KEEPING THE LINES OF COMMUNICATION OPEN:  
THE KEY TO RESOLVING INTERSTATE CHALLENGES

Resolving interstate case discrepancies is like peeling an onion: you need to resolve the easier issues before even seeing the more complex issues. As we approach our 7th nationwide ICR case match, we have identified some of the more complicated issues that impact smooth interstate communication. You may be aware of additional ones that you would like OCSE to address. Let’s share not only the problems, but also the successful techniques states have identified for using OCSE’s electronic interstate communication tools. These tools include the FCR, CSENet, QUICK, and the ICR to improve interstate communication. This year the ICR will match against the FCR to help states even more in reconciling interstate cases. And, we hope that peeling the interstate “onion” will make you laugh, not cry.

**Presenters:**  
Pat Conrad  
Interstate Case Reconciliation Project Manager  
Northrop Grumman Information Technology  
Los Angeles, CA  

Peggy Pfeifer  
Associate  
Deloitte Consulting  
West Palm Beach, FL  

Tim McClain  
Branch Manager  
KY Department of Income Support, CSE  
Frankfort, KY

**Moderator:**  
Christine Jennings  
Project Manager  
Northrup Grumman Information Technology  
Chantilly, VA
Peeling the Onion to Improve Interstate Communication

ERICSA
May 2010
Lexington, Kentucky
Interstate Case Reconciliation (ICR)

Help ensure that families dependent on two states working together receive the services they need.

When started in 2004, some systemic problems were identified:

- Standard case IDs not being used
- Other state’s case IDs not known
- Case interstate status not clear (closed to interstate vs. closed to IV-D?)
- Lost cases
What Cases are in an Interstate Relationship?

Your State’s Open and Closed Interstate Cases

Other State’s Open and Closed Interstate Cases

ICR Matching Process

Your State’s
Here’s what matches;
Here’s what doesn’t

Other State’s
Here’s what matches;
Here’s what doesn’t
First Layers Peeled

- States standardized their case IDs
- States updated their systems with the other states’ correct case IDs
  - 44 states developed an automated update process
- State use of CSENet increased dramatically
- Payments through EFT/EDI worked more smoothly
- Door was opened for states to start using QUICK
ICR-1 to ICR-6A

ICR-1
Universe of Cases Processed = 2,012,888
- 30.3% Cases Not Found
- 32.5% Cases Matched by Case ID
- 37.2% Corrected Case IDs Provided

ICR-6A
Universe of Cases Processed = 2,196,195
- 11.1% Cases Not Found
- 8.7% Corrected Case IDs Provided
- 80.2% Cases Matched by Case ID
The ICR is **Much More** than Correct Case IDs

ICR gives you:

- Verified SSNs when none is known, or when your state’s SSN differs from the one known to the other state
- Notice when your open interstate case matches to a closed interstate case in the other state
- Notice when your open interstate case cannot be found in the other state’s ICR file
Peeling Away the Issues

There are still families, maybe as high as 200,000, with lost cases

ICR provides enhanced technical assistance
- Scorecards developed to pinpoint problem areas
- Research done on a state’s lost cases and open/closed case discrepancies
  - Look at case on North Dakota state system
  - Talk to ICR representative looking at the case on your system
  - Compare what we see and try to solve
Issues Identified

- Extract file problems
- Worker errors
- Programming/database issues
- Policy interpretation issues
Extract File Problems

Understanding difference between an open interstate case and an open IV-D case
Reporting case as ‘open interstate’ when entire case is closed to IV-D
Excluding CSENet Quick Locate (LO1) and CSI requests
Excluding intrastate cases

These problems are easy for the states to correct once identified
Worker Errors

Incorrect/missing other state FIPS code
Opening the interstate action, but never sending UIFSA documents or the CSENet request
Not ‘catching’ interstate case closing message from initiating state, or not closing interstate action completely when initiating state

States added edits to their systems, wrote programs to identify cases with errors and wrote more detailed instructions to alleviate commonly made errors
Programming/Database Issues

- Storing other state case ID in multiple places on state system
- Not being able to identify a case as ‘interstate’ until it contains a support order
- Interstate actions popping back open upon receipt of an incoming CSENet transaction

These issues require more programming resources, and may take longer to correct
Policy Interpretation Issues

- States establishing multiple cases on the state system for the same family under certain circumstances
- States not opening responding state cases to IV-D when the request is for redirection of payments only
- Initiating states having no CSENet case closing transaction to notify responding state to close interstate case when case not closing to IV-D in initiating state

These issues are researched, discussed among the states and submitted to the appropriate OCSE federal manager when appropriate
Kentucky’s Success with the ICR

- Adding verified SSNs to the state system
- Adding corrected other state case IDs
- Making interstate status and payment type correspond
- Generating UIFSA documents
Adding Verified SSNs

- Reason Code 07-The participant’s SSN was provided by the other state
  
  Verification indicator tells if the SSN is verifiable based on name/SSN match

- If we do not have an SSN, Kentucky automatically updates our system (KASES) with the returned participant SSN.

- Participant/SSN information is sent to the FCR for verification.

- No problems identified with automatically updating SSN’s received via the ICR.
Adding Corrected Other State Case IDs

- Reason Code 02 – A matching case was found. You store an incorrect other state case ID, but the correct case ID is being provided.
- System enhancements were made to expand the other state case ID field(s).
- Kentucky automatically updates other state case ID’s received via the ICR.
- Improved other state communication. Impacted Kentucky’s “I” cases.
Interstate Status vs. Payment Types

Kentucky’s system (KASES) places a transaction hold on payments received from the other state when there is a mismatch with the interstate case status and payment type. KASES places a transaction hold on Wage Withholdings received from an employer when there is a mismatch with the interstate case status and payment type.

This process encourages caseworkers to place the case in the correct interstate status so payments will disburse correctly and minimizes case mismatch between states.

Helps identify payment posting errors and stops the revolving payment door between states.
Generating UIFSA Documents

KASES will not allow a caseworker to generate the initiating UIFSA documents until the case is placed in interstate status “I”.

This process encourages caseworkers to place the case in the correct interstate status when initiating a UIFSA.
Florida’s Success with the ICR

Using QUICK in conjunction with the ICR
  - Case ID search
  - SSN search
Using CSENet in conjunction with the ICR
Automatically updating state system with ICR data
What is Quick?

QUICK - Query Interstate Cases for Kids, is an online network that provides users with *real time access to CSE information from each participating state.

It is a tool that can be used to:
- enhance the communication between states and get child support to a child quicker
- enhance the interstate reconciliation process
- enhance CSENET transactions

*Currently Florida shares a system with DCF so we are only able to send once a week
Workers Can Use QUICK to Reconcile Cases by:

Accessing case information from participating states and use the information to:

- Update the other state case number, participant SSN, other state contact information and FIPS code
- View current financial information – follow the money flow from state to state or to custodial party
- Search the FCR by SSN for an open case in another state
- Verify basic case information - find out if the case is open or closed
I found a QUICK Short Cut – enter the other state case ID in both fields
If the case number exists and was or is coded interstate, it will give the “Non matching Florida case ID returned from Pennsylvania”. This allows Florida to verify the case numbers and participants are matched for both states.
Following the Money

This case the money is going to the CP and has not been redirected to Florida. This is on my reason code 01 list for Ohio. We now know we still need to do a redirect to Ohio.
SSN Searches from the FCR

SSN Searches help with identifying all open cases in other states on the FCR data base and closed cases on the QUICK data base with participating states.
### FCR Query Results

<table>
<thead>
<tr>
<th>Case ID</th>
<th>State Name</th>
<th>Name</th>
<th>Date of Birth</th>
<th>Date of Death</th>
<th>Case Type</th>
<th>Participant Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>C00988561</td>
<td>Illinois</td>
<td></td>
<td>05/27/1973</td>
<td></td>
<td>IV-D</td>
<td>PF</td>
</tr>
<tr>
<td>2000F000124</td>
<td>Illinois</td>
<td></td>
<td>05/27/1973</td>
<td></td>
<td>Non-IV-D</td>
<td>NCP</td>
</tr>
<tr>
<td>601295253C*</td>
<td>Mississippi</td>
<td></td>
<td>05/27/1973</td>
<td></td>
<td>IV-D</td>
<td>NCP</td>
</tr>
<tr>
<td>601295253G*</td>
<td>Mississippi</td>
<td></td>
<td>05/27/1973</td>
<td></td>
<td>IV-D</td>
<td>NCP</td>
</tr>
</tbody>
</table>

* This State is not participating in QUICK

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**Notice**

Access to Query Interstate Cases for Kids (QUICK) is limited to authorized IV-D personnel and subject to safeguards that are applicable to all confidential information handled by the state agency and designed to protect the privacy rights of the parties. [42 U.S.C. § 654 (26)]. QUICK data shall be used for informational purposes only.

**Page Last Updated**: 12-04-2009
**Case Activities Summary**

<table>
<thead>
<tr>
<th>Illinois Child Support Activities</th>
<th>On Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case closed (45 CFR 303.11 (b)(8) Non-IV-A recipient of services requests closure of a case.</td>
<td>03/28/2009</td>
</tr>
<tr>
<td>NCP’s mailing address is 426 SUNFLOWER LN, GREENVILLE, MS, 38701-2953</td>
<td>01/07/2007</td>
</tr>
<tr>
<td>CP’s mailing address is PO BOX 532, EDWARDS, MS, 39066-0532</td>
<td>08/08/2005</td>
</tr>
<tr>
<td>Paternity was established for J</td>
<td>12/22/2000</td>
</tr>
<tr>
<td>A child support order was effective for J</td>
<td>12/22/2000</td>
</tr>
<tr>
<td>NCP’s residential address is 974 PEBBLE CREEK DRIVE-APT. C, HENDERSON, KY, 42420</td>
<td>12/21/2000</td>
</tr>
<tr>
<td>The most recent child support order was modified.</td>
<td>12/21/2000</td>
</tr>
</tbody>
</table>

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**Page Last Updated:** 12-04-2009
NCP: [redacted]  CP: [redacted]  As of: 04/08/2010

Providing State: Illinois  Case ID: 00988561
Requesting State: Florida  Case ID: 1234567489

Contact Information

Illinois Child Support Information:

Name: Nicole Tuftie
Office Name: Joliet Regional Office
Address: 16 W Cass St 4th Floor
Joliet, IL 60432
Telephone Number: (815)493-7062  Ext.
E-Mail Address: Nicole.tuftie@illinois.gov
Fax Number: (815)443-7069

FOR INTERNAL USE ONLY

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Page Last Updated: 12-04-2009
# QUICK Participating States & TIPS

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<tr>
<th>State</th>
<th>Returns FL case #?</th>
<th>Shows FLSDU or a different state SDU for Disbursement Details</th>
<th>Shows &quot;Admin Enforcement for Interstate Cases&quot; for Payment Details</th>
<th>Quick Quirks and other facts</th>
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</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>No</td>
<td>No</td>
<td>No, &quot;Source&quot; varies</td>
<td></td>
</tr>
<tr>
<td>*Arkansas</td>
<td>Sometimes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Colorado</td>
<td>No - Shows their case #</td>
<td>Yes</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
<tr>
<td>District Of Colombia</td>
<td>Yes</td>
<td>Yes</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
<tr>
<td>*Idaho</td>
<td>No</td>
<td>Yes</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
<tr>
<td>*Illinois</td>
<td>Yes</td>
<td>No Has OS Agency</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
<tr>
<td>Indiana</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>IN Case Id will show closed but no participants associated with the case id.</td>
</tr>
<tr>
<td>*Maryland</td>
<td>Sometimes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>*Nebraska</td>
<td>No</td>
<td>Yes</td>
<td>No, &quot;Source&quot; varies</td>
<td></td>
</tr>
<tr>
<td>*Nevada</td>
<td></td>
<td></td>
<td></td>
<td>NV case ID is the NCP SSN + an A B C or D etc - They use 2 dif numbers - if they send an email they use the other number but is not the NV case ID. If the QUICK error message is “Case ID from other state not Found - contact NV” - their case is most likely missing the FL information or they don't have a case with FL.</td>
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# QUICK TIPS

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<td>*New Jersey</td>
<td>No - Shows their case #</td>
<td>No - Blank</td>
<td>No - says &quot;Other&quot;</td>
<td>Error Message 405 - FL not allowed to View case - either Family violence or interstate information removed and no other state allowed to view case data - To resolve Do SSN search to see if case is open - if case is found for both NCP and CP - case is no longer open with FL - If message from SSN search states family violence - call NC. Also, NC uses multiple case numbers to FL single case number</td>
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<td>Yes</td>
<td>No</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
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<td>North Dakota</td>
<td>No</td>
<td>No</td>
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<td></td>
</tr>
<tr>
<td>Ohio</td>
<td>Yes</td>
<td>Yes</td>
<td>No - says &quot;Other&quot;</td>
<td>Error Message 404 or 405 - FL not allowed to View case - either Family violence or interstate information removed and no other state allowed to view case data - To resolve Do SSN search to see if case is open - if case is found for both NCP and CP - case is no longer open with FL - If message from SSN search states family violence - call PA.</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>No</td>
<td>No</td>
<td>No - says &quot;Other&quot;</td>
<td>System Down not sure</td>
</tr>
<tr>
<td>Vermont</td>
<td>No</td>
<td>No</td>
<td>No - says &quot;Other&quot;</td>
<td></td>
</tr>
<tr>
<td>*Virginia</td>
<td>No - Shows their case #</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Washington</td>
<td>Yes</td>
<td>Yes or &quot;unavailable&quot;</td>
<td>No - says &quot;Other&quot;</td>
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Florida’s Other Projects Using ICR Data

Along with using QUICK we also use CSENet to generate transactions for the 05 and 08 Reason Codes.

Automatic updates for the 02 and 03 Reason Codes with plans to update 07’s on our new system
ICR-FCR Supplemental Match

Enhancement to the ICR matching process to attempt to ‘find’ the matching case on the FCR

- Should significantly decrease the number of the ‘not found’ cases
- ICR-6 showed 244,000 such cases nationwide
- Each ‘not found’ case is potentially a family not receiving appropriate services

ICR-FCR Supplemental Match response file will be returned to the states a few weeks after the regular ICR response file

‘Cheat Sheet’ available to assist workers understand how to work with cases returned from this supplemental match
ICR Print Program

States able to request a formatted report of case information obtained from ICR-FCR Supplemental Match

This data best worked manually

States that have not programmed their own reports can also request the print program to receive regular ICR data
Questions?
Contact Us

Christine Jennings
christine.jennings@ngc.com
(703) 272-5536

Pat Conrad
pat.conrad@ngc.com
(701) 258-6426

Tim McClain
tim.mcclain@ky.gov
(502) 564-2285 ext 4437

Peggy Pfeifer
pfeifepe@dor.state.fl.us
(850) 617-8919