


Central Registry: Interstate Tools and Best practices

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CS Performance and Reports



Intervention Requests
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Central Registry
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Central Registry Team

- ▶ Receive incoming requests
- ▶ Determine next action
 - Send to our county partners
 - *Or*
 - Request further review
- ▶ Assign to County



Disagree?




- ▶ Case error
 - Contact the Help Desk
- ▶ No paperwork arrived
 - Look for C9505–No docs to follow CAAD
- ▶ More documents needed
 - Contact the Initiating State
- ▶ Maintaining county
 - Follow maintaining county procedure on SIR

Interstate Cases Tools

» Quick, the IRG, and the ICR

Tools of the Trade

- ▶ QUICK
 - Case specific information
 - Payments
 - Case Participants
 - Case status
- ▶ IRG
 - Program and contact information
 - Answers to common questions
- ▶ ICR
 - Correct discrepancies between case information



How to Access QUICK

PRISM Assessments

Title	Pubish Date
3633 HFP Eligibility Greater Than 45 Months Report Available Test	4/7/2015
3632 Updated OOSH Standard Reports	4/6/2015

PRISM Search

PRISM Content Areas (Hover over the links to view a description of the page)

Communications	Documentation	Security	Regional	User Documentation
Analysis of the Service Delivery Model	Adversary Management Prevention	PRISM 1094 P1 Security Officers	Advisory Board	User Docs main page
Business Management	Cooperation Agreement	PRISM Security Lessons	Rg 8 Group	---eFLEO
	Development	Security CTR	Child Welfare and Law Group	---PRLO

FPLS State Services Portal

FPLS Portal

- Debt Inquiry
- Dad Entitlement
- #MyPrayer
- Termination
- Federal Collection and Enforcement
- Interjurisdictional Referrals Guide
- Query Interstate Cases for Kids
- Help Desk Availability
- Monday - Friday, 8:00 A.M. - 5:00 P.M. ET

Messages

Office of Child Support Enforcement
Central Office Services

Administration for Children & Families

QUICK State

Case Request

Enter your Case ID and the other state's Case ID to request a case from a state OR enter a SSI# to request Case IDs for all states from the FCR.

Query State

Enter your state Case ID:

Select the state that you want to query:

Enter the Case ID from the other state:

Select the type of data you want to view:

OR

Query FCR

Enter SSI#:

(3 digits, no dashes)

[Query Interstate Cases for Kids](#)

QUICK Case Information

- ▶ Case Request
 - Entry screen
- ▶ Case participants
 - All parties on case
- ▶ Financial summary
 - Payment & disbursement detail
- ▶ State Status
 - What fields each state is active on

Case Request

Case Participants

Financial Summary

State Status

Intergovernmental Reference Guide

IRG

IRG Profile Search Options

State - international - Tribe - OCSE

17 - Illinois

Illinois  State Child Support Website

Profile Contact

Program Category

Updated On: 29 Jul 2015
Certified On: 03 Aug 2015

Illinois Program Category: Enforcement

J1. Indicate whether your state has the following enforcement remedies available. Also indicate what procedures are available (i.e., judicial, administrative, or both).

J1.1. Are your state income tax refund procedures judicial, administrative, or both?
 Administrative only (305 ILCS 5/10-17.5)

J2. Is the lien process in your state judicial, administrative, or both?
 Procedurally, liens may be done administratively or judicially. However, liens are currently done only administratively. Illinois policy requires an arrearage of \$1,000 or more for FI accounts or lump sums and \$3500 for real estate. In order to do a FIDMMSFIDM lien, ncp must have at least \$300.00 in an account.

J2.1. What are the trigger criteria for filing a lien?
 \$1,000 arrearage for FI accounts and lump sums; \$3500 for real property
 For Additional Information -

IRG Contact Tab

Profile **Contact** General Admin [Print Report](#) [Add Contact](#)

State
 County
 Region

Address Type: Select
 City: Select Zip Code: Select Last Name: Select

First Name	Last Name	Address Type	Department	Phone
Payment Hotline	Automated Interstate Case Payment Requests Contact		Interstate Case Payment Requests	6514314340
Partners Line	Automated Interstate Case Status Requests Contact		DHS-CSED	6514314344
	Bureau of Vital Statistics Contact		Minnesota Dept. of Health	6512015900
Rosie	Hernandez	CSENet Contact	DHS	6514314575
	Partners Line	Central Registry Contact	DHS-CSED	6514314344


IRG Contact Details

Profile **Contact** General Admin [Back to Search](#)

Contact Information		Address Types
First Name: Rosie	Last Name: Hernandez	<input checked="" type="checkbox"/> CSENet Contact
Department Name: DHS		
Title:		
Address Line 1: CSO Division		
Address Line 2: PO Box 64846		
City: St. Paul	State: MN	
Zip Code: 55156-0940		
Direct Phone: 6514314375	Fax1: 6514317117	
Public Phone:	Fax2:	
Email Address: rosalia.hernandez@state.mn.us		
URL:		
Comments:		
Modified: 02/17/2016	Created: 08/06/2015	


Interstate Case Reconciliation Report

ICR 2015



Interstate Reconciliation Report


- OCSE collects data in January
- Compares matching information
- Issues cumulative report to states in May



Goal: Review case information and resolve differences in data.

Interstate Case Reconciliation

- DHS SIR Data Warehouse Report
 - Reason Codes
 - 01 - PRISM open case, no record in the other state
 - 02 - Case ID Mismatch - INCM does not match other state
 - 03 - The county FIPS on INCM is incorrect
 - 04 - PRISM open case, other state closed
 - 05 - PRISM has closed case, other state open



Resolving ICR 2015

▶ DHS SIR user documentation is in the process of being updated

Suggested Assists

- ✓ Review Daily Message 5652 ICR Report 2015 directions in SIR MILO
- ✓ Review Daily Message 5602 Interstate Juris Code Changes in EMILO
- ✓ Review *Contact Guidelines Matrix* and *State Case ID Format* in EMILO
- ✓ Submit State Office Question form if you discover a problem with updating PRISM

Daily Message 5652 in DHS SIR

5652 - 05/26/2015 - INTERSTATE CASE RECONCILIATION REPORT 2015

The Interstate Case Reconciliation Report (ICR) for 2015 is now available through DHS-SIR data warehouse reports ICR Report 20150526. This format will replace the Info Pac reports used in previous years.

The ICR is provided by the Federal Office of Child Support (OCSE) on a yearly basis. OCSE compiles case data from all states and compares the information to identify inconsistencies. The ICR-2015 data warehouse report groups cases by County and CSO.

The case data was extracted from PRISM in January 2015 and may be dated. Using the Reason codes listed below, review the cases listed in the report and attempt to correct the identified issues. Cases with multiple reason codes will appear once on the report and list all reason codes. User Documentation will be updated at a later date to include these instructions.

Reason Code 01 - PRISM shows an open case, no record was found in the other state
Reason Code 02 - Case ID Mismatch - PRISM has the wrong Case ID listed for the other state on INCM
Reason Code 03 - The county FIPS on INCM is incorrect
Reason Code 04 - PRISM has an open case, the other state reported it as closed
Reason Code 05 - PRISM has a closed case, the other state reported it as open

Daily Message 5602 in EMILO

▶ Jurisdictions using "000" as local FIPS Code

- Alaska
- Guam
- Montana
- Puerto Rico
- Rhode Island
- Washington

District of Columbia using "001" as local FIPS code

State Case ID Format & Contact Guidelines Matrix

- ▶ State Case ID
 - The correct format for other states case number

- ▶ Contact Guidelines Matrix
 - State contact name

- ▶ [DHS-SIR](#) > [PRISM](#) > [User Documentation](#) > [eMILO](#) > [Interstate](#) > Tips and Forms for States, Countries and Tribes > Category: States

Intervention Requests



Requesting State Assistance

Where to Start?

- ▶ **QUICK**
 - Review case information
- ▶ **IRG**
 - Review state requirements & contacts
 - Use the contact tab for resources
 - Escalate your contacts
 - Customer service
 - CSO
 - Supervisor
 - Central Registry



Going in Circles?





Been here before?

- ✓ No response
- ✓ Refusal or Reluctance

Leave the Cycle

- ✓ Document your contacts
- ✓ Take the next step

Preparing for Intervention



- ▶ Identify Case Issue:
 - No Response
 - Refusal or reluctance
- ▶ Outreach:
 - CSNET, Transmittal 2, AND Call
 - *Allow time for response*
- ▶ F0214 Interstate Status Request/Central Registry
 - *Wait 30 days

Taking the Next Step... Interstate Intervention Form

- ▶ Where to find it
[DHS-SIR](#) > [PRISM](#) > [Communications](#) > Forms
- ▶ Why a DHS SIR form?
Communication



Requesting State Assistance

- ▶ Interstate Intervention request form
 - Chronological summary
 - Cite CAAD Note dates
 - Attachments

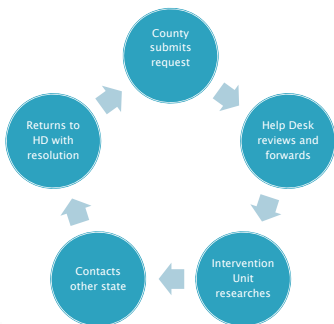


Interstate Intervention Form Chronological Summary

- ▶ Be concise and factual
- ▶ Show me your CAAD notes
- ▶ Name Names
- ▶ Wish list



What happens to my request?



Partnering for Resolution

- ▶ County Child Support Agency
- ▶ State Help Desk
- ▶ Policy and Performance
- ▶ County Attorneys



It's Only Logical



Intervention Requests work both ways. Please respond in kind to our inquiries on behalf of other states. >>

Questions?

Thank you for your partnership

UIFSA 2008: From Interstate to Intergovernmental

How UIFSA has Evolved,
and its Impact on the Child Support Program



First a historical review...

1. Uniform Desertion and Non-Support Act (1910)
2. URESA -1950, amended in 1952 and 1958;
1968 amendments so significant that it was renamed RURES
3. UIFSA 1992 – complete replacement for URESA and RURES
4. UIFSA 1996 – enactment mandated, federal subsidy tie-in (PRWORA)
5. UIFSA 2001 – several substantive/procedural changes
6. UIFSA 2008 – incorporating the convention (PSTFA)



How is UIFSA Organized?

- Article 1: General Provisions
 - Definitions, Remedies Cumulative, etc.
- Article 2: Jurisdiction
 - Continuing, Exclusive Jurisdiction (CEJ), Controlling Order, etc.
- Article 3: Civil Provisions of General Application
 - Duties of agencies/tribunals, requirements for documents, content of pleadings, nondisclosure, etc.
- Article 4: Establishment of Support Order or Determination of Parentage
- Article 5: Enforcement of Support Order Without Registration
 - Direct Income Withholding
- Article 6: Registration, Enforcement, and Modification of Support Order
 - Procedure, required documents and information, choice of law, procedure to contest, etc.
- Article 7: Support Proceeding Under Convention



Questions?

Uniform Law Commission

The act with comments, previous versions, status and links to state acts:

[http://www.uniformlaws.org/Act.aspx?title=interstate%20family%20support%20act%20amendments%20\(2008\)](http://www.uniformlaws.org/Act.aspx?title=interstate%20family%20support%20act%20amendments%20(2008))

DHS Child Support Division (CSD):

DHS SIR: SIR MILO and State contact forms:

<https://www.dhssir.cty.dhs.state.mn.us/PRISM/Pages/default.aspx>

CSD Help Desk

Contact: Andrew.Abruzese@state.mn.us
