

Guidance for SCCRS/SEEK

Division of Child Development and Early Education

Revision 3 - October 10, 2011

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Text highlighted in this color reflect the October, 2011 updates.

Text highlighted in this color is for instructional assistance/emphasis only.

The SCCRS – SEEK Interface

The information presented below describes the data items collected from SCCRS and shared with the new SEEK system. The first transfer of data occurred in May for Pilot and Group I counties, and was followed shortly thereafter for all other counties.

The file layouts below present the data items that are collected as a unit in SCCRS, “packaged” into a file, and sent to SEEK. In each file type, you will see there is an important indicator that describes whether a specific data item is or is not required by SEEK. When a record of data collected in SCCRS is missing a required piece of information, the transfer of the record is rejected.

If a family case is created and the family date of birth is blank, SEEK will not accept the record and will report it as a “rejected record”. If the family has four children attending one or more facilities, then the insert/update of the children’s authorization information will also fail in SEEK – because it is dependent upon receipt of the case.

Provider File Layout

Field Name	Data Type	R/O/C	Editable /C	Field Position	Field Length	Values	Error Codes
Record Type	Alphanumeric	R	No	1	1	D = (Detail)	
Facility ID	Alphanumeric	R	No	2	8		101, 102
Corporate ID (Provider ID)	Numeric	R	Yes	10	6		101, 118
Facility Level/Type	Alphanumeric (Enum)	R	Yes	16	2		101, 103
Facility Name	Alphanumeric	R	Yes	18	50		101, 104
Director Name	Alphanumeric	R	Yes	68	30		101, 106
Facility Phone	Alphanumeric	R	Yes	98	14		101, 108
Location Address1	Alphanumeric	R	Yes	112	35		101, 109
Location City	Alphanumeric	R	Yes	147	20		101, 110
Location State Code	Alphanumeric (Enum)	R	Yes	167	2		101, 111
Location Zip Code	Numeric	R	Yes	169	5		101, 112
*Location Zip Code Extension	Numeric	O	Yes	174	4		107
Location County Code	Numeric (Enum)	R	Yes	178	3		101, 113
Mailing Address	Alphanumeric	R	Yes	181	35		101, 109
Mailing City	Alphanumeric	R	Yes	216	20		101, 110
Mailing State Code	Alphanumeric (Enum)	R	Yes	236	2		101, 111
Mailing Zip Code	Numeric	R	Yes	238	5		101, 112
Mailing Zip Code Extension	Numeric	R	Yes	243	4		101, 107
Capacity 1 st	Numeric	O	Yes	247	3		132
Capacity 2 nd	Numeric	O	Yes	250	3		133
Capacity 3 rd	Numeric	O	Yes	253	3		134
License Number	Alphanumeric	R	No	256	8		101, 116
License Expiration Date	Date	O	Yes	264	10	CCYY-MM-DD	105
EmailAddress	Alphanumeric	O	Yes	274	78		135
Facility Status	Alphanumeric (Enum)	R	Yes	352	1		101, 114
Pad-Filler	Alphanumeric	O	Yes	353	47		

(R=Required O=Optional C=Conditional)

* Zero (0) will replace characters for null value in the record.

Case File Layout

Field Name	Data Type	R/O/C	Editable/C	Field Position	Field Length	Values	Error Codes
Record Type	Alphanumeric	R	No	1	1	D = (Detail)	
* Case ID (LPA + Case ID)	Alphanumeric	R	No	2	9		101, 117
LPA	Numeric (Enum)	R	No	11	3		101, 129
Primary First Name	Alphanumeric	R	Yes	14	30		101, 122
Primary Last Name	Alphanumeric	R	Yes	44	30		101, 123
Primary Middle Initial	Alphanumeric	O	Yes	74	1		124
Primary Suffix	Alphanumeric	O	Yes	75	3		137
Date of Birth	Date	R	Yes	78	10	CCYY-MM-DD	101, 105
Address	Alphanumeric	R	Yes	88	35		101, 109
City	Alphanumeric	R	Yes	123	30		101, 110
State	Alphanumeric (Enum)	R	Yes	153	2		101, 111
Zip Code	Numeric	R	Yes	155	5		101, 112
**Zip Code Extension	Numeric	O	Yes	160	4		107
Primary Phone Number	Alphanumeric	O	Yes	164	14		108
Secondary Phone Number	Alphanumeric	O	Yes	178	14		108
***Family Language	Alphanumeric (Enum)	R	Yes	192	2		101, 125
Case Status	Alphanumeric (Enum)	R	Yes	194	1		101, 115
Pad-Filler	String	O	Yes	195	105		

(R=Required O=Optional C=Conditional)

* Case ID and LPA will be combined and sent by SCCRS as unique Case ID

** Zero (0) will replace characters for null value in the record.

*** Default value = EN

Alternate Cardholder File Layout

Field Name	Data Type	R/O/C	Editable/C	Field Position	Field Length	Values	Error Codes
Record Type	Alphanumeric	R	No	1	1	D = (Detail)	
Person ID	Alphanumeric	R	No	2	11		101, 120, 201, 209
LPA	Numeric (Enum)	R	No	13	3		101, 129, 208
Case ID (LPA + Case ID)	Alphanumeric	R	No	16	9		101, 117
Alt Case Access	Alphanumeric (Enum)	R	Yes	25	1		101, 121
First Name	Alphanumeric	R	Yes	26	30		101, 122
Last Name	Alphanumeric	R	Yes	56	30		101, 123
Middle Initial	Alphanumeric	O	Yes	86	1		124
Suffix	Alphanumeric	O	Yes	87	3		137
Date of Birth	Date	R	Yes	90	10	CCYY-MM-DD	105
Pad-Filler	String	O	Yes	100	100		

(R=Required O=Optional C=Conditional)

Authorization File Layout

Field Name	Data Type	R/O/C	Editable/ C	Field Position	Field Length	Values	Error Codes
Record Type	Alphanumeric	R	No	1	1	D = (Details)	
Authorization ID	Numeric	R	No	2	12		101, 126, 201, 202, 203
Child ID	Alphanumeric	R	No	14	11		101, 127
LPA	Numeric (Enum)	R	No	25	3		101, 129, 208
Case ID (LPA + Case ID)	Alphanumeric	R	No	28	9		101, 117
Facility ID	Alphanumeric	R	No	37	8		101, 102
Begin Date	Date	R	C	45	10	CCYY-MM-DD	101, 105, 207
End Date	Date	R	C	55	10	CCYY-MM-DD	101, 105, 137, 205, 206
Level of Care	Numeric (Enum)	R	Yes	65	3		101, 128
Auth Status	Alphanumeric (Enum)	R	Yes	68	1		101, 130
Child First Name	Alphanumeric	R	Yes	69	30		101, 122
Child Last Name	Alphanumeric	R	Yes	99	30		101, 123
Child Middle Initial	Alphanumeric	O	Yes	129	1		124
Child Suffix	Alphanumeric	O	Yes	130	3		137
Child Date of Birth	Date	O	Yes	133	10	CCYY-MM-DD	105
Protective Custody Flag	Alphanumeric (Enum)	R	Yes	143	1		101, 131
Pad-Filler	String	O	Yes	144	56		

(R=Required O=Optional C=Conditional)

In July – August, 2011, subsequent data dumps occurred to keep SCCRS and SEEK synchronized as closely as possible; later followed by daily transfers once a group of counties had been rolled out.

As each data group was transferred to SEEK, records were written into a “reject file” when the information was found to be incomplete or formatted incorrectly. Each file of rejected records returned back to SCCRS was converted into a daily version of the SEEK RESPONSE MESSAGE report, and saved in the **NXPTR Reports** application, in the DHR/GHB Directory. Each daily version of the SEEK RESPONSE MESSAGE report contains (4) sections, one each for errors related to Providers, Cases, Alternate Cardholders, and Authorizations.

In XPTR, there exists a SEEK RESPONSE MESSAGE report for each data dump, as well as dated versions created from each daily transmission of data. Effective in August, four new individual error reports are now also available – one for each type of data transferred: SEEK ALTCARD ERROR, SEEK AUTHORIZATION ERROR, SEEK CASE ERROR, and SEEK PROVIDER ERROR.

It is important that the error reports are reviewed and data entry errors corrected so that records are not found to be missing from SEEK, preventing accurate attendance from being collected. Following is a list of error the codes and descriptions that you will find in the different error reports.

NOTE: The **SEEK Error Reports** are now also available in Data Warehouse. While the execution and presentation of the DW reports is more user-friendly and easier to read for many, staffs are encouraged to review reports from the venue they feel more comfortable with. Please see page 18 of this document for the DW details.

Following is a list of error codes and descriptions that may be returned in one of the daily error files. The text of each individual error displays information details that relate to the specific incident.

Error Codes

▪ Field Validation Errors

Code	Error Message Where: {0} the name of the field. {1} the value of the field.	Description	Field Reference
101	The < {0}> field is required.	The field must have a non-blank value.	Required
102	The < {0}> field ({1}) has the wrong format.	This field must be up to 8 characters long. Allowable characters: letters, digits, space, dash (-), forward slash (/), dot (.), hash (#), comma (,), apostrophe (').	ValidFacilityID
103	The < {0}> field ({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueFacilityType
104	The < {0}> field ({1}) has the wrong format.	This field must be up to 50 characters long. Allowable characters: letters, digits, space, dash (-), forward slash (/), dot (.), hash (#), comma (,), apostrophe (').	ValidFacilityName
105	The < {0}> field({1}) has the wrong format.	The field must be in a valid date format CCYY-MM-DD.	ValidDate
106	The <{0}> field({1}) has the wrong format.	This field must be up to 30 characters long. Allowable characters: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,), apostrophe(').	ValidDirectorName
108	The <{0}> field({1}) has the wrong format.	This field must be up to 14 characters long. Allowable characters: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,), apostrophe(').	ValidPhoneNumber
109	The <{0}> field({1}) has the wrong format.	Maximum 35 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidAddress
110	The <{0}> field ({1}) has the wrong format.	Maximum 30 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidCity
111	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueState
112	The <{0}> field({1}) has the wrong format.	The field must be 5 digits numeric.	ValidZipCode
107	The <{0}> field({1}) has the wrong format.	The field must be 4 digits numeric.	ValidZipCodeExtension
113	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueLocationCountyCode
114	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueFacilityStatus
115	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueCaseStatus

Code	Error Message Where: {0} the name of the field. {1} the value of the field.	Description	Field Reference
116	The <{0}> field({1}) has the wrong format.	This field must be a string with a maximum length of 8 characters.	ValidLicenseNumber
117	The <{0}> field({1}) has the wrong format.	Maximum 9 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidCaseID
118	The <{0}> field({1}) has the wrong format.	Maximum 10 allowable digits numeric.	ValidCorporateID
120	The <{0}> field({1}) has the wrong format.	Maximum 11 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidPersonID
121	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueAltCaseAccess
122	The <{0}> field({1}) has the wrong format.	Maximum 30 allowable characters containing: letters, digits, space, dash (-), forward slash (/), dot (.), hash(#), comma(,), apostrophe(').	ValidFirstName
123	The <{0}> field({1}) has the wrong format.	Maximum 30 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,), apostrophe(').	ValidLastName
124	The <{0}> field({1}) has the wrong format.	The field must be left blank or contain 1 allowable character: letters, digits, space, dash (-), forward slash(/), dot(.), hash(#), comma(,).	ValidMiddleInit
125	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueLanguage
126	The <{0}> field({1}) has the wrong format.	Maximum 12 allowable digits numeric.	ValidAuthorizationID
127	The <{0}> field({1}) has the wrong format.	Maximum 11 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidChildID
128	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueLevelOfCare
129	The <{0}> field({1}) has the wrong format.	Maximum 3 allowable characters containing: letters, digits, space, dash (-), forward slash (/), dot (.), hash (#), comma (,).	ValidLPA
130	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueAuthStatus
131	The <{0}> field({1}) has an invalid value.	The field must have a value in one of the listed values.	ValueProtectiveCustodyFlag
132	The <{0}> field({1}) has the wrong format.	Maximum 3 allowable digits numeric.	ValidCapacity1st
133	The <{0}> field({1}) has the wrong format.	Maximum 3 allowable digits numeric.	ValidCapacity2nd
134	The <{0}> field({1}) has the wrong format.	Maximum 3 allowable digits numeric.	ValidCapacity3rd
135	The <{0}> field({1}) is an invalid email address.	Maximum 78 allowable characters containing: letters, digits, underscore (_), dot(.), at sign(@).	ValidEmailAddress
137	The <{0}> field({1}) has the wrong format.	Maximum 3 allowable characters containing: letters, digits, space, dash(-), forward slash(/), dot(.), hash(#), comma(,).	ValidNameSuffix

▪ **Dependency and Business Rules Errors**

Code	Error Message Where: {0} the name of the field. {1} the value of the field.	Description	Field Reference
201	Case ({1}) not found.	Error while creating Authorization record or Alternate Cardholder record. The Case Identifier does not exist.	
202	Facility ({1}) not found.	Error while creating Authorization record. The Provider Identifier does not exist.	
203	Unable to create Authorization. An Authorization already exists for a date within this same date range.	Only one active Authorization can exist for a Child/Provider combination for any given date.	
205	End Date cannot be before the Begin Date	The End Date must be equal or after the Begin Date of an authorization.	ValidAuthEndDate
206	End Date cannot be prior to the current date.	Authorization End Date cannot be added or updated to a date in the past.	ValidAuthEndDate
207	Begin Date cannot be changed.	When Authorization begin date has occurred, it cannot be changed.	ValidAuthBeginDate
208	LPA ({1}) does not match case LPA.	LPA on Authorization File does not match with LPA on Case File	
209	Case already has maximum number of allowable active cardholders.	A new card cannot be issued when there are already 4 active cardholders for a case.	

Setting up NCXPTR

County staffs who do not have access to NCXPTR should see their county security official. They can submit an e-iraaf and request this access for you. If you have not used NCXPTR before, or do not use it regularly, the following instructions will help you perform the initial set-up in XPTR and direct you to the location of the new reports. Instructions are also included for accessing XNET - the web-based view of XPTR.

Use your Host on Demand application to Access NCXPTR.

199.90.157.13 VIA TCP/IP TO THE NORTH CAROLINA STATE NETWORK --

-- CUSTOMER SUPPORT CENTER: (919) 754-6000 / 1-800-722-3946 --

```

* * * * *          W A R N I N G          * * * * *
* THIS IS A GOVERNMENT COMPUTER SYSTEM AND IS THE PROPERTY OF THE STATE OF *
* NORTH CAROLINA. USERS HAVE NO EXPECTATION OF PRIVACY. USE OF THIS COMPUTER*
* SYSTEM IS SUBJECT TO MONITORING OR OTHER REVIEW BY THE GOVERNMENT OPERATOR*
* OR OTHERS. UNAUTHORIZED OR IMPROPER USE OF THIS SYSTEM MAY RESULT IN *
* ADMINISTRATIVE DISCIPLINARY ACTION AND CIVIL AND CRIMINAL PENALTIES. *
* USE OF THIS SYSTEM CONSTITUTES CONSENT TO MONITORING. *
* * * * *

```

APPLICATION: **NCXPTR**

Logon to XPTR with your RACF_ID and password.
The Account code is DHRGHB.

```

XXX      XXX
XXX      XXX
XXX  XXX  PPPPPPPPP  TTTTTTTTTTTT  RRRRRRRRR
XXXXXX  PP      PP      TT      RR      RR
XXXX    PP      PP      TT      RR      RR
XXXX    PP      PP      TT      RR      RR
XXXXXX  PPPPPPPPP  TT      RRRRRRRRR
XXX  XXX  PP      TT      RR      RR
XXX  XXX  PP      TT      RR      RR
XXX      XXX  PP      TT      RR      RR

```

```

Security Logon ID ==> TS89P04
Password          ==>
Account          ==> DHRGHB
To change your password, enter the same new password in both areas.
New password     ==>

```

Press ENTER to connect with Xptr Press HELP key (PF1) for assistance
 Press END key (PF3) to disconnect from X/PTR
 Xptr is a licensed software service of Systemware, Inc., Addison, TX
 Xptr and Systemware are trademarks of Systemware

Set up your "Favorites" for quick access to the reports you need.
 Type "PRO" at the Command line and press <Enter>

```

X 1 V22: Favorites Line 1
Command ==> PRO Scroll ==> CSR

```

```

Commands: PRO - Update Favorites (via Profile)
Options:  B - Display on terminal      X - List report indices
          S - List report versions     V - List report views
          PRT - Print                   Q - Add to Work Queue
          SQ - Structured Query        N - Version Notes
Use END command to exit. Use LEFT command to list more report information.

```

```

Opt  Type  Title                               Last CMD
DIR  MY DIRECTORIES
***** End of list *****

```

Enter "S" to select the FAVORITES LIST option, press <Enter>.

```

X 1 G01: Profile for /DHR/USR/TS89P04
Command ==>
Select Command from list below.
Place any character next to command or enter command in Command ==> area.
- Cmd  Description - Profile action
S FAV - FAVORITES LIST I - RESET
PRT - PRINT DEFAULTS L - RELOAD
BRS - BROWSE CAN - CANCEL
ARC - ARCHIVE RESTORE
CMD - INITIAL MENU
VFY - VERIFY DELETES
JHS - JHS OPTIONS
EML - E-MAIL ADDRESS

```

Enter "S" in both fields, as shown below, press <Enter>.

X 1 G30: **Manage Favorites List**
Command ==>

To exit this screen before making any changes, press END.
To continue, select an ACTION, a FORMAT, and press ENTER.

ACTION (Select with any character on the left)
Display/modify group directory and/or report list.
Create new list with all available reports.
S **Select reports and directories to add to the list.**
Display/remove reports and directories in the list.
Remove all reports and directories from the list.
Add browsed reports to list automatically.
Discard any changes and revert to prior list.
Exit saving any list updates.

FORMAT OF REPORT NAMES USED IN LIST CREATION PROCESS

S **Title**
Alternate name
JCL Form ID
Job, step, procstep, DD
Title, sorted in report name sequence

SCCRS Reports are found in the DHR\GHA & DHR\GHB directories.
Enter a "?" next to the DHR Directory – press <ENTER>.

X 1 G31: **Select Reports From Directory /** Line
Command ==> Scroll ==> CSR

Select the report and directories to be added with an S in the Opt column.
To expand a directory to the next level, use a ? in the Opt column.
Press ENTER to make changes, and END to exit this level.

Opt Report	TITLE
/#####	
/ACH	DEPARTMENT OF CULTURAL RESOURCES
/ADM	DEPARTMENT OF ADMINISTRATION
/AGR	*DIRECTORY*
/COR	*DIRECTORY*
/DCC	*DIRECTORY*
? /DHR	*DIRECTORY*
/DJA	

The subdirectory list will display – listed alphabetically. PAGE DOWN <F8> to GHA & GHB.

Enter a "?" next to the Subdirectory GHA – press <Enter> to view reports list.

X 1 G31: **Select Reports From Directory /DHR** Line 33
Command ==> Scroll ==> CSR

Select the report and directories to be added with an S in the Opt column.
To expand a directory to the next level, use a ? in the Opt column.
Press ENTER to make changes, and END to exit this level.

Opt Report	TITLE
/DHR/FRD	*DIRECTORY*
? /DHR/GHA	
/DHR/GHB	*DIRECTORY*
/DHR/HBA	*DIRECTORY*
/DHR/HCA	*DIRECTORY*

The next page displays a list of SCCRS reports in the **DHR/GHA Directory** that you may add to your FAVORITES. Some you may find useful include: Birthday/Age Range Rpt, Child Reimbursement Rpt, Provider Reimbursement, Purch Reimb Summary Total, Turnaround Worksheet.

X 1 G31: Select Reports From Directory /DHR/GHA Row 1 to 14 of 60
 Command ==> Scroll ==> PAGE

Select the report and directories to be added with an S in the Opt column.
 To expand a directory to the next level, use a ? in the Opt column.
 Press ENTER to make changes, and END to exit this level.

Opt Report	TITLE
/DHR/GHA/GB00	DHRGHB PURCHASER CLOSEOUT
/DHR/GHA/GB01	DHRGHB FED BIANNUAL FAMILY CNT
/DHR/GHA/GB02	DHRGHB STATISTICAL SUMM-STATE
/DHR/GHA/GB05	DHRGHB PURCHASER ADDRESS RPT
/DHR/GHA/GB07	DHRGHB SL-SCC-EMPLOYED-RPT1
/DHR/GHA/GB57	DHRGHB SL-SSO-SKEMP/CPS/DVND/CWS
/DHR/GHA/GHBB	DHRGHB SCC FUND SOURCE SUMM RPT
/DHR/GHA/GHBC	DHRGHB LOCAL FS MTHLY SUMMARY
/DHR/GHA/GHBF	DHRGHB INVOICE RATE EXCEED MAX
/DHR/GHA/GHBG	DHRGHB NONLICENSED FACILITY LIST
/DHR/GHA/GHBH	DHRGHB UNDUP CLIENT COUNT
S /DHR/GHA/GHBM	DHRGHB BIRTHDAY/AGE RANGE RPT
/DHR/GHA/GHBS	DHRGHB STATISTICAL SUMMARY RPT
/DHR/GHA/GHBT	DHRGHB FACILITIES BY TYPE BY CTY

Mark all the reports you want access to with "S" in the **Opt** column.
 Use F8 to page down and continue marking reports on the subsequent pages that you want on your Favorites list. Continue until you have marked all the reports you need.
 Press <Enter> to save your choices.

Press F3 to return to the subdirectory menu.

**Page down (F8) and enter "?" next to the Subdirectory GHB.
 The DHR/GHB Directory contains several reports you will want access to for SEEK.**

Press <Enter> to view the list of available reports.

X 1 G31: Select Reports From Directory /DHR Line 33
 Command ==> Scroll ==> CSR

Select the report and directories to be added with an S in the Opt column.
 To expand a directory to the next level, use a ? in the Opt column.
 Press ENTER to make changes, and END to exit this level.

Opt Report	TITLE
/DHR/FRD	*DIRECTORY*
/DHR/GHA	*DIRECTORY*
? /DHR/GHB	*DIRECTORY*
/DHR/HBA	*DIRECTORY*
/DHR/HCA	*DIRECTORY*

Mark all reports you want to access with "S" in the **Opt** column, just like the step above.
 Use F8 to page down and select reports from the next page. When you have reviewed the entire list, press <Enter> to save your choices.

Be sure to select the following reports:

Opt	Report	TITLE
S	/DHR/GHB/GB62	DHRGHB PROVIDER DATA TO SEEK
S	/DHR/GHB/GB63	DHRGHB CASE DATA TO SEEK
S	/DHR/GHB/GB64	DHRGHB AUTHORIZATIONS TO SEEK
S	/DHR/GHB/GB65	DHRGHB ALT CARD DATA TO SEEK
S	/DHR/GHB/GB66	DHRGHB AUG 5 DUMP GROUP 2
S	/DHR/GHB/GB67	DHRGHB AUG 9 DUMP GROUP 3
S	/DHR/GHB/GB68	DHRGHB AUG 22 DUMP GROUP 2
S	/DHR/GHB/GB69	DHRGHB JULY 29 DUMP GROUP 1
S	/DHR/GHB/GB70	DHRGHB MAY 20 DUMP PILOT
S	/DHR/GHB/GB71	DHRGHB MAY 25 DUMP GROUPS
S	/DHR/GHB/GB72	DHRGHB OCT 3 DUMP GROUP 3
S	/DHR/GHB/GB73	DHRGHB SEEK ALT CARD ERROR
S	/DHR/GHB/GB74	DHRGHB SEEK AUTHORIZATION ERROR
S	/DHR/GHB/GB75	DHRGHB SEEK CASE ERROR
S	/DHR/GHB/GB76	DHRGHB SEEK PROVIDER ERROR

Lastly, there are additional new reports that you may not use as frequently, but are available. The "...**Data to SEEK**" reports include the set of records that are identified each night as part of an "add" or an "update" in SCCRS. These are the records that are transmitted from SCCRS to SEEK. Each record should result in a new "add" or in an "update" to existing information in SEEK. The goal of the SCCRS nightly update procedure is to keep all data in both systems "synchronized".

Once the reports have been selected to update your "Favorites" profile, they will be readily available when you next access XPTR or when you access XPTR's web version, XNET.

Reports can be viewed in XPTR, but occasionally the report is too wide to view all on the same screen. When this happens, use F11 to scroll "right" and F10 to scroll "left", in addition to using F7 and F8 (page up and down).

Once reports are saved to your favorites list, consider using the web-based view XNET to open and read them, as the presentation is easier to read.

Instructions for XPTR are also found in Opt 9 (Admin) from the SCCRS Main Menu. Select Opt 13.

XNET – The Web-based View of XPTR

These instructions will guide you as your Internet Explorer software to connect to XNET – the web-based view of NCXPTR Reporting System.

Connect to this URL: <https://scca.its.state.nc.us/xnet/JHSLOG.htm>

Be sure you add this to your Internet Favorites.

Login into XNET with the same credentials that you use for NCXPTR: RACFID, Password, and Account Code (dhrghb). The XPTR System code will correctly default to XPTR.

Security ID:

Password:

Xptr System:

Account Code:

New Password:

Verify New Password:

** All the reports you chose to add to your FAVORITES list in XPTR PROFILE SET-UP will display on the main page.

Favorite Documents (12 documents) /DHR/USR/TS89P04 on XPTR V22

<< previous 1 next >>

Action	Title	Name
	DHRGHB CHILD REIMBURSEMENT RPT	/DHR/GHA/GHB7
	DHRGHB FRC LOOKBACK EXCEPTIONS	/DHR/GHB/GB04
	DHRGHB IP SAMPLE CASE LIST	/DHR/GHB/GB23
	DHRGHB IP WORKSHEET	/DHR/GHB/GB24
	DHRGHB MORE@4 EXPENDITURE REPORT	/DHR/GHB/GB59
	DHRGHB PROVIDER REIMBURSEMENT	/DHR/GHA/GHB8
	DHRGHB PURCH REIMB SUMMARY TOTAL	/DHR/GHA/GH03
	DHRGHB SCC FUND SOURCE SUMM RPT	/DHR/GHA/GHBB
	DHRGHB SCC STAFF SECURITY LIST	/DHR/GHA/GH48
	DHRGHB SSRS STAFF SECURITY LIST	/DHR/GHA/GH49
	DHRGHB STATISTICAL SUMMARY RPT	/DHR/GHA/GHBS
	DHRGHB TURNAROUND WORKSHEET	/DHR/GHA/GHB9

<< previous 1 next >>

Each report name is preceded by a set of Action Icons that can be used. The Actions are described below.

The first action (book icon) is **Browse**. Click Browse to open the most recently created report version. A "version" is simply the copy of the report that was run on a specific date.

The second action (magnifier icon) is **Indexes**. This option is for more advanced users and is not explained here. Click Indexes, then click the "help" link in the upper right hand corner of the next page if you want to learn more.

The third action (hourglass icon) is **Versions**. Click Versions to see a list of dates, for which a copy of the report is available.

If you clicked **Versions** for the SEEK RESPONSE MESSAGE report today (7/29), you would expect to see the following view. Notice that the same Action icons are available next to each report version. The Versions Action icon is not repeated here because the view is the Versions detail.



The screenshot shows the Xnet interface with a table of report versions. The table has columns for Action, Date/Time, Pages, and Job. The Action column contains icons for Browse, Indexes, Versions, and Print. The Date/Time column lists dates from 07/25/2011 to 07/29/2011. The Pages column shows 4 pages for each version. The Job column shows GHB134 or GHB134T.

Action	Date/Time	Pages	Job
	07/29/2011 06:30	4	GHB134
	07/28/2011 06:30	4	GHB134
	07/27/2011 07:18	4	GHB134
	07/26/2011 06:43	4	GHB134
	07/25/2011 19:11	4	GHB134T
	07/25/2011 08:01	4	GHB134

The fourth action (the printer icon) is **Print**. Clicking Print will send a print request for the most recent version of the report. If you need to print a prior-dated version, you must first click **Versions** to open the report for the specific date you need and select **Print** from within the report.

The fifth action ("Q") is **Work Queue**. This option is for more advanced users and is not explained here. Click Work Queue, then click the "help" link in the upper right hand corner of the next page if you want to learn more.

The sixth action is **Views**. This option is for more advanced users and is not explained here. Click Views, then click the "help" link in the upper right hand corner of the next page if you want to learn more.

The seventh action is **Remove from Documents**. This option will remove a report name from the list of documents that you have access to in XPTR. The report can be returned to your XNET view by accessing NCXPTR and going back through the set-up steps described in the **Set up NCXPTR** section above.

At any time, you can use your browser back arrow/button in XNET to return to the previous screen.

SEEK Response Message Reports (XPTR / XNET)

The primary file of SCCRS records rejected by SEEK is returned back to SCCRS and converted into the **SEEK RESPONSE MESSAGE** report. There are dated versions of the SEEK RESPONSE MESSAGE report from 7/25/2011 to (today) 8/12/2011. Reports for all records, all counties are included in this version.

County staff should review the data in the report versions indexed by county and data type: **SEEK PROVIDER ERROR, SEEK ALTCARD ERROR, SEEK AUTHORIZATION ERROR, and SEEK CASE ERROR**. The first dated version for these individual reports is 8/12/2011.

SEEK PROVIDER ERROR

Errors that prevent a **provider record** from being loaded into SEEK include data missing from a required field (a zip 5 field with only 4 digits), or an invalid value for the field (facility type = 6, when 6 is not valid). When the facility record is rejected, all subsequent information associated with the facility (children's authorizations) will also fail to load.

Much of the provider information cannot be corrected by county workers, so this reject file is also reviewed by DCD staff. If the county worker identifies the change needed, please email this information to dcdee.seek.help@dhhs.nc.gov.

Open XNet with Internet Explorer and click the hourglass icon (Versions) next to SEEK PROVIDER ERROR. Click on a date to open the error report generated for that day.

You will see your county name and the "Record Date" for the report. The Record date is the data in which the data was added or changed. Below the record date you will see a summary line of record counts: ERROR TOT: 000000 ORIG TOT: 00000005.

This means that there were zero errors out of a total of 5 new and/or updated provider records sent and processed on that date. Reports generated on Monday nights will also include any updates added to SCCRS on Saturdays or Sundays.

The screenshot shows the XNet web interface. At the top, there are navigation buttons: 'navigate', 'documents', 'log off', 'help', 'work queue', and 'work queue'. Below these, the report title is 'DHRGHB SEEK PROVIDER ERROR VERSION 1 -- DATE 08/12/11 09:10 -- PAGE 1 OF 1'. The report content is as follows:

```
GHB440-1 NC DEPT OF HEALTH AND HUMAN SERVICES
043 HARNETT DIVISION OF CHILD DEVELOPMENT
RECORD DATE: 2011-08-11 RESPONSE ERROR REPORT - PROVIDER

ERROR TOT: 000002 ORIG TOT: 00000527

-----
ERROR CODE: 101
The <locationCity> field is required.

RECORD IN ERROR:
DM43A05294330013AMONIQUE ALEXANDER HARNETT DSS (30
1) 802-7748113 TRADE WINDS DR SPRING LAKE NC 2 NC283900000043113 TRADEWINDS DRIVE
SPRING LAKE NC283900000049049049M43A0529
A
-----

ERROR CODE: 108
The <facilityPhone> field((0 ) - ) has the wrong format.

RECORD IN ERROR:
DM43A87104330013AMONROE MARIE 12763 HARNETT DSS (0
) - 256 CAMEILLIA RD ANGIER NC2750100000049049M43A8710
ANGIER NC2750100000049049M43A8710
A
-----
***** END OF REPORT *****
```

Annotations in the image include:

- A callout bubble pointing to the navigation buttons: "Page buttons navigate to first page, previous page, next page, next page."
- A callout bubble pointing to the "RUN DATE: 08/12/11" field: "Run Date is the day after data entry is performed."

The challenge to the data review is reading the RECORD IN ERROR. SEEK returns the record where the error is found - with the individual data items strung together in one field. To understand which data item is which and where the field breaks are, see the file layout (pages 2-4) for the specific report type.

In the provider record above, the first position is always "D" (for details), followed by 8-digit facility ID and 6-digit provider (corporate) ID, then the provider name. 2 digits for the facility level/type, the facility name, the director name, etc.

SEEK CASE ERROR

Errors that prevent a **case record** from being loaded into SEEK include missing data and invalid formatting of the case address. SEEK expects a first name or initial and a last name; the family language and family date of birth which are required fields; and correct formatting of the case address. When the case record is rejected, alternate cardholder records and child authorization records will also fail. In the view below, the error summary indicates 25 cases rejected, out of 1820 total records.

DHRGHB SEEK RESPONSE MESSAGE VERSION 4 -- DATE 07/27/11 07:18 -- PAGE 2 OF 4 -- LINE 1 /DHR/USR/TS89P04 on XPTR B01

GHB440-1 NC DEPT OF HEALTH AND HUMAN SERVICES RUN DATE: 07/27/11
 DIVISION OF CHILD DEVELOPMENT
 999 NORTH CAROLINA
 RECORD DATE: 2011-07-26
RESPONSE ERROR REPORT - CASE

ERROR TOT: 000025 ORIG TOT: 00001820

ERROR CODE: 109
 The <address> field(2512 GOVERNOR'S POINTE CT) has the wrong format.

RECORD IN ERROR:
 D013048102013INDIA J 2525-01-012512 GOVERNOR
 'S POINTE CT CONCORD NC280250000(704) 918-2692 ENA

ERROR CODE: 109
 The <address> field(154 ANN'S LANE) has the wrong format.

RECORD IN ERROR:
 D022220201022APRIL BECKMAN 1974-04-19154 ANN'S LAN
 E HAYESVILLE NC289040000(828) 389-1296 ENA

ERROR CODE: 100
 Invalid DOB. DOB cannot be in the future.

RECORD IN ERROR:
 D022220404022DANIELLE LEDFORD 2525-01-01P O BOX 93
 HAYESVILLE NC289040000(828) 342-1948 ENA

Again, the challenge is reading the RECORD IN ERROR. Case errors are reported as: first position is always "D" for "Detail". The next 9 positions identify the new case number (the LPA + the original case number assigned by the LPA). The next 3 positions identify the LPA - 013. Following are two 30 character fields - one each for first name and last name and a 1-character field for middle initial, etc.

Remember that when SCCRS family date of birth is left blank, it translates to 2525-01-01, "Invalid DOB".

SEEK ALT CARD ERROR

Errors that prevent an **alternate cardholder** record from being loaded into SEEK include a missing case record that was not properly loaded first, missing data such as the date of birth that should be part of the alternate cardholder record, and incorrect formatting of address information.

When data presents on this error report, you will see the following information displayed: Person ID (11 characters), LPA (3), Case ID (9 digits = 3 LPA + 6 Case), Alt Case Access (1), First name (30), Last name (30), Middle Initial (1), Suffix (2), and Date of birth (10).

SEEK AUTHORIZATION ERROR

Errors that prevent an **authorization** record from being loaded into SEEK include a missing provider or case record (see paragraph above), or incorrect eligibility begin and/or end dates. Once an authorization record is accepted by SEEK, eligibility begin dates may not change; eligibility end dates may be updated to a date equal to or greater than "today".

All data loads in a specific order: provider/facilities, cases, alternate cardholders and authorizations. Cases cannot load if the provider record fails, and alternate cardholders and authorizations cannot load if cases fail.

Below is a view of how a sample authorization error appears in the report with the field layout parts identified.

The screenshot shows a web browser window displaying a "DHRGHB SEEK RESPONSE MESSAGE" report. The browser is Xnet, and the report is titled "NC DEPT OF HEALTH AND HUMAN SERVICES DIVISION OF CHILD DEVELOPMENT RESPONSE ERROR REPORT - AUTHORIZATION". The report contains two records in error, each with an error code of 201. The first record is for a child with a 200 number of 013, LPA of 013, case ID of 1370064, provider/facility ID of 2011-07-01, eligibility begin and end dates of 2011-07-01 and 2012-06-30, and a percent of care of 100. The second record is for a child with a 200 number of 013, LPA of 013, case ID of 1370064, provider/facility ID of 2011-07-01, eligibility begin and end dates of 2011-07-01 and 2012-06-30, and a percent of care of 100. The report also includes the child's name, first, last, mi, suffix, and the date of birth (DOB) followed by a protective custody flag (Y or N). The report is dated 07/27/11 and is page 4 of 4.

Callouts in the image identify the following field parts:

- child's 200 number
- authorization id
- LPA
- case ID (lpa + case)
- provider/facility ID
- eligibility begin & end dates
- percent of care (100, 75, 50), followed by authorization status (A=Active)
- child's name: first, last, mi, suffix - wraps around to next line
- child DOB, followed by protective custody flag (Y or N)

If you have difficulty understanding a particular part of an error report, please submit your questions in an email to dcdee.seek.help@dhhs.nc.gov.

Data Warehouse SEEK Reports

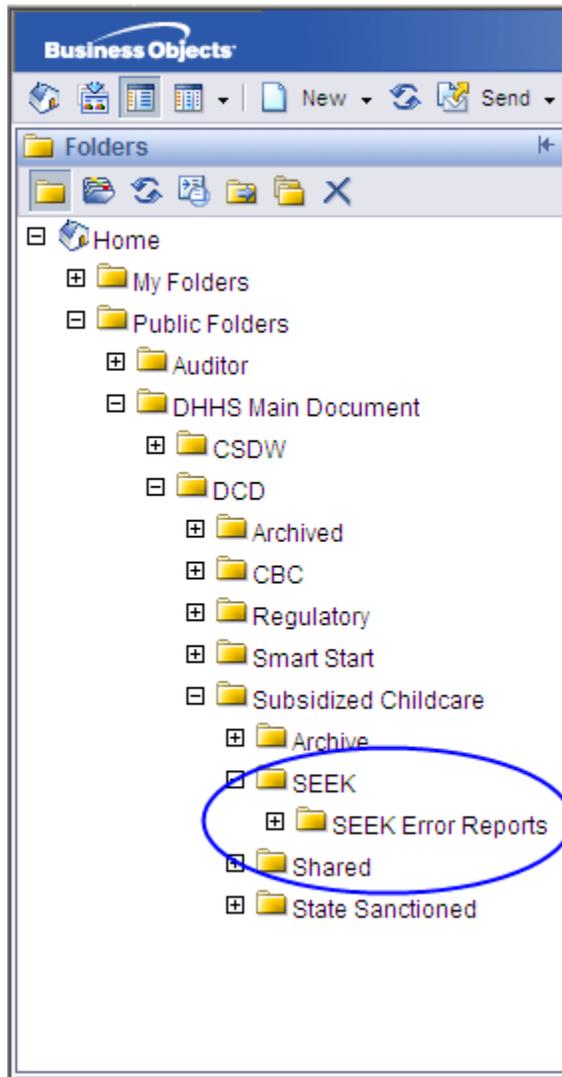
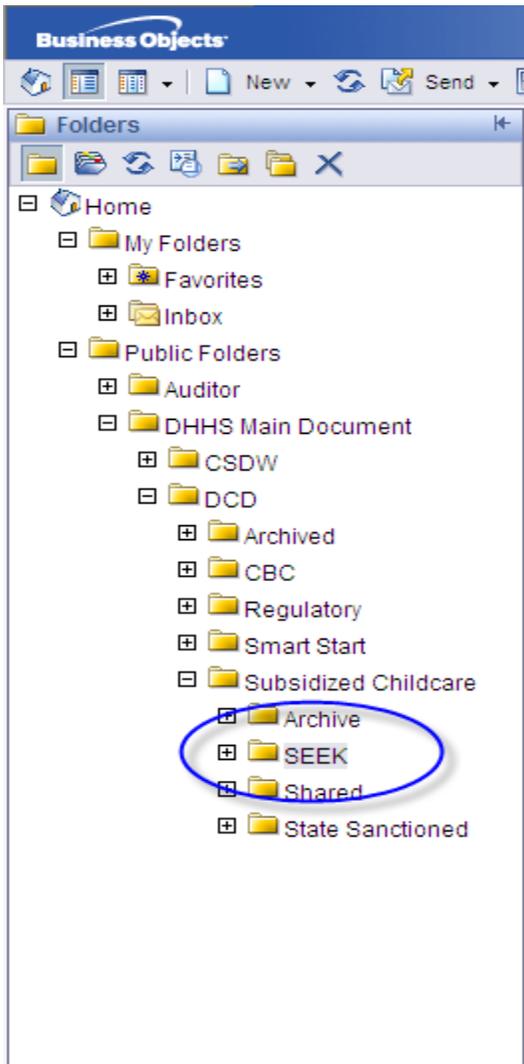
To assist county workers with their review of SCCRS/SEEK errors, DCD has created new Data Warehouse reports and saved them to a common folder for easy access.

The URL to access Data Warehouse is: <http://www.csdw.dhhs.state.nc.us/>

Click on the "+" symbol next to the folder titled "Public Folders" to "open" it and see a list of sub-folders contained inside. Navigate to the "SEEK" and "SEEK Error Reports" folders in the Subsidized Childcare folder.

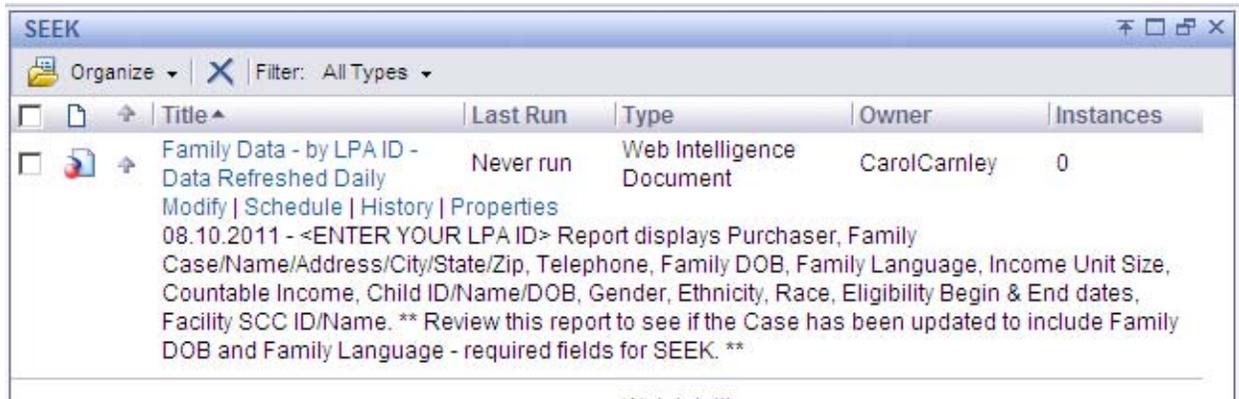
View of Folder List

- updated 9/22/2011



SEEK Reports

Click on the SEEK folder. Here is a query/report of Family case information you may find useful. Click on the report title, or click on the word "Modify". Enter your LPA ID when prompted to do so. You will retrieve family data for the county of your choice that is selected from the new "daily" SCCRS tables. This means you will **not** have to enter a "service month" or "payment month" as part of the criteria to select information. All data presented in the report is accurate up and includes the data entry that was performed "yesterday".



This report will help you review case data in your county in order to identify if any have missing data. Pay particular attention to the family date of birth and family language fields; as well as children's eligibility begin/end dates.

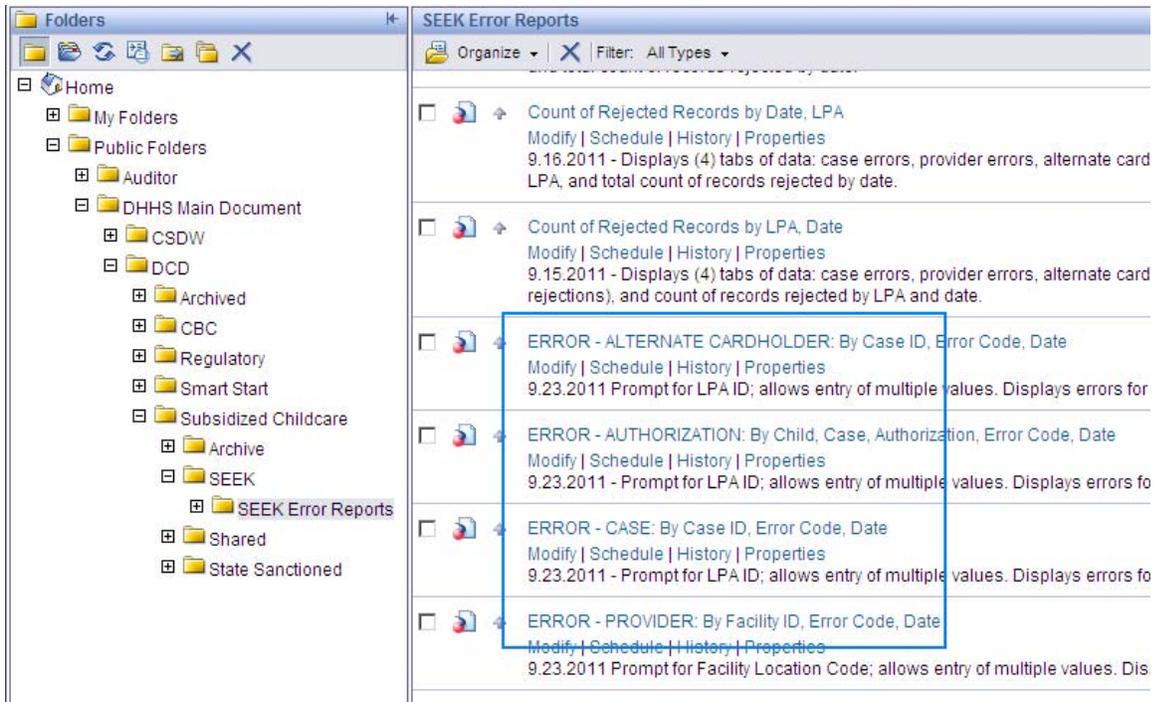
Cases that fail in the data transfer process will also cause all of the associated children's authorizations to fail. Eligibility end dates that are past dates will result in a failure when an attendance swipe is attempted.

If you want to save your report to Excel, click the arrow next to the "save" icon and select "save to my computer as Excel". Remember that an Excel file can contain approximately 60,000 rows of data. If the amount of information returned from the query for your county exceeds Excel's limits, your file will contain some, but not all of your data.

SEEK Error Reports

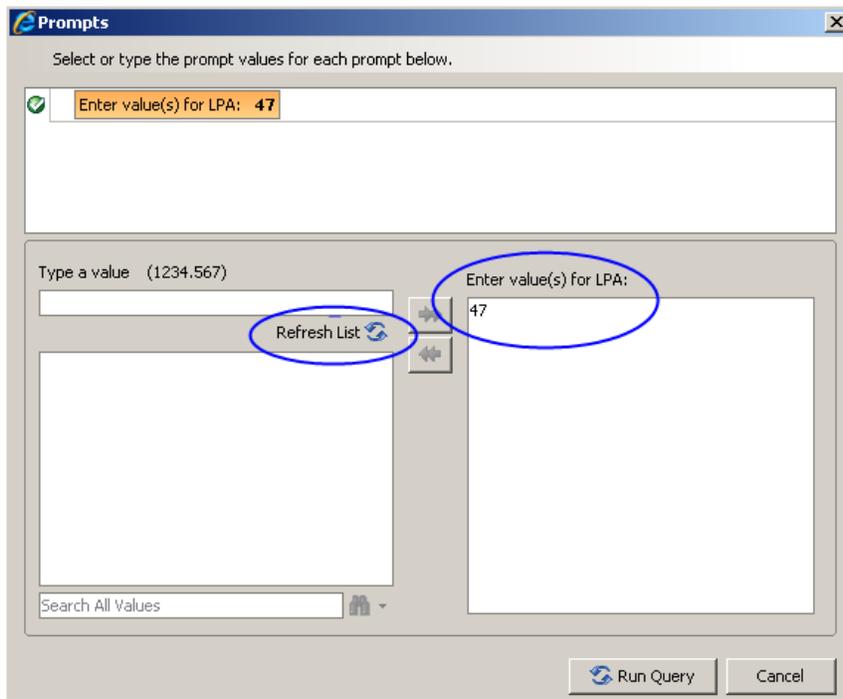
The SEEK Error Reports are now available in Data Warehouse to provide you easy access to information about SCCRS to SEEK data transmission errors. These reports display the same information that is presented in the NCXPTR versions, discussed on page 15, but in a more simple and easy-to-read format.

The DW reports are located in a common folder within the Subsidized Childcare folder, within the SEEK folder. (See the path on page 17.)

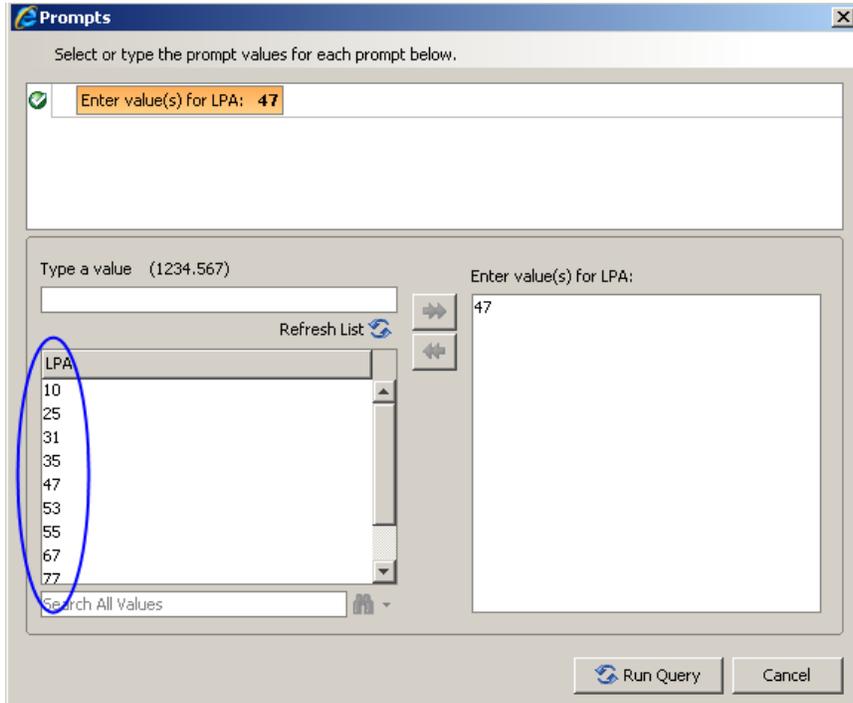


Look for the individual “ERROR...” reports – there is one for each error file type. To run any these reports, click on the title of the report or click on the word “Modify”. A prompt box will appear. The error reports for Case, Alternate Cardholder, and Authorization will prompt for the LPA ID and will allow entry of multiple values. The error report for Providers will prompt for the county number of the facility’s location, and also allows entry of multiple values.

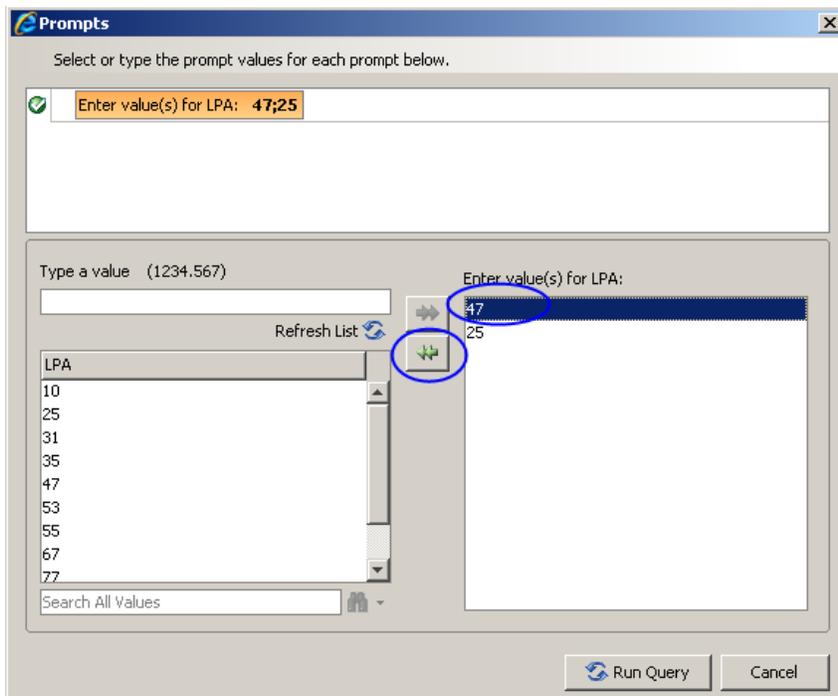
When the prompt box first opens, you will likely see the value that was used the last time the report was run. Change this value to select data for your county.



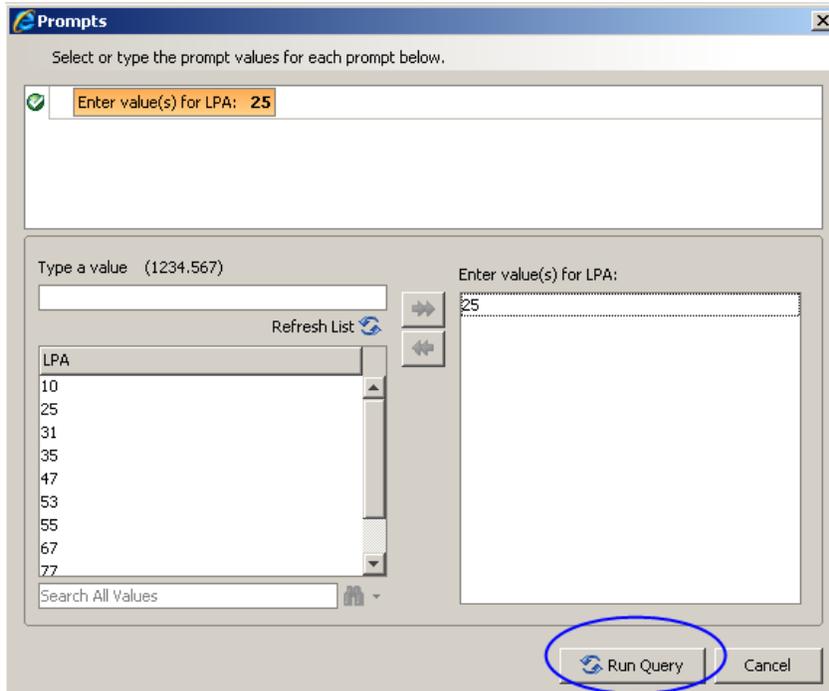
Click “Refresh List”. The LPA numbers that display are possible choices. If your LPA does not appear, it means that there have been no errors recorded for your county for the report type you are running. Remember that the daily data transmissions of SCCRS to SEEK did not begin on the same day for all counties. Therefore, it is possible that one county may have had errors reported for a specific file type, while others have not.



Double click a value in the list to move it to the select box on the right. Highlight the value that originally displayed and press the “Left Arrow” button to remove it from the selection.



When the correct value(s) have been selected, press “Run Query” and your report results will display.



ERROR - ALTERNATE CARDHOLDER

ALTERNATE CARDHOLDER ERRORS - By Error Code, Date

LPA	Error Code	Error Message 1	Source File Date	Case Id	First Name
47	201	Case (047022394) not found	09/06/2011	047022394	ANTHONY
53	201	Case (053025335) not found	08/15/2011	053025335	LALENA

ERROR - CASE

Case Id
Error Code
Error Message 1
LPA
Primary First Name
Primary Last Name
Source File Date

Arranged by: Alphabetic order

CASE ERRORS - By Error Code, Date

LPA	Error Code	Error Message 1	Source File Date	Case Id
5 100	100	Invalid DOB. DOB cannot be in the future.	05/25/2011	005014511
5 100	100	Invalid DOB. DOB cannot be in the future.	05/25/2011	005D50451
5 100	100	Invalid DOB. DOB cannot be in the future.	05/25/2011	005D50474
5 109	109	The <address> field(793 FARMER'S STORE ROAD) has the wrong format.	05/25/2011	005D50218

ERROR - PROVIDER

Error Code
Error Message 1
Facility Id
License Number
Location County
Source File Date

Arranged by: Alphabetic order

PROVIDER ERRORS - By Error Code, Date

Error 101 - Location City Required: This error will display on Non Licensed facilities when a location address has been entered into SCCRS that is different than the mailing address. If both are the same, then by "default" the location address is populated correctly.

Location County	Error Code	Error Message 1	Source File Date	Facility Id	License Number
041	101	The <locationCity> field is required.	05/25/2011	G41X5127	G41X5127
041	101	The <locationCity> field is required.	09/14/2011	G41X5127	G41X5127
041	101	The <locationCity> field is required.	09/19/2011	G41X5127	G41X5127
041	101	The <locationCity> field is required.	09/21/2011	G41X5127	G41X5127
041	101	The <locationCity> field is required.	09/22/2011	G41X5127	G41X5127
041	103	The <facilityLeveltype> field(3R) has an invalid value.	09/21/2011	G41R3843	G41R3843

ERROR - AUTHORIZATION

Authorization Id
Begin Date
Case Id
Child First Name
Child Id
Child Last Name
End Date

Arranged by: Alphabetic order

AUTHORIZATION ERROR - By Case ID, Child ID

DCD is reviewing the data transmission procedures to ascertain why SCCRS records are being sent to SEEK each day, resulting in a response on the error file each day.

LPA	Case Id	Child Id	Authorization Id	Begin Date	End Date	Error Code	Error Message 1
1 001011	200644	200701	000000004777	02/23/2011	02/22/2012	201	Case (001011733) not found
			000000004778	02/23/2011	02/22/2012	201	Case (001011733) not found
LPA	Case Id	Child Id	Authorization Id	Begin Date	End Date	Error Code	Error Message 1
1 001012	200600	200600	000000004779	02/08/2004	10/23/2011	201	Case (001012340) not found
			000000004779	02/08/2004	10/23/2011	201	Case (001012340) not found

SCCRS – Alternate Cardholder Data Entry

SESSION4 - EXTRA! X-treme

File Edit View Tools Session Options Help

GHB7001M TRAINING SUBSIDIZED CHILD CARE REIMBURSEMENT 08/11/11
 00270001 PAYMENT PROCESSING MENU FOR PAYMENT MONTH: JANUARY 14:36:34

OPTION	DESCRIPTION	KEY
1)	TURNAROUND	FACILITY ID (OPTIONAL)
2)	ADD PAYMENT FOR NEW CHILD	FACID / CHILD ID/SERVMTH (OPT)
3)	PRIOR MONTH CORRECTION	FACILITY ID / SERVICE MONTH
4)	LIST OF FACILITIES REQUIRING ATTENTION	NONE
5)	SMART START BONUS % CENTERS	SERVICE MONTH (OPTIONAL)
6)	SMART START BONUS % HOMES	SERVICE MONTH (OPTIONAL)
7)	CARDHOLDER INFORMATION	NONE
8)	FACILITY ATTENDANCE	NONE
9)	CARD-HOLDER LIST SELECTION:	NONE (MYYYY)

F KEYS: 1=Help 2=Child Name Search 3=Exit 4=Main Menu

4B :00.1 21/18

Connected to host scc.sips.state.nc.us [207.192.50.50] Keys: 7555 Saved: 0000 NUM 2:36 PM

Select Option (7) Cardholder Information. Enter the case number and press Enter.

SESSION4 - EXTRA! X-treme

File Edit View Tools Session Options Help

GHBV004M TRAINING SUBSIDIZED CHILD CARE REIMBURSEMENT 08/11/11
 00270001 CARDHOLDER PROFILE 14:37:25
 LPA 002 ALEXANDER CASE 003840
 FAMILY CASE NAME
 SCCRS ID _____
 NAME _____
 DOB _____
 CARDHOLDER END DATE _____

FAMILY CASE

MAILING ADDRESS

CITY STATE ZIP -
 PHONE () - OTHER.PHONE () -
 EMAIL

CHILDREN

COMMENTS

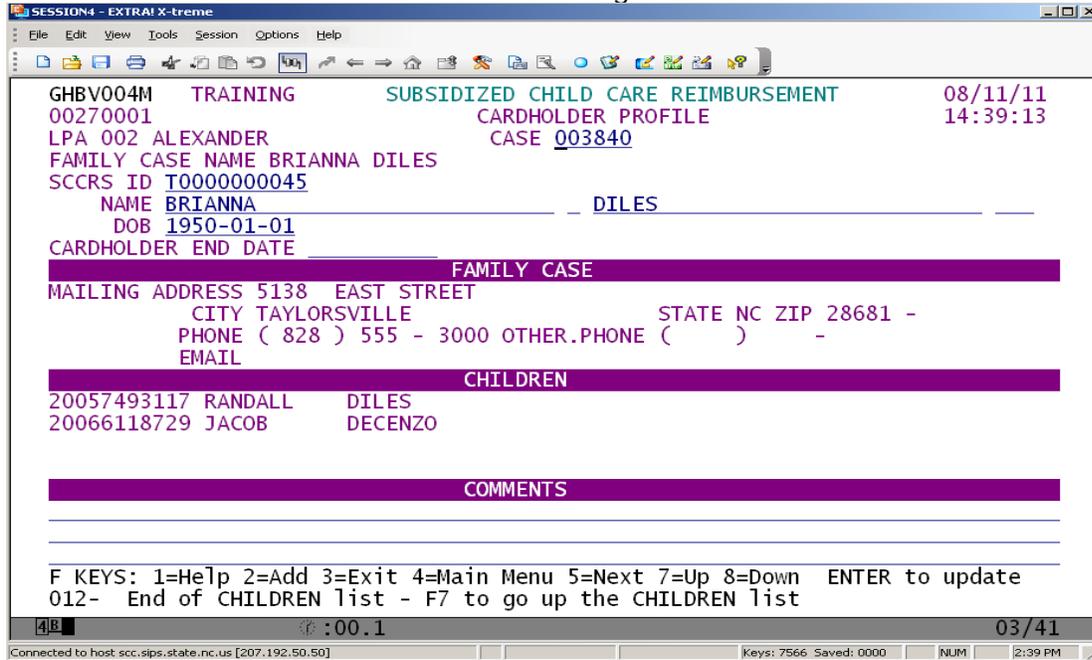
F KEYS: 1=Help 2=Add 3=Exit 4=Main Menu 5=Next 7=Up 8=Down ENTER to update

4B :00.1 05/11

Connected to host scc.sips.state.nc.us [207.192.50.50] Keys: 7565 Saved: 0000 NUM 2:38 PM

The Cardholder Profile screen will display, ready for you to query a case. Enter a case number and press Enter.

The first cardholder (case head) for the case will display. If no date of birth appears in the DOB field, press F3 to exit. Access the family case screen and enter the family DOB there. When you return to the Cardholder Profile, the DOB may remain blank until the information is transferred from Case to Cardholder overnight.



**** STEP 1: Press F5 (Next) to view the next cardholder for the case.**

When the first cardholder record displays, it is not immediately apparent to the user if an additional cardholder has been added for the case. The worker can, and should, review all cardholder records for the case to ensure that they do not inadvertently create a duplicate alternate cardholder entry for an individual. There is no validation on the name that is data entered - that is, the system does not check to see if the name already exists.

Press F5 to display the next cardholder for the case. Continuing to press F5 will “page” through all the cardholders and eventually return to the first person named. After reviewing all entries, the worker will be ready to add a new alternate cardholder for the case, if needed. Press F2 to Add New Cardholder into a blank screen. Do not type over the details of a existing cardholder record that has already been entered.

**** STEP 2: Press F2 to add a new Alternate Cardholder for the case.**

The screen message displays: “Please enter the values and hit Enter”. Please complete the fields with the person’s first name, middle initial, last name and date of birth.

A temporary SCCRS ID will be assigned to the person. If a “200” number already exists for the person you are recording, you may tab to the ID field and type the correct ID over the temporary ID.

The address on all alternate cardholder records will always display the address for the case head. Cards are mailed to the primary parent/guardian and they are responsible for distributing to the family/friend members who will act as alternate cardholders.

A blank Add New Cardholder screen:

Enter the information for the person who will be an alternate cardholder and press ENTER.

A message reminder will display: Press 10 to confirm.

SESSION4 - EXTRAI X-treme

File Edit View Tools Session Options Help

GHBV004M TRAINING SUBSIDIZED CHILD CARE REIMBURSEMENT 08/11/11
00270001 CARDHOLDER PROFILE 14:50:08
LPA 002 ALEXANDER CASE 003840
FAMILY CASE NAME BRIANNA DILES
SCCRS ID T0000014247
NAME JOSEPH K DILES
DOB 0980-08-08
CARDHOLDER END DATE _____

FAMILY CASE

MAILING ADDRESS 5138 EAST STREET
CITY TAYLORSVILLE STATE NC ZIP 28681 -
PHONE (828) 555 - 3000 OTHER.PHONE () -
EMAIL

CHILDREN

20057493117 RANDALL DILES
20066118729 JACOB DECENZO

COMMENTS

F KEYS: 1=Help 2=Add 3=Exit 4=Main Menu 5=Next 7=Up 8=Down ENTER to update
010- Press F10 to confirm update or addition, F3 to cancel.

07/11

Connected to host scc.sips.state.nc.us [207.192.50.50] Keys: 7619 Saved: 0000 NUM 2:50 PM

After you press F10, the record is added successfully.

SESSION4 - EXTRAI X-treme

File Edit View Tools Session Options Help

GHBV004M TRAINING SUBSIDIZED CHILD CARE REIMBURSEMENT 08/11/11
00270001 CARDHOLDER PROFILE 14:51:23
LPA 002 ALEXANDER CASE 003840
FAMILY CASE NAME BRIANNA DILES
SCCRS ID T0000014247
NAME JOSEPH K DILES
DOB 0980-08-08
CARDHOLDER END DATE _____

FAMILY CASE

MAILING ADDRESS 5138 EAST STREET
CITY TAYLORSVILLE STATE NC ZIP 28681 -
PHONE (828) 555 - 3000 OTHER.PHONE () -
EMAIL

CHILDREN

20057493117 RANDALL DILES
20066118729 JACOB DECENZO

COMMENTS

F KEYS: 1=Help 2=Add 3=Exit 4=Main Menu 5=Next 7=Up 8=Down ENTER to update
008 - Record added successfully

07/11

Connected to host scc.sips.state.nc.us [207.192.50.50] Keys: 7619 Saved: 0000 NUM 2:51 PM

TIP:
To correct duplicate entries, enter a date in the Cardholder End Date field the same day of the entry to stop transmission of new alternate cardholder to SEEK.

Searching for data in SCCRS

When reviewing errors in the case file, you will find the report includes case ID and case name information, but does not include child name or facility information. Since case data is updated *via* the child payment demographic information, it is important that you are familiar with SCCRS search options that will help you locate the correct facility and child information where you will make needed data updates.

Collect the case ID from the SEEK Case Error report. From the SCCRS main menu, select option 14.

```
GHB0001M          SUBSIDIZED CHILD CARE REIMBURSEMENT          08/26/11
99990162          MAIN MENU                                     07:12:25
  OPTION          DESCRIPTION
-----
(1)              PAYMENT PROCESSING MENU
(2)              TOTALS MENU
(3)              APPROVAL NOTICE MENU
(4)              NONLICENSED HOME/FACILITY W/O APPROVAL NOTICE MENU
(5)              CHILD NAME SEARCH
(6)              FACILITY & NONLICENSED HOME NAME SEARCH
(7)              PROVIDER NAME SEARCH
(8)              QUERIES MENU
(9)              ADMINISTRATIVE MENU
(10)             SCC BULLETIN BOARD
(11)             LIST OF APPROVAL NOTICES RECENTLY ISSUED
(12)             WAITING LIST MENU
(13)             FEDERAL SAMPLING MENU - CASE RECORDS SELECTED
(14)             CASE NUMBER OR FAMILY NAME SEARCH
(15)             SMART START CHILD CARE REPORTING MENU

SELECTION: 14

F KEYS:  1=Help  3=Exit GHB  5=Contact Information 6=SEEK information
```

Search for the case number with the Purchaser ID and Case number preceded by #. Hints to search are available by pressing F1 on this screen.

```
GHB1601M          SUBSIDIZED CHILD CARE REIMBURSEMENT          08/26/11
99990162          CASE NUMBER OR FAMILY NAME SEARCH          07:13:09
SEL              FAMILY/CASE NAME          CASE NO RSP.ADLT INCOME WORKER CASE PURCHASER
-----

PURCHASER==> 013 NEW SEARCH==> #070053
  Enter S to display children and family information (if available)
F KEYS:  1=Help  3=Exit  4=Main Menu  7=Up  8=Down
GHB543- Enter a Family Name or Case Number (#xxxxxx) and Purchaser.
```

Press Enter.

```

GHB1601M          SUBSIDIZED CHILD CARE REIMBURSEMENT          08/26/11
99990162          CASE NUMBER OR FAMILY NAME SEARCH          07:17:09
SEL              FAMILY/CASE NAME          CASE NO RSP.ADLT INCOME WORKER CASE PURCHASER
-----
S Talia Black          070053      1      1470.00 630          13

PURCHASER==>      NEW SEARCH==>
Enter S to display children and family information (if available)
F KEYS: 1=Help 3=Exit 4=Main Menu 7=Up 8=Down
GHB543- Enter a Family Name or Case Number (#xxxxxx) and Purchaser.

```

**** Case Name changed for demonstration**

Use "S" by the name displayed to view the detail information.

```

GHB1701M          SUBSIDIZED CHILD CARE REIMBURSEMENT          8/26/11
99990162          CHILD DEMOGRAPHIC DETAIL          07:22:10
PURCHASER: 13          FAMILY AND CHILDREN INFORMATION
FAMILY CASE NO. 070053          FAMILY CASE NAME TALIA BLACK
INCOME 1470.00          PHONE (704) 287-0000 2000 SANDY DRIVE
RESP.ADLT 1          WORKER 630          CARTER          NC 28083 - 0000
DCS ID          CHILD NAME          DOB GENDER RACE ELIG. BEG DATE
20060000000 HANNA          ELLISON          2007-11-11 F B 2010-08-19

F KEYS: 1=Help 3=Exit 4=Main Menu
GHB544- Use F3 to return to the FAMILY NAME SEARCH screen.

```

From the case detail screen, you can collect the child's name and DCS ID.

Return to the main menu and select option (5) Child Name Search.

When the search screen appears, press F1 to see hints on how to name search.

```

GHB4501M          SUBSIDIZED CHILD CARE REIMBURSEMENT          08/26/11
99990162          CHILD NAME SEARCH
07:30:53
SEL              NAME          SVC FACILITY DCS-ID FS PRNT-FEE
PAYMENT

PURCHASER==> 013          NEW SEARCH==> ELLISON,*
Enter S to select child detail from screen (if available)
F KEYS: 1=Help 3=Exit 4=Main Menu 7=Up 8=Down
GHB260- Please ENTER a name to search and a optional purchaser value.

```

```

GHB45011          SUBSIDIZED CHILD CARE REIMBURSEMENT
                  CHILD NAME SEARCH
                  HELP
Search on last name, first name, and middle initial with comma as a
delimiter.  Examples follow.  Other combinations are possible.

BURT              ==> (same as BURT,*) lists all with last name BURT
BURT*            ==> lists last names like BURT, BURTEE, BURTON, etc.
BURT*,*         ==> same as BURT*
BURT*,*,*       ==> same as BURT*
BURT*,*,D       ==> same as BURT* but only with middle initial D
BURT*,S*        ==> same as BURT* but first name SALLY, SUE, etc.
                  and any middle initial
BURT*,SU*       ==> same as BURT* but first name SUE, SUZANNE, etc.
                  and any middle initial

*,ANN            ==> lists all first names of ANN with any middle
                  initial
*,ANN*          ==> lists all first names of ANN, ANNE, ANNETTE,
                  etc. and any middle initial
*,ANN,A         ==> lists only first name of ANN with only middle
                  initial of A

F KEYS: 3=Exit

```

Use F1 again to return to the search screen.

```

GHB4501M          SUBSIDIZED CHILD CARE REIMBURSEMENT          08/26/11
99990162          CHILD NAME SEARCH                          07:34:39
SEL              NAME          SVC FACILITY  DCS-ID    FS PRNT-FEE  PAYMENT
_ ELLISON        HANNA          0206 F1311111 20060000000 25          9.30
_ ELLISON        HANNA          0206 F1311111 20060000000 25          74.25

PURCHASER==>          NEW SEARCH==>
Enter S to select child detail from screen (if available)
F KEYS: 1=Help 3=Exit 4=Main Menu 7=Up 8=Down
DISPLAY COMPLETE. THERE ARE NO MORE NAMES TO DISPLAY.

```

**** Child name and ID, Facility ID changed for demonstration.**

Once you have the facility ID and child information, you can access the Payment Processing Menu as is the usual practice for updating the child's attendance and/or demographic information. Make sure each child/case record contains all required fields: language, race, ethnicity, date of birth for child and parent/guardian.

Data Entry Notes and Correcting SEEK Entry Errors

Please keep the following information in mind: The primary function of SCCRS – while we are in Phase I – is to continue to allow the data entry of payment data – and to total the payment data correctly by provider and by LPA. Payment data is generally entered or updated in SCCRS - **in arrears**. This means that the actual month has passed (in real time), when the data entry of the payments for that month is completed (i.e., data entry of August payments is completed in September).

SEEK, on the other hand, is a “real time” system. Designing data entry steps that accommodate both types of systems, and that “bridge” data daily from one system to the other at the same time, has been challenging. Many of the new instructions we’ve provided about how to enter your payment data have been developed to help get the most critical, basic data “across the bridge” – they are not intended to be the last word on how the new SCCR/SEEK system will work in the future, once all Phase II enhancements have been implemented.

While in Phase I, we are learning about data transfers and monitoring attendance with a different tool; parents and providers are learning about daily swipe in/out activity and potential error messages that might arise. If, due to the differences in the two systems, a perfect match of all the data elements from system to system is not achieved - the monthly payment to the provider, calculated in SCCRS, will not be impacted. Through Phase I, monthly payments to your providers depend on details about payment rates, service days, etc., that are keyed into SCCRS.

Phase II will improve everything. It will not only include transitioning the delivery of payments to providers by ACS, but it will also include new SCCR screens and functions that will also work “real time” – just like SEEK. There is a light at the end of the tunnel.

In Phase I, SEEK needs just enough information from SCCRS to either allow attendance swipes or not. This means simply “is the child authorized for this facility?” Having additional data in SEEK about child demographics and care plan specifics is not completely necessary for answering the critical question about whether a child is “authorized” for care. In Phase I, it is the question of “authorization” that determines if and when attendance can be collected.

Following are some notes about specific data entry scenarios and/or issues that might help you to understand better how information entered to SCCRS is interpreted impacts the SEEK system.

- 1. A unique “authorization” for SEEK is determined by the combination of case ID, child ID, and SCC facility ID.**
 - a. One child (same child 200 #-ID, same case ID) can be entered to multiple facilities. Both SCCRS and SEEK allow this. Each record of (child – case – facility) is a unique and individual authorization.
 - b. If you are able to add a child & payment to the same facility in SCCRS, but associate the record with a different case number – this will create a new, unique authorization.

- 2. When there is a “payment” record entered to a SCCRS facility, with client status 5, it is recognized as “new” and sent to SEEK.**
 - a. A record like this can be entered to SCCRS at any time – since there is no \$\$ value on the record, it does not complicate the SCCRS payment process.
 - i. If the child does not attend in the current month, the record will “roll forward” in SCCRS and the county can use it the following month to record a payment by adding the correct payment attribute data and updating the client status to 2.
 - ii. If the child does attend in the current month, the payment attributes and the correct status can be updated any day before closeout.
 - iii. In the meantime, the family information will have been sent to SEEK, and a swipe card will be issued.
 - b. Ensure that the eligibility begin date is correct – once an authorization record is in SEEK, the begin date cannot be changed.

- 3. Use of client status “5” prohibits worker from accurately and appropriately identifying child as “new” (client status 0 or 1) in their “real” first month of service.**
 - a. Example: A voucher is issued in late September. The child will begin receiving care in early October. County staffs should enter a record for the child/payment into SCCRS at the time the voucher is given. This entry will be “into” whichever payment month the county is working in, and they will likely be working in the September payment month. However, if it is (near) the last day of the month – they may have closed September and be working in October payment month.
 - b. When September is the active payment month (per this example): enter the record as client status 5. It will not be updated to a “regular payment” by the end of the September. As a client status 5, SCCRS knows to send the appropriate information to SEEK. When the county’s September payment month is closed, the child’s record will “roll over” into October as a client status 2.
 - c. When October attendance is collected, the county will update the payment record to reflect the correct pay rate, service days, etc., so that the October payment is calculated correctly. The county will **not**, however, be able to correctly code the payment record as “new” –

client status 0 or 1, because SCCRS will have interpreted September (client status 5) as the first month of service. The result is that counts of “new” children who received care in a particular month (payment months August 2011 through the Phase II start date) will be understated for this reason.

- d. A possible, 2nd solution*: when the client status “5” record rolls forward into the new month, I believe it is possible to just delete the record by updating the status to “P”. This means that at closeout the record will just disappear. The county worker should be able to enter a brand new record for the child, with the same child ID, case ID, and with the same eligibility dates – but with the correct status code of 0 or 1. The authorization ID assigned should be the same. SCC may recognize the entry as new, and process a “send” to SEEK, but it will likely return with the error message that it already exists. If so, the authorization will be active in SEEK and the newest payment record entered to SCCRS will contain the appropriate client status.

This sounds both possible and probable on paper, but we do not now have access to the SCC test environment, and therefore the sequence of entry and expected results has not been tested/confirmed.

- e. Staffs have also inquired as to whether the waiting list data can be considered accurate if the client status codes cannot be entered correctly. The answer is: the waiting list data is not affected by the client status codes. County staffs enter into SCCRS – Option 12, a value each month that represents the number of children who remain on the waiting list. There is no “automatic” or background connection between the waiting list numbers keyed into SCCRS and any of the client status codes selected for data entry.

4. **When a child has “gone to SEEK” with an incorrect case number.**

- a. If the record is still in SCCRS with the wrong case number, enter client status 4 to the record. This will send instructions to SEEK to terminate the authorization (child – case – facility). Re-add the child/payment to SCCRS (ADD New Child) with the correct case number the next day, using client status 0, 1, 2, or 5 as appropriate.
- b. You make the new entry the second day, because the SCCRS to SEEK transfer process collects only one record per child – facility; the last record one entered or updated.
- c. If the record in SCCRS was previously updated so that the case ID is correct in SCCRS, but incorrect in SEEK: you must actually update the SCCRS case ID back to the “wrong ID” – so that it matches what’s “in SEEK”. Then follow steps above: change the client status of the payment record to 4. This sends to SEEK the message to “terminate the authorization” (which holds the wrong case ID). The next day, re-add the child/payment (ADD New Child) with the correct case ID, and status 0, 1, 2, or 5 as appropriate.

5. **Discontinue use of the SCCRS “global move” function.** To move children from one facility ID to another, each authorization must be terminated individually at the first facility (using client status 4), and a new payment record (Add New Child) entered to the new facility ID. Follow these steps:
 - a. Update the existing payment record for the current payment month on facility 1 with client status 4. This will send instruction to SEEK to terminate the original authorization in SEEK.
 - b. Add a new payment for each child to facility 1 (Add New Child) using client status 3. This record will maintain the data for the actual last payment to the provider (using the original facility ID). Make sure the number of service days is recorded accurately.
 - c. Add a new payment for each child to facility 2 (Add New Child) with a client status 2. A new authorization will be created for each child and SEEK will recognize the new authorizations as being for the new facility.
 - d. Parents will be able to swipe attendance for their child the next day, assuming that the new Provider information (if applicable) had previously been sent to SEEK. If SEEK recognizes that the new provider is completely new to SEEK, there may be a short delay to parent’s ability to record attendance as SEEK prepares the documents and contacts necessary to establish the POS device, etc.

6. **Children with R06 and R03/R36 care:** If you perhaps have an instance where a child had an R06 and a R03 (and/or also an R36) when the data for your county was initially collected and sent to SEEK - only one authorization would have been created for the child. Remember that an authorization in SEEK is NOT a payment record – in Phase I, it’s very much like a simple on/off switch for the (child – case – facility) that either allows attendance (swipes) to be collected or not.
 - a. When there are two payment records at a facility for a child, an update to either record can trigger a change to SEEK. If you “status 4” one record, but keep the other as “status 2”, the instruction sent to SEEK will still be to terminate the child’s authorization.
 - b. If you are entering a new child with R06 care, who may occasionally also need R03 or R36 care – consider adding the R03/R36 with client status 3 – only in the payment month that it is needed. Records with client status 3 are essentially ignored when data is selected to “go to SEEK”.
 - c. Using the “add as needed” procedure will reduce the confusion that arises by adding the record, then updating the record on and off each month using the client status 5 – which now, for SEEK, translates to a “new child” record.

7. "EXPIRED" active authorizations

Payment records terminated with client status 3 between May 23 and September 16. These records terminated in SCCRS, but they did not in SEEK and thus currently still show in SEEK as an active authorization.

**** A solution is being developed to address these authorizations.**

8. When a child's services are renewed or re-certified before current eligibility end date has passed; for the same facility.

- a. The "current" eligibility begin date on any authorization (child – case – facility) that has been sent to SEEK cannot be changed. Attempting to create a new payment record in SCCRS for the same (child – case – facility) with a different eligibility begin date will result in a SCCRS to SEEK data transmission error, Code 207. The Eligibility begin date must match the begin date that appears in the SEEK AT.
- b. Update only the eligibility end date to the new renewal/recertification eligibility end date - before the actual date has passed.

9. When a child's services are terminated (not moving to a different facility; no renewal or re-certification).

- a. Update the existing payment record to a client status "4" to terminate the authorization in SEEK so that future card swipes are not allowed.
- b. Perform this update on the actual day of termination, if possible, or as soon after as is practical.
- c. If the last day is within the current month being reported, and a payment is due to the provider for a partial month, add a payment record to the existing facility with a client status "3" (terminate w/pay).
- d. If the child's last day falls on a day that is actually in the "next" month – according to the payment month being reported by the county in SCCRS – the worker will add a payment with client status 3 in each service month period in which the child has attended.

EXAMPLE:

A child is to terminate on September 2.

Today's date is September 2 and the county is currently entering payments into SCCRS for the month of August.

Update the payment record in the current month, which will be for service month August - to a client status 4. This will send to SEEK the instruction to terminate the authorization and prevent future card swipes from occurring.

Press F2 to add a new payment record for the child with a client status 3. This will be the "terminate w/pay" record for services provided in August.

After your data entry for the August payment month is complete, and you have closed out SCCRS for August, add another new payment record for the child, also with client status 3, for services provided September 1-2.

10. SCCRS modifications now allow data entry of special characters into facility name and address fields.
 - a. Valid for Facility ID, Name, Telephone and Director Name: letters, digits, space, dash (-), forward slash (/), dot (.), hash (#), comma (,), apostrophe (').
 - b. Valid for address & city: letters, digits, space, dash (-), forward slash (/), dot (.), hash (#), comma (,).
- * SEEK will not accept the apostrophe (') in an address or city field.