

## SETS Interface Q & A

### General

**QUESTION:**

When is this functionality going live in SACWIS?

**ANSWER:**

This interface is currently scheduled to go live early November.

**QUESTION:**

Will the CSEA staff have access to these screens in SACWIS?

**ANSWER:**

No, CSEA staff will not have access to SACWIS.

**QUESTION:**

Is this going to apply to DYS youth?

**ANSWER:**

Referrals are sent based on a child being in custody, regardless of custodial agency or where the child is placed/located.

**QUESTION:**

Is it being suggested that only a supervisor have the SETS Finance Administrator role or can each case worker have that accessibility?

**ANSWER:**

It is up to each agency who they assign the specific security to.

**QUESTION:**

What will IV-E Eligibility be doing?

**ANSWER:**

SETS Finance Administrators will need to review the referrals to ensure they have the appropriate people. They will need to determine if any suppressions need to be added. For the information received from Child Support, SETS Finance Administrators and/or SETS Case Administrators will need to review the information received, determine which information should be transferred into SACWIS, select 'Processed' and save.

**QUESTION:**

Currently, our county has an assigned attorney on staff to handle our child support cases for non-eligible children. Will that no longer be needed?

**ANSWER:**

Referrals will be sent to Child Support automatically for both IV-E Eligible and non-IV-E Eligible children. Agencies will need to determine what the attorney is handling and what the need is.

**QUESTION:**

Will IV-E Juvenile Courts be able to access this info in SACWIS?

**ANSWER:**

Yes, you will have to assign the SETS Financial Administrator and/or SETS Case Administrator security to your workers.

**QUESTION:**

Is this security role live in SACWIS?

**ANSWER:**

No, the securities won't become live until the deployment of the build in early November.

**QUESTION:**

Is there a limit on how many people within our agency can have the SETS Financial Administrator or SETS Case Administrator security?

**ANSWER:**

No

**QUESTION:**

Can the same person be given the Finance Administrator and the Case Administrator Security link?

**ANSWER:**

Yes, they can be given to the same person.

**QUESTION:**

Will we need to create a new referral for all our children in care prior to this going live?

**ANSWER:**

During the weekend this is deployed, a reconciliation between SETS and SACWIS will be completed. Child Support will provide the children they have as listed as being part of a children services case. SACWIS will be matching those children to those in SACWIS. SACWIS will then create referrals for them. For children who are not part of this reconciliation, referrals should be manually created and sent. All children who are not part of Child Support will then link what we send to their case and once there is a link, a referral will exist under the Child Support Referral link. If no referral exists, users will need to create a new referral to Child Support. If the child has been in care more than 60 days, you can update the send date to have the referral go over sooner. As this will add an influx of cases to Child Support, please be mindful that in the beginning, there may be some delay in getting information back from Child Support.

[Referrals](#)

**QUESTION:**

IV-E Workers currently send the 1435 Child Support Referral for every child that comes into the agency custody. Does the interface mean that we won't send the 1435 Child Support Referral anymore? Who is creating these referrals?

**ANSWER:**

Agencies will no longer have to create Child Support referrals. The system will send referrals when a child comes into custody, when updates are entered for the child or parents, and when there are changes to IV-E eligibility and custody. Agencies can manually create referrals if requested by Child Support or for any other reason that comes up.

**QUESTION:**

Will referrals be automatically created for adopted children who come back in care?

**ANSWER:**

Yes, any time a child comes into care, a referral will be created.

**QUESTION:**

Eligibility Staff do not have to do anything, the referral sends automatically?

**ANSWER:**

SETS Finance Administrators should review referrals to ensure the child's parents display and to record any suppression reason for the child and/or parent, if applicable. The referrals will be sent automatically on the 60th day after the Custody Start Date regardless of whether they are reviewed.

**QUESTION:**

Do we need to separate the referrals for IV-E eligible and non-IV-E eligible children?

**ANSWER:**

Agencies will no longer be sending referrals to Child Support for any child (IV-E or not).

**QUESTION:**

Who gets these referrals at CSEA?

**ANSWER:**

Referrals will go to the transfer coordinator or the case manager directly. This depends how the county is set up.

**QUESTION:**

Will there be some sort of notification to children services workers when a referral is created due to system generated referrals?

**ANSWER:**

SACWIS will not be creating notifications when referrals are created. A report is being created to display all referrals and the status of these referrals.

**QUESTION:**

What reason would we want to send the referral early?

**ANSWER:**

If there is an existing Child Support order which the agency, court, or child support requests to have it re-directed earlier than the 60 days.

**QUESTION:**

Who enters the information on excluded and included parents (suppressing parents)?

**ANSWER:**

Those within an agency who are given the SETS Financial Administrator security.

**QUESTION:**

Should the referral be sent sooner than 60 days if the agency has all the pertinent info or wait for the 60 days for the referral to send automatically?

**ANSWER:**

The referral can be sent earlier if you anticipate the child being in custody longer than 60 days and have the pertinent information. 60 days was determined best to ensure if a child left custody, Child Support did not start working a case that would be closed shortly after.

**QUESTION:**

Will Benefit specialists receive an alert that the referral has been received?

**ANSWER:**

No, an alert will not generate when Child Support receives a referral. Child Support will generate an application which will be transmitted back to SACWIS within two days and will display on the Child Support Referral screen. If the Child Support worker creates a case or merges the referral into an existing case, the information will display on the Child Support Information screen.

**QUESTION:**

What are Good Cause reasons to suppress a child or parent?

**ANSWER:**

Here are the good cause reasons to suppress a child or parent:

- (a) The parent(s) would be unable to comply with the permanency plan of reunification due to the financial hardship caused by paying child support.
- (b) The child is expected to be in foster care for less than sixty days. (This is the purpose amendment that changed from thirty days to sixty days.)
- (c) The noncustodial parent is a potential placement resource.
- (d) The parent(s) are deceased.

**QUESTION:**

When does this automated referral process start, and agencies no longer have to send the 1435's?

**ANSWER:**

Referrals will no longer have to be submitted through the 1435 after the deployment of this interface.

**QUESTION:**

Will there be a report in SACWIS show all referrals sent within a certain time frame?

**ANSWER:**

Yes, there will be a report to see all referrals.

**QUESTION:**

What specific action in SACWIS triggers a new referral to Child Support?

**ANSWER:**

The system will automatically create referrals in the following instances as long as a referral isn't already waiting to be sent for the child:

- A new Custody Episode is created
  - This is the only future dated referral, all other referrals will be created and sent the same day.
- Change in the Custody Begin/End Date or Creating In Error
- Change in the Eligibility Determination, End Date or Creating In Error
- Change in the Child's Medicaid Type, Effective Date, or Termination Date
- Changes to any of the following for a person who has previously had a referral transmitted to Child Support:
  - Name
  - Date of Birth
  - Date of Death
  - SSN
  - Gender
  - Race
  - Domestic violence safety hazard
- Addition of a new parental relationship to a child in custody
- Addition of an Alleged Parent record where the person is male and the Parental Status is not 'Excluded as Parent'
- A Termination of Parental Rights ruling is entered or overturned
- A Placement or Placement Leave with the Type of Detention is entered or ended
- Addition or changes to the insurance coverage for a child in custody
- Addition or changes to a parent's Employment record(s)
- Addition or changes to a child in custody or a parent's unearned income of Veteran's Benefits or Social Security
- Change in the custodial agency
- Adding or removing a Parent Suppression
- Addition or changes to a parent's Address, Military or Incarceration record(s)
- Change to the caseworker's name or phone

**QUESTION:**

Will the SACWIS worker receive an alert if the referral is not completed?

**ANSWER:**

If the Child Support worker deletes or rejects the referral, this will be displayed on the Referral screen and in the SETS Referral Report.

**QUESTION:**

If the juvenile court judge sets a child support order or re-directs child support to the child welfare agency before the SACWIS referral is sent, will the suppression be overridden. Will/should the PCSA contact the CSEA directly to inform them of this order?

**ANSWER:**

Yes, CSEA would like to receive a referral from SACWIS if an order is established/redirected. Please do not wait the 60-day time frame. If the CSEA receives the court order prior to receiving the referral from SACWIS, the child support worker will have the ability to request a re-referral via SETS. When SACWIS receive this, a referral will be created and sent the next day. If the child is suppressed, the worker will need to review the child's suppression status to determine if it is still appropriate.

**QUESTION:**

Is the referral documented in SACWIS, so we can show proof it was done to an auditor?

**ANSWER:**

Yes, you will be able to see all referrals under the Child Support Referral link along with the status of each referral. A SETS Referral Report will also display all referrals for an agency and their status.

**QUESTION:**

How will IV-E eligibility specialists know whether a parent is incarcerated or not?

**ANSWER:**

SACWIS will be sending the incarceration information entered on that parent's person record. This can be entered by the caseworker working directly with the family.

**QUESTION:**

I thought CSEA referrals were due within 30 days of custody/care and placement. How will we meet this mandatory referral requirement if SACWIS isn't creating a referral until 60 days after a legal custody start date?

**ANSWER:**

The new rule effective in October (OAC 5101:2-47-08) aligns with the interface timeframes.

**QUESTION:**

What happens if we take more than 60 days to get our determination and more specifically our employment information?

**ANSWER:**

Once the custody episode is saved, the referral is created with a send date of 60 days from the custody start date as this is per rule. Employment information is not required for a referral to be sent. If agencies are unable to obtain this information within 60 days, once this is entered, SACWIS will send an updated referral to Child Support with this information.

**QUESTION:**

How is child support going to receive these referrals? Is there going to be some type of report we receive?

**ANSWER:**

Child Support will receive these referrals automatically. A report can be generated, but will not be necessary.

**QUESTION:**

Will this new process eliminate the need for JFS 01435 referral?

**ANSWER:**

Yes, this process will eliminate the need for the JFS 01435 referral.

**QUESTION:**

If a referral needs to be sent less than 60 days (ie if there is a current order that needs redirected, etc), is there something the agency has to do to ensure this referral gets sent in less than 60 days?

**ANSWER:**

Yes, the SETS Financial Admin will need to edit the pending 'to be sent' referral and change the send date.

**QUESTION:**

Is an updated referral generated from a IV-E redetermination or from a change in the placement information?

**ANSWER:**

Changes in placement and reimbursability do not trigger an update unless it is a placement type of detention or a detention leave that has lasted more than 30 days.

### Child Support Comparison Screens

**QUESTION:**

When it shows the active cases up to age 21 does that include all closed cases or pending closed cases in SETS?

**ANSWER:**

When the Child Support Information screen is accessed from within the Case, the system will display all information received from SETS for the active SACWIS case members who are under 21 years old. This is not dependent on the SETS case status.

**QUESTION:**

How often is the information from SETS going to be updated in SACWIS?

**ANSWER:**

Agencies will receive updates from SETS whenever case information seen on that Child Support Information screen changes. It is unknown how often this will occur as this is a new interface.

As information is received from Child Support, records will show as unprocessed. The information from Child Support will be processed by the user to ensure the matching of people between the two systems is correct. Once the Child Support information is processed, SACWIS will be updated with the selected information.

**QUESTION:**

Can the system do a match if there is no social security number on a newborn?

**ANSWER:**

Yes, there are multiple identifiers that the system uses to match children. The system will use the date of birth and the IV-E number or the social security number. If two of these exists, the system will make a match.

**QUESTION:**

How does a restricted case in SETS or SACWIS impact the user's ability to see information?

**ANSWER:**

If the Child Support has indicated Family Violence, SACWIS will receive limited information. This will include the SETS IDs for the child and parents and support orders. If a case is restricted in SACWIS, this does not impact the information sent to Child Support.

**QUESTION:**

Can IV-E agencies be able to use financial information entered by CSEA to determine IV-E eligibility if pulled via the interface?

**ANSWER:**

Unless, the agency sends the referral prior to 60 days, the information received back, which can include financial information, will not be in time for IV-E Eligibility determinations. The information which is received from Child Support typically does not contain the income amount which would be needed to determine IV-E Eligibility.

**QUESTION:**

Are the names and address of the placements sent to Child Support (i.e. child placed with relative)? Does that relative name and address get sent to Child Support?

**ANSWER:**

This information is not sent through the interface.

**QUESTION:**

If the parent is deceased will SETS send this information?

**ANSWER:**

Yes, SETS sends this information to SACWIS if they have matched the SACWIS parent to their SETS participant.

**QUESTION:**

Will the relationship screen change if permanent custody is given to a PCSA and/or if the child is adopted?

**ANSWER:**

When an agency receives rulings for Permanent Custody and Termination of Parental Rights, a referral will be created to update Child Support. The relationships will stay, however, the TPR will be the trigger to terminate the Child Support order.

## Client Benefit and Child Support Disbursements

### **QUESTION:**

If Reimbursability changes due to the youth moving to a non-reimbursable setting, will CSEA make the change of the payee to the agency?

### **ANSWER:**

The payee will not be updated to the agency unless the child loses IV-E Eligibility; however, SACWIS will no longer send the IV-E Reimbursed Amount to SETS, as there will not be any reimbursement. The payee will continue to be split between the federal government and the IV-E Agency until the collections surpass the IV-E reimbursement amount (called Unreimbursed Assistance by Child Support). At this time, Child Support will redirect the collections to the Agency.

### **QUESTION:**

Does the full amount of the support order on the Benefit Account include the 2 percent fee or just the support order amount without the fee?

### **ANSWER:**

The amount displayed does not include the 2 percent fee.

### **QUESTION:**

Will the child support amount include arrears only cases, as well as current support cases?

### **ANSWER:**

SETS will be sending both arrears and current support cases. SACWIS will be creating a benefit for each payment received regardless of if they are arrears or current.

### **QUESTION:**

On the client benefit account, is the amount displaying the ordered amount or the actual amount being received?

### **ANSWER:**

The amount listed on the Benefit Account is the ordered amount. The amount listed in the Benefit is the actual amount received.

### **QUESTION:**

Can you explain what you mean by the county receiving the local portion of child support collections?

### **ANSWER:**

Currently, agencies are not receiving any child support collections for IV-E Eligible children. When this interface is live, the FMAP portion of these collections will go to the federal government and SACWIS will be issuing the remainder to agencies.

### **QUESTION:**

If arrearages are owed to the agency and a child has been reunified or aged out of care, will SETS still send these records to SACWIS and will SACWIS continue to issue the payment to counties?

**ANSWER:**

Yes, SETS will still send the payment information to SACWIS if the child is IV-E Eligible. The payments will continue to be sent to the agency.

**QUESTION:**

We receive back payment checks for cases that were closed years ago for non IV-E kids, how will those be handled?

**ANSWER:**

Currently, the interface will not change the current process for non-IV-E children in terms of the payments. A second phase is planned to include this information in the interface. Those payments should be entered as a benefit for the child.

**QUESTION:**

Will the child support offset the placement cost during reimbursement month? (Like it does for SSA benefits).

**ANSWER:**

No, child support does not impact the agencies reimbursement. Therefore, a portion of the collections is being sent to the federal government.

**QUESTION:**

Currently, if a court order retro-terminates support or reduces support and an overpayment is identified, our county will issue a refund check to SETS to post to the case and refund to the obligor. With the interface and IV-D payments being posted in SACWIS, how will the county be able to refund any overpayment identified?

**ANSWER:**

Since the payments are being automated, if this a repayment needs to be made to Child Support, this will be taken out of all collections received for the agency during the month the repayment amount is sent to SACWIS. If the collected amount for an agency is smaller than the repayment amount, SACWIS will create an Agency Repayment Plan which will then take this amount out of the next month's collections.

**QUESTION:**

Our agency currently redirects child support to the kinship provider when the child is in agency custody and placed in kinship placement. Am I am correct in saying that those children and SETS cases will not interface / link with SACWIS?

**ANSWER:**

All children in the custody will be part of the referral process through this interface with Child support, but since a kinship placement is not a reimbursable setting, the collections will be sent directly to the agency as is happening currently unless there is an Unreimbursed Assistance that would be through the interface. This would be similar to the current process although your agency would receive the non-FMAP portion of the collected amount.

**QUESTION:**

We receive many checks for children who are no longer in our custody. Will those be changed at all by this new process?

**ANSWER:**

This will not change, although you will now receive one check from SACWIS which will contain these amounts for IV-E children.

**QUESTION:**

When a child's custody is terminated will the child support also stop at that time?

**ANSWER:**

The termination of the legal custody episode will trigger an update to Child Support to alert them that the agency no longer has custody. Child Support payments will continue if there is arrearages.

**QUESTION:**

Is the case number shown the same as the case number on the check we receive?

**ANSWER:**

Yes.

**QUESTION:**

Will agencies receive payments through SACWIS and no longer need to enter the payments in SACWIS as a benefit?

**ANSWER:**

For children who are IV-E Eligible, SACWIS will be disbursing the local share of child support payments to agencies monthly. SACWIS will also be entering this information as a benefit for that child.

For children who are not IV-E Eligible, the process will continue as it is now. Agencies will receive these checks through Child Support. SACWIS will not be entering this information as a benefit at this time. A second phase of this interface is being planned to include these children so SACWIS can create these benefits.

**QUESTION:**

Will the child support payment show or just the amount which is ordered to be paid?

**ANSWER:**

Child Support collections will display as a benefit in Client Benefits. The Benefit Account will display the amount which is ordered.