North Carolina Department of Health and Human Services
Division of Social Services

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DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

SUBJECT: Shared Information between Economic Services and Child Support Enforcement in the Client Services Data Warehouse (CSDW)

The Client Services Data Warehouse (CSDW) has been available to your organization for several years. One of the goals of the CSDW is to provide agency-wide information where possible thus allowing the sharing of information across local agency business areas. So far, information in the CSDW supports the Services Information System (SIS), Central Registry, the Eligibility Information System (EIS), the Food Stamp Information System (FSIS), and Subsidized Child Care information sharing. Child Support data from the Automated Collection and Tracking System (ACTS) has been added to the list of data that is shared via the CSDW.

This shared information is available to you in a new universe: DSSCSMGT (DSS Case Management). Your designated Security Officer must place a request with the DHHS Customer Service Center (CSC) for your staff to get access to this new universe. The CSC can be contacted at 919.855.3200 option 2, or DHHS.Customer.Support.Center@ncmail.net.

Several state sanctioned queries have been created using this new universe. These queries, which are listed below, are published in Corporate Documents for your use in the State Sanctioned DSS and Child Support Queries category. The query, "DSS Individual Search by SSN", allows you to find individuals across several business areas and systems (EIS – Work First, Special Assistance (SA), and Medicaid; SIS – Services; FSIS – Food Stamps; and now ACTS - Child Support Enforcement). By entering a single Social Security Number you can identify the benefits and/or services an individual is receiving via your county department of social services.

The following queries are published in Corporate Documents:

Query	Description
ACTS Case Status for Active EIS Participants	Lists the case status in ACTS for active EIS participants
ACTS Cases with NC Health Choice Insurance for the Child(ren)	Lists ACTS cases that have children with NC Health Choice Insurance

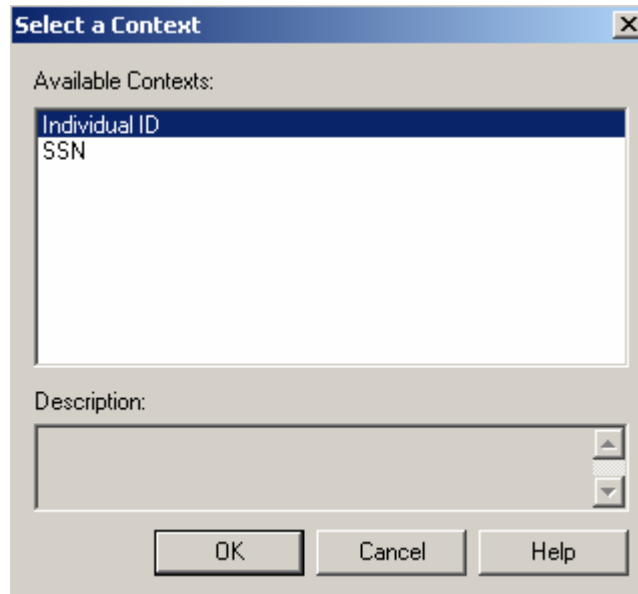| Query	Description
Address Differences Between Systems	There are 6 address difference queries. They contain information on individuals who have different addresses in different systems.
Case Type Differences Between EIS and ACTS	There are 4 case type difference queries. They contain information on cases that have different types in EIS and ACTS.
Casehead Differences Between EIS and ACTS	There are 2 casehead difference queries. They contain information on cases that have different caseheads in EIS and ACTS.
Child Health Insurance Coverage in ACTS	Lists health insurance information for children in ACTS
Child Health Insurance Coverage in EIS	Lists children identified in EIS as having a supplemental insurance provider
DSS Individual Wild Card Name Search	Similar to the "DSS Individual Search By SSN" query. Allows searching by name.
Individuals on ACTS Cases	Lists individuals on ACTS cases
Individuals on EIS Cases	Lists individuals on EIS cases
Name Differences Between Systems	There are 12 name difference queries. They contain information on individuals who have different names in different systems.
TANF Children that have a Child Support Order	Lists TANF children who have a Child Support Order
TANF Children with a Child Support Order and Receiving Money	Lists TANF children who have a Child Support Order and are receiving money
TANF Children without a Child Support Order	Lists TANF children who do not have a Child Support Order
Unduplicated List of Individuals Receiving Service in a County	List of all individuals receiving any type of service in a specified county

Editing Reports: Reports published in CSDW have 2 types of icons. These icons indicate which tool was used to create them and whether these reports may be edited.

- These reports may be edited via the CSDW Web Tool
- These reports may NOT be edited via the CSDW Web Tool.

Technical Notes to Share with Staff: To keep all data in one place, we had to make use of a special feature in the tool we use to publish the data. This feature allows us to create two identical copies of the ACTS Participant table to link it to others either by Social Security Number or by Individual ID. They are called ACTS Participant (joins w/ Ind ID) and ACTS Participant (joins w/ SSN). If a query is written using fields from both ACTS Participant tables the following error message is received: "Incompatible Combination of Objects". To prevent this, choose which table to use in a query and do not use fields from the other table. The ACTS Participant table is the only table affected by this.

Linking Tables by Social Security Number or by Individual ID – Data between EIS and Child Support can be linked either by Individual ID or by Social Security Number. When users create new reports using EIS and CSE data, they must use either the ACTS Participant SSN or

ACTS Participant Individual ID table to link the data. If users fail to use one of these Participant tables, the following window will offer a choice:
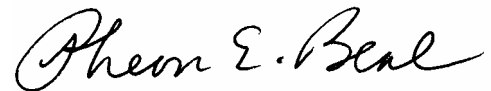
Once the choice is made, the query will execute accordingly.

Changes to the published queries and enhancement requests are to be directed to Alice McCoy, State Child Support Enforcement Office, at 919-255-3902 or Robin Register, DSS, at 919-733-8938.

We are thrilled with this change as it provides your county with better tools to serve our customers.

Sincerely,

Pheon E. Beal

PEB/RR

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