SUBSIDIZED CHILD CARE SERVICES ADMINISTRATIVE LETTER No. 03-11

TO: Directors of County Departments of Social Services and Local Purchasing Agencies

FROM: Deborah J. Cassidy, Ph.D.

ISSUED: August 25, 2011

SUBJECT: SEEK Phase I: SCCRS Business Practices and Procedures

EFFFECTIVE DATE: August 25, 2011

The purpose of this memorandum is to provide important information to Local Purchasing Agencies (LPAs) about the automation of the approved payment rates and a new data transfer procedure that converts data from the Subsidized Child Care Reimbursement System (SCCRS) to the Subsidized Early Education for Kids (SEEK) system on a daily basis. LPAs need to be aware of how this new interface will impact their current business practices. Please share this information with child care workers and staff who complete subsidy reimbursement for your agency.

Automated Approved Payment Rates
Beginning **September 1, 2011**, SCCRS will begin the process of automatically assigning the approved payment rate to the child care facility's Approval Notice for each active authorization at the occurrence of the child's birthday. SCCRS will update the Approval Notice with the new rate group and approved payment rate for the child's age. If the facility does not have an approved rate for the child's age, an alert will show that the rate is "invalid" and the authorization will be terminated.

Data Transfer Procedure
On **May 20, 2011**, basic information about all children and families who receive child care services and the facilities they attend in Alexander, Cabarrus, Durham, and Lee counties (the original Pilot counties) was programmatically transferred from SCCRS into the new SEEK system. The process of sending large amounts of data for multiple counties is referred to as "data dump". The information sent to SEEK is processed in four separate files: 1) Provider (facility) data, 2) Case data, 3) Alternate Cardholder data, and 4) Authorization data (child data and care plan). If the data delivered to SEEK <u>does not</u> include all of the required criteria in the specific format, the individual record will fail in the load process. For instance, a case record sent to SEEK without a family date of birth or a valid value in the family language field will fail, as these are required data elements.

Subsequent data dumps have been or will be performed as provided below. The reference to "Groups" corresponds to the updated Group/County SEEK Rollout schedule issued July 21. Please note that data entry/updates performed on any Saturday or Sunday will always be included with data entry/updates that occur the following Monday.

May 25 – Initial data dump of all information, all counties (excluding original Pilot counties)
July 29 – second data dump of Group I, to collect new information entered to SCCRS since May 25.

*Effective 7/29, new/updated data for Group I counties has been sent to SEEK on a daily basis.

August 5 – second data dump for Group II, to collect new information entered to SCCRS since May 25.

August 22 – third data dump for Group II, to collect new information entered to SCCRS since August 5.
*Effective 8/22 – new/updated data for Group II counties will be sent to SEEK on a daily basis.

August 9 – second data dump for Group III, to collect new information entered to SCCRS since May 25.
October 3 – third data dump for Group III, to collect new information entered to SCCRS since August 9.
*Effective 10/3 – new/updated data for Group III counties will be sent to SEEK on a daily basis.

Each time a new file of data is delivered to SEEK, a report about the records that **did not load properly** into SEEK due to missing information and/or formatting issues is returned to SCCRS the following business day.
A primary report is created, called the SEEK Response Message report, which contains all errors from all file types and from all counties. For each of the completed data dumps listed above, a primary report was created to detail the errors. Staff should review the reports and cleanup the data in SCCRS. These reports are available on NCXPTR and are listed below.

AUG 5 DUMP GROUP 2
AUG 9 DUMP GROUP 3
AUG 22 DUMP GROUP 2 (*planned)
JULY 29 DUMP GROUP 1
MAY 20 DUMP Pilot
MAY 25 DUMP GROUPS (*all counties)
OCT 3 DUMP GROUP 3

*Staff may use NCXPTR or the web-based alternate XNET to view these reports. You will find detailed assistance with these reports in the *Guidance for SCCRS/SEEK* which is attached. This document will be sent to you as it is updated.

The error-reporting process now generates four individual reports, one for each file type, that have been indexed so each county will see only the data relevant to their own county. The individual reports are called SEEK Error reports and are available on NCXPTR. These reports are listed below and must be reviewed by staff each day to cleanup data in SCCRS.

SEEK ALTCARD ERROR
SEEK AUTHORIZATION ERROR
SEEK CASE ERROR
SEEK PROVIDER ERROR

As of August 16, the individual reports above include errors for Pilot and Group I counties since they are the only counties that have migrated to a daily SCCRS to SEEK data transfer schedule. As the counties in Groups II and III transition into the daily transfer process, the reports listed above will contain their error data as appropriate.

Remember that you report information about any record failure only once: 1) in the report that is delivered the day following a data dump, or 2) delivered the day following data entry once the county is on a daily data collection schedule. When missing or erroneous information is added or corrected in SCCRS, the interface procedure will recognize the new update and will collect and send the information to SEEK in the next daily transfer of data.

Pilot counties must review the errors in these files:
> May 20 Dump Pilot file
> SEEK Response Message report – versions: 7/25 through 8/11
> (4) Individual Error Reports – versions: 8/12 going forward

Group I counties must review the errors in these files:
> May 25 Groups
> SEEK Response Message report – versions 7/25 through 8/11
> (4) Individual Error Reports – versions: 8/12 going forward

Group II and III counties must review the May 25 Groups report at this time. You will begin your review of the four (4) individual Error Reports beginning Aug 23 and Oct 4, respectively the day following completion of the last dump file processed for your group.

The *Guidance for SCCRS/SEEK* document accompanying this letter provides additional information about the SEEK Error Reports. The document includes instructions about how to set-up NCXPTR and add the new reports to your XPTR Favorites list; how to access the web-based view of XPTR called XNET and how to read the data presented in each report.

Information about the data items (by file type) that are required data entry is also included. (See the section in the guidance document entitled *SCCRS – SEEK Interface*.)

Also included in the guidance document is a brief summary about a Data Warehouse report that generates information from new tables that are updated daily. This report gives you up-to-date information about children and families without having to select information that pertained to a specific service or payment month

If additional information or assistance is needed regarding this information, please email or call Carol Carnley or Tyronda Ricks with DCDEE.

Email Address: Carol.Carnley@dhhs.nc.gov   Telephone: (919) 890-7008
Email Address: Tyronda.Ricks@dhhs.nc.gov   Telephone: (919) 890-7090

Please provide this information with any staff who will be involved in reviewing and updating information for the implementation of SEEK. It is important that you continue to ensure that family names and addresses are entered in SCCRS correctly, as well as the family date of birth and language preference, and all other required fields.

Thank you for your prompt attention to the review of all error reports and the update/correction of data as needed. Your attention to this task will ensure that providers and families are added to the SEEK system on a timely basis and the transition to electronic attendance capture for all children will continue to be a smooth one. If you have questions about this letter, please contact your Subsidy Services Consultant.

Attachments

DJC:CC

cc: Child Care Coordinators
     Subsidy Services Consultants