

FAQ

Common Names Data Services (CNDS) Pre-Implementation

1. During this initial data clean up period, what should we do if ARMS has the more accurate and updated information on the client?

ARMS should always go with what is in CNDS. If it is found that CNDS has invalid data, please contact Linda Owens, ARMS Administrator who will then inform CNDS staff of the discrepancy. The CNDS staff person will research the discrepancy. If ARMS has the more updated information, CNDS staff will correct their information and you will not need to do anything. If ARMS information is inaccurate, CNDS will notify Linda Owens who will then request you to make appropriate changes. If there is a duplicate created in CNDS, then ARMS should contact the DIRM contact person and work with them to get the duplicate resolved.

2. Why do we need to verify data against CNDS when we know for sure that ARMS has the most recent information?

There are cases where ARMS would have the most updated information. One such case may be that a client was receiving a federal means tested services dropped out of the service system, went inactive on CNDS and is now returning to ARMS with a major change in life such as a divorce, remarriage, etc. and in this situation, there is a high possibility that ARMS may have the most current information. However, we still need to verify ARMS data against CNDS and that is because we want to maintain the integrity of the CNDS protocol. CNDS has established a process for verifying the authenticity of all data against information available through the SSA office. It is this process that is key to maintaining the data integrity of Information Systems especially when so many systems may be simultaneously serving the same client and talking to each other in the process. It is not true that CNDS will always be right or that information there is the most current. It is true that CNDS would always have verified their data against SSA.

3. What is the level of effort required of the AAAs and providers to help facilitate this task?

We are sensitive to any extra burden placed on AAA staff or ARMS Coordinators. Wherever possible, we have made batch changes to reduce the burden both at regional and local levels. However, as owners of ARMS client records, AAA staff and service providers will be requested to verify the authenticity of client records on ARMS. They will also be requested to make changes and add information where necessary.

4. What are the data clean up tasks associated with CNDS integration?

There are three tasks related to the initial data clean-up:

- Eliminating duplicate records based on “Duplicate Clients Report” sent earlier

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- Verifying client records based on “Client Verification Report” sent earlier. Note that there are three columns of information for Last Name, Middle Initial, First Name, and ID or SSN. The TABLE column represents what is in the current ARMS database. For purposes of making a decision about whether or not an ARMS client record needs to be changed, compare the TABLE column to the CNDS column and just use the ARMS column as an “FYI.” The ARMS column documents any changes that have been made or will be made by the state via a batch update on behalf of the region/provider (such as eliminating spaces in a name).
- Correcting Client records - For all records where an entry is made against a client record in Column V “Reason”, the provider needs to make a change in the ARMS client record so that it matches the CNDS record. For example, if the Reason column says “Date of Birth”, then the ARMS record should be changed to match the CNDS DOB because that information has been confirmed in the Social Security Administration uploads performed when other agencies have verified people for benefits. The same type of follow-up would be needed if the Reason column says “Last Name” — change the ARMS record to match the CNDS Last Name (e.g., Wood needs to be changed to Woods). Please make sure these changes are entered in ARMS. After these records are reconciled, the final ARMS/CNDS run will be undertaken at some point and an existing CNDS Person ID will be assigned to the ARMS client.

5. Who does the data clean up?

The owners of ARMS client records (service providers and AAA staff where an AAA is providing services) are responsible for completing the data clean-up tasks.