DEPARTMENT OF HUMAN SERVICES

SSIS

Clearing 08/2024

ADA Advisory

For accessible formats of this information or assistance with additional equal access to human services, email dcyf.ssishelp@state.mn.us, call 651-431-4801, or use your preferred relay service.

Contents

Information

This module contains information and guidelines on client clearing to the agency and state databases. The state database is known as the Statewide Client Index (SWNDX). SWNDX displays information statewide including information on the Statewide Offender Index. Two SSIS centralized databases are used one for the SSIS worker/financial application and one for the SWNDX server. The SW&X database has a real time response. One agency can enter information on a client and the other agency can find that information immediately after the client is cleared to the state.

The clearing process

The clearing process is used to ensure that no duplicate client entries are in the SSIS databases. When a new client is entered, or if select identifying information is changed on an existing client record, the system automatically unclears the client and sends the information to the Client Clearing Log. This information remains on the log until a worker clears the record. When the clearing function is used, it compares new information to existing client data stored in the agency and SWNDX. If a match is found, the client records can be merged during the clearing process. If no match is found, the new client data is cleared.

Client clearing may be handled differently in each agency or Tribe. Agencies must assign the role/function of Clear Clients to agency staff, performing this action, using SSIS Administration.

Keeping the Client Clearing Log empty is not a desirable workload goal, but having clean data on both the agency and state databases is. Agencies should have an internal policies and processes that help guide the agency in clearing and ensures data integrity of the client's data in SSIS. It is strongly recommended that supervisors do not evaluate clearing staff on how quickly they clear clients off the Clearing Log.

There is one combined client clearing log. The clearing process begins with a new client being cleared to the agency database, and then cleared to the state database. State clearing is an automatic behind the scenes process, but some manual clearing may need to be done. It is possible to have a client cleared to the agency database and not the state database. This is also true in reverse. The clearing process begins with a new client being cleared to the agency database, and then cleared to the state database. It is possible to have a client cleared to the agency database and not to the state database. This is also true in reverse. Clients on the state database can be entered from any of Minnesota's 87 counties and participating American Indian Child Welfare Initiative Tribes, MAXIS, DHS Licensing, and the DHS data warehouse. The download of MAXIS data occurs once a month into the SWNDX server. Agencies need to clear all offenders/perpetrators to SWNDX, not just to the agency database.

Accessing the Client Clearing Log

Only workers who have the Clear Clients role/function in SSIS Administration will be able to access and utilize the Client Clearing Log. The Client Clearing Log is accessible from the Searches/Logs menu on the Windows Toolbar. There is only one clearing log for the agency and state clearing.

Clearing Log Search Filters

The clearing worker can filter using the Client last name field by an individual client name or a letter of the alphabet. This decreases the number of clients displayed in the grid. This is also a time saving measure when opening the Client Clearing Log if there are large numbers of clients to be cleared.

A date range can be selected using the Date field. The date picker displays when the drop-down menu is selected. As in other areas of the application, users may also choose to enter the date directly into the field.

Refresh Log Button

Once a different filter is chosen or a client has been cleared, clicking the Refresh Log button changes the information displayed on the grid and removes clients cleared to the agency and state. It is not necessary to refresh the log after each client is cleared.

To Search for Uncleared Clients Using a Specific Time Period:

1. Use the date pickers (or type) in the Date from and to fields to select a start and/or end date for the search.
2. Click the Refresh Log button.
3. The grid displays rows where the 'Last Chg Date' date is within the time frame selected.
4. If no results display, adjust the dates and click the Refresh Log button.

To Search for Uncleared Clients by Last Name or Partial Last Name:

1. Enter the client's last name or start of last name in the Client last name field.
2. Click the Refresh Log button.

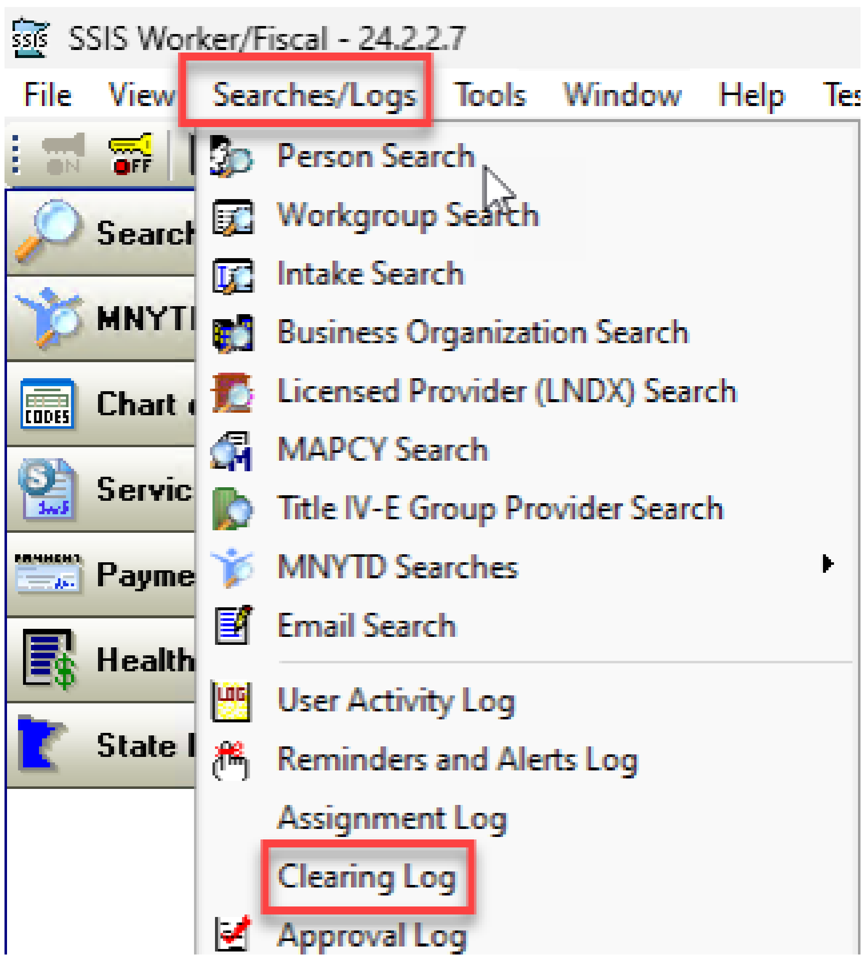
3. The grid displays rows where that match the search parameters.

4. If no results display, adjust the spelling of the last name and/or dates and click the Refresh Log button.

How to Access the Client Clearing Log:

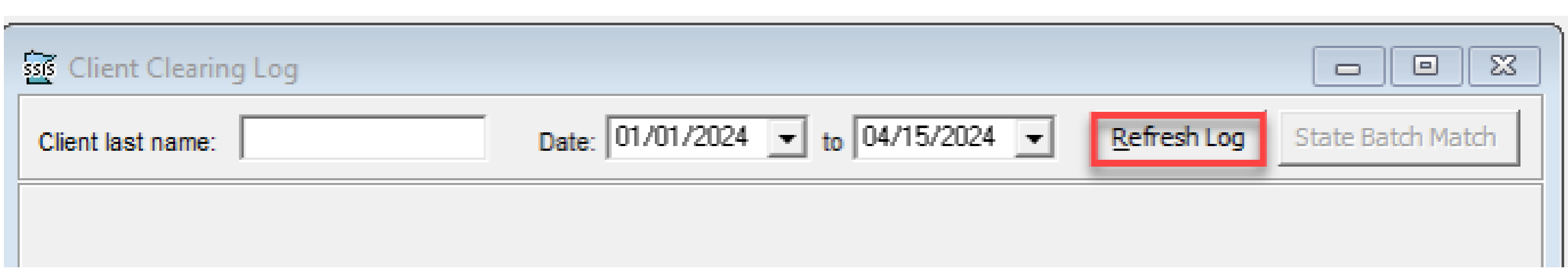
1. Click Searches/Logs on the Windows toolbar.

2. Select Clearing Log.

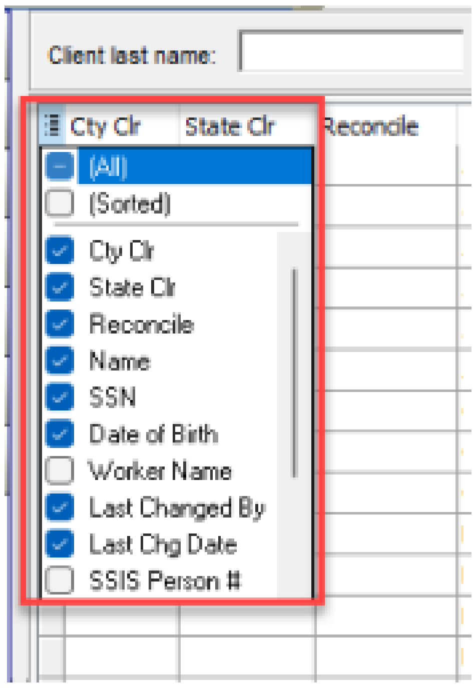


3. You may search by Client last name or more commonly by date or you may leave all fields blank to view the full clearing list

4. Then click on Refresh log



5. The columns on the user view log are customizable by clicking on the Column Chooser icon on the upper left-hand corner.

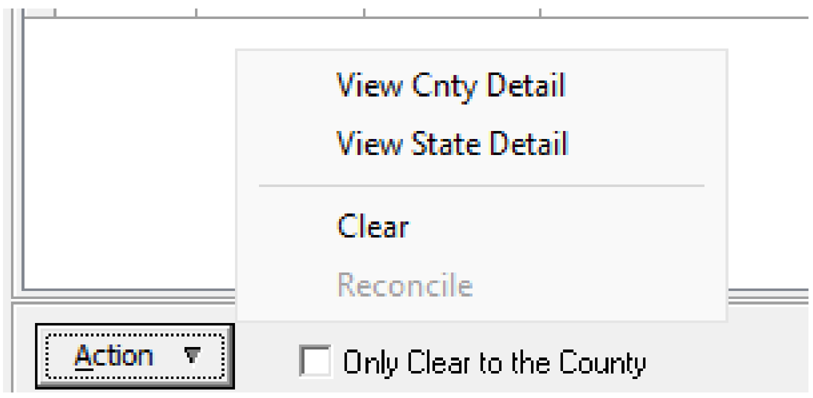


The Available Clearing Grid columns are:

Cty Clr - The County Clearing column displays a green check mark if a client is cleared to the agency. If the column is empty, the client is not cleared to the agency database.
State Clr - The State Clearing column displays a green checkmark if a client is cleared to the state database. A client may show as cleared to the state and not the agency, this is most common with clients that are added to intakes or workgroups from a state search.
Reconcile - The Reconcile column displays the word Reconcile if MAXIS or another agency changed their data on SWNDX for a client cleared to your agency and state database.
Name - The Name column displays the full name of the client to be cleared.
SSN - The Social Security Number displays to help identify potential duplicate clients on the clearing log.
DOB – The Client's date of birth displays. If an estimated DOB is entered, this column is blank.
Last Changed By - This column contains the name of the worker who last changed the client's data. ZZ-Help Desk SSIS/D indicates either a change made by SSIS helpdesk, or it is a transfer from the MAARC system.
Last Chg. Date- This column contains the date and time the last change was made to the client's data.
Worker Name -This is currently an unused column. Data does not display in this column so it can be ignored.
SSIS Person # - This Column displays a client's SSIS Person # that was system generated at the time the client record was created.
SWNDX # - This column displays the clients SWNDX# that was assigned the first time a client is cleared to the state.
PMI # - The clients PMI will display if available.
Gender -This column displays the gender of the client to be cleared.

Est. DOB- This column displays the estimated DOB's when there is not DOB entered.
Note: If any core client information (First Name, Last Name, Date of Birth (DOB), Gender, and SSN) is edited on a current agency client, SSIS resets the client status to Uncleared Client and returns the client to the clearing log. If the SWNDX and PMI numbers are removed, clients must be re-cleared.

6. From the clearing log the worker can also select the action menu and View Cnty Detail to locate additional information prior to clearing. The Action menu will be grayed out at times such as when someone is not cleared to state, the 'view state detail option will be greyed out, when the item is on for reconcile and not clearing the clearing option will be greyed out.



Action Menu Options
The following options are available on the Action menu:

View Cnty Detail – This option allows a worker to view the agency's current client information on the client to be cleared.

View State Detail – This option allows a worker to view current state client information on a client who is currently cleared to the state. This option is disabled if the client is not currently cleared to the state.

Clear – This option begins the process of clearing a client. The process will begin at agency clearing, unless already completed, and with state clearing.

Reconcile – This option is disabled in most circumstances, unless Reconcile displays in the Reconcile column. When this is the case, the process of reconciling the client record begins by selecting this Action menu item clicking the Reconcile button or double clicking in the grid.

Only Clear to the County Check Box
When checked, the Only Clear to the County check box allows clearing of the client to the Agency only.

Hint: If network connectivity problems occur and the SWNDX server is unavailable, checking this box allows the user to continue clearing clients to the agency database. If this box is not checked the application will automatically attempt to then clear the client to the state after he/she is cleared to the agency which will result in an error message.

Clear Button
The Clear button begins the clearing process. To begin the clearing process, the client must be highlighted in the grid. Once the Clear button is selected, the clearing process begins. An alternate method is to double click in the select row to begin the process.

Close Button
The Close button when selected exits a worker from the Client Clearing Log.

Clearing Process
During client clearing, an automatic searching process begins in the agency first and then state databases. The automatic clearing function looks for:

Soundex
First and Last name
Gender
Social Security Number (SSN)
Person Master Index Number (PMI#)
Starts With (By Full Name and DOB).

In addition, the automatic search looks for clients by first name and DOB. If no matches are found in the automatic start of the process, the person search screen comes up and further adjustments to the search parameters can be made for additional searches.

If no matches are found in the automatic start of the process, then the person search screen comes up and the clearing staff can further adjust the search parameters for additional searches.

Soundex Search Parameters
The clearing process defaults to Soundex as the primary search parameter for names. Soundex is used because it picks up an increased number of potential duplicate names from person search methods. Soundex is a mathematical formula used in name searches for many computer programs. It is not specific to the SSIS Worker/Fiscal application. Its design is approximately 96 percent reliable in locating similar names. This is a higher reliability rate than Exact Match search results. Its purpose is to compare words that are spelled differently, but sound alike in English.

Soundex:

Uses the first letter in the name, whether vowel or consonant.
Removes all other vowels and the consonants h, w, and y.
Assigns numbers to the remaining letters to formulate the sound of the name.
If two or more letters are side by side, e.g., nn or mm, it disregards the second letter.
Searches for names reduced to four remaining characters in a similar name.

Examples of names retrieved by Soundex are:

Leslie, Lesley, Leslee, Lisa
Maryann, Mariann, Marianne, MaryAnne
Bob, Bobby, Bobbi
Peterson, Petersen, Petterson

Soundex does not display names commonly expected to appear as duplicates.
Examples of names that are not retrieved by Soundex are:

Kathy, Cathy
Jeffrey, Geoffrey
Michael, Mickel, Mickey

The Starts With is search parameter is another that returns last names, first names, middle names, prefixes and suffixes (if they were entered). Starts With will also return first and middle name combinations, for example, when using Starts With to search the name Maryanne, results may also return the name Mary (first) and Anne (middle), if that is entered. Soundex does not return the first and middle name combination.

Best Practice: If common names do not display as duplicates, change the search parameters before deciding that there is no match.

Clearing a Client to the Agency & State – No Matching Clients:

If the client is new and there is no duplicate client in the agency or State database.

1. Highlight a client in the Client Clearing Log grid.
2. Click **Clear** or double-click on the highlighted client in the grid.
3. A processing message displays stating, "Opening Person Search for County Clearing."
4. If no matching clients, a processing message displays stating, "No matching rows."
5. The **Select Person for County Clearing** screen displays. Since the client has no potential duplicates, the search grid is blank.

    If no duplicate is found, adjust, or shorten the search parameters for the First or Last name, DOB/age, and change gender to 'both' and click 'Start Search'.
    Or
    If potential duplicate names display after a new search, go to step 5 for Clearing a client to the agency and State– Potential Duplicate Clients section.
6. If no matching names display, click Close.
7. Warning message displays stating "No duplicate client was selected. Click 'Yes' to clear this client to the county. Click 'No' to leave on Client Clearing Log."

    Click **No** to leave the client on the Client Clearing Log if more information needs to be obtained before clearing this client to the agency. After obtaining the additional information, repeat steps beginning with step 1.

Or

Click **Yes** to clear the client to the agency if no further information needs to be collected about the client. Once completed, a green check mark displays in the Cty Clr column.

8. Once Yes is selected the client is cleared to the agency and the automatic process to clear the client to the state begins. A processing message displays stating, "Opening Person Search for State Clearing." If the client selected matches with SSN, DOB and name, the clearing process will occur automatically without clicking **Yes**. If there are differences, the user will get the Client Clearing Merge screen to compare the potential duplicates.
9. If no matching clients, the processing message displays stating, "No matching rows."
10. The Select Person for State Clearing screen displays. If the client has no potential duplicates, the Search Results grid will be blank. If the client has potential duplicates, they display in the grid.

    If no duplicate is found, change the search parameters, and click Start Search. If potential duplicate names display after a new search, go to the Clearing a Client to the Agency and State – Potential Duplicate Clients section of this document and continue from step,

    Or

    If no matching clients display, the processing message displays stating, "No matching rows." Click Close to continue.

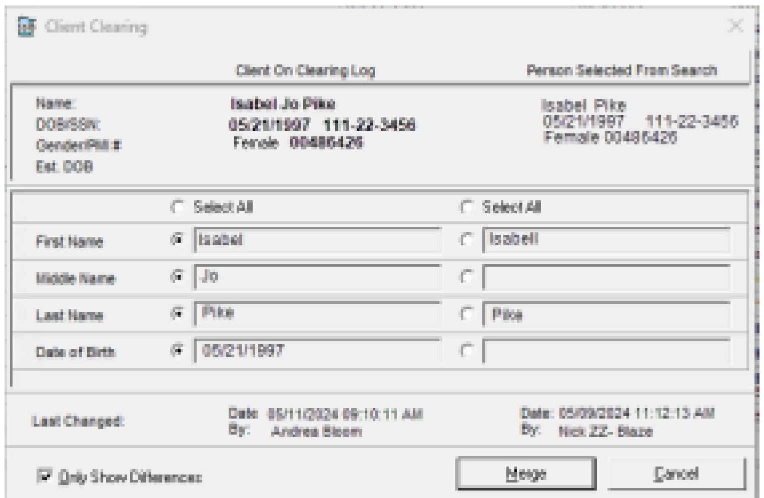
Warning message displays stating "No duplicate client was selected. Click 'Yes' to clear this client to the state. Click 'No' to leave on Client Clearing Log. This action is not reversible."

11. Click **No** to leave the client on the Client Clearing Log if more information needs to be obtained before clearing this client to the state. After obtaining the additional information, go to Clearing a Client to the State -Client Already Cleared to Agency section of this document and begin from step 1. Or
12. Click **Yes** to clear the client to the state. A green checkmark displays in the State Clr column.
13. To remove the client from the Client Clearing Log after clearing them to the agency and state, click **Refresh Log** or Click **Close** to close the Clearing Log.

*Note: If there is a full name, estimated DOB and gender the person may be cleared.

Client Clearing Merge Screen

The Client Clearing merge screen displays when a duplicate client exists in agency or state and is selected on the Person for Clearing screen. The screen displays differences found between the two clients on the databases. Information displays from the client selected on the Client Clearing Log in comparison to the person selected from the search results. From here the worker can select one or more items of identification can be selected to keep, either the information from the agency system or from the match. Only information from one side may be selected for each option.



Two columns display on the Client Clearing merge screen:

Client On Clearing Log

Person Selected from Search.

Information displayed in the top section includes:

Name

DOB/SSN

Gender/PMI #

Est. DOB

The screen defaults to only show the differences between the client on the clearing log and the person selected from the search. However, by unchecking the Only Show Differences box, all client information displays. This information includes:

First Name

Middle Name

Last Name

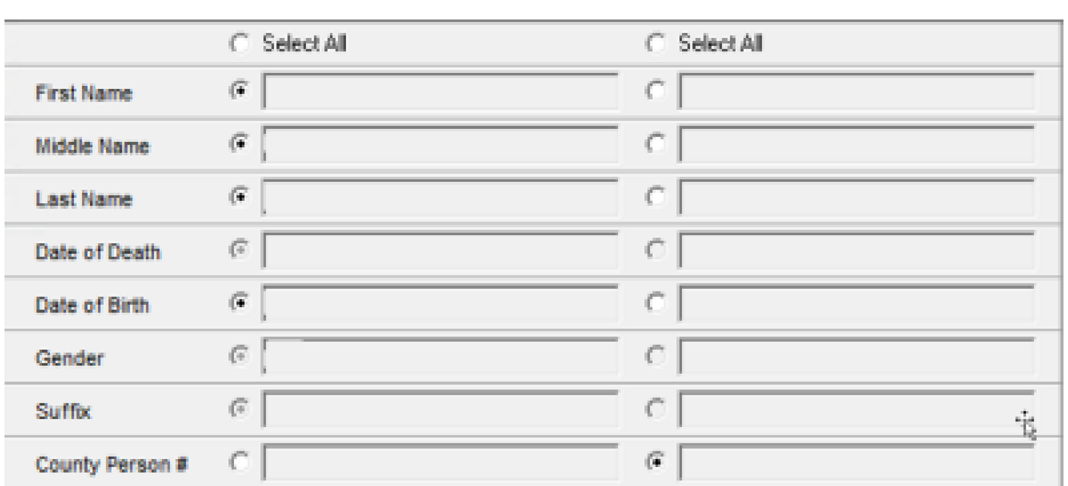
Date of Death

Date of Birth

Gender

Suffix

County Person #



FYI: Date of Death cannot be excluded. This field is merged unless the user selects Cancel.

The Last Changed section displays the date each record was last changed and the name of the worker that made the change.

Once items are selected that are to be merged, the Merge button can be selected. The Merge button keeps the identical data and saves the different data that is selected to the agency or state database.

The Cancel button can be selected to cancel the merge and return to the Client Clearing Log. A message will display "No duplicate client was selected. Click 'Yes' to clear this client to the county. Click 'No' to leave on Client Clearing Log."

Workers can merge agency data such as an SSN with state data. If the agency has a different SSN, it does not override the state data. If the agency chooses to accept its own SSN, select this option on the Client Clearing merge screen.

The SSN on the state database is available on the View State Detail option for that client. Notify the agency/tribal MAXIS/MMIS worker if there is a difference in SSN. If the SSN came from another agency/tribe, contact that agency/tribe.

Best Practice: If a client has an SSN on the state database, SSIS strongly recommends the agency or tribe accept this information as accurate. However, if you believe the information in the state database is incorrect, please contact the SSIS Help Desk for assistance.

Clearing a Client to the Agency and State – Potential Duplicate Clients:

1. Highlight a client in the Client Clearing Log grid.
2. Click Clear or double-click on the highlighted client in the grid.
3. A processing message displays stating, "*Opening Person Search for County Clearing*." The Select Person for County Clearing screen displays.
4. When there are potential duplicate clients, they display in the Search Results grid.
5. To verify whether the potential duplicate is the same client, highlight the potential duplicate in the grid, click the Action menu and select View County Detail.
6. Review the agency (client name) detail to verify that it is or is not a duplicate. Click the X to close agency (client name) when finished reviewing information.

    If it is the same client, click Select and proceed to step 8 once the Client Clearing screen displays. Or
7. If it is not the same client, click **Close**. A warning message displays stating "*No duplicate client was selected. Click 'Yes' to clear this client to the county. Click 'No' to leave on Client Clearing Log*."

Click No to leave the client on the Client Clearing Log if more information needs to be obtained before clearing the client to the agency. After obtaining the additional information, return to step 1.

Or

Click Yes and the automatic process to clear the client to the state begins. A processing message displays stating, "Opening Person Search for State Clearing." and a green checkmark displays in the Cty Clr column. Proceed to step 11.

8. Select the items to be merged and click Merge and continue with step 9.

   If the client is not a duplicate, select Cancel, click Close and then begin with step 2 in the Clearing a Client to State – Client Already Cleared to the Agency section of this document.

9. Once Merge is selected, a warning message stating "Reconcile will merge the two client person records. This is not a reversible action. Are you sure you want to continue?" displays.

   Click Yes to continue and go to step 15.

   Or

   Click **Cancel** to return to the merge screen and return to step 8.

10. The client is automatically cleared to the agency and a green checkmark displays in the Cty Clr column.
11. The Select Person for State Clearing screen displays.

    If there are no duplicate clients, click **Close** and select **Yes** to clear the client to the state. Proceed to step 14.

    Or

    If duplicate clients display, access the **Action** menu and select **View State Detail**.

12. Review State Detail data to determine whether the client records match. Click the Close button to close the **State Detail** screen.

    Click **Select** if the client is the same. The Client Clearing merge screen displays.

    Or

    Click **Close** if the client is not the same and select **Yes** to clear client to the state. A green checkmark also displays in the State Clr column. Proceed to step 16.

13. Select the items to be merged and click **Merge,** then proceed to step 15. If the client is not a duplicate, select **Cancel**.
14. Warning Message displays stating *"No duplicate client was selected. Click 'Yes' to clear this client to the state. Click 'No' to leave on Clearing Log. This action is not reversible."*

    Click **Yes** to clear this client to the state and proceed to step16.

    Or

    Click **No** to leave client on Client Clearing Log if more information needs to be obtained before clearing the client to the state. After obtaining the additional information, return to step 1.

15. Once Merge is selected, the client records merge and automatically clear to the state. A green checkmark also displays in the State Clr column.
16. To remove the client from the Client Clearing Log after clearing them to the county and state, click **Refresh Log**.

Hint: Merge is not reversible. However, the client may be uncleared if necessary.

Clearing a Client to the State – Client Already Cleared to the Agency:

1. Highlight a client in the Client Clearing Log
2. Click Clear or double-click on the highlighted client in the grid. A processing message displays stating, "Opening Person Search for State Clearing."
3. Select Person for State Clearing screen displays.

   If potential duplicates display in the grid proceed to step 8.

   Or

   If no potential duplicates are found, change the client search perimeters, such as a different spelling of the first or last name, and then click **Start Search** to search again.
4. If no potential duplicates display after a new search, continue to step 6.

   If potential duplicate names display after a new search, proceed to step 8.
5. If no matching names display, click **Close.**
6. Warning message displays stating "*No duplicate client was selected. Click 'Yes' to clear this client to the state. Click 'No' to leave on Client Clearing Log. This action is not reversible.*"

   Click **Yes** to clear client to the state. A green check mark also displays in the State Clr column. Proceed to step 14.

   Click **No** to leave client on Client Clearing Log if more information needs to be obtained before clearing the client to the state. After obtaining the additional information, proceed to step 1.
7. If duplicate clients display, access the **Action** menu and select **View State Detail**
8. Review State Detail data to determine whether the client records match. Close **State Detail**
9. Click Select if the client records match and continue to step 11 once the Client Clearing screen displays.

   Click **Close** if the client records do not match and select Yes to clear client to the state and proceed to step 14.
10. Select the items to be merged and click **Merge** and proceed to step 13. If the client is not a duplicate, select **Cancel** and continue to step 12.
11. A processing message displays stating "*No duplicate client was selected. Click 'Yes' to clear this client to the state. Click 'No' to leave on Client Clearing Log. This action is not reversible.*"

    Click Yes to clear this client to the state and proceed to step 14.

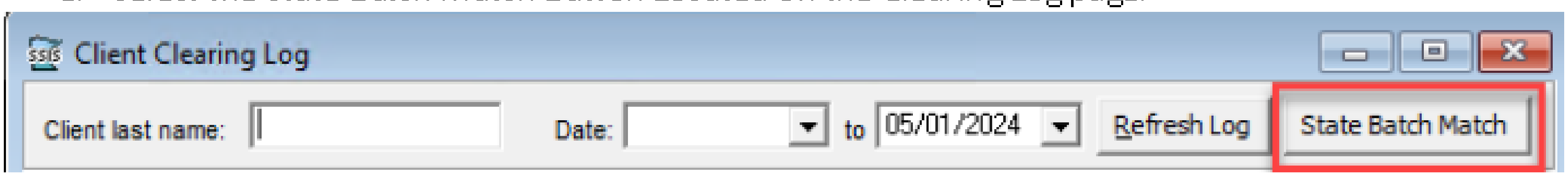
Or

Click **No** to leave the client on Client Clearing Log if more information needs to be obtained before clearing the client to the state. After obtaining the additional information, proceed to step 1.

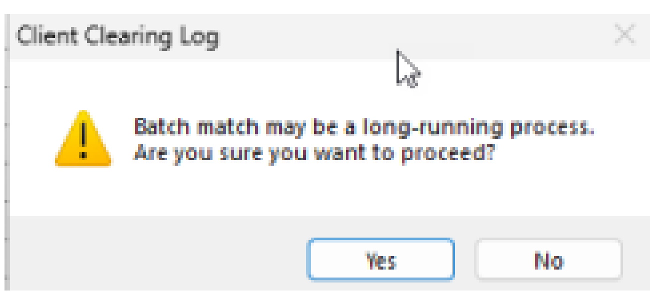
12. Once Merge is selected, the client records merge and automatically clear to the state. (A green checkmark displays in the State Clr column.) Merge is not reversible however the client may be uncleared if necessary.
13. To remove the client from the Client Clearing Log after clearing them to the county and state, click **Refresh Log** or close the screen.

Clearing using the State Batch Match

1. Select the State Batch Match Button Located on the Clearing Log page.



2. Select Yes in the dialog box to continue clearing using batch match. (Selecting No will not continue the clearing process).

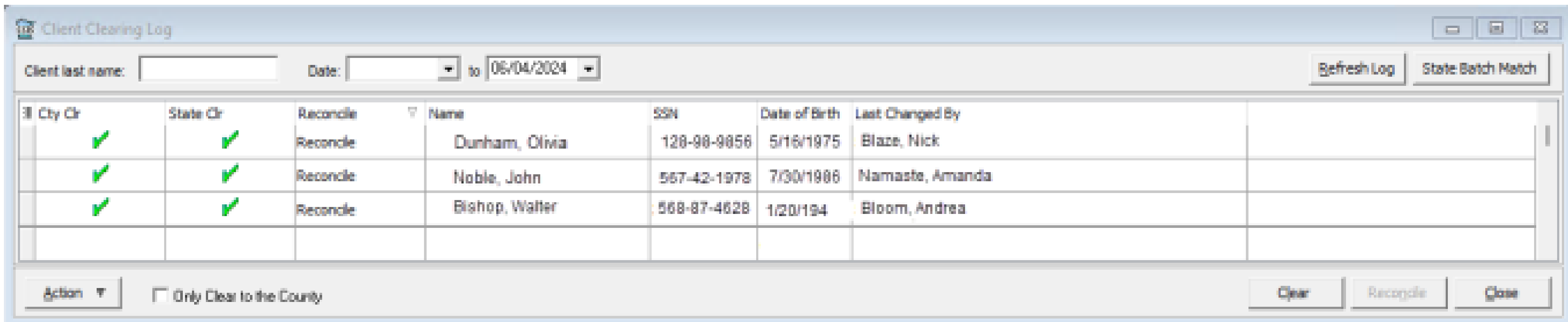


Warning: State Batch Match can be a long-running process. The screen tittle may display "Not Responding". This does not mean that State Batch Match has failed. It means that the process is taking a long time to run. If State Batch Match is cancelled, clients who were cleared remain cleared. Clients who were not cleared by batch match remain on the log.

Warning: Do not continue individual client automatic clearing on one workstation while another workstation is running State Batch Match. Performance issues could occur.

Hint: Enter Social Security Numbers on clients in the Client/Collateral Entry screen. Clients without SSNs do not automatically clear through State Batch Match or by clicking the Clear button.

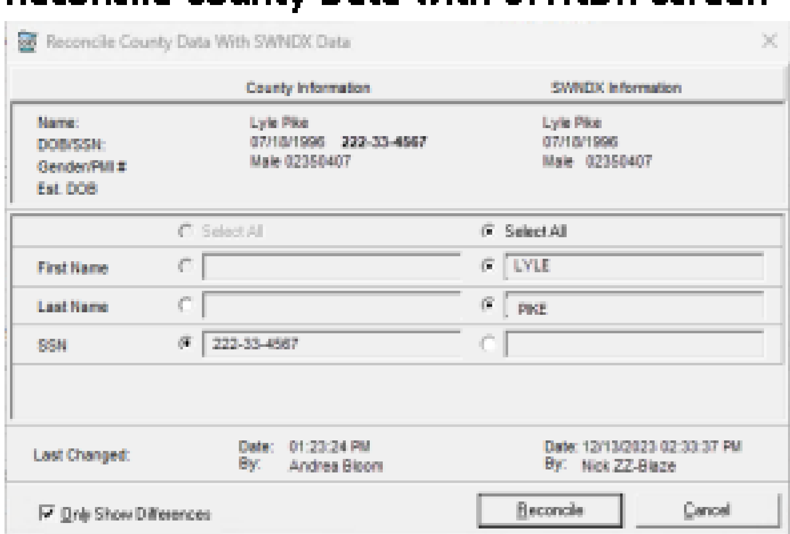
Reconcile



Reconciliation is the process of reconciling differences between the state database and the agency database. The Reconcile button remains disabled unless MAXIS/MMIS or another agency/tribe has changed information (such as a name, PMI # or SSN) contained in the state database on a cleared client. The Reconcile button/menu option becomes enabled when information on a cleared client is changed in the state database. The word Reconcile displays in the Reconcile column. The data changes that result in Reconcile are the client's SSN, Person Master Index (PMI #) number, Date of Death or a Name. Selecting the Reconcile button displays the Reconcile County Data with the SWNDX Data screen. Clients remain cleared to both the agency and state databases. The Reconcile button is enabled when a row with the word Reconcile is highlighted.

Changes may be reconciled into the agency database by an agency SSIS user, or they can be rejected by selecting cancel on the reconcile screen. If the rejecting agency has the correct data, SSIS may be able to manually correct the state database. Rejected changes from the agency must be reviewed by SSIS. If the rejecting agency has the correct data, SSIS can manually correct the SWNDX database. Notify the agency/tribe MAXIS/MMIS worker if there is a difference in SSN. If the SSN came from another agency/tribe, contact that agency/tribe.

Reconcile County Data with SWNDX Screen



The SWNDX Reconcile screen has a different title bar: Reconcile County Data with SWNDX Data. The title changed to differentiate between client clearing merge from the agency and state databases.

The SWNDX Information column contains the changed information. The County Information column displays the original cleared information.

Select the Reconcile button to reconcile agency and SWNDX information. A dialog box asks whether the worker wants to continue, as reconcile is not a reversible action. Yes, is selected to continue; Cancel is selected to leave the client unreconciled on the Client Clearing Log.

When the Reconcile button is selected, the SWNDX Reconcile screen displays. The two column headings are:

County Information
SWNDX Information

If more research is necessary to ensure correct client data, select Cancel, which returns the worker to the Client Clearing Log.

The SWNDX Reconcile screen displays with the Only Show Differences box checked. To display all client information from the county and SWNDX columns, the box can be unchecked.

Once Reconcile is completed, the word Reconcile no longer displays in the column next to the client and the Reconcile button is disabled. The Cty Clr and State Clr columns will be checked.

Clearing a client who has a Reconciled Record:

1. Select the client in the grid to be reconciled.
2. Click the Reconcile button.
3. The Reconcile County Data With SWNDX Data screen displays.
4. County Information column is disabled.
5. Select the SWNDX Data to be included in county data in the SWNDX Information column.
6. Click Reconcile to reconcile the data.
7. Warning message displays "Reconcile will merge the two client person records. This is not a reversible action. Are you sure you want to continue?"
8. Click Cancel to return to the Client Clearing Log without reconciling the data or YES to continue.
9. When the reconcile process is complete, Reconcile no longer displays in the grid next to the client's name. County Clr and State Clr columns are checked.

Best Practice: Accept SWNDX information as correct.

Clearing in Maltreatment Workgroups

Victims of maltreatment (APS and CP) and determined offenders must be cleared before the user can close the report and the CP Assessment workgroups.

Missing DOB

If the only information missing is DOB, it is recommended you enter an Estimated Age or Estimated DOB on the Client/Collateral Entry screen. Agencies can clear a client with an estimated DOB or estimated age to their agency database. Estimated DOB is a column option in the clearing log grid.

Best practice: Accept SWNDX information as correct. If you believe the information on SWNDX is incorrect, please contact the SSIS Help Desk for assistance.

Miscellaneous Clearing Situations

Merging pre adoptive and post adoptive clients. Clients who have been adopted have pre adoptive and post adoptive records. These records should never be merged in SSIS even though it's the same client. Keep pre adoptive and post adoptive information and services separate even if the legal name does not change. A warning message will display stating "Person cannot be merged because Child Ward records exist."

Attempting to merge a person with a child ward record or with a person that has been submitted to DHS for kinship or adoption purposes. Clients with a Child Ward record or those that have been submitted to DHS cannot be merged attempting to do so will result in the following message "Person cannot be merged because Child Ward records exist or "Person cannot be merged because has been submitted to DHS". If there is a situation in which you feel it client with a child ward record should be merged, please contact the SSIS Help desk for assistance.

Clearing in Maltreatment Workgroups- Victims of maltreatment and determined offenders must be cleared before the user can close the Child Maltreatment Report/APS report and the Assessment workgroups. The only workgroups that cannot be closed without clearing is one where there are determined offenders.

Missing DOB- If the only information missing is DOB, it is recommended you enter an Estimated Age or Estimated DOB on the Client/Collateral Entry screen. Agencies and tribes can clear a client with an estimated DOB or estimated age to their agency database. Estimated age does not display on State Detail or the Clearing Log unless selected.

Changes that cause a Client to reappear on the Clearing Log:

Change to first or last name.

Change to gender.

Change to DOB.

Change or add SSN.

- If a user changes an SSN and that SSN is in SWNDX, or the Client has a PMI number and other agencies have cleared this client there will be a reconcile on the clearing log for those other agencies.

Miscellaneous Clearing Requirements and Warning Messages

Maltreatment – If changes are made to the record of a victim or determined offender of maltreatment that cause that Client to reappear on the Client Clearing Log after the closing of the Maltreatment Report and prior to the closing of the assessment workgroup that victim or offender will need to be cleared to close the assessment workgroup.

Placement- A child in a continuous placement must be cleared to SWNDX before the user can close the workgroup.

Supplemental Eligibility Records - A warning message displays if dates for the following records overlap:

- CW-TCM Elig dates
- LTC Screening records
- VA/DD Elig dates
- MH-TCM Elig dates Rule 5 Elig dates
- Do Not Claim indicator records

One example of the Warning message is "Cannot Merge and Clear Record DD Screening Records cannot overlap." In these circumstances, please contact the SSIS Help Desk for assistance.

Two clients cannot be merged if they have the same PMI# on an IV-E claim.

Citizenship and Birth Location – Information will not be retained for a discarded person. Prior to merge, enter this information into the person record for the person being selected for merge, if it does not already exist.

Warning Messages that display include:

"Cannot connect to the state person search server. Please try state person detail display later." This displays at the State Detail node in a workgroup if connectivity is lost. The State Detail data does not display.

"Cannot connect to the state person server. Please try state clearing again later. Person merge with state-cleared clients is not available. Clients can only be cleared to your agency" displays if SWNDX server connectivity is lost while attempting to merge an agency client with a state client or clearing a client not already cleared to the state. This message also displays if there has been a problem with the monthly SWNDX database update.

Network Connection Problems

Network connectivity problems might occur between the agencies/tribes and the SWNDX server. Agency functions remain available. A dialog box displays when connectivity is unavailable. Try again after several minutes, and if the connection is not restored, contact the SSIS Coordinator, Mentor, or Agency Information Technology Specialist. These contacts must contact the SSIS Help Desk to report that connectivity has been lost. If connectivity is lost, clearing workers and other users can continue with other application functionality. For example, when SWNDX experiences an outage, clearing to the agency database can continue. When connectivity is restored, if clients are cleared to the agency, they can then be cleared to the state.

If network connection is lost to the SWNDX server, users cannot do the following:

- View State Detail.
- View State Detail in Tree View. The icon will display but the "Cannot connect to the state person server. ..." message will display in the detail view.
- Child Protection Assessment workgroups – Investigative track cannot be closed.
- Appeal information cannot be entered.
- Person Search cannot be done to state database.
- Clearing cannot be done to state SWNDX database.
- State Batch Match is disabled. Clients already cleared by State Batch Match when connectivity is lost remain cleared. Clients uncleared to SWNDX when connectivity is lost remain uncleared.
- Reconcile button is disabled.

General Reports – Clearing

Workers can access the General Reports from Tools-General Reports. There are four reports available for clearing and SWNDX client data. These reports are found in the Client Data folder and include the following:

- Client Records with Duplicate County Person Numbers
- Clients with Missing SSN
- Clients with Missing SSN by Primary Worker
- Merged Clients – All Names

These reports are found in the Data Integrity Reports folder and include the following:

- SWNDX Records w/ Same Name and DOB
- Determined Offenders Not In SWNDX
- County Client Records with Duplicate SSN Numbers
- CP Victims Not Cleared to SWNDX
- SWNDX Records --Hispanic Code is Null
- Records with Hispanic Codes in SWNDX but not in County
- Clients with Deceased Date in SWNDX but not in County
- Gender Code in County is Different Than Gender Code in SWNDX
- DOB in county is Different Than DOB in SWNDX
- Children in Continuous Placements -- Not Cleared to SWNDX

Clients Aged 12 and Under as Offenders in Intakes or Workgroups Where the Victim is Age 18 or Younger

Race Code in County is Different Than Race Code in SWNDX

Best Practice Tips for Clearing and Areas That Can Affect Clearing

When there is not enough information to clear the client, do not change the status to 'Uncleared Client-Do Not Clear' just to remove that client from the Clearing Log. Clients with the 'Uncleared Client-Do Not Clear' status are no longer searchable in Person search. Before clearing, try to have as much identifying information on a client as possible. If there is still only partial information, (a full name, estimated DOB and gender) the person may be cleared. Only change the status to 'Uncleared Client-Do Not Clear' if there is no identifying information on the client AND there will be no more effort to gain additional information, such as when the client is no longer open in an intake or Workgroup.

Before merging two records, if there is any doubt about the potential duplicates being the same person, follow up with the worker to make sure that both are the same person. Merging is a very critical task and may have an adverse impact when done incorrectly.

There are various other systems where a DOB, legal name, SSN, gender each could be located (i.e., MAXIS, PRISM, MMIS, LE reports), and all attempts to find and enter the information should be pursued.

Having clean data on both the county and state databases is very important. Counties need to develop procedures to ensure that accurate data is collected on a client; clearing workers, social workers, and case aides participate in this process.

All determined offenders must be cleared to SWNDX in compliance with Federal Regulations

When addressing an 'Unknown, Unknown" in which ALL efforts to gain identifying information has been exhausted, the status can be changed to 'Uncleared Client-Do Not Clear'. For Adult Maltreatment Report Transfers with 'unknown, unknown' as the Person Alleged Responsible (PAR) on an Adult Maltreatment Report (AMR) refer to the APS manual.

If there is a full name, estimated DOB and gender the person should be cleared, even if there is no match to the State. If there is a partial name and estimated DOB, AND the client is no longer in an open intake or WG you can clear the client. Only if there is partial name or estimated DOB and no matches AND the person is still open to intake or assessment that you should check with the worker to see if more info can be gathered before clearing.

Clearing staff must be detail-oriented problem solvers, willing to check out questionable information and committed to data integrity and clean databases.

Questions about Clearing should be directed to the agency mentor. If further assistance is necessary, agency mentors, supervisors and IT may contact the SSIS help desk at dcyf.ssishelp@state.mn.us