Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Discrepancy Modules

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Division of Early Care and Education

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Background

Staff in child care centers were added to the WISCCRS Individual module on 10/1/18. At that time, all individual data from the Registry, WISCCRS, Child Care Provider Portal (CCPP) and Fieldprint will be merged. When individuals are brought into WISCCRS from the Registry, Fieldprint or CCPP and the match is uncertain, the record is inserted into the discrepancy module. Note that when new individuals are added via the Provider Portal and if they are inserted into the discrepancy module, no Fingerprint Instruction Letter is mailed until the discrepancy is cleared. The same is true with records in the Fieldprint discrepancy; those records must be cleared before WISCCRS can pull the results from DOJ.

This module explains the two discrepancy modules in WISCCRS.
1. Fieldprint Discrepancies
2. Individual Clearance Discrepancies

Fieldprint Discrepancies

The Fingerprint Instruction Letter includes a unique code for each individual who needs the fingerprint check done. The individual enters this code into the Fieldprint system at the time of appointment scheduling. Once the individual has had the fingerprints rolled, the Fieldprint/WISCCRS interface brings in the TCN number needed to retrieve the results. If there is a mismatch with the information between the Fieldprint System and WISCCRS, the record is inserted into the Fieldprint Discrepancy Module.
1. First and Last Name
1. Date of Birth
2. Social Security Number
3. Unique Identifier (Reference Number) assigned to the individual in the Fingerprint Instructional Letter.

The discrepancy must be cleared before the system can retrieve the fingerprint results from DOJ.

Accessing the Fieldprint Discrepancy Module

Only the Child Care Background Unit (CBU) and BECR Central Office staff can access this module to clear the discrepancies.

Click on the Administration link from the home page.
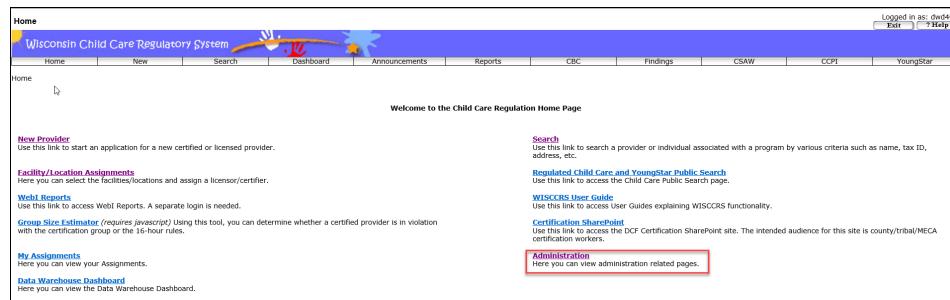
Then choose Fieldprint Discrepancies link.

DWD Requests and Results
Here you can view the DWD Requests and Responses.

Invoices
Here you can view the invoice information.

Fieldprint Discrepancies
Here you can view the Fieldprint Discrepancies

Collections Report
This report lists all the collections for particular transaction and collection date.

The following page displays records that have been inserted into the Discrepancy module.

Fieldprint Discrepancy List							
Individual Name	DOB	SSN#	Reference#	TCN#	Discrepancy Code	Updated Date	Possible Individual Fingerprint
			DO5009603	870180809445	Discrepancy - Name	08/10/18	
			WA5009637	870180811711	Discrepancy - Name	08/13/18	
			GR5009628	870180811720	Discrepancy - Name	08/13/18	
			PE5009581	870180813930	Discrepancy - Name	08/13/18	
			HO5009607	870180816480	Discrepancy - Name	08/17/18	
			SC5009629	870180813928	Discrepancy - Name	08/17/18	
			HA5009614	870180816545	Discrepancy - Name	08/20/18	
	08/13/93		VA5009613	870180818747	Discrepancy - Name	08/20/18	

The discrepancy page shows the name of the individual, DOB, SSN, Reference code (issued by WISCCRS in the individual module), TCN, Discrepancy Code, Updated Date and a possible match.

There are the following discrepancy codes:
1. Discrepancy – Name
2. Discrepancy – SSN
3. Discrepancy – DOB
4. Discrepancy – Reference Code
5. Individuals that are not in WISCCRS but used another person's reference code.

Clearing a Discrepancy

To clear a discrepancy, take the following steps:
1. If there is no suggestion in the Possible Individual Fingerprint column, conduct a search in WISCCRS using the name of the individual.
2. Once the correct individual is found, access the Fingerprint Request page for the individual.
3. Copy and paste the TCN into the module. To avoid typos, copy the number from the discrepancy module and paste it into the Fingerprint Request page. Enter today's date as the requested date and change the status to FBI Check Requested.

Modify Fingerprint Request	
Fingerprint Request Status *	Fbi Check Requested
Fingerprint Received Type	N/A
Fingerprint Materials Sent Date	
Fingerprint Card Sent Date	
Fingerprint Card Received Date	
FBI Check Requested Date	8/21/2018
Fingerprint Transaction Control Number	870180816545
Fingerprint Reference Number	HA5009614
Comments	

4. The overnight batch will bring in the results.
5. To delete the discrepancy record, click on the Modify icon next to the individual's name, check 'Resolved' and choose the reason.

Individual Clearance Discrepancies

When individuals are entered into WISCCRS, the Individual Clearance Process prevents duplicates from being created. This module screens individual records coming from CCPP towards individuals that exists in WISCCRS, Fieldprint, and The Registry. Note that when the record is entered into CCPP, WISCCRS creates a record for the individual. Because the CCPP record is most current, that record will override when matching.
Example: The following record is received from CCPP:
First/last names: Mary Smith
DOB: 1/1/1985
SSN: 111-22-3333
Registry has the following information:
First/last names: Mary Johnsson
DOB: 1/1/1985
SSN: 111-22-3333
The scenario above will result in a name discrepancy. When the records are merged in the Discrepancy module, the record from CCPP will become the correct record for Mary. Note that the information in WISCCRS can be changed if needed.

Individual Clearance

If the match percentage is more than 94%, the system does not allow the user to create a new record. The previously created record must be chosen. In the scenario below, the SSN matches 100%, also the DOB matches but the name is different.

Individual	
First Name	Suzy
Last Name	Cupcakes
Date Of Birth	1/1/1991
SSN#	122-22-2222
Source	Provider Portal
Discrepancy	Discrepancy - Name

Individual Discrepancy List				
Source	Individual Name	SSN Number	Date of Birth	Score (%)
☑ Wisccrs	Suzy Pancake	122-22-2222	01/01/1991	94

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To resolve the discrepancy, click on the check box next to the Source system and then 'Convert/Match Individual' button.

100% SSN Match – Individuals do not match

Sometimes, an incorrect SSN has been entered in CCPP or the Registry causing a 100% match of the SSN. However, the name and DOB do not match. In these scenarios, you **should not** merge the two records.

In the example below, the SSNs match but rest of the details do not. In this scenario, the system does not allow a new individual record created but we should not merge the records.

Individual		
First Name	Johnny	
Last Name	Johnsson	
Date Of Birth	1/1/2000	
SSN#	129-85-5566	
Source	Provider Portal	
Discrepancy	Discrepancy - Name	

Individual Discrepancy List				
Source	Individual Name	SSN Number	Date of Birth	Score (%)
☐ Wisccrs	Kirsten Cook	129-85-5566	03/03/1963	94

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Below are steps to be taken:
1. Contact the center submitting the information to find out what is the correct SSN for the individual whose record has been entered into CCPP. There are two potential scenarios:
   a. If the SSN coming from CCPP is correct, the SSN in the Registry/Fieldprint must be corrected. Spufi?
   b. If the SSN coming from CCPP is correct, but there is another record in WISCCRS with incorrect, matching SSN, delete the SSN from WISCCRS and then click 'New Individual' button in the Discrepancy module to clear the discrepancy.
   c. If the SSN coming from CCPP is incorrect, access the record in WISCCRS and delete the SSN. Then click 'New Individual' button on the Discrepancy screen.

If the match is less than 94%, you have the option to choose the potentially matched record or create a new one. In the scenario below, the record coming from CCPP most likely matches the WISCCRS record because the name and DOB are 100% but one digit is off in the SSN. In this scenario, click on the checkbox next to the Source and then choose Convert/Match Individual.

Individual		
First Name	Nancy	
Last Name	Newyear	
Date Of Birth	1/1/1999	
SSN#	345-34-5345	
Source	Provider Portal	
Discrepancy	Discrepancy - Name	

Individual Discrepancy List				
Source	Individual Name	SSN Number	Date of Birth	Score (%)
☑ Wisccrs	Nancy Newyear	345-34-5344	01/01/1999	75

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Below is a table that shows the most common matching scenarios. There can be additional scenarios that match using the Soundex of the person's name (similar sounding names).

Matched Fields	Percentage	System allows create a new record?	Explanation
New Individual: no match found	0%	Yes	When the system does not find another individual in the system with matching SSN, Name and DOB, no clearance message is displayed. No discrepancy is created. The system creates a new individual record.
Name, DOB, SSN matches	100%	No	No discrepancy record is created.

Matched Fields	Percentage	System allows create a new record?	Explanation
SSN and DOB matches, name slightly different	99%	No	If the SSN and DOB matches 100% but the name is slightly different, the match percentage is 99%. A name discrepancy is created. Usually, the name from CCPP is the correct one but if there is a typo on the name, merge the two records and then correct the name in WISCCRS.
Name and DOB match, last 5 digits of SSN match.	98%	No	The Registry only collects the 5 last digits of a person's SSN. If a record from The Registry comes over with identical Name and DOB and the 5 last digits of the SSN match, the system will match The Registry record with the WISCCRS record. No Discrepancy record is created.
DOB and last 5 digits of SSN match, name slightly different	97%	No	Registry only collects the last five digits of a person's SSN. If a record from the Registry comes over with identical DOB and last five digits of SSN, but the name is slightly different, a name discrepancy is created. Usually, the name from CCPP is the correct one but if there is a typo on the name, merge the two records and then correct the name in WISCCRS
Name and SSN matches, different DOB	96%	No	System creates a DOB discrepancy. March the records. If the DOB coming from CCPP is incorrect, enter the correct DOB in WISCCRS.
SSN match, Name and DOB different	95%	No	If the SSN matches 100%, but the name is slightly different and DOB does not match, the system does not allow you to create a new record. A name discrepancy is created. CAUTION: Carefully review the records and if there is a typo in the SSN and the two records belong to two different individuals, DO NOT match them. See '100% SSN Match – Individuals do not match' section above for further detail.
DOB full match, SSN/Name differ.	0%	Yes	No discrepancy created. New record created.
Identical Name, no SSN, Different DOB	0%	Yes	No discrepancy created. New record created.

Matched Fields	Percentage	System allows create a new record?	Explanation
Identical Name and DOB, SSN does not exist or does not match.	75%	Yes	SSN discrepancy created. Match the records, correct SSN in WISCCRS if applicable.
Identical SSN and Name, DOB mismatches	96%	Yes	DOB discrepancy created, the system does not allow a new record created. If the DOB coming from CCPP is incorrect, match the records and then correct the DOB in WISCCRS.
SSN Mismatch: Name and DOB matches	75%	Yes	SSN discrepancy created. If the records are for the same individual, merge the records. If the SSN coming from CCPP is incorrect, make a correction in WISCCRS.

Individuals brought in from CCPP and the Registry

The provider can submit employee information using the Child Care Provider Portal (CCPP). Also, the nightly batch brings individuals from The Registry into WISCCRS. If there is a discrepancy between the incoming record and a WISCCRS record, the record is inserted into a new discrepancy module. **Note** the fingerprint letters are not sent out until the discrepancies have been cleared.

When the match score is between 75% and 94%, the record is entered into the discrepancy. When the match is between 95% and 100%, the system will update the current WISCCRS record. Below is a table that explains the high matches. Also, if the matching percentage is 0% (no other matching individual is found), the system creates a new record.

| Individual SSN	Individual DOB	Individual Name	Score
Full SSN Match	Y	Full Name Match	100
Full SSN Match	Y	Soundex Match	99
Last 5 Digit SSN Match	Y	Full Name Match	98
Last 5 Digit SSN Match	Y	Soundex Match	97
Full SSN Match	N	Full Name Match	96
Full SSN Match	N	Soundex Match	95

Daily Updates

New or modified individual records from the CCPP are brought into the Discrepancy Module immediately. The Registry and Fieldprint records are brought into WISCCRS every night. The daily updates go through the clearance process explained above.

Individual Clearance Discrepancies

To access this module, click on the Administration link on the Home page.
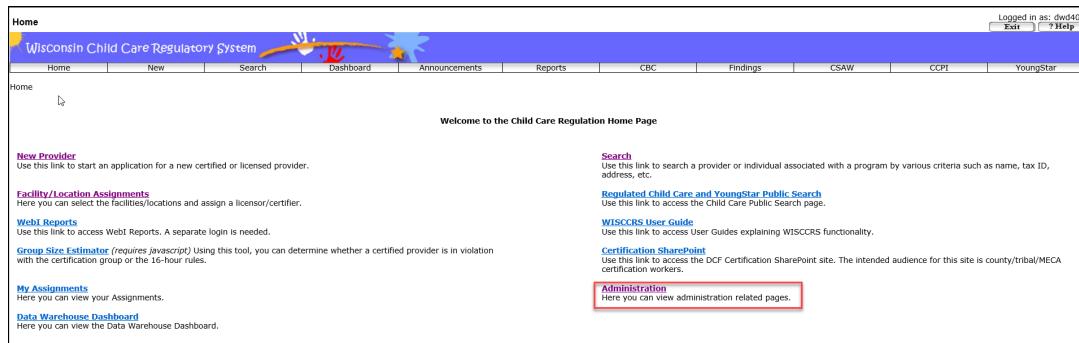
Then click on the Individual Clearance Discrepancies
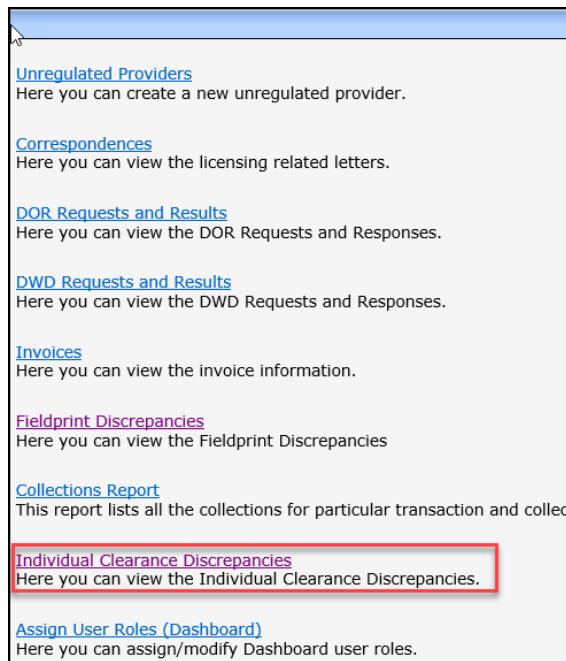
The Individual Clearance Discrepancy page lists all discrepancies. However, the page is defaulted to show records coming from CCPP because those have to be cleared before the Fingerprint Letter is mailed. There is no need to resolve the other discrepancies. They will eventually be merged with records coming over from CCPP.

	Individual Name	SSN Number	Date of Birth	Discrepancy	Discrepancy Date	
Provider Portal	Johnny Johnsson	129-85-5566	01/01/2000	Discrepancy - Name	12/05/2018	
Provider Portal	Nancy Newyear	345-34-5345	01/01/1999	Discrepancy - Name	11/27/2018	
Provider Portal	Suzy Cupcakes	122-22-2222	01/01/1991	Discrepancy - Name	10/31/2018	

The discrepancies can be sorted by choosing the Source.

1. **Fieldprint**: These mismatches display records of individuals who have had fingerprints taken under DCF code.
2. **Registry**: A record exists in The Registry that potentially matches an individual in WISCCRS.
3. **Provider Portal**: A record has been brought over from CCPP that potentially matches an existing WISCCRS individual. The record is immediately inserted into the WISCCRS/Registry/Fieldprint Individual module, but the Fingerprint letter is not sent until the discrepancy has been cleared. **Priority should be given to clear these discrepancies first so the FBI check is conducted in a timely manner.**
4. **WISCCRS**: There might be records at initial conversion, but new ones will not be created because the matching logic uses WISCCRS individuals as the base.

Resolving Discrepancies

1. **Discrepancy – Name:**
   There is a discrepancy in the first and last names between the source system and WISCCRS.

Individual Clearance Discrepancy List					
Source: Registry	**Individual Name**	**SSN Number**	**Date of Birth**	**Discrepancy**	
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	34344 Qwreqq	000-05-6565	03/03/1966	Discrepancy - Name	⊘
Registry	34344 Qwreqq	000-05-6565	03/03/1966	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘

   Access the record by clicking the Modify icon. For the record above, WISCCRS has a record that has identical DOB and the last 5 digits of the SSN match. There is a typo in the first name in WISCCRS.

Home > Individual Clearance Discrepancy List > Individual Clearance Discrepancy

Individual	
First Name	Nadine
Last Name	Provider
Date Of Birth	3/3/1963
SSN#	000-06-3311
Source	Registry
Discrepancy Code	Discrepancy - Name

Individual Discrepancy List				
Source	**Individual Name**	**SSN Number**	**Date of Birth**	**Score (%)**
☑ Wisccrs	Nadines Provider	458-96-3311	03/03/1963	81

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   To resolve the discrepancy, click on the check box next to WISCCRS and then Convert/Match Individual. Since the accurate record coming over from CCPP in the above scenario, the system will use the name coming from CCPP. If the name from CCPP is incorrect, then the WISCCRS record needs to be corrected after the match has been done. The discrepancy record automatically disappears from the list after the individual has been matched.

Individual Clearance Discrepancy List					
Source: Registry	**Individual Name**	**SSN Number**	**Date of Birth**	**Discrepancy**	
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	34344 Qwreqq	000-05-6565	03/03/1966	Discrepancy - Name	⊘
Registry	34344 Qwreqq	000-05-6565	03/03/1966	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘
Registry	Nadine Provider	000-06-3311	03/03/1963	Discrepancy - Name	⊘

2. **Discrepancy – SSN:**
   Discrepancies in this category usually have the name and DOB match, but no SSN exists in one of the systems or the SSN partially matches. If there is a typo in the SSN coming

from CCPP, match the records and correct the SSN on the Modify Individual page in WISCCRS.

3. **Discrepancy – Date of Birth**
   If the SSN and First and Last Names match 100% when the record is coming from CCPP but there is a discrepancy with DOB, investigate which DOB is the correct one. Then merge the records. If the DOB coming from CCPP is incorrect, correct the DOB on the Modify Individual page.