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Authorized Signature
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Issue Date: 2/24/05

Topic: Other

Subject: Important Updates on Child Support Program Screen Access

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| X Area Agencies on Aging | <input type="checkbox"/> Health Services |
| X Children, Adults and Families | X Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message:

A number of questions have come up recently regarding access to Child Support Program (CSP) screens. Please see the information below that addresses these questions. In addition, the last section of this message, titled "CSP Screens Quick-Reference Guide," provides screen shots and tips for navigating the CSP screens that Self-Sufficiency, Seniors and People with Disabilities, Area Agencies on Aging and some Child Welfare staff have access to.

CSP Screen Access Requirements

- **Confidentiality Statement:** By *July 1, 2005*, DHS staff who access the CSP screens are required to read and sign the confidentiality statement in the new DHS Employee Handbook. The new handbook is not yet available. However, the Office of Human Resources anticipates that the new handbook will be available in the near future.
- **Individual User Profile (IUP):** By *July 1, 2005*, managers must ensure that an IUP is filled out for each employee who accesses CSP screens. The IUP form and policy has not yet been distributed. However, the Information Security Office anticipates this information will be distributed in the near future.
- **Required Reading:** Staff who access CSP screens are required to read the document titled "Accessing Child Support Program Information." This document was sent out in October 2004 when CSP screen access changes were implemented. If you read this document at that time, you do not have to read it again. "Accessing Child Support Program Information" is available at <http://www.dhs.state.or.us/policy/selfsufficiency/publications/screen-access-trng.pdf>.
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Reporting a Conflict of Interest with a CSP Case

- In order to report a potential conflict of interest, staff need to complete the DHS 0429 (Notice of Conflict of Interest with a Child Support Case). Staff must make sure they fill out sections 1 and 2 of this form completely and give the form to their manager. The staff person's manager must fill out sections 3, 4 and 5 of the form completely.
- Staff do not have to complete the DHS 0429 for their own child support case (unless an employee has accessed his or her own CSP case and is reporting the access to their manager per the following paragraph).

Staff may not access their own CSP case using the CSP screens. The intentional access by an employee of his or her own CSP case is a breach of confidentiality. Intentional access may result in discipline up to and including dismissal. If an employee does access their own CSP case, the employee must immediately notify their manager in writing by completing the DHS 0429 and giving it to their supervisor.

Division of Child Support (DCS) Website

- DHS staff *may not* access the DCS website for payment or other information related to clients. DHS staff must use the CSP screens for this purpose. If this changes in the future, staff will be notified.

Additional CSP Screen Available

- WPAY is an additional CSP screen available for DHS workers who otherwise have access to CSP screens. WPAY lists payment information from 1982 to the present. See the following CSP Screens Quick-Reference Guide for information on navigating WPAY.

CSP Screens Quick-Reference Guide

Note: Access to information on Child Support Program (CSP) screens depends on the program the worker is administering and the purpose of the access. This means that not all DHS staff will have access to the CSP screens below.

As noted below, some CSP screens may require that a DHS worker enter a security ID in order to access the screen. For example, a Self-Sufficiency worker's security ID is "A" followed by the first two digits of their branch number.

SESR

Displays CSP employee security id's, caseloads, telephone and fax numbers and mailing addresses.

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SESR                EMPLOYEE INFORMATION DISPLAY                06/27/2002   3:46 PM
-----
CMD: SESR,CASE NUMBER                PAGE: 1
RACF USER : 2          EML/CASELOAD: 3          CASELOAD INF          UPDATE INF
LAST NAME : 4          MI: 6                  22                    23
FIRST     : 5
SED BR/DA : 7          TITLE : 8          BED BEBE DEROT - FRANK 01/10/2002 XXX
1ED COBE DEROT - FRANK 01/10/2002 XXX
1UD URBE DEROT - FRANK 01/10/2002 XXX
BR/DA NAME: 9
MAIL ADR1 : 10
MAIL ADR2 : 11
MAIL CITY : 12
MAIL ST   : 13  MAIL ZIP: 14
AREA CODE : 15
TELE EMP  : 16          EXT: 17          UPD DATE          UPD USER
TELE BRN  : 18          FAX: 19          EMP BRANCH        24          25
NARR: 20
MSG: 21
F3=EXIT  F5=REFRESH  F7=BACKWARD  F8=FORWARD

```

Navigating SESR:

- From a blank DHR screen, type SESR or on the SMU1 screen, type SESR over "SMU1" and press enter.
- On the blank SESR screen, type in the worker's name (space #4, 5, 6), RAC-F number (space #2) or caseload identification number space (#3). Press enter.
(Note: The caseload identification number is found on the SJ7F screen. Locate the code on the top right of the screen, two fields to the left of the date.)

SJ7F

Displays basic information regarding parents, caretakers, children, employers, TANF, child support obligation, arrears, payments and case status.

Displays a grid when the case is coded good cause, claim of risk, address of record or medical enforcement only.

```

SJ7F          1 RECIP  2 A513ACEP  4 IAA5UREP  6 11/13/02
10  7          8 BM          9  04 10
18          09 12
99  11          02
OBLO DOB 13          OBLE DOB 14
SSN 15          OFST- 16 OYA- 17          SSN 18          F- 19 P-
10  20          GRANT-AMT 21          FILE 22 23          WK WORK 08
10          AGREED-AMT 24          THRU 25          972 26 2462.00
02          CT-ORD-AMT 27          DUE 28          CUA 29
WAGE ASSIGN 30 PHO 31          BR 32          ARS 33
101 34          113.00 152.00 03-31-98
          35 020725E 500.00 020826E 550.00 020828E 150.00 020911E 90.00
601 990514 36 N NUM OE HM#
602 990716 N NUM P/O OK T/TT BRO-IN-LAW
603 990716 N NUM O'S BRO-IN-LAW PH#

END OF DATA

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Navigating SJ7F:

- On a blank mainframe screen, type: webm,find,SSN or webm,find,name. This takes you to the Find screen.
- Put in any character to the left of “SS” on the screen. Press F13 (shift F1). This takes you to the SMU1 screen.
- To go from SMU1 to SJ7F: press F1 or type SJ7F over the top of “SMU1” in the top left corner of the screen and press enter.

OR

- On a blank mainframe screen, type: SJ7F,child support case number and press enter.
- Function keys available on SJ7F: F3 to go to SMAC; F4 to go to SMBN; F13 to go to SMU1.

SMAC

Use to enter narrative information on a child support case or to send an alert to a child support worker. A narrative will appear on the DCS case log. An alert will appear on a DCS worker’s list of alerts. (However, since some DCS workers have hundreds of alerts on their alert lists, make sure to also call or send an email to the DCS worker if the information you are providing in the alert is time sensitive.)

SMAC	CASE ACTION & ALERT	01:31 PM
CMD: SMAC , case number, Security ID		
CASE NAME: Name, Obligor		
CASE ACTION		
ACTION CODE.....:	1	
ACTION NARRATIVE:	2	_____
:		_____
:		_____
ACTION DATE.....:	3	
ACTION TYPE.....:	4	
ALERT		
DUE DATE.....:	5	_____
SEA ID.....:	6	_____
BRANCH.....:	7	_____
DESCRIPTION.....:	8	
ALERT TYPE.....:	9	
MSG: 10		
F3=EXIT	F4=NARR/PEND	F5=REFRESH

To enter a *narrative* on SMAC:

- From SMU1 or SJ7F, type SMAC over “SMU1” or “SJ7F” and press enter.
- Enter the action code (in space #1) and press enter. This brings up blank narrative lines.
- Enter the narrative information (in space #2).
- Press enter. (Remember that once you press enter, you cannot change or delete a narrative.)

To enter an *alert* on SMAC:

- From SMU1 or SJ7F, type SMAC over “SMU1” or “SJ7F” and press enter.
- Enter the action code (in space #1) and press enter. This brings up blank narrative and blank alert lines.
- Enter the narrative information (in space #2).
- Enter the CSP worker’s SEA ID (in space #6) and DCS branch number (in space #7) of the DCS worker who is to receive the alert.

(To get the SEA ID and DCS branch number, access SESR by following the directions above under “SESR.” On the SESR screen, the SEA ID is listed after “Empl/Caseload.” The DCS branch number is listed after “Branch.”)

SMBN

Displays available beneficiary information

SMBN case number, Security ID 0009110000,101,		CHG SEGMENT 101
BENEFICIARY NAME	1 -	FIRST NAME
BENEFICIARY BIRTH	2 06 28 88	MONTH-DAY-YEAR
BENEFICIARY RELATIONSHIP	3 S	S-SON D-DAU U-UNBORN SEE INSTRUCT FOR OTHERS
BENEFICIARY SOC-SEC-NUMBER	4	IF ON CMS MUST BE SAME.
BENEFICIARY PATERNITY CODE	5	PER TABLE
BENEFICIARY CURRENT AMOUNT	6 0150 00	REQUIRED IF NOT EQUAL TO THE ORIGINAL AMOUNT.
BENEFICIARY ORIGINAL AMOUNT	7 0150 00	BENS PORTION OF THE AMT OF SUPPORT ON 1ST ORDER.
BENEFICIARY LIMIT DATE	8 06 28 06	PREDETERMINED DATE OF EMANCIPATION.
BENEFICIARY LIMIT AMOUNT	9 00000 00	IF GRAND TOT AMT ORDERED
BENEFICIARY OYA NUMBER	10	OYA CASE NUMBER
BENEFICIARY PRIME NUMBER	11	BENS "PRIMARY" NUMBER
BENEFICIARY IN GRANT CODE	12 CH	MUST CONFORM TO CMS .
BENEFICIARY EMAN CODE	13	PER TABLE
BENEFICIARY C.S.D. PRO/BRANCH	14	ENTER AS SHOWN, MUST BE SAME AS ELIG.
BENEFICIARY MOD. DATE	15 09 25 98	COMMENTS 16
MSG:		PFK:

Navigating SMBN:

- From SMU1, type SMBN over SMU1. Following the child support case number add: your security ID,,beneficiary number and press enter. (The beneficiary number is listed on the SMU1 to the left of each child on the case.) For example, this would look like:
SMBN case number,A35,,101

SMIC

Displays additional information on beneficiaries, including whether health insurance was ordered and policyholder's name, that is not listed on SMBN. Can only get to SMIC through SMBN.

CMD: SMIC, CASE NUMBER, SECURITY ID#

CHILD IV-D PARTICIPANT NO. 1
 CHILD FIRST NAME 2
 CHILD LAST NAME 3
 CHILD BIRTH CITY 4
 CHILD BIRTH STATE 5 DECEASED N 6 DTH DT 7
 RESIDES WITH RECIPIENT Y 8
 HEALTH INSURANCE ORDERED N 9
 POLICY HOLDER'S NAME 10
 EMPLOYER OF POLICY HOLDER 11

HEALTH INSURANCE PROVIDER INFORMATION

COMPANY NAME 12
 STREET 13
 CITY, STATE, ZIP 14
 PHONE 15 EXT
 POLICY/ID NO. 16
 GROUP NO. 17
 EFFECTIVE DATE 18 END DATE 19

MSG:

F3-EXIT

Navigating SMIC:

- From SMBN, type SMIC over "SMBN" and press enter.
- Return to SMBN, SMU1 or SJ7F by typing the screen name over SMBN.

SMU1

Summary of case information, including information about the obligor and obligee (name, address, SSN, DOB, employer, case status, etc.), beneficiaries on the case, legal actions taken, persons or agencies to which payments may be sent or received from another state responding to Oregon CSP requests for enforcement, and financial information.

```

SMU1 1 CURRENT DATE: 2 PAGE: 3
OBLIGOR: 4 OBLIGEE: 5
6 7
INS: 8 E-FEE: 9 MARRGE: 10 SED BRNCH: 11 ACT BR: 12
SSN: 13 SSN: 14 WELFARE NO: 15
EMPLOYER: 16 ORDER 17 STATUS: 18
19 ORDER 20 REVIEW: 21
APP DATE: 22
ALIAS: 23 CURRENT COUNTY: 24 CASE STAT: 25
FILE: 26 27 MONTHLY SUPPORT: 28 BAL ON JAN 1: 29
CURR ASST 30 ASC 31 MULT AFS/SCF: 32
AFS CUA 33 CSD CUA 34 EXMP OFST 35 OBR MULT CSE: 36
WAGE REF DATE 37 WAGE REF 38 CSIS # 39

SEQ: BENEFICIARIES SOC-SEC-NO BIRTH RELATION ORIGINAL CURRENT MODIFIED
40 41 42 43 44 45 46 47

SEQ: MICRO INDEX ACTION TYPE EFF DATE DISPOSITION DATE
48 49 50 51 52 53

ANOTHER PAGE EXISTS

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Second page:

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SMU1 case number
PAYTO: 54 55
56
57 58
SEQ: MICRO INDEX RECEIVED FEES CHECK NO DATE AMOUNT RETURNED PAYTYPE
59 60 61 62 63 64 65 66 67

BILL 68 FEE 69 PAID 70 SAT 71 ARREARS 72

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Navigating SMU1:

- On a blank mainframe screen, type: webm,find,SSN or webm,find,name. This takes you to the Find screen.
- Put in any character to the left of "SS" on the screen. Press F13 (shift F1). This takes you to the SMU1 screen.

OR

- On a blank mainframe screen, type: SMU1,child support case number and press enter.
- On SMU1, page forward by typing p/n in the top, left corner. Go to the last page by typing p/L. Page back by typing p/-1.

SMUX

Displays child support cases by social security number, name of obligor/obligee or TANF case number. This screen may be accessed using the social security number for the obligor or obligee, the TANF case number; or the name of the obligor, obligee or pay-to.

K/SMUX 1 TEST,CAS,Y				PAGE:2	
CASE NO	SED	E/R	NAME	SSN	CITY WELFARE I
CCC-BBBBXXX-XX		R	TEST, CASE XXXX	000-00-0000	600
XXX-AAAACCC-XX		E	TEST CASE, B	XXX-XX-XXXX	600
3	4	5	6	7	8 9 10

>=SMU1 R=SMUR F=SJ7F H=SMUH L=SML0 NO MORE PAGES

Navigating SMUX:

- On a blank mainframe screen, type: SMUX,SSN orSMUX, TANF case number or SMUX,last name,first name

(Note: You can also search by last name only, which will bring up all obligors and obligees with that last name.)

- To select a case and go to SMU1, type > to the left of the case and press enter.
- To go to SJ7F, type F to the left of the case and press enter.

SOYA

Displays Oregon Youth Authority (OYA) information pertaining to a beneficiary case. All referral information for an OYA case is displayed on this screen.

SOYA		OYA REFERRAL INFORMATION		09/24/2002 6:59 P	
CMD: SOYA, Beneficiary SSN					
OYA JJIS NMBR 1	BR OYA 2	PROGRAM 3	WKR OYA 4		
SUP CASE 5	BR DCS 6	FIPS CNTY 7	JUR OYA 8		
BEN NAME 9		BEN DOB 10	BEN SSN 11		
ASST CASE 12	PRIM NMBR 13	STATUS 14	END DATE 15		
MONTHLY CARE AMT \$ 16	UNREMB ASST \$ 17	OBLO REL 18			
1ST OBLIGOR			2ND OBLIGOR		
OBLO NAME 19		OBLO NAME 19			
OBLO STR 20		OBLO STR 20			
2ND LINE 21		2ND LINE 21			
OBLO CITY 22		OBLO CITY 22			
OBLO ST 23	OBLO ZIP 24	OBLO ST 23	OBLO ZIP 24		
OBLO SSN 25	OBLO DOB 26	OBLO SSN 25	OBLO DOB 26		
OBLO SEX 27	TELE 28	OBLO SEX 27	TELE 28		
MSG:					
PF3-EXIT					

Navigating SOYA:

- From a blank DHR screen or from an existing screen type: SOYA,beneficiary's SSN.

SRCI

Identifies when and to whom checks were issued on a child support case. SRCI is used to check returned checks, outstanding checks and to whom checks were issued.

SRCD		RECONCILIATION CHECK DETAIL DISPLAY				09/08/2003		11:50 AM	
CMD: SRCD,						PAGE: 001-001			
OBLIGOR NAME:									
CHK NMBR	PAYEE NAME		SUP CASE NO		CHK ISS AMT	CHK STAT			
1	2		3		4	5			
PAYEE TYPE	CHK ISS DATE	CHK CANX/PD	CHK RTN	CHK PD AMT	CHK STAT	PRV			
6	7	8	9	10	11				
STAT DATE			ALERT FLAG		ALERT DATE				
12			13		14				
AGCY NMBR	BATCH NMBR	CHK SEQ	BANK MICRO NMBR						
15	16	17	18						
MSG:									
PF3-EXIT PF7-BWD PF8-FWD PF12-PRINT									

Navigating SRCD:

- On the SRCD screen, type "S" in the space under "sel" and press enter.
- Go back to SRCD, SMU1 or SJ7F by typing the name of the screen over "SRCD."

WPAY

Displays the history of payments received on a child support case from 1982 through the end of the last calendar year. There may be some exceptions.

WPAY CASE NUMBER		PAYMENT HISTORY				11/12/2002		4:28 PM	
CASE: 1	OF	YEAR: 2		OF	PAGE: 3	OF			
CASE: 4		OBLIGOR: 5			PRINT: 6	COPIES: 7			
DATE SUP DUE	AMT SUP BILLED	AMT SUP RECEIVED	DIFF BTWN RCD / PAID	AMT SUP PAID	DATE SUP PD	DIST RCPT CODE TYPE			
8	9	10	11	12	13	14 15			
2001 16									
CASE 17									
MSG:									
18 PF3-EXIT PF5-PREV PF6-NEXT PF7-BKWD PF8-FWD PF10-TOP									

Navigating WPAY:

- On a blank mainframe screen, type: wpay and press enter.
- This displays a template WPAY screen. On the command line (CMD), following WPAY, type the child support case number and press enter.

OR

- From SMU1 or SJ7F, type wpay over the transaction code. Press enter.

If you have any questions about this information, contact:

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