

CSENet EFlash #04-03

DATE: March 10, 2004

RE: Data Quality - Name and Other-Case-ID Fields

As part of our continued outreach efforts to improve interstate communications, we are providing this Best Practice information.

State representatives have notified the CSENet team of data quality issues encountered with some electronic information provided by other states. Recent concerns include the data found in the Name and Other-Case-ID fields. States identified and discussed this issue during a recent interstate conference call.

To assist all states with automated transaction processing, ensure that outgoing data is accurate and clearly identified. For example, if your state is requesting action, identify the case with the other state's Case ID. Do not permit the entry of "Unknown," "Please Provide", "0000000000000000," or "9999999999999999" in the Other-Case-ID field. Similarly, if your state has "John Doe-type" cases, ensure that these cases are not sent for an interstate action. For example, a locate query is not possible on an NCP with the name field filled as "Unknown, Unknown."

Additional information about technical support is available in the *CSENet Interface Guidance Document* (IGD), which is found on the OCSE Web site at <http://www.acf.hhs.gov/programs/cse/newhire/csenet/library/csenet2000/csenet2000.htm>. Section 8.0 of the IGD discusses the various areas of support, including the Service Desk, and suggests ways in which the nationwide child support user community may use the resources available. The web site also includes information about other CSENet Best Practices.

If you have any questions regarding technical assistance, please contact your CSENet 2000 Technical Representative or Service Desk at 1-800-258-2736. A listing of the Technical Representatives may be found on the OCSE Web site at http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet_contacts.htm.