Bulletin

October 9, 2006

OF INTEREST TO

- County Directors

- Child Support Supervisors

- Child Support Staff

ACTION/DUE DATE

Please read for information./none.

EXPIRATION DATE

October 9, 2008

FFY 2006 IV-D Self-Assessment Results Reported; FFY 2007 Self-Assessment Review Process Announced

TOPIC
An overview of the Self-Assessment Review process.

PURPOSE
To report the results of Federal Fiscal Year (FFY) 2006 Self-Assessment Reviews and to inform county human service agencies about the FFY 2007 Self-Assessment Review and the changes made from FFY 2006.

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BACKGROUND:

The Child Support Enforcement Division (CSED) and the Program Assessment and Integrity Division (PAID) have conducted child support performance reviews in county agencies since 1992. The goals of the review process are to improve the effectiveness of the child support program at the county and state level and to meet federal self-assessment requirements. The review measures county compliance with state and federal child support requirements and identifies for agencies best practices and areas needing improvement.

This bulletin reports on areas reviewed in the counties. The Federal Self-Assessment Report is a compilation of this data and additional data for areas we are required to report to the federal government. The additional areas covered in the Federal Report are: disbursement of collections; review and adjustment; arrears enforcement; and central registry responding timeframes. The annual Federal Self-Assessment Report is issued by March 31st of each year and copies are sent to the counties.

SUMMARY OF 2006 SELF-ASSESSMENT RESULTS:

Twenty-five county child support agencies were reviewed in FFY 2006. The federal benchmark for each review area and the average results for the agencies reviewed are shown in the table below.

**Summary of FFY 2006 Self-Assessment Results**

REVIEW AREA	FEDERAL BENCHMARK	FFY 2006 AVERAGE RESULTS
Case Initiation	75%	92%
Establishment	75%	53%
Expedited Process	75%, 90%	97%, 100%
Enforcement Current Support	75%	93%
Medical Support	75%	85%
Two-State	75%	85%
Paternity Data Accuracy	95%*	96%
Case Closure	90%	79%
Security	Pass/Fail	100% of the 25 agencies reviewed passed this area

*This benchmark was set by the state.

Because of the sampling method used in self-assessment, these results can be used as an indication of performance in all Minnesota counties, providing county agencies a tool to target areas that need attention. The area that continues to show the greatest need for improvement is Establishment. Minnesota continues to not meet the federal benchmark in Establishment and Case Closure.

The most common error for Establishment was a failure to serve process within 90 days of obtaining an address or an employer for the non-custodial parent. For Case Closure, the lack of documentation supporting the reason for closure was the most common error.

Although the benchmark was not met for Establishment, performance improved from 52% to 53% from FFY 2005. Four of the seven areas for which the compliance benchmark was met also showed improved performance of up to seven percent from FFY 2005 to FFY 2006. The areas showing improvement were Enforcement, Medical Support Enforcement, and Two State. Expedited Process and Security results remained the same at a rate above the compliance benchmark while there was slight decrease in compliance in Case initiation, Case Closure and Paternity Data Accuracy. The increased results in five areas and continued high compliance results in seven of nine areas are reflective of the hard work of all those involved in administering the Child Support Program at the county level. The Department of Human Services believes that meeting federal compliance levels in all areas is an achievable goal.

The chart below compares statewide results in nine review areas over a seven year period. The state averages are informational and should not be used as benchmarks for acceptable performance. The goal is to meet or exceed federal compliance percentages.

COMPARISON OF SELF-ASSESSMENT RESULTS FFY 1999 THROUGH FFY 2006:

Self-Assessment Results FFY 1999 - FFY 2006
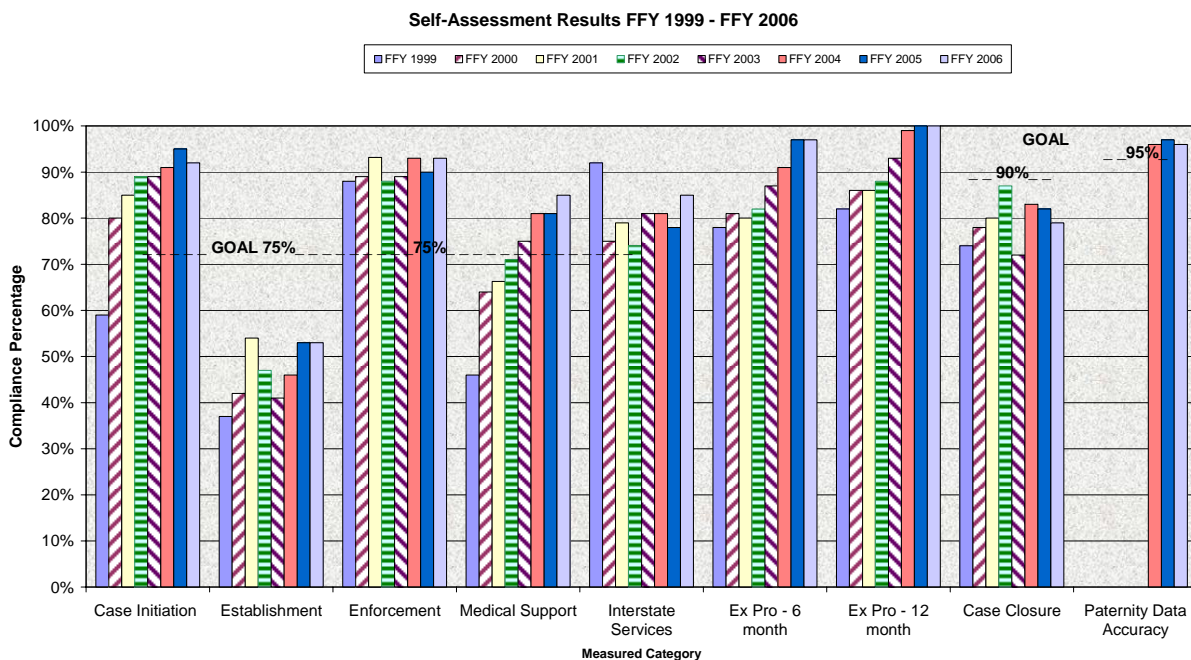
FFY 2007 COUNTY REVIEW PROCESS:

The review areas and compliance benchmarks for FFY 2007 will remain unchanged from FFY 2006.

Note for all review areas: If information that would make the case correct is found in the hard file but is not documented appropriately on PRISM, the case will be incorrect for the review. The reason for this is that PRISM must reflect the most current case information for data reliability purposes.

Changes to the 2006 Self-Assessment Review Process

General changes made to the review process and changes specific to review areas for FFY 2007 are summarized below. Minimal changes were made to the review process. Acronyms listed below are part of the PRISM system. For a more in-depth look at each review area, see Attachment A: Self-Assessment Review Process Overview.

- **Locate –** If a pending address or employer was entered on NCDL or NCIL prior to the last three months of the review period and no follow-up is conducted (during the last three months of the review period), the case will be incorrect.

COUNTY SELECTION PROCESS:

The federal regulations on self-assessment require states to annually assess the statewide performance of their IV-D program. To address this requirement, while at the same time provide counties with statistically valid results, the Department has chosen to do a targeted sample, by county, of Minnesota's child support cases. Counties have been arranged into eight stratums based on caseload size. Counties chosen from each stratum are deemed to be representative of the stratum in which they fall. In addition to caseload size, geographical location is considered. For FFY 07, the number of counties being reviewed is 25. What this means in practical terms for counties is:

- Because counties are selected from each stratum and there are fewer counties in the stratum representing larger counties, larger counties will be reviewed more frequently and in some instances annually.

- Because counties in the northern part of the state are geographically larger than counties in the southern part of the state, counties in the north tend to be reviewed more often than those in the south.

In addition to size and location, other selection criteria used include length of time since last review, recommendations from CSED and/or PAID staff, and county requests.

Contact Cindy Steinberg for more detailed information on the county selection process.

COUNTIES TO BE REVIEWED IN FFY 2007:

Twenty-five counties will be reviewed in FFY 2007: Blue Earth, Cass, Clay, Dakota, Grant, Hennepin, Jackson, Kandiyohi, Koochiching, Lake, Mahnomen, Marshall, Morrison, Nicollet, Olmsted, Pine, Pipestone, Pope, Ramsey, Rice, St. Louis, Todd, Wabasha, Waseca, and Wright.

SELF-ASSESSMENT REVIEW RESOURCES:

To help prepare for a self-assessment review or to improve your agency's performance, the reference materials and attachments listed below are available. Requests for additional assistance should be directed to Cindy Steinberg.

- InfoPac reports designed specifically to improve self-assessment compliance have been released by CSED. QW390601 identifies cases where service of process has occurred, but no order has been obtained. QW440201 identifies cases where health care coverage is ordered but not in place. Watch for additional reports to be issued and be aware there are other existing InfoPac reports that may be useful in helping prepare for self-assessment reviews.

- Ad hoc data warehouse reports are valuable tools in assisting counties identify PRISM cases that need information either updated or corrected. These reports can be especially helpful for counties preparing for a self-assessment review as well as a tool used in conjunction with county corrective action plans. See CSED Message #2000-New Data Warehouse Report Forms dated August 20, 2002, for information on how to request an ad hoc report. The form is located in the Department of Human Services – System Information Repository DHS-SIR in the Forms Quick Launch link.

- Bulletin #98-75-2, Attachment A has more detailed information on standards, time frames, and benchmarks for each of the review areas. The link for this bulletin is located in eMILO; Directories, Lists, and Manuals bookshelf; Self-Assessment book; Topic1.0 Self-Assessment Review Process in the Self-Assessment Review Process, Bulletins section.

- An excellent resource for self-assessment publications is eMILO, which is updated yearly to include the most current information on the self-assessment process. You will find links to relevant bulletins, an overview of the review elements, and other self-assessment related documents. This information is in the Self-Assessment Review Process document noted above.

- Copies of the worksheets used by the reviewers are available upon request from Kathy Bruen.

- The Technical Quality Review (TQR) process form is available in the DHS-SIR, Forms Quick Launch link and can be used as a tool for internal self-assessment reviews. For further information on the TQR process refer to Bulletin #99-75-1 via the link located in the Self-Assessment Review Process document noted previously and Printer Message 2527 Performance/Technical Quality Review located in eMILO; Child Support Topics bookshelf; Training and Regional Performance book.

- The Self-Assessment Review Process Overview (Attachment A)

- The Self-Assessment Review Process Steps (Attachment B)

- The Self-Assessment Tips (Attachment C)

- Self-Assessment Review Team Observations (Attachment D)

SPECIAL NEEDS:

This information is available in other forms to people with disabilities by contacting us at (651) 296-4410 (voice), toll free through the Minnesota Relay Service at 1-800-627-3529 (TDD), 7-1-1 or 1-877-627-3848 (speech to speech relay system).

Self-Assessment Review Process Overview

CASE INITIATION

Desired Outcome: Case opened timely and a manual referral (MARE) built, when appropriate.

- Was a NPA and Non IV-E Foster Care case initiated within 20 days of receiving a complete application and payment of the $25 application fee?

- Was a MFIP, DWP, MAO or FCC case opened within 20 days of receiving a PA automated referral from MAXIS?

- Was a MNC case opened and a MARE screen built within 20 days of receiving a new referral?

- Was a CCC case opened and a MARE screen built within 20 days of the first day of the month following the referral month?

WITHOUT ORDERS - ESTABLISHMENT

Desired Outcome: Order established during the review period and entered correctly in PRISM.

1. If the case is a Non IV-E Foster Care case, was an application on file and the $25 application fee paid? If either one is missing, case is incorrect.
2. Was an order addressing child support, medical support and paternity (if applicable) obtained during the review period and child support and medical support information entered accurately in PRISM? If so, the case is correct with no further examination of time frames. If not, the last required action is reviewed.
3. Was a dismissal order (DEM, DFE, DFP, DSE or DSP) obtained in the last three months of the review period?
4. If there is a verified address and/or employer for the NCP, was
   - Service of process completed or attempted within 90 days of the verified address/employer?
   - Was good cause pending? If so, the 90-day timeframe begins when either a determination denying good cause was made or 45 days had passed since good cause was claimed, whichever is earlier.
   - If a dissolution order was pending, did the agency document this in CAAD along with the date the NCP was served with dissolution pleadings and was the NCP served timely?
5. If the case is in full locate:

Minnesota Department of Human Services - Child Support Enforcement Division
Self-Assessment Review Process Overview – Attachment A

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- Are automated locate requests being sent and responses being reviewed within 30 days of receipt?
- Are contacts with custodial parent completed within the first 75 days of a case going into full locate and once a year thereafter? There needs to be documentation of an actual conversation, interview, or correspondence.
- Was a credit bureau check completed within the first 75 days of a case going into full locate and once a year thereafter? Credit bureau checks cannot be requested on ALFs.

6. If a two-state action case, were two-state requirements met? For example, was a status check conducted in the last three months of the review period? If a transmittal #1 was sent in the last three months of the review period was it sent within 20 days of determining the location of the NCP?
7. Was the NCP located in the last three months of the review period?

WITH ORDERS - ENFORCEMENT

Desired outcome: Appropriate payment on the case within the last three months of the review period.

1. If the case is a Non IV-E Foster Care case, was an application on file and the $25 application fee paid? If either one is missing, case is incorrect.
2. Is there a reserved or $0 order on file? If non-financial ordered activities are being enforced, case is correct.
3. Has there been an appropriate payment in the last three months of the review period? If so the case is correct with no examination of timeframes. If not, the last required action is reviewed.
4. If there is a verified address and/or employer for the NCP, has any enforcement action taken place within 90 days of non-payment? This would include, but is not limited to:
   - Employer loaded on PRISM.
   - Letters to the NCP.
   - Letters to the employer.
   - New AIW papers being sent.
   - Documentation the NCP has been served with contempt papers (this is not limited to the last three months of the review period).
   - An active bench warrant.
   - Drivers license suspension in process during the last four months of the review period.
   - Documentation a modification is in process to reduce support to zero in the last three months of the review period.
   - Other appropriate enforcement action documented by CSO on PRISM.
   - Contempt action dismissed in the last three months of the review period.
   - Reason for delay of enforcement activities documented on PRISM.

5. If the case is in full locate:
   - Are automated locate requests being sent and responses being reviewed within 30 days of receipt?

- Are contacts with the custodial parent completed with the first 75 days of a case going into full locate and once a year thereafter?
- Was a credit bureau check completed within the first 75 days of a case going into full locate and once a year thereafter?

6. If a two-state action case, are two-state requirements met? For example, was a status check conducted in the last three months of the review period? If a transmittal #1 was sent in the last three months of the review period was it sent timely?
7. Was the NCP located in the last three months of the review period?

WITH ORDERS - MEDICAL SUPPORT

Desired Outcome: Court ordered medical support provisions entered on PRISM and enforced.

1. If the case is a Non IV-E Foster Care case, was an application on file and the $25 application fee paid? If either one is missing, case is incorrect
2. If medical language exists and health care coverage is ordered for the minor children;
   - Is there verification on file that the person ordered to carry health care coverage has insurance in place? If so, this information needs to be on PRISM in NCPD/NCKD and CPPD/CPKD.
   - If no verified health care coverage, has any enforcement action taken place during the last three months of the review period? For example, was there documented communication with the employer or the NCP, or employer verification in the hard file indicating health care coverage is not available?
3. If medical support is not addressed, incomplete, reserved or unenforceable and is;
   - PA, (MFIP, DWP, MAO, MNC, CCC or FCC) with an order at least three years old is a modification in process? If a CAAD note explains that the current medical support situation has been reviewed and has not changed, therefore a modification is not appropriate, the case is correct.
   - NPA, has the CP requested a modification? If so, is a modification in process?
4. If medical support payments are ordered, have any payments been made on this case in the last three months of the review period?
5. Is contempt action pending? If so, case is correct for MS enforcement.
6. If case is in full locate, were the latest federal locate requirements met and all leads pursued?
7. If a two-state action case, were two-state requirements met?
8. Was the NCP located in the last three months of the review period?

General Comments

- If the health care coverage information on file is associated with employment that has been terminated for more than 18 months and there is no documentation that insurance coverage continued past 18 months (under COBRA provision) the case is incorrect.
- If information in the case file clearly states health care coverage has expired, the case is incorrect.

- If a modification is needed for medical, and the case is in full locate and the NCP is located within the last three months of the RP, case is correct.

TWO-STATE ACTIONS

Desired Outcome: Two-state activities completed timely and data elements accurately entered on PRISM.

- **Initiating** cases are reviewed for the following:
    - If a transmittal #1 was required in the review period, was it sent within 20 days of determining the location of the NCP?
    - If new information was obtained, was it forwarded to the other state within 10 working days?
    - If the other state requested information, did the agency respond within 30 days?
    - If there was a request for modification was it forwarded to the other state within 20 days of the request?
- **Responding** cases are reviewed for the following:
    - If there is a request for a status update, did the agency respond within five days?
    - If new information was obtained, was it forwarded to the other state within 10 days?
- **Initiating and Responding** cases:
    - Were CSENET messages reviewed within 30 days?
    - Were the following data elements accurate on INCM:
        - FIPS STATE.
        - JURIS.
        - TWO-STATE CASE NUMBER.
        - STATUS.

General Comment

- The twenty day initiating timeframe begins with the date there is a verified out of state address for the NCP or documentation that long arm jurisdiction is no longer applicable. This date is compared to the date of the CSESNet transaction on INTL indicating the initial documents were sent to the other state or to the date a CAAD activity documents the initial documents were sent.

- If the original case was an initiating two-state case, and then the child moves into a different household, the second case requires the initiating interstate paperwork be sent again to the second state.

- If communications are flowing via CSENet between the two states, assume the case number is correct. If there are no CSENet transactions, match the case number on INCM with that in the hard file and disregard leading zeros.

EXPEDITED PROCESS

Desired Outcome: Resolution of legal action to occur in 75% of cases within six months of service of process (SOP) and 90% of the cases within 12 months of SOP.

Counties will be given data on the percentage of cases that had an order established within 0-6 months, 0-12 months, or over 12 months from service of process.

PATERNITY DATA ACCURACY (PDA)

Desired Outcome: Paternity data elements on PRISM reflect the most current information available.

CHPA will be reviewed to determine the accuracy of the data entered for the oldest and youngest active children on the case. The elements being reviewed are:

- **Born in Wedlock** indicator
    - o   Was the born in wedlock indicator coded correctly?
- **Paternity basis**
    - o   Is the paternity basis coded on CHPA correct and consistent with other case record information?
    - o   If case converted from CSES and has a paternity basis code of ADJ it will be considered correct for paternity basis coding.

Both of these elements (Born in Wedlock Indicator and Paternity Basis) must be correct on all OPEN cases for the oldest and youngest children for the case to be correct.

General Comment

- A Recognition of Parentage (ROP) is not considered official until the interface with the department of health occurs.

CASE CLOSURE

Desired Outcome: Case closed appropriately and notice of action sent if required.

- Does the case meet federal case closure criteria and is there documentation to support this?
- Was the 60-day notice sent if appropriate?

SECURITY

The security review is a pass/fail category. Counties answer general questions regarding their security practices. The goals of the security questions are to raise awareness in the counties of

good security practices and to gather information on where counties are at regarding security practices. Individual cases are not reviewed for this area.

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Self-Assessment Review Process Overview – Attachment A

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Self-Assessment (SA) Review Process Steps
(Updated August 2005)

1. County selection process (December through February)
- **Solicit recommendations** from CSED & PAID staff
- **Prepare list** of potential counties based on:
  - Representative sampling of the state
  - Length of time since last review
  - County requests
  - CSED/PAID referrals
- **Obtain assurance** from statistician that list is a representative sampling of the state's population
- **Present list** to SA Oversight Committee for approval
- Once **list approved**:
  - **Regional Performance Staff & Reviewers assigned** and 6 month review period selected by PAID
  - **Counties notified** by joint letter from PAID & CSED Federal Reports and Compliance Unit
  - **Distribute listing** of review Counties, Regional Performance Staff, Trainer, Reviewers, and timelines to:
    Federal Reports and Compliance Unit, Help Desk, RPA, Trainer, Reviewers, and SA Oversight Committee. Inform all CSED staff of counties selected for review.

2. Review and modification of self-assessment process (March through August)
- **Solicit input** regarding changes to review process for the upcoming year from PAID, SA Oversight Committee and CSED Management Team
- **Review proposed changes** with SA Committee representatives, determining recommendations for change
- **Finalize changes**, review with PAID, and modify forms
- **Present information** on changes to counties
- **Preparation of Instructional Bulletin** by PAID announcing findings and informing counties of changes to the process
- **Publish** updated documents on eMILO

3. Review Process – Prior to the on-site visit
- **CSED conducts regional meetings** to inform counties up for review on the details of the review process.

- **CSED provides PAID** with data necessary to conduct review
- **Reviewer contacts** County
  Purpose: to briefly explain process, firm up site visit time, and request any information in addition to the case files that may be needed
- Confirmation **letter sent** to Director from Reviewer. SA Coordinator & Regional Performance Staff notified of review dates
- **Cases** for review **identified** by random selection and electronic **review conducted**
- Case **list mailed** to the County by the Reviewer approximately one week before visit

4. Review Process – Site visit
- **Site visit to the county by reviewers (usually 2 days)**
  - **Entrance interview** - Reviewer(s) and county staff (at county request)
  - **Hard file review**
  - **Exit interview** (notify SA Coordinator when scheduled) SA Coordinator attend in person, phone or videoconference (Usually the last day of the site visit)
  - **Survey sent** –Email survey sent to County Director and/or Supervisor(s) by SA Coordinator
- **Final Assessment** of data and **drafting of report** done by PAID. Draft **report circulated** to SA Coordinator and PAID Supervisor
- **Final Report published**. Full report sent to the County and CSED staff within 30 days of the site visit. Timeframe to bring forward questions on calls and impact the final results ends 30 days after the date of the report. The Executive Summary is sent to County Board Chairperson 45 days after the date of the report.

5. Corrective Action Plan (CAP) Development
- **SA Coordinator contacts County** to **offer assistance** developing CAP (shortly after receipt of the final report)
- Follow up **visit to County**
  Purpose: To assist county in reacting to review results, instruct county on Corrective Action Plan (CAP) development, offer assistance in developing the plan, assess any related performance support or training needs, and gather promising practice information.
- **CAP submitted** by County
  - **Log** receipt & due date of effectiveness review results
  - **Copies distributed** to PAID and CSED
  - Regional Performance Staff **contacts county** within one month of plan implementation to see if there are any start up issues
  - Regional Performance Staff **checks on implementation** of plan during contacts with the county
  - Regional Performance Staff **contacts the county** at the midpoint of implementation of CAP to offer support

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Self-Assessment Review Process Steps – Attachment B

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- Regional Performance Staff **relays issues** surrounding CAP implementation on as needed basis
- SA Coordinator **monitors** for return of CAP effectiveness review
- Regional Performance Staff **sends an e-mail reminder** to county one month prior to the due date of the effectiveness monitoring report and **offers assistance** in completing the report. (Hennepin and Ramsey are NOT required to submit effectiveness monitoring reports due to annual self-assessment reviews.)

6. Drafting of Federal Self-Assessment Report (October through March)

- **SA Coordinator prepares** Federal SA Reports (Due by March 31 of each year)
  Category 1 (mandatory) Required Program Compliance Criteria - this section reports the findings of the county SA reviews and the automated compliance results
  Category 2 (optional) Program Direction - this section explores the relationship between the results in Category 1 and performance and program outcome indicator, including corrective action planning
  Category 3 (optional) Program Service Enhancements - this section discusses best practices that impact performance in a positive way

  - **Draft circulated** to Federal Reports and Compliance Unit manager and PAID supervisor
  - **Report approved** and certified by CSED Director
  - **Report mailed** to OCSE
  - **Distribute** copies of **report** to Counties, CSED managers, Advisory Board, PAID, and SA Coordinator staff

Minnesota Department of Human Services - Child Support Enforcement Division
Self-Assessment Review Process Steps – Attachment B

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Child Support Self-Assessment Tips

Introduction

The following tips are aimed at improving results in county self-assessment reviews. Most of them are based on the most common errors found in the reviews. This information is current as of August 2005. Because the review is a process, review elements will change from year to year. Also, some of the tips have direct impact on review results while others are hints about good business practices, which, if implemented, should lead to better review results.

Plan in Advance for the Self-Assessment Review

Remember that self-assessment reviews examine only those actions taken within a designated six-month time period. Therefore, actions taken after the end of that review period cannot be considered. Consequently, to have the biggest impact on the review results, counties wanting to prepare for a self-assessment review need to do so well before a review. Feel free to ask any of the self-assessment personnel about your specific review period or any other questions that you might have regarding this process. Attend the regional self-assessment informational meetings offered annually to counties up for review.

Use PRISM Appropriately

Use PRISM as designed. The self-assessment review process is based on current policy and how PRISM is designed to be used. A case would be incorrect for an action if the county did the work but didn't document it in the appropriate place on PRISM. An example of this situation might be when a county receives a locate response, reviews the response, but fails to update PRISM appropriately that the message was reviewed. Even though CAAD or the hard file might show evidence that the response was reviewed, this case would be found in error as the appropriate PRISM screen was not updated. The reason for our strict practice is that reports and any resulting incentives will be based on automated reports, which pull information from the various designated areas in PRISM.

Business Practices

Statewide Self-Assessment Performance Plan

Review statewide self-assessment performance plans. These documents identify common barriers to meeting compliance expectation and solutions for overcoming those barriers. Look for barriers that may be an issue in your county and implement recommended solutions.

They can be found in eMILO in the Child Support Topics bookshelf, Training and Regional Performance book, 5.0 Training information topic, 5.8 Statewide Self-Assessment Performance Plan.

Centralize Data Entry Tasks

Look for ways to centralize data entry functions with support staff. Specializing certain data entry functions could increase overall accuracy of data entry. This practice could also work to free up some CSO time.

Technology Based Training (TBT)

Take the TBT courses available on the Child Support Student Center. The security and case closure TBT courses are especially helpful in preparing for a self-assessment review.

Maintenance of Paper Files

It is a good idea to get your case filing up-to-date before the site visit of the PAID Reviewers.

Hold periodic staff meetings

Staff meetings are an excellent opportunity to review new information and discuss unusual case scenarios.

Provide good customer service

Counties with a strong emphasis on good customer service indicate that it benefits them by increasing customer cooperation.

Streamline your processes

Take a step back periodically and examine the steps involved in processes. Look for ways to improve the efficiency of routine tasks.

Conduct special projects

Look for areas of casework that would benefit by a targeted project aimed at either improving the quality of PRISM data or increasing compliance. Conducting TQR and/or reviewing self-assessment results can assist in identifying areas that would benefit from this activity.

Review the Annual Self-Assessment Federal Report
In March of each year CSED prepares the Federal Self-Assessment Report. This is a summary of the findings of individual county reviews conducted in the previous federal fiscal year. It has been Minnesota's experience that results tend to be consistent across counties. Counties not scheduled for review can use the findings in this report to identify potential issues in their county.

Daily Practices

Make a Working Checklist
Create a checklist of the most common areas on PRISM where you are finding that data are either incorrect or incomplete. Check these items on each case you work. Some common errors found in the self-assessment process include medical support information, end dates for employment, and SEPD information. Many counties use TQR for their checklist.

Build Non IV-E Cases Appropriately
Be sure you have a completed application and the application fee has been paid prior to loading Non IV-E foster care cases as IV-D (NPA) cases.

Visit the Case Worklist
While visiting a case for one worklist message, it is efficient to resolve any other worklists on that same case. Doing so will also help to keep the larger USWT worklist more manageable.

Locate Activities
Work the locate worklist messages. Set up tickler messages so that custodial parent contact and header credit bureau checks are conducted in accordance with timeframes.

Review SUOD
Review SUOD for medical insurance information and update to reflect the requirements of the court order.

Verify INCM Information
Be sure the information on INCM is accurate and complete. Work CSENet worklists and send interstate status updates as required.

Date Stamp Applications and Referrals

Date stamp all incoming non-public assistance applications and non-automated child support referrals with the date the materials were received by the child support unit. If non-public assistance applications are received without the fee, be sure to note the date the fee is paid on PRISM. Payment of the fee and a completed application start case initiation time frames.

Routine Practices

Unusual Case Circumstances

Note any unusual case circumstances that prohibit you from complying with requirements in CAAD. This practice will not guarantee these cases will be called correct, but it could provide necessary information for determining compliance.

Review for Case Closure

Review automated case closure assists carefully and take appropriate action.

Work Data Warehouse Reports

Review the standard reports available on the Department of Human Services – System Information Repository (formerly the Child Support Secure Web Mail). A number of these have been created in response to common errors found in self-assessment reviews. Periodically review the reports and use them to clean up data entry errors or omissions on your cases.

Use InfoPac Reports

Review the InfoPac Reports Guide and look for reports that might be helpful. Pay particular attention to reports that specifically reference self-assessment.

Be Sure about Addresses

Make sure addresses are on PRISM and that they have the correct status and verification information entered. If you are updating residential addresses to match mailing addresses be sure to change both when one or the other changes, if appropriate. Change "address known" to no for both mailing and residential addresses on PRISM when appropriate.

Conduct Technical Quality Reviews

Conduct Technical Quality Reviews (TQR) to catch data entry errors that might negatively affect self-assessment. Updated guides and forms can be found on the Department of Human Services – System Information Repository (DHS-SIR).

Properly List Self-Employed NCP's

Make sure you've properly documented your self-employed non-custodial parents on NCIL in PRISM.

Record Service of Process Information

Be sure to record service of process information on SEPD as soon as possible after successful or unsuccessful service. Serve non-custodial parents at work if you do not have their residential address. Document unsuccessful attempts at service on CAAD.

Remember Manual (Non-PRISM) Actions

Don't forget to do the manual operations that can be so effective, such as contacting the custodial parent for locate information (at least annually).

Remember and Follow Time Frames

Time Frame Requirements

Familiarize yourself with the federal time frame requirements (see Instructional Bulletin 98-75-2).

Remember End Dates

Put end dates on employers for non-custodial parents when appropriate. Be sure to verify continued coverage of health insurance if it was available through employment.

Do MARC Lists on Time

Work your MARC lists within time frames.

Medical Documentation

Enforce All Medical Support Provisions

Enforce all medical support provisions. Take action to review public assistance cases for medical support modifications when the medical provisions have not been addressed, are contrary to statute, or are unenforceable.

Record Hard File Health Insurance Information

If you have health insurance policy information in the hard file, enter it on PRISM. Screens that are commonly used for this are NCPD, CPPD, NCKD and/or CPKD.

Send Health Insurance Inquiry Letters

If health insurance is ordered, and you have no information on insurance, send out the letters requesting the information and record results. (Note in CAAD any unusual circumstances.) Conduct projects to obtain updated and/or missing insurance information from the parties by sending out health insurance verification letters. This is a proactive way to stay on top of the many changes in this area.

Code Court Ordered Medical Support Provisions on PRISM

Be sure that the SUOD panel on PRISM accurately reflects medical support provisions as addressed in the court order. Remember to code the reserved indicator to "yes" if any portion of medical support is reserved

Thanks for your efforts in working towards improved performance in Minnesota's child support enforcement program!

Self-Assessment Review Team Observations

Most Common Errors Found in Self-Assessment

- Actions to establish support and/or paternity are not served within 90 days of locating the NCP/alleged parent
- Lack of enforcement of current support and/or medical support obligations
- Case does not meet federal case closure criteria and/or supporting hard file documentation is missing
- Unenforceable medical support language and no modification pending
- Incomplete data on PRISM for court ordered medical requirements
- Outdated information on NCP addresses/or employer
- Interstate communication timeframes not met
- Health insurance available through employment is not re-verified or ended when the associated job terminates

General Profile of Counties that Perform Above Average as Measured in Child Support Self-Assessment Reviews:

- PRISM is used as designed
- Reports are used regularly
- Corrective action plans are carried out
- Staff is very familiar with self-assessment procedure
- Response deadlines for customers are short but reasonable
- Recent reorganization of work distribution
- Case reviews (TQR) are conducted regularly
- Good customer service skills are practiced
- Workflow is streamlined and efficient
- Heavy emphasis on good data entry accuracy and completeness
- Special projects targeting error prone areas are conducted periodically
- Case files are uniform and filing is up to date