

Interstate Communications



Supporting Ongoing Case ID Synchronization

March 2005



High-Level Learning Objectives

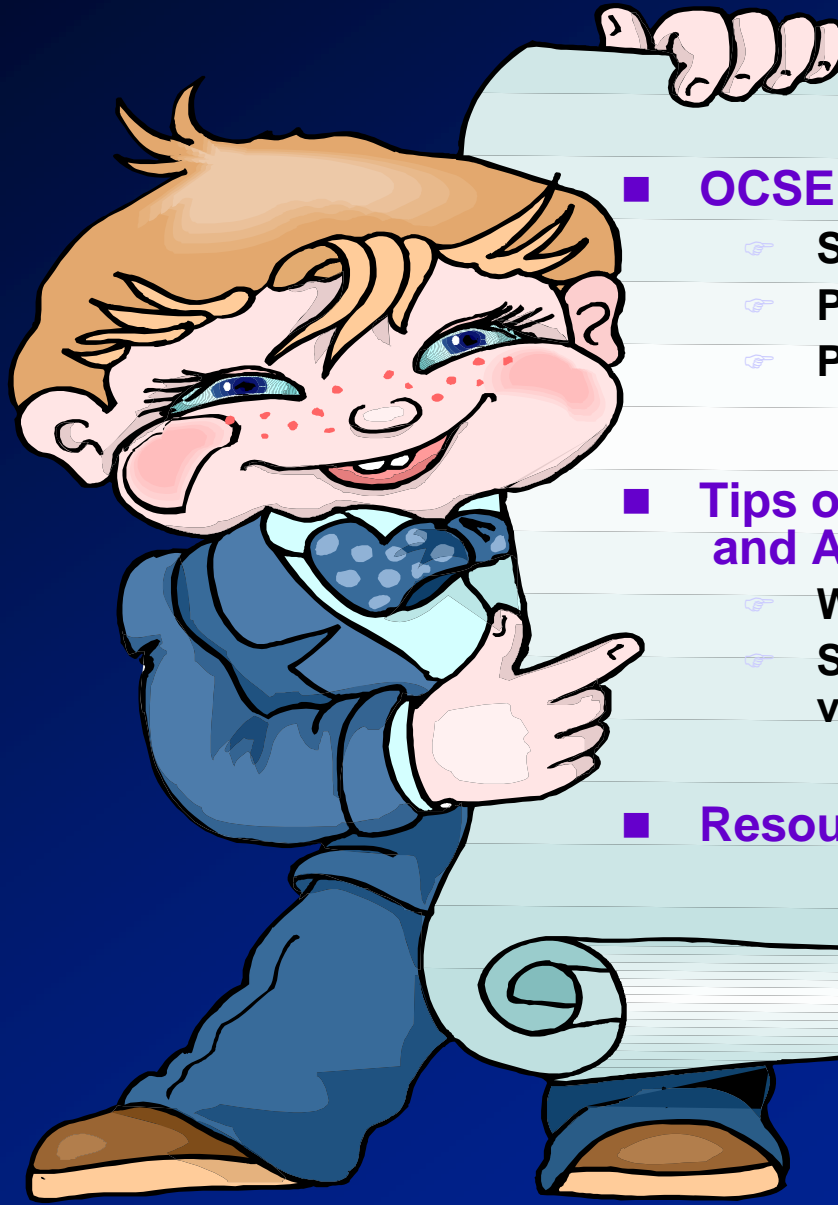
At the conclusion of this training session participants will understand the following:

- **The key role of automation in case-ID maintenance**
- **How to manually enter case IDs in the correct format**
- **Where to locate information and resources on the OCSE website**



Case IDs

Course Outline



■ OCSE's National ICR Project

- ☞ Sponsorship
- ☞ Participants
- ☞ Purpose

■ Tips on Case ID Usage and Automation

- ☞ What to automate
- ☞ Storing, displaying, verifying

■ Resources



National Interstate Case Reconciliation (ICR) Project

- **What is the National ICR Project?**
 - ☞ A collaborative, voluntary effort between OCSE and CSE agencies to reconcile case IDs throughout the states

- **Purpose**
 - ☞ Synchronize interstate caseloads

 - ☞ Establish clear accountability for interstate case processing

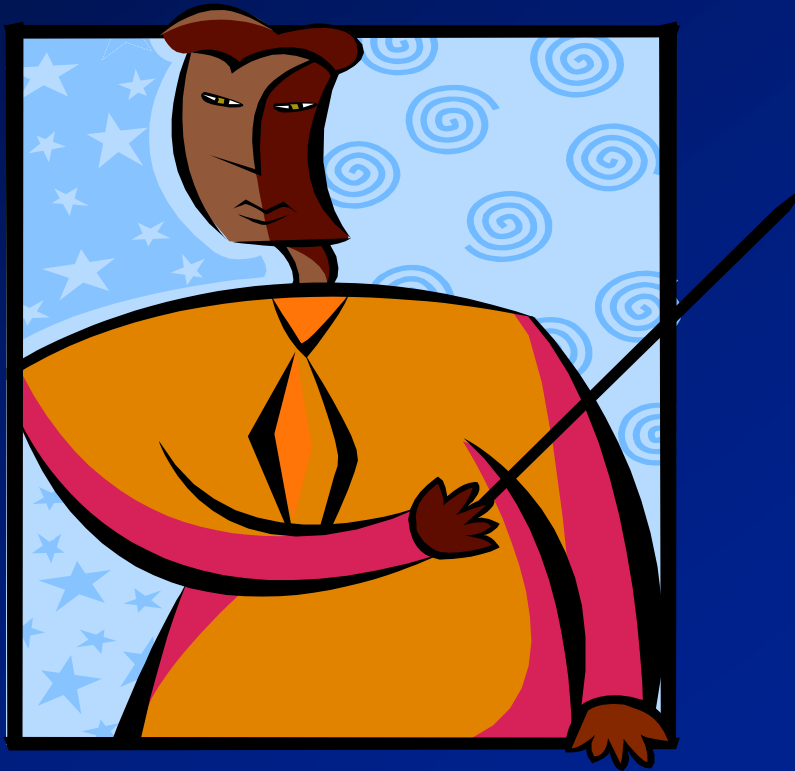
 - ☞ Improve electronic communication among states

 - ☞ Establish accurate national baseline of interstate cases

- **Emphasize why ONE case identifier (ID) for all external interstate communications is essential in IV-D cases**
 - ☞ DCL-04-02 Standardization of IV-D Case Identifiers
 - CSENet
 - EFT/EDI
 - FCR



Tips on Case ID Usage on Your System



Guidelines

- **Maintain case ID integrity for both:**
 - ☞ **Your state's case ID and**
 - ☞ **The other state's case ID**

“Let the system do the work – automate”



How Case IDs Become Disconnected



UIFSA forms completed by workers

Sharing by fax, phone, e-mail

Keying CSENet transactions

Manual entry

Hard-to-read case IDs on payments

Handwritten case IDs on income withholdings



Keep Your Neighbors' Case IDs Straight!

- **Maintaining other state's case ID in the other state's format leads to:**
 - ➔ **Ongoing synchronization**
 - ➔ **Expediting communications and case processing**



Goal

**Promote automation to support
ongoing case synchronization
and electronic interstate
communications**



Automate Case IDs

- Automate to the maximum extent possible to reduce the chance of error
- Map all data from the state system to the CSENet transaction, including your own and the other state's case IDs

Automate Sending Case IDs



Document Generation

- ➔ Automate placing case IDs and other state's case IDs in documents



Storing the Other State's Case ID

- Determine where and how the other state's case ID is stored on your state's system

- ☞ Is it stored in various places?
 - If so, why?
 - Can the process be streamlined?



Storing the Case ID in Correct Format

- Is the case ID stored on your system in the correct format?
 - ☞ Consider building a table of the FCR/ICR Matrix in your system to verify formatting of the other state's case ID



Sample

State A	004563456 Description: 9 characters, includes integral leading zeros
State B	000000012300 000000000200 000826683400 Description: 12 characters, includes integral leading zeros
State C	004564567 800333760 Description: 9 characters, may include integral leading zeros



Storing and Displaying Leading Zeros

- **Understand the importance of leading zeros**
 - ☞ **Leading zeros are often an integral part of the other state's case ID**
 - **When this is the case, the leading zeros must be carried over and stored in your system exactly as they are received**
 - ☞ **Case IDs also need to be displayed in the same format as they are stored, including leading zeros**



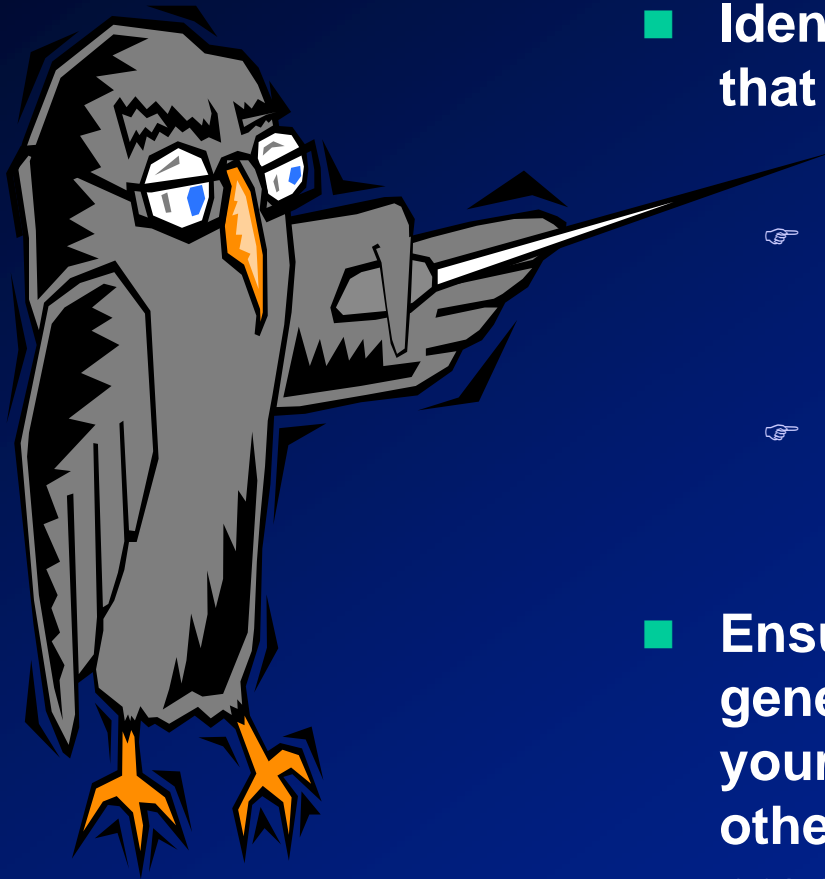
Matching Logic

Matching incoming Case IDs to those in the CSE System (Example from a State)

- **Example of matching logic: (The state's case ID is seven characters, all numeric, including integral zeros)**
 - ☞ If numeric, read last seven digits (due to padding)
 - ☞ Strip any alpha and special characters
 - ☞ Read front-to-back and back-to-front
- **Results**
 - ☞ 98% of the transactions matched their cases correctly
 - ☞ Less time to process incoming transactions than if a worker performed the function manually



More Case ID Tips



- **Identify other states' case IDs that are incorrectly formatted**
 - ☞ **Develop programming to correct formatting**
 - ☞ **Eliminate manual intervention by workers**
- **Ensure that the document-generation routine provides your state's case ID and the other state's case ID in the proper format**



Getting Staff in Sync with Case IDs!

- Consider automated reminders to the workers, e.g.:
 - ☞ Has the case ID data been entered correctly?
 - ☞ Interstate Communications = Interstate Collections
 - ☞ Have you helped an interstate family today?
 - ☞ Got the correct case ID?
- Screen savers are good places to display case ID tips!



Where Do We Go From Here?

- **The Checklist for Assessing Potential Areas for Case-ID Disconnects*** can be used to assess where modifications to your system may be needed
- You may wish to add other processes or applications specific to your state in which your case ID and the other state's case ID are used



* (Handout 1)



Worker Tips for Case IDS

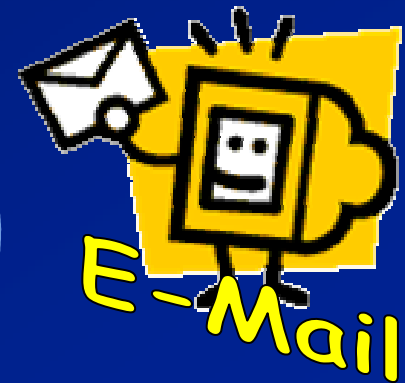
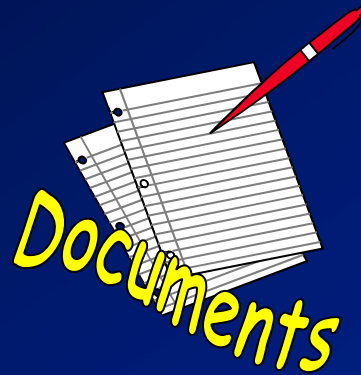
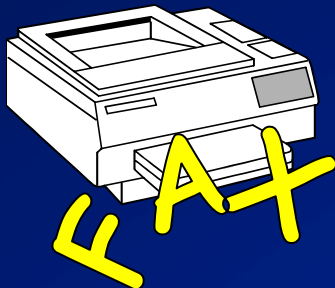


The following slides are designed for states' use in training workers

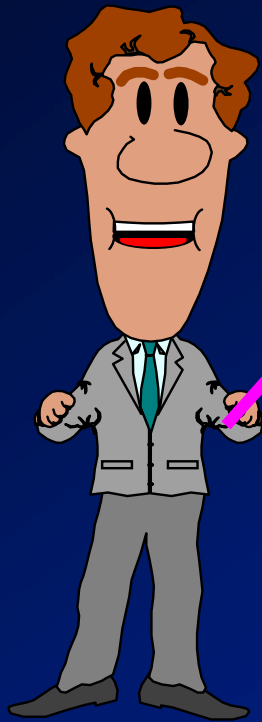


Communicating Case IDs Manually

There are many vehicles for communicating case IDs:

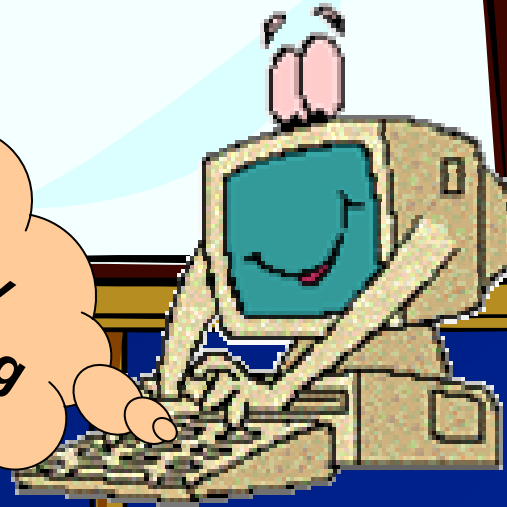


Displaying Correct Case IDs



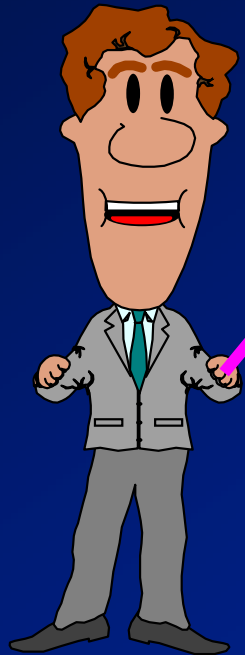
Are case IDs
displayed properly
on your system?

Especially
all the leading
zeros



Manually Entering Case IDs onto the Automated System

If manual entries are made in your state, ensure that the case IDs are correctly keyed



Don't forget to include the leading zeros

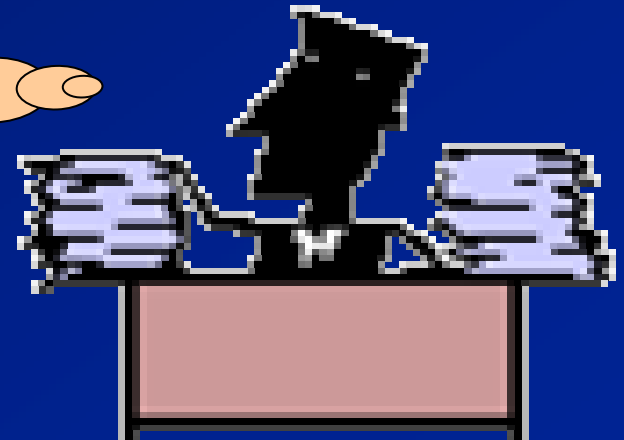


When Writing Case IDs...



- Take a minute, write slowly and legibly
 - ☞ Use a pen, not pencil, to record this information
 - ☞ Remember to use the leading zeros
 - ☞ Put a slash through the numbers zero and seven

Remember to write
those leading zeros
000005873644



Use a Cheat Sheet

Sample

- Use a cheat sheet to get case ID formats
- To promote automation, consider using the FCR/ICR Case ID Matrix * to verify changes before your case ID or another state's case ID is manually entered into your state system or onto a document

State A	004563456 Description: 9 characters, includes integral leading zeros
State B	000000012300 000000000200 000826683400 Description: 12 characters, includes integral leading zeros
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*available on the OCSE website, see URL provided on the next page



Resources

FCR/ICR Case ID Matrix

http://www.acf.hhs.gov/programs/cse/newhire/library/nicr/nicr_caseid.htm

EFlash/Best Practices/Training

<http://www.acf.hhs.gov/programs/cse/newhire/csenet/library/csenet2000/csenet2000.htm>

CSENet 2000 Interface Guidance Document (IGD)
and Appendices

<http://www.acf.hhs.gov/programs/cse/newhire/csenet/library/csenet2000/csenet2000.htm>

Exchange Agreements

<http://151.196.108.20/irg/overview.asp>

