

Interstate Part II: Query Interstate Cases for Kids (QUICK) and CSENet


Michigan Family Support Council
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OCSE's Automated Tools That Expedite Interstate Communications



Query Interstate Cases for Kids (QUICK)
Child Support Enforcement Network (CSENet)


Old Communications Styles Have Changed



Automated Electronic Exchanges Are The Way To Go

It's all about communication


- Information comes from CSE systems
 - Less worker time required
- Faster case processing
 - Make faster decisions
 - Take the next action quicker
- It's **green** – use less paper
- Cost savings
- It's not just for interstate cases – it's **interstate communications**




Agenda

- QUICK
 - Overview
 - Demo
 - Which States are using QUICK
 - What's new?
- Initiatives
- CSENet
 - Supporting CFR and Intergovernmental forms
 - Automation expediting case processing
- How States can take advantage of these tools
- State best practices

QUICK



- Real-time access to State case data
- Secure, authorized users only
- State authenticates users
- OCSE authenticates States
- Data received is not stored on your system
- Standard data definitions
- Similar format

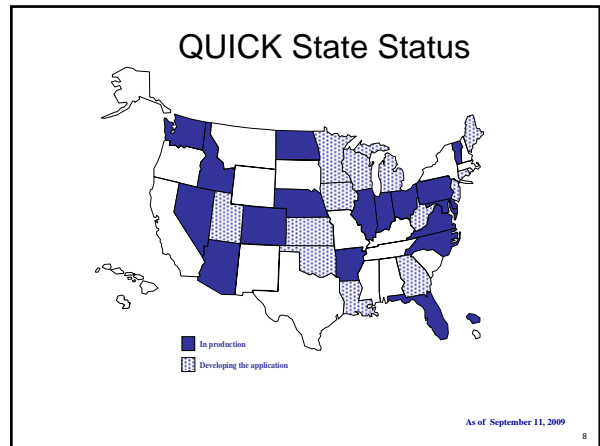


Use QUICK for...

- Basic case information
- Financial information
- Contact information, and
- Completed case activities

Its QUICK when you need it!

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Who is committed to QUICK?

20 States in production
Arizona, Arkansas, Colorado, District of Columbia, Florida, Idaho, Illinois, Indiana, Maryland, Nebraska, Nevada, New Jersey, North Carolina, North Dakota, Ohio, Pennsylvania, Puerto Rico, Vermont, Virginia, and Washington

11 States in development
Connecticut, Georgia, Iowa, Kansas, Louisiana, Maine, Michigan, Oklahoma, Utah, West Virginia and Wisconsin

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Moving into the Future

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Migration to the Internet

- QUICK
 - Pennsylvania and Florida are in production with QUICK over the Internet
 - Testing or discussions are being held with Arkansas, Indiana, Nebraska, Virginia, and Washington

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State Services Portal (SSP)

- QUICK
- Passport Denial

Other web applications to be added to the portal incrementally include

- Federal Offset
- NDNH
- e-IWO
- MSFIDM

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FCR SSN Search

- Use QUICK to search SSNs and request Case IDs for all States from the FCR
- Returns State and Case ID
 - Open cases on the FCR
 - No FV
 - Requesting State has registered the person in an open case on the FCR
- Built-in link to send QUICK request
- Provides participant identifying information, case and participant type

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Advantages

- Faster access to information
- Immediate access to FCR
- Search by SSN and identify another State's case ID – which is required for QUICK/CSENet
- Minimal development will be required by States using HTML pages provided by OCSE

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QUICK Case Request Page (Draft)

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FCR Query Results Page (Draft)

Case ID	State Name	Name	Date of Birth	Date of Death	Case Type	Participant Type
1234567890123	Arizona	Smith, Thomas C.	10/08/1947		IV-D	NCP
4321098765432	Arizona	Smith, Tom	10/08/1948		IV-D	PF
9998887776665	Georgia	Smith, Charles	10/08/1948		IV-D	CP
8876543210321	Georgia	Smith, Tom C.	10/08/1947		IV-D	NCP
1237890543210	Maryland	Smith, Tommy	10/08/1948		Non-IV-D	CP
8825432100000	Maryland	Smith, Tommy C.	10/08/1948		Non-IV-D	Child

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CSENet

- National data exchange of requests, responses, notices and case information
- Supports States' ability to automate
- Allows systems to automate routine notifications
- Allows workers to concentrate on difficult cases
- Transaction data stored on State systems

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Who is using CSENet and what is required ?

- 54 States, Territories and the District of Columbia
 - 48 States Fully Functional
- System certification
 - 53 States Phase II (L01, CSI, ENF, MSC)
- CFR Intergovernmental Regulations

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When is CSENet used?

- Initiating new cases
 - CSE Transmittal #1
- Providing responses/outcomes
 - CSE Transmittal #2
- Request Administrative Services
 - CSE Transmittal #3
- CFR-required notifications
 - Hearings
 - Tax offset notices
- Ongoing case activities, new information, case closure

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What can State systems do?

- Map CSE system data
 - Case IDs
 - Participant information, etc.
- Build 'triggers' from case updates
 - Case closure
 - Tax offset disbursement
- Record and track transaction exchanges
 - Are requests responded to?

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Worker Responsibilities

- Respond to requests
- Varies from State to State
- Generally, enter free-text via the Information data block

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Tools That Work in Unison

- CSENet supports communicating
 - Requests
 - Responses
 - Notices
- QUICK allows viewing of other States' information

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Child Support Activities

What do you need to do, and how can it be accomplished electronically?

- Case initiation
- Locate
- Paternity establishment
- Support establishment and modification
- Enforcement
- Collection
- Case maintenance

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Case Initiation

- Use QUICK for an immediate search
- Use a CSENet CSI request to document the other State's information

Locate

- Use QUICK for immediate information such as employers or addresses
- Use CSENet LO1 to request quick locate from the other State's sources
 - Replaces request via locate data sheet
 - NCP Locate or CP Locate

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State Best Practices

- Develop procedures for using QUICK to identify activities completed and possible next step
- Develop criteria for the CSE system to automatically create and send a CSENet CSI request
- Consider CSE programming to automatically
 - Build new cases
 - Send PAT, EST, ENF acknowledgements

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State Best Practices (continued)

The CSE system automatically

- Sends a CSENet L01 transaction to the State identified in an FCR match when your State does not have an address or income provider for an obligor or putative father
- Stores locate information received via CSENet transactions
- Notifies the worker of the potential need for a referral when specific criteria are met

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Paternity and Support Establishment

- QUICK identifies
 - A child born in/out of wedlock (case activities only)
 - Completed paternity and order actions, support charged, payments made and disbursed, arrears balances
- CSENet
 - Obtain paternity status and court order information
 - Request
 - Copies of documents
 - Paternity or support establishment and modification (corresponds to Transmittal #1)
 - Provide outcome of activities (corresponds to Transmittal #2)

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State Best Practices

The CSE system automatically

- Sends CSENet transactions without the need for workers to know which transaction code to choose
- Triggers a transaction to another State when a certain 'status' or 'event' occurs
 - i.e., Paternity or establishment request, Review and Adjustment
- Logs receipt of transactions

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Enforcement

- Use QUICK to identify
 - Completed activities
 - Support charged, payments made and disbursed, arrears balances
- Use CSENet to
 - Obtain support order information
 - Request
 - Change of payee, redirect payments or copies of documents (corresponds to Transmittal #1, #2 and #3)
 - Support enforcement, including registration (corresponds to Transmittal #1)
 - Provide outcome of activities

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State Best Practices

The CSE system automatically

- Sends CSENet transactions without the need for workers to know which transaction code to choose
- Triggers a request to another State when a certain 'status' or 'event' occurs
 - i.e., Administrative review of tax offset
- Logs receipt of transactions

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Collection

- Use QUICK to identify tax offset payments
- Use CSENet to
 - Provide relevant CFR-required interstate notifications
 - Submission for Federal tax offset
 - Federal or State tax monies have been received and disbursed on a case
 - A negative adjustment to a Federal tax offset has occurred

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State Best Practices

The CSE system automatically

- Sends CSENet transactions without the need for workers to know which transaction code to choose
- Triggers a transaction to another State when a certain 'status' or 'event' occurs
 - i.e., Submission for tax offset, receipt and disbursement of monies
- Logs receipt of transactions

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Case Maintenance

Use QUICK to look at another State's information

- Respond to customer inquiries
- Determine what actions have been completed
- Identify actions needed
- View
 - Support charged
 - Payments made and disbursed
 - Arrears balances

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Case Maintenance (continued)

Use CSENet to request or provide

- Acknowledgments (corresponds to Transmittal #1)
- Notice of actions taken and outcome of requests (corresponds to Transmittal #2)
- Case status (corresponds to Transmittal #2)
- CFR-required notifications
 - Case closures
 - New information
 - Hearing dates (corresponds to Transmittal #2)
- Medical insurance updates
- Administrative notices
 - Correct case ID
 - Caseworker change

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State Best Practices

The CSE system automatically

- Sends CSENet transactions without worker initiation when specific information on a case changes, such as
 - Case updates
 - Notice of an upcoming hearing
 - Change a local FIPS code
 - NCP address or employer
 - Caseworker change
 - Case closure
 - MSC transactions support closures according to the CFR

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Putting the Pieces Together

When performing ICR matches

- Use QUICK to
 - Inquire about a case before contacting the other State
 - Check those case IDs that need to be manually updated
 - Obtain participant information, e.g., name, SSN, DOB
 - Help identify programming errors with extract file
- If the other State needs to be contacted, use QUICK to obtain the worker's name and contact information

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Putting the Pieces Together (continued)

Use CSENet transactions to

- Maintain accurate case IDs
 - Notify other States of non-matching case IDs
- Provide accurate case IDs
- Maintain case participants and status
 - Provide notifications to add/delete participants when mismatching participant information is identified

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Putting the Pieces Together (continued)

- How can your CSE system improve electronic processing – without a worker's intervention?
- Consider automation a priority for funding under the American Recovery and Reinvestment Act (ARRA) of 2009

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Questions, ideas or best practices?

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OCSE Resources

QUICK - <http://www.acf.hhs.gov/programs/cse/newhire/quick/quick.htm>
 Technical Assistance – user guide, conference calls, on-site visits, training guide, toolkit

OCSE National QUICK Workplace - http://ocse2.acf.hhs.gov/WP_Welcome.nsf
 Username: QUICK USER
 Password: justintime


CSENet Interface Guidance Document (IGD) and Appendices - <http://www.acf.hhs.gov/programs/cse/newhire/csetnet/library/csetnet2000/csetnet2000.htm>

Key sections:
 IGD Section 5: Transaction Structure
 IGD Section 6: Transaction Functional and Business Usage
 Appendix B: Valid Transaction Table
 Appendix D: Transaction Functional Matrix (TFM) (One appendix per function, i.e., LO1)

Contact Information - <http://www.acf.hhs.gov/programs/cse/newhire/contacts/contacts.htm>

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Questions



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