G. **Self-Sufficiency Workers Access to Child Support Program (CSP) Information**

This section contains an overview of the requirements for Self-Sufficiency Program (SSP) staff who access CSP information. It also contains an overview of the laws and rules on confidentiality and the CSP screens SSP workers have access to. In addition to reading the information in this section, SSP workers who access CSP information are required to read “Accessing Child Support Program Information,” at [http://www.dhs.state.or.us/policy/selfsufficiency/publications/screen-access-trng.pdf](http://www.dhs.state.or.us/policy/selfsufficiency/publications/screen-access-trng.pdf).

1. **Overview of requirements for Self-Sufficiency Program staff who access Child Support Program information**

Self-Sufficiency Program (SSP) workers who administer title IV-A (TANF), SNAP and/or ERDC have access to CSP information via computer screen or via contact with CSP employees.

SSP workers who access CSP information must read and follow [ORS 25.260](http://www.leg.state.or.us/bills楞Sessions/2015/summary/ORS25-260.xml) (Confidentiality of Records; Rules), [OAR 137-055-1140](http://www.dhs.state.or.us/policy/selfsufficiency/publications/screen-access-trng.pdf) (Confidentiality of Records in the Child Support Program) and the Department of Human Services (DHS) Conflict of Interest with a Child Support Case policy and procedures. Staff must also be able to report a conflict of interest with a CSP case to their supervisor using form [Notice of Conflict of Interest with a Child Support Program Case (DHS 429)](https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/DE0429.doc) (available at [https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/DE0429.doc](https://aix-xweb1p.state.or.us/es_xweb/DHSforms/Served/DE0429.doc)).

2. **Overview of access to and confidentiality of CSP information**

Access to CSP information is based on what access is allowed under state and federal law and rule. Whether a DHS worker has access to CSP information depends on what program the worker is administering and the purpose of the access.

Confidentiality of CSP information is also based on federal and state law and rule.

In brief, the laws, rules and policies that govern access to CSP information and confidentiality of CSP information state that:

- Workers administering title IV-A (TANF), SNAP and ERDC may access CSP information including obligor name, SSN, date of birth, address and phone number; obligee name, SSN, date of birth and address; obligor’s employer’s name and address; child’s name, SSN and date of birth;

- The information in the paragraph above may be accessed either via CSP screens or via contact with DCS;
There are penalties for violation of the laws and rules related to confidentiality of and access to CSP information;

Workers with access to CSP computer or other records available to them as employees of DHS may not access records that pertain to their own CSP case. Workers also may not access any CSP case that, if they were to access the case, may receive, or have the appearance of receiving, biased treatment. This is generally referred to as “conflict of interest”;

When possible inappropriate use of CSP information is identified, the CSP Director, after consulting with the employee’s agency, will determine whether the use or disclosure likely occurred and the employee’s access to CSP records may either be revoked permanently or temporarily, if a determination by the CSP Director is pending. Revocation of access is in addition to any other penalty for use or disclosure of confidential information that is in violation of law or policy.

ORS 25.260

25.260 — ORS

Confidentiality of Records in the Child Support Program Rule

137-055-1140 — Confidentiality of Records in the Child Support Program

3. CSP mainframe screens SSP workers may access

See “Child Support Screens Quick Reference Table” and “How to Access Child Support Program Mainframe Screens” at http://www.dhs.state.or.us/caf/ss/tanf/child-support.html for information on using the screens below.

- SESR – CSP employee information including contact information;
- SJ7F – CSP case information about obligor, obligee, beneficiaries, payments, claim of risk or good cause, etc.;
- SMCL – Narrative lines for the CSP case;
- SMEH – Electronic Funds Transfer (EFT), Direct Deposit (DD) and Stored Value Card (SVC) payments that have been sent on a child support case;
- SMIC – Detailed beneficiary information, including insurance information;
- SMR1 – Detailed information regarding a particular billing segment;
- SMU – CSP case information about obligor, obligee, beneficiaries, legal actions on the case, etc.;

- SMUA – The amount of assistance paid for the current month and the amount paid since the case was open;

- SMUX – Search screen for CSP cases;

- SPTD – Detailed history of a selected pass-through payment. Accessible only via SPTH;

- SPTH – History of child support pass-through payments for a CSP case or a TANF case;

- SRCI – Identifies when and to whom checks were issued on a child support case;

- WPAY – History of payments received on a child support case from 1982 to the current month. There may be some exceptions.

### NOTE

An SSP worker can also contact a DCS worker to get child support case and payment information. An Authorization for Use and Disclosure of Information (MSC 2099) is not needed for SSP to get information from the CSP mainframe screens or from a DCS worker.

### 4. CSP website


### NOTE

A client cannot be required to complete an MSC 2099 authorizing this access.
5. **Printing CSP screens**

SSP staff may *not* print CSP screens. If an SSP worker needs to document information from CSP screens, the worker should narrate the information in TRACS.

**EXCEPTION**

The only exception to the paragraph above is that Hearings Representatives may print CSP screens for use in a hearing when:

- The purpose of the hearing is related to the administration of title IV-A (TANF program) SNAP; *AND*
- All information related to the other party, beneficiary and non-parties (such as parole officer, CSP staff, etc.), including names, addresses, employer, birth dates, Social Security numbers, etc., has been redacted (blacked out) before the printout is submitted for the hearing.

6. **Conflict of interest - Child Support Program**

**General**

DHS employees are required to notify their supervisor when the individual employee has a potential conflict of interest with a CSP case. Notification must be in writing using the *Notice of Conflict of Interest with a Child Support Program Case* (DHS 429).

“Conflict of interest” means that a CSP case may receive, or have the appearance of receiving, biased treatment if the employee has access to or continues to have access to the case.

**Accessing CSP cases involving friends, relatives or acquaintances**

A conflict of interest arises when an employee has been working on a case, or is assigned a case, and the case is either a CSP case or a case with a linkage to a CSP case that involves a friend, relative, acquaintance, etc.

The DHS employee must report this to their manager in writing using the DHS 429.

It is a violation of policy for a DHS employee to knowingly access the CSP case file of a friend, relative or acquaintance using CSP computer screens or other records available to them as DHS employees.
Accessing own CSP case

DHS employees shall not access their own CSP case file using CSP computer screens or other records available to them as DHS employees.

Any DHS employee who has their own CSP case and who has access to CSP screens must notify their supervisor of their case using the DHS 429.

- This requirement applies for open CSP cases that are in the Oregon CSP system;
- This requirement also applies for closed cases that are in the Oregon CSP system except when the child(ren) on the case is over 18 years of age, no arrears are owed and the case was closed more than five years from the date the client is reporting the conflict of interest.

In some cases, a worker may not be sure whether their child support case is in the CSP system, the date the case was closed or whether arrears are still owed. When a worker is unsure, the worker should report the case as a conflict of interest. Under no circumstances, may a worker access their own case file using CSP computer screens or other records available to them as DHS employees in order to determine this information.

It is a violation of policy for a DHS employee to access their own case file using CSP computer screens or other records available to them as DHS employees.

FAQ on accessing own CSP case:

- **QUESTION**: May a DHS employee use the Division of Child Support website from home or from a non-DHS computer (example: personal computer at home) to access information about their own CSP case?
  
  **ANSWER**: Yes.

- **QUESTION**: May DHS employees use CSP or other DHS screens available to them as DHS employees to access information about their own CSP case?
  
  **ANSWER**: No.

Procedures

Staff who have a potential conflict of interest should report the conflict using the *Notice of Conflict of Interest with a Child Support Program Case* (DHS 429).

Procedures for reporting a conflict of interest may be found at DHS-060-030-01, Conflict of Interest - Child Support Program procedure.
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