CSES-INFC

**Description**: A script that will update the PRISM Child Support Interface by reading from the Absent Parent panel case information. The script will consist of two components; one that will operate at approval, and one that will be run as a DAIL scrubber, clearing the interface after the case has acted on.

**What you need before you start:** An approved MFIP case with accurate ABPS panel(s) must exist prior to running the script and the user must be in production.

**Purpose: To save workers time and reducing the number of unresolved DAILS.** Reviewing ABPS and updating CSIA Interface. This is a requirement of all MFIP approvals.

PROJECT PURPOSE/BACKGROUND

CSES MM YY MM/DD/YY REFERRAL/AB PARENT #xxxxxxx: COMPLETE INFC PANELS

## Per POLI/TEMP TE02.12.07 - MAXIS-CSES AUTOMATED INTERFACE (PART 1)

This message occurs when a new ABPS panel has been added to a case and MFIP benefits have been approved prior to INFC (Interface) panels being completed. The worker records the status of the Absent (non-custodial) Parent of the children in the household on STAT/ABPS. Other data on this panel includes support cooperation and good cause information. Information entered on this panel is used to determine MFIP and Health Care eligibility. Additional information about the Absent Parent, if required, should be entered in the INFC function of the Child Support (CSI) panels.

Action needed/Time frame: Complete the INFC/CSIA-B-C-D series of panels immediately to prevent PRISM from establishing duplicate IV-D cases. The A, B, C, D indicate the order of the Child Support panels.

If INFC panels are completed prior to the approval, the DAIL message will not be produced.This step is often missed and currently we have over 700 uncleared DAILS.

Once a case has been approved a batch job will generate a non-deletable DAIL/DAIL message. The message informs the worker to complete the INFC panels. MAXIS produces a DAIL message for each absent parent on a case. This DAIL message will drop off DAIL/DAIL once the INFC panels have been completed for each absent parent.

POLICY & PROCEDURE

Combined Manual

[0010.03 - VERIFICATION - COOPERATION AND CONSENT](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_001003)

Client must provide requested information

Discusses violence waiver to NOT get information

[0017.03 - AVAILABLE OR UNAVAILABLE INCOME](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_001703)

Clients must try to gain access to unavailable income as a condition of eligibility, unless they can document that the income is permanently unavailable.

[0012.21.03 - SUPPORT FROM NON-CUSTODIAL PARENTS](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_00122103)

If the caregiver or pregnant woman fails to complete or return the Referral to Support and Collections (DHS-3163B) (PDF) form, do not treat it as IV-D non-cooperation or as an incomplete application; that is, do not delay or deny the application. The client has met the requirements of assigning rights to support by signing the CAF.

[0008.06.06 – ADDING A PERSON TO THE UNIT - CASH](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_00080606)

[0017.15.03 - CHILD AND SPOUSAL SUPPORT INCOME](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_00171503)

[0012.21.06 - CHILD SUPPORT GOOD CAUSE EXEMPTIONS](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_00122106)

[0005.12.12.01 - FORMS/HANDOUTS FOR APPLICANTS](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_0005121201)

EDOCS - FORMS/HANDOUTS FOR APPLICANTS

Understanding Child Support, a Handbook for Parents (DHS-3393) (PDF)

Referral to Support and Collections (DHS-3163B) (PDF)

Cooperation with Child Support Enforcement (DHS-2338) (PDF)

## POLI/TEMP

TE02.12.07 - MAXIS-CSES AUTOMATED INTERFACE (PART 1)

TE02.12.08 - MAXIS-CSES AUTOMATED INTERFACE (PART 2)

## HSR Manual

[DAIL - CSES](https://hennepin.sharepoint.com/teams/hs-es-manual/sitepages/CSES.aspx)

[Referral to Support and Collections](https://hennepin.sharepoint.com/teams/hs-es-manual/SitePages/Referral_to_Support_and_Collections.aspx)

REQUIREMENTS

* **Provide automation to assist eligibility in making referrals to child support.**
* **Reduce the number of DAILS and duplicate IV-D cases.**
* **We currently have over 700 outstanding matches to be cleared.**
* **No firm deadline, but the goal would be to have the project ready for testing by the time the quarter was over.**

RESOURCES

* We have live cases that can be tested
* Testers will include subject matter experts (SME) identified

DESIRED RESULTS

* The script will aid in the completion of INFC interface series of panels immediately to prevent PRISM from establishing duplicate IV-D cases and raise awareness around required reporting and needed documentation.
* Create both and action script to be run at the time of approval and a DAIL scrubber to be used if the DAIL is missed.

DELIVERABLES

Create both an action script to be run at the time of approval, and a DAIL scrubber to be used if the action is missed at approval. Once the scripts are complete there will be instructions and a demo to be released in Hot topics along with a presentation at one of the Weekly Dish meetings.

SCOPE

* **HSRs will complete this at each approval this should match the number of approvals or close depending on ABPS.**
* **Creating a new best practice to navigate to INFC as part of the approval package for MFIP-this will stop the DAIL from being generated.**
* **If the DAIL is created – the DAIL should be cleared and should be the responsibility of the person who approved the case. Action from individual approval script and DAIL Scrubber**
* **The team will need to have clearance from Ilse to move forward.**

POTENTIAL RISKS & LIMITATIONS

Current Practices–

* Buy-In – people don’t want to do “one more thing”. Getting HSRs to complete this prior to a DAIL being generated.
* Policy/Procedure – the procedure is well documented in POLI/TEMP but not always completed by HSRs.
* It is **mandatory**the Referral to Support and Collections form**be given** to the client ([CM 05.12.12.01](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CM_0005121201)). The form must be given for each absent parent. The form is not required for eligibility, except for CCAP benefits.
* People are not in office and are not going over Referral to Support and Collection forms in person which makes it harder to explain the impact of these forms to them. This only supports families cash cases and families-based HC processed in MAXIS (check on TEFRA) but due to pandemic no HC at this time.
* INFC/CSIA process is listed in the [HSR manual](https://hennepin.sharepoint.com/teams/hs-es-manual/SitePages/Referral_to_Support_and_Collections.aspx), and is heavily dependent on the HSRs knowledge around the need correctly updating STAT/ABPS and the referral to support and collections to ensure the interface is complete.

Risk Management –

* Submit documentation to Knowledge Coordination to set the expectation for HSRs to complete at approval.
* Question sent to DHS – PF11 Task #471212 Requested clarification on conflicting verbiage in POLI/TEMP TE02.12.07

Complete the INFC panels within 48 hours of case approval.

Complete the INFC panels on the SAME DAY as the case approval.

Pending response as of 10/12/2022

* Create multiple lanes of service – actions script and DAIL scrubber.
* Could be made mandatory by management, actions script and DAIL scrubber. As part of the approval package when reviewing cases.
* Project Sponsor has limited availability to work on this project with me.
* DHS does not have a written policy on how to clear the match when the referral to support and collections is not on file but best practice it to use information known to the agency, this is usually the minimum necessary to complete the absent parent panel.

System Limitations –

* Currently we have 133,220 DAIL messages with 16,403 total CSES Messages and 726 - CSIA INFC Specific.
* Competing priorities – for staff to remember while approving cases.
* No training cases to test the script on.
* INFC CSIC and CSID panels are touchy while TRANSMIT functions to navigate on most panels if you hit a button in error CSIC and CSID move forward (not just TRANSMIT will move forward).
* Handling of the script in background, if the case is locked in background before navigating to INFC a pause (readywait) will occur so that the worker does not reach an error while moving between systems.
* ABPS is very error prone and does not have handling documentation from DHS
* Duplicate ABPS panels – people don’t use SHIFT PF8 to add children.

The ABPS moving back into the home will still need to be updated on INFC/CSI but shows as a member of the case, this is accurate. The purpose of this script is only to update CSI interface. Changes to STAT/ABPS may cause interface problems: for instance, a STAT/ABPS panel is created when new name requires a new Absent Parent ID number. Updating the existing STAT/ABPS panel in these situations causes many MAXIS to PRISM interface problems.

TARGET DEADLINE

Change goes into effect when script is complete.

Knowledge Coordination will begin when script is released.

## Timeline:

For the script - create the script and process outline once the MFIP approval is made. The scrubber will be run at will.

For the project – One month to write the code a documentation. No other work can be completed while on the coding part of the project.

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| Project Documentation | 20 Hours | 10/14/2020 |
| Code | 80 Hours | 10/28/2020 |
| Closing Documentation | 20 Hours | 11/04/2020 |

\*Subject to Pivot

DECISION MAKERS/STAKEHOLDERS

Target Audience:

Direct – Human Service Representatives.

Indirect – All eligibility staff in ES and Child Support.   
Stakeholders: The Quality Improvement Team, Program Managers for CASH.   
Decision Makers: Ilse Ferris. Project Coordinator.

Signature

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| Approved By |  |  | Date |  |  |  |  |  |