

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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Reason for this Transmittal

- State Law or Regulation Change
 Federal Law or Regulation Change
 Court Order or Settlement Change
 Clarification requested by One or More Counties
 Initiated by DCSS

October 28, 2004

LCSA LETTER: 04-19

ALL IV-D DIRECTORS

SUBJECT: NATIONAL INTERSTATE CASE RECONCILIATION (NICR) PROJECT

The purpose of this letter is to provide information regarding the initiation of the National Interstate Case Reconciliation (NICR) Project in California.

Last May through June, the Department of Child Support Services (DCSS) conducted a pilot project with four local child support agencies (LCSAs) in Siskiyou, Sacramento, El Dorado, and San Joaquin Counties, to assist in developing metrics relative to case reconciliation efforts, test the use of a website to assist in the reconciliation process, and identify best practices and issues to be shared with other states and LCSAs. All of these objectives were successfully met and shared with DCSS management and the federal team. The leadership and feedback provided by the California NICR team proved very valuable to the federal team, including a recommendation to use the first round of matches as a national pilot only and give states time to clean up the data issues discovered during the first effort.

The federal team supported states in their data clean-up efforts for approximately three months. The second round of national matching efforts began in mid-September with the California roll-out targeted for mid-November. Note the following key dates for this round of NICR.

Date	Event
10/08/04 – 10/21/04	DCSS to solicit current interstate coordinator contact information from each LCSA
10/11/04 – 11/18/04	DCSS to receive and analyze response file from federal matching effort
10/22/04 – 11/30/04	DCSS/Consortia extract and update 02 response codes through automated utility programs
10/22/04 – 11/15/05	DCSS establish support team to assist other states identify LCSA Interstate Coordinator contact information
11/1/04 – 11/05/04	DCSS to establish training teleconference sessions with LCSA interstate coordinators
11/08/04 – 11/10/04 11/15/04 – 11/16/04	DCSS to conduct training teleconference sessions
11/22/04	LCSAs begin statewide reconciliation efforts

An e-mail was distributed on October 8, 2004 soliciting one LCSA Interstate Coordinator from each county to serve as a point-of-contact for this effort. The LCSA Interstate Coordinator will receive an overview of the project, expectations from the federal team, and instruction on how to reconcile cases and report progress on reconciliation efforts for their county.

The DCSS will provide conference call training for each LCSA Interstate Coordinator. There will be documentation about the project, processes to be followed, and tools to support the reconciliation process. In particular, the training materials will include the following:

- Use of the website as a tool for reconciling response codes
- Statistical profile of the response codes for each LCSA
- User and desk guides for the reconciliation of response codes
- An understanding of the automation support to be provided, i.e., the 02 response codes will be handled by automation
- Best practices for working response codes and working with other states
- Communication protocols for communicating with other states

Interstate Coordinators can attend one of eight training sessions to be provided via conference call. The two-hour sessions are scheduled for November 8, 9, 10, 15, and 16, with one session in the morning and one in the afternoon. Each Interstate Coordinator will receive an e-mail from Jadine Takeuchi (Jadine.Takeuchi @dcss.ca.gov) requesting enrollment information for one of the sessions. Pre-enrollment is important so that DCSS can provide a UserID and password for attendees to use during the training session.

Additionally, DCSS will provide support for the reconciliation effort as follows:

- DCSS will provide referral services for other states who cannot identify the California county from their lists.
- DCSS' FCR Help Desk will provide assistance to LCSAs, consortia, and other states who need additional assistance with the NICR process or difficult case reconciliation.
- DCSS will monitor LCSA progress and coordinate statewide reporting to our federal partners. Specific details will be covered during the training sessions.

If you have any questions or concerns regarding this matter, please contact Joan Obert at (916) 464-5333.

Sincerely,



JOAN M. OBERT
Deputy Director
Technology Services Division

cc: Consortia Leads