

MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL

2018 ANNUAL CONFERENCE





Ask DHS-SIR

Online Resources for Child Support Workers
 Brian Balk, Joyce LaBrosse, Denise Lundgren, Theresa Ogreen
 DHS Staff

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Session Overview



- Primary resources on SIR
- Abandoned Funds – new user documents
- MN Child Support Online (MCSO) – user documents and job aids
- Help Desk – when to call, when to refer a caller
- Reasons and ways to contact the state office
- Key points – get the most from SIR
- Questions

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DHS-SIR



DHS-SIR Appeals BlueZone Scripts BIDS-SMRT MAXIS MEC² MMS/METS **PREM** SMI

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Primary Child Support Resources on SIR




PRISM Tab

- Announcements
- User Documents
- Communications (including Web Forms)
- Documentation (including Training)

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User Documents – a Primary Child Support Resource




Child Support Topic Areas

Abandoned Funds	Federal Tax Refund Offset (Project Intercept)
Account Review	Civil Order
Adjustment Requests	Guidelines Child Support Calculations
Alaska Permanent Fund Dividends	Guidelines Worksheets
Averaging Collection Program (ACP)	Income Withholding (IW)
Asset Management Eviction Policy	Interest
Assignment of Support	International (Intergovernmental)
Bankruptcy	Interstate (Intergovernmental)
Billing	Judgments
Birth Records	Legal Process
Bonos	Long-Arm Jurisdiction
Case Activities And Workflow	Maudslayi County
Case Closure	Medical Support Order
Case Opening	Military

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Abandoned Funds



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What Are Abandoned Funds?



Child support collected but not used

- 1. At CSD (PRISM)
 - ❖ Warrants never cashed
 - ❖ Couldn't issue warrant – bad address
 - ❖ Payments received but unidentified
- 2. At US Bank (ReliaCard)
 - ❖ Cardholder hasn't used the funds

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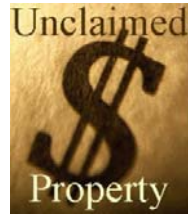
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Abandoned Funds and Escheatment



Escheatment is an annual process to ensure that property is not left in "limbo" without recognized ownership.



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How Much Is Abandoned?



Abandoned Funds



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How Does It Work?



CSD Funds

- ❖ Annual report
- ❖ Funds to Department of Commerce and federal government

US Bank ReliaCard Funds

- ❖ CPs who haven't used funds within three years
- ❖ All funds to Department of Commerce



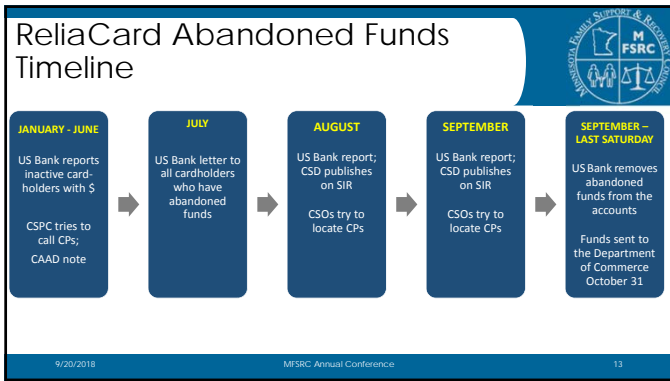
What must the CP do?



What's a "balance-altering transaction?"

CSD Abandoned Funds Timeline





How to Reduce Abandoned Funds?

- CSD reports
- CSD outreach to CP cardholders
- Late payments (case closed >6 months) returned to payor of funds
- CSPC review of suspended payments

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More Ways to Reduce Abandoned Funds

- Get CP and NCP current addresses and phone numbers.
- Resolve suspended payments quickly.
- Share cardholder contact information to US Bank.
- Educate CPs on ReliaCard features.
- Evaluate the auto enrollment process and communication to CPs.

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Primary Resources on SIR

- User Documents
 - o Abandoned Funds
 - o Minnesota Child Support Online (MCSO)
- Job Aids

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Access Job Aids

Job Aids under Training

Job Aids links in User Documents

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Access Job Aid (Training Category)

PRISM Content Areas	Documentation	Security	Regional	User Documentation
Agency of the Senate Judiciary Monitor	COIC Investigation Information	Child Living (C) Database	Children Search	User Search user page
Business Management	Child Support	COIC PRISM Security Officers	Big Brother	--- MFLD
Child Support Communications and Public Awareness	Disbursement Templates	2018 Certification Statement	Comprehensive Legal Union (CLU)	--- SP MFLD
Child Support Database Distribution Model	DMR Audit	County Support System Reporting	DMR Integration User Group	
Child Support County Information	Financial Support	2018 OTC Security Agreement		
Child Support County Information	Federal Annual Fee	2018 Publication 2015		
Child Support County Information	Guidelines	MS Technical Program		
Child Support County Information	Offices and KSA			
County Database	OTIC LEED Grant Behavioral Economics			
County Training (including staff and advisors resources)	OTIC Federal Audit			
Forms	Order Modification User Request			
Job Aids	Performance Resources			
Intergovernmental Relations (and other information)	Reporting Practices			
Risk Transfer	Statistical Review			
Point of Sale	Support Resources - Child Support			
Public Business Process Redesign	Support and Resources			
PRISM Jobs	Self-assessment Process			
Research and Training	Statistical Review			
	Training			

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Access Job Aid (Training Category)

MSRC - MFSRC - Documentation - Training Home Page
CSD Training Unit Mission: We provide quality learning experiences and resources to the child support community for the benefit of children.

Training Materials should reflect and enhance their Documentation but should not be used to replace their Documentation. For CSD User Documentation information, go to the appropriate child or MSRC page.

Course Descriptions	Instructor Led Webinars and Blended Courses	Job Aids
<ul style="list-style-type: none"> General Descriptions Instructor Led Courses General Descriptions Online Courses Suggested Curriculum Path Basic Courses Suggested Curriculum Path Professional Development Courses Suggested Curriculum Path Specialized and Webinar Courses Registration Information Trainers How to Register for Training Homework Policy Online Course Page Webinar Basic - online course home page 	<ul style="list-style-type: none"> Intergovernmental Courses - Information Subsequent Basic Course Page Family and Adult/Child Basic Course Page Legal Process Course Page Professional Development Course Pages Regulatory Training Participant Guide MSRM Training Process Current MSRM Training password 	<ul style="list-style-type: none"> Job Aids Job Aids Job Functions Enforcement Information Legal Information Intergovernmental Information Page Support Information Page Loading Guide Information Statute Proposals/Status AFRC and ACA Information Area Management and Provision Policy Information Other Training Documents Training related Links

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Access Job Aid (Training Category)

Job Aids By Function

Case Closure Job Aids	Intake/Intergovernmental Job Aids
<ul style="list-style-type: none"> Case Closure Case Maintenance Job Aids Address Change Job Aids Alternative Employment Home Issues Best Practice - Child Support - Best Practice Child Support Job Aid Case Closure sheet USA Agreement MSRM Documents and Case Labels Language into the MSRM Training Program MSRM Participant Demonstration MSRM Contact Case Worker Demarcation MSRM for Financial Records MSRM Web App - How to Use Workshop Guides 	<ul style="list-style-type: none"> Child Support Fund - legal and applications Area Intake/Intergovernmental Job Aids International Child Support Documents Legal Process Job Aids Overview of Legal Processes Loading Orders Job Aids New Legal Records Job Aids Paternity Loading Orders Job Aids Paternity Information Job Paternity Interview CP Recording genetic test results forms Work Information Enforcement Percentage ROP under 60%

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Available Job Aids

- Case Closure
- Intake
- Case Maintenance
- Interstate/Intergovernmental
- Enforcement
- Legal Process
- Financial
- Paternity

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Job Aid - MCSO for CPs / NCPs

- County Worker
- Contact your worker
- Active Enforcements
- Update address
- Make Payments
- Payment print outs
- Forms to file a motion
- Modification financial statement

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MCSO Participant Demonstration

- Add MCSO screens here if no access to SIR
- Do demo...

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CSD Help Desk

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Help Desk Overview



- **Who** we support
- **What** type of support
- **Why** call the Help Desk
- **When** to refer someone

Who the Help Desk Supports



- Attorneys
- Clients
- County workers
- Employers
- Federal offices
- General public
- Other states

What Type of Support (1 of 3)



- Program information
- Guidance on PRISM Functionality, Policy, Procedures
- Escalate complex issues to appropriate units
- Coordinate User Documentation requests
- Outreach and Engagement Programs

What Type of Support (2 of 3)



- Client Requests for Case Reviews
- Respond to Correspondence on Child Support Issues and Complaints
- MCSO (Registration, reset passwords, security question)
- Direct Participants to appropriate County Contacts

What Type of Support (3 of 3)



- Outage and Closure Information (State & County)
- Updates to DHS-SIR Calendar
- Tracking Database of "Incidents"
- Projects – System Enhancements, Legislative Mandates, and New Initiatives

See County Message **6205**
"Getting to Know the Help Desk"

Why Call the Help Desk

- Case specific questions relating to Policy & Procedures
- Worker struggling to assist their client
- Questions on the Program
- System Issues
- Printer Issues

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When to refer to the Help Desk


- Mistaken identity
- MCSO (Registration, reset passwords, security question)
- Payment Line Technical Issues
- Participant Stopping ARW
- Valid passport release requests

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SIR Resources

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Primary Child Support Resources on SIR




PRISM Tab

- Announcements
- User Documents
- Communications (* Web Forms)
- Documentation (* Training, Reports)

- Portal home page
- System status
- Secure Web Mail
- Orientation information for new users

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Ways to Find SIR Content




User document topic "books" and sections
Assists sections for worklists, case activities, documents, flow charts

Search tips

Where:	What:
PRISM home page	Key words (glossary)
Just User Docs	PRISM screen names
Just one topic	PRISM codes (worklists)
Just one page (Ctrl-F)	Alternate forms (abbreviations)

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Key Points



- Check SIR every day.
 - ❖ Announcements
 - ❖ Web Mail
- Search the User Documents.
- Find what you can and do what you can.
- Call the Help Desk.
- Use the web forms.

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Questions



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Mississippi Family Support & Recovery Center
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Thank you!

- Visit our table throughout the conference.
- Try the SIR search guessing game (handout).

Brian Balk	CSD Training
Joyce LaBrosse	CSD Help Desk
Denise Lundgren	CSD Program Development
Theresa Ogreen	Child Support Payment Center
Michelle Klaers	Child Support Payment Center

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DHS-SIR online resources

I. Child Support content (on the [PRISM tab](#))

- ❖ **PRISM Announcements ("County Messages")**
Visible on main page for 3 days
"Past 30 days" link
"Over 30 days old" link

- ❖ Child Support Portal link

- ❖ Web Mail link

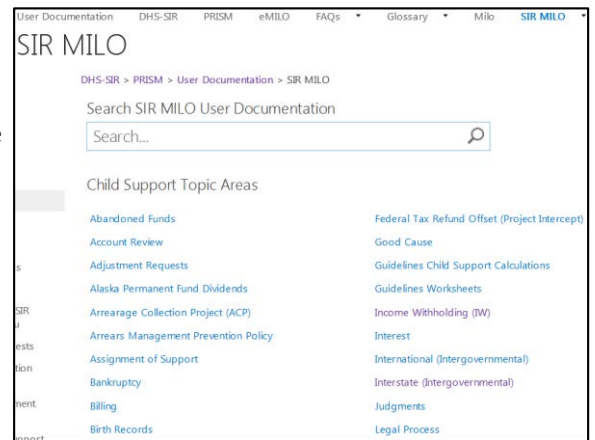
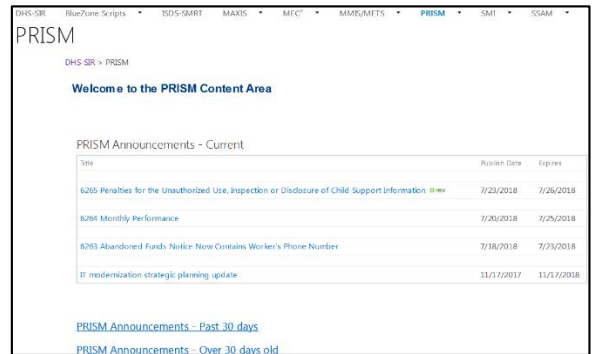
- ❖ User Documents content area – policy, procedure, examples

[SIR MILO](#) – many **individual topic "books"**

- Most topics include Authority statute links; History and Background; and Assists sections
- Assists include forms, worklists, case activities, flow charts

eMILO – older format, pending updates

Glossary of jargon and official definitions



- ❖ Communications content area

Web forms for many types of special requests

County directories

Resources for legal actions

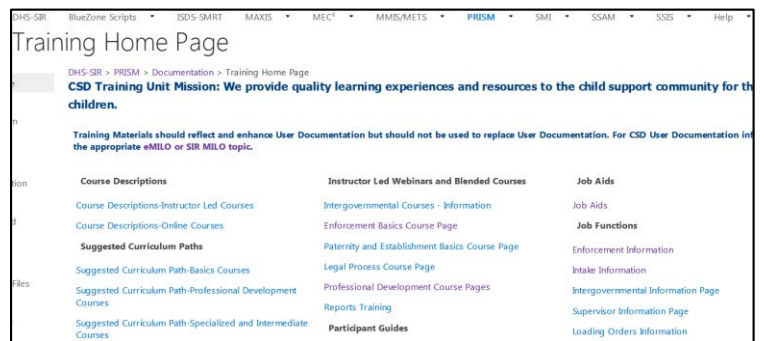
Training special requests

Communications	Documentation	Security	Regional	User Documentation
Analysis of the Service Delivery Model	Arrears Management Prevention	2018 County IT Directors	Advisory Board	User Docs main page
Business Management	Cooperative Agreement	2018 PRISM Security Officers	Big 9 Group	-- eMILO
Child Support Communications and Public Awareness	Direct Deposit	2018 Certification Statement	Comprehensive Legal Vision (CLV)	-- SIR MILO
	Document Templates	2014 OCSE Security Agreement	Data Warehouse User Group	

- ❖ Documentation content area

Training home page

- Curriculum paths
- Course descriptions
- Job aids
- Function specific pages
- Webinar course home pages



Document Templates – pleadings for legal actions

- Minnesota documents
- Intergovernmental documents

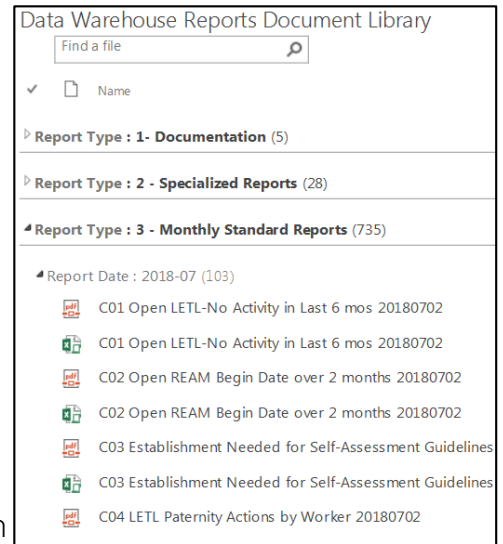
Name
Civil Contempt
Establishment
Modify All Support
Modify Medical Only
Motion to Review
Motion to Set
Paternity
Relative Caretaker - Foster Care
Service of Process and Misc
Six Month Review

Type	Name	Doc #	Publish Date
9 : PRISM Documents (5)			
	Establishment Complaint	F0042	3/23/2016
	Establishment Summons (no hearing date)	F0029	3/23/2016
	Establishment Summons (with hearing date)	F5029	3/23/2016
	Establishment Supporting Affidavit	F5002	6/4/2018
	Findings of Fact, Conclusions of Law, and Order	F0003	6/4/2018

Child Support content (on the [PRISM tab](#))
 (Documentation content area, continued)

Reports and Resources (some examples)

- Interstate Case Reconciliation
- C01 LETL >6 months
- C02 REAM >2 months
- E02 active BAND
- E03 no NCLD (or E05 in MN)
- E07 ENF suppressed, no payment 90 days
- F05 obligations coded as Debts
- F06 obligations coded to override interest
- **F15 CCC obligation & youngest child ≥ 13**
- F08, 09, 10 PA open, no obligation
- F11 may be eligible for interest suspension

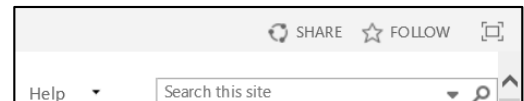


- ❖ Regional content area:
 Comprehensive Legal Vision (CLV) support documents
 Advisory Board meeting records
 Big 9 counties meeting records

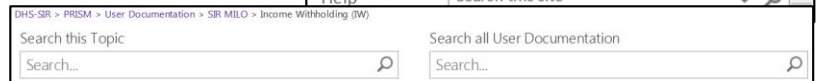
II. Tools and Tips for Finding Content on SIR:

Where to search

- ❖ Search the whole website – upper right corner of most screens



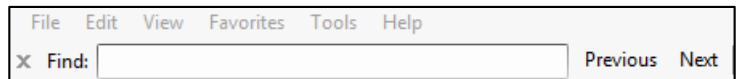
- ❖ Search only the Child Support User Documents



- ❖ Topic 'books' and sections, like a library

- ❖ Assists sections for worklists, case activities, documents, flow charts

- ❖ Find on This Page (Ctrl-F)
 (Also under browser's Edit menu)



Search box appears in the browser ribbon

What to search for

- ❖ Key words from glossary page and training materials
- ❖ PRISM screen names and codes (such as worklists)
- ❖ Try alternate forms
 (Example: Debt/Arrs, Debt/Arrears, with and without quotation marks)

III. Materials to help you use SIR (on the SIR [home page](#))

- ❖ System Availability status indicators & info
- ❖ Webmail tutorial
- ❖ New User Orientation pages
- ❖ FAQs page

Who is the CSD Help Desk?

The Child Support Help Desk is a policy and technical support unit. Seven Help Desk Advisors respond to county, public, and other agency requests. Three team leads provide the operational leadership to the team's daily work.

What Does the Help Desk Do?

- We provide guidance to counties in navigating procedural and policy questions about the program.
- We provide assistance with PRISM system issues and respond to written correspondence from the general public.
- We assist participants with registering on MCSO and employers with navigating how to make payments through MCSO.

Are the Payment Center (CSPC) and the Help Desk the same?

- The payment center process payments, adjustments, and are the financial subject matter experts for the program. If there are questions regarding how payments have been applied or adjusted, county workers should contact CSPC directly for assistance.
- The Help Desk responds to calls and DHS SIR Requests from the county regarding how to navigate PRISM, policy, and procedure. Help Desk also assists participants who are struggling to register on MCSO, are seeking information on who their caseworker is and how to reach them, as well as general questions from the public.

How can I contact the Help Desk or CSPC?

There are two ways for counties to contact the Help Desk or CSPC:

- By phone 651-431-4600
- Through DHS SIR > PRISM > Communications > Forms

If no forms match your question, please use the "State Office Questions" form.

Help Desk forms:

- "License Suspension"
- "Maintain County"
- "Passport Release Tool"
- "ROPD Manual Update Request"
- "User Documentation Change Request"
- "Interstate Intervention"
- "State Office Question- Child Support"

CSPC forms:

- "CSPC DICR/Adjustment Follow-up"

When can I contact the Help Desk?

- The Help Desk is open Monday–Friday, 8:00 - 4:30
- We are closed Monday–Friday from 10-11 for working meetings to resolve county questions, and Wednesday 9-10 for our business meeting.

CSPC is open Monday – Friday 8:00-4:30

- Closed Monday–Friday from 12:00-1:00
- Closed one hour each week for staff meetings. Days can vary. If you reach an automated message indicating unavailability, please submit a DICR form or leave a voicemail for a return call.

When should I contact the Help Desk?

You should reach out to the Help Desk when:

- You are having trouble navigating policy and procedures
- You are having trouble navigating PRISM
- You are struggling to assist the participant

We can help you find information and resources to resolve your question and apply to future scenarios. In this way, the partnership between the state and county program is enriched while allowing the communication between the county CSO and the participant to remain intact.

When should I refer a participant to call the Help Desk?

Participants with a passport release request

- First, use the [DHS SIR>PRISM> User Documentation> Sir Milo> Passport Denial](#) user document and the [Passport Release Tool](#) to determine if the reason for the request can be considered.
- Callers with a mistaken identity claim
 - Taxes were intercepted but the caller never had a child support case.
- Callers with technical issues with MCSO or the automated payment line.
 - Caller has forgotten the answer to their security question or locked themselves out of MCSO.
 - Caller can't access the automated payment line with their PIN and Participant number.

The Help Desk receives a high volume of requests regarding financial PRISM screen navigation. Use the Financial Cheat Sheet, on the following pages, to assist callers before referring them to the Help Desk.

Financial Cheat Sheet

Was a payment made on my case (CP)?

- Check DDPL for direct deposits. Date listed on DDPL was date sent file to bank. Funds will generally be in account two business days after that date.
- PAPL for NCP MCI (F11 to see if funds are on hold)
- REDB (F11 to see if it went to CITA [PA] or CP by check or direct deposit)
- PALC ("D"isplay pmt to see distribution)
- CPDE/NCDE + F11 "MCSO Reg" field to see if they are registered for MCSO
-Instruct client to use MCSO to check for future payments

Where did my payment go (CP)?

- Check DDPL or CHPL for recent payments.
- Check ACSD for direct deposit account ("C"hecking, "S"avings, "D" Reliacard). Date payment posted determines the account went. (If direct deposit account was recently modified, see next question).
- REDB (F11 to see if it went to CITA [PA] or CP by check or direct deposit)
- PALC or TRLI to check for distribution to PA/PI arrears or fees.

Did you get my request for / change of direct deposit (CP)?

- Check CAAD for note that says "DIRECT DEPOSIT ACCOUNT ACTIVE" for adding an account or "DIRECT DEPOSIT ACCOUNT MODIFIED" for a change of information. CSPC works faxes or mailed requests by end of next business day.

I see a payment on MCSO, why didn't I receive it yet (CP)?

- Check TRLI or PALC to see if money went to CITA (PA/PI arrears owed to the state)
- Check PAPL+ F11, SUPA or SUCA to see if money is on hold. Any suspense listed as FREM (funds remaining) will either be refunded to NCP or roll over to next month. Other suspense codes have different time frames for release, date is listed on SUPA (Select item)

I didn't get credit for the payment I made by mail or at cashier's office (NCP or CP)?

- Ask where payment was mailed/paid, ask for amount and check number ** (see info below)
- Check PAPL for payment with NCP MCI.
- Check PALI (enter check number in appropriate field)
- If not found, CSO should submit a DICR to CSPC requesting assistance with searching for payment provide as much information as available

I made a payment on MCSO, why hasn't CP received it (NCP or EMP)?

- Check PAPL. CP will get payment generally 2 business days after money posts.
- Payments usually show on PAPL the business day after the withdrawal date listed. If nothing shows on either screen, ask if they received a confirmation number. Payment may not have completed.

I see a tax payment on MCSO, when do I get that payment (CP)?

- Check PAPL to be sure a tax payment was posted. F11 to see if it is on suspense. Check different suspense date holds for the different tax payments.
- Check SULI for release date. It will release from PRISM 5pm the first business day after the release date and be in the CP account generally two business days after that.
- Check TRLI and PALC to be sure money did not go to PA/PI arrears.

I'm unable to make a payment on MCSO, is my account locked?

- Have NCP contact 4400 (HD)
- Have Employer contact 4400 (CSPC)
- Check SPIL/SPIN for CSPC messages. If NSR message listed, have party contact 4400 (CSPC).

Can you verify this check is from the state?

- CHCO, Display at top, type in check number (ex: N195262707)
- CHAG: Checks by Agency List – allows you to view checks by FIPS

What is the status of my refund check (NCP and EMP)?

- REPN: Refund by Payee Name- Allows you to find payments by Payee. You can refine the search by adding a name and/or date.)

Type options are:

- A= Agency (FIPS CODE)
- E= Employer (Employer ID)
- P= Person (MCI Number)
- O= Other (third party and unidentified refunds)
- NCP- CHPL, status is on the right side of the screen to see if it has been cashed. If a PAAR was used, check CAAD notes for PAAR/RRA #, enter PAAR/RRA in request field.
- EMP- CHPN, E for employer on the payee code, type in employer name. Listed by date. Also check EMPH and UNPL and change the status field to "K" unidentified/refunded. If unable to find, CSO submits DICR to CSPC to request assistance searching for funds.

Why did this payment apply to only one case when it should have split?

- Check INWD, if NCP has some cases with active IW and some with no active record, a regular payment will post to the case (s) with NO active IW. An IW payment will go to the case (s) with active IW. Payment posting dates need to correspond with active dates on INWD.
- If INWD is set up correctly for all cases, check SPDL (special distribution list) to be sure no cases have active SDSUs for contempt orders or bail payments.

** US mail sent to payment PO box is picked up around 6:30 am and sent to CSPC. Cashier's office payments made before noon are sent by courier between 1 and 2pm. They are usually processed the next day, sometimes two days if made in the afternoon. Fed Ex and UPS will NOT deliver to PO boxes. Express mail, certified & priority mail are accepted.

Financial PRISM screens

ACSD- shows the method of direct deposit and the date direct deposit started. To check when account was modified, do an audit on the screen or check CAAD.

BIPE- billing statement screen. CSOs can manually generate and re-generate statements from this screen.

CHAG- Checks by Agency List – allows you to view checks by FIPS

CHCO- check verification screen if you have warrant number (ex: N197479675)

CHPL- lists checks sent out to payor by MCI. Used for checks issued to NCP and CPs done by ARDE/REUM.

CHPN- check verification screen by payee, payee codes Agency, Person, Employer or Other (third party). If payee name is too common, type in issue date and remove payee name.

DDPL- direct deposit payment list, shows payments directly deposited to CP account. D for display on payments to show the case(s) payment came from.

EMLI - lists employees tied to the employer ID.

EMPH- employer payment history by check, sorted by most recent date. Select record to see who payment posted to. Look here for prior employer NSF's.

EXCS- excess screen. This screen shows what was expended for public assistance and what was collected for public assistance for one person. We cannot collect more than we expend. If the words "combined with" are listed at the bottom left hand of the screen and has another MCI, the two people were once on the same MAXIS case and EXCS is most likely not correct. Please see EXCS cheat sheet.

PALC- payment list by case. Which cases the payment applied and obligations.

PALI - payment list. All payments posted will appear here. They are listed by date and payment id (ex: 170427 000001 001). This payment id is also found on PAPL and CHPL.

PAPL- shows all payments, cases money applied to, types of payments, refunds, adjustments, suspense, date item was released from suspense (PAPL, select payment, F6)

PEDL- Pending Disbursement: Allows you to see case payments that are pending disbursement.

PI CD- project intercept certification detail. How much arrears case certified for federal tax collection and the date it certified. Should certify weekly.

REDB- (Receipt Disbursement List) Shows Disbursement type, amount and dates. F11 to the right to show where the payment went.

REPN- Refund by Payee Name- Allows you to find payments by Payee Type options are:

- A= Agency (FIPS CODE)
- E= Employer (Employer ID)
- P= Person (MCI Number)
- O= Other (third party and unidentified refunds)

RRCD- revenue recapture certification detail. How much case certified for state tax collection and the date it certified. Arrears should certify bi-weekly.

SPI L- shows CSPC messages for NCPs with NSFs – how many they have and if they are suspended from making web payments.

SPIN- shows CSPC messages for employers with NSFs – how many they have and if they are suspended from making web payments.

SPDL- special distribution (SDSU) list by case. Type in NCP as SP Owner and case number. If case number is found, F11 to the right to see if it is active and if it still has a balance.

STOD- statement of obligation detail. Shows arrears, charging and payments with a running balance for that obligation.

SUPA/SUCA- shows the suspense item release date. This is the screen where CSOs can release money from suspense.

TRLI - transaction listing. Shows how payments applied to case and adjustments.

General Distribution Rules: [DHS SIR >PRISM >SIRMILO > Distribution >General Rules](#)

Proration by payment type: [DHS SIR >PRISM >SIRMILO > Distribution >Proration by Payment Processing Type](#)