Avoiding creation of duplicate PINs in CWW

1. When processing an application check to see if the client is already on either an open or closed case. On the search criteria page, always mark all three options on the right when searching for possible applications.

For a more common name, it is helpful to enter a date of birth and/or gender.



 When running clearance on the Potential Individual Matches page a score of 97 or greater in the match column indicates that the SSN matched an existing individual. Anything less than 97 indicates that at least some of the details match a known individual. If one of the potential matches appears to be the same as the applicant, selecting the radio button by his or her name and hitting return or “NEXT” presents his or her individual summary page. This page provides additional details about the individual and his or her status on existing cases. Duplicate PINs can cause confusion and incorrect benefits.

On an active case or reopened old case, you can search Query -> Case Member history to see if new household member was on case in the past or to find parent and cases they have been on.

One intake make sure you check the “Select others” screen to see if other household members may have been listed on the case in the past or if there may be other relevant people you need to add.



After adding a person to a case, you will get the following screen. Please note the yellow banner. Pay attention to yellow banners.



When no SSN is added, you might get this – going past this screen will create a new PIN.



Or you might get this:



The discrepancy is in red – on this case it’s the SSN which we didn’t have. Check Name, DOB, SSN and also click magnifying glass to see what other case your person is on.

If Client has SSN but is not quite sure what the DOB is you might get this:



If there are multiple people with the same name you may get multiple options. In this example I already created a duplicate PIN without a SSN so now there are 2 people with this name and DOB in the system that Individual Clearance is trying to match me up with.



This is a great time to double check those magnifying glasses to get details. Was the person on this case before? Ask questions to try and see if the person listed is the same one. Be careful about not divulging confidential info. On this example asking who Tom’s mother is might help you note it matches the case with the SSN Tom.

Once you go past the Individual clearance Results page, you will add the person and if new to system, a PIN will be created. In my example the person I selected to link has slightly different info than I put in – in this example a SSN which is highlighted in red.



If you click on the magnifying glass next to a potential person you will have a screen similar to screen shot below pop up. If the person is not currently listed on any case, there will be no case at the bottom of screen.



If none of the potential matches are the applicant you are processing, select “create new individual…”

2. Special care should be given when adding a newborn (under age 1) to a case that the mother is not the primary person on the case. Was the child added to another case with no SSN? If you have a SSN now, it’s possible you will not link to the existing PIN.

3. If your date of birth or SSN is off by one digit, check to see if it is the same person as already listed in CWW.

More than one way to locate a client in the system. Stop and really look at clearance screen. Check Query -> Case Member history to see if new household member was on case in the past or to find parent and cases they have been on. On some occasions the person may still be listed on the case and marked out of the home or OTX’d.

4. If you do accidently create a duplicate PIN, E-mail PRS for directions on what to do as soon as you realize it. PRS will eventually need to send the information to the state to link the PINs.

\*Note: cases are from the CWW Training Environment. This desk aid is a modified version of one created by

another agency