

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 12, 2019

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF
FROM: SUSAN SAVAGE, DEPUTY DIRECTOR
SUBJECT: ENHANCEMENTS TO THE SOCIAL SERVICES CLEARING MENU (SCLR)

BACKGROUND:

The Intended audience regarding this memo are staff who screen clients in the Common Client Area or assign Departmental Client Numbers (DCNs). A Department Client Number (DCN) is stored with demographic data to identify an individual in the Common Client Area (CCA). Before a DCN is created/assigned, a search process must be completed to ensure there is not an existing DCN for the individual. This process is initiated with an on-line screen transaction (SCLR) that processes input values including: First Name, Last Name, DOB, Gender, and SSN (optional) to identify existing DCNs with matching combinations of a name sound algorithm (SOUNDX), birth year, gender, and SSN (optional). Search options are further defined by choosing between a Narrow and Wide Search. The Narrow Search limits matches to the birth year specified in the input field of the SCLR screen. The Wide Search expands matches to a five (5) year range spanning plus and minus two (2) years from the input birth year. Data elements stored with a DCN matching the search field combinations are returned to the screen. It is the worker's responsibility to determine if one of the possible rows of matched data represent the person for which a DCN is needed or if a new DCN should be created.

DISCUSSION:

The purpose of this memo is to inform staff of enhancements made to the Social Services Clearing Menu (SCLR) screen used in clearing and assigning a DCN for individual(s). These changes were made to assist with more accurate searches in order to reduce the number of duplicate DCN assignments.

Revisions that have been made to the clearing menu include:

- **SDUP Identifier (Duplicate DCN) and ALIAS labels have been added.**

During the screening process, rows of potential matches are displayed on the Name Search (S025) screen. Identification labels have been added to supplement existing highlighting features used to identify the following:

SDUP – Indicates the row result includes a DCN that has been linked to a duplicate DCN during the SDUP process. Only the lowest DCN will display, as it is the valid DCN after an SDUP.

These matches display with a highlighted DCN field, and will now include the new identification label 'SDUP' within the matching row.

ALIAS – Indicates the row result includes a DCN with a name stored as an ALIAS. The search process includes an algorithm to identify name matches; if the name is stored as an ALIAS it will be included in the row results. These matches display with highlighted name fields and will now include the new identification label 'ALIAS' within the matching row.

- **SSN MATCH label has been added.**

Users sometimes enter a Social Security Number (SSN) when completing a search on SCLR. SSNs can only be stored with one DCN; therefore, only one row result will be returned for a SSN match. However, if the other search data produces matches there will be additional rows of data returned. A new heading labeled "***SSN MATCH***" has been added to make the SSN row match more visible. It will follow the rows displaying results for the other search data, and the entire row will be highlighted.

- **Row match for SSN stored as a multiple SSN has been added.**

Some DCNs are stored in the Common Client area with more than one associated SSN. (Examples: SSN changed as result of an adoption or identity theft). In these situations, the active SSN is stored as the primary SSN and any additional SSNs are stored as multiples. Prior to these enhancements, the multiple SSN match was not identified. This has been resolved. The highlighting and new heading label used for a primary SSN row match will be applied to a multiple SSN row match.

- **Function Key for WIDE SEARCH has been added at the end of NARROW SEARCH.**

Users may enter a "Y" or "N" in the WIDE SEARCH field on SCLR. Currently, the WIDE SEARCH includes a function key to begin the DCN assignment process. When a WIDE SEARCH is not selected the user is limited to a NARROW SEARCH and automatically routed to the DCN assignment process after all results are displayed. This may mislead the worker to prematurely create a new DCN. The function key "PFK5:WIDE SEARCH" has now been added when results display if a WIDE SEARCH was not selected.

- **"END OF DATA FOR SEARCH YEARS" message added.**

When there is more than one screen of data for the last year in the WIDE SEARCH, the information is displayed in a continuous repeating loop for the last year of results. With this release, the loop will no longer occur, and an end of data message will display.

Additional fixes

Includes: general screen clean up, removal of misleading messages, added characters to assist with navigation, and changes to the order in which information is displayed were made.

NECESSARY ACTION	
1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to:	
MAS II CONTACT Ron Sharr Ronald.J.Sharr@dss.mo.gov 573-526-0694	MANAGER CONTACT Leanne Leason Leanne.d.leason@dss.mo.gov 573-526-0700

CHILD WELFARE MANUAL REVISIONS
N/A
FORMS AND INSTRUCTIONS
N/A
REFERENCE DOCUMENTS AND RESOURCES
N/A
RELATED STATUTE
N/A