

CalSAWS M&E

CalWIN Migration

Distribution Date:	December 22, 2022
To:	PPOC.ALL; Consortium.RegionalManagers.All
CIT Name:	CalSAWS Duplicate Person Protocol
From:	CalSAWS Project

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

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

<p>Description: (Including any step-by-step instructions)</p>	<p>Purpose The purpose of this CIT is to inform counties of a newly created protocol document outlining the identification and correction process for CalSAWS duplicate person records impacting more than one county. This protocol was created and agreed on by the Duplicate Person Workgroup and should not replace any current business practice when correcting CalSAWS duplicate person records within the same county.</p> <p>Note: CalWIN counties may follow this process after they have cutover to CalSAWS.</p> <p>Background CalSAWS Duplicate person records often impact multiple counties and can be identified by performing a 1) person search or 2) working the county's Duplicate Persons Report located in CalSAWS under <i>Reports > Scheduled > Administrative</i>.</p> <p>When trying to correct these records in the past, counties have encountered delays and/or did not receive responses after requesting assistance from other counties. Counties wanted to have a protocol document created so these duplicate person issues can be resolved smoothly and timely with this process in place. Any changes to the protocol will need to be reviewed and approved by the Duplicate Person Workgroup.</p> <p>County Action</p>
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	<p>Counties should utilize the processes outlined in the attached protocol when CalSAWS duplicate person records are identified. Counties that provide specific instructions to their users to determine who may submit a request outside of their respective county should update internal processes and share this information as necessary.</p> <p>If you have questions on this CIT, please reach out to the project contacts and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	<p>Ignacio Lázaro lazarol@calsaws.org</p>
Backup Project Contact: (Name and email address)	<p>Erick Arreola ArreolaE@CalSAWS.org</p>
Attachments:	<p>CalSAWS Duplicate Person Protocol 2022.docx Duplicate Person Information form.docx</p>
Web Portal Link:	<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 "2022" folder. 4. Click on the appropriate CIT # folder.

