CSES-INFC

**Description**: A script that will confirm case information, update MAXIS panels both STAT and INFC, and case note actions taken. The script will consist of two components; one that will operate at approval, and one that will be run as a DAIL scrubber.

**What you need before you start:** An MFIP case with an accurate ABPS panel must exist prior to running the script for the update to work 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

This message occurs when a new ABPS panel has been added to a case and MFIP benefits have been approved prior to INFC/CSIA-B-C-D panels being completed.

Action needed/Time frame: Complete the INFC series of panels immediately in order to prevent PRISM from establishing duplicate IV-D cases.

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

Client must provide requested information

Discusses violence waiver to NOT get information

0017.03 - AVAILABLE OR UNAVAILABLE INCOME

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

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.

0017.15.03 - CHILD AND SPOUSAL SUPPORT INCOME

0012.21.06 - CHILD SUPPORT GOOD CAUSE EXEMPTIONS

0005.12.12.01 - FORMS/HANDOUTS FOR APPLICANTS

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

Referral to Support and Collections

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 as: Melissa Flores & Denise Haliburton

DESIRED RESULTS

* The script will aid in the completion of INFC interface series of panels immediately in order 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–

* 1. Buy-In – people don’t want to do “one more thing”. Getting HSRs to complete this prior to a DAIL being generated.
  2. Policy/Procedure – the procedure is well documented in POLI/TEMP but not always completed by HSRs.
  3. People are not in office and are not going over 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.
  4. INFC/CSIA process is listed in the HSR manual, and it is very manual process, and you need to be looking at ABPS and the referral to support and collections to complete.

Risk Management –

* 1. Working with Knowledge Coordination to set the expectation for HSRs to complete at approval.
  2. Question sent to DHS – PF11 Task #471212 Requested clarification on conflicting verbiage in POLI/TEMP TE02.12.07
     1. Complete the INFC panels within 48 hours of case approval.
     2. Complete the INFC panels on the SAME DAY as the case approval.
  3. Create multiple lanes of service – actions script and DAIL scrubber.
  4. Could be made mandatory by management, actions script and DAIL scrubber.
  5. Project Sponsor has limited availability to work on this project with me.

System Limitations –

1. Competing priorities- no training cases, CSIC and CSID are touchy (not just TRANSMIT will move forward).
2. Handling of the script in background.
3. ABPS is very error prone and does not have handling documentation from DHS
   1. Duplicate ABPS panels – people don’t use SHIFT PF8 to add children. Currently we have 133,220 DAIL messages with 16,403 total CSES Messages and 726 - CSIA INFC Specific.
4. The ABPS moving back into the home will still need to be updated but shows as a member of the case, this is accurate. The purpose of this script is only to update CSI interface.
5. The following situations will create a message that looks the same as when an approval is made- Create a new STAT/ABPS panel in the situations that a 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.
   1. Both first and last names of an absent parent changed.
   2. Absent parent name changed from "unknown" to "known".
   3. Absent parent name changed from "known" to "unknown".
   4. Both first and last name fields MUST BE BLANK when an absent parent is unknown. Workers write in “Unknown”
6. If paternity has not been established, the worker will still complete the ABPS for Continued Absence cases even when the alleged father is in the household.
7. The ABPS panel must also be completed for Minor Caregivers. A referral for Minor Caregivers will be generated only if an order for child support exists on the Minor Caregiver.
8. DHS does not have clear 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.

NOTES: It is **mandatory**the Referral to Support and Collections form**be given** to the client ([CM 05.12.12.01](http://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.

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 and another week for the instructions no other work can be completed while on this coding part of the project.

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 |  |  |  |  |  |