



Project to Avoid Increasing Delinquencies (PAID) In Full Practices Guide

This Guide is intended for use by States, Tribes, and Territories as a tool to foster discussions of policies and practices, along with implementation criteria, that may be used to increase the collection of current support and prevent and reduce arrears. The questions under each topic are intended to assist readers in looking for methods to optimize their processes.

Topics 1-4 were disseminated under Dear Colleague Letter 07-34. Topics 5 and 6 were disseminated under Dear Colleague Letter 08-23. Future topics will be distributed as separate documents and numbered accordingly.

The Federal Office of Child Support Enforcement (OCSE) hopes you will find this material useful in thinking about new approaches you might take in your jurisdiction to improve your program results. If you would like more information about PAID, please contact your Regional Program Specialist or email PAID@acf.hhs.gov to join the PAID Workplace to learn more and share your ideas.



IN FULL #7

Interstate

PAID In Full is a compilation of early intervention, order establishment, locate, enforcement, and arrears management practices that support PAID, including implementation criteria to facilitate successful outcomes. The questions under each practice are intended to assist States in looking for methods to optimize their processes.

OCSE operates interstate communication tools, including Interstate Case Reconciliation (ICR), Child Support Enforcement Network (CSENet), and Query Interstate Cases for Kids (QUICK), that work together to help States process interstate cases. Coordinating activities and use of these tools can help States minimize resources, improve communications and increase child support collections on interstate cases.

Organizational Considerations

Joining QUICK

- Have you analyzed which of your top 10 trading partners have implemented or are developing QUICK and what amount of your caseworker's time is currently spent attempting to get information on interstate cases?
- Would your judicial partner's interest in QUICK promote activity in your State?

Caseworker Specialization in Interstate

- Have you considered establishing a centralized unit, either in each local office or in the State office, to work all interstate cases? Specialized workers can learn the policies and procedures of the States with which they work, thereby improving the efficiency of interstate communication and the outcomes for the families you serve.
- Have you considered forming a group of expert interstate workers, such as an Interstate Communications Experts (ICE) team to work closely with and advise IT staff on enhancements to the interstate portions of your statewide CSE system?

Ongoing Training

- Do you conduct ongoing training on all areas or modules of your State system including interstate case processing? Does the training include how interstate cases are identified, activities recorded, outgoing CSENet transactions generated and where to view data received on incoming CSENet transactions? This will help workers understand how the system supports agency policy and interstate case processing.



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Unidentified Interstate Cases Assistance

- Do you feel that you have interstate cases on your CSE system that are not identified as being 'interstate' even though you are sending payments to, or receiving payments from, the other State's SDU? Would the families involved in these cases benefit from enhanced communication with the other State? If so, would participation in the ICR's Unidentified Interstate Cases project be of assistance?

CSE System Enhancement Opportunities

- Do you assess the cost effectiveness of combining system changes for ICR, CSENet, or QUICK, the generation of Intergovernmental Forms or other interstate enhancements with other planned system enhancements in your State?

OCSE Resources Available

- Do you actively and regularly participate in ICR, CSENet, and QUICK national teleconferences? Do you provide possible agenda items for those national teleconferences? Do you regularly provide the ICR and CSENet/QUICK Technical Representatives with your State's Best Practices for electronic interstate communications?
- Have you visited the OCSE Web site at <http://www.acf.hhs.gov/programs/cse/> recently? The Web site provides State profile information including local offices and Tribal child support program information along with information on existing CSENet Exchange Agreements, States in production on QUICK, the status of EFT/EDI exchanges among the States, and technical documents for CSENet, QUICK, and the ICR. OCSE's Web site also contains contact information for your State's CSENet, QUICK, and ICR liaisons.

Process Considerations

QUICK

- Have you taken advantage of the many resources OCSE provides to assist with QUICK development? This includes support services, hands-on technical and business consultation, regular technical meetings, and site visits. Contact the CSENet/QUICK Technical Representatives for specific information.
- Are you a member of the QUICK Workplace? The workplace contains valuable business and technical information to assist States, including State's coding, cost savings, material about Getting Started, e.g., Terms for Participating in QUICK, Data Elements and Case Activities Statements, Screen Mock-ups, and Technical Documents, e.g. QUICK Toolkit. The Toolkit is a reference guide for States to



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assist with the integration of QUICK into your CSE system. It also provides platform specific development instructions and sample code.

Case IDs

- Do you know the correct version of your own State's Case ID for use in all interstate communication? Do forms that are manually generated contain your own State's correct Case ID format?
- Do you know, or have access to the Case ID Matrix found on the OCSE Web site? This document provides information on the correct version of each State's Case IDs.
- Do your outgoing Intergovernmental (UIFSA) documents display the correct version of your Case ID?

Reconciling Interstate Case Discrepancies

- Are you asking the right questions when contacting another State to reconcile interstate case discrepancies? Are you asking whether the other State's interstate action with your State is open or closed, and whether their IV-D case is open or closed? Guidance is provided in the ICR Desk Aid that is located on the OCSE Web site.

Communication Partners

- Do you periodically review your CSENet exchange agreements to increase the States you are exchanging with or the Function codes exchanged? Have you recently contacted your CSENet Technical Representatives to find out how you can improve automation by increasing your State's number of exchange agreements?
- Do you know who your Top 10 Interstate Communication Partners are? The ICR Team can provide you with those statistics. Several States prioritize their work to reconcile cases with these important communication partners, and with States already participating in QUICK.
- Have you assessed whether your Top 10 Communication Partners have implemented QUICK? QUICK is now in production in several Big Ten States, which many others see as among their top communication partners.

CSENet Transaction Analysis

- Do you know which CSENet transactions your State sends? Tracking the system generated transactions and those generated by workers can help identify areas for potential automation. Have you worked with your CSENet Technical Representatives to obtain the transactions sent by your State and the volume of those transactions?



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Automation Considerations

Case IDs

- Have you developed a program to automatically update your system with the corrected Other State Case IDs received from the last ICR match? If so, that program can be re-run following each annual ICR match to update Other State Case IDs.
- Have you considered automatically storing the other State's Case ID provided in certain CSENet transactions? Automatically storing Case IDs eliminates manual entry and the potential for errors when workers must rekey the Case ID.
- If workers must rekey the Case ID, have you considered adding edits to your State system to ensure the other State Case ID is in its correct format? For example, if the format for the other State is a 12 digit-Case ID, with the first 11 digits numbers and the 12th digit an alpha character, an edit will force the worker to enter the other State's Case ID correctly.

Case Status and SSN Verification

- Have you reviewed responding State cases the last ICR match shows as being open in your State but closed in the initiating State? Might some of these cases be eligible for closure to IV-D?
- Have you reviewed initiating State cases that do not appear in the responding State's caseload to see if you might need to reinitiate to the responding State?
- Have you updated your system with the verified SSNs received from ICR? This could result in increased collections!

Maximizing Use of CSENet

- Have you streamlined the use of CSENet by having your CSE system send only the core set of CSENet transactions? Georgia, Michigan, and Montana were the first States to implement changes and now caseworkers rave over how much better CSENet works. Information about the core set of transactions may be found in Dear Colleague Letter 07-20, and in the CSENet Interface Guidance Document (IGD).
- Does the receipt of a CSENet transaction begin the intake process, even if your State law or policy requires the physical receipt of the Intergovernmental Forms and documentation before the process can be finalized? A CSENet transaction can jump start the process by determining whether the case already exists on the system, establishing a new interstate case, and sending the NCP to the State's locate process (if needed).



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- Have you considered enhancements to your CSE system to develop triggers that automatically generate an outgoing CSENet transaction when an event occurs, such as when a hearing is scheduled or a Federal Tax offset is disbursed?
- Have you considered reducing the burden on caseworkers by limiting the alerts sent when a CSENet transaction is received? By reviewing the business use of each transaction and determining when caseworker action is needed immediately versus storing data for future use, States could reduce the number of alerts sent to workers.

Benefits

ICR

- Correct Other State Case IDs promote electronic communication, eliminating the need for manual intervention by the State receiving the information. Correct Other State Case IDs benefit CSENet, QUICK, and EFT/EDI.
- When States update their systems with verified SSNs received from other States, those SSNs permit the case participant to be registered in the FCR, thereby making it possible to receive proactive wage and employer information.
- Closing unnecessary interstate cases removes their arrears from State systems.
- The Unidentified Interstate Cases initiative has helped States 'find' additional interstate cases on their CSE systems, and get them appropriately recorded as being 'interstate'. This designation facilitates CSENet communication and makes the worker more likely to use QUICK to obtain information from the other State. There is also less chance of duplicating enforcement actions against the NCP by identifying which is the responding State and the responsibility for enforcement is known.

QUICK

- Workers can immediately reconcile participant information and case IDs, view financial and basic case data, case status, contact information and business actions completed by the other State.
- Arrears balances and order amounts can be reconciled more quickly.
- Missing payments can be tracked immediately.
- Immediate access leads to more accurate and timely enforcement and establishment actions.
- The quality and timeliness of customer service can improve by obtaining information in real-time, without involving a worker in the other State!



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- Increased State participation in QUICK facilitates improved customer service and reduced State costs.

CSENet

- The opportunity to automate data exchanges is provided, including activities on CSE Transmittals 1, 2, 3 and notifications required by the Code of Federal Regulation (CFR).
- The burden on caseworkers is reduced, saving them endless hours and allowing focus on individual hard-to-work cases.
- Administrative costs are reduced by eliminating printing and mailing paper documents and notices.

Additional Resources on the OCSE Web site

QUICK <http://www.acf.hhs.gov/programs/cse/newhire/quick/quick.htm>

CSENet/QUICK Help Desk (800) 258-2736

http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet_contacts.htm

CSENet <http://www.acf.hhs.gov/programs/cse/newhire/csenet/home.htm>

ICR <http://www.acf.hhs.gov/programs/cse/newhire/nicr/nicr.htm>

ICR Contacts http://www.acf.hhs.gov/programs/cse/newhire/contacts/nicr_contacts.htm

OCSE Policy Documents, including Dear Colleague Letters

<http://www.acf.hhs.gov/programs/cse/pol/>