NCT

CaseWorks

Document Purge Training

August 2025

Purging in CaseWorks – General Overview

1. Obtain report
   - FSE/MSE/WFE: Generate Inactive Cases report from CaseWorks to see a list of inactive cases (cases that haven't had documents modified for the number of years specified)
   - CSE: Request closed cases report from SIR site (2 common options)
   - SSE/ACE: Generate report from SSIS (2 common options)
2. Verify purgeable cases in report are correct
   - Optional tool: Review File Retention (FSE, MSE, WFE, CSE only)
3. Format the Purge Report by deleting and adding appropriate columns. Format should be as follows:
   - Case Number column (MAXIS, Integrated Case, PRISM, Workgroup, etc.)
   - MCI (Child Support only)
   - Requested by column
   - Comments column
4. Upload the verified Purge Report in CaseWorks
   - Purges are run daily in CaseWorks

Obtain Report | FSE/MSE/WFE

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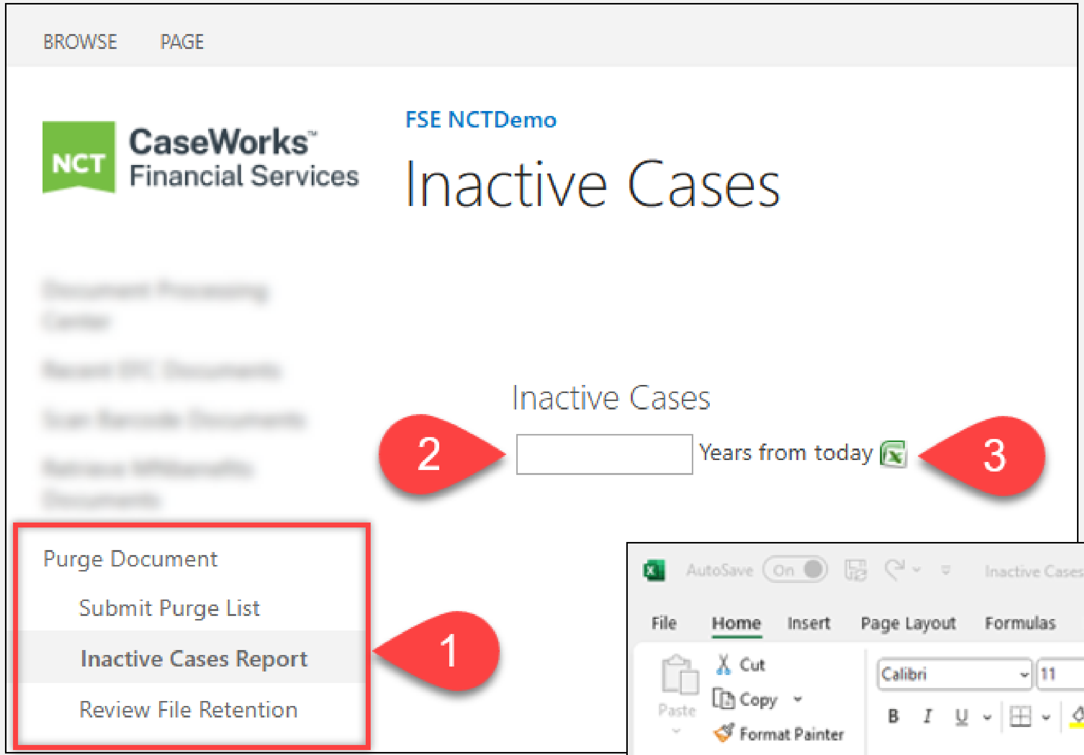
1. Obtain Report: Utilizing the CaseWorks Inactive Cases Report

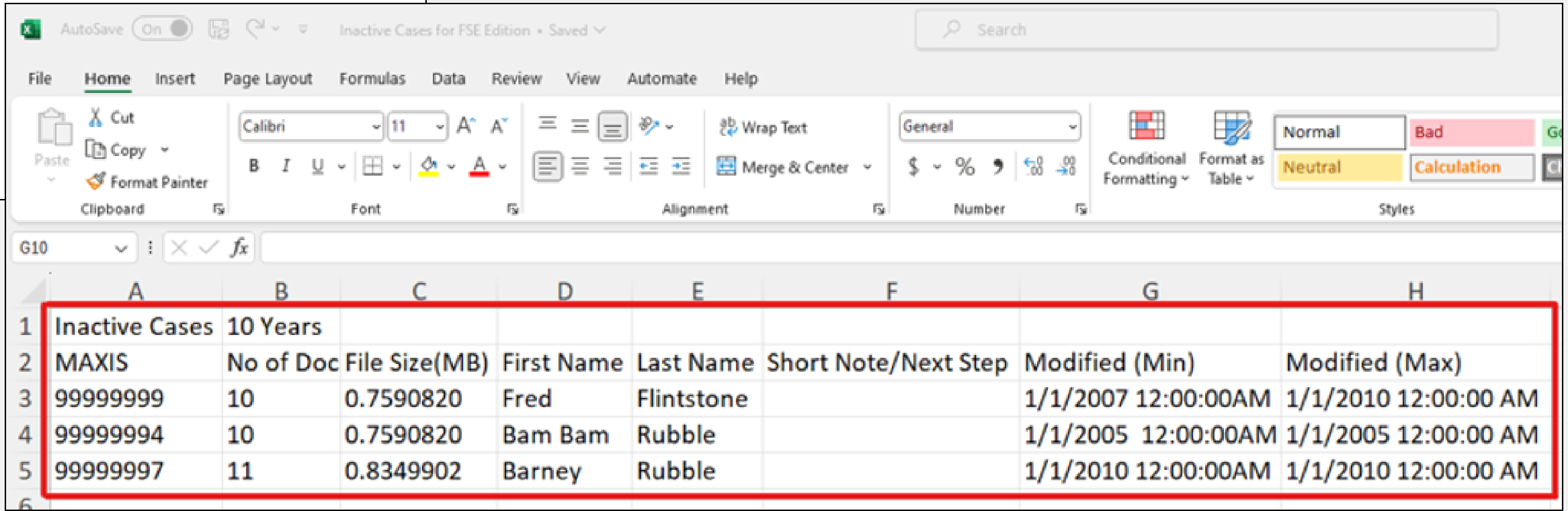
To run an Inactive Cases Report, follow the steps below:

1. Select ‘Inactive Cases Report’ under Purge Document
2. Enter the number of years desired
3. Click the excel icon or press Enter to generate the report

The report opens in excel showing cases that have not had EFC documents modified for the number of years specified (i.e. 10 years).

Obtain Report | FSE/MSE/WFE





	A	B	C	D	E	F	G	H
1	Inactive Cases	10 Years						
2	MAXIS	No of Doc	File Size(MB)	First Name	Last Name	Short Note/Next Step	Modified (Min)	Modified (Max)
3	99999999	10	0.7590820	Fred	Flintstone		1/1/2007 12:00:00AM	1/1/2010 12:00:00 AM
4	99999994	10	0.7590820	Bam Bam	Rubble		1/1/2005 12:00:00AM	1/1/2005 12:00:00 AM
5	99999997	11	0.8349902	Barney	Rubble		1/1/2010 12:00:00AM	1/1/2010 12:00:00 AM

Obtain Report | CSE

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1. Obtain Report: Ad Hoc Report through the State

Counties most commonly request either of the below ad hoc reports from the State. These two reports were identified by CaseWorks Counties as the two main purging practices a County may follow. Please see details below to decide which report may work best for your County.

a. CaseWorks Closed Three Years

a. When requesting this report, provide your County name/FIPS and the year you are requesting closed dates for (at least 3 years earlier).
b. Tip: If a County hasn't purged files or has missed a few years, they would need to request a spreadsheet for each year, as they would only get the cases that closed in the requested year.
c. Tip: Once purged, add 'M2301 Case File Destroyed' as a CAAD note to all purged cases. By adding this note, these cases would be excluded from future purge reports.

b. CaseWorks Youngest Child Emancipated and Closed Three Years

a. When requesting this report, provide your County name/FIPS, the year the youngest child turns 19, and the year the case would have closed (three years earlier).
b. Tip: Once purged, add 'M2301 Case File Destroyed' as a CAAD note to all purged cases. By adding this note, these cases would be excluded from future purge reports.

Obtain Report | SSE/ACE

NCT

1. Obtain Report: Utilizing SSIS Reports

Two reports counties frequently utilize are the **SSIS Purge Report** or the **SSIS Destruction List**.

The **SSIS Purge Report** reflects County preferences and the SSIS DHS Record Retention Table, as some retention periods allow increasing from state minimum based on County need. The **SSIS Destruction List** displays Workgroups scheduled to purge and does not mean that all **will** purge.

Please email the SSIS Help Desk at dcyf.ssishelp@state.mn.us with any questions related to purge/destruction in SSIS.

Verify Purgeable Cases | FSE/MSE/WFE/CSE

NCT

2. Verify purgeable cases in report are correct

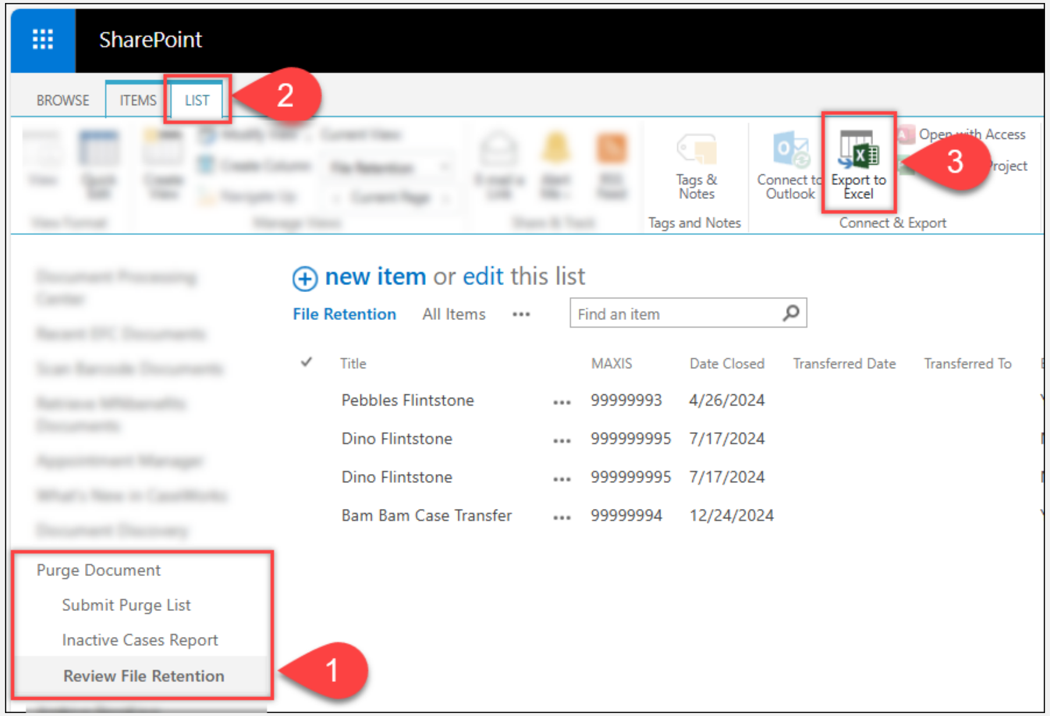
Optional tool: Review File Retention (FSE, MSE, WFE, CSE only)

If a County uses File Retention Records in their business processes to indicate any Retention Exceptions (e.g. overpayment, claims, appeals, fraud, etc.) the Purge Admin may use this to cross reference against the Purge Report and remove any cases.

To export all File Retention Records to Excel:

1. Click **Review File Retention** in the left navigation panel
2. Click **List** from the top toolbar
3. Click **Export to Excel**

Note: See the last 6 slides for steps on using an Excel formula Shortcut to easily identify exceptions



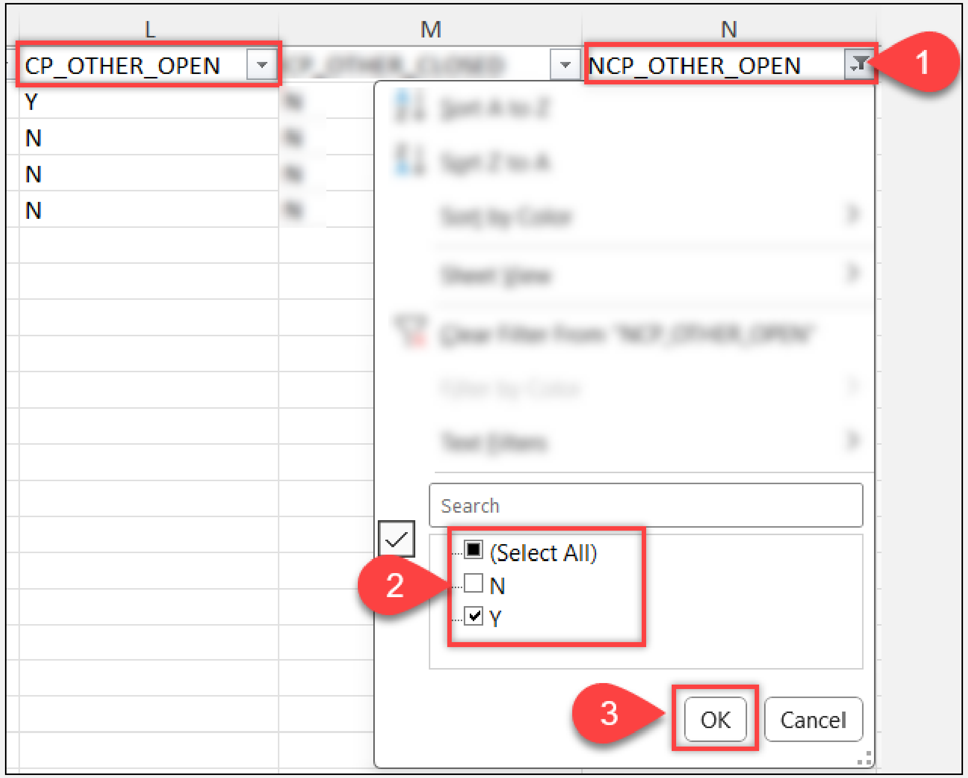
Verify Purgeable Cases | CSE

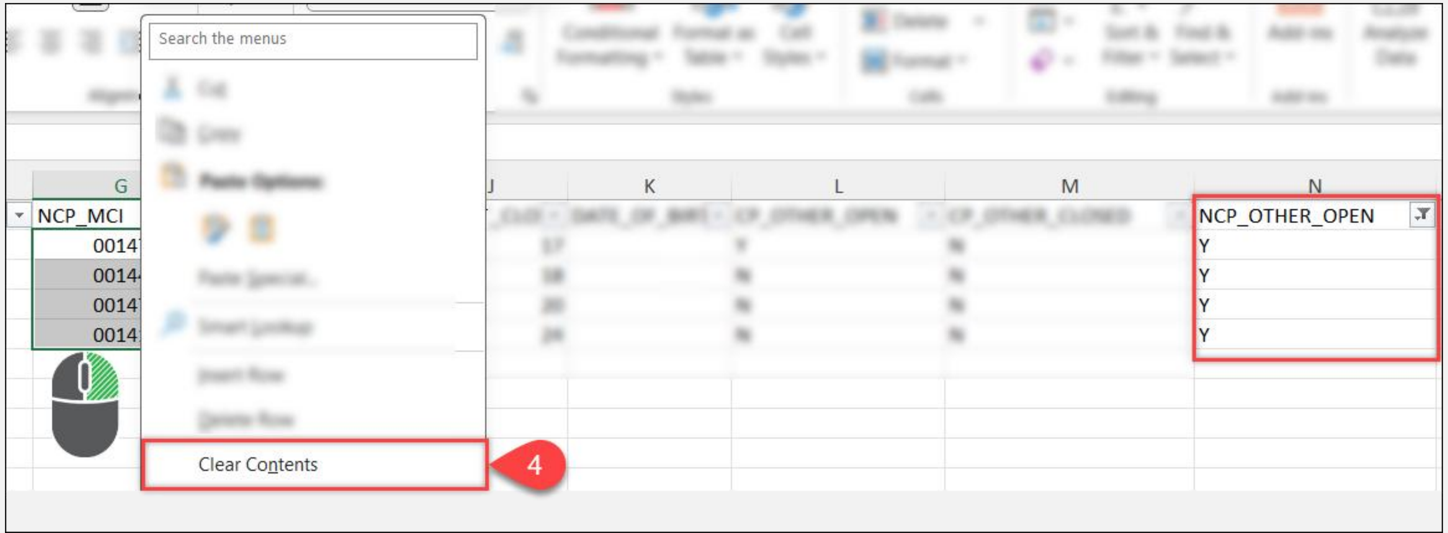
NCT

2. Verify purgeable cases in report are correct

If you are utilizing one of the two ad hoc reports mentioned above, you will see there are columns titled: **CP_OTHER_OPEN** and **NCP_OTHER_OPEN.** These are helpful in identifying MCI's that are open on another PRISM case.

i. To filter, select the arrow next to the column name.
ii. Deselect **'N'.**
iii. Click **OK**
iv. The column will display all MCI's that are associated with another open PRISM case. Select the corresponding MCI numbers and **Clear Contents** to delete.





Verify Purgeable Cases | All Editions

2. Verify purgeable cases in report are correct

- Review the Purge Report and remove any cases that should not be purged from CaseWorks
  - *This is a very important step*, as the Purge Admin has the final responsibility in ensuring only the appropriate cases are purged from CaseWorks.
- Connect with internal departments for additional confirmation
  - Contact your County's Collection Department, Fraud Department, any anyone else that works with these documents to share that you'll be performing a document purge in the upcoming weeks. Confirm if they have any ongoing activity for cases that have been closed 10 or more years.
  - This step ensures all purge exceptions are captured, even if county staff may not have included it as a File Retention Record

Format Report | FSE/MSE/WFE

NCT

3. Format the Purge Report

Format the Purge Report by deleting and adding appropriate columns.

Format should be as follows:

i. MAXIS, Integrated Case, or WF1CaseID (A1)

ii. Requested By (B1)

iii. Comments (C1)

Save Purge Report to secure location:

Tip: Save the report with a file name that includes the date of the purge as a helpful reference

	A	B	C	D
1	MAXIS	Requested By	Comments	
2	99999999	Megan Otto		
3	88888888	Megan Otto		
4	77777777	Megan Otto		
5	66666666	Megan Otto		
6	55555555	Megan Otto		
7	44444444	Megan Otto		
8	33333333	Megan Otto		
9	22222222	Megan Otto		
10	11111111	Megan Otto		
11				

Format Report | CSE

3. Format the Purge Report

Format the Purge Report by deleting and adding appropriate columns.

Format should be as follows:

i. PRISM (A1)

ii. MCI (B1)

iii. Requested By (C1)

iv. Comments (D1)

	A	B	C	D
1	PRISM	MCI	Requested by	Comments
2	111111111101	1111111111	Megan Otto	
3	222222222201	2222222222	Megan Otto	
4	333333333301	3333333333	Megan Otto	
5	444444444401	4444444444	Megan Otto	
6	555555555501	5555555555	Megan Otto	
7	666666666602	6666666666	Megan Otto	
8	777777777702	7777777777	Megan Otto	
9	888888888803	8888888888	Megan Otto	
10	999999999903	9999999999	Megan Otto	
11				

Save Purge Report to secure location:

Tip: Save the report with a file name that includes the date of the purge as a helpful reference

Format Report | SSE/ACE

3. Format the Purge Report

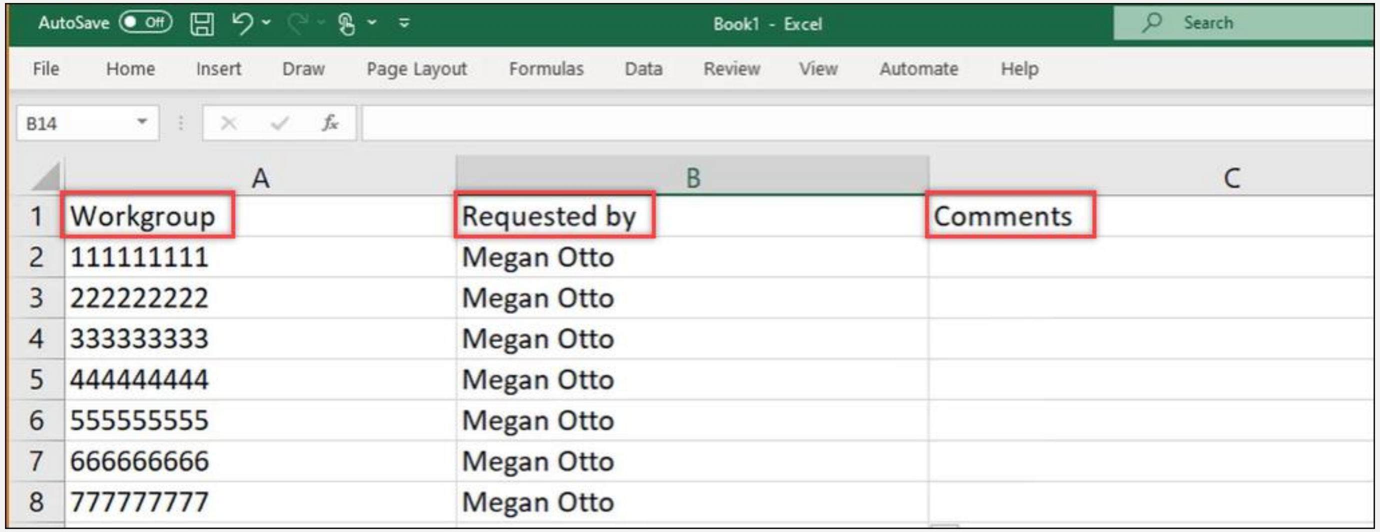
Format the Purge Report by deleting and adding appropriate columns.

<u>Format should be as follows:</u>

i. Workgroup or Vendor Number (A1)

ii. Requested By (B1)

iii. Comments (C1)



	A	B	C
1	Workgroup	Requested by	Comments
2	111111111	Megan Otto	
3	222222222	Megan Otto	
4	333333333	Megan Otto	
5	444444444	Megan Otto	
6	555555555	Megan Otto	
7	666666666	Megan Otto	
8	777777777	Megan Otto	

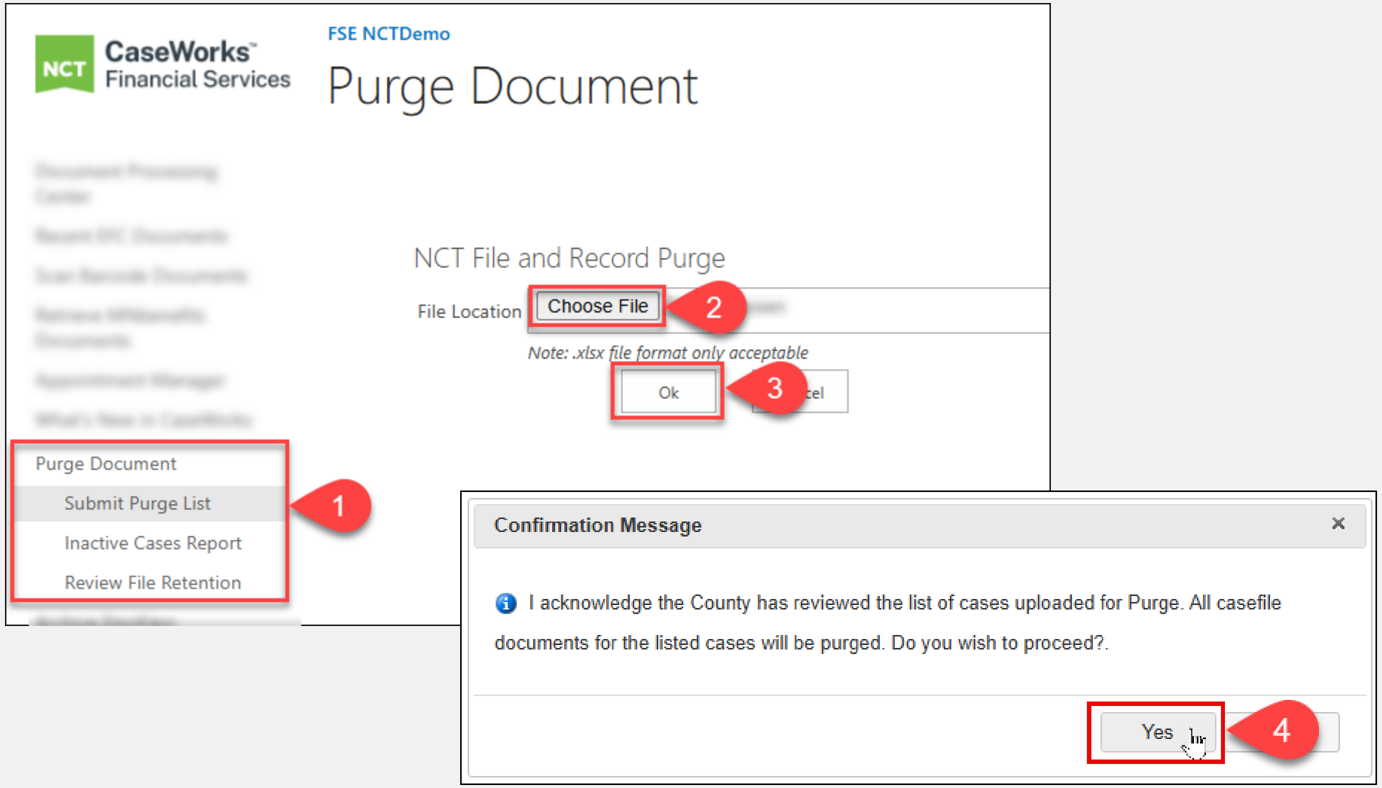
<u>Save Purge Report to secure location:</u>

Tip: Create a title that includes the date of the purge as a helpful reference

Upload Report | All Editions

4. Upload the Purge Report in CaseWorks

1. Click **Submit Purge List** in the left navigation panel
2. Click **Choose File**
   i. From the File Explorer window, locate the Purge Report and click Open
3. Click **Ok** to proceed
4. Click ‘**Yes**’ if you wish to proceed.



Upon selecting Yes, CaseWorks will schedule the Purge. Scheduled CaseWorks Purges are purged daily.

Once the Purge has been completed in CaseWorks, you will receive an email confirming the details.

FAQ’s

- Do purges include documents in the archive?
    - Yes.
- Do purges include Privilege case documents?
    - Yes. The Inactive Cases report pulls both normal and privilege cases, and any privilege case numbers on an uploaded purge report will be purged.
- What if I need to restore purged document(s)?
    - Once purged, documents are sent to an admin Recycle Bin for 90 days. Please submit a ticket to request the CaseWorks Support team to retrieve on your behalf.
- Does purging also clear cases from the APN?
    - No. The CaseWorks purge feature purges ***documents*** only. Cases in the APN remain consistent with data import (i.e. SMI, daily download, etc.)
- FSE/MSE: What about Taxonomies 1.1 and 1.3?
    - The 1.1 IM – Enumeration-Identity and 1.3 IM – File Retention Data Taxonomies are ***exception Taxonomies.*** Documents within these Taxonomies are excluded from all purges per previous User Group decision.
- I’m catching up on purges and have multiple reports to submit. Can these be multiple tabs in one spreadsheet?
    - Please submit as individual spreadsheets (with one tab each) for the automated purge to be executed successfully.

Questions from Training

- Do purges include documents in DocBoxes? What should we do for documents that never receive a case number?
  - Purges do not include DPC Documents. Please use the manual ‘delete’ function to purge DPC documents.
- How many users can have the Purge Admin Role per county?
  - We commonly see that 1-2 staff have this role per county, but there is no limit.
- When viewing the File Retention Record list, will I see all records or just ones I have created?
  - This list will display all File Retention Records created by all staff.
- When a File Retention Record is created, does this pertain to the entire case, or just specific documents for that case?
  - The File Retention Record will be associated with the entire case.
- Are there instructions for purging documents for cases that have been transferred to non-CaseWorks Counties?
  - Documents are automatically deleted after a Case Transfer to a ***CaseWorks*** County. For Case Transfers to a ***non-CaseWorks*** County, if a County utilizes File Retention Records to track transferred cases, the Purge Admin could export the File Retention Record list and filter by the Transferred Date columns to see a list of **Transferred Cases** that could potentially be purged. After accounting for any exceptions for these transferred cases, the Purge Admin could format the exported File Retention Record spreadsheet to upload and purge the applicable transferred cases.

Questions from Training

- What if I don't see the Purge links I need in my Left Navigation Panel?
  - Please submit a CaseWorks Support Ticket requesting the Purge Admin Role in the CaseWorks Editions needed.
  - If your county has not yet upgraded to the 'NextGen' version of CaseWorks, your links will have slightly different names. Use the 'Purgeable Documents' link to pull the Inactive Cases report, and the 'Purge Document' link to upload the purge report.
- Is it possible to manually purge a casefile?
  - Yes; navigate to the Casefile page and review the DPC and EFC tabs for all case documents. Expand all Taxonomies, select all documents, and choose 'Delete'. Select 'View Archived Documents' to ensure any archive documents are restored and deleted from the EFC as applicable.
- Does purging the file also purge the File Retention Record?
  - No; the File Retention Record list is not impacted after a purge is executed. If the Purge Admin wishes to remove any retention records from the list after a purge, these can be deleted manually.

Questions from Training

- Because the FSE and MSE 1.1 and 1.3 Taxonomies are excluded from purges, previously purged cases (with documents remaining in these Taxonomies) will continue to show on subsequent Inactive Cases Reports, correct?
  - Correct. Unless documents within the 1.1 and 1.3 taxonomies are manually deleted, these cases will continue to pull when generating the Inactive Cases Report, since the case technically includes EFC documents that haven't been modified for the number of years specified (i.e. 10).
- Will cases with a File Retention Record come up with the next purge report?
  - The CaseWorks File Retention Record list does not impact which cases pull on the purge report (whether obtained via PRISM, SSIS, or the CaseWorks Inactive Cases Report).
  - If a File Retention Record was used when reviewing a previous purge report (for example, to identify and purge a Case Transferred to a non-CaseWorks County) the File Retention Record could be manually deleted if no longer needed. However, if the record remains, it will not impact if a case will/will not display in a future purge report.

Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

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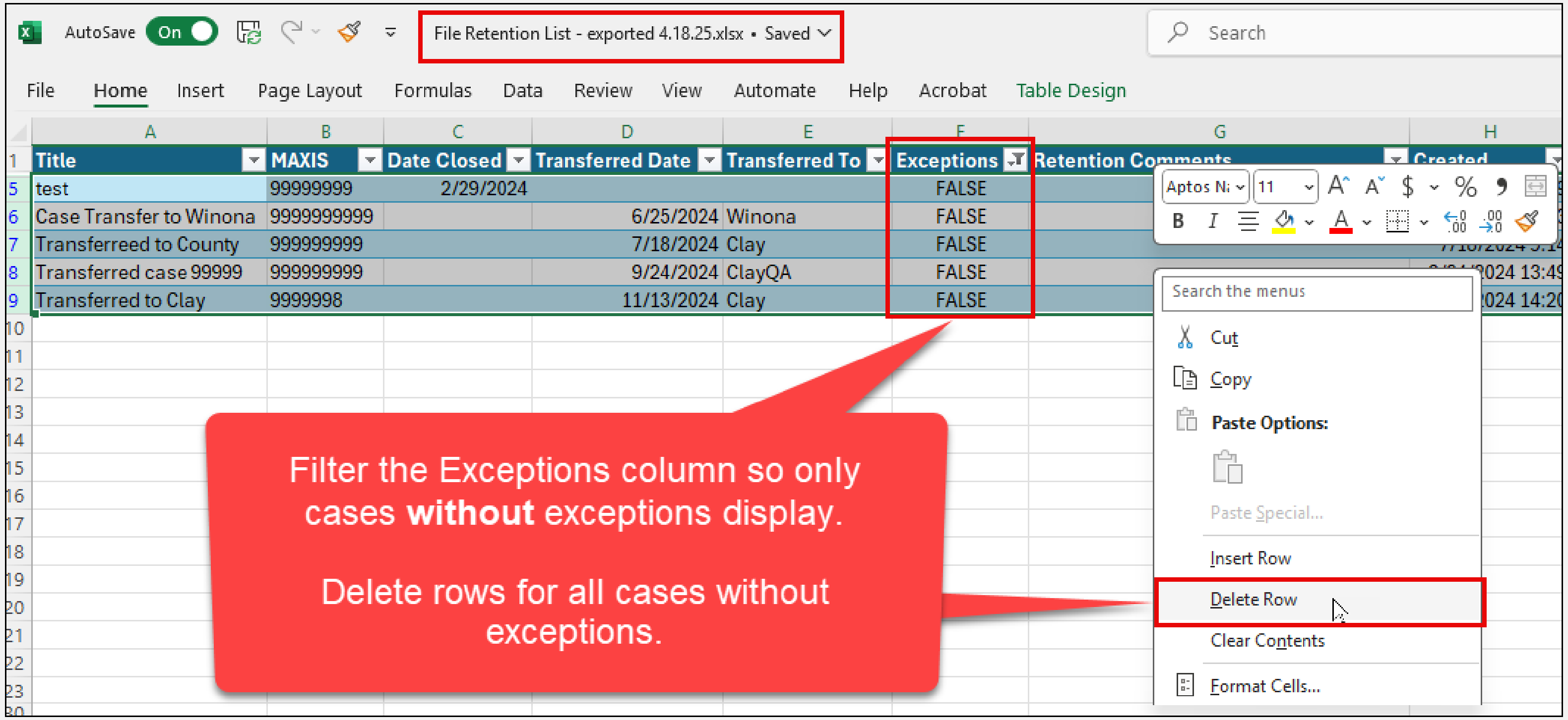
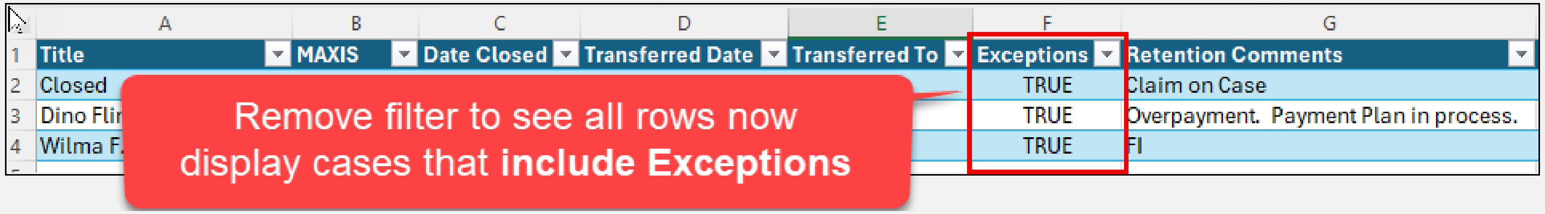
2. Verify purgeable cases: **Optional Excel Tip to Remove Exceptions**

First, filter and delete rows so the Review File Retention report only displays cases that **include Exceptions** (reflected as ‘TRUE’ in column F)





Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

NCT

2. Verify purgeable cases: **Optional Excel Tip to Remove Exceptions**

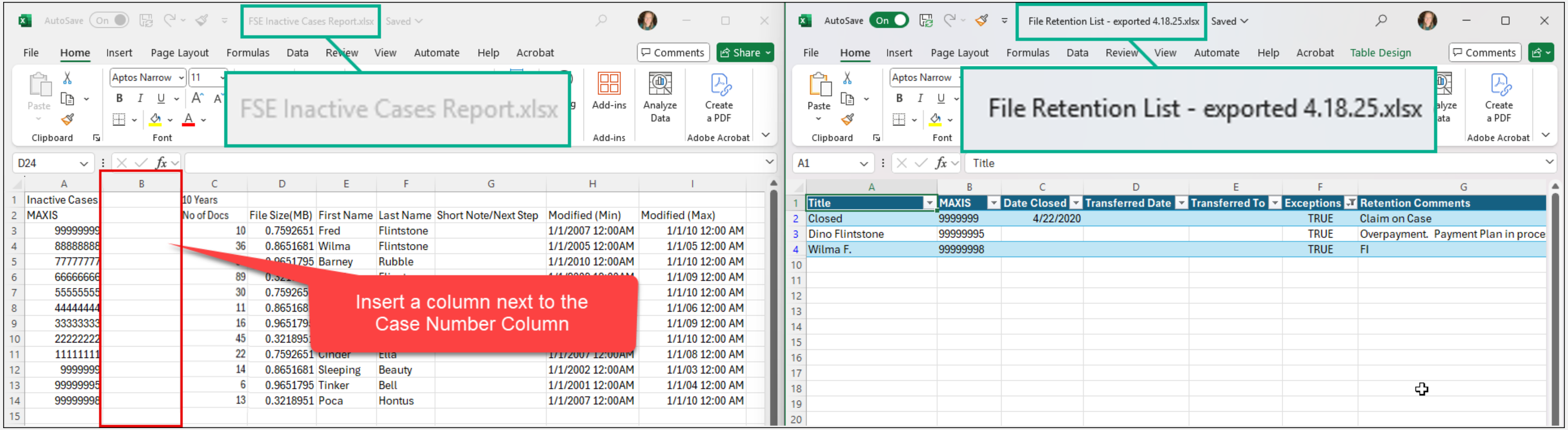
<u>Open both reports at the same time:</u>

Inactive Cases Report

- Column A= list of cases that are ***potentially purgeable***
- Insert a column next to the Case Number Column

File Retention List

- Column B= list of ***exception*** case numbers **(NOT to purge)**

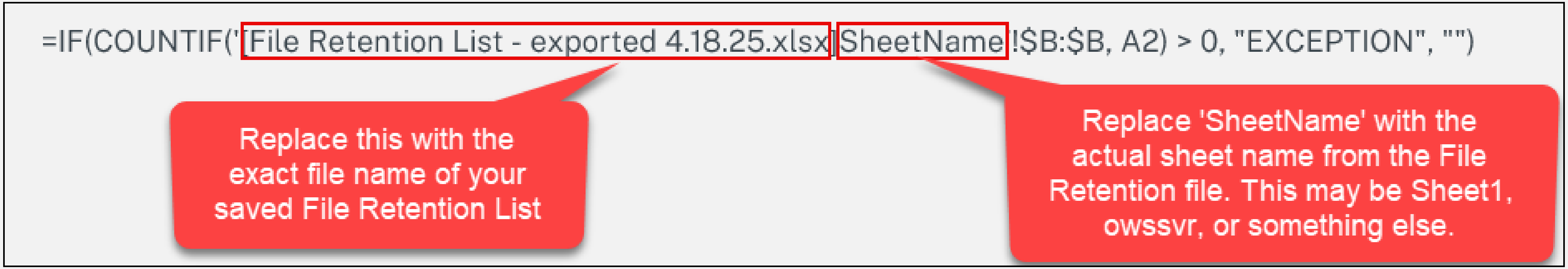


Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

2. Verify purgeable cases: **Optional Excel Tip to Remove Exceptions**

Inactive Cases Report

- In the new Column B you've just added, type the following formula (updated with your revisions as noted below) in cell B3:
  - =IF(COUNTIF('[FSE File Retention List - exported 4.18.25.xlsx]owssvr'!B:B,A3)>0,"EXCEPTION","")



Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

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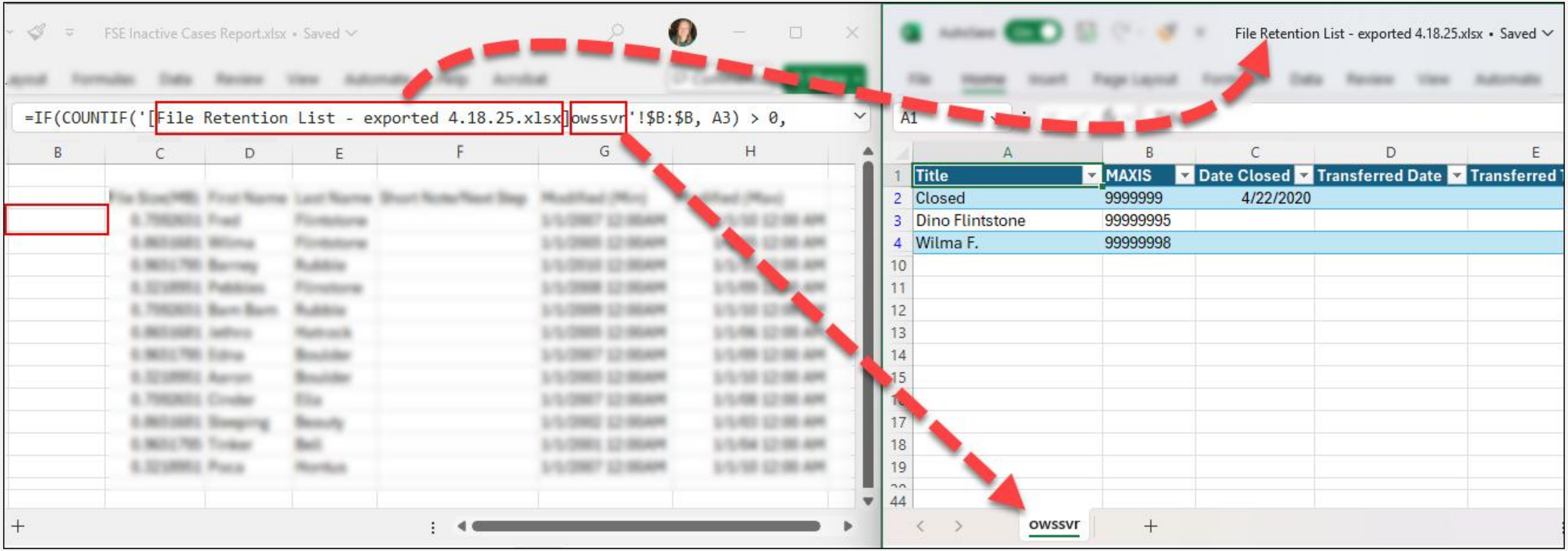
2. Verify purgeable cases: **Optional Excel Tip to Remove Exceptions**



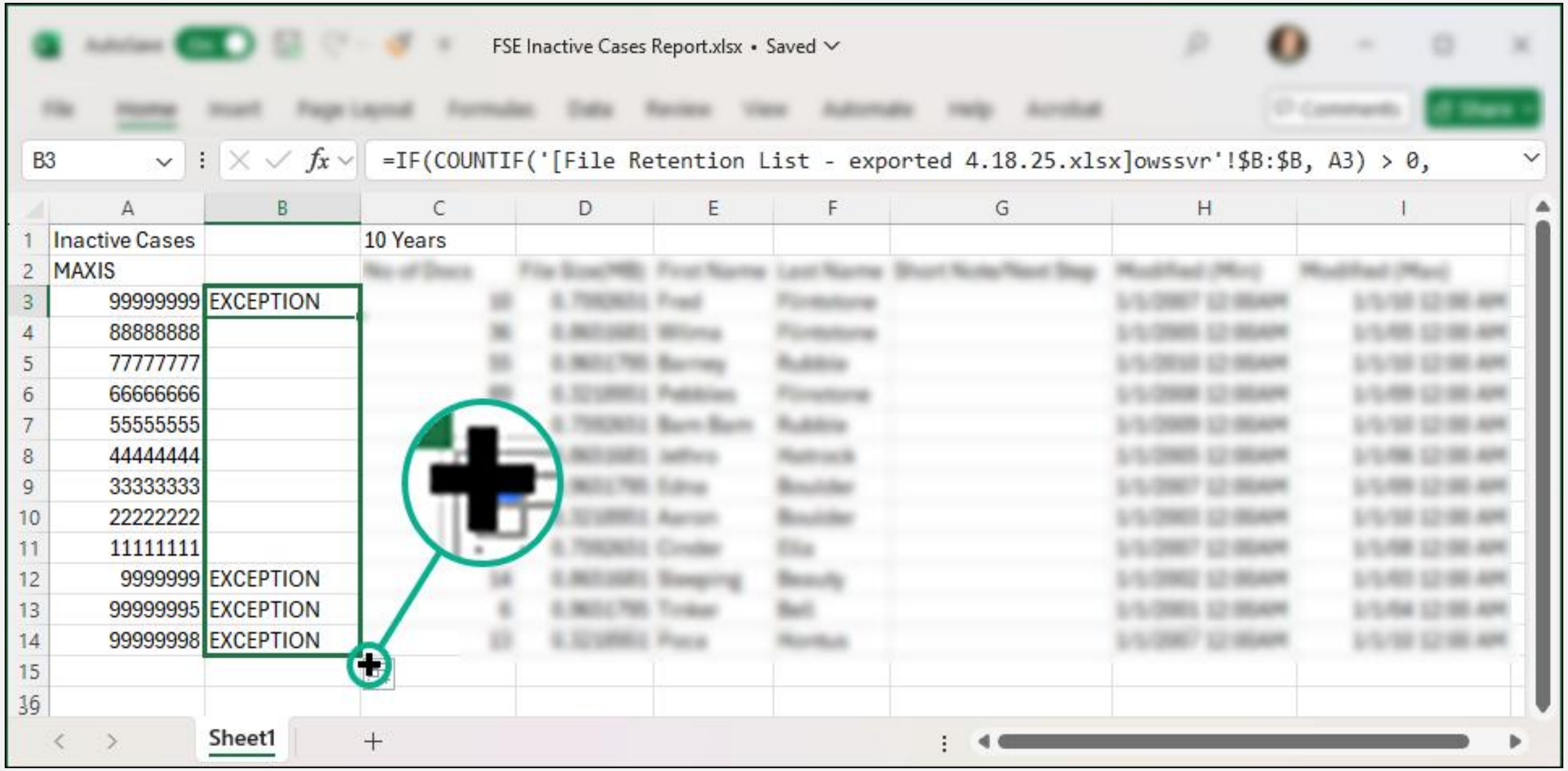
Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

NCT

2. Verify purgeable cases: Optional Excel Tip to Remove Exceptions

Using the **black + icon** on the corner of cell B3, click and drag to apply the format to all applicable cells in column B.

Upon releasing your click, you should see the word 'EXCEPTION' fill in cells where the case number was listed in the File Retention list report as an exception.



Document Purge | Optional Excel Tip (FSE, MSE, WFE, CSE only)

NCT

2. Verify purgeable cases: **Optional Excel Tip to Remove Exceptions**

Now you are ready to enable filtering, filter the Exceptions column, and remove any exception cases that shouldn't be purged.