A Guide to Processing the National Interstate Case Reconciliation

ADMINISTRATION FOR
CHILDREN & FAMILIES

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1 Introduction

In May 2003, the federal Office of Child Support Enforcement (OCSE) introduced the annual National Interstate Case Reconciliation (ICR) Project. The ICR promotes synchronizing interstate cases with other states and strengthening automated communication by comparing your interstate cases to interstate cases in other states. This process includes determining if the cases and participants match, identifying discrepancies, and providing details about them.

This guide provides information about the ICR and is a tool for making interstate communication decisions. It includes the overall goal of the ICR, describes the current ICR processes and comparisons, outlines the reason codes assigned by the comparison, and provides important details and recommendations, including automation, to reconcile discrepancies.

1.1 Objective of the ICR

The objective of the ICR is to ensure families involved in interstate cases receive effective services by securing ongoing, reliable sources of income. The key to achieving this objective is to improve the consistency of interstate data maintained by the states involved in the interstate action. The ICR provides states sufficient information to meet the objective by identifying discrepancies that need correction, which facilitates:

- Synchronized interstate caseloads

- Improved services to families with interstate cases

- Clear accountability for interstate case processing

- Improved interstate communication

- Accurate statewide and national data for analysis

1.2 General Tips for Using This Guide

This guide provides tips and suggestions to reconcile your ICR results. It targets multiple users:

- **Workers** – helps understand how the ICR process works

- **Managers** – assists with planning and organizing the reconciliation effort

- **Programmers** – helps with making automated processing decisions

You will find the following message throughout this guide.

(i)   **Notes contain important information and additional hints to improve your results.**

2 Improving Interstate Communications

The ICR offers a wealth of information to improve interstate communication among child support agencies. Establishing better communication increases efficient case management, which provides better services to families.

2.1 How the ICR Assists with Case Management

The ICR identifies discrepancies with your interstate case data affording the opportunity to make corrections and facilitate ongoing case management activities. Errors identified between your case and the other state's case include various data elements crucial for case processing, such as the other state case ID, a participant's Social Security number (SSN), and a case status mismatch.

After correcting the error, additional information becomes readily available. Either through proactive matching or by obtaining missing or incorrect details to search federal system resources, you are able to obtain:

- Location information
- Employment details
- Income and assets
- Case and participant statuses
- Paternity and support order details
- Financial summaries

2.2 Interstate Reconciliation Resources

OCSE provides many valuable resources to assist with case management activities. Depending on the discrepancy identified by the ICR, and for ongoing interstate communications, you may find the following resources useful in reconciliation efforts:

- **ICR Worker Desk Aid** – offers tips when contact with the other state is necessary to reconcile Reason Codes 01, 02, and 04, which are the most crucial discrepancies to reconcile.

- **Appendix A: FCR/ICR Case ID Matrix** – provides a description of each state's unique case ID format and is helpful when making manual updates to the case ID in your system.

- **FCR Proactive Match Response** – allows you to view previously received proactive details to obtain the other state's case ID, a participant's location information, and important participant data such as an SSN. Your state must elect to receive FCR Proactive Responses. Refer to the FCR Data Election Guide for information.

- **CSENet Transaction** – determines if you recently received incoming transactions through CSENet. Once you have the other state's correct case ID in your system, send an electronic request to the other state to obtain a status or collect other important details. You can initiate a CSENet transaction manually or through automation depending on your state system configuration.

- **Child Support Portal (Portal)** – provides access to Federal Parent Locator Service (FPLS) data by offering various system resources and applications, including but not limited to:

  - **Intergovernmental Reference Guide (IRG)** – provides profile and contact information for each state. Each state is responsible for ensuring their ICR contact information is current on the IRG and updating as needed. Refer to the IRG State and Tribal Child Support Users' Guide for details about this resource.

  - **FCR Query** – allows you to complete a search to obtain participant and case details, such as determining if the custodial parent (CP) or noncustodial parent (NP) in your case is involved with an open case in a different state. Your state must elect to have access to the FCR Query. Refer to the FCR Query Application Navigation Guide for details about this resource.

  - **Electronic Document Exchange (EDE)** – allows you to securely exchange documents and Uniform Interstate Family Support Act (UIFSA) forms with the other state. Both states must elect to participate in EDE to exchange documents. Refer to the Electronic Document Exchange – Guide to Navigating the Application for details about this resource.

  - **Locate** – allows you to request locate information for participants in open IV-D cases registered on the FCR in your state and certain types of information on non-IV-D participants in cases of parental kidnapping, adoptions, custody and visitation, and other circumstances as your state policy permits. Refer to the Locate Application Navigation Guide for details about this resource.

  - **Query Interstate Cases for Kids (QUICK)** –allows you to obtain case activity and financial details for a case you have in common with the other state. Both states must elect to participate in QUICK to use this application. Refer to the QUICK User's Guide for details about this resource.

ⓘ **Contact your [State Program and Technical Support Liaison](#) to learn more about these resources.**

3 How the ICR Works

This section provides an overview of how the ICR works, including sending your extract file to OCSE, understanding the process of the ICR match routine and how it assigns Reason Codes, and explaining the results provided to states.

3.1 ICR Extract Files Provided by States

Participating states provide files containing data for open and closed interstate cases on their system to OCSE. The ICR extract and results files contain participant records for each participant on an interstate case with case details repeated on each record.

ⓘ **Do not include intrastate, non-IV-D, or foster care cases in your ICR extract file, or cases being processed as a limited service request or long-arm statute.**

Appendix B: ICR State Extract File Record Format provides the layout of the extract file. Once you create your ICR extract file, notify OCSE of the date you plan to submit your file, and transmit the file to OCSE via a secure transmission line, which is where the national ICR match routine begins.

3.2 ICR Match Routine

Upon receipt of the ICR extract files from participating states, OCSE examines and removes cases submitted with an Other State FIPS code not currently identified as a valid FIPS code. OCSE then runs an extract file comparing your file to the other state's file.

The ICR match routine searches for corresponding interstate cases in other states and assigns Reason Codes to describe discrepancies found in the comparison. Subsequent sections in this guide describe each reason code. The basic steps of the match routine include:

Step 1: Determine if the state code and other state case ID you submitted matches a corresponding interstate case in the other state's ICR extract file.

Step 2: If the match routine does not find a corresponding case based on the state code and case ID, it uses a child's SSN to search for a child in common. If found, the match routine considers the two cases a match and assigns Reason Code 02 and provides the correct other state case ID.

Step 3: If the match routine does not find a corresponding case based on the child search, it uses an adult's SSN and participant type to search for an adult in common. If

found, the match routine attempts to find a matching child based on name. If at least one child matches, the match routine considers the two cases a match, and assigns Reason Code 02 and provides the correct other state case ID.

If the match routine does not find a corresponding interstate case, it assigns Reason Code 01 indicating there is no match for your case.

Step 4: If the match routine finds a corresponding interstate case based on the state code and the other state case ID, the child SSN search, or the adult SSN and participant type search, it compares participants by SSNs. If a participant's SSN does not match, the routine compares the first six letters of the last names and the first four letters of the first names.

Step 5: If the match routine does not find a participant by name search, you will see a discrepancy between the number of participant in your ICR results file and Interstate Reconciliation Report. Section 7 Interstate Reconciliation Report (IRR) outlines this discrepancy, and Section 3.6 ICR Number of Participants Matching provides guidance on what to do.

Step 6: The participant's SSN and name comparison go through the ICR-SSN verification process. If the participant's SSN is missing on your case but present on the other state's case, the process assigns Reason Code 07. If your state and the other state submit a different SSN, the process assigns Reason Code 08.

Step 7: The match routine then compares:

- **FIPS code** – if a discrepancy exists, the routine assigns Reason Code 03 and provides the correct FIPS code
- **Case status** – if different, the routine assigns Reason Code 04 or 05

Step 8: If there are no discrepancies in the participant and case data, the match routine assigns Reason Code 00 indicating that the participant and case information match exactly.

Step 9: If the match routine identifies multiple matching cases in the other state, you receive a 'Y' in the Multiple Cases Indicator field on your ICR results as described in Section 3.4 ICR Multiple Case Indicator.

Step 10: The ICR match routine also examines whether the NP and CP on both cases match, and returns a 'Y' or 'N' matching indicator on your ICR results file. Section 3.5 ICR CP/NP Matching Indicator provides guidance when there is a mismatch identified.

ⓘ   **If your interstate case is closed and a corresponding case is not found in the other state, or your closed interstate case matches a closed interstate case in the other state, no record is returned in your state's ICR results file.**

3.3 ICR Match Routine Results

OCSE provides results to each state through an electronic ICR results file and various Management Information (MI) reports. Appendix C: ICR Matching Results File Record Format provides the file layout and Section 8 Management Information (MI) Reports contains details related to the reports. You can also obtain your results per Section 7 Interstate Reconciliation Report (IRR).

The ICR returns reason codes for each participant in your case and for case related data. The case related reason codes appear on every participant record in your case. If the ICR match routine identifies multiple discrepancies, participant records include multiple reason codes.

In addition to reason codes, your ICR results file includes:

- A multiple case indicator signifying whether multiple cases exist in the other state
- Y/N matching indicator reflecting whether the CP and NP match in both cases
- The number of adults and number of children in your case
- The number of adults and number of children in the other state's case
- Corrected other state case ID if you receive Reason Code 02
- Corrected Other State FIPS code and verification indicator if you receive Reason Code 03
- A provided SSN and verification indicator if you receive Reason Code 07
- A different SSN and verification indicator if you receive Reason Code 08

Exception: The ICR results file does not contain information for Reason Code 01 because the match routine did not find a corresponding case.

3.4 ICR Multiple Case Indicator

One case in your state may match multiple cases in another state. This may occur when:

- Your state system can accommodate children covered by multiple support orders on a single case, but the other state requires multiple cases.

- Your state system can accommodate a single case on behalf of two different children requiring paternity establishment, but the other state requires a separate case for each child.

- The ICR match routine found multiple cases in the other state with reversed participant roles, such as a case with Mom as the CP and Dad as the NP, and another case listing Dad as the CP and Mom as the NP.

To help identify situations where your case matches to multiple cases in the other state, the ICR returns a 'Y' in the Multiple Cases Indicator field on your ICR results file. The ICR shows your single case multiple times, one time for each case identified in the other state, and the indicator is 'Y' on all cases.

The ICR match routine only identifies multiple cases when you submit a blank or incorrect other state case ID and the cases matched based on a child in common, or adult SSN and participant type.

If the match routine identifies multiple cases with the same participants, but the CP or NP on a case does not match, you receive 'N' as the CP/NP Matching Indicator in addition to the 'Y' Multiple Cases Indicator. Refer to Section 3.5 ICR CP/NP Matching Indicator for further details.

Consider the following when making a decision on how to reconcile multiple case discrepancies:

- If your state always creates multiple cases when multiple orders exist, or when multiple children need paternity established, the Multiple Cases Indicator may have no impact on you; therefore, you may not need to have processes in place when you receive 'Y' on your ICR results file.

- If your state system can accommodate having a single case for multiple support orders, or when multiple children need paternity established, you might want to consider whether your major interstate communication partners create multiple cases:

  - If no, there is probably no reason for you to have processes in place.

  - If yes, you may want a worker to review cases with a 'Y' Multiple Cases Indicator and update the other state case ID on these cases manually, rather than through automation.

3.5 ICR CP/NP Matching Indicator

Your ICR results file provides CP and NP matching indicators that tell you whether the CP and NP in your case match the other state's case. Depending on case structure, this may not be an issue, but you should complete a review to make that decision.

If all case participants match, but the CP or NP matching indicator is 'N', use caution because this may reflect an incorrect case. The indicator plays an important role in potential automated updates. Examples of situations you may encounter include:

- **Both the CP and NP match** – Your CP and NP match the participants in the other state's case but with reversed roles. For example, the CP in your case is the NP in the other case, and the NP is the CP. This typically occurs when there is a change of custody, and one state's system has the ability to change a participant's role, whereas the other state may not.

- **NP matches, but the CP does not** – The mother is the CP in your case and a relative is the CP in the other case, or vice versa, and a change of custody occurred, but the state that made the change failed to inform the other state. It is also possible a discrepancy occurred where the other state submitted an interstate foster care case that does not contain CP records.

- **CP matches, but the NP does not** – Your case lists a single putative father, the other state's case contains multiple putative fathers, and the match routine identified a different participant.

3.6 ICR Number of Participants Matching

Your ICR results file provides the number of adults and number of children in your case and in the other state's case. It also provides the number of adults and children that match between the two cases. The matched participant totals are useful in establishing thresholds for performing automated updates from your ICR results file.

A discrepancy in the number of matched participants is something to be aware of, but it does not necessarily mean there is an issue. The difference may be a result of different case structures. For example, your state may allow more than one CP or NP on a single case inflating the number, whereas the other state may establish a separate case for each.

The state that identifies a participant in their case is missing in the other state's case should consider taking the lead on resolving the discrepancy. That state is in a better position to determine whether to add the missing participant to the other state's case.

The ICR match routine may not identify the participant for various reasons:

- The other state did not report a child due to emancipation.

- The match routine did not match a participant because they have no SSN or a different SSN.

- A participant's name was misspelled or changed in either case.

- The case structure may vary between states.

- The match routine identified duplicate cases such as an open and closed case; therefore, it treated the cases as one case and combined the number of participants.

Although there are situations where the mismatch in the number of participants is not an issue, other times it may be. If one of the adults in the case does not match one of the adults in the other state's case, the case may not be the same. For example, there may truly be two different cases, one with a mother as the CP and the other with an aunt as CP.

4 Reconciling Your ICR Results

Regardless of the reason code you receive, it is important for you to complete research and gather information about your case and case participants. Knowing the facts prior to reconciling discrepancies helps you make informed decisions. Consider the following:

- **FCR Proactive Matches** – Have you received any recent proactive match details from the National Directory of New Hire (NDNH) or SSA? Have you received a date of death for the participant?

- **Proactive FCR to FCR** – Has a matching case been identified in the other state?

- **CSENet Transaction** – Have you received any recent CSENet communication regarding case closure, adding a dependent, or other type of information that changes the necessary action on your case?

- **Participant's Whereabouts** – Do you have a current address for the participant or is locate activity necessary? A change of residency can change the necessity of having an interstate case.

- **FCR Query** – Does a case exist in another state for the participants in your case? Does a non-IV-D case exist?

- **QUICK** – If you have the correct other state case ID, and both states participate in QUICK, determine the status of the case in the other state.

- **Payments** – Are you currently receiving or sending collections to the other state? Do you have undistributed collections in your system due to lack of interstate data?

After you gather the necessary information and determine the next action, prioritize the reason codes based on the error that has the biggest impact on case processing. It is possible for you to receive multiple reason codes on one case. Section 4.10 Prioritizing Your ICR Results provides guidance on how to prioritize them.

4.1 Reason Code 00: Case Data Matched and This Participant Matched

Reason Code 00 means the interstate data you submitted matches the other state's interstate data. The ICR match routine verified your case contains the correct case ID, FIPS code, and case status for the other state, and that your case participants matched. Reason Code 00 indicates your case has ample interstate data to communicate effectively with the other state.

Although your interstate case data matches, you may need to review other discrepancies or indicators. Consider the following points:

- If you receive Reason Code 00 on a participant record, you do not receive any other reason code.

- You may receive Reason Code 00 for some of your case participants but not all.

- Your case data may match, but there could be a discrepancy in the number of matched participants.

- Your case data may match, but the other state may have provided you an SSN for a participant or the other state's SSN may differ from your state's SSN for that participant.

ⓘ **If the number of adult and child participants match in both cases, and the CP and NP match indicators are both 'Y', no further action is necessary.**

4.2 Reason Code 01: Could Not Find a Matching Case in the Other State or on the FCR

Reason Code 01 means the ICR did not find an open or closed matching interstate case in the other state's ICR extract file or on the FCR.

 Refer to Section 6 ICR-FCR Supplemental Match Process for additional details.

Although the ICR match routine did not find a corresponding case in the other state, a case may still exist. Things to consider when you receive Reason Code 01:

- The other state did not submit the case on their ICR extract file because it is an intrastate or non-IV-D case in their system.

- A missing or miscoded indicator, a system discrepancy, or a conversion error prevented the case from being identified and included in the other state's ICR extract file.

- The other state submitted the case in their ICR extract file but they identified, and matched, their interstate case with a different state.

- The other state submitted your case in their ICR extract file but with a different case ID and no SSN for any of the children, or no SSN for any of the adults and a different name for the children, preventing the ICR match routine from finding the case.

- The other state submitted your case in their ICR extract file with a different case ID and correct SSNs for the children, but your case does not contain the children's SSNs or any adult's SSN. In addition, different names for the children prevented the ICR match routine from finding the case.

- Your case is temporarily an interstate case because you generated a CSENet L01 or CSI request to the other state, and your system requires the case to be an interstate case before allowing generation of the CSENet transaction.

Your approach to reconciling Reason Code 01 is different based on whether you are the initiating state or responding state in the interstate action. Regardless of your role, the most important goal is to ensure no interruption of services to the family.

After you collect necessary details about your case and case participants, use the information below as a guide when making decisions:

- **Are you the initiating state?**
  - **CP remains in your state and the NP remains in the state in which you think you have an interstate action** – Verify you sent a request for services to the other state and that you received their acknowledgement. Also, consider whether the other state had enough time to open their interstate case.

  - **CP remains in your state but the NP moved to a different state in which you think you have the interstate action** – Consider requesting assistance from the

NP's current state, or you may elect to process the case as an intrastate case if you have jurisdiction to take the next action on the case.

- o **CP moved to the same state as the NP, which is the same state in which you think you have an interstate case** – The other state may be processing their case as an intrastate case or it is a non-IV-D case in their system. Contact with the CP is likely necessary to discuss their expectation of your state's involvement in providing IV-D services.

- o **CP moved out of your state and to a state different from the NP** – The CP and NP's current states of residence may already have an interstate case together. Contact with the CP is likely necessary to discuss their expectation of your state's involvement in providing IV-D services.

ⓘ   **If you have access to the Electronic Document Exchange (EDE) application, use EDE to submit a request for services to another state. This saves time and cost.**

- • **Are you the responding state?**

  - o **NP moved out of your state** – Inform the other state of your finding. The other state may know the NP is in a different state and already established an interstate case with that state.

  - o **NP remains in your state** – The CP moved out of the other state and closed their case but failed to request that you close yours. The CP moved to your state and you need to establish an intrastate case, or the other state's case is now a non-IV-D case.

In any scenario, contact with the other state is necessary to determine whether they need your involvement in the case or not. If your case should remain open, obtain all vital case and participant details from the other state and update your system to ensure effective interstate communication in the future.

ⓘ   **Federal case closure rule 45 CFR 303.11 requires you to either receive a request for closure from the initiating state, or document failure of the initiating state to take an essential action on the case before closing.**

4.3 Reason Code 02: Case ID Mismatch, Case Found by Matching a Child or Adult in Common

Reason Code 02 means the other state case ID that you have in your system is incorrect, but the ICR match routine found a corresponding case in the other state by matching the SSN of a child in common or an adult's SSN and participant type and the name of a child in common. When the other state case ID is incorrect but the ICR finds a matching case, you receive the corrected other state case ID on your ICR results file.

A correct case ID is necessary for effective interstate communication and for receiving full benefits of FCR proactive match information and existing methods of electronic communication, such as:

- FCR

- CSENet

- EFT

- QUICK

- EDE

Regardless of whether you are the initiating state or responding state, your approach to reconciling Reason Code 02 is the same. You must enter the other state case ID exactly as provided on your ICR results file.

Points to consider when updating the other state case ID in your system include:

- Ensure the number of adults and number of children in your case match the number of adults and children in the other state's case

- Verify the CP and NP in both cases match

ⓘ **OCSE recommends automated processing for reconciling Reason Code 02. Refer to Section 5 Reconciling Your ICR Results through Automation. Use the rules outlined in Appendix A: FCR/ICR Case ID Matrix for automated processes and when correcting the case ID manually.**

4.4 Reason Code 03: Incorrect County Code for the Other State

Reason Code 03 means that your interstate case matches a case in the other state's ICR extract file but the county FIPS code you submitted does not match. The ICR match routine compares the FIPS code you submitted to the FIPS code submitted by the other state. The first two digits represent the state, and the last three digits represent a specific county in the state.

The correct county code is necessary for identifying the county in the other state working the interstate case, which is where you send inquiries and other communication.

For ICR purposes, some states submit "000" as the county code on their ICR extract file so that Central Registry receives all inquiries related to reconciliation efforts; however, they do not want you to update your system with "000." They want the three-digit county code of the county actually working the case to remain associated with the case.

To eliminate confusion, OCSE does not return Reason Code 03 identifying county code "000" in your ICR results file for those selected states. Table 4-1 identifies all states that submit the "000" Central Registry code and indicates whether you should update your system.

Table 4-1: Incorrect County Code for the Other State

State or Territory	2-digit State Code	Should you update your system with the 000 county code provided by the other state on your ICR results file?
Alaska	02	Yes, update your case to reflect 000 county code
Guam	66	Yes, update your case to reflect 000 county code
Idaho	16	No, retain the county code you currently have on your system
Kansas	20	No, retain the county code you currently have on your system
Massachusetts	25	No, retain the county code you currently have on your system
Montana	30	Yes, update your case to reflect 000 county code
Nebraska	31	No, retain the county code you currently have on your system
New Hampshire	33	No, retain the county code you currently have on your system
Puerto Rico	72	Yes, update your case to reflect 000 county code
Rhode Island	44	Yes, update your case to reflect 000 county code
Utah	49	No, retain the county code you currently have on your system
Vermont	50	No, retain the county code you currently have on your system
Washington	53	Yes, update your case to reflect 000 county code

4.5 Reason Code 04: Your Case Is Open, Matches to Closed Case in the Other State

Reason Code 04 means the interstate case you submitted in your ICR extract file is open and it matched a case in the other state, but the other state's case is closed. This discrepancy indicates a lack of communication between your state and the other state and a possible lapse in services to the family.

Reason Code 04 identifies a possible disruption of services; therefore, reconciling this discrepancy is a high priority. Things to consider when reconciling Reason Code 04:

- When you receive Reason Code 04, the other state receives Reason Code 05. Although reconciling Reason Code 05 is a lower priority than Reason Code 04, it is possible the other state already reconciled their error prior to you reviewing yours.

- If you had a prior interstate action with the other state that is closed, and your new request to the other state for assistance is recent, they may not have had enough time to reopen their case.

- It is possible a system discrepancy erroneously closed the other state's case.

- The other state inappropriately closed their case upon finding that the NP's location changed to a different state. You will likely need to send a request for interstate assistance to the NP's current state of residency.

- This may no longer need to be an interstate action. You may be able to process your case as an intrastate case by a direct income withholding order (IWO) to the NP's employer, long-arm, or other appropriate action.

The way you address reconciling Reason Code 04 is different based on whether you are the initiating state or responding state. After collecting the necessary details about your case and case participants, use the information below as a guide when making decisions:

- **Are you the initiating state?**

  - **CP remains in your state and the NP remains in the state in which you think you have an interstate action** – Verify you sent a request for services to the other state and that you received their acknowledgement. Also, consider whether the other state had enough time to open their interstate case.

  - **CP remains in your state but the NP moved to a different state in which you think you have the interstate action** – Consider requesting assistance from the NP's current state, or you may elect to process the case as an intrastate case if you have jurisdiction to take the next action on the case.

  - **CP moved to the same state as the NP, which is the same state you think you have an interstate case with** – The other state may be processing their case as an intrastate or it is a non-IV-D case in their system. Contact with the CP is likely

necessary to discuss their expectation of your state's involvement in providing IV-D services.

- o **CP moved out of your state and moved to a different state than the NP** – The CP and NP's current states of residence may already have an interstate case together. Contact with the CP is likely necessary to discuss their expectation of your state's involvement in providing IV-D services.

ⓘ **If you have access to the Electronic Document Exchange (EDE) application, use EDE to submit a request for services to another state.**

- **Are you the responding state?**
  - o **NP moved out of your state** – Inform the other state of your finding. The other state may know the NP is in a different state and may have already established an interstate case with that state.

  - o **NP remains in your state** – The CP moved out of the other state and closed their case but failed to request that you close yours.

  - o **The CP moved to your state** – You need to establish an intrastate case or determine if the other state's case is now a non-IV-D case.

In any scenario, contact with the other state is necessary to discuss your involvement in the case and, if your case must be closed, to request that the initiating state send you a request for closure.

4.6 Reason Code 05: Your Case Is Closed, Matches to Open Case in the Other State

Reason Code 05 indicates the interstate case you submitted in your ICR extract file is closed and a matching case in the other state exists, but the other state's case is open.

Unless the other state did not submit the correct case ID and enough information for the ICR to find a matching case, the other state receives Reason Code 04. Because reconciling Reason Code 05 is a lower priority than Reason Code 04, you may want to wait for the other state to contact you before addressing this error.

- Even though your interstate case is closed, you may still have an open case in your system
- An intrastate case because both the CP and NP live in your state
- An interstate case with a different state
- A non-IV-D case

If you are the Initiating State and the other state contacts you while reconciling their Reason Code 04 and you determine your interstate case can remain closed, you must send a request to the other state to close their case to meet federal case closure guidelines.

4.7 Reason Code 06: This Participant Was Not Found in the Other State – Historical

OCSE removed Reason Code 06 from the ICR routine in 2016.

Previously, the ICR match routine assigned Reason Code 06 when your case matched a case in the other state, but a participant in your case was missing in the other state's case. You identify discrepancies between the number of adults and number of children in the two cases through your ICR results file or IRR. Refer to Section 3.6 ICR Number of Participants Matching and Section 7.4 Participant Matching and CP/NP Indicators Section for additional information regarding a mismatch in the number of participants.

4.8 Reason Code 07: An SSN Was Provided for This Participant by the Other State

Reason Code 07 means the interstate case you submitted in your ICR extract file matched the case in the other state; although you did not submit an SSN for one of your participants, the other state provided it.

The ICR verifies the SSN of case participants receiving Reason Codes 07. The ICR-SSN verification process verifies the participant's SSN based on name and SSN match only, which is less thorough than the FCR-SSN verification process. The FCR-SSN process verifies a match based on name, SSN, date of birth (DOB), and sex, and uses Earning Systems Keyed Applications for SSN Registration Identification (ESKARI) data when certain data elements are missing.

ⓘ **Refer to the [Federal Case Registry (FCR) Interface Guidance Document (IGD)](), Part 5 "FCR Transaction Procedures" for detailed information relating to the FCR-SSN verification process.**

You receive Reason Code 07 for every participant in your case when you do not submit an SSN, but the other state provides one. Updating a participant's SSN and submitting it to the FCR for verification allows you to receive proactive data about the participant available through the FCR. From the FCR proactive data, you may be able to identify the NP's employer, issue an IWO, and secure ongoing financial support. If the SSN is for the CP and your state system does not allow location of a CP, obtaining the CP's SSN provides the ability to submit a locate request using the Location Application on the Portal when necessary.

Regardless of whether you are the initiating state or responding state, you should make an informed decision about whether to add the provided SSN to your system. Consider the following points:

- Determine if you already had knowledge of the SSN provided and previously found the SSN to be invalid.

- If you also received Reason Code 02, verify the SSN provided is not for another case participant that shares the same name, such as when the NP and child (CH) have the exact same name.

- Confirm whether the SSA verified the provided SSN, indicated by a 'Y' in position 484. If not, it is possible that the other state has an incorrect name for the participant, such as Bill instead of William.

- Confirm the SSN you received is not already in your system for a different participant.

- If your state system or the other state's system allows multiple CPs or NPs on the same case, verify the CP and NP in both states match.

- Verify you did not receive the participant's SSN from another source since receipt of your ICR results file.

 (i)   **Reconciling Reason Code 07 through automated processes is recommended. Refer to Section 5 Reconciling Your ICR Results through Automation for details.**

4.9 Reason Code 08: A Different SSN Was Provided for This Participant by the Other State

Reason Code 08 means the interstate case you submitted in your ICR extract file matched the case in the other state; however, the SSN you submitted for one of your participants does not match the SSN in the other state and the other state provided the different SSN. The other state also receives Reason Code 08 in this scenario. You can also receive Reason Code 08 when your case matches the case in the other state and you submitted an SSN, but the other state did not submit one. In this scenario, you receive Reason Code 08 and the other state receives Reason Code 07.

The ICR verifies the SSN of case participants receiving Reason Codes 08. The ICR-SSN verification process verifies the participant's SSN based on name and SSN match only, which is less thorough than the FCR-SSN verification process. The FCR-SSN process verifies a match based on name, SSN, date of birth (DOB), and sex and uses Earning Systems Keyed Applications for SSN Registration Identification (ESKARI) data when certain data elements are missing.

> ⓘ **Refer to the [Federal Case Registry (FCR) Interface Guidance Document (IGD)](), Part 5 "FCR Transaction Procedures" for detailed information related to the FCR-SSN verification process.**

You receive Reason Code 08 for every participant in your case in which you submit a different SSN and the other state provides one.

Having the correct SSN for all your case participants is crucial to case processing. Regardless of whether you are the Initiating State or Responding State, make an informed decision about whether to change your participant's SSN to the SSN provided by the other state. Consider the following points when reconciling Reason Code 08:

- Check to see if the FCR verified the participant's SSN in your case.

- Determine whether you received Reason Code 08 because the other state provided a different SSN or because they submitted a blank SSN. If the other state submitted a blank, there is nothing for you to do. The other state should reconcile their case based on receipt of Reason Code 07.

- Determine if you already had knowledge of the SSN provided and previously found the SSN to be invalid.

- If you also received Reason Code 02 and the ICR matched the case by adult name and participant type, verify the SSN provided is for the correct case participant.

- Confirm whether the SSA verified the participant's SSN provided by the other state. If not, it is possible that the other state has an incorrect name for the participant, such as

Bill instead of William. If the submitting state has the verified SSN, there will be a 'Y' in position 483. If the other state has the verified SSN, there will be a 'Y' in position 484.

- Confirm whether the SSN you received is already in your system for a different participant.

- If your state system, or the other state's system, allows multiple CPs and NPs on the same case, verify the CP and NP in your state match the CP and NP in the other state.

- Check to see if you received the participant's SSN from another source since receipt of your ICR results file.

- If you are not certain the provided SSN is correct, and if your system is capable, you may want to add the SSN as an alias SSN to allow the FCR verification process to make a determination.

- If you update the participant's primary SSN in your system, submit the SSN to the FCR for the SSN verification process to occur.

ⓘ **Use caution when reconciling Reason Code 08 through automated processes. Refer to Section 5 Reconciling Your ICR Results through Automation for details.**

4.10   Prioritizing Your ICR Results

Whether you receive one reason code or multiple codes, OCSE recommends that you prioritize your ICR results by resolving the most important issues first and suggests reconciling your discrepancies in the following order:

- **Reason Code 02: Case ID Mismatch, Case Found by Matching a Child or Adult in Common** – Reconciling Reason Code 02 is the highest priority because it facilities ease of correcting other errors.

- **Reason Code 07: An SSN Was Provided for This Participant by the Other State** – Obtaining a participant's missing SSN is another high priority because it allows you to receive proactive matches from the Federal Parent Locator Service (FPLS).

- **Reason Code 08: A Different SSN Was Provided for This Participant by the Other State** – Ensuring you have the correct SSN is of key importance in case processing.

- **Reason Code 01: Could Not Find a Matching Case in the Other State** – This error is a high priority because it could identify a lapse in child support service.

- **Reason Code 04: Your Case Is Open, Matches to Closed Case in the Other State** – This error also indicates a lapse of service may have occurred.

- **Reason Code 03: Incorrect County Code for the Other State** – This is low in priority, but it is important in order for the correct county to receive your correspondence and inquiries.

- **Reason Code 05: Your Case is Closed, Matches to Open Case in the Other State** – This error is a low priority because the other state receives Reason Code 04 and will contact you if necessary.

- **Reason Code 00**: **Case Data Matched and Your Participant Matched** – There is no action needed.

5 Reconciling Your ICR Results through Automation

Total automated processing for reconciling your ICR results is probably not practical; however, automating certain reason codes should be easy, such as Reason Code 02. Automation can eliminate manual review allowing workers more time to concentrate on ones that are more difficult.

You know your system's capabilities and limitations. You are in the best position to make decisions on how and what to automate. In conjunction with the details outlined throughout this guide, use these suggestions when making decisions for automated solutions:

- If you do not update the other state case ID in your system based on an FCR proactive match, explore the possibility of doing so. This allows your case to stay synchronized with the case in the other state.

- With the exception of asterisks and backslashes, update the other state case ID exactly as provided in your ICR results file. Ensure you do not impose your state's storage conventions on the other state case ID. As examples, do not define the Other State Case ID field as numeric because some states use alpha characters. Do not delete leading zeroes because some zeroes are an integral part of the case ID for some states. Use the FCR/ICR Case ID Matrix to build rules for this field. Consider building a table of each state's case ID format and establish rules and edits for allowable updates.

- Some states' case IDs are 15 characters. If your system has limitations on the number of characters of the Other State Case ID field, your automated process must truncate the other state case ID correctly. The FCR/ICR Case ID Matrix provides assistance when truncating is necessary.

- If established rules prevent automatic update of the other state case ID, consider creating an immediate alert to the worker for review.

- Consider the CP and NP matching indicators. If either is 'N', the ICR may have identified the wrong case. Establish a rule that both adults in your case must have the same role as the adults in the other state's case. If they do not match, you may want to create a task or a work list for worker review.

- Use the number of matching case participants as a threshold for automated updates. For example, establish a rule for automatically updating the other state case ID, other state FIPS code, or other corrected data you receive only when the adult participants match on both cases and at least one child, all children except one, or a certain percent of children match.

- If automation is not feasible or does not meet your threshold, generate a report for worker review and include helpful details, such as an indicator signifying:
  - A recent CSENet transaction
  - A recent FCR proactive match
  - When a date of death is present
  - When money is being processed
  - Receipt of multiple reason codes
  - A mismatch of the CP or NP
  - A mismatch of the number of children or adults

When you receive a new or updated SSN for a case participant, additional factors to consider include:

- The CP and NP matching indicators and number of matching case participants play a role when deciding to make automated updates. You must ensure you make updates to the correct case and case participants.

- If you receive a provided or different SSN, determine whether the FCR verified the SSN before automatically updating your system.

- If you receive a different SSN, determine if you have a verified SSN in your system. If not and the provided SSN is verified, you may want to automatically update the SSN.

- If you have a verified SSN and the other state provides a verified SSN, you may want to add the different SSN as an additional SSN in your system. Although rare, it is legally possible for a participant to have more than one SSN.

- When you add or change a participant's SSN on your system, submit the SSN to the FCR so that it is verified by the SSA based on the name, SSN, DOB, sex, and available ESKARI data.

- Any time you add or change an SSN, you may want to create a task or work list for the worker in order to allow the opportunity to determine the next action.

- If your state or the other state does not have a verified SSN, generating a report of unverified SSNs may be useful to workers for manual review and reconciliation. To assist, include a comparison of your participant data to the other state's participant, such as name, DOB, SSNs, verification indicators, etc.

6 ICR-FCR Supplemental Match Process

In 2019, OCSE incorporated the ICR-FCR Supplemental Match Process with the initial run; therefore, you will only receive one results file instead of two. If the case is found on the FCR, there will be a 'Y' in position 242 (FCR-Supplied Indicator). The ICR-FCR Supplemental Match Process minimizes the amount of time workers spend manually reconciling cases not found in the ICR match routine. It helps states "find" cases that receive Reason Code 01.

6.1 ICR-FCR Supplemental Match Routine

The ICR-FCR Supplemental Match Routine provides a more in-depth search of the Federal Case Registry (FCR). The Supplemental Match routine compares your Reason Code 01 responses to all other states' cases registered on the FCR, and it compares all other states' Reason Code 01 responses against your cases registered on the FCR.

The basic steps of the ICR-FCR Supplemental Match Routine include:

Step 1: Searching for the other state's case ID you provided on the FCR.

Step 2: If the ICR finds a corresponding case on the FCR, it compares the participants to determine to what extent the participants match and returns the appropriate case and participant reason codes. Refer to Step 4.

Step 3: If the ICR does not find a corresponding case on the FCR based on the other state's case ID you provided, the match routine uses a child's SSN to search for a child in common. If the child SSN search finds a matching participant and that participant is a child on both states' cases, the match routine considers the two cases a match.

Step 4: If the child SSN search does not find a matching participant, the match routine searches for an adult in common using their SSN and a child's name in common.

You receive the ICR results file electronically, which includes your cases that matched to other states on the FCR and other states' cases that matched to your cases on the FCR. You also receive the details outlined in Section 3.3 ICR Match Routine Results and additional MI reports as outlined in Section 8 Management Information (MI) Reports.

ⓘ   **Reconciling cases found on the FCR will likely require manual review to decide the appropriate action to take on the case; therefore, OCSE recommends that you print your results rather than relying solely on automation.**

6.2 ICR-FCR Supplemental Match Reason Codes

The ICR-FCR Supplemental Match assigns reason codes based on a comparison of your extract file to the FCR.

The ICR-FCR Supplemental Match process includes three additional reason codes:

- **Reason Code 09** – Case Found on the FCR Not Reported to ICR

- **Reason Code 10** – Case is a Non-IV-D Case on the FCR

- **Reason Code 11** – Family Violence Indicator (FVI) Present, Case Found on FCR

6.2.1   Reason Code 09: Case Found on the FCR Not Reported to ICR

Reason Code 09 means you did **not** submit the case in your ICR extract file, but the other state submitted a case that matches a case in your state on the FCR.

OCSE recommends the state receiving Reason Code 09 reconcile the discrepancy because that state needs to determine why they did not submit the case in their ICR extract file. Consider the following points when reconciling Reason Code 09:

- **Did you receive a request from the other state to open an interstate case?** It is possible the other state that submitted your case sent you a request for interstate assistance, but the request is so recent that you did not have time to create the interstate case.

- **Is the interstate action on your case open but missing an important piece of data to identify it as an interstate case?** For example, your case may be missing the other state's case ID or an initiating or responding state indicator.

- **Is your case open as an interstate case but the interstate action is with a different state?** If you are the initiating state and the CP remains in your state, determine if the correct other state is involved in the case based on the NP's address. If you are the responding state and the NP remains in your state, determine if the correct other state is involved based on the CP's address.

- **Is your state sending payment(s) to or receiving payments from the other state?** If so, your case likely needs to be an interstate case.

- **Is your case a non-IV-D case?** If so, the other state received Reason Code 10 in their ICR results file informing them of the case in common. Refer to Section 6.2.2 Reason Code 10: Case Is a Non-IV-D Case on the FCR for details relating to this discrepancy.

It is possible for you to receive Reason Code 01 and Reason Code 09 on the same case from the ICR match routine. Reason Code 01 tells you the match could not find a corresponding case in the other state on the FCR. Reason Code 09 tells you another state submitted your case. It was not found in your extract file but was found on the FCR. For example, you submitted an interstate case identifying North Carolina as the other state, and you receive Reason Code 01

because the case was not found on the FCR. You also receive Reason Code 09 on behalf of a case in South Carolina because they submitted a case in common with your state, which was found on the FCR. This indicates you have an interstate case, but it is with South Carolina rather than North Carolina.

6.2.2 Reason Code 10: Case Is a Non-IV-D Case on the FCR

You receive Reason Code 10 when the ICR match routine finds a case in the other state that is a non-IV-D case. The other state receives Reason Code 09 informing them of the case in common.

Consider the following points when reconciling Reason Code 10:

- **Are you the initiating state?** If so, the other state having a non-IV-D case may not be appropriate. For example, if the CP is in your state receiving public assistance, the other state must send payments to your state for proper disbursement. Contact with the other state is necessary to provide updated information, including case status, your case ID, and FIPS code.

- **Are you the responding state?** If so, the other state's non-IV-D case may be appropriate. For example, the other state may have changed its case to non-IV-D because the CP requested discontinuance of IV-D services, but failed to notify you to close your case. Contact with the other state is necessary to request a status on the case.

ⓘ **States that maintain both IV-D and non-IV-D cases in their system are likely in a better position to reconcile this type of discrepancy. States that do not store non-IV-D cases on the same system may have limitations viewing certain case data.**

6.2.3 Reason Code 11: Family Violence Indicator (FVI) Present, Found on FCR

You receive Reason Code 11 when a case in common is found on the FCR with the other state and the family violence indicator (FVI) is present.

You receive Reason Code 11 on all case participants. Because the FCR prohibits release of information for persons protected with FVI, protecting all case participants does not single out the person flagged with FVI. The results suppress identifying data, such as name, SSN, and DOB.

There is nothing to reconcile for Reason Code 11. It is a notification informing you of the need to protect information. Reason Code 11 does not stand alone and appears with other appropriate reason codes based on the results of the ICR match routine. Be aware of the FVI while reconciling other reason codes received on your ICR results file.

> ⓘ **Do not update your case with FVI just because you receive Reason Code 11. If you place FVI on your case based on information received from another state, it is possible the FVI will remain on your case even after the other state determines FVI is no longer an issue. It is also possible the other state placed the FVI on a participant for an entirely different case. Contact with the other state is likely necessary.**

7 Interstate Reconciliation Report (IRR)

OCSE provides your ICR results through an electronic results file; however, you can request your results through an Interstate Reconciliation Report (IRR). You have the option of customizing the source code of the IRR provided by OCSE or requesting a print program. Refer to Section 7.7 IRR Print Options for details related to these options.

There is a slight variation between your ICR results file and the IRR. The information you receive on the ICR results file is person-based and formatted with one record per case participant, whereas data on the IRR displays at case level and summarizes the ICR results on all case participants.

There are five sections for each case returned to you on your IRR:

- Case Details and FIPS Code
- Reason Code
- Participant
- Participant Matching and CP/NP Indicators
- Contact Information

Figure 7-1 displays an example of a partial IRR printout showing the various sections of the report.

```
 FIPS CODE: 02/000

                                    CASE    OTHER STATE          OTHER ST.  VLD    FCR      MULTIPLE
                   CASE-ID     I/R  STATUS  CASE-ID              FIPS CODE  IND  SUPPLIED   CASES
                   -----------  --- ------  -----------          ---------  ---  --------   --------
   YOUR STATE:     001051953     R    C     007CT2807E41           41000     Y                N
      CORRECT:                                099001755841          41067     Y

   REASON CODE:    02    CASE-ID DID NOT MATCH, NEW CASE-ID PROVIDED
                   03    POSITIONS 3-5 OF THE FIPS CODE DID NOT MATCH
                   05    YOUR CLOSED CASE IS OPEN IN THE OTHER STATE
                   07    NO SSN SUBMITTED, OTHER STATE SSN PROVIDED


   PARTICIPANTS:   SSN       VER                    PART
                   OTHER SSN IND   MEMBER-ID        TYPE  NAME
                   --------- ---   ---------------  ----  ----------------------------------------------
               2 - 608XX6707  Y    04150824          CH   SELL            STEVEN
               2 - 608XX6697  Y    04150826          CH   SELL            JOHN
                   556XX1864       04102242          CP   SELL            PAUL            R
                   608XX6692       04102239          CH   SELL            AROLDA
                   617XX4045       04102241          NP   SELL            ISABEL          C
               2 - PARTICIPANT WAS SUBMITTED WITHOUT AN SSN OR A DIFFERENT SSN, THE OTHER STATES SSN IS SUPPLIED

                   SUBMITTING  OTHER
                   STATE       STATE   MATCHED     CP MATCH IND    NCP MATCH IND
                   ----------  -----   -------     ------------    -------------
       ADULTS:         2         2        2            N                N
     CHILDREN:         3         3        3

     CONTACT:    CENTRAL REGISTRY
       PHONE:    503-986-0556
      E-MAIL:    ICR@DOJ.STATE.OR.US
```

Figure 7-1: Partial Interstate Reconciliation Report (IRR)

7.1 Case Details and FIPS Code Section

Figure 7-2 depicts an example of the Case ID and FIPS Code section of the IRR.

	CASE-ID	I/R	CASE STATUS	OTHER STATE CASE-ID	OTHER ST. FIPS CODE	VLD IND	FCR SUPPLIED	MULTIPLE CASES
YOUR STATE:	1997530379	R	C	499922-1	09009	Y		
CORRECT:				499922-1	09009	Y	N	N

Figure 7-2: Case Details and FIPS Code Section

The **Your State** line displays information you submitted on your state's ICR extract file and includes:

- **Case ID** – your state's case ID

- **I/R Indicator** – indicates whether your state is the initiating (I) or responding (R) state

- **Case Status** – identifies whether your case is open (O) or closed (C)

- **Other State Case ID** – the case ID you have for the other state

- **Other St. FIPS Code** – represents the state and county code you have for the other state

- **VLD Ind** – depicts a Y or N indicating whether you provided a valid FIPS code as established by the National Institute of Standards and Technology (NIST)

The IRR displays blanks for your state's FCR Supplied and Multiple Cases indicators. The ICR determines these fields during the match routine and displays them on the correct line for the other state.

The **Correct** line displays the same information listed above but is for the other state associated with your case. The ICR obtains the other state details through a match with the other state's ICR extract file or during the ICR match routine. The Correct line includes:

- **FCR Supplied** – displays a Y or N indicating if the match occurred from FCR data

- **Multiple Cases** – reflects a Y or N signifying whether your single case matches with two or more cases in the other state

7.2 Reason Code Section

Figure 7-3 depicts an example of the Reason Code section of the IRR.

```
REASON CODE:    03    POSITIONS 3-5 OF THE FIPS CODE DID NOT MATCH
                05    YOUR CLOSED CASE IS OPEN IN THE OTHER STATE
                08    SSNS PROVIDED DO NOT MATCH. CHECK VERIFICATION IND.
```

Figure 7-3: Reason Code Section

This section displays all appropriate Reason Codes and descriptions assigned to your case and case participants. With the exception of Reason Code 00, all reason codes explained in this guide display in this section.

7.3 Participant Section

Figure 7-4 depicts an example of the Participant section of the IRR.


```
PARTICIPANTS:    SSN      VER                  PART
                 OTHER SSN IND   MEMBER-ID     TYPE  NAME
                 --------- ---   ---------------  ----  ------------------------------------------------
             2 - 608XX6707  Y    04150824        CH    SELL              STEVEN
             2 - 608XX6697  Y    04150826        CH    SELL              JOHN
                 556XX1864       04102242        CP    SELL              PAUL            R
                 608XX6692       04102239        CH    SELL              AROLDA
                 617XX4045       04102241        NP    SELL              ISABEL          C

             2 - PARTICIPANT WAS SUBMITTED WITHOUT AN SSN OR A DIFFERENT SSN, THE OTHER STATES SSN IS SUPPLIED
```

Figure 7-4: Participant Section

This section displays one line for each participant submitted in your state's ICR extract file. Below is a description of each column:

- **SSN / Other SSN** – participant's SSN known to your state, or provided by the other state

- **Ver Ind** – if 'Y', the SSA verified the SSN displayed based on name and SSN match only; if 'N', the SSN is not verified

- **Member-ID** – participant's unique ID number assigned by your state

- **Part Type** – participant type in your case (CP, NP, PF, or CH)

- **Name** – participant's name

When the ICR match routine matches your participant's SSN to the participant's SSN in the other state's case, the IRR does not display any additional details; however, some participants may have a '1' or '2' preceding their SSN:

- **1 – Participant(s) flagged were not found in the other state's case** – the participant you submitted in your ICR extract file is not in the other state's case. If you have a larger number of case participants listed in the Participant Matching section of your IRR, the participant marked with a '1' is the participant not in the other state's case. Refer to Section 7.4 Participant Matching and CP/NP Indicators Section for more information.

- **2 – Participant was submitted without an SSN or a different SSN, the other state's SSN is supplied** – the participant received Reason Code 07 or 08 during the ICR match routine. The SSN displayed in the SSN/Other SSN column identifies the SSN provided by the other state.

ⓘ   **Participants receiving Reason Code 08 will normally have a 'Y' next to one SSN and an 'N' next to the other SSN showing which one is verified.**

7.4 Participant Matching and CP/NP Indicators Section

Figure 7-5 depicts an example of the Participant Matching and CP/NP Indicators section of the IRR.


```
                SUBMITTING     OTHER
                  STATE        STATE    MATCHED    CP MATCH IND    NCP MATCH IND
                ----------     -----    -------    ------------    -------------
     ADULTS:         2           2         2            Y               Y
   CHILDREN:         3           2         2
```

Figure 7-5: Participant Matching and CP/NP Indicators Section

This section displays the number of adults and children you submitted in your state's ICR extract file, the number of adults and children submitted in the other state's ICR extract file, the total number matched, and an indicator identifying whether the CP and NP match in the two states.

Section 3.5 ICR CP/NP Matching Indicator and Section 3.6 ICR Number of Participants Matching provide guidance for resolving these types of discrepancies.

7.5 Contact Section

Figure 7-6 depicts an example of the Contact section of the IRR.

```
CONTACT:    JANEY PARSONS
  PHONE:    909-123-4567
 E-MAIL:    JPPARSONS@WORK.US
```

Figure 7-6: Contact Section

Contact information varies from state to state. Examples of contact information provided by states include:

- A single individual in its Central Registry

- The caseworker assigned to the interstate case

- A phone number with no additional details

- An email address with no additional details

ⓘ **OCSE encourages states to also ensure ICR contacts are current on the IRG. Please notify your IRG Administrator if the following contact types change: ICR – Interstate Case Reconciliation Contact and CR1 – Interstate Case Reconciliation Contact – No Case Found.**

7.6 IRR Sample Format

Figure 7-7 shows a more comprehensive picture of the IRR displaying various reason codes returned on multiple cases.

```
REPORT NUMBER:  ICRPRT / ICR-18A          DEPARTMENT OF HEALTH AND HUMAN SERVICES                    PAGE NUMBER
REPORT CREATED: 04/04/2018               ADMINISTRATION FOR CHILDREN AND FAMILIES                   REPORT MODE
                                            OFFICE OF CHILD SUPPORT ENFORCEMENT
   * * * * SENSITIVE INFORMATION * * * *    INTERSTATE CASE RECONCILIATION SYSTEM
                                             INTERSTATE RECONCILIATION REPORT

   FIPS CODE: 02/000


                                       CASE    OTHER STATE        OTHER ST.  VLD    FCR      MULTIPLE
                    CASE-ID      I/R  STATUS    CASE-ID           FIPS CODE   IND  SUPPLIED    CASES
                  -----------    ---  ------   -----------        ---------   ---  --------   --------
      YOUR STATE:  001015811      I      O     00251292801         22115       Y                  N
         CORRECT:                              00251292801         22000       Y

   REASON CODE:    03    POSITIONS 3-5 OF THE FIPS CODE DID NOT MATCH
                   08    SSNS PROVIDED DO NOT MATCH, CHECK VERIFICATION IND.

   PARTICIPANTS:   SSN        VER                      PART
                   OTHER SSN  IND   MEMBER-ID          TYPE   NAME
                   ---------  ---   ---------------    ----   -----------------------------------------------
                   574XX7317        04047955           CH     MOORE                    DONALD       R
                   574XX5707        04047957           CH     MOORE                    LEONARD      E
                   574XX5558        04047956           CH     MOORE                    RONALD       L
                2 - 439XX6342  Y    04047958           CP     MOORE                    CYNTHIA      L
                   001XX5811  N
                2 - 437XX0537  N    04047959           NP     RICHARDSON               DONALD       R
                   663XX3047  Y

                   2 - PARTICIPANT WAS SUBMITTED WITHOUT AN SSN OR A DIFFERENT SSN, THE OTHER STATES SSN IS SUPPLIED


                   SUBMITTING  OTHER
                   STATE       STATE   MATCHED    CP MATCH IND     NCP MATCH IND
                   ----------  -----   -------    ------------     -------------
        ADULTS:        2         2        2            Y                 Y
      CHILDREN:        3         3        3
```

Figure 7-7: Interstate Reconciliation Report (IRR) Sample Format

The example in Figure 7-8 shows the results returned when the ICR finds multiple cases in the other state. You receive your case ID twice; once for each case identified in the other state.

```
REPORT NUMBER: ICRPRT / ICR-18A          DEPARTMENT OF HEALTH AND HUMAN SERVICES                      PAGE NUMBER:
REPORT CREATED: 04/04/2018               ADMINISTRATION FOR CHILDREN AND FAMILIES                     REPORT MODE:
                                             OFFICE OF CHILD SUPPORT ENFORCEMENT
   * * * * SENSITIVE INFORMATION * * * *     INTERSTATE CASE RECONCILIATION SYSTEM
                                             INTERSTATE RECONCILIATION REPORT
    FIPS CODE: 02/000

                               CASE      OTHER STATE        OTHER ST.   VLD    FCR       MULTIPLE
                 CASE-ID    I/R STATUS    CASE-ID           FIPS CODE   IND    SUPPLIED  CASES
                 ---------- --- ------   -----------        ---------   ---    --------  --------
    YOUR STATE:  001004993   R   O       0000629085           53000     Y                  Y
       CORRECT:                          0001749689           53000     Y

    REASON CODE:   02   CASE-ID DID NOT MATCH, NEW CASE-ID PROVIDED
                   04   YOUR OPEN CASE IS CLOSED IN THE OTHER STATE

    PARTICIPANTS:  SSN       VER                    PART
                   OTHER SSN IND    MEMBER-ID       TYPE  NAME
                   --------- ---    --------------- ----  -------------------------------------------------
                   574XX0208        04012148         CP   OTNESS                     MARIA          L
                   574XX7492        04297659         CH   SEAMAN-HOLTEN              CHRISTIAN      A
                   539XX0371        04012147         CH   HOLTEN                     BRITTANY       L
                   536XX7458        04012149         NP   HOLTEN                     JEFFREY        A

                   SUBMITTING  OTHER
                   STATE       STATE   MATCHED    CP MATCH IND    NCP MATCH IND
                   ----------  -----   -------    ------------    -------------
        ADULTS:        2         2        1            Y                N
      CHILDREN:        2         1        1

       CONTACT:   JASON KOLLMER
         PHONE:   360-664-5321
        E-MAIL:   ICR@DSHS.WA.GOV
```

Figure 7-8: IRR Multiple Cases Indicator Sample Format

7.7 IRR Print Options

In addition to receiving your ICR results electronically, you can also receive your ICR results by obtaining your state's IRR. OCSE provides two options for receiving your IRR.

Customize Your IRR

OCSE writes the IRR in COBOL allowing you to customize the source code to meet your needs. If your state does not use COBOL, use this source code as a guide to develop your own print program. Alternatively, OCSE can send the source code and sample job control language (JCL) as a text file or email attachment.

The report is lengthy so you may not want to print the entire report at once. You may prefer to print discrepancies by state or by specific reason code. Consider the following when deciding how best to print your results:

- If you print based on a specific reason code, remember that a single case can have multiple reason codes returned.

- If you have automation in place for some reason codes, you may wish to suppress printing those codes.

- You may want to add helpful details about the case on the report, such as the caseworker name or caseworker number assigned to the case.

- You may want to add the ability to sort by reason code in order to provide the ability to identify high priority codes first, such as Reason Code 02.

- You can insert a sync sort as the first step of the JCL to limit and tailor the data passed to the print program.

OCSE Formats Your IRR

If your state has limited programming resources or competing priorities, having OCSE format your IRR is an option. OCSE runs the program and formats the data, and then sends the report to you to generate. Considerations for this option include:

- You must complete a Print Program Election form. Contact your State Program and Technical Support liaison for questions relating to the election form.
- You must have a dedicated Cyber Fusion Integration (CFI) Suite process to allow for receipt of the ICR data in a printed format.
- Information sorted is in county order allowing for ease in distributing the information to local offices.
- You can request to receive only certain reason codes which you plan to reconcile.

8 Management Information (MI) Reports

Management Information (MI) Reports provide overall statistics for your ICR match results. Use the MI Reports when you:

- Make decisions on how to sequence your reconciliation activities
- Determine which states' caseloads are the most reconciled
- Identify states' caseloads that require the most attention

OCSE suggests prioritizing discrepancies where your state will get the biggest benefit from reconciliation efforts, such as addressing errors with states with which you share the largest interstate caseload, where you want to implement or enhance CSENet communication, or where you want to transmit payment data via EFT.

8.1 MI Report 1 – Match Results Report

The Match Results Report provides your state's matching statistics with all other states participating in the ICR, and your state's overall totals and percentages.

OCSE produces one report since combining the initial and supplemental match results in 2019. Refer to Figure 8-1 for an example of the Match Results Report.

```
REPORT NUMBER:   MI-01 / ICR-17A          DEPARTMENT OF HEALTH AND HUMAN SERVICES                    PAGE NUMBER:        1
REPORT CREATED:  04/04/2017              ADMINISTRATION FOR CHILDREN AND FAMILIES                    REPORT MODE: NRM
                                           OFFICE OF CHILD SUPPORT ENFORCEMENT
                                          INTERSTATE CASE RECONCILIATION SYSTEM
                                     MATCH RESULT REPORT FOR THE STATE OF:   YOUR STATE NAME
                                                                           OPEN CASES      CLOSED CASES
              NUMBER OF CASES      EXACT       NO       CORRECTED   CORRECTED   CLOSED IN    OPEN IN     PARTICIPANTS
     ST. PROCESSED   MATCHED     MATCHES    MATCH       CASE ID    FIPS CODE  OTHER STATE  OTHER STATE   NOT FOUND
     --- ---------  ---------   ---------  ---------   ---------   ---------  -----------  -----------  ------------
     AL      429        389        211        10          30         136          26           52           0
     AK    2,479      2,388      1,514        63          28         643          76          273           0
     AZ    1,858      1,736      1,079        87          35         568          78          115           0
     AR      421        417        258         3           1         116          44           18           0
     CA    9,159      9,000      6,832        46         113       1,717         287          410           0
     CO    1,383      1,287        861        19          77         385          74           56           0
     CT      206        198         80         7           1          79          35           31           0
     DE       56         56         35         0           0          15           2           10           0
     DC       40         36         17         1           3          10           2           14           0
     ....  1,750      1,608      1,009       113          29         511          65          111           0
     ....    120        118         75         1           1          35          11            8           0
     WI      580        534        319        22          24         147          20           85           0
     WY      400        386        300         9           5          61           8           23           0
     GU      183        154         78        17          12          68           3           22           0
     PR       79         67         43         2          10           6           2           18           0
     VI       17         15          2         1           1           7           1            8           0
     --- ---------  ---------   ---------  ---------   ---------   ---------  -----------  -----------  ------------
     TOT  60,080     57,155     33,507     1,638       1,287      19,810       2,206        5,631           0
               95.1%              55.8%      2.7%        2.1%       33.0%        3.7%         9.4%         0.0%
     CLOSED CASES DROPPED:    282,047
```

Figure 8-1: MI Report 1 – Match Results Report

Your state name appears at the top of the report with the corresponding state (ST) listed in the first column. The remaining columns include:

- **Number of Cases Processed** – total number of cases processed, which is the sum of the number of "Number of Cases Matched," "No Match," and "Corrected Case ID." The number of cases processed excludes duplicate records you submitted and "dropped" cases.

ⓘ **Dropped cases are closed cases in your state and the other state and closed cases in your state where the ICR did not find a match in the other state. The total number of dropped cases appears at the bottom of your report.**

- **Number of Cases Matched** – number of cases matched by the other state case ID you submitted.

- **Exact Matches** – number of cases where the case ID, case status, and FIPS code you submitted matched exactly with the other state's ICR extract file. The number of exact matches is a subset to the number of cases matched. You receive Reason Code 00.

- **No Match** – number of cases processed where the ICR match routine did not find a corresponding case in the other state. This resulted either by searching for the other state case ID you provided or by the child and adult in common as outlined in Section 3.2 ICR Match Routine. You receive Reason Code 01.

- **Corrected Case ID** – number of cases you submitted that did not match by the other state case ID, but the ICR found the corrected case ID by the child or adult in common. You receive Reason Code 02 and the corrected case ID.

- **Corrected FIPS Code** – number of cases you submitted that did not match the other state's FIPS code. You receive Reason Code 03 and the corrected FIPS code.

- **Open Cases Closed in Other State** – number of open cases you submitted that matched with a closed case in the other state. You receive Reason Code 04.

- **Closed Cases Open in Other State** – number of closed cases you submitted that matched with an open case in the other state. You receive Reason Code 05.

- **Participants Not Found** – this is associated with Reason Code 06, which is no longer a valid code for the ICR process; therefore, a zero displays for all states.

ⓘ **It is possible for more than one reason code to be returned on a single case; therefore, a single case may be accounted for multiple times on this report.**

Your state total and the percentage matched are at the bottom of each column of the report.

8.2 MI Report 2 – Open/Closed Discrepancies by Initiating/Responding Indicator

The Open/Closed Discrepancies by Initiating/Responding Indicator report provides your state's matching statistics with all other states participating in the ICR in which you receive Reason Code 04 or 05 on your ICR results file.

Refer to Figure 8-2 for an example of the Open/Closed Discrepancies by Initiating/Responding Indicator report.

```
REPORT NUMBER:    MI-02 / ICR-17A              DEPARTMENT OF HEALTH AND HUMAN SERVICES           PAGE NUMBER:        1
REPORT CREATED:   04/04/2017                   ADMINISTRATION FOR CHILDREN AND FAMILIES          REPORT MODE: NRM
                                                    OFFICE OF CHILD SUPPORT ENFORCEMENT
                                                    INTERSTATE CASE RECONCILIATION SYSTEM
                            OPEN/CLOSED DISCREPANCIES BY INITIATING/RESPONDING INDICATOR FOR YOUR STATE NAME
                              OPEN CASES CLOSED                        CLOSED CASES OPEN
                               IN OTHER STATE                          IN OTHER STATE
                    INITIATING    RESPONDING    UNKNOWN       INITIATING    RESPONDING    UNKNOWN
                    ----------    ----------    -------       ----------    ----------    -------
          AL            23             3           0              34            18           0
          AK            40            36           0              94           179           0
          AZ            74             4           0              72            43           0
          AR            37             7           0              10             8           0
          CA           245            42           0             187           223           0
          CO            65             9           0              27            29           0
          CT            16            19           0               8            23           0
          DE             2             0           0               5             5           0
          DC             2             0           0               8             6           0
          ......        49            16           0              54            57           0
          ......        30             2           0              39            28           0
          WI            16             4           0              28            57           0
          WY             8             0           0               5            18           0
          GU             3             0           0              14             8           0
          PR             2             0           0              15             3           0
          VI             1             0           0               5             3           0
                    ----------    ----------    -------       ----------    ----------    -------
          TOT        1,749           457           0           2,638         2,993           0
```

Figure 8-2: MI Report 2 – Open/Closed Discrepancies by Initiating/Responding Indicator

Your state name appears at the top of the report with the corresponding state listed in the first column. The report has two sections:

- **Open Cases Closed in Other State** – this section relates to cases for which you receive Reason Code 04. It identifies the number of cases where you are the initiating state and the number of cases where you are the responding state. The 'Unknown' column identifies the number of cases with a blank or invalid interstate type code.
- **Closed Cases Open in Other State** – this section relates to cases in which you receive Reason Code 05. It identifies the number of cases where you are the initiating state and the number of cases where you are the responding state. The 'Unknown' column identifies the number of cases with a blank or invalid interstate type code.

Your state total appears at the bottom of each column.

8.3 MI Report 3 – Cases Not Found by Initiating/Responding Indicator

The Cases Not Found by Initiating/Responding Indicator report provides your state's statistics in which the ICR did not find a corresponding case in the other state. You receive Reason Code 01 for these cases.

Refer to Figure 8-3 for an example of the Cases Not Found by Initiating/Responding Indicator report.

```
REPORT NUMBER:    MI-03 / ICR-17A              DEPARTMENT OF HEALTH AND HUMAN SERVICES                  PAGE NUMBER:        1
REPORT CREATED:   04/04/2017                   ADMINISTRATION FOR CHILDREN AND FAMILIES                 REPORT MODE: NRM
                                                 OFFICE OF CHILD SUPPORT ENFORCEMENT
                                                 INTERSTATE CASE RECONCILIATION SYSTEM
                                    CASES NOT FOUND BY INITIATING/RESPONDING INDICATOR FOR YOUR STATE NAME
                          CASES NOT FOUND
                    INITIATING   RESPONDING    UNKNOWN
                    ----------   ----------    -------
         AL              8            2            0
         AK             62            1            0
         AZ             40           47            0
         AR              3            0            0
         CA             29           17            0
         CO             19            0            0
         CT              6            1            0
         DE              0            0            0
         DC              1            0            0
         ------         92           21            0
         ------         21           10            0
         WI             15            7            0
         WY              5            4            0
         GU              8            9            0
         PR              2            0            0
         VI              1            0            0
                    ----------   ----------    -------
         TOT           988          650            0
```

Figure 8-3: MI Report 3 – Cases Not Found by Initiating/Responding Indicator

Your state name appears at the top of the report with the corresponding state listed in the first column. The report identifies:

- **Initiating Cases Not Found** – number of cases not found where you are the initiating state

- **Responding Case Not Found** – number of cases where you are the responding state

- **Unknown** – number of cases with a blank or invalid interstate type code

8.4 MI Report 6 – View of How Other States Matched with Your State

The View of How Other States Matched with Your State report is the "Reverse Image Report" of MI Report 1. It provides the results of how other states matched your state's cases that they had submitted in their ICR extract files.

Refer to Figure 8-4 for an example of the View of How Other States Matched with Your State report.


```
REPORT NUMBER:   MI-06 / ICR-17A          DEPARTMENT OF HEALTH AND HUMAN SERVICES                        PAGE NUMBER:        1
REPORT CREATED:  04/04/2017               ADMINISTRATION FOR CHILDREN AND FAMILIES                       REPORT MODE:  NRM
                                             OFFICE OF CHILD SUPPORT ENFORCEMENT
                                             INTERSTATE CASE RECONCILIATION SYSTEM
                                      VIEW OF HOW OTHER STATES MATCHED WITH YOUR STATE NAME
                                                                                  OPEN CASES      CLOSED CASES
           NUMBER OF CASES        EXACT       NO      CORRECTED     CORRECTED     CLOSED IN        OPEN IN       PARTICIPANTS
      ST.  PROCESSED  MATCHED    MATCHES    MATCH     CASE ID       FIPS CODE     OTHER STATE      OTHER STATE   NOT FOUND
      ---  ---------  ---------  ---------  --------  -----------   ---------     -----------      -----------   ------------
      AL        429        347      118        30          52          224           44              33              0
      AK      2,174      2,070    1,755        39          65          158           91             111              0
      AZ      1,775      1,657    1,502        65          53            0           86             102              0
      AR        412        398      255         6           8           91            7              64              0
      CA      8,738      8,539    8,025        66         133          142           56             469              0
      CO      1,368      1,297    1,005        26          45          187           18             131              0
      CT        198        185       74         5           8           69           27              38              0
      DE         65         53       43        12           0            1            8               2              0
      DC         48         34       18        13           1            6           13               2              0
      ......    1,558      1,347      447        32         179          918           55              65              0
      ......      973        906      843        28          39            8           37              38              0
      WI        570        514      407        30          26           25           61              35              0
      WY        378        362      244         4          12          112            5              15              0
      GU        176        151        0        15          10          161           19               8              0
      PR         81         73       55         6           2            0           15               3              0
      VI         19         15        7         4           0            0            7               1              0
      ---  ---------  ---------  ---------  --------  -----------   ---------     -----------      -----------   ------------
      TOT    56,137     52,657   39,201     1,669       1,820       10,235        3,054           3,249              0
                        93.8%     69.8%      3.0%        3.2%        18.2%         5.4%            5.8%           0.0%
```

Figure 8-4: MI Report 6 – View of How Other States Matched with Your State

Your state name appears at the top of the report with the corresponding state listed in the first column. Below is a description of each column:

- **Number of Cases Processed** – total number of your cases processed with the other state and is the sum of the number of "Number of Cases Matched," "No Match," and "Corrected Case ID." The number of cases processed excludes duplicate records submitted on the other state's ICR extract file, "dropped" cases, and closed cases in the other state that did not match a case in your state.

- **Number of Cases Matched** – number of cases the other state matched based on the Case ID they submitted for your case.

- **Exact Matches** – number of cases where the case ID, case status, and FIPS code the other state submitted for your cases matched exactly to its ICR extract file. The number of exact matches is a subset of the number of cases matched. The other state receives Reason Code 00.

- **No Match** – number of cases processed where the ICR match routine did not find a corresponding case in your state based on your state's Case ID provided by the other

state or by the child or adult in common search outlined in [Section 3.2 ICR Match Routine](#). The other state receives Reason Code 01.

- **Corrected Case ID** – number of cases that did not match your state's case ID the other state submitted but the ICR found a corrected case ID during the child or adult in common search. The other state receives Reason Code 02 and the corrected case ID for your case.

- **Corrected FIPS Code** – number of cases where the FIPS code the other state submitted for your case did not match. The other state receives Reason Code 03 and the corrected FIPS code.

- **Open Cases Closed in Other State** – number of open cases the other state submitted that matched a closed case in your state. The other state receives Reason Code 04.

- **Closed Cases Open in Other State** – number of closed cases the other state submitted that matched an open case in your state. The other state receives Reason Code 05.

- **Participants Not Found** – this is associated with Reason Code 06, which is no longer a valid code for the ICR process; therefore, a zero displays for all states.

The bottom of the report identifies the total number of cases that all other states processed with your state.

(i) **The number of cases processed by your state, which is identified at the bottom of the MI 1 Report, should be close to the number of cases that all other states processed with your state.**

8.5 MI Report 8 – Provided and Different SSNs Report

The Provided and Different SSNs report provides the number of verified SSNs received in your ICR results file. "Verified" in this statement means SSA verified a participant's SSN based on name and SSN match.

 Refer to Figure 8-5 for an example of the Provided and Different SSNs report.

```
REPORT NUMBER:   MI-08 / ICR-17A              DEPARTMENT OF HEALTH AND HUMAN SERVICES                     PAGE NUMBER:      1
REPORT CREATED:  04/04/2017                   ADMINISTRATION FOR CHILDREN AND FAMILIES                    REPORT MODE: NRM
                                                 OFFICE OF CHILD SUPPORT ENFORCEMENT
                                                INTERSTATE CASE RECONCILIATION SYSTEM
                                            PROVIDED AND DIFFERENT SSNS FOR YOUR STATE NAME
                 PROVIDED                                                    DIFFERENT
                                                  YOUR STATE                                    OTHER STATE
                 VERIFIED                          VERIFIED                                      VERIFIED
     ST.   CH    NP    CP                    CH     NP     CP                              CH      NP    CP
     ------------------------------------------------------------------------------------------------------------
     AL    0     0     0                     16     1      5                               0       0     0
     AK    0     2     1                     40     8      8                               13      9     5
     AZ    0     2     0                     5      2      6                               8       4     1
     AR    0     0     1                     0      0      0                               4       0     2
     CA    6     5     7                     77     29     42                              19      18    13
     CO    0     2     1                     23     8      4                               5       1     2
     CT    1     0     0                     2      0      1                               0       2     1
     DE    0     0     0                     1      0      0                               0       0     0
     DC    0     0     0                     0      0      0                               0       0     0
     ....  4     2     0                     21     4      5                               8       3     2
     ....  2     1     1                     7      4      2                               1       1     1
     WI    1     0     0                     0      1      0                               1       1     0
     WY    0     0     0                     3      0      1                               1       0     1
     GU    0     2     0                     3      0      0                               0       0     0
     PR    0     2     0                     3      0      1                               0       0     0
     VI    0     0     0                     0      0      0                               0       0     0
     ------------------------------------------------------------------------------------------------------------
     TOT   33    33    21                    612    153    182                            197     108   78
```

Figure 8-5: MI Report 8 – Provided and Different SSNs Report

Your state name appears at the top of the report with the corresponding state listed in the first column. The report has three sections:

- **Provided Verified** – number of CH, NP, and CPs for whom you did not submit an SSN for the participant but the other state provided an SSN verified by the SSA. These participants receive Reason Code 07 in your ICR results file.

- **Different Your State Verified** – number of CH, NP, and CPs for whom the participant's verified SSN you submitted did not match the SSN in the other state. These participants receive Reason Code 08 in your ICR results file.

- **Different Other State Verified** – number of CH, NP, and CPs for whom the participant's SSN you submitted did not match the verified SSN in the other state. These participants receive Reason Code 08 in your ICR results file.

8.6 MI Report 9 – Cases Not Reported to ICR

The Cases Not Reported to ICR report provides the number of cases you did not submit in your ICR extract file, but the other state did, and the ICR-FCR Supplemental Match process found your case. You receive Reason Code 09.

 Refer to Figure 8-6 for an example of the Cases Not Reported to ICR Report.

```
REPORT NUMBER:   MI-09 / ICR-17B           DEPARTMENT OF HEALTH AND HUMAN SERVICES                 PAGE NUMBER:       1
REPORT CREATED:  05/10/2017               ADMINISTRATION FOR CHILDREN AND FAMILIES               REPORT MODE: UIC
                                               OFFICE OF CHILD SUPPORT ENFORCEMENT
                                            INTERSTATE CASE RECONCILIATION SYSTEM
                                      CASES NOT REPORTED TO THE ICR BY YOUR STATE NAME
                    CASES MATCHED ON THE FCR
                    ----------
          AL                17
          AK                31
          AZ                52
          AR                 4
          CA                60
          CO                25
          CT                 2
          DE                 1
          DC                 6
          ......            21
          ......            24
          WI                14
          WY                 4
          GU                11
          PR                 3
          VI                 2
                    ----------
          TOT            1,039
```
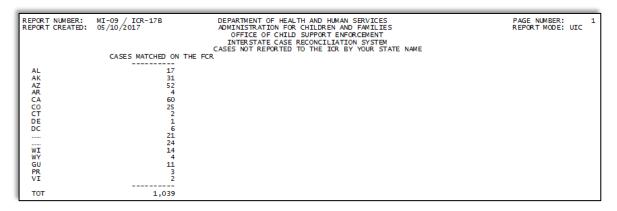
Figure 8-6: MI Report 9 – Cases Not Reported to ICR

Your state name appears at the top of the report with the corresponding state listed in the first column. The "Cases Matched on the FCR" column identifies the number of cases where the FCR "found" your case for the other state.

8.7 MI Report 12 – Non-IV-D Cases by Initiating/Responding Indicator for Your State Name

The Non-IV-D Cases by Initiating/Responding Indicator for Your State Name report provides the number of cases you submitted that matched to a non-IV-D case in another state during the ICR-FCR Supplemental Match process. You receive Reason Code 10.

OCSE produces this report only for the cases found on the FCR (indicated by a 'Y' in position 242). Refer to Figure 8-7 for an example of the Cases Matched to Non-IV-D Cases by Initiating/Responding Indicator for Your State report.

```
REPORT NUMBER:   MI-12 / ICR-17B              DEPARTMENT OF HEALTH AND HUMAN SERVICES                    PAGE NUMBER:      1
REPORT CREATED:  05/10/2017                  ADMINISTRATION FOR CHILDREN AND FAMILIES                   REPORT MODE: UIC
                                                 OFFICE OF CHILD SUPPORT ENFORCEMENT
                                               INTERSTATE CASE RECONCILIATION SYSTEM
                                   NON-IV-D CASES BY INITIATING/RESPONDING INDICATOR FOR YOUR STATE NAME
                        INITIATING    RESPONDING    UNKNOWN
                        ----------    ----------    -------
             AL             1             0            0
             AK             2             1            0
             AZ             2             0            0
             AR             1             0            0
             CO             1             0            0
             DC             3             6            0
             ......         8             1            0
             ......        10             8            0
             OR             9             2            0
             SD             2             0            0
             TN             1             0            0
             VT             0             1            0
             WI             4             1            0
             WY             1             2            0
                        ----------    ----------    -------
             TOT           68            32            0
```

Figure 8-7: MI Report 12 – Non-IV-D Cases by Initiating/Responding Indicator for Your State Name

Your state name appears at the top of the report with the corresponding state listed in the first column. The report identifies:

- **Initiating** – number of non-IV-D cases found in the other state in which you are the initiating state on your case
- **Responding** – number of non-IV-D cases found in the other state in which you are the responding state on your case
- **Unknown** – number of cases with a blank or invalid interstate type code

8.8 MI Report 13 – Cases Found on FCR with Family Violence Present

The Cases Found on FCR with Family Violence Present report provides the number of cases found during the ICR-FCR Supplemental Match process for which a family violence indicator (FVI) is present on one or more of the participants on the FCR. You receive Reason Code 11.

OCSE produces this report only for the cases found on the FCR (indicated by a 'Y' in position 242). Refer to Figure 8-8 for an example of the Cases Found on the FCR with Family Violence Present Report.


```
REPORT NUMBER:   MI-13 / ICR-17B              DEPARTMENT OF HEALTH AND HUMAN SERVICES                        PAGE NUMBER:       1
REPORT CREATED:  05/10/2017                   ADMINISTRATION FOR CHILDREN AND FAMILIES                      REPORT MODE: UIC
                                                OFFICE OF CHILD SUPPORT ENFORCEMENT
                                                INTERSTATE CASE RECONCILIATION SYSTEM
                              CASES FOUND ON THE FCR WITH FAMILY VIOLENCE PRESENT FOR THE STATE OF YOUR STATE NAME
                            CASES WITH FVI PRESENT
                      INITIATING    RESPONDING      UNKNOWN
                      ----------    ----------      -------
        AL                2              0              1
        AK               13              0              8
        AZ                6             10             15
        CA                3              1             12
        CO                1              0              7
        CT                3              0              0
        DC                9              4              4
        ......            4              1              5
        ......            1              2              5
        ID                7             14              4
        VA                2              1              5
        WI                3              2              3
        GU                0              0              1
        VI                0              0              1
                      ----------    ----------      -------
        TOT             153             96            224
```

Figure 8-8: MI Report 13 – Cases Found on FCR with Family Violence Present

Your state name appears at the top of the report with the corresponding state listed in the first column. The report identifies:

- **Initiating** – number of cases where FVI is present and you are the initiating state on your case

- **Responding** – number of cases where FVI is present and you are the responding state on your case

- **Unknown** – number of cases with a blank or invalid interstate type code

Appendix A: FCR/ICR Case ID Matrix

The format specifications for sending case IDs to the ICR are the same as the FCR and CSENet, which includes the following rules:

- 15-character alpha-numeric field

- May include special characters with the exception of an asterisk or a backslash

- All alphabetic character must be in uppercase

- Data field must be left-justified

- Cannot begin with a space

- Value cannot begin with a space

- Cannot be all zeroes or all spaces

- If Case ID does not fill the entire field, "right-pad" with spaces

Outlined below is each state's unique case ID convention:

Table A: FCR/ICR Case ID Matrix

State Code/ Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
01/AL	15 characters, includes integral leading zeroes	000000000608100 000000436983771
02/AK	9 characters, includes integral leading zeroes	004563456
04/AZ	12 characters, includes integral leading zeroes	000000012300 000000000200 000826683400
05/AR	9 characters, may include integral leading zeroes	004564567 800333760

State Code/ Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
06/CA	Three possible formats: • 15 characters, all numbers, no leading zeroes • 13-14 characters, includes integral leading zero, may include one alpha • 13 characters, includes integral leading zeroes and a dash	200000000000001 0370620502435A 0750000001-01
08/CO	12 characters, first 11 are numbers, 12th is alpha	80002324442A 01006171456A 01015819905B
09/CT	6 numbers, then dash, then one or two numbers	871916-1 000006-1
10/DE	6 characters, no leading zeroes	298797
11/DC	6 numbers, then dash, then one or two numbers	374413-1
12/FL	10 characters, may include integral leading zeroes	0123456778 0000000019 1195644264
13/GA	9 characters, may include leading zeroes	376666328 000000151
66/GU	10 characters with leading zeroes	0000010123 0000000001
15/HI	7-9 characters, no leading zeroes	5821813
16/ID	6 characters, may include integral leading zeroes	205005 000001

State Code/Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
17/IL	9 characters, 'C' followed by 8 numbers	C01509837 C00000009
18/IN	10 characters, all numbers, includes integral leading zeroes	0001234567
19/IA	7 characters, includes integral leading zeroes	0003471 0000010
20/KS	10 characters, all numbers, includes integral leading zeroes	0000244344 0000000014
21/KY	10 characters, includes integral leading zeroes	0001688842 0000001029
22/LA	11 characters, includes integral leading zeroes	00171251801 00000001501
23/ME	9 characters: 8 numbers, 1 alpha, may include leading zeroes	20333582P 00044580P
24/MD	9 characters, all numbers, may include integral leading zeroes	910062684 000000069
25/MA	10 characters, includes integral leading zeroes	0003746947
26/MI	9 characters, all numbers, may include integral leading zeroes	296747947 000024365
27/MN	12 characters, includes integral leading zeroes	001458610001 000000325801
28/MS	10 characters: nine numbers, tenth alpha	600014153A

State Code/ Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
29/MO	8 characters, all numbers, some with leading zeroes	51012613 00050302
30/MT	15 characters, includes integral leading zeroes. MT consistently uses this field with appended AP/CP suffixes for all interstate communications	0145777AP01CP01
31/NE	13 characters, always beginning with 'CA', no leading zeroes	CA2CH4QYLE85X CA2T62MRLSMNP
32/NV	10 characters: 9 numeric, 1 alpha Leading zeroes will not be suppressed	011234567A
33/NH	9 characters: 8 alphanumeric + 'C', some with leading zeroes	KSL86837C ABA5584WC 00085915C
34/NJ	11 characters: 'CS' + 8 numeric + 1 alpha, no leading zeroes	CS71047867A
35/NM	Up to 9 characters, no leading zeroes	8 12 10369 7138251
36/NY	9 characters: alpha-alpha-numeric-numeric-numeric-numeric-numeric-alpha-numeric, no leading zeroes	BJ79705H2
37/NC	10 characters, includes integral leading zeroes	0023456789
38/ND	Maximum of 8 characters, no leading zeroes	11501 48030601
39/OH	10 characters, all begin with 70, no leading zeroes	7044027808

State Code/ Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
40/OK	12 characters, includes integral leading zeroes	000468375001 000000001001
41/OR	Two possible formats: • 15 numbers, first two numbers are always 41, followed by 13 system-generated numbers. • 12 characters, first character is always zero, last 2 characters are always 41. Characters in between can be all numbers or a mixture of numbers and alpha characters.	410000123456789 001009210741
42/PA	9 characters, may include leading zeroes	324166675 000004351
72/PR	15 characters with integral leading zeroes	000000000133563
44/RI	10 characters, may include leading zeroes	0394823884 0013085731
45/SC	7 characters, includes integral leading zeroes	0471695
46/SD	10 characters, no leading zeroes	265108013A
47/TN	9 characters, includes integral leading zeroes	001013935
48/TX	10 characters, some with leading zeroes, some of the older case numbers have alpha characters	99999892N1 UR00000081 9890034561 N966000313

State Code/ Abbreviation	FCR/ICR Case ID Description	FCR/ICR Case ID Example
49/UT	10 characters: 'C' followed by 9 numbers, no leading zeroes	C000636011
50/VT	10 characters	0097250172 1144288961
51/VA	10 characters, includes integral leading zeroes	0003224507
78/VI	7 characters, no leading zeroes	1004572
53/WA	10 characters, includes integral leading zeroes	0001754773
54/WV	Up to 9 characters, no leading zeroes	6009 295734712
55/WI	10 characters, includes integral leading zeroes	0003690209
56/WY	Maximum 9 characters	28 130 65212 140652

Appendix B: ICR State Extract File Record Format

You must submit a separate record for each participant on your case, and repeat associated case information in each record. The following is a list of required data elements for each record:

- Case ID

- FIPS code

- Case status

- First two bytes of other state FIPS code

- SSN, name and participant type for at least one child and adult

Although the above information is the only required data, you are encouraged to submit all the information defined in the extract file to provide a more comprehensive matching result.

If you submit a case without the first two bytes of the other state FIPS code or without the other state case ID and SSN for at least one child or adult participant, the match routine automatically returns Reason Code 01 for each participant on your case because there is insufficient data to attempt to find a matching case.

Table B: ICR State Extract File Record Format

Field Name	Posi-tion	Length	A/N	Comments
Case ID	1-15	15	A/N	Required. Your state's case ID
Initiating/Responding Indicator	16	1	A/N	Your state's I/R indicator: I – initiating R – responding
FIPS Code	17-21	5	A/N	Required. Your state and county FIPS code

Field Name	Posi-tion	Length	A/N	Comments
FIPS Code Positions 6-7	22-23	2	A/N	Positions 6-7 of the FIPS code for states that use them. If they are not used, the positions will be blank
SSN	24-32	9	A/N	Required for at least one child or adult. Your state's Social Security number
Member ID	33-47	15	A/N	Your state's member ID
Participant Type	48-49	2	A/N	Required for at least one child or adult. Your state's participant type: NP – Noncustodial parent CP – Custodial party PF – Putative father CH – Child
Case Status	50	1	A/N	Required. Your state's Interstate Case Status: O – Open C – Closed
Last Name	51-80	30	A/N	Required for at least one child if the child's SSN is not present. Your state's participant Last Name
First Name	81-96	16	A/N	Required for at least one child if the child's SSN is not present. Your state's participant's first name
Middle Name	97-112	16	A/N	Your state's participant's middle name

Field Name	Position	Length	A/N	Comments
Date of Birth	113-120	8	A/N	Your state's participant's date of birth in CCYYMMDD format
Sex	121	1	A/N	Your state's participant's sex code: M – Male F – Female O – Other
Other State Case ID	122-136	15	A/N	The other state case ID stored on your state's system
Filler	137	1	A/N	Future use
Other State FIPS Code	138-144	7	A/N	First two bytes are required. The FIPS code for the other state's case stored on your state's system
Filler	145-159	15	A/N	Future use
Filler	160-161	2	A/N	Future use
Contact Name	162-201	40	A/N	The contact name or worker ID for the person assigned to this case in your state
Contact Phone Number	202-211	10	A/N	The phone number for the contact or caseworker assigned to this case in your state
Contact E-Mail	212-241	30	A/N	The email address for the contact or caseworker assigned to this case in your state
Filler	242-550	309	A/N	Future use

Appendix C: ICR Matching Results File Record Format

Table C: ICR Matching Results File Record Format

Field Name	Posi-tion	Length	A/N	Comments
Case ID	1-15	15	A/N	Your state's case ID
Initiating/Responding Indicator	16	1	A/N	Your state's I/R Indicator: I – Initiating R – Responding
FIPS Code	17-21	5	A/N	Your state and county FIPS code
FIPS Code Positions 6-7	22-23	2	A/N	Positions 6-7 of the FIPS code for states that use them. If they are not used, the positions will be blank
SSN	24-32	9	A/N	Your state's Social Security number
Member ID	33-47	15	A/N	Your state's member ID
Participant Type	48-49	2	A/N	Your state's participant's type: NP – Noncustodial parent CP – Custodial party PF – Putative father CH – Child

Field Name	Posi-tion	Length	A/N	Comments
Case Status	50	1	A/N	Your state's interstate case status: O – Open C – Closed
Last Name	51-80	30	A/N	Your state's participant's last name
First Name	81-96	16	A/N	Your state's participant's first name
Middle Name	97-112	16	A/N	Your state's participant's middle name
Date of Birth	113-120	8	A/N	Your state's participant's date of birth in CCYYMMDD format
Sex	121	1	A/N	Your state's participant's sex code: M – Male F – Female O – Other
Other State Case ID	122-136	15	A/N	The other state's case ID stored on your state's system
Filler	137	1	A/N	Future use
Other State FIPS Code	138-144	7	A/N	The FIPS code for the other state's case stored on your state's system
User Field	145-161	17	A/N	This field contains information you submitted in the extract file

Field Name	Posi-tion	Length	A/N	Comments
Contact Name	162-201	40	A/N	The contact name or worker ID for the person assigned to this case in your state
Contact Phone Number	202-211	10	A/N	The phone number for the contact or caseworker assigned to this case in your state
Contact E-Mail	212-241	30	A/N	The e-mail address for the contact or caseworker assigned to this case in your state
FCR-Supplied Indicator	242	1	A/N	This indicator will be 'Y' if the case was found on the FCR
1st Reason Code	243-244	2	A/N	First code for explanation of the match results
2nd Reason Code	245-246	2	A/N	Second code for explanation of the match results
3rd Reason Code	247-248	2	A/N	Third code for explanation of the match results
4th Reason Code	249-250	2	A/N	Fourth code for explanation of the match results
5th Reason Code	251-252	2	A/N	Fifth code for explanation of the match results
6th Reason Code	253-254	2	A/N	Sixth code for explanation of the match results
7th Reason Code	255-256	2	A/N	Seventh code for explanation of the match results
8th Reason Code	257-258	2	A/N	Eighth code for explanation of the match results

Field Name	Posi-tion	Length	A/N	Comments
9th Reason Code	259-260	2	A/N	Ninth code for explanation of the match results
10th Reason Code	261-262	2	A/N	Tenth code for explanation of the match
11th Reason Code	263-264	2	A/N	Eleventh code for explanation of the match
12th Reason Code	265-266	2	A/N	Future use. This field will not be used for the initial case-based ICR
Case ID (from Other State)	267-281	15	A/N	This field contains the case ID from the other state
FIPS Code (from Other State)	282-288	7	A/N	This field contains the FIPS code from the other state
SSN (from Other State)	289-297	9	A/N	This field contains the Social Security number for this participant from the other state
Member ID (from Other State)	298-312	15	A/N	This field contains the member ID fir this participant from the other state.
Participant Type (from Other State)	313-314	2	A/N	This field contains the participant type from the other state
Last Name (from Other State)	315-344	30	A/N	This field contains the last name for this participant from the other state
First Name (from Other State)	345-360	16	A/N	This field contains the first name for this participant from the other state

Field Name	Posi-tion	Length	A/N	Comments
Middle Name (from Other State)	361-376	16	A/N	This field contains the middle name for this participant from the other state
Date of Birth (from Other State)	377-384	8	A/N	This field contains the date of birth for this participant from the other state
Sex (from Other State)	385	1	A/N	This field contains the sex for this participant from the other state
Number of Adults From Your State	386-387	2	N	This field contains the number of participants in your state's case that have a participant type of NP, CP or PF
Number of Adults From Other State	388-389	2	N	This field contains the number of participants in the other state's case that have a participant type of NP, CP or PF
Number of Adults Matched	390-391	2	N	This field contains the number of participants that matched and have a participant type of NP, CP or PF
Number of Children from Your State	392-393	2	N	This field contains the number of participants in your state's case that have a participant type of CH
Number of Children from Other State	394-395	2	N	This field contains the number of participants in the other state's case that have a participant type of CH

Field Name	Posi-tion	Length	A/N	Comments
Number of Children Matched	396-397	2	N	This field contains the number of participants that matched and have a participant type of CH
Other State Contact Name	398-437	40	A/N	This field contains the contact name or worker ID for the person assigned to this case in the other state
Other State Contact Phone Number	438-447	10	A/N	This field contains the phone number for the contact or caseworker assigned to this case in the other state
Other State Contact E-Mail	448-477	30	A/N	This field contains the e-mail address for the contact or caseworker assigned to this case in the other state
Other State FIPS Code Verification Indicator	478	1	A/N	Verification indicator for the five-byte other state FIPS code that your state submitted: Y – Your other state FIPS code is valid N – Your other state FIPS code is invalid
FIPS Code Verification Indicator (from Other State)	479	1	A/N	Verification indicator for the five-byte FIPS code submitted by the other state: Y – The FIPS code from the other state is valid N – The FIPS code from the other state is invalid

Field Name	Position	Length	A/N	Comments
CP Match Indicator	480	1	A/N	Match indicator for participant information (SSN and participant type match) on the CP: Y – The person was submitted as a CP on both cases, based on SSN match N – The person was not submitted as a CP on both cases, based on SSN match
NP Match Indicator	481	1	A/N	Match indicator for participant information (SSN and participant type match) on the NP: Y – The person was submitted as an NP on both cases, based on SSN match N – The person was not submitted as an NP on both cases, based on SSN match
Other State I/R Indicator	482	1	A/N	This field will contain the initiating/responding indicator if submitted by the other state
Submitting State SSN Verification Indicator	483	1	A/N	This field indicates if the SSN submitted in position 24-32 is verified if a Reason Code '08' is assigned: Y – The SSN submitted is verified N – The SSN submitted is not verified

Field Name	Posi-tion	Length	A/N	Comments
Other State SSN Verification Indicator	484	1	A/N	This field indicates if the other state SSN provided in position 289-297 is verified if a Reason Code '07' or '08' is assigned: Y – The SSN provided by the other state is verified N – The SSN provided by the other state is not verified
Multiple Cases Indicator	485	1	A/N	This field indicates whether your case matched to multiple cases in the other state: Y – The case matched to multiple cases in the other state N – The case did not match to multiple cases in the other state
FCR Registered Date	486-	8	A/N	If the other state's case was matched on the FCR, indicated by a 'Y' in position 242, this field will contain the date the case was added to the FCR.
FCR Closed Date	494	8	A/N	If the other state's case was matched on the FCR, indicated by a 'Y' in position 242 and the case is closed on the FCR, this field will contain the date the case was closed (deleted) on the FCR.
Filler	502-550	49	A/N	Future use