

CalSAWS DD&I

C-IV M&O

CalWIN M&O

LRS M&E

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| Distribution Date: | October 19, 2021 |
| To: | Consortium.RegionalManagers.All; PPOC.40; |
| CIT Name: | eICT and eAPP Duplicate Person ID Linking |
| From: | CalSAWS Project |

PPOCs, please forward to the appropriate impacted staff in your county:

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| <input checked="" type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input checked="" type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input checked="" type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input checked="" type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input checked="" type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input checked="" type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input checked="" type="checkbox"/> Child Care | <input type="checkbox"/> Imaging |
| <input checked="" type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Customer Correspondence | <input checked="" type="checkbox"/> Training |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Help Desk |

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| <p>Description: (Including any step-by-step instructions)</p> | <p>Purpose The purpose of this CIT is to instruct Counties on how to link eICTs and eAPPs to cases where a duplicate person exists in the system that prevents linking to an existing case.</p> <p>Background In CalSAWS, a Person Identification number (PERS.ID) is given to all individuals added to the system. This unique value, while hidden, is a critical reference point used whenever a person is added to a case to include all data associated to that person. The C-IV System also assigned a unique and different PERS ID to individuals. During the migration of the 39 C-IV Counties to CalSAWS all persons in the C-IV System were added to CalSAWS including those already known previously to L.A. County. Because of this conversion, it is possible that the same individual may be in the system with two PERS IDs, which causes the system to identify them as different people.</p> <p>Additional Information</p> |
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| | <p>Because an individual may exist in the system more than once, the eICT and eAPP linking process does not recognize the duplication PERS IDs as being the same individual. The system does not suggest an existing case during the eICT and eAPP linking to a case flow.</p> <p>County Action</p> <ol style="list-style-type: none"> 1. Counties should use the Person Search with Name, CIN, SSN, or DOB to see if there is an individual known to the incoming County 2. Add the missing version of the customer from the Sending County or eAPP to your case <ol style="list-style-type: none"> a. This will allow the case to be reopened during the eICT/eAPP linking workflow b. This will allow the Sending County/eAPPs person data to be available in your case 3. Follow your county process for de-duplication of all data related to the individual(s) in the eICT. NOTE: If the person you need to identify as a duplicate is active on a program in another CalSAWS County, please contact that county prior to duplication. Refer to the Duplicate Persons Job Aid (attached) for more information |
| <p>Primary Project Contact: (Name, phone number, email address)</p> | <p>Questions can be sent back to Communication@CalSAWS.org</p> <p>Tyler Vaisau (916) 851-3194 VaisauT@CalSAWS.org</p> |
| <p>Backup Project Contact: (Name, phone number, email address)</p> | |
| <p>Attachments:</p> | <p>CIT 0305-21 JA Duplicate Persons (CIN) - Identify and Document</p> |
| <p>Web Portal Link:</p> | <p>██████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2021" folder. 4. Click on the appropriate CIT # folder. |

