Ohio SACWIS Interface with the Child Support Enforcement Agency

Knowledge Base Article

Ohio SACWIS Interface with the Child Support Enforcement Agency

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Overview

The interface directly links Ohio SACWIS with the Child Support Enforcement Agency's Support Enforcement Tracking System (SETS). The purpose of the interface is to:

- Automate the child support referral process.
- Automate the documentation of established paternity.
- Automate the entry of child support orders and payments in Client Benefits.
- Disburse the non-FMAP share of payments for IV-E Eligible children.

Ohio SACWIS will send custody, eligibility, medical insurance, demographic, foster care maintenance payment details and documented parents, including their demographics and employment, to Child Support.

Ohio SACWIS will receive child and parent demographics, child medical insurance, paternity information and support order information from SETS.

Understanding Child Support Referrals

The referral initiates the request for Child Support to be pursued when a child is in custody and establishes the link for the child between Ohio SACWIS and SETS.

Referrals are created when a legal custody episode record is saved. Referrals will be sent automatically to Child Support on the 60th day after the Custody Start Date if custody has not ended or been marked as created in error.

If custody ends before 60 days, the system will automatically add the suppression reason, Short Term Custody, to the referral and send to Child Support. No order will be pursued by Child Support.

Important: If Child Support requests a referral, the resulting referral will be able to be suppressed, but not deleted.

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Viewing Child Support Referrals

To access Child Support referrals a user must have the SETS Finance Adminstator security role.

From the Ohio SACWIS Home Page:

1. Click the **Financial** tab.
2. Click the **Eligibility** tab.
3. Click the **Child Support Referral** link in the navigation pane.

The **Child Support Referral** screen appears, displaying the **Child Selection** grid

4. Click, **Person Search** (or enter the **Person ID** number, if known, then click, Go). For information regarding a **Person Search**, please see the following Knowledge Base article: Using Search Functionality).

The **Referral History** grid displays the search result(s).
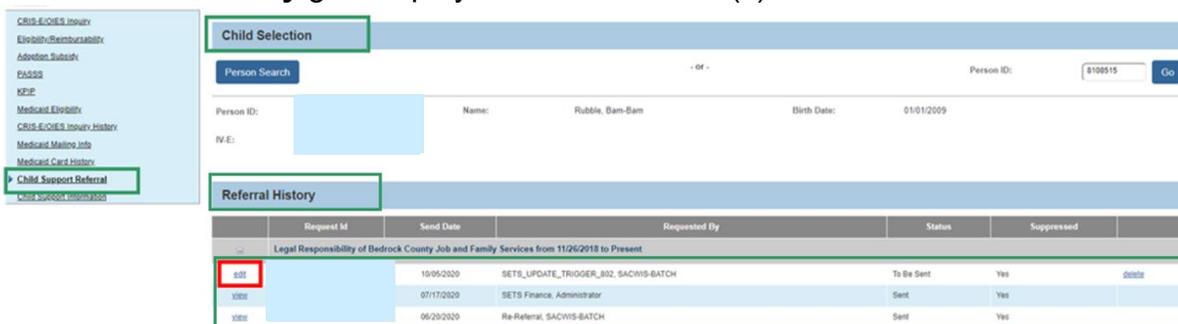
The **Status** column will display whether or not a referral has been sent to Child Support.

- A referral with the status **To Be Sent**, is awaiting transmission to Child Support.
- A referral with the status **Sent**, has been transmitted to Child Support and is no longer editable.

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If a referral has a **Suppressed** value of **Yes**, this indicates the child and/or parent(s) have a suppression reason added to the referral. (See Adding a Suppression Reason below for further details)

Note: If all referrals have the status **Sent** and the child is still in custody the **Add Referral Request** button will be available; however, the only reason you should have to create a referral is if one was accidentally deleted. The triggers in the system will take care of all reasons a referral will need to be re-sent.

Important: Any referral with a status of 'To Be Sent' should be reviewed to ensure the correct parents are being sent and suppressions are complete, when necessary (seeing Adding a Suppression Reason below for further details).

Updating a Referral

Click **edit** next to the appropriate **Request ID**.

The **Referral Request** screen appears.

You will have the ability to:

- Update the **Send Date**
- Add a **Child Suppression Reason**
- Add a **Suppression Reason** to one or more Parents

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The referral send date will be automatically populated upon creation of the referral as follows:

- Intial referrals will have a send date equal to the Custody Start date + 60 days.
- Subsequent referrals will have a send date equal to the system date.
- Referral requests from Child Support will have a send date equal to the system date.

You can update the Send Date to be earlier than 60 days after the Custody Start Date, but the new date cannot be prior to the current date.

Adding a Supression Reason

Supression Reasons are used to indicate to Child Support that good cause circumstances exist to prevent a child support order from being created or for monies to be collected. The reasons for suppression of a child support referral are:

- The parent(s) would be unable to comply with the permanency plan of reunification due to the financial hardship caused by paying child support.
- The child is expected to be in foster care for less than sixty days.
- The noncustodial parent is a potential placement resource.
- The parent(s) are deceased.
- Other appropriate circumstances determined by the Title IV-E agency

For specific guidance about reasons for sending a suppression, please see the following OAC rule: 5101:2-47-08.

Important: Once a referral has been transmitted for a child without a suppression reason the child will not be able to be suppressed for that custody episode. The worker will need complete their agencies process to bring the matter in front of a judge for the order to be amended.

Suppressions for Parents can be added or removed at anytime during a custody episode. All subsequent referrals within the custody episode will automatically pull forward any suppression reason that exists for a parent unless the reason is manually removed. Depending on the case circumstances a suppression reason sent after a referral has been transmitted to child support without a suppression reason Child Support may or may not enforce the suppression. Contact the CSEA with any questions surrounding a suppression reason sent after the intial referral of a custody episode.

Creating Child Support Applications

Once Child Support receives a referral from Ohio SACWIS, Child Support will create applications for the parent(s) who have not been suppressed, or if this is a subsequent referral during the child's custody episode, notate the suppression in the Child/Parent

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case and take the appropriate action for the suppression.

If there is an issue with the one or more of the applications, an **Attention Needed** badge will appear for the referral associated to the application(s). Reasons the Attention Needed badge will appear are:

- Child Support is holding the application because the parent has an open case with Ohio Benefits.
- The Child Support worker deleted the application.
- The referral was rejected by Child Support due to insufficent information.

When the referral is opened the user will be able to view which application(s) contain an issue. Initial applications will appear as **Unworked** but if during the application processing period, if the referral encounters a problem, the **Attention Needed** badge will display. In these cases, contact the local CSEA to gain resolution to the issue so the pending application can be completed or a new referral can be sent.

NOTE: The application number can be used when contacting the CSEA during the timeframe between a referral being sent and a case being transmitted back to Ohio SACWIS.

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The Child Support Information screen displays all Child Support cases received through the interface for an Agency or specific to the Case depending on where the screen is being accessed from.

- Referrals with a status of **Unprocessed** are editable.
- Referrals with a status of **Processed** are not editable.

All records received from Child Support will begin with the status of Unprocessed. User intervention is needed to Process a record.

IMPORTANT: Processing the record is how the system updates the paternity and determines the distribution of funds.

Accessing from the Case Tab

Screen will display all records received for active Case Participants up to the age of 21. SETS Case Administrator Security is required to access Child Support records.

From the Ohio SACWIS Home Page:

1. Click the **Case** tab.
2. Click the **Workload** tab.

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3. Click the relevant case, the **Case Overview** screen appears.

4. Click, **Child Support Information**, in the navigation pane.

5. Click, **edit** or **view** beside the relevant **Child ID**.

Note: See Child Support Comparison details below for next steps after accessing the screen.

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Accessing from the Financial Eligibility Tab

SETS Finance Administrator Security is required to access Child Support records.

Screen will default to display all unprocessed records for the agency ordered by Child Name and batch date. User will have the ability to search the records by process status, or date range, or specific person.

From the Ohio SACWIS Home Page:

1. Click the **Financial** tab.
2. Click the **Eligibility** tab.
3. Click, **Child Support Information**, in the navigation pane.

4. Click, **edit** or **view** beside the relevant **Child Name / ID**.
   See Child Support Comparison Details below for the next steps after accessing the screen.

Comparing Details of Child Support and Ohio SACWIS

Screen displays the information received for the selected child. You will have the ability to automatically update certain demographic information in Ohio SACWIS, add/update paternity information in the Alleged Parent section of the child's profile, and create/update client benefit accounts for the child/parent combination to allow for the distribution of Non-FMAP funds received from Child Support.

NOTE: The sections listed below are part of one screen in Ohio SACWIS; however, for ease of explanation, the sections are listed individually as follows:

- Child Record Summary
- Child Record Comparison
- Parent Record Summary

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- Parent Record Summary - Paternity
- Parent Record Summary - Linking/Unlinking a Parent
- Parent Record Comparison
- Parent Alias Comparison
- Parent Employment
- Parent's Medical Coverage for the Child
- Parent Support Order
- Processing a Child Support Record

Viewing the Child Summary

- Name / ID is a link to the Child's Profile.
- Title IV-E # is a system generated unique identifer for the child that is used throughout the system now including Child Support.
- SETS Participant ID is Child Support's unique identifer for a person, equivalent to the Ohio SACWIS Person ID.
- Received Date is the date Child Support sent to information to Ohio SACWIS.

Child Record Comparison			
Name / ID:	Flintstone, Pebbles	Title IV-E #:	
SETS Participant ID:		Received Date:	06/20/2020

NOTE: When Child Support has determined Family Violence on the child and/or parent(s) Ohio SACWIS will only receive non-identifying information for the Child and the parents. A banner will display in this section to indicate FVI.

IMPORTANT: When Child Support indiates FVI the record still needs to be processed for the Child Support Order to be created/updated in the child's Client Benefits section for distribution of funds.

Comparing Ohio SACWIS and Child Support Records

This section allows the user to choose to automatically bring information from Child Support into Ohio SACWIS.

	SACWIS	Child Support
First Name:	◉ Pebbles	○
Middle Name:		
Last Name / Suffix:	◉ Flintstone / ▾	○
SSN:	◉ 888-88-8887	○ Verification: Verified using SSA SSN verification routines as an exact match.
Birth Date:	◉ 01/01/2009	○
Gender:	◉ Female	○ Male
Race:	White Hispanic/Latino: No	White

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Screen will automatically default to Ohio SACWIS values, choose the radio button in the Child Support column to update the Ohio SACWIS value.

Important:

- If the SACWIS value and Child Support value are the same, radio buttons will not display.
- For the Last Name / Suffix field, Child Support sends the Last Name and Suffix as one field, because Ohio SACWIS has those values seperated, the Suffix value has been added to the Ohio SACWIS side of the grid. If Ohio SACWIS has the last name of Smith and Child Support sends Smith Jr. do not choose the Child Support radio button but add the Jr. to the Suffix dropdown on the Ohio SACWIS side. When the record is processed this will update in the profile.
- Child Support completes verifications on social security numbers. The system is displaying this information for the convenience of the user when deciding to choose the Ohio SACWIS or Child Support value.

IMPORTANT: If the child from Child Support is a different child than the Ohio SACWIS child, do not process the record. Follow these steps:

- Contact Child Support to determine if they have an incorrect IV-E number for their child.
  - Depending on the status of the child received from Child Support, a new referral may need to be created for that child.
  - A new referral will be needed for the Ohio SACWIS child shown for Child Support to correctly link the child.
- The Ohio SACWIS Help desk will need to be contacted to remove the incorrect referral.

Viewing Information for the Parent on the Comparison Screen

Parent records will be labeled as Parent 1, Parent 2, Parent 3…etc.

- Name / ID is a link to the Person Profile
- SETS Participant ID is Child Support's unique identifer for a person, equivalent to the Ohio SACWIS Person ID
- IV-D Case # is the Child Support case for the Child/Parent combination. A separate child support case will be for a singular child/parent combination, there will not be multiple children or adults on a child support case
- SETS Case Status is the status of the Child Support Case. The values are:
  - Open Active Case
  - Open Case pending Closure
  - Closed Case
- SETS Referral Status is mode the Child Support Case is in. The values are:

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- o Intake (Initial status for a Child Support case, it's an information gathering phase)
- o Paternity (Child Support is determining paternity for the father/child)
- o Support Establishment (The amount of support is being established)
- o Enforcement (Support order is established and Child Support is enforcing the order)
- o Locate (Child Support is unable to locate parent)
- o Paternity – Locate (case has made it to paternity determination but Child Support can no longer locate the parent)
- o Support Establishment – Locate (case has made it to establishing the support order but Child Support can no longer locate the parent)
- o Enforcement – Locate (support order is being enforced but Child Support can no longer locate the parent)
- SETS Caseworker and Caseworker # is the Child Support worker assigned to the Child Support Case
- County of Jurisidiction is the county the Child Support case is being handled, this is normally the county the parent is located.
- Relationship to child is the relationship documented in Ohio SACWIS between the parent and child.

Parent 1 Record Comparison						
Person Name / ID:	Flintstone, Fred / 555555	SETS Participant ID:		IV-D CASE #:		
SETS Case Status:	Open Active Case	SETS Referral Status:	Enforcement-Locate			
SETS Caseworker:		SETS Caseworker #:				Unlink
County of Jurisdiction:	County Children Services	Relationship to child:		Change Child's Relationship		

IMPORTANT: The record received from Child Support could contain the same parent multiple times. This will be due to Child Support having multiple cases for the child/parent (example: Parent had a case in Licking County that is now in arears and a new case in Delaware County). All parents received from Child Support must be linked to an Ohio SACWIS person, use the same Ohio SACWIS person to link the duplicate parent from Child Support.

Viewing Paternity on the Parent Record Summary

Paternity will display at the bottom of Parent Record Summary section in the form of a warning message.

⚠ **Attention** Child support has determined paternity for this father using the following method: Affidavit at Hospital.

⚠ **Attention** Child support has determined paternity for this father using the following method: Genetic Testing - Administrative. The Child and Parent relationships will be updated upon processing the record.

Many types of paternity are documented by Child Support in the forms of affidavits, court order, presumptive, judgements, private agreements and genetic testing. These will be detailed in the warning message, including when a parent has been excluded

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from paternity and when paternity has not yet been established but being worked on by Child Support.

Ohio SACWIS will display a **Change Child Relationship** button for all parents to allow users to go directly to the child's relationship screen to update, this is _especially important when the father has been excluded from paternity_.

The only circumstance the Change Child's Relationship button will not display is when Child Support has determined paternity as Genetic Testing – Judicial or Genetic Testing Administrative. When a Genetic Testing value is received the system will automatically update the child/parent relationship upon processing the record.

Linking/Unlinking a Parent

There maybe cases when the system could not match an Ohio SACWIS person to the Child Support parent received or the system incorrectly linked a parent. Due to this a **Link** or **Unlink** button will display for all parents.

Unlinking a Parent

If the parent information returned from Child Support does not match the Ohio SACWIS person information, users will have the ability to unlink the person and use the Person Search functionality to link the correct person, or create a new person.

1. From the Parent Record Summary, click **Unlink**.

The Ohio SACWIS person information in the **Parent Record Comparison** grid is removed.

Linking a Parent

If the system does not find a match for the Child Support person or the Ohio SACWIS person has been unlinked due to an incorrect match the user must link a parent to the Child Support parent.

1. From the Parent Record Summary, click **Link**.

The **Parental Search** screen appears. This screen displays all adults who have a parental realtionship with the child.

2. Click **select** by the name of the relevant person.

NOTE: if the person does not display on the Parental Search screen, a **Person Search** button is available to complete further searching or to create a new person. Once complete, the system will return to the Comparison screen.

Comparing the Parent Record

The parent record comparison is the same as the Child Record Comparison with the addition of the parents address which can also be chosen and military and incarceration information that can be added by the user to the parents record by using the Person Profile link in the Person Name / ID of the Parent Summary.

	SACWIS	Child Support
First Name:	◉ Wilma	○ WILIMINA
Middle Name:	◉ J	○ JANE
Last Name / Suffix:	◉ Flintstone / ▼	○ RUBBLE
SSN:	◉ 888-77-6666	○ Verification: Verified using SSA SSN verification routines as an exact match.
Birth Date:	◉ 01/01/1989	○ 10/03/1989
Gender:	Female	Female
Race:	White Hispanic/Latino: No	White
Address:	◉ Residence	○ Residential United States Of America
Military Service Branch:	Air Force	
Begin Date:	04/06/2020	10/19/2009
End Date:		
Incarceration Location:		
Incarceration Verification Source:		Bureau Of Motor Vehicles (BMV)
Incarceration Verification Date:		02/21/2018
Incarceration Begin Date:		01/13/2020
Incarceration Release Date:		07/24/2024

Comparing Parent Alias Information

Displays all Alias records that exist in Ohio SACWIS for the parent and/or Alias records received from Child Support. Users will have the ability to select any alias names received from Child Support by clicking the checkbox in front of the name transmitted by Child. Support.

Parent 1 Alias Record Comparison		
	SACWIS	**SETS**
Alias:	Flint, Wilma	
	Flintstone, Betty	
		☐ RUBBLE, WILMA

IMPORTANT: This section will only display when records exist in Ohio SACWIS or Alias details have been received from Child Support for the parent.

NOTE: This section can be helpful when an Ohio SACWIS has not made a match for the parent or the wrong person was chosen by the system as a match.

Comparing Parent Employment

Displays any Employment records that exist in Ohio SACWIS and/or employment records received from Child Support. The Person Profile link in the Person Name / ID of the Parent Summary can be used to easily record the select details to the Parent's profile.

Parent 1 Employment Record Comparison				
SACWIS				
Employer Name	Employer Address	Employment Status	Employment From Date	Employment To Date
Verizon Wireless			05/15/2013	
SETS				
Employer Name	Employer Address	Employment Status	Employment From Date	Employment To Date
			02/05/2011	
			01/30/2013	

IMPORTANT: This section will display only when records exist in Ohio SACWIS and/or Employment details have been received from Child Support for the parent.

NOTE: These details are not meant for Eligibility determinations. Eligibility must be determined within 60 days of custody and referrals will not transmit to Child Support until the 60th day of a custody episode.

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Viewing Parent's Medical Coverage for the Child

Displays any medical insurance records that exist in Ohio SACWIS and/or medical insurance information is received from Child Support. The Person Profile link in the Person Name / ID of the Parent Summary can be used to easily record the select details to the Parent's profile.

Parent 1 SETS Medical Insurance							
Policy Holder Name	**Insurance Carrier TPN**	**Policy Type**	**Insurance Option**	**Policy Number**	**Group Number**	**Policy Begin Date**	**Policy End Date**
FLINTSTONE, FRED	000950760001	Major Medical				06/01/2020	

IMPORTANT: This section will only display when records exist in Ohio SACWIS and/or parental supplied insurance coverage for the child has been received from Child Support.

NOTE: It is important to verify these details match or are updated in Ohio SACWIS so Medicaid can be informed not to pursue the parent's insurance company for reimbursement while the child is in custody.

Viewing the Parent Support Order

Child Support will send information on Child Support Orders initiatied for a IV-E Agency; this includes the initial order and any updates to the order.

Parent 2 SETS Support Order Record			
Support Order Number	**Order Date**	**Child Support Amount**	**Medical Support Amount**
	05/01/2020	$1,004.00	$0.00

IMPORTANT: This section will display only when support order information has been received from Child Support.

NOTE: Child Support also transmits the Medical Support amount that has been ordered. The Medical Support is informational only and will not be recorded in any other area of Ohio SACWIS.

Processing a Child Support Record

The footer on the screen contains the **Status**, a **Transfer** button and a **Cancel** button.

- Status for all new records received from Child Support will be Unprocessed. Manual intervention is necessary to complete (Process the record).
- Transfer button will only update Ohio SACWIS when the status is Processed.
- Cancel allows the user to leave the screen without transferring any information to Ohio SACWIS. When a user cancels any screen selections that have been

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completed in the Child or Parent Record Comparison or Alias sections will be reset.

1. Select, **Processed** from the **Status** drop-down menu.
2. Click, **Transfer**.
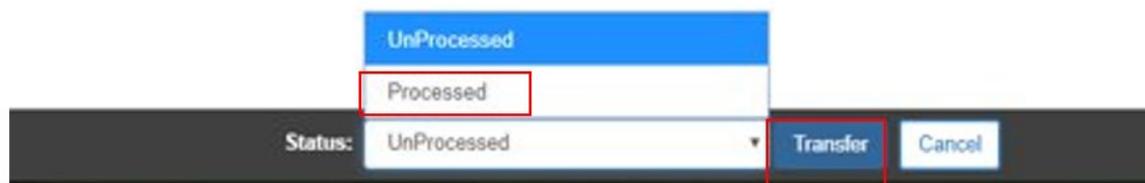
When transferring information the system will complete the following:

- Update the Child and/or Parent demographic information when a Child Support value is selected by the user.
- Create any Alias records when a Child Support value is selected by the user.
- When Child Support has sent paternity information, create/update the Alleged Parent section of the Child's Profile (found in Demographics > Part 2).
- Create/Update the child/parent relationship to Biological when the paternity received is Genetic Testing – Administrative or Genetic Testing – Judicial.
- When Child Support has sent a Child Support Order, create/update a Client Benefit account for the child.

Important:

- When the system creates or updates a record in the Alleged Parent, Relationship or Client Benefit sections these records will not be editable.
- To accommodate the information received from Child Support, the records created by the system will be automatically enhanced.
- Benefit accounts created by the Processing of a Child Support Information record, and benefit records created for the account during the monthly disbursement process, are not editable.
- When displaying the accounts for a child and a Child Support Information record has been processed that contained a Child Support Order, the Client Benefit account created/updated will display the parent's name in the Accounts section of the Benefit screen.

		Type	Account/Claim Number	Application Date	Effective Date	Amount	R
view		Child Support	Flintstone, Fred		06/01/2020	$1,041.67	
edit	add benefit	Child Support			01/01/2020	$165.00	

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- When viewing the Benefit Account a new section **Child Support Account** displays under the description to capture the support orders and any updates that have been processed.

Client Benefit Account Details			
Name: Flintstone, Pebbles		Person ID:	
DOB: 10/27/2013		Placement Address:	
Benefit Type: *	Child Support	Application Date:	
Account/Claim Number:		Rejection Date:	
Financial Institution:		Effective Date: *	06/01/2020
Expected Amount: *	425.00	Closing Date:	

Child Support Account

Support Order Number	Order Date	Expected Amount
	09/01/2020	$425.00
	06/01/2020	$1,041.67

Description: Created by SETS processin

- No changes have been made to the Client Benefit, the system will create client benefit records when collections are received in the monthly processing. In these records you will see a note added to the description: "Federal an Local Share Amount received through the SETS Interface. [000.00] is the Local Share."

Disbursing Child Support Funds Received:

- The county portion of the child support collections will be processed for agencies the 10th of the month following SETS transmitting the collection, funds will be disbursed to Agencies in that following cycle. Example: Child Support transmitted a collection on Jan 31st. Ohio SACWIS will process the collection on Feb 10th. Collection will be disbursed to the Agency on March 1st.
- Agencies can view the expected county portion of the disbursement for a child in the description of the Benefit record associated to the Benefit Account.
- Agencies can generate the Reimbursement Reconciliation Report to view the collections disbursed in the monthly cycle.

NOTE: Processing the Child Support Information record is important for proper distribution of funds received from Child Support.

If you need additional information or assistance, please contact the OFC Automated Systems Help Desk at SACWIS_HELP_DESK@jfs.ohio.gov .

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