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Field Operations Memo 98-11
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TO: Transitional Assistance Office Staff
FROM: Joyce Sampson, Assistant Commissioner for Field Operations
RE: PACES Discrepant Data Cleanup for PRISM II

Introduction

The implementation of PRISM II required the transfer of client data from the FMCS masterfiles onto the PRISM II database from open *and* closed cases. This transfer process resulted in the *discovery of a large number of discrepancies in client information from category to category.*

Example: SSN: 001-11-2222

Cat. 2 Name: Jones, Mary A. Sex: F DOB: 03/17/87
Cat. 9 Name: Jones, Mary Sex: F DOB: 06/17/87

To facilitate the data transfer, the information *from the lowest category number* was brought into the PRISM II database. In the example above, Mary Jones' DOB will show as 3/17/87 on the PRISM II Client Detail screen. *This is true even if the Category 9 case is currently the only active case.*

If the data discrepancy occurred *within* a category (for example, demographics for dependent 91 differing from those of dependent 00 in the same case), PRISM II *randomly* selected one set of demographic data.

As a result of the transfer of data in this fashion there may be instances of nonalerting or incorrect alerting due to the discrepancy. To eliminate this problem a discrepancy report has been developed which identifies cases with discrepant client information.

**Discrepancy
Report**

This report, titled "PACES Discrepancy Report for Client Demographics," will be sent to Transitional Assistance Offices (TAOs). This report identifies recipients with discrepant demographic information. *Note: Closed cases or closed recipients in active cases may appear on the report. No action is necessary on these closed recipients.* The report is sorted by TAO and CAN, and identifies the following:

- Client SSN, name and number (individual in the case with the discrepant information);
 - Date of Birth (DOB), in day/month/year order, and sex of the client with the discrepant information;
 - Client's current PA and FS statuses;
 - Case SSN, name and category(ies) with discrepancy; and
 - TAO and CAN of each case appearing on the list.
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**Types of
Discrepancies**

The following discrepancies will appear on the report:

- discrepant dates of birth;
- discrepant sex codes; or
- discrepant names *with* discrepant DOBs and/or sex codes.

Discrepancies in name alone will not appear on the reports.

Some clients appear on the report because they share the same SSN with a different individual. The name, date of birth and sex code may be correct but the SSN must be corrected (shared Recipient ID situation).

Workers must research each case on the report to determine:

- which demographic data are correct; and
- whether PRISM II has the correct demographic data.

It is essential that demographic data be correct on PRISM II to ensure that appropriate alerts are generated, and to ensure the transfer of accurate data from PRISM II to BEACON.

**Correction of
Discrepancies**

Most of the discrepancies on the reports require simple corrections of demographic data, i.e., name, date of birth or sex code. The example below illustrates two common discrepancies, name and date of birth.

CLIENT SSN	CLIENT NAME	CLIENT DOB	CLIENT SEX	CAT	CLIENT PA STAT	CLIENT FS STAT	CASE SSN	CASE NAME	CLIENT NUMBER	TAO	CAN
001112222	JONES MARY A.	17-MAR-87	F	2	4	4	123456789	JONES JANE	01	044	116
001112222	JONES MARY	17-JUN-87	F	9	0	1	123456789	JONES JANE	01	044	601

Determine which worker is responsible for correcting the case, as follows:

For clients who are active in one case and closed in another, the worker with the active case is responsible for making the corrections.

For clients who are active in two or more cases, the worker with the incorrect demographic data or incorrect social security number must make the corrections.

The worker responsible for correcting the case must research the case record(s) to determine where corrections are needed, then complete a PACES Input Document (PID) to change the erroneous data.

If the social security number must be changed, complete a PID changing only the SSN on day 1. Change demographic information, if necessary, on day 2.

Corrections made to PACES will appear on the Client Detail screen of PRISM II the next day.

**Correction of
Discrepancies
(continued)**

If the data on the active case are correct, but the data on PRISM II are incorrect, the worker must complete a PID and reenter the correct demographic information. Reentry of the correct demographic data in PACES will cause PRISM II to be updated the next day.

If the data on the active case are correct and PRISM II also has the correct data, no action is necessary.

If the data on the active case are incorrect, complete a PID to correct the active case in PACES.

It is essential that the social security number and demographic data on the active client in PACES and in PRISM II be accurate and agree with one another.

**Accurate Entry
of Demographic
Information**

Staff are reminded that accurate entry of demographic information on the PID, as well as accurate data entry, are essential to correct these discrepancies and avoid future ones. This accuracy is particularly crucial when data files from other agencies are compared to DTA's data in the computer match process.

Refer to *PACES User's Guide*, Chapter III, Turnaround Document, for instructions on the entry of demographic data onto PACES. Additionally, Field Operations Memo 96-14, State Verification and Exchange System (SVES) - Phase II, describes detailed procedures for resolving SSN-related discrepancies, such as two different names for the same SSN or procedures for verifying DOB.

Reminder: ***When opening or reopening any case, always access FMCS, PRISM II and MMIS to determine if the individual is known to the system. Pay careful attention to the demographic data. Accuracy and consistency of data across categories is essential to maintain the integrity of the PRISM II database.***

**Director's
Responsibility**

Directors must ensure that corrections are being made promptly by the responsible worker.

**Completion of
Cleanup Project**

Corrections of all discrepancies on the lists should be done as soon as possible, but no later than June 1, 1998. **Completion of this discrepant data cleanup project is critical to ensure the transfer of accurate data from PRISM II to BEACON.**

Subsequent reports containing clients with discrepant information will be issued quarterly.

**Return
Annotated
Report**

Workers must annotate the report indicating the action taken on each case. Annotated reports must be returned to the Regional Directors as soon as possible, but no later than June 1, 1998.

Questions

Policy questions should be referred to the Policy Hotline at (617) 348-8478. Systems questions should be referred to Systems Customer Support Services at (617)348-5290.
