List of Worker ID #, in NCXPTR is to allow counties to review the Worker IDs assigned and to determine if more than one Worker ID was assigned to any workers. In those instances, the county should (1) determine which Worker ID/Worker Name combination is correct and (2) use the Worker Identification System to INACTIVATE the incorrect, multiple IDs. To INACTIVATE the multiple Worker ID Number(s):

1. choose 'Option 4 – WORKER ID UPDATE' from the 'Worker Identification System Main Menu';
2. key the Worker ID Number you want to INACTIVATE and press Enter;
3. make the status 'INACTIVE' by keying an 'I' in the Status field and press Enter;
4. repeat this process for all multiple Worker IDs.

Some examples of why a single Worker may be listed more than once on this report, with multiple Worker IDs are: misspelled names, different First or Middle Initials and/or the presence or absence of a middle initial.

WORKER ID	STATUS	LAST 4-DIGITS	---LAST---	FIRST - M-
9xx001560	A	1560	STEPEHNSON	B D
9xx011560	A	1560	STEPHENSON	B D
9xx006483	A	6483	CHARLTON	M
9xx016483	A	6483	CHARLTON	M A

NOTE: If multiple Worker IDs exist for a worker, you will not be able to retrieve the list of all client IDs associated with that particular worker using Option 1 or Option 2 of the Worker Identification System. To achieve the maximum benefits of this new system, each worker should have only one ACTIVE Worker ID.

Any Worker IDs made INACTIVE will remain on the master Worker Table in SIS and will display on DHRSYA220 List of Worker ID # with Status of "I" on the next day's version of the report. Although originally intended to be a "one time", post mass update report, DHRSYA220 List of Worker ID # will now be updated nightly, at least through the month of June 2007. Counties are asked to continue to review the report and INACTIVATE multiple Worker IDs until each worker in your county has only one ACTIVE Worker ID.

Please note that all DSS-5027s, DSS-5104s, and DSS-5094s/5095s associated with an 'INACTIVE' Worker ID, when opened to make any necessary updates, will prompt you with the message "INVALID MANAGER NUMBER" and require

you to enter a valid Worker ID in the Case Manager Number field before any edits keyed will process. You may exit the UPDATE without entering a valid Worker ID, but any edits made to the record will not be retained.

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,

A handwritten signature in black ink that reads "Hank Bowers". The signature is written in a cursive style with a long, sweeping underline.

Hank Bowers, Chief

Performance Management/Reporting & Evaluation Management Section

HB/mb