



CABINET FOR HUMAN RESOURCES
COMMONWEALTH OF KENTUCKY
FRANKFORT 40621

DEPARTMENT FOR SOCIAL INSURANCE
"An Equal Opportunity Employer M/F/H"

KASES Network Memo No. 06

TO: Staff, Division of Child Support Enforcement
All IV-D Agents

FROM: Maxine Stuckler, Director
Division of Child Support Enforcement

DATE: March 31, 1992

SUBJECT: Referring Cases to the State Parent Locator Section
(SPLS) on the Kentucky Automated Support and
Enforcement System (KASES)

SPLS provides location service for the Division of Child Support Enforcement (DCSE) and for contracting officials when local locate is unsuccessful. Local locate action is taken by checking the following programs on the IMS Inquiry System:

- Unemployment Insurance Benefits (4B);
- Food Stamp Master (K1);
- Public Assistance Case Information (35); and
- State Data Exchange {Supplemental Security Income or SSI} (37).

If the area caseworker or contracting official is unable to obtain the absent parent's current address from local locate action, the case is referred to SPLS when at least one of the following leads are available:

- social security number;
- date of birth;
- last known address;
- name and address of last known employer(s); and
- name and address of a parent, another relative, or a friend.

When referring a case to SPLS, location information must not be sent by MAIL message. All identifying information must be entered on the appropriate screen of the automated referral. For example, to enter the absent parent's physical description; parents' names; military, prison, or vehicle data, the AP Supplemental Information screen is accessed from the Update Participant Data screen in the Case Management function.

SPLS is to be advised in the appropriate note section of any identifying information that cannot be entered on the screen. For example, information on whether the parents are living or deceased and their address and telephone number is to be entered

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in the Update AP Extension Notes screen available from the AP Supplemental Information screen.

If the case is already in location and SPLS requests identifying information, enter the information on the appropriate screen and notify SPLS by MAIL message that the requested information has been entered.

To avoid duplication of location efforts, the area caseworker or contracting official provides SPLS with a list of unsuccessful local locate sources. A SELF event associated with the absent parent's Master Participant Index (MPI) number is created by the area caseworker or contracting official to record the unsuccessful local locate efforts. The worker types "LL Unsuccessful" in the event description and enters a list of all unsuccessful location attempts on the event notes screen.

If the current address in the system is no longer a good address, the area caseworker or contracting official changes the MAIL address type to OLD address type in the Address Maintenance option and enters why the address is no longer good on the Create Address Notes screen, e.g., returned mail. The system sets all of the absent parent's cases to the Locate Process Assigned (LOCT) processing status. The case being referred is the only case that will be assigned to the SPLS functional unit. All of the absent parent's other cases remain assigned to their current functional unit.

If SPLS closes location activity by entering a successful locate case disposition code, the system will generate an event on the SPLS history for that AP and an event on the case event history for the case that was referred to SPLS. Each responsible worker will receive a FLOW worklist item and each case will receive an event in the event history.

If SPLS is unable to locate the absent parent, the SPLS Reinquiry (REIN) code is entered. The system automatically generates a worklist item with a 90-day tickler to remind the responsible SPLS worker to reinquire on the whereabouts of the absent parent. The SPLS worker reviews the case every 90 days for a three year period. If the absent parent is not located at the end of the three year period, the SPLS worker enters the Unable to Locate (ULOC) code. When location activity is closed unsuccessfully, the system automatically suggests that the case be referred to the previous worker and process status.

The system generates an event and worklist item to the responsible worker when the SPLS worker enters the ULOC code into the system. The responsible worker leaves the REIN code in the Workable field on the Update Case screen. The worker then

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generates a Notice of Intent to Close Case (Form CS-137) and enters the Unable to Locate AP (CULO) code on the pop-up screen. The CS-137 notifies the client of the intent to close the case in 60 days. The system automatically generates an event item for the event history and a worklist item with a 60-day tickler.

At the end of 60 days if the client has not reestablished contact with DCSE or provided DCSE with information necessary to take action, the responsible worker proceeds to close the case by entering the Closed (CLSD) code in the case status field and the CULO code in the closed status field on the Update Case screen.

If the client responds within the 60-day period with information that allows DCSE to proceed with action, the case is left open and worked.

If the lead/s provided by the responsible worker is no longer a good lead, e.g., the address provided is no longer a good address and there are no other leads, the SPLS worker refers the case back to the responsible worker. The responsible worker enters the Unable to Locate (UADD) code in the Workable field on the Update Case screen and confirms the action by pressing PF9-Update Case. The Refer Case screen will display and will suggest that the case be referred to location and assigned to the SPLS unit. **THE RESPONSIBLE WORKER MUST PRESS PF3 TO BACK OUT OF THE REFER CASE SCREEN.** If the PF2-Complete case is entered, the case will refer back to SPLS.

The case must remain in UADD status for three years. The system automatically generates a worklist with a 180 day tickler to remind the worker to reinquire on the absent parent. When the case is submitted automatically for the fifth 180 day review, the system will write a 180-day review worklist prompting the worker to close the case.

The process of referring a case to SPLS sets up an open disposition for location, beginning the count for time frames and successful location. These are used in the module for completion of the Federal Reports. If federal reporting does not show the final disposition of closure through location, the location activity remains open and DCSE's performance and time frame are incorrect, which results in an audit exception.

If the SPLS caseworker is the responsible worker and the area caseworker or contracting official obtains an address for the absent parent, the following actions must be taken to close location activity and avoid an audit exception.

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1. The area caseworker or contracting official enters the absent parents's mail type address into the system through the Address Maintenance option. The source of the address information is entered on the Address Maintenance Notes screen.
2. The area caseworker or contracting official notifies SPLS by MAIL message to close location activity. The reason why location is to be closed is included in the message so that SPLS can enter the appropriate closed locate disposition code.
3. The area caseworker or contracting official then creates a SELF event stating that SPLS has been notified to close location activity. The reason why location is to be closed and the source of the address information is recorded on the Update Event Notes screen.
4. The SPLS caseworker enters the valid close locate disposition code to close location activity. The system automatically suggests that the case be referred to the previous worker and process status.

**DCSE STAFF AND CONTRACTING OFFICIALS WHO HAVE NOT IMPLEMENTED
KASES ARE TO SAVE AND FILE THIS MEMO FOR FUTURE REFERENCE.**

Retention: Until Superseded

Inquiries: DCSE Staff - Supervisor
IV-D agents - Compliance Analysts