

INTAKE/CASE ASSIGNMENT

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;](#)
7. [Online case referrals/reassignment.](#)

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;](#)
7. [Intake standards/time frames.](#)

WHEN CSS CASES ARE CREATED

A case can be created in the following ways:

1. CSS caseworkers receive an application for Non-TANF 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 EIS/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 for those children or applies for Non-TANF 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 TANF or Non-TANF 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 an Application For Child Support Services (DSS-4451), an Application Supplemental Data Sheet (DSS-4688), and information about program services and procedures. To apply for CSS services, the applicant must complete and return the DSS-4451 and DSS-4688 documents 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 client 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

If sufficient information cannot be obtained by phone or written communication to proceed in a timely manner with the CSS case, an intake interview must be scheduled if the custodial parent (CP) is in North Carolina.

CONDUCTING THE INTAKE INTERVIEW

When an intake interview is necessary, it should be conducted as thoroughly as possible in order to obtain all pertinent information on the case. As information is obtained from the custodial parent (CP) during the interview, CSS caseworkers should enter it directly into ACTS. During the interview, caseworkers should accomplish the following:

1. Assure that all information on the referral or application is correct and current.
2. Obtain additional information about the CP and noncustodial parent (NCP), such as the NCP's Social Security number (SSN), date of birth, medical insurance coverage information, etc.) This information should also include the name, address, and telephone number of a relative who can be reached in the event of an emergency.
3. Explain to the client the purpose of and services offered by the CSS program (including the availability of medical support services and the steps that will probably be taken to obtain support) and provide the CP with the standard brochures.
4. Obtain the Non-Public Assistance (NPA) CP's signature on the application along with the application fee.
5. Explain the mandatory \$25.00 annual fee for CSS services to "never assistance" CPs, including the criteria for assessment and recovery of this fee.
6. Explain both the direct deposit and "ncKIDScard" (debit card) payment options to the client. The preferred method of payment is direct deposit, which eliminates the possibility of lost or stolen checks and usually shortens the time for CPs to receive payments. If the CP previously had a child support case and still has an active direct deposit account in ACTS, caseworkers should verify with the CP whether that direct deposit account is still the CP's active bank account. If the CP chooses direct deposit, caseworkers generate the the Authorization For Automatic Deposit Of Child Support (DSS-4718) document for the CP to complete. Caseworkers should 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, caseworkers explain to the CP that he/she will be enrolled in the "ncKIDScard" program and they 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.
7. Explain tax intercept, income withholding, and distribution procedures.
8. Explain that both parties in the action have the right to request a review of a support obligation.
9. Request the SSNs of all parties in the case and inform the CP that he/she must disclose SSN information in order to receive full CSS services. Caseworkers also inform the CP about how these SSNs could be used. The Privacy Act (PL 93-579) requires the agency that requests disclosure to inform the individual whether disclosure is mandatory or voluntary and how the SSN will be used.

10. Explain the procedures for establishing paternity for children born out of wedlock. If paternity needs to be established, caseworkers explain that a considerable amount of information is needed in order to establish paternity legally. Also they explain the benefits of establishing paternity for the child. If the mother is unsure about who the father is, caseworkers stress that she should identify every possible father, rather than naming only one man. Caseworkers explain that paternity tests can be used to determine paternity with a high level of confidence. Caseworkers should find out if an Affidavit Of Parentage was signed at the hospital. After the mother has identified the father (or potential fathers), her signature is obtained on the mother's Affirmation Of Paternity (DSS-4626).
11. Emphasize to the CP the importance of making 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.
12. Explain the procedure for filing an administrative review complaint when the CP feels there is evidence that an action should have been taken on the case but was not. For additional information, refer to the "Administrative Review Policy" in the [Child Support Program Basics chapter](#).
13. Document that CSS provided essential information to the CP and NCP (if present at the interview) and that the client signed the application for services.

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 Non-TANF 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. [Eligibility Information System \(EIS\) participant numbers;](#)
4. [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 Eligibility Information System (EIS) of the MPI and CSS case (IV-D) numbers for the custodial parent (CP) and child through the ACTS/EIS interface. Then future communications between ACTS and EIS 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.

EIS PARTICIPANT NUMBER (EIS INDIVIDUAL ID)

Every custodial parent (CP) and child in a IV-A, IV-E, MAO, or SFHF case is assigned an individual Eligibility Information System (EIS) participant number. It is also sometimes referred to as the "EIS Individual ID". These numbers are ten (10) characters in length (nine

numeric digits and one alphabetic character either at the beginning OR at the end.)

ACTS records these numbers when a case is referred over the ACTS/EIS or when caseworkers enter them. A participant's MPI number is most often used when caseworkers or ACTS communicate with the Public Assistance (PA) agency about a case; however, recording the EIS participant number can facilitate communication about certain cases or situations. ACTS also uses the EIS Individual ID # of a child in a CSS case to determine whether or not the annual \$25 fee for CSS services should be assessed for that case.

EIS CASE NUMBER

Every IV-A, IV-E, MAO, or SFHF case also has an EIS case number. This number is assigned by EIS and associated with the custodial parent (CP) on the EIS case. It is recorded in ACTS when the case is referred over the ACTS/EIS interface. When ACTS or a worker communicates with the Public Assistance (PA) agency about the case, the MPI number is used most often. However, recording the EIS case number can facilitate communication about certain cases or situations. The amount of PA that has been paid to the CP is recorded under the EIS case number 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 ACTS/EIS 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 Application And Cover Letter For IV-D Services (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 EIS 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.