

Chapter 21: ACES and IV-A

Table of Contents

21.000 Automated Client Eligibility System

How is ACES useful to DCS Staff?

Why are the IV-A Assistance Unit numbers (AU#) on BC?

How is Barcode useful to DCS staff?

21.005 Reporting Cases of Suspected Fraud

What do we mean by fraud?

Who investigates and determines suspected fraud?

Who is responsible for reporting suspected fraud?

What do I do if the NCP alleges fraud?

What are the exceptions to reporting suspected fraud?

[DCS Home](#) [Director](#) [Field Ops](#) [Policy / Legal](#) [Central Services](#) [SEMS](#) [MAPS](#) [Fiscal Ops](#)
[Communications](#) /[CRU](#) [Training](#) [Personnel](#) [Tribal](#) [Facilities](#)
[Seattle](#) [Tacoma](#) [Everett](#) [Yakima](#) [Spokane](#) [Olympia](#) [Wenatchee](#) [Vancouver](#) [Fife](#) [Kennewick](#)

Chapter 21: ACES and IV-A

Section 21.000: ACES Automated Client Eligibility System

This section gives a brief description of ACES and some information for the DCS user.

Contents

Laws	45 CFR 307.10(b)(9) & (13)
Policy	
Procedure	Check ACES to make sure the correct Assistance Unit number (AU#) is on BC. Check ACES for information on an NCP.
Visual Aids	ACES Eligibility A-Z Manual Acronyms
Automated Actions	The IV-A/IV-D interface posts the AU# to the IV-D case.
SEMS Screens	BC , CC , IA , CF , BI , 4A , 4F , 4R , 4S , 4X
Forms Used	
Hearing and Conference Board Rights	
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	A DCS/RSEO User Guide to ACES Barcode User Guide ACES and CAMIS Liaisons

Procedures

1. How is ACES useful to DCS staff?

1. ACES (Automated Client Eligibility System) is the computer system for IV-A programs, much like SEMS is the computer system for DCS IV-D programs. Both systems share data with each other, but not completely.
2. ACES contains information about public assistance recipients. You can find social security numbers (SSN), addresses, employer, wages or other information about a case, custodial parent (CP), child, noncustodial parent (NCP) or other party to the case.
3. The IV-A/IV-D interface posts a [CC](#) code **14** for temporary assistance for needy families (TANF) openings and closings. The interface also adjusts [CF](#) distribution of payments (TANF, NA, Temp, & Subro), posts CP & NCP addresses to [IA](#) screens, and posts the client identification (ID) number, SSN, date-of-birth (DOB), and client name to the [BI](#) screen.

2. Why are the IV-A Assistant Unit numbers (AU#) on BC?

1. Division of Child Support (DCS) headquarters (HQ) staff enter the AU# to the AU# field on [BC](#) when the children are on financial or medical assistance. The AU# field is automatically updated when an Internet/Intranet referral is received and the AU# on the BC screen is blank or does not match the AU# in the Internet/Intranet referral.
2. When changes occur on a public assistance case, the IV-A/IV-D interface posts those changes to SEMS. The AU# must be correct for the IV-D case type and distribution of payments to be correct.
3. The AU# for a medical case does not link to the interface at this time.
4. You may see any of the following SEMS indicators after the AU# on the [BC](#) screen:

Link Verified.

The AU# is valid and the link has been established or confirmed.

Unverified.

The data is on the interface but no one has updated it to confirm the link. Once an interface update confirms the information, this will change to "Link Verified".

No Child Match.

The AU# is valid but a discrepancy exists between SEMS and ACES child data. Check SEMS child data: DOB, SSN, and name spelling. Modify SEMS to match ACES data. The next automated interface should change the indicator to "Link Verified".

Not Valid.

This means that there is a problem with the AU#. Someone may have posted the AU# to the [BC](#) screen incorrectly. There may also be a problem with the interface if the AU# is valid in ACES but not on the [BC](#).

5. Report all interface problems to your [ACES liaison](#).

3. **How is Barcode useful to DCS staff?**

1. Barcode contains imaged CSO documents. SEOs can print copies of these documents, such as assignments for contempt or interstate packets. See [Barcode User Guide](#).
2. SEOs can review client applications for locate information, get information on NCP social security benefits and WA registered day care providers, and view Fair Hearing requests and good cause claims.

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Chapter 21: ACES and IV-A

Section 21.005: Reporting Cases of Suspected Fraud

This section describes how and when to report a case of suspected fraud.

Contents

Laws	42 USC 669a(b) Financial Information Data Match (FIDM) information disclosure is very limited RCW 74.09.230 fraud WAC 388-446-0001 , -0005 , -0010 welfare fraud
Policy	Any complaint of suspected fraud is reported to the IV-A agency. FIDM information can not be used to report fraud.
Procedure	Fraud complaints from the public, including the NCP, should be referred to the DSHS fraud hotline at 1-800-562-6906 or the DSHS online submission form . DCS staff may use the same 800# number and online submission form to report suspected fraud. Staff may also call or e-mail the CSO worker with information, except for FIDM-generated data.
Visual Aids	
Automated Actions	
SEMS Screens	CC
Forms Used	18-011A
Hearing and Conference Board Rights	No DCS hearing rights. Any hearing rights on a welfare fraud decision or sanction would be through the CSO, not DCS.
Personal Notes [Add a note]	You have not added any notes to this handbook section.
See Also	Eligibility A-Z Manual, Fraud Welfare Fraud Online Complaint Form

Procedures

1. What do we mean by fraud?

1. For DCS and CSO purposes, fraud means obtaining cash, medical, or food assistance by intentional misstatement or by withholding information that affects eligibility for these benefits, resulting in overpayment.
2. Fraud is normally associated with public assistance benefits. Although fraud can involve caregivers and other providers or situations, DCS contact will be primarily with CSO clients
3. The Community Services Division (CSD) determines whether or not there is an overpayment, not DCS.

2. Who investigates and determines suspected fraud?

1. The investigation and determination of fraud can be a three-step process involving the Community Service Office (CSO), Division of Fraud Investigation (DFI), and the Prosecuting Attorney's office.
2. DCS staff are obligated to report suspected fraud. You have no duty to investigate suspected fraud. Suspected fraud does not affect how DCS works the case. You should continue with normal establishment or collection procedures.
3. The Prosecuting Attorney has the responsibility to prove fraud if the case is pursued for criminal prosecution.

3. Who is responsible for reporting suspected fraud?

1. DCS staff may become aware of suspected fraud from working reports, interfaces with other agencies, etc. As part of DSHS, DCS staff report suspected fraud to CSD staff in the CSO.
2. DCS staff can call or e-mail CSO staff directly about the suspected fraud, or they can call the fraud hot line at 1-800-562-6906, or they can fill out the [online submission form](#).
3. Fraud allegations from the public should be referred to the 1-800-562-6906 fraud hot line number or the [online submission form](#).
Exception: If your suspicion of fraud is based on Financial Information Data Match (FIDM) information, you cannot disclose that information because of federal limitations. See Section 21.005 E below.

4. What do I do if the NCP alleges welfare fraud?

1. DCS does not investigate welfare fraud. You should refer the NCP to the DSHS Division of Fraud Investigation (DFI) website. The NCP can either call them at 1-800-562-6906 fraud hot line number or fill out the [online submission form](#).
2. You cannot reveal information about the Title IV-A data (ACES narratives, etc.) to the NCP because of confidentiality statutes related to public disclosure. The only IV-A information you may disclose is a "yes" or "no" answer to the question, "Is this person receiving public assistance?" See Section [22.010](#).
3. If the complaint is determined invalid by Title IV-A, and the NCP disagrees and wants to question the decision, the NCP must take it up with Title IV-A (CSD, DFI, or the Prosecuting Attorney).

4. What are the exceptions to reporting suspected fraud?

- o DCS may only access and disclose Financial Institution Data Match (FIDM) for child support purposes. DCS is prohibited from disclosing FIDM information to the CSO or DFI for purposes of reporting fraud. See Section [10.060](#) B.3.

Example: If we learn from FIDM information that an NCP who is on temporary assistance for needy families (TANF) has \$5,000 in a bank account can we contact the CSO with this information? No, because FIDM information is confidential and an SEO cannot legally pass on this information to the CSO. See [42 USC 669a\(b\)](#).

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