

# **INTAKE/CASE ASSIGNMENT**

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## **INTRODUCTION**

### **GENERAL INFORMATION**

This chapter contains information on the following topics:

1. [An overview of the Intake/Case Assignment process;](#)
2. [The Intake interview process;](#)
3. [CSS participant and case identification numbers;](#)
4. [The assignment of cases to a Processing Status;](#)
5. [The assignment of cases to a Processing Unit;](#)
6. [The assignment of cases to CSS caseworkers;](#)
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## **INTAKE/CASE ASSIGNMENT OVERVIEW**

### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [When CSS cases are created;](#)
2. [Where CSS cases are assigned;](#)
3. [Case composition;](#)
4. [Referrals of Public Assistance \(PA\) recipients;](#)
5. [Non-Public Assistance \(NPA\) applications;](#)
6. [Services to minor children;](#)
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### **WHEN CSS CASES ARE CREATED**

A case can be created in the following ways:

1. CSS caseworkers receive an application for Non-Public Assistance services and enter the information in ACTS that is required to create a case.

*NOTE: When caseworkers receive a request from a potential Non-Public Assistance (NPA) applicant for information about the CSS program, they can enter information about the applicant in ACTS to create an unlinked "Inquiry Only" participant.*

2. ACTS receives an automated referral through the NC FAST/ACTS interface and creates a new Public Assistance (PA) case without any action by the caseworker. (In some rare instances, caseworkers can create a PA case using ACTS.)
3. ACTS or a caseworker receives a new Interstate case referral. Until CSENet is fully operational, caseworkers enter the information in ACTS that is required to create the case.

Case intake always involves the entry of information about each participant in the case and the "linking" of these participants to create the case.

#### **WHERE CSS CASES ARE ASSIGNED**

ACTS determines where a case is assigned based on the case's processing status, its processing unit, and the caseworker referral profiles in the responsible county/local office. The system also determines the CSS service(s) that must be performed in order for a case to progress toward full collections. It evaluates the case to determine the appropriate processing status and unit during nightly case referral batch processing and assigns the case to the appropriate county/local office, processing status and unit, and caseworker. Caseworkers can also change the assigned county/local office, processing status and unit, and/or caseworker for that case.

NOTE: ACTS also allows caseworkers with the appropriate security profile to make mass case reassignments. All (or part) of a caseworker's caseload can be assigned to other caseworkers without having to refer the cases individually.

#### **CASE COMPOSITION**

A new case is created in ACTS for each new custodial parent (CP)/noncustodial parent (NCP) pair. For example:

- A CP, an NCP, and their child(ren) form a case.
- If the same CP has a child with a different NCP, this forms a second case.
- If one of these NCPs has a child with yet another CP, this forms a third case.
- If the children in one of these cases go to live with another caretaker (such as a grandparent) and the grandparent receives TANF and/or Medicaid for those children or applies for Non-Public Assistance services, this forms a fourth case. If arrearages are owed in the original case, that case remains open, and the children are active in both cases. If no arrearages are owed in the original case, it is closed. If the original CP informs the agency that he/she no longer has the children but the new caretaker does not apply for services, the original case is closed, but a new case is not opened.
- If the child(ren) in one of these cases are placed in Foster Care, this forms a fifth and sixth case. Each biological parent is the NCP in one of the cases, and the Foster Care agency is the CP in both cases. If arrearages are owed in the original case, that case remains open, and the children are active in both cases. If no arrearages are owed in the original case, it is closed.
- In a situation where the CP names two possible fathers during her initial IV-A or CSS interview, a separate case is established for each possible father.

- If a child is covered under a support order and the CP names the same NCP as the alleged father of a new child, a second case must be opened for the new child. If the alleged father is determined to be the father, the two cases can be consolidated into one.
- If a client in an incoming Interstate case moves to another state and arrearages are owed to the original state, a new case is also established for the new state.

*NOTE: The CP is always the custodian of the child. Situations can exist where a case has IV-E or State Foster Home Fund (SFHF) as the CP, but DHHS (Department of Health and Human Services) or DMA (Division of Medical Assistance) should NEVER be the CP on a CSS case.*

#### **REFERRALS OF PUBLIC ASSISTANCE (PA) RECIPIENTS**

County Department of Social Services (DSS) agencies refer all appropriate TANF, IV-E, MAO, and SFHF cases to the local CSS agency. For TANF cases, Department of Health & Human Services (DHHS) policy requires that the referral must be submitted no later than five (5) working days from the date of an application for Public Assistance (PA).

#### **NON-PUBLIC ASSISTANCE (NPA) APPLICATIONS**

Application for services can be made by a person who has physical custody of or responsibility for a minor dependent child or who is owed arrearages under a court order in which ongoing support has ended. CSS must provide the applicant with a Child Support Services Application (DSS-4451). To apply for CSS services, the applicant must complete and return the DSS-4451 document and pay any appropriate application fee.

International child abduction cases are an exception.

#### **SERVICES TO MINOR CHILDREN**

Unemancipated minor children living separately from custodial parents (CPs) or guardians can request services to pursue child support on their own behalf from their own noncustodial parents (NCPs). When a minor receives Public Assistance (PA), the CSS agency has the duty to bring the action against the responsible parent(s) with or without the request having been made by the minor child (NCGS 110-130 and 110-138).

It is strongly recommended that all CSS interactions with a minor parent include an adult representative for the minor.

Any legal action on behalf of a minor CP is brought in the agency's name or in the name of the minor's guardian. A minor cannot sue in his/her own name without a guardian or guardian *ad litem*. Child support collected on behalf of the minor child is sent to the guardian whenever possible. However, in those instances where the minor is

pursuing support from his/her own parents and is living separately from CPs or guardians, support can be distributed to a minor child in his/her own name.

## **INTAKE TIME FRAMES**

To ensure basic efficiency and timeliness in CSS case processing, local CSS agencies must adhere to standard time frames within which required case activities must be accomplished. Adherence to these standards allows for the provision of program services on a timely basis and assures that the agency meets federally imposed audit criteria.

### ***INTAKE STANDARDS FOR ESTABLISHING/MAINTAINING CSS CASE RECORDS***

1. CSS must provide an application the same day, if requested in person, or within five (5) working days of a written or telephone quest.
2. Information describing services, rights and responsibilities, fees, and distribution policy must accompany all applications and be provided to AFDC/TANF, Medicaid, and IV-E applicants or recipients within five (5) working days of referral to CSS.
3. Within twenty (20) calendar days of receipt of an application or referral, all cases must be opened by establishing a case in ACTS, by soliciting and initiating verification of any needed information, and by ensuring that the case is in the correct processing status.

*NOTE: CSS is not required to reopen a previously closed TANF, Foster Care, or Medicaid case when the re-determination of eligibility by the TANF, Foster Care, or Medicaid agency does not generate any new information for the CSS agency to use in establishing paternity/ support or enforcing a child support order.*

## **THE INTAKE INTERVIEW**

### **GENERAL INFORMATION**

Upon receiving a referral from a Public Assistance (PA) or other state agency or upon the completion of an application for services by a Non-Public Assistance (NPA) custodial parent (CP), CSS caseworkers must determine if they have sufficient information to begin actions for the case. If caseworkers have sufficient information, it is not necessary to interview the client before proceeding with case activities.

This topic contains information on the following subjects:

1. [Obtaining additional Intake information;](#)
2. [Scheduling an Intake interview;](#)
3. [Conducting the Intake interview;](#)
4. [Minor custodial parent \(CP\) interviews;](#)
5. [Entering a disposition for an intake interview.](#)

## **OBTAINING ADDITIONAL INFORMATION**

If additional information is needed after a referral or a Non-TANF application is received, caseworkers should attempt to obtain this information over the telephone or through written communication (whenever possible) to use their time and resources efficiently. Caseworkers should enter any obtained information into ACTS immediately.

## **SCHEDULING THE INTAKE INTERVIEW**

An initial intake interview must be conducted with the custodial parent (CP). Scheduling and conducting a personal interview in the office is highly recommended; however, if necessary, an interview can be conducted by telephone, electronic communication, or information transmitted in writing. At the initial interview, workers must ensure that all appropriate information is communicated and that the required documents are signed, regardless of the interview method. Documents can be provided either by mail or the NC Child Support Portal.

## **CONDUCTING THE INTAKE INTERVIEW**

When a new case is received, information on the available services, parental rights and responsibilities, fees, and distribution policies must be given to each Non-Public Assistance (NPA) applicant/Public Assistance (PA) recipient. (PA recipients include Work First and Medicaid recipients.) Within twenty (20) calendar of receiving a case, CSS must obtain and verify the information that is needed to determine the appropriate actions to be taken for the case. The initial interview is vital to providing the required information and to the assessment of the case.

A CSS Initial Interview Checklist (DSS-7072) must be completed and retained in the case record to document that all appropriate information was covered in the interview.

As local CSS caseworkers obtain information from the custodial parent (CP) during this interview, they can enter it directly into ACTS. Much of the information included on the Checklist is explained in the CSS Application (DSS-4451), enabling workers to expedite the interview process.

During the interview, caseworkers should accomplish the following:

1. Explain the purpose of and services offered by the CSS program and provide the CP with the available program services information.
2. Explain the mandatory \$35.00 annual fee for CSS services to "never assistance" CPs, including the criteria for assessment and recovery of this fee.
3. Obtain the NPA applicant's signature on the Child Support Services Application (DSS-4451) and collect the appropriate application fee. For PA cases, caseworkers must retain a copy

of the completed Application in the case record for audit purposes, but they do not collect an application fee.

4. Assure that all information that is received through the referral or application process is correct and current.
5. Obtain additional information about the CP and noncustodial parent (NCP), and child such as Social Security numbers (SSNs), date of birth, medical insurance coverage information, copies of court orders, birth certificates, other documents, etc. This information should also include the name, address, and telephone number of someone who can be reached in the event of an emergency. Although the CSS agency should encourage the CP to provide all possible assistance, the agency is responsible for taking any available actions toward the delivery of services in a timely manner. If the CP does not provide all necessary information, CSS must not delay the application process or make a noncooperation referral for a PA case.
6. Inform both parties of the requirement to include the CP's or child(ren)'s address in new and modified support orders. Ask if any concerns exist regarding domestic violence that are related to the parties in the case. Have the CP complete and sign the Custodian Address Memorandum. This document must be explained to the CP and signed before taking any court action against the NCP to ensure the safety of the CP and/or child(ren) included in the case. As of August 19, 2024, the Custodian Address Memorandum is included in the Child Support Application.

Record the CP's response by entering the appropriate code in ACTS and entering relevant information in the case history.

If a domestic violence protective order (DVPO) already exists, it is important to determine the provisions of that order. North Carolina General Statute 50B-7 specifies that any subsequent court order that is entered supersedes similar provisions in the DVPO, such as child support provisions. These protective orders are intended to provide temporary relief, and the parties can seek more permanent relief in other types of proceedings, such as Chapter 50 or 110. However, knowing the provisions of the DVPO avoids unintended consequences, confusion, or dangerous situations when evaluating establishment or enforcement actions.

If concerns exist regarding domestic violence, provide information on domestic violence services and inform the party that neither CSS staff nor agency attorneys can provide these services. CSS staff can provide documents containing information on domestic violence.

7. Explain the payment options of direct deposit and "ncKIDScard" (debit card) to the CP. If the CP previously had a child support case, verify if an active direct deposit account exists that should be used. If the CP chooses direct deposit, generate the Authorization For Automatic Deposit Of Child Support (DSS-4718) document for the CP to complete. Remind the CP to report any changes to his/her account information after enrolling in direct deposit. If the CP does not choose direct deposit, explain to the CP that he/she will be enrolled in the "ncKIDScard" program. Advise the CP that he/she needs to

activate the "ncKIDScard" upon receiving it by calling The Bancorp Bank Customer Service at 1-877-776-9759.

8. Explain tax intercept, income withholding, and distribution procedures.
9. Explain the right of both parties in the action have to request a review and modification of a support obligation.
10. Request the SSNs of all parties in the case. As required by the Privacy Act (PL 93-579), inform the CP of how this information could be used.
11. Explain the reason for establishing paternity for children who are born out of wedlock. To determine if paternity is at issue for the child(ren) in this case, ask if any action has been taken to establish paternity (such as an Affidavit Of Parentage signed by the parents; or if a custody, visitation, or other order has been obtained). If paternity is at issue:
  - Explain the benefits of establishing paternity for a child;
  - Explain the legal processes available to establish paternity;
  - When the mother is certain of the father's identity, offer her the opportunity to sign an Affidavit Of Parentage (DSS-4697).
12. Emphasize the importance of both the CP and the NCP keeping the local CSS agency aware of all address changes throughout the history of the case, although this does not fulfill the obligation of advising the other appropriate social service agencies of this information.
13. Explain the right to request and the procedure for requesting an administrative review to address the concerns of the CP or NCP regarding the management of a case. For additional information, refer to the "Administrative Review Policy" in the [Child Support Program Basics Chapter](#).
14. Answer any remaining questions and ensure that all essential information has been provided to the CP and NCP and documented on the CSS Initial Interview Checklist (DSS-7072). File this Checklist, the CSS Application, and Custodian Address Memorandum in the case record. As of August 19,2024, the Custodian Address Memorandum is included in the Child Support Application.

#### **MINOR CUSTODIAL PARENT INTERVIEWS**

Prior to any discussion with a minor custodial parent (CP), CSS must advise that minor of the right to have an adult present. It is strongly recommended that any discussion with a minor be conducted in the presence of a parent, legal guardian, or other adult who is responsible for or has an interest in the welfare of the minor. If the minor elects not to have an adult present, CSS must have the minor parent sign the Minor Parent/Adult Representative Statement (DSS-4540) BEFORE continuing with the interview. If an adult is present, CSS must have that person sign the DSS-4540 document. Retain the completed form in the case file.

The CSS application is considered a contract for child support services. Since a contract made by a minor can be disavowed during his/ her minority or within three (3) years after his/her reaching the age of majority, it is strongly recommended that a minor child applying for services be accompanied by a parent or other adult representative.

Both the adult and the minor CP should sign and date the application. However, an application for services must be accepted even if the minor is not accompanied by a parent, guardian, or another adult.

#### **ENTERING A DISPOSITION FOR AN INTAKE INTERVIEW**

CSS caseworkers must enter a disposition for an intake interview appointment so that their activities are recorded as events in the case record.

### **CSS PARTICIPANT AND CASE IDENTIFICATION NUMBERS**

#### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [Master Participant Index \(MPI\) numbers;](#)
2. [CSS case \(IV-D\) numbers;](#)
3. [CNDS \(Common Name Data Search\) IDs \(previously known as "EIS Individual IDs" or "EIS Participant numbers"\);](#)
4. [ACTS Referral IDs \(previously known as "EIS case numbers"\);](#)
5. [Food Stamp Information System numbers;](#)
6. [Social Security numbers.](#)

#### **MASTER PARTICIPANT INDEX (MPI) NUMBER**

When information about a person has been entered for the first time, ACTS creates a participant record and assigns an identification number to the participant. This Master Participant Index (MPI) number uniquely identifies the participant. Even if a participant's CSS case is closed and purged from the system, the MPI number remains assigned to that participant.

MPI numbers are assigned sequentially when the participant record is created. For example, if a participant record is created at one moment in one county and is assigned MPI # 2000, the next participant record that is created (even in another county) is assigned MPI # 2001.

For Public Assistance (PA) cases, ACTS informs the NC FAST of the MPI and CSS case (IV-D) numbers for the custodial parent (CP) and child through the NC FAST/ACTS interface. Then future communications between ACTS and NC FAST about these people will refer to the correct participants and cases in both systems.



#### **CSS CASE (IV-D) NUMBER**

When participants are "linked" to form a case, ACTS assigns a unique identification number to the case. This CSS case (IV-D) number remains assigned to that case, even if a case is closed and purged from ACTS.

As with the MPI number, ACTS chooses the next available number to assign as a CSS case number. Therefore, the IV-D number does not reveal where a case was created or what type of case it is.

If a case changes from being a Public Assistance (PA) case to a Non-Public Assistance (NPA) case, or vice versa, this change has no effect on the IV-D number. It always remains the same.

#### **CNDS (COMMON NAME DATA SEARCH) ID (EIS INDIVIDUAL ID)**

The NC FAST (North Carolina Families Accessing Services through Technology) system assigns a CNDS (Common Name Data Search) ID to every custodial parent (CP - coded "CLI") and child in a IV-A, IV-E, MAO, or SFHF case. In the past, this identifier was referred to as the "EIS Individual ID" or the "EIS Participant Number". These identifiers are ten (10) characters in length-- nine (9) numeric digits and one (1) alphabetic character either at the beginning OR at the end.

ACTS records these numbers when a case is referred over the NC FAST/ACTS interface. CSS caseworkers also can enter them in ACTS. A participant's MPI number is most often used when CSS caseworkers or ACTS communicate with the Public Assistance (PA) agency about a case; however, recording the CNDS ID/EIS Individual ID number can facilitate communication about certain cases or situations.

ACTS also uses the CNDS ID/EIS Individual ID of a child in a CSS case to determine whether or not the annual \$35.00 fee for CSS services should be assessed for that case.

#### **ACTS REFERRAL ID (EIS CASE NUMBER)**

The NC FAST system also assigns an ACTS Referral ID to every IV-A, IV-E, MAO, or SFHF case. Previously, this identifier was referred to as the "EIS Case number". It is associated with the custodial parent (client) in the PA case. It is recorded in ACTS when the case is referred over the NC FAST/ACTS interface. When ACTS or a CSS caseworker communicates with the Public Assistance agency about the case, the MPI number is used most often. However, recording the ACTS Referral ID/EIS Case # can facilitate communication about certain cases or situations. The amount of Public Assistance that has been paid to the CP is recorded under the ACTS Referral ID/EIS Case # and is used to determine the shares of arrearage payments that should be provided to the State and to the CP.

#### **FOOD STAMP INFORMATION SYSTEM (FSIS) CASE NUMBER**

Whenever the Food Stamp case number is available for a participant in ACTS, this number is recorded in ACTS along with other information about the participant. This allows caseworkers to use the Food Stamp system to locate noncustodial parents (NCPs).

*NOTE: The Federal Food Stamp Program has been renamed the "Supplemental Nutrition Assistance Program" (SNAP). North Carolina has elected to call this program "Food & Nutrition Services" (FNS). The name of the Food Stamp Information System remains unchanged.*

## **SOCIAL SECURITY NUMBER (SSN)**

The Social Security number (SSN) has several very important uses. When new cases are referred to ACTS through the EIS interface, the SSN is often used to determine if participants are already recorded in the system. In new Non-Public Assistance (NPA) cases, caseworkers can also use the SSN for this purpose. Many of the interfaces used to locate noncustodial parents (NCPs), their income, and their assets require an accurate SSN.

ACTS can receive SSNs through the NC FAST/ACTS interface when workers enter new NPA cases or update Public Assistance (PA) or NPA cases. The system can also receive SSNs through some of the Locate interfaces.

A participant can have more than one SSN recorded in ACTS. If so, all alternate SSNs are searched to prevent duplicate SSNs and duplicate participants from being entered into the system.

### **REQUIREMENTS TO PROVIDE SOCIAL SECURITY NUMBERS ON CERTAIN DOCUMENTS**

Section 7 (b) of the Privacy Act (5 USC 552a) requires that individuals be advised of the mandatory collection of SSNs, what statutory authority the agency has to request the numbers, and what uses will be made of this information. Section 466 (a) (13) of the Social Security Act requires informing individuals that the disclosure of SSNs is mandatory and that the CSS programs uses these numbers for purposes of location, the establishment of paternity and support, and the enforcement and modification of support obligations. The Child Support Services Application (DSS-4451) and the Appointment/Demand Letter To AP (NCP) (DSS-4460) have language supporting this requirement.

However, CSS safeguards the disclosure of SSNs. If the entire SSN is not required or necessary for proper processing, only the last four (4) digits might be displayed on certain documents that are generated through ACTS.

North Carolina law does not require that the parties' SSNs be included in child support orders. However, the SSN might be required either in documents or records pertaining to the following:

- Birth certificates (in the application for these documents);
- Driver licenses (in the application for these documents);

- Marriage licenses (in the application for these documents);
- Death certificates;
- Divorce complaints (when any minor children are named in the action, CSS includes the plaintiff's and the defendant's SSN, if known);
- Occupational licenses (in the application for these documents);
- Affidavit of Parentage;
- Order Of Paternity and/or Support (in the record of proceeding);

#### ***SOCIAL SECURITY NUMBER VALIDATION***

The Federal Case Registry (FCR) interfaces with the Social Security Administration (SSA) to identify Social Security numbers for participants who are submitted without SSNs and to verify SSNs for participants who are submitted with SSNs.

### **CASE ASSIGNMENT TO PROCESSING STATUS**

#### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [An overview of case assignment to a processing status;](#)
2. [The Initiation Processing Status;](#)
3. [The Locate Processing Status;](#)
4. [The Paternity Processing Status;](#)
5. [The Establishment Processing Status;](#)
6. [The Collections Processing Status;](#)
7. [The Delinquency Processing Status;](#)
8. [The Non-IV-D Processing Status.](#)

#### **CASE PROCESSING STATUS OVERVIEW**

ACTS makes a case processing status assignment based on two factors:

1. The information currently recorded in ACTS; and
2. The processing status of the case before any changes in case circumstances. For example, a case in the "DELQ" (Delinquency) Processing Status is not evaluated for referral to another processing status.

#### **INITIATION PROCESSING STATUS**

When CSS caseworkers finish creating a Non-Public Assistance (NPA) case, the case enters the "Initiation" Processing Status. ACTS suggests the next appropriate processing status. Initiation Processing Unit caseworkers can confirm the suggested processing assignment for immediate reassignment, they can allow the case to be reassigned during nightly batch processing, or they can leave the case in the Initiation Processing Status for further assessment and information gathering.

When a Public Assistance (PA) case is received through the NC FAST/ACTS interface, it also is assigned to the Initiation Processing Status. Initiation workers are given time to assess the case, or if in a county that has direct referrals, time to interview the custodial parent (CP) on the same day when the referral is received. As with NPA cases, caseworkers can confirm the suggested processing status, or they can leave the case in the Initiation Unit, where it is examined during nightly batch processing and assigned to the next appropriate processing status.

#### **LOCATE PROCESSING STATUS**

Cases are assigned the "Locate" Processing Status when:

1. No current residential or mailing address is recorded in ACTS for the noncustodial parent (NCP);
2. No potential address is recorded in ACTS for the NCP; or
3. No current employer is recorded in ACTS for the NCP.

Once an address (residence, mailing, or potential) or an employer is entered for an NCP with a case in ACTS, that case no longer meets the Locate Processing Status criteria, and ACTS moves it to the next appropriate processing status.

Even if a case is in a processing status other than Locate, ACTS continues to search for all types of information about the NCP, including updated addresses and employers.

If a case is in the Locate Processing Status and an address or an employer is located but not verified, the processing status changes to the next appropriate status, but the processing unit and referral caseworker remain the same. The processing unit and caseworker change once the address or employer is verified.

#### **PATERNITY PROCESSING STATUS**

Cases are assigned the "Paternity" Processing Status when:

1. The case does NOT meet the criteria for Locate-- the noncustodial parent (NCP) has no verified employer or address; and
2. Paternity has NOT been established for any child in the case who was born out of wedlock.
3. The NCP is NOT female. Establishing the paternity of a child is not required to pursue a female NCP for support.

#### **ESTABLISHMENT PROCESSING STATUS**

Cases are assigned the "Establishment" Processing Status when:

1. The case does NOT meet the criteria for Locate-- the noncustodial parent (NCP) has no verified employer or address;

2. The case does NOT meet the criteria for Paternity-- paternity is at issue for the child(ren) in the case; and
3. NO monetary support order is recorded in ACTS for the case.

#### **COLLECTIONS PROCESSING STATUS**

Cases are assigned the "Collection" Processing Status when:

1. The case does NOT meet the criteria for Locate-- the noncustodial parent (NCP) has no verified employer or address;
2. The case does NOT meet the criteria for Paternity-- paternity is at issue for the child(ren) in the case;
3. A monetary support order is recorded in ACTS for the case; and
4. The case is NOT delinquent-- the NCP has not accumulated arrearages totaling at least one (1) month's worth of support.

#### **DELINQUENCY PROCESSING STATUS**

Cases are assigned the "Delinquency" Processing Status when:

1. The case was in the Collection Processing Status (a monetary order is recorded in ACTS for the case); and
2. The noncustodial parent (NCP) falls behind in payment by an amount equal to one (1) month's worth of support.

#### **NON-IV-D PROCESSING STATUS**

To fulfill federal requirements for State Case Registry, ACTS is being used to store data for Non-IV-D and private child support cases. These cases are assigned the "Non-IV-D" Processing Status.

### **CASE ASSIGNMENT TO PROCESSING UNIT**

#### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [An overview of case assignment to a processing unit;](#)
2. [The processing units that automatically receive case assignments;](#)
3. [Judicial units and workers.](#)

#### **CASE PROCESSING UNIT OVERVIEW**

ACTS uses organizational units known as "Processing Units" to assign cases to workers. These units reflect the organizational structure that is commonly found in local CSS offices. A local CSS office does not have to create an actual organizational unit to match the processing units that are used by ACTS, but each local office must

have workers assigned to all of the local processing units. (Judicial Units are an exception.)

Any CSS caseworker can be given an ACTS Processing Unit's responsibilities without being assigned to a local office's organizational unit with the same name. Caseworkers can be also assigned to more than one processing unit within a county/local office.

Interstate CSS case assignments are made at the processing unit level and can be used within one or more units. For example, a county can choose to have their Paternity and Establishment Units specialized for interstate case assignments, but not their Enforcement Units.

When a case changes processing units, ACTS notifies the responsible caseworker.

#### **PROCESSING UNITS AUTOMATICALLY RECEIVING CASE ASSIGNMENTS**

ACTS assigns a case to one of five (5) local office processing units based upon the processing status of the case. Caseworkers can assign a case to one of these processing units or to one of three (3) Judicial Processing Units. The processing units are:

- Initiate
- Location
- Administrative Paternity
- Administrative Establishment
- Administrative Enforcement
- Non-IV-D

#### **JUDICIAL UNITS AND WORKERS**

ACTS never automatically assigns a case to a Judicial Unit or worker. A case can be referred to one of three Judicial Units by using ACTS to override the Administrative Processing Unit that was assigned by ACTS. The Judicial units are:

- Judicial Paternity
- Judicial Establishment
- Judicial Enforcement

Local offices with specialized workers who handle all court actions would assign their cases to a Judicial Unit. Caseworkers in counties that use Judicial Processing Units assign cases to these units, based on the processing status of each case. ACTS does not restrict the assignments in any way.

If an office does not use Judicial Units, the case remains assigned to the appropriate Administrative Unit throughout the Paternity, Establishment, or Enforcement process.

If a CSS case has been assigned to a CSS Central Office worker, ACTS does not automatically reassign it to a local office processing unit. The CSS Central Office worker has to make the reassignment through ACTS.

## **CASE ASSIGNMENT TO A CSS CASEWORKER**

### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [The assignment of cases to local CSS caseworkers;](#)
2. [The assignment of work to CSS Central Office workers;](#)
3. [The effects of changes to caseworker referral profiles.](#)

### **ASSIGNMENT OF CASES TO LOCAL CSS CASEWORKERS**

After ACTS determines a processing status and unit for a case (either during nightly batch case referral processing or when CSS caseworkers perform online referrals), the system uses the referral profile information in the "Worker Table" to assign the case to the appropriate caseworker. The purpose of these caseworker referral profiles is to ensure that only one caseworker in a county/local office is assigned responsibility for a new case or for an existing case that moves from one processing unit to another.

When caseworkers make an online referral, they can choose to override the suggested referral unit and caseworker assignment. (In certain "sensitive" situations, supervisors might also want to assign a CSS case to themselves or to caseworkers outside the usual referral range.)

If caseworkers only want to change the referral unit, ACTS suggests the appropriate caseworker for that unit. Once caseworkers have reviewed the information in ACTS and are satisfied with the referral unit and caseworker assignment, they complete and confirm the case assignment.

Supervisors/managers have the authority to create and modify caseworker profiles. Supervisors/managers must take great care to ensure that all units, all alphabetic name ranges, and all interstate/intrastate work combinations in their offices are covered by the referral profiles that they create. Supervisors can also make mass case reassignments.

Whenever a CSS case changes processing status, processing unit, and/or responsible worker, ACTS notifies the responsible caseworker.

While a single caseworker can have numerous referral profiles, no two caseworkers in the same county can have exactly the same caseworker referral profile. The number of referral profiles for a given caseworker depends upon the number of processing unit responsibilities that the caseworker is given, and in multi-county offices, upon the number of counties where the caseworker has processing unit responsibilities.

## **ASSIGNMENT OF WORK TO CSS CENTRAL OFFICE WORKERS**

ACTS usually notifies the local CSS caseworker who is responsible for the case when certain case activities must be or have been performed. In certain situations, however, ACTS notifies CSS Central Office workers of case activities, such as:

1. Adjustments that must be performed by Distribution Unit workers;
2. Locate actions that must be performed by the SPLS (State Parent Locate Service) Unit; and
3. Tax intercept appeals that might require action by the Tax Intercept Unit.

ACTS also assigns incoming interstate cases to the Interstate Unit.

## **EFFECTS OF CHANGES TO CASEWORKER REFERRAL PROFILES ON CASE ASSIGNMENT**

When changes are made to referral profiles, only cases and work assigned from that time forward are affected. Cases and work assigned prior to the change are not reassigned.

## **ONLINE CASE REFERRAL/REASSIGNMENT**

### **GENERAL INFORMATION**

This topic contains information on the following subjects:

1. [Cases that ACTS does not reassign automatically;](#)
2. [The assignment of "sensitive" cases.](#)

### **CASES THAT ACTS DOES NOT REASSIGN AUTOMATICALLY**

During nightly case referral batch processing, ACTS does not reassign the following types of cases:

1. Closed cases;
2. Non-IV-D and Private cases, which are stored in ACTS due to federal requirements for State Case Registry;
3. Unworkable cases;
4. Delinquent cases;
5. Locate Only cases.

### **ASSIGNMENT OF SENSITIVE CASES**



Some CSS cases, such as those involving DSS or CSS personnel as participants, are considered "sensitive" cases. These types of cases might need to be handled by supervisors.

END

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