# CSES-INFC Project One Page

# Background

STAT/ABPS

The worker records the status of the Absent (non-custodial) Parent of the children in the household. 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 (Interface) function of the Child Support (CSI) panels. If paternity has not been established, complete the ABPS for Continued Absence cases even when the alleged father is in the household. 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. The ABPS panel must be completed in order to initiate a PRISM Referral through the MAXIS/PRISM Interface.

NOTE: If a caregiver "alleges" more than one possible Absent (non-custodial) Parent for one child, multiple ABPS panels must be completed for that child. After completing the INFC/CSIA panels for these alleged fathers, the financial worker should answer "Y" to the "Multiple Alleged Fathers" field. When paternity has been established, alleged fathers that have not been found to be the father of the child may be removed by the financial worker deleting the appropriate ABPS panels.

ABPS is integrated with the MEC2 Child Support Enforcement Window. The integrated fields below are shared with the MEC2 system, and an update to the ABPS field will likely update any open MEC2 case. The "Actual Date" field acts as a signal to the system on how to update MEC2 when a non-date, integrated field is changed.

ABPS integrated fields:

1. Caregiver Ref Nbr
2. Support Coop (Y/N)
3. Good Cause Status
4. Reason Good Cause Clm
5. Next GC Review Dt
6. Last
7. First
8. M
9. SSN
10. Birthdate
11. Gender
12. Child Ref Nbr
13. Parental Status
14. Custody

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 700 plus old, 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 (This is what we need from a solution)

Provide automation to assist eligibility in making referrals to child support. Reduce the number of DAILS and duplicate IV-D cases.

# Discuss potential risks/limitations

1. 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.
2. 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. Handling of the script in background.
   4. Create multiple lanes of service – actions script and DAIL scrubber.
   5. Could be made mandatory by management, actions script and DAIL scrubber.
3. Project Sponsor has limited availability to work on this project with me
4. Competing priorities- no training cases, CSIC and CSID are touchy (not just TRANSMIT will move forward).
5. 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.
6. 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.
7. 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”

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.

Resources

We have live cases that can be tested

Testers will include Subject Matter Experts 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.

# Logic mapping

1. Identify points of validation- where in BlueZone (coordinates) - see logic map
2. Constraints – see limitations
3. Data needs or statistics gathering – still needed
4. Review timeline – may take

Specific Deliverables

Once the script is 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.

Discuss schedule

Change goes into effect when script is complete.

1. Knowledge Coordination Knowledge Coordination - Change goes into effect on date: Nov 1, 2022.
2. 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.
3. 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 and DAIL Scrubber

# Outline desired timeline

For the script - create the script and process outline once the MFIP approval is made.

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.

Who is the decision maker for each issue

Ilse Ferris