

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.01 Monitoring

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1. Requirements Definition

1.1. Requirement

1.1.1. The system must monitor all cases for circumstances and conditions requiring immediate attention.

1.1.2. The monitoring algorithms must link a frequency to the condition being monitored since some conditions require daily, monthly, or variable attention.

1.1.3. The system must monitor child ages and alert the worker when a child will become 18 in the next month.

RELATED REQUIREMENTS

The following functional areas also have similar monitoring requirements offering the possibility of reusable logic:

- CI.29 – Intake Case Monitoring
- LO.01 – Locate Case Monitoring
- ES.02 – Legal Process Monitoring
- EN.01 – Enforcement Management Monitoring

1.2. Existing ACSES Assessment

Batch reporting is the primary method of case management monitoring in the existing system. A number of batch reports are generated regularly but ACSES is limited in its capacity to support immediate attention to monitoring results. The ITCK screen function alerts staff to cases needing attention based upon a priority code. The existing priority codes do not include an alert to notify staff of dependent children who may be approaching the age of emancipation. Cases are reported to the ITCK function on a weekly basis and hard copy reports are also generated listing the cases needing attention. Typically, staff works the report by the week and any truly immediate alert that is required is more likely to be communicated by telephone, email or fax.

1.3. MiCSES Assessment

MiCSES has an elaborate automated workflow facility that covers all aspects of Child Support Enforcement case management. The activities in the automated workflow are categorized by the major processes performed in the program, from taking action on an initial referral in the Intake function to initiating a Show-Cause action in the Enforcement function. Within the system, these major processes are referred to as MAJOR ACTIVITIES. Within each MAJOR ACTIVITY there are a series of MINOR ACTIVITIES, which constitute the individual steps and alternative pathways for completing a MAJOR

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ACTIVITY. When a MINOR ACTIVITY is approaching its due date, it is displayed as an alert on the ALRT screen.

If the next MINOR ACTIVITY is generation of a document, the system will automatically bring the worker to the appropriate DOGN screen to generate the appropriate documents in the appropriate quantities.

All MAJOR ACTIVITIES, MINOR ACTIVITIES, and REASON CODES for a case are automatically written to the Case Diary along with the initiation and disposition dates, and the worker who took the action. The Case Diary is stored in the MAJOR_ACTIVITY_DIARY, and MINOR_ACTIVITY_DIARY tables. The Case Diary can be viewed on the CASD screen and can also be accessed from the CSUM screen.

When the last MINOR ACTIVITY in a MAJOR ACTIVITY CHAIN is completed, the case is automatically referred to the next appropriate MAJOR ACTIVITY and the first MINOR ACTIVITY of that next MAJOR is initiated. The team and worker who perform that MINOR ACTIVITY for a particular alphabetical section of the caseload will receive the alert on his or her ALRT screen.

The system monitors cases for a wide variety of circumstances including Review and Modification time frames, and child ages. Workers receive alerts in response to these circumstances. When an activity cannot be completed, MINOR ACTIVITIES that have specific "wait" times are initiated and the worker is alerted when the wait time is nearing its end.

MiCSES description of functional objectives:

This functionality must:

- 1.2.1 Upon creation of a IV-D case, or addition of a child to a IV-D case, workflow must be initiated.
- 1.2.2 The system must allow the worker to search for a particular child via the CLST (Case Search List) screen.
- 1.2.3 The system must allow workers in the SS, PA and FOC offices to generate applications for IV-D services (currently the FIA-1201) with the required child support informational pamphlet, and record the date the application was requested, the date the application was sent, and the date the application was returned.
- 1.2.4 The system must send the child support informational pamphlet to custodial parties who are recipients of public assistance (on non-foster care cases).
- 1.2.5 There must be a screen (case processor) similar to the LPRO screen with which the support specialists will manage activities.
- 1.2.6 The SS module must generate confinement expense requests to 3rd Party Liability at the appropriate time.
- 1.2.7 The SS module must accommodate SS interviews, including automatic scheduling and the generation of documents, with the interviews taking place in person or telephonically.
- 1.2.8 For foster care cases, the system must support the request for (via letter) and the receipt of the 5-day packet from the foster care worker.
- 1.2.9 The SS must be allowed to designate the children for specific court action referrals, per legal requirements.
- 1.2.10 The SS must be allowed to exclude any children from court action referrals where support orders exist or good cause precludes a court action referral. The support specialist should be able to identify any relevant court orders, and generate FIA-1855 [paper referral] as needed.
- 1.2.11 There must be logic in the SS module to automatically determine the requested action, when possible. This includes allowing the SS to enter information to help determine when a long-arm or interstate court action referral is appropriate.
- 1.2.12 The SS module must retain history of all referrals.

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- 1.2.13 The system must be able to direct referrals to the appropriate agency (PA or FOC), generating a paper referral for an agency not on MiCSES.
- 1.2.14 The system must generate referrals that meet the minimum requirements for a referral.
- 1.2.15 The system must allow the supervisor to create a referral that does not meet the minimum requirements when policy allows such actions.
- 1.2.16 The SS module must support notifying the IV-A worker (via letter) in the case of non-cooperation and resuming activities if the applicant becomes cooperative.
- 1.2.17 The SS module must support the suspension of case activity when required by good cause and pending good cause claims.
- 1.2.18 The SS module must monitor required time frames:
 - 1.2.18.1 CFR 303.2(b)(1) requires the IV-D agency to solicit necessary and relevant information from the CP and other relevant sources within 20 days of referral to the IV-D agency.
 - 1.2.18.2 Certification requirement A-1(b) requires the system within 20 calendar days of receipt of a signed application for non-IV-A services to refer the case to the appropriate processing unit (e.g., locate or paternity establishment); and notify the caseworker of the case.
- 1.2.19 The SS module must move the case to the next appropriate activity and/or functional area when the required criteria are present.
- 1.2.20 The interfaces between the CSES support specialist application and the MiCSES legal module will no longer be necessary.
- 1.2.21 The SS module must write appropriate history for all actions and documents. History can be written in the case diary, notes, forms history, or other suitable areas.
- 1.2.22 When a court action referral is closed in the legal module and further action is required by the SS, the system must alert the SS.
- 1.2.23 The system must record the date the case was referred to the IV-D agency.
- 1.2.24 The system must allow the workers to administratively close IV-D cases opened in error.
- 1.2.25 The system must support the federally required IV-D case types.
- 1.2.26 A user must be able to manually enter, in the system, IV-D case types of “Non-IV-D” or “Non-assistance.”
- 1.2.27 The system must allow the user to be able to identify situations where the NCP is the IV-D applicant.
- 1.2.28 The system must allow selection of a default SS worker when the caseworker cannot be identified.
- 1.2.29 Develop a report, generated in PDF format, to be added to the FAUD screen. This report would be available for workers to manually request and print for use in working on pending emancipations.
- 1.2.30 Update the existing emancipation letter from ENFM, and revise as needed for statewideness and adherence to OCS policy.
- 1.2.31 Create a batch job that monitors the dependents that are pending emancipation, and produces emancipation notification letters that will be sent to CPs.

1.3.1. Michigan Adaptation

- 1. Michigan encountered a frequent need to reevaluate the performance of the monitoring processes. These reviews were often caused by volume peaks at the beginning of the month because that was when cases were converted, changed participation in assistance programs, etc. The conversion, due to the lack of specific data in the legacy system, would default monitoring to start cycling on the day of conversion. Nearly all conversions fell on the first of the month. New Jersey's conversion should consider load balancing the first monitoring review date.

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2. Michigan's monitoring architecture is strictly single threaded through each major activity. Multiple tasks that could be done in parallel were required to be serialized. An activity chain cannot have multiple actions (minor activities) outstanding simultaneously. Only one option may be chosen to complete a minor activity. The trade-off of simplified testing and training may or may not be desired in New Jersey.
3. Michigan utilizes the same data structure for both monitoring and alert processing. This strict one-for-one relationship should be split to allow some monitoring steps not to be involved with alerts and to allow multiple alerts or alert escalation steps to exist per monitoring step if desired. Specifically in case monitoring, evaluations resulting in the need to communicate to the user that data items were missing caused Michigan to use chronology inappropriately. A more appropriate mechanism is to issue multiple alerts, one per data item, to workers to complete.
4. Michigan monitoring processes for the various functional areas were developed at different times by different teams. Thus, the logic is not exactly the same for each as different features were optimized due to different priority weights in each area. This was deemed acceptable in Michigan because each area targeted a different level, e.g. enforcement activities target a docket, locate activities target a person, etc. A re-factoring exercise may or may not be warranted.
5. Michigan logic at times took shortcuts by determining some actions based on the first character of each minor activity name. For example, scheduling actions start with an 'S' and form generation steps start with an 'F'. This embedded meaning within the naming should be reevaluated along with allowing longer names and reason codes.
6. Michigan logic requires reason codes to be unique across the whole application. Conflicting codes often were not discovered until integration or system testing. The meaningfulness of assigning mnemonic codes was quickly lost. On the other hand, unique codes made ad hoc reporting or data correction selection faster, easier, and more targeted with fewer search clauses.
7. Michigan hardcoded logic to control major activity conflicts or duplication. These could easily be made parameters stored on the reference model records. Such parameters could control such logic as the following (see EU.06 and EU.24):
 - Whether the same major activity could be active multiple times for an order,
 - Whether the different instances could be active simultaneously,
 - Whether worker intervention is required to review the cost effectiveness and scheduling load of starting a chain,
 - The length of time necessary from the conclusion of an activity and the re-qualification to initiate another instance, and
 - Whether initiation is blocked for various exemption values, case types, statuses, or the presence of other active or inactive activity chains.
8. Michigan does not have a 'Stage' field summarizing where in the case's life cycle the case is currently residing.
9. Michigan automatically sends emancipation letters as children approach 18 to request the CP provide a high school departure date that is beyond age 18. Michigan law allows emancipation to be delayed until the teenager leaves high school. If New Jersey does not have a similar type of clause, then the letters may not be necessary unless New Jersey wants to notify the CP of impending changes to the child support, health coverage, etc. when emancipation does occur.
10. Michigan placed the emancipation report on the Financial Audit (FAUD) screen. This is inappropriate for New Jersey. The report should be requested from the Program Management Reporting screen.
11. Michigan only searched leading characters on name matches, i.e. entering 'Johns' would also retrieve 'Johnson' but not 'Jons'. New Jersey search algorithms will be expanded to use wildcards in leading, embedded, or trailing positions for spelling matches. If no wild cards are used, then soundex indexing will be utilized to retrieve similar sounding names.

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12. Original Michigan screen CPRO – Case Processor (processor tab) should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
 2. Change the title to FLOWCASE – Monitor Case Management.
 3. Change the labels to normal black font
 4. The processor tab should appear similar to the FLOWENF screen but without links.
13. Original Michigan screen CPRO – Case Processor (referral tab) should be adapted as directed in the ES.01 – Legal Referral Process topic.

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Michigan Child Support Enforcement System (MiCSES) - []

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

CPRO - CASE PROCESSOR

User: NAIRS Date: 10/31/2002 10:36 AM Screen []

Case Information

IV-D Case No [] Children [] County []

Name (Last Suffix, First MI) []

CP [] Locate Date []

NCP []

Confidential? Family Violence? NCP is IV-D Applicant? Referral DT []

Notes Case Diary

Processor Referral Info

Children

Name	Birth Date	BOW	Pat Est	Pat Est Date	Req Conf?	Req Action	OT Type	Long Arm	Refer to County	Refer to Office

Court Orders

Docket Number	Order DT	County	System

Add Order 1855 View Children

Record: 1/1 <OSC> <DBG>

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
2. Merge the Refer to County and Refer to Office columns into one County Office field
3. Drop the OT Type column.
4. Change the '1855' button to 'Paper Referral'.
5. On the 'Add Order' pop-up, change the 'County No' to 'County Name'.

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Michigan Child Support Enforcement System (MiCSES) - []

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CPRO - CASE PROCESSOR

Screen []

ADD ORDER

Docket No [] County No [] Order DT []

Member ID	Child's Name	DOB	SSN
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

OK Cancel

County []

Notes
Case Diary

Refer to County	Refer to Office

Court Orders

Docket Number	Order DT	County	System

Add Order
1855
View Children

Record: 1/1 <OSC> <DBG>

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Michigan Child Support Enforcement System (MiCSES) - []

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CPRO - CASE PROCESSOR

Screen []

GENERATE FIA-1855

Docket No [] County No [] Order DT []

Member ID	Child's Name	DOB	SSN
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Print 1855 Cancel

County []

Notes
Case Diary

Refer to County	Refer to Office

Court Orders

Docket Number	Order DT	County	System

Add Order
1855
View Children

Record: 1/1 <OSC> <DBG>

VIEW CHILDREN

Docket No [] County []

Member ID	Child's Name	DOB	SSN

Exit

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- 13 Original Michigan screen CLST – List Cases should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

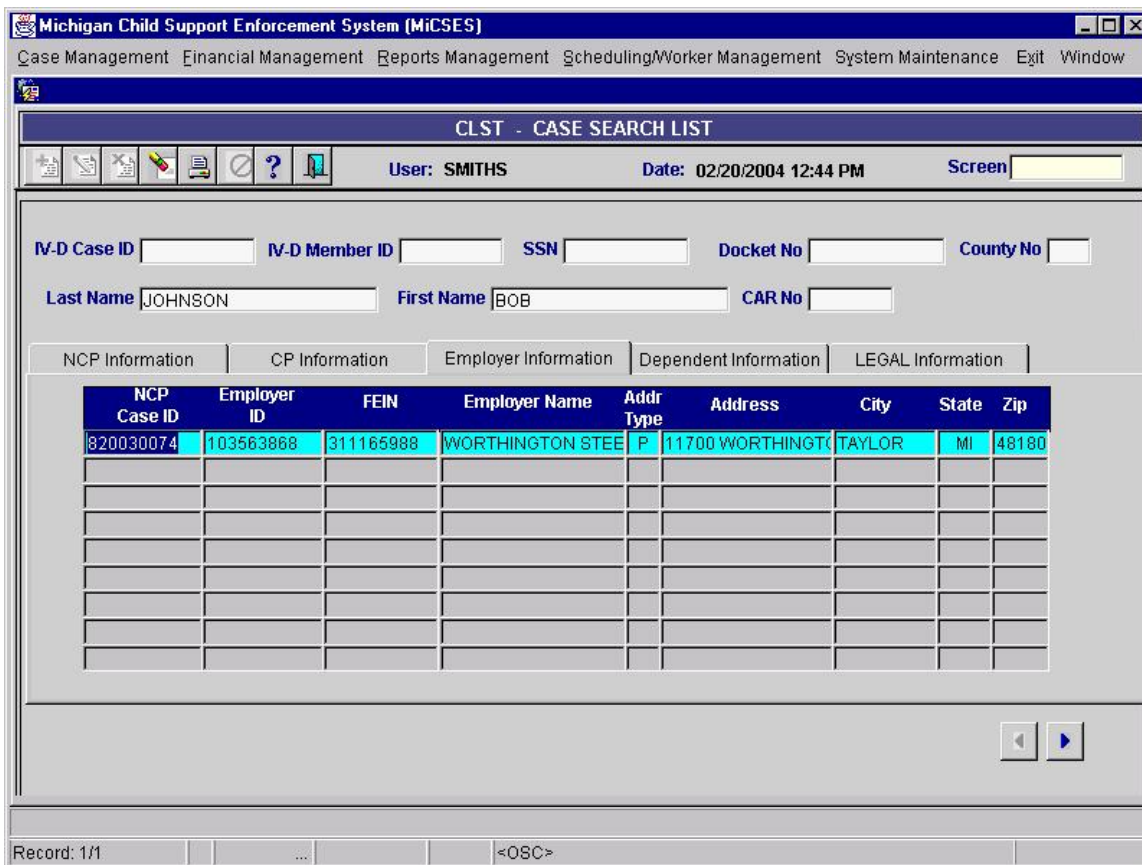
The screenshot shows the Michigan Child Support Enforcement System (MiCSES) interface. The title bar reads "Michigan Child Support Enforcement System (MiCSES)". The menu bar includes "Case Management", "Financial Management", "Reports Management", "Scheduling/Worker Management", "System Maintenance", "Exit", and "Window". The main window title is "CLST - CASE SEARCH LIST". Below the title bar is a toolbar with icons for search, print, and help. The user information shows "User: LEWISJ" and "Date: 07/30/2002 01:15 PM". The search filters are arranged in two rows: Row 1 contains "IV-D Case ID", "IV-D Member ID", "SSN", and "Court Case NO"; Row 2 contains "Last Name", "First Name", "CAR NO", and "Docket NO". Below the filters are tabs for "NCP Information", "CP Information", "Employer Information", "Dependent Information", and "LEGAL Information". The data table has the following columns: Case ID, Court Case NO, Member ID, SSN, Last Name, First Name, MI, Addr Type, Address, City, State, and Zip. The table is currently empty. At the bottom right, there are navigation arrows.

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
2. Change title to FIND – Case Search List.
3. Change labels to normal black font.
4. This uses a NON-STANDARD data header with enterable fields as follows:
 - a. First line
 - i. IV-D Case ID
 - ii. Referral ID (formerly called CAR NO)
 - iii. Docket ID (formerly called Docket NO)
 - iv. Order ID (formerly called Court Case NO)
 - b. Second line
 - i. Person ID (formerly called IV-D Member ID)
 - ii. Last Name
 - iii. First Name
 - iv. SSN
 - c. Third line
 - i. Office (drop down)
 - ii. Worker (drop down)

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- iii. Case Type (drop down)
- iv. Case Status (drop down)
- 5. Drop the zip column.
- 6. Add a Birthday column after the MI (middle initial) column.
- 7. Use a scroll bar in the grid. Delete the left and right arrow page buttons from the lower right corner.



Points to adapt for Employer tab:

- 1. Same as points 1-4 from the screen shot with the NCP tab.
- 2. Use a scroll bar and delete the page arrows in the lower right.

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Michigan Child Support Enforcement System (MiCSES)

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

CLST - CASE SEARCH LIST

User: SMITHS Date: 02/20/2004 12:47 PM Screen

IV-D Case ID 820303245 IV-D Member ID 34968828 SSN Docket No County No

Last Name First Name CAR No

NCP Information CP Information Employer Information Dependent Information LEGAL Information

County No	NCP	CP	Child(ren)	CAR No	CAR Status	IV-D No	Court Case No
082	BANKS, ARTHUR	SEALS, CHANI	BANKS, JANELLE	13888	E	820303245	2003111728
082	BANKS, ARTHUR	SEALS, CHANI	BANKS, CHERIE	13890	A	820303245	
082	BANKS, ARTHUR	SEALS, CHANI	BANKS, SHANE	13889	A	820303245	

Record: 1/3 <OSC>

Points to adapt for Legal tab:

1. Same as points 1-4 from the screen shot with the NCP tab.
2. Change the title of the 'County No.' Column to 'Office'
3. Change the title of the Child(ren) column to 'Referred Child(ren)'
4. Drop the 'CAR No.' Column and use the space for the children names (first names concatenated)
5. Leave room to spell out the CAR status (E=Established; A=Active)
6. Change the column title from 'IV-D No' to "IV-D Case ID"
7. Make the 'Court Case No' column smaller, giving the space to the children's name column and the scroll bar.
8. Use a scroll bar and delete the page arrows in the lower right.

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Certification Guide

D-1 OBJECTIVE: The system must automatically direct cases to the appropriate case activity.

Related Program Statutes and Regulations:

45 CFR 303.2(b)

45 CFR 303.7(a)(2) & (3)

45 CFR 307.10(b)(14)

System Certification Requirements:

- a. Upon case initiation, the system must automatically direct the case to the appropriate function, e.g., locate, paternity establishment, and initiate the appropriate case action.
- b. After each function is completed, the system must automatically direct the case to the next appropriate function and initiate the appropriate case action.
- c. To allow the tracking of compliance with program performance standards, the system must record in the automated case record:
 1. The date a case is moved into a specific function;
 2. The dates and actions taken within the function;
 3. The results of such actions including appropriate dates; and
 4. The date of referral to the next appropriate function.
- d. The system must track actions and dates to ensure that:
 1. All new cases requiring locate services are referred to the locate function (unit) within 20 calendar days of receipt of the referral or filing of an application for services; and
 2. Incoming interstate cases are automatically referred to the State Parent Locator System (SPLS) or the appropriate processing function within 10 working days of receipt.

1.5.2. Manual vs Automated Control of 'Stage'

This specification states that the 'Stage' field in the header be automatically maintained. If multiple stages qualify simultaneously, either the stage lower in the list prevails or the stage most recently made true would be chosen. Some users have suggested a manual override be allowed. This could be implemented with a drop down choice on one or more appropriate case screens. An edit would enforce the chosen stage to be true before allowing the update. The system would be disallowed from changing the manually selected stage while the conditions for that stage remain true. Others are concerned that users would not timely maintain their choice or set allowable stages inconsistently, thus, diminishing the value and standard definition of the field.

1.5.3. Interstate Emancipation

The initial implementation expects New Jersey's approach to emancipation to always prevail regardless of emancipation policies in CEJ or initiating states. That is, one of the parties must request a modification for emancipation reasons. If another state's emancipation rules must be applied, an activity chain for emancipation could be developed. Such a chain would monitor the confirmation correspondence back and forth with the other state through the use of status request and status response letters. The final result of the chain should set the end dates on the child's obligations through the normal obligation maintenance routines (see FM.01).

2. Functional Design

2.1. Functional Process Overview

The system will provide case management monitoring through the use of the FLOWCASE – Monitor Case Management screen. This screen displays the history of actions taken within each case management activity. This screen accepts a result or reason from the user to indicate what has happened or should happen. Each entry of a reason completes the current step and forces the workflow to progress to the next step.

A second screen exists in the Ease of Use area to capture the parameters necessary to initiate a major activity, temporarily suspend all or limit the volume of cases processed for a major activity, and provide the static text and control information to move from one step to the next.

The case monitoring screen allows an authorized user to initiate, progress, and terminate case related actions. Items that are monitored and can be controlled automatically by the system or manually by the worker are:

- The scheduling of interviews, reviews, and hearings
- The generation of interstate communications through the CSENet interface
- The generation of notices, letters and other documents
- The tracking of signature dates
- The recording of dispositions, decisions, manual actions, and other options for alternate workflow paths
- The creation and resolution of action and informational alerts to keep the case moving along federal and state time lines.
- The recording of case diary entries for completed actions.

The system's automatic processing can occur at various times:

- Online as part of the user's transaction in inputting data,
- During the nightly batch window based on triggers created during data entry throughout the day,
- During batch processing as part of a batch transaction, or
- During the nightly batch window based on triggers created from other batch processing results.

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2.1.1. Create Triggers

Objectives met: 1.1.1 and 1.1.2

If the system is going to monitor and evaluate actions at a later time, then a trigger transaction must be created with a timestamp of when it can be first considered by the batch monitoring process. Other functional areas are responsible for creating the trigger transaction according to this design's layout and rules.

Functional areas that need immediate reevaluation of case processing can skip the trigger creation and directly call the routines that the batch process would call. This is discouraged because of the tight coupling that would result, making maintenance more difficult and costly. Thus, likely actions that forego waiting until the batch window are manually directed actions and terminations. The former may have transient data or follow-up human decisions requiring immediate processing to get to those decisions. The later usually do not need additional data to finish the action and need to get the database into a state where the case can be closed.

Triggers come in two flavors; positive and negative. A positive trigger will initiate a remedy or force the movement of the workflow to the next step. A negative trigger will terminate a remedy or prevent the workflow from moving to the next step. If duplicate triggers occur in a single run, the first positive trigger is evaluated and the remaining positive triggers are ignored. Likewise, the first negative trigger is processed and the remaining duplicates are ignored. Triggers for an order are processed in the chronological sequence in which they were created.

Triggers may be evaluated many times during workload control (see 2.1.2) before being selected for processing. Once a trigger enters the monitoring process (see 2.1.3), it is processed then deleted. To reevaluate the data represented by the trigger at a later date, another trigger must be created. This one-time pass is done to avoid doubling the effects of a reran trigger and avoid action at a time when the data may have changed, invalidating the original trigger conditions.

2.1.2. Control Workload

All triggers that have an evaluation date less than or equal to the run date are evaluated for continued processing. A trigger may be 'tabled' and reevaluated in the next run of the control workload module if one of the following conditions exist:

- The trigger is for a major or minor activity that has been temporarily suspended by a system parameter. The system support staff set these parameters to avoid further exacerbating a problem in the program code until the flaw is fixed.
- The trigger is for a major or minor activity that has exceeded the maximum number of triggers to be processed in one run. The maximum number parameter is used to guarantee enough processing time within the batch window to allow the online portion of the system to come up in the morning on time.

Although currently not planned, this is the module that would cascade a trigger from another functional area into smaller, more atomic, triggers across orders, cases, remedies, actions, etc.

2.1.3. Evaluate and Process

This module organizes all the routines used in processing a trigger. Triggers that fail to execute successfully are reported as errors in the manner dictated by EO.04 Batch Job Monitoring and Reporting. Successful triggers may do one or more of the following in any sequence:

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- Initiate and store a major activity
- Terminate a major activity
- Mark a minor activity as completed
- Create and store fresh minor activities
- Apply the timely application of business rules to automatically update case data.
- Create or modify data in the database to maintain statuses, indicate action has been taken on this data, and to assign future actions to specific workers.
- Create an action or informational alert for the online operational report
- Resolve an alert on the online operational report
- Issue interstate communications through CSENet
- Generate a document for later print
- Release a document for print
- Kill the production of a document previously scheduled for printing
- Create a scheduled event, reserving the necessary locations and marking the calendar of participants
- Reschedule an event
- Cancel a scheduled event
- Create other triggers to re-review
- Create entries in the case diary to represent completed actions in chronological sequence
- Increment reporting counters

This module reiterates through the process to fully complete the automatic and immediate impacts of each trigger. In other words, if the next action can also be done automatically and immediately, then the module will also execute that step's processing. If the next step requires human interaction or must be delayed to the next day or beyond, then the processing of the trigger is deemed complete and successful.

2.1.4. List Cases

Nearly every worker uses the FIND - Case Search List screen to select the next case to display and work. This screen satisfies the following needs:

- List the cases, orders, and complaints in which a particular person has the role of NCP, CP, or dependent.
- List the employers for a person in the role of NCP.

Selection of cases or persons to display are controlled by the following selection criteria in any combination:

- IV-D Case ID
- Complaint ID
- Docket ID
- Date of Birth
- DCN
- SSN
- Last Name (wildcards are acceptable – soundex indexing used if no wildcards are in use)
- First Name (wildcards are acceptable – soundex indexing used if no wildcards are in use)

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When used in combination, all search criteria are combined with an ‘and’ connection to create the initial set of cases to be displayed. Closed cases that have not been archived are included in the search.

Retrieved and displayed items will be consistent across tabs. In other words, if a match is made on a custodial parent’s name, then that CP name appears on the CP tab as expected. Her name may appear multiple times for each case, complaint, or docket in which she appears if those search criteria were not entered. In addition, each of her associated non-custodial parents will appear on the NCP tab, the NCP’s current employer(s) on the employer tab, and children on the dependent tab even though those names may not match any of the search criteria.

Selecting a line from the list clears the global data and sets that case and it’s participants into memory for use as search criteria in subsequent screens.

2.1.5. Process Workflow – Case

The Process Workflow – Case screen answers the question, “What’s happening in the processing of this case?” This is the screen that the worker uses to move the case forward. The worker provides decisions and events to the system by filling in the reason field.

Each of the work processors (CASEWORK, ENFWORK, REVMOD, etc.) also evaluates the case to update the case’s ‘Stage’ field in the standard case header. This value provides a general indication of where the case resides in its life cycle. It is intended to give clues to customer support representatives and researchers on the type of actions that can be expected to occur in the near future, guide the viewer to the screens that have most recently been updated for the case, and indicate which team member would likely have the most recent physical documentation. The potential list of values might be:

Stage	Criteria
Case Initiation	All activity from application up to the moment the first locate request or complaint is issued.
Locate for Establishment	Outstanding locate requests and verifications are outstanding. Service of Process has not yet been successful.
Paternity to be Established	Parties are located and genetic testing has been scheduled.
Support to be Established	Paternity is not at issue or has been resolved but support has not been established. Typically waiting for guideline evidence or for scheduled hearings to occur.
Locate for Enforcement	Obligations have been established but unable to enforce until the non-paying NCP is located. A paying NCP would be in one of the monitoring stages regardless of locate status.
Monitor Current Payor	The previous month’s support has been met, or at least 75% met, with non-tax receipts. Arrears are less than a month’s worth of support.
Monitor Current with Arrears	The previous month’s support has been met, or at least 75% met, with non-tax receipts. Arrears are equal to or greater than a month’s worth of support.
Monitor Arrears Only	The case no longer expects current support. The expected payment plan payment on arrears during the previous month was met, or at least 75% met, with non-tax receipts.

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Recently Delinquent, No Arrears	A regular payment has been made in the last 60 days but not within the last 30 days. Arrears are less than two month's worth of support.
Recently Delinquent w/ Arrears	A regular payment has been made in the last 60 days but not within the last 30 days. Arrears are equal to or more than two month's worth of support.
Non-Paying Delinquent	A regular payment has not been made in the last 60 days. A verified address is believed to be accurate. Enforcement remedies are likely available for execution.
Reviewing Dispute	An administrative review has been requested. A judicial appearance has not yet been scheduled.
Reviewing for Modification	A review and modification action has been initiated and has not yet resolved. COLA actions do not trigger this stage.
Preparing for Court	A judicial appearance has been scheduled and notices to appear have been sent. Manually initiated remedies will likely wait for hearing results.
Closing	A 60-day notice of closure has been sent but the 60 days has not yet expired.

2.1.6. Emancipation Reporting

Objectives met: 1.1.3

New Jersey does not have a statutory emancipation age. One of the parties must file with the court to request a modification due to emancipation. Interstate cases, however, may involve the emancipation ages as set in those states. These other state emancipation rules will be stored in the state's profile (see EU.23). However, the initial implementation will not attempt to enforce other states' emancipation policies.

In general, emancipation can be handled by placing end dates on the obligations associated to each child (see FM.01 and FM.02). The worker can monitor for emancipation dictated by other states by setting a tickle alert.

The emancipation report appears as one option off of the Program Management Reporting screen (see RP.04). The report lists those dependents that have their 18th birthday within a given date range. If no date range is given, then it lists those dependents that have no birth date. The list should be sorted in one of three ways:

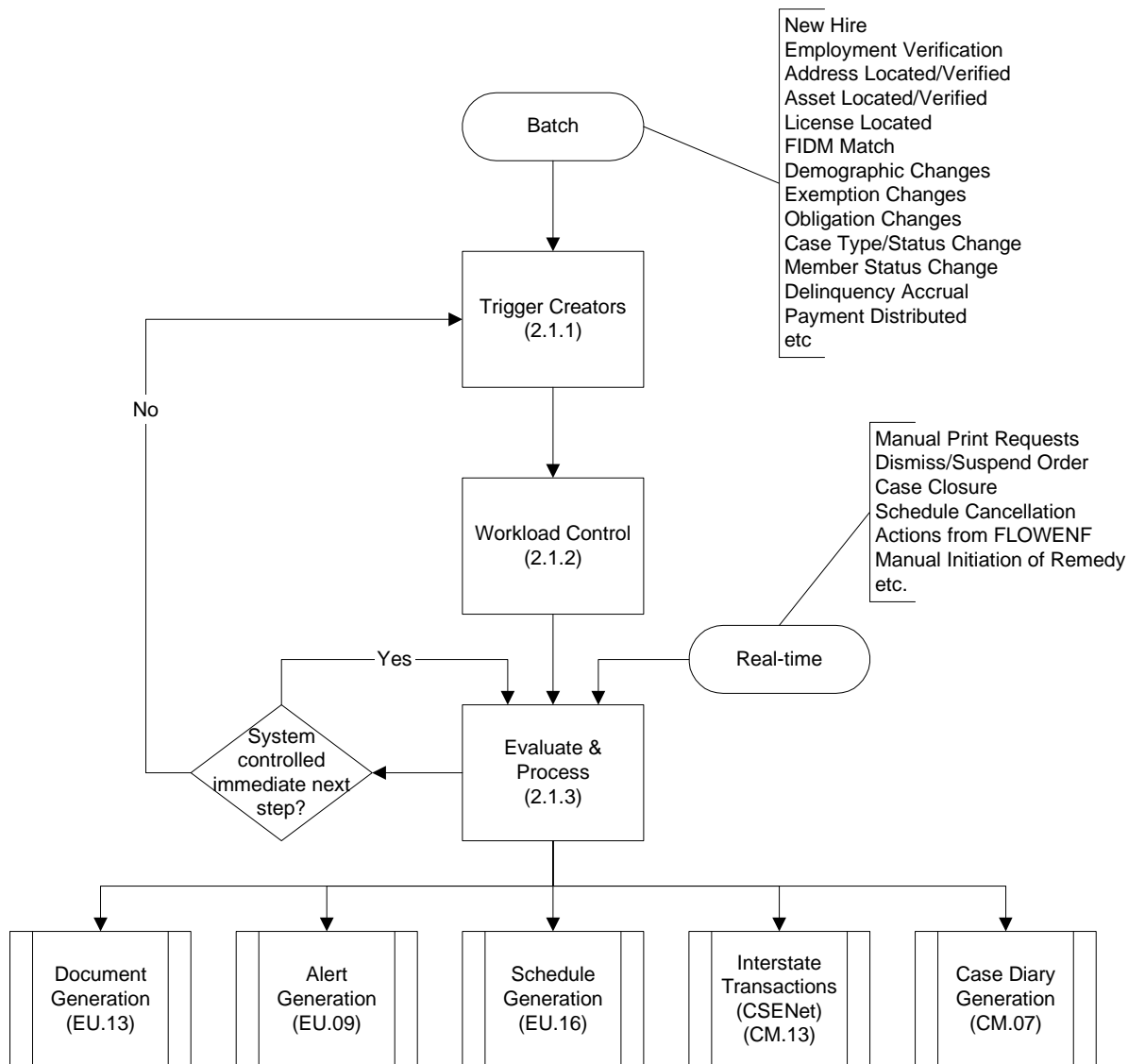
- Emancipation date then dependent last name,
- Dependent last name then emancipation date, or
- Worker, then emancipation date, then dependent last name.

Utilizing the report can anticipate the court hearing workload that could be expected from emancipation modification requests. This could be helpful even if New Jersey workers do not initiate proactive actions.

New Jersey Automated Child Support Enforcement System
Case Management

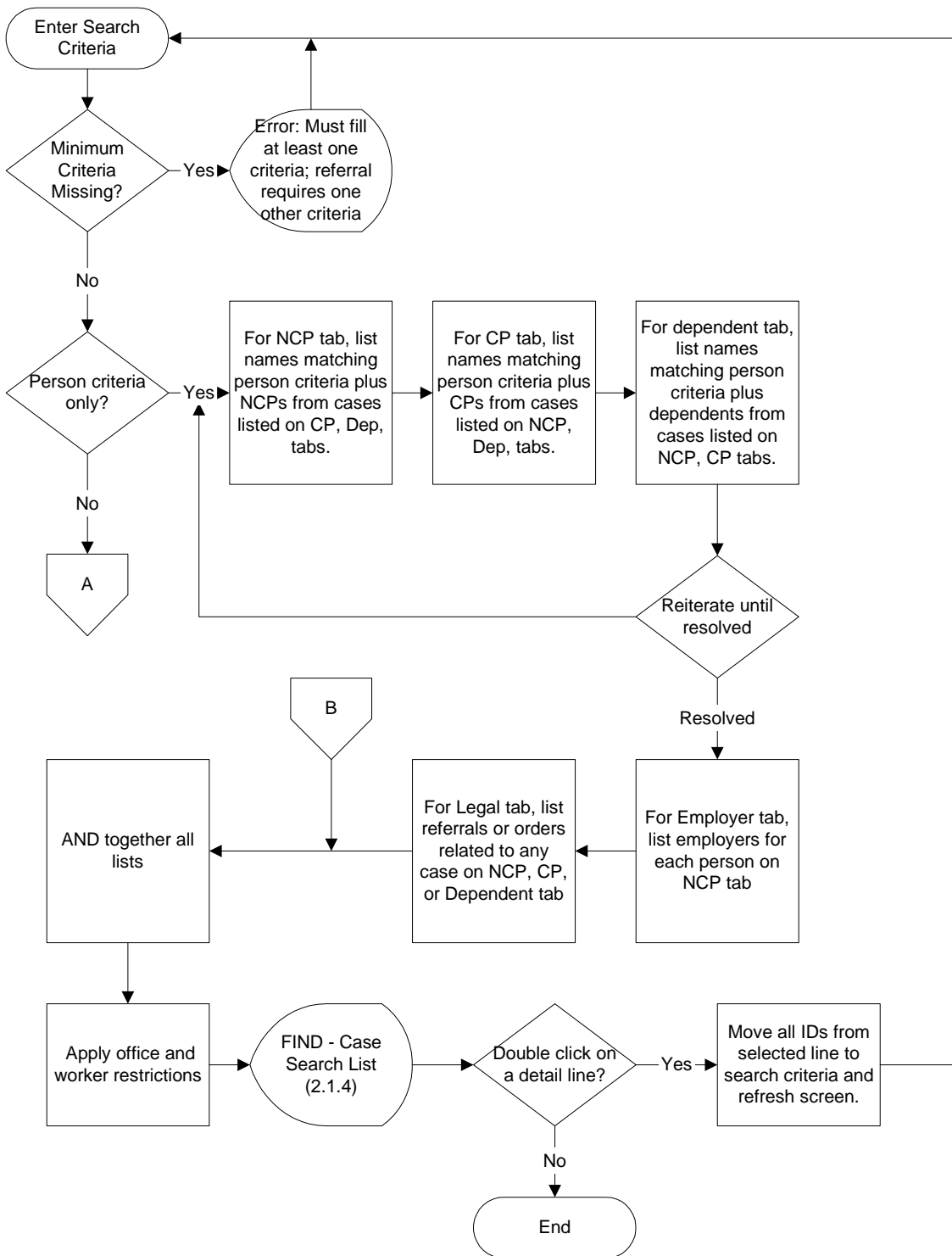
2.2. Functional Process Flow

2.2.1. Batch Monitoring



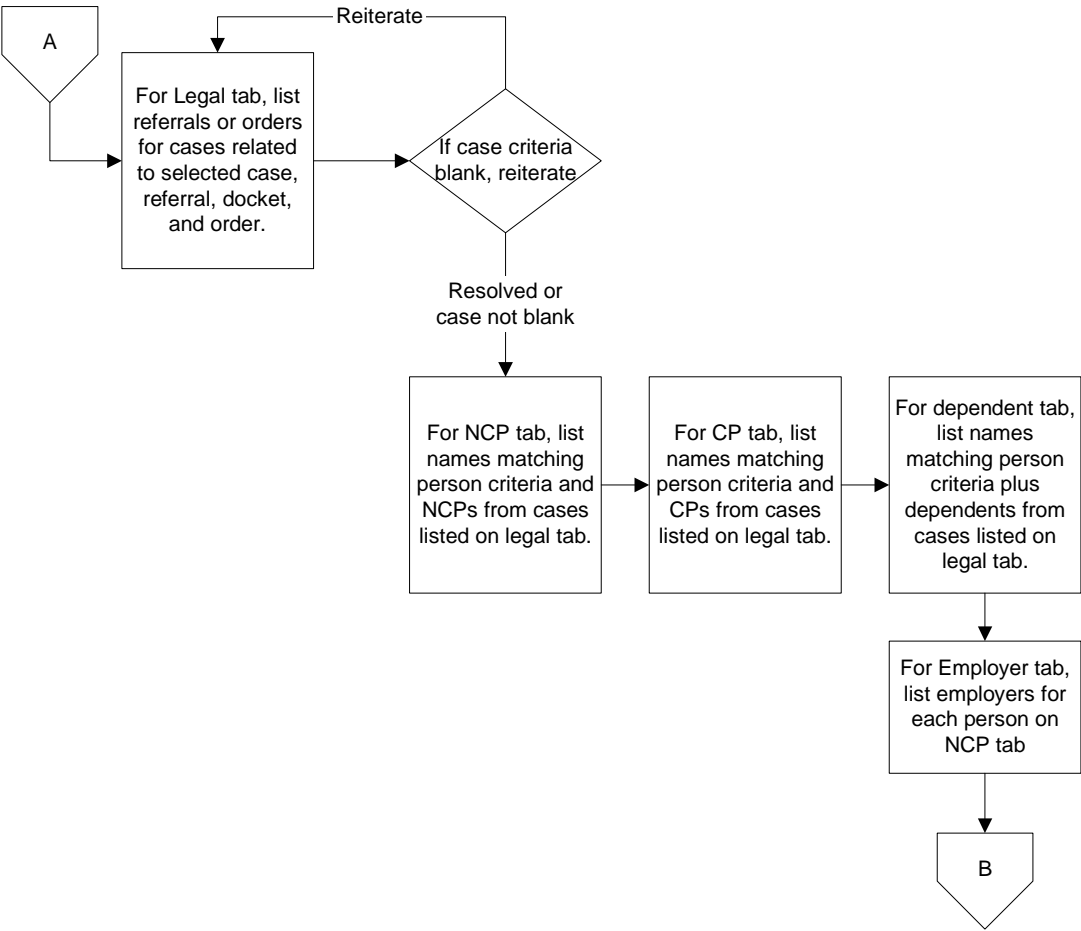
New Jersey Automated Child Support Enforcement System
Case Management

2.2.2. FIND



New Jersey Automated Child Support Enforcement System
Case Management

(2.2.2 Continued)



New Jersey Automated Child Support Enforcement System
Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. FIND – Case Search List

IV-D Case ID Complaint Docket ID Date of Birth
DCN Last Name First Name SSN
Gender

NCP Information | CP Information | Employer Information | Dependent Information | Establishment Information

Results

Case ID	Docket ID	DCN	SSN	Name	Birthday	Owes	Address

Status Bar Message...
Record: 1/1 | Cumberland County Welfare Office | 125.215.172.177

(Dependent tab looks identical to the CP tab)

New Jersey Automated Child Support Enforcement System

Case Management

New Jersey Child Support System [Actions] [Person] [Case] [Establishment] [Enforcement] [Financial] [Reports] [Resources] [System] [Exit] [Window]

FIND - CASE SEARCH LIST [NEW] [FIND] [CLR] [ADD] [MOD] [DEL] [CHK] [PRY] [Dsp] [IMC] [PDF] [HELP] [EXIT] User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

IV-D Case ID [] Complaint [] Docket ID [] Date of Birth []
 DCN [] Last Name [] First Name [] SSN []
 Gender []

[NCP Information] [CP Information] [Employer Information] [Dependent Information] [Establishment Information]

Results

Case ID	Docket ID	DCN	SSN	Name	Birthday	Address

Status Bar Message... Record: 1/1 Cumberland County Welfare Office 125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Child Support System
_ [] X

Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

FIND - CASE SEARCH LIST
_ [] X

User: XAmple Date: 03/23/2004 10:23:54 PM
Screen:

IV-D Case ID <input style="width: 100%;" type="text"/>	Complaint <input style="width: 100%;" type="text"/>	Docket ID <input style="width: 100%;" type="text"/>	Date of Birth <input style="width: 100%;" type="text"/>
DCN <input style="width: 100%;" type="text"/>	Last Name <input style="width: 100%;" type="text"/>	First Name <input style="width: 100%;" type="text"/>	SSN <input style="width: 100%;" type="text"/>
			Gender <input style="width: 100%;" type="text"/>

NCP Information	CP Information	Employer Information	Dependent Information	Establishment Information
-----------------	----------------	----------------------	-----------------------	---------------------------

NCP Case ID	Employer ID	FEIN	Employer Name	Addr Type	Address	City	State	Zip

Status Bar Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management

Screen Group: Case (non-standard header)

Method(s) of Access:

Menu: Case / FIND – Case Search List

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	N	N	N
Tax Specialist	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

2.3.1.2. CASEWORK – PROCESS CASE WORKFLOW

New Jersey Child Support System
 Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

CASEWORK - PROCESS CASE WORKFLOW
 User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Docket* 2000DV123456 Complaint Jim.Jeff.Rov.Sus Role Atty SSN Type Non-Assistance
 IV-D Case* 12345678901 CP Jane S Doe PL N 123-45-6789 Pvt N Status Open
 IV-A Case 5266359870 NCP Jane Q Public DF Y 123-45-6789 FVI Y Interstate Responding
 Office Cumberland Worker XAmple Stage Paternity to be Established

Processor | Complaint Info

Select Major Activity
 Select Activity Method **Genetic Testing** [Open Selected Activity]

Open Major Activities

Start Date	Open Major Activity	Status	Worker/User
		[]	[]
		[]	[]

Open Minor Activities

Activity Start Date	Open Minor Activity	Action Due Date	Date Action Taken	Reason	Worker/User
				[]	[]
				[]	[]

Minor Activities History

Activity Start Date	Open Minor Activity	Action Due Date	Date Action Taken	Reason	Worker/User
				[]	[]
				[]	[]

Status Bar Message...
 Record: 1/1 | Cumberland County Welfare Office | 125.215.172.177

The following appear to the right of the first grid “Open Major Activities”

Audit | **Note**

Last Upd 02/29/2000
 By IV-A Referral
 Assigned XAmple []

Audit | **Note**

[]

New Jersey Automated Child Support Enforcement System
Case Management

Referral Tab

New Jersey Child Support System [Actions] [Person] [Case] [Establishment] [Enforcement] [Financial] [Reports] [Resources] [System] [Exit] [Window]

CASEWORK - PROCESS CASE WORKFLOW [User: XAmple] [Date: 03/23/2004 10:23:54 PM] [Screen:]

NEW FIND CLR ADD MOD DEL CHK PRY Dpt IMC FDF HELP EXIT

Docket* **2000DV123456** Complaint **Jim..Jeff.Rov.Sus** Role Atty SSN Type **Non-Assistance**
 IV-D Case* **12345678901** CP **Jane S Doe** PL **N** **123-45-6789** Pvt **N** Status **Open**
 IV-A Case **5266359870** NCP **Jane Q Public** DF **Y** **123-45-6789** FVI **Y** Interstate **Responding**
 Office **Cumberland** Worker **XAmple** Stage **Paternity to be Established**

Processor **Complaint Info**

Children

Name	Birth Date	BOW	Pat Est	Pat Est Date	Req Conf?	Req Action	Mod Reason	Long Arm	Office

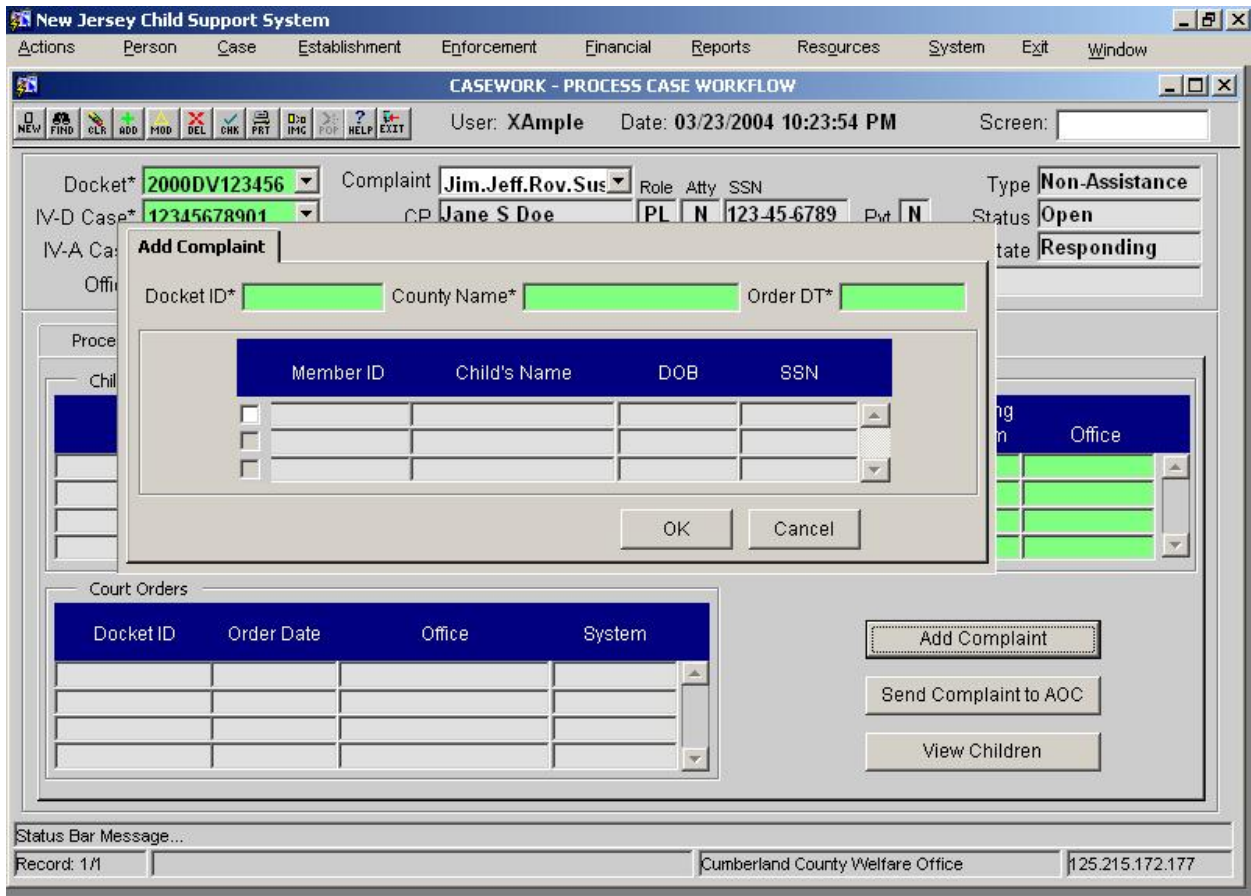
Court Orders

Docket ID	Order Date	Office	System

Add Complaint
 Send Complaint to AOC
 View Children

Status Bar Message...
 Record: 1/1 Cumberland County Welfare Office 125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management



Screen Group: Case

Method(s) of Access:

Menu: Case / CASEWORK Process Case Workflow

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	Y	Y	N
Financial Management Supervisor	Y	Y	Y	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	Y	Y	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

2.3.1.3. REPORT – Select Report

The screenshot shows the 'REPORT - SELECT REPORT' window. At the top, there is a menu bar with options: Actions, Person, Case, Establishment, Enforcement, Financial, Reports, Resources, System, Exit, Window. Below the menu bar is a toolbar with icons for NEW, FIND, CLR, ADD, MOD, DEL, CHK, PRN, IMG, POP, HELP, and EXIT. The window title is 'REPORT - SELECT REPORT'. The user is identified as 'XAmple' and the date is '03/23/2004 10:23:54 PM'. A dropdown menu shows 'Reports Recently Requested By, or Copied to' with 'XAmple' selected. Below this is a table with columns: Requested Date, Report, File Name, and Comment. The table is currently empty. Below the table are search filters: Area, Report, Fed Reports, Requested Date, By, File Name, Format (PDF, Excel, TXT, XML), Urgency (Immediate, Overnight, Database, Reporting), and a Comment field. At the bottom, there are buttons for 'Copy Report', 'Advanced SQL Adhoc', 'Generate Report', and 'Display Report'. The status bar at the bottom shows 'Record: 1/1', 'Cumberland County Welfare Office', and '125.215.172.177'.

Popup from Generate Report button:

The 'Report Parameters' dialog box contains the following fields and options:

- Report: Report Title Displays Here
- Office: Cumberland PCSE
- Worker: (all)
- Sort Seq: Last Name
- Period Covered: From 01/23/2004 To 03/23/2004
- Cutoff:
 - As of Specific Date 03/23/2004
 - As of Run Date
- Level of Detail:
 - Detail
 - Summary

Buttons: OK, Cancel

Screen Group: Reporting

Method(s) of Access:

New Jersey Automated Child Support Enforcement System
Case Management

Menu: Reports / REPORT Select Report

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

The ‘Advanced SQL Adhoc’ button is available only to System Support specialists.

The ‘Generate Report’ button follows the ‘Add’ column for access.

The ‘Copy Report’ and ‘Display Report’ buttons follow the ‘Change’ column for access.

The add and modify icon buttons on the button bar have no meaning and are inoperable.

Each report should develop it’s own access table.

EMANCIPATION REPORT and NO BIRTHDAY REPORT

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	Y	Y	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	Y
Court Scheduling Specialist	Y	Y	Y	N
Credit Reporting Specialist	Y	Y	Y	N
Employer Clearance Specialist	Y	Y	Y	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	Y	Y	N
Financial Management Supervisor	Y	Y	Y	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	Y	Y	N
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	Y	Y	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	Y	Y	N
Paralegal	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	Y	Y	N
Policy Supervisor	Y	Y	Y	N
Program Administrator	Y	Y	Y	Y
Service of Process Officer	Y	Y	Y	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	Y	Y	N

2.3.2. Documents

This list may contain duplicates from other topics.

New Jersey Automated Child Support Enforcement System

Case Management

2.3.2.1.	CS0001	Probation Account Opening Letter to Client
2.3.2.2.	CS0001S	Probation Account Opening Letter to Client in Spanish
2.3.2.3.	CS002	Payment Instructions to Absent Parent
2.3.2.4.	CS002S	Payment Instructions to Absent Parent Spanish
2.3.2.5.	CS003	URESA Enforcement Letter
2.3.2.6.	CS006	Notice to Payor of Income Withholding
2.3.2.7.	CS006B	Notice to Payor of Income Withholding
2.3.2.8.	CS007	Notice of Transfer
2.3.2.9.	CS007S	Notice of Transfer Spanish
2.3.2.10.	CS008	Notice of Transfer to Receiving County Probation Department
2.3.2.11.	CS009	Certification in Support of Income Withholding
2.3.2.12.	CS010A	Employment Verification Letter
2.3.2.13.	CS010B	Employment Verification Letter (Attachment)
2.3.2.14.	CS010C	Income Source Verification
2.3.2.15.	CS011	Inquiry to Military Service
2.3.2.16.	CS013	Inquiry to Absent Parent
2.3.2.17.	CS013S	Inquiry to Absent Parent Spanish
2.3.2.18.	CS014	Inquiry to Postmaster
2.3.2.19.	CS016	General Assistance Verification
2.3.2.20.	CS017A	Inquiry to Prison Officials
2.3.2.21.	CS017B	Inquiry to Prison Officials - Release Form
2.3.2.22.	CS018A	Inquiry to Institution
2.3.2.23.	CS018B	Inquiry to Institution - Release Form
2.3.2.24.	CS019A	Inquiry for Additional Absent Parent Information
2.3.2.25.	CS019AS	Inquiry for Additional Absent Parent Information Spanish
2.3.2.26.	CS019B	Inquiry for Additional Absent Parent Information (Attachment)
2.3.2.27.	CS019BS	Inquiry for Additional Absent Parent Information (Attachment) Spanish
2.3.2.28.	CS020	Inquiry to Bureau of Vital Statistics
2.3.2.29.	CS024	Inquiry to Postmaster
2.3.2.30.	CS035	Notice of Genetic Testing Scheduling
2.3.2.31.	CS036	Notice of Genetic Testing Results
2.3.2.32.	CS037	Notice of Intent to Terminate Child Support Services - Probation
2.3.2.33.	CS038	Notice of Intent to Terminate Child Support Services - Welfare
2.3.2.34.	CS053	Continuing IV-D Services Letter (Probation)
2.3.2.35.	CS054	Continuing IV-D Services Letter (CWA-2)
2.3.2.36.	CS055	Continuing IV-D Services Letter (CWA-1)
2.3.2.37.	CS063	Locate Data Sheet - Interstate
2.3.2.38.	CS064	Review of Child Support Order
2.3.2.39.	CS066	Initial Notice with Worksheet
2.3.2.40.	CS066A	Initial Notice with Worksheet (AFDC) CSP
2.3.2.41.	CS067	Request for Review - CSP
2.3.2.42.	CS067B	Child Support Financial Information Sheet
2.3.2.43.	CS079	Case Closure Document
2.3.2.44.	CS095	Notice to Obligor regarding Deceased Obligee
2.3.2.45.	CS097	Health Insurance Cover Letter to AP
2.3.2.46.	CS164	Notice to Meet Ongoing Child Support Requirements

Case Management

- 2.3.2.47. CS164S Notice to Meet Ongoing Child Support Requirements Spanish
- 2.3.2.48. CS165 Notice of Non Cooperation with Continuing Cooperation Requirements

2.3.3. Reports

- 2.3.3.1. Emancipation Pending Report
- 2.3.3.2. Missing Birthday Report
- 2.3.3.3. Caseload Listing

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

All case and locate activities are monitored with this screen. The details of each major activity will be identified in the individual case designs as indicated. Below is a complete list of major case activities:

- 2.4.1.1. SS (Support Specialist's) Case Activities Management (CM.01) (MI = SS CASE ACT)
- 2.4.1.2. SS Review Rejected Court Action Referral (CAR) (CI.28) (MI = SS CASE REV)
- 2.4.1.3. NCP Information Gathering (CI.06) (MI=AP INFO)
- 2.4.1.4. NCP Driver's License Verification (CI.12) (MI=DL INFO)
- 2.4.1.5. CP Driver's License Verification (CI.12) (MI=DLINFO-CP)
- 2.4.1.6. CP Data Sheet (CI.06) (MI=DTSHEET-CP)
- 2.4.1.7. NCP Employment Information (CI.14) (MI=EM INFO)
- 2.4.1.8. CP Employment Information (CI.14) (MI=EM VERIFY-CP)
- 2.4.1.9. NCP Insurance Information (CI.19) (MI=IM VERIF)
- 2.4.1.10. CP Insurance Information (CI.19) (MI=IMPV INF-CP)
- 2.4.1.11. CP Information Gathering (CI.06) (MI=INFO-CP)
- 2.4.1.12. Case Re-evaluation (CI.07) (MI=RE-EVALUATION)

The following locate activities are controlled by LO.01 but may be displayed on this screen if LO.01 opts to combine the display of the monitoring with case management.

- 2.4.1.13. Process Data Warehouse License Matches (LO.09 and LO.23) (MI=LOC DW DL)
- 2.4.1.14. Get Addresses from Locate Services (LO.04 and LO.05) (MI=LOC PLS DL)
- 2.4.1.15. Get Addresses from Independent Agencies (LO.07 thru LO.24) (MI=LOC DATA)
- 2.4.1.16. Process Locate Requests (LO.06) (MI=LOC PRO)
- 2.4.1.17. NCP Address Verification (LO.14) (MI=PO VERIFY)
- 2.4.1.18. CP Address Verification (LO.14) (MI=PO VERIFY-CP)
- 2.4.1.19. Verify SSN (CI.10) (MI=SSN INSERT)

2.4.2. List of Alerts:

Alerts will be identified in the individual remedies.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions in case monitoring and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.02 AOC System Interface

Case Management – CM.02 AOC System Interface

1. Requirements Definition

1.1. Requirement

- 1.1.1 The system must interface with the AOC system to manage synchronization of person and case information.
- 1.1.2 The system must provide for the initial entry of such information without dual data entry.
- 1.1.3 The system must support docket number and judge assignment.
- 1.1.4 The system must monitor and accept court filings for intervention in legal processes when the Office of Child Support has an interest.
- 1.1.5 The system must update court calendars when hearings are scheduled and rescheduled.
- 1.1.6 The system must update location information changes reported in either system.
- 1.1.7 The system must record hearing dispositions.
- 1.1.8 The system must document the terms of court orders.

RELATED REQUIREMENTS

The following functional areas each have identical requirements. The requirements are allocated among the functional areas as follows:

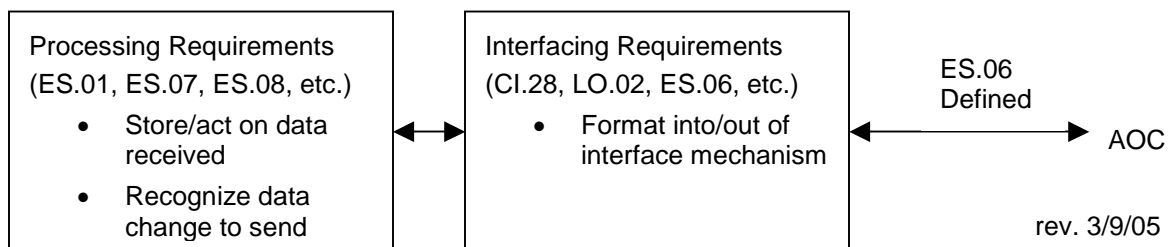
- CI.28 – Administrative Office of the Court (AOC) System Interface (requirements 1 and 2)
- LO.02 – Administrative Office of the Court (AOC) System Interface (requirements 1, 2, and 6)
- ES.06 – Administrative Office of the Court (AOC) System Interface (all requirements)
- CM.02 – Administrative Office of the Court (AOC) System Interface (requirements 1 and 2)
- EN.02 – Administrative Office of the Court (AOC) System Interface (all requirements)

To eliminate duplication, the set of requirements documentation will rely on ES.06 to be responsible for the interface structure while the other functional areas concentrate on which content to pass to or from the interface.

Additional functional areas deal with one requirement explicitly although they limit themselves to processing the data received or sent through the interface and not the interface itself:

- ES.01 – Legal Referral Processing (requirement 1 and 2)
- ES.07 – Docketing (requirement 3)
- ES.08 – Hearing Calendar (requirement 5)
- ES.11 – Hearing Disposition (requirement 7)

The requirements are, thus, organized as follows:



1.2. Existing ACSES Assessment

There is no ACSES interface with the AOC FACTS system to support the exchange of person or case information updates in either system.

1.3. MICSES Assessment

MiCSES produces a file for use by local court systems. A case is included in this file only one time, at the time of the initial referral for establishment action. The skeletal case information transfer is “one-way” from MiCSES to the court system.

1.3.1. Michigan Adaptation

14. The Michigan referral file is Michigan specific and will have to be replaced for NJ use for case management. The information desired, the frequency, and any feedback mechanisms by AOC will have to be determined during functional design.
15. The Michigan system allowed only one team to own a case at any moment. Michigan inadequately manages a case that is involved in multiple organizational units such as OCS for enforcement and AOC for review and adjustment. New Jersey expects a continuation in the separation of duties but a coordinated synchronization of participant status and location data, whether actively or passively obtained, when participants are being monitored in both systems.

1.4. Alternative Hybrid Component Assessment

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Real-time vs. Batch

This specification assumes the interface with the AOC FACTS system will be real-time. However, the transaction should be developed as an asynchronous event, i.e. completing one of the applications' actions should not be dependent on the other system being available.

2. Functional Design

2.1. Functional Process Overview

The system will interface with AOC according to ES.06 to provide case management monitoring of case and person status events that have an impact on referred cases. The progress can be seen through the use of the FLOWCASE – Monitor Case Management screen and the CASEACT Case Action History. These screens display the history of actions taken within referral related major activities. The Monitor Case Management screen accepts a result or reason from the worker to indicate what has happened or should happen. Each entry of a reason completes the current step and forces the workflow to progress to the next step.

The system's automatic processing can occur at various times:

- Online as part of the user's transaction in inputting data,
- During the nightly batch window based on triggers created during data entry throughout the day,
- During batch processing as part of a batch transaction, or
- During the nightly batch window based on triggers created from other batch processing results.

2.1.1. "To AOC" Monitoring

Objectives met: 1.1.1 and 1.1.2

The interface to the AOC system should update the FACTS application with information about the following events on a case or person that is classified as having been referred to the AOC. ACSES updates based on information coming from the AOC should not be reported back to the source to avoid entering an infinite loop.

- ACSES has flagged one of the parties as bankrupt
- ACSES has flagged one of the parties as incarcerated
- ACSES has flagged one of the parties in custody from a bench warrant
- ACSES has flagged one of the parties as deceased
- ACSES has posted a new, verified or unverified, SSN for one of the parties
- ACSES has marked the CP as non-cooperative
- ACSES has granted the CP good-cause
- ACSES has received notification of new arrears from another state
- ACSES has received instruction to set the case as non-IVD
- ACSES has received notification that one of the parties has requested a review
- ACSES has received notification that the NCP is now on assistance
- ACSES has made the case eligible for closure
- ACSES has merged or split one of the parties or identified some other misidentification
- ACSES has reassigned the workers 'owning' the case
- ACSES has received updated demographic information such as height, weight, physical marks, and race that does not match information previously given to AOC.
- ACSES has received updated employment, occupation, and guideline information that does not match information previously given to AOC.
- Child support staff have modified their schedule and can no longer meet for AOC-directed events as scheduled.

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The interface will call AOC-developed routines to make the necessary updates in the AOC system. These calls are expected to be real-time but could also be queued if the AOC system is unavailable. A returned value will allow ACSES to recognize whether AOC believes all necessary actions have taken place on their system. If so, then ACSES will add an entry to the case action history indicating success. If a failure is indicated, the primary caseworker will receive an alert to follow-up and manually report the changed data to their AOC representative. Queued calls should be periodically retried and after a set number of retries, cleared as a failure.

2.1.2. “From AOC” Monitoring

Objectives met: 1.1.1 and 1.1.2

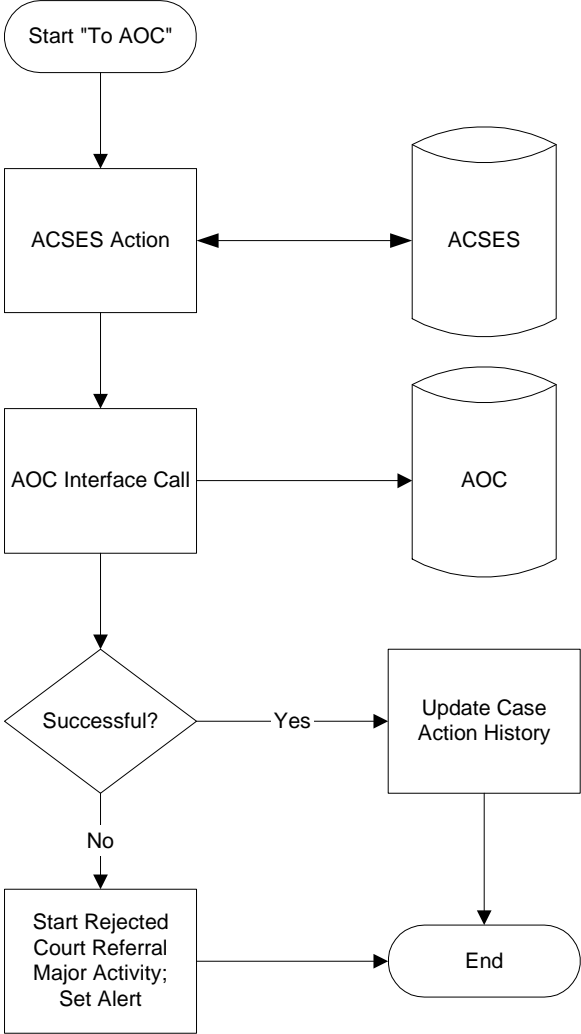
The interface from the AOC system should update ACSES with information about the following events on a case or person that exists in ACSES:

- AOC has flagged one of the parties as bankrupt
- AOC has flagged one of the parties as incarcerated
- AOC has flagged one of the parties in custody from a bench warrant
- AOC has flagged one of the parties as deceased
- AOC has posted a new, verified or unverified, SSN for one of the parties
- AOC has marked the CP as non-cooperative
- AOC has granted the CP good-cause
- AOC has obtained a personal protection order for one of the parties
- AOC has received notification of new arrears from another state
- AOC has received instruction to set the case as non-IVD
- AOC has received notification that one of the parties has requested a review
- AOC has received notification that the NCP is now on assistance
- AOC has received a request to close the case or dismiss the order
- AOC has recognized a misidentification of one of the parties requiring a split or merge of ACSES personal data.
- AOC has reassigned the workers, hearing officers, or judges working the case.
- AOC has received updated demographic information such as height, weight, physical marks, and race that does not match information previously given by ACSES.
- AOC has received updated employment, occupation, and guideline information that does not match information previously given by ACSES.
- AOC has rescheduled the appearance of child support staff.

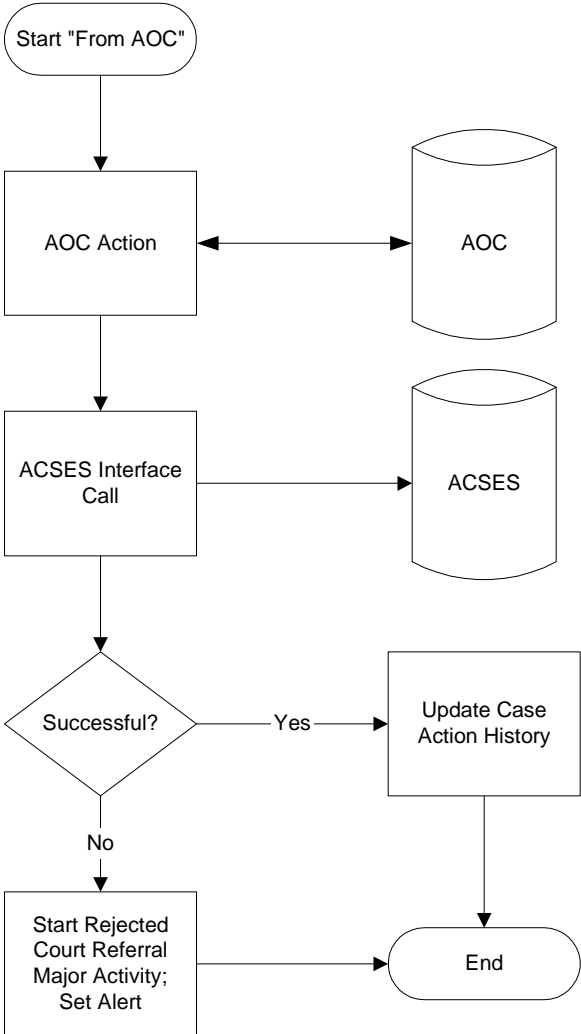
The interface will call ACSES-developed routines to make the necessary updates in the ACSES system. The AOC will be responsible for recognizing failed attempts to connect to ACSES. ACSES will return a successful return code if ACSES believes all necessary actions have taken place. A successful posting will also add an entry to the case action history indicating success. If ACSES cannot make the update, the primary caseworker will receive an alert to follow-up and manually report the failure to their AOC representative. An unsuccessful return code will be sent to AOC. The manual follow-up also acts as a backstop in case the return code is ignored, lost, or not communicated.

2.2. Functional Process Flow

2.2.1. "To AOC" Monitoring



2.2.2. "From AOC" Monitoring



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2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. CASEWORK – Process Case Workflow (see CM.01)

Case Information:
 Docket*: 2000DV123456
 IV-D Case*: 12345678901
 IV-A Case: 5266359870
 Office: Cumberland
 Complaint: Jim.Jeff.Rov.Sus
 CP: Jane S Doe
 NCP: Jane Q Public
 Worker: XAmple
 Role: PL, Atty: N, SSN: 123-45-6789, Pvt: N
 Role: DF, Atty: Y, SSN: 123-45-6789, FVI: Y
 Type: Non-Assistance
 Status: Open
 Interstate: Responding
 Stage: Paternity to be Established

Name	Birth Date	BOW	Pat Est	Pat Est Date	Req Conf?	Req Action	Mod Reason	Long Arm	Office

Docket ID	Order Date	Office	System

Buttons: Add Complaint, Send Complaint to AOC, View Children

Status Bar Message...
 Record: 1/1 | Cumberland County Welfare Office | 125.215.172.177

Screen Group: Case

Method(s) of Access:

Menu: Case / CASEWORK Process Case Workflow

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N

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Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	Y	Y	N
Financial Management Supervisor	Y	Y	Y	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	Y	Y	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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2.3.1.2. CASEACT – Case Action History (see EU.09)

Screen Group: Case

Method(s) of Access:

Menu: Case / CASEACT – Case Action History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

* A note may be deleted within 24 hours of its creation.

Role Title	Inquiry	Add	Change	Delete*
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete*
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	N	N	N
Tax Specialist	Y	N	N	N

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2.3.1.3. ALERT – Work Alerts (see EU.09)

Screen Group: Case

Method(s) of Access:

Menu: Case / ALERT – Work Alerts

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	Y	Y	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N

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Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	Y	Y	N
Credit Reporting Specialist	Y	Y	Y	N
Employer Clearance Specialist	Y	Y	Y	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	Y	Y	N
Financial Management Supervisor	Y	Y	Y	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	Y	Y	N
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	Y	Y	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	Y	Y	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	Y	Y	N
Policy Supervisor	Y	Y	Y	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	Y	Y	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	Y	Y	N

2.3.2. Documents

None

2.3.3. Reports

None

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. SS Case Activities Management (CM.01) (MI = SSACT)
- 2.4.1.2. SS Review Rejected Court Action Referral (CAR) (CI.28) (MI = SS CASE REV)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

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New Jersey Automated Child Support Enforcement System
Case Management – CM.03 Case change Processing

Case Management – CM.03 Case change Processing

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must provide for efficiently adding or removing children from cases.
- 1.1.2. The system must provide for tracking the associated update of financial obligations and accounts.

RELATED REQUIREMENTS

The following functional areas also have similar requirements offering the possibility of reusable logic:

- CI.01 – Automated Referral Processing
- FM.01 – Obligation Maintenance

This specification will distinguish itself from case initiation specifications by assuming that adding a child is subsequent to the case being initiated. The adding or removing of children is limited to actions on the IV-D case and ends prior to the referral of the modified case to establishment functions when ES.01 – Legal Referral Processing starts.

Adding or removing children from certain human services programs can also generate an associated update to financial balances. These triggers that cause this financial processing are outlined in the following topics:

- CM.04 – IV-A Updates
- CM.05 – Title XIX Updates
- CM.06 – Child Welfare (IV-E) Updates

1.2. Existing ACSES Assessment

While ACSES allows for adding and removing children from cases, it does not support corresponding updates of financial obligations and accounts automatically.

1.3. MiCSES Assessment

MiCSES provides the ability to add or de-activate case members from the CMAD screen. On the financial obligation screen, OBLE, a child can be removed from the obligation. If the order was a “blanket” order (pro-rated across all children), the child’s proportion of the obligation is removed. If the order specified a specific amount for each child, that child’s specific amount is removed. Changes to the status of case members are reflected in the CASE_MEMBERS table. Changes to the obligation are reflected in the OBLIGATION table.

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The Michigan Cert-Decert design in part gives this functionality in correcting the financial balances due to changes in program participation:

- Changes in assignment status are implemented by changing, as appropriate, the payees of the various debt types.
- Maintains, under rules appropriate for each program, the correct arrearage type and payee.
- Changes arrearage types as required by PRWORA.

1.3.1. Michigan Adaptation

1. Michigan logic will likely have to change to match New Jersey's presumption of a matched person. Michigan uses first name, middle initial, last name, gender, SSN, date of birth, and first line of address to identify a complete match for conversion purposes.
2. Errors or the need to conduct more sophisticated adjustments were difficult to communicate in Michigan. New Jersey should establish an activity chain for the changes in program participation and assign the actions to the appropriate staff.
3. Michigan has two assistance determination cycles in the month, the 1st and the 15th. If New Jersey follows most states and has only one determination cycle effective the first of the month, then some of the Michigan logic for mid-month assistance may be removed. The logic may be helpful, however, in processing late reported or retroactive determinations.. .
4. Original Michigan screen CMAD – Case Member Add should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

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Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
2. Change the title to ADD MEMB – ADD CASE MEMBER.
3. Change the labels to normal black font with an asterisk marking required fields.
4. Remove the page arrows in the lower right and use an elevator scroll bar instead
5. Rearrange the frames:
 - a. Top frame, the case header, does not require a case number. The case ID background should be white, not green. All other fields in the header are non-modifiable.
 - b. Next frame, the selection frame, should have a frame title of “Find Potential Duplicates”. The fields in this frame should be first name (required), middle name, last name (required), suffix, IV-D Member ID, SSN, date of birth, and gender (required). A “Show Members” button should also be enabled within this frame.
 - c. Next frame, the data list frame, has the data grid (probably with fewer rows to make room for other frames). The worker update column should be replaced with “Address”, which will become filled with the last known address line 1.
 - d. Next frame should be entry fields about the selected person. The fields are Case Role (dropdown; required), Relation to Child (dropdown), IV-D Member ID (non-modifiable), Member Status (dropdown, required), Paternity Status (dropdown, required), Family Violence Indicator (may abbreviate to FVI; dropdown), Assistance Program (dropdown), Assistance Person ID, Assistance Case ID, Assistance Start Date, and Assistance status (dropdown with values of Current or Former).
 - e. Bottom frame, the action instruction frame, has checkboxes for Create New Unique Member and Create New Case. A button labeled “Create Case” should also be within this frame.

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Certification Guide

42 USC 608(a)(3)
42 USC 654
42 USC 657
45 CFR 302.32
45 CFR 302.38
45 CFR 302.50
45 CFR 302.51(f)
45 CFR 303.72
45 CFR 303.100

D-2 Objective: The system must automatically accept and process case updates and provide information to other programs on a timely basis.

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D-2.a. The system must accept and update automated case information received from various sources, e.g. IV-A, IV-E, Title XIX.

F-4 OBJECTIVE: The system's accounting process must be uniform statewide, accept and maintain all financial information, and perform all calculations relevant to the IV-D program.

- f. The system must calculate and maintain arrearage information.
- g. The system must calculate and maintain information on unreimbursed public assistance.

1.5.2. Match Criteria

The match criteria used in this topic needs to be defined. The logic does not have to match the same as that used in conversion. Michigan's logic used 7 factors to match people when loading them onto the system. This was modified in various functions to increase either the list of potential matches or the likelihood that only one person on the database matched all criteria. This function can be more liberal in presenting a list of potential matches from which to select. As can be seen in the original CMAD screen, Michigan searches on 6 factors of which 3 are required. Ultimately, it will be the worker's decision whether anybody in the list of presented people is the one desired or if the person to be added is unique and new to the system.

1.5.3. PRWORA Date

Michigan called the program participation changes and shifting of arrears balances to follow PRWORA rules the Certification/Decertification or Cert/Decert process. States were given options in implementing PRWORA. Depending on the option chosen, the date to begin shifting arrears balances to PRWORA defined categories differs. The 10/1/1998 PRWORA implementation date is used throughout this document. New Jersey must provide the proper date in the detail design.

1.5.4. Welfare Fraud

The final New Jersey design may or may not have the capability to find a potential fraud situation if processing encounters multiple identifiers or assistance cases for the same recipient. This is not currently listed as a requirement for the child support system. The design should be detailed enough to recognize what to do when multiples are found.

2. Functional Design

2.1. Functional Process Overview

Three screens are used to add or remove members from a case. These screens are ADD MEMB – Add Case Member, CASE – Maintain Case Details (CI.27), and US WORK - Interstate Worklist (CM.13).

2.1.1. Add Member

The same screen, ADD MEMB – Add Case Member, that initially creates a case is the same screen used to add children, or any other member, to a case. The purpose of the ADD MEMB screen is to:

- Conduct member and case searches,
- Add an existing member to an existing case,
- Create a new member to add to an existing case, and
- Create and associate members to a new case.

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Note: An existing case or member means that case or member is already in the system. A new case or member means that the case or member must be added to the system.

Although the FIND screen provides more extensive search results and is better suited for research needs, the ADD MEMB screen must contain similar search logic to mitigate duplicating people in the database. The system checks each potential added member to a case to see if the person is unknown to the system. If the data entered for the new member appears to already match one or more existing persons, the worker must select the desired person from the results grid. If the person to be added is not in the list, the user must indicate the person is new so that an entry in the person database can be generated. If no one in the person database matches the data provided by the user, the system assumes the person will be new. Because of this, all minimally required fields to create a person are also required on the ADD MEMB screen.

For interstate cases, the user employs the US WORK – Interstate Worklist Screen to combine the group of members to comprise a new IV-D interstate case, although the member search itself is conducted on ADD MEMB. Please refer to CM.13 – Interstate Case Management for the US WORK screen for details on interstate case and member addition and update.

The system makes no assumption whether the newly added member requires court action. In most situations, the worker should proceed with ES.01 Legal Referral Processing to add the person to the court order, consolidate orders, establish or modify obligation terms, or adjudicate balances.

2.1.2. Remove Member

One of the purposes of the CASE screen described in CI.27 Case Data is to delete, inactivate, close, or exclude a member from an existing case. A worker selecting a case to display on the CASE screen will see all members of the case in the data grid. By selecting a row of the grid and updating the member status, the worker can effectively remove a member from a case. Statuses are as follows:

- Active – a current participant in the case.
- Closed – a past participant in the case that should not have been included.
- Excluded – a participant specifically removed due to paternity test results.
- Inactive – a past participant in the case that was valid for a period of time but is now no longer current. For example, relative caretakers who no longer have custody or emancipated children.

To maintain the integrity of the links in the documentation of all past actions, the person is never physically erased from the case. For this reason, the delete icon on the screen is either disabled or acts like the update icon.

If the case is an interstate case, the system generates a transaction MSC P GSDEL to any CSENet enabled state. The CSENet processor, described in CM.13, will translate the transaction to paper documents for those states not yet participating in CSENet electronically.

Like adding a member, the system will enter a case note that the composition of the case has changed. Likewise, the system makes no assessment for the need of legal action such as downward modifications or dismissals and expects the worker to initiate such actions.

2.1.3. Update Financial Obligations and Accounts

A member of a case can also be added or removed or otherwise change participation status in various human services programs. A financial impact occurs in the distribution priority when participation

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changes. The system automatically shifts the balances into the proper arrears categories according to federal regulations. The bad timing of these participation changes, or the delayed reporting of the change, forces the system into making account adjustments (see FM.24) or recoveries (see FM.25).

The categories of arrears for use in distribution are:

- Never Assigned (NA) – Arrears that have accrued on a non-assigned account and have never been assigned to the state by application to a public assistance program.
- Permanently Assigned (PA) – Arrears that have accrued while a family receives assistance and all arrears accrued while on assistance prior to 10/1/98. These are permanently assigned to the state.
- Temporarily Assigned (TA) – Arrears owing at the time assignment is made is temporarily assigned to the state.
- Conditionally Assigned (CA) – When a family moves off of a public assistance program, those arrears that were Temporarily Assigned arrears while on assistance are moved to Conditionally Assigned arrears. These arrears are conditionally assigned to the state.
- Unreimbursed Public Assistance (UPA) – The difference between the grant received and the amount collected on behalf of the state.
- Unassigned Pre-Assistance Arrears (UPAA) – those arrears in excess of UPA that accrued before the family came on assistance. When conditionally assigned arrears become unassigned, they become unassigned pre-assistance arrears. These are arrears that exceed the UPA that were once CA, arrears that the state can claim if the UPA increases. This bucket also includes those arrears that cannot be demonstrated to have accrued while the family was on assistance.
- Unassigned During Assistance Arrears (UDAA) – those arrears in excess of UPA that accrued while the family was on assistance.

During times of non-assistance, the UPA adjust process (see FM.18) will ensure that the money due the state is not in excess of the UPA amount. UPA adjust process should take the amount over and above UPA and move first from CA to UPAA, if there is not enough arrears in the CA bucket, it will then take the remainder from PA and move it to UDAA. PA arrears can include arrears on the books on 10/1/98 that accrued when the family was not on assistance. These should become UPAA when unassigned. Unassigned arrears can only move to UDAA when the records show they accrued while the family was on assistance; if we cannot tell, they have to be UPAA.

IV-A Assignment rules

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- 2.1.3.1. All support assigned prior to October 1st, 1998 is permanently assigned to the state. Support obligations occurring while the family receives assistance are also permanently assigned to the state.
- 2.1.3.2. Arrears assigned for the first time on and after October 1st, 1998 are temporarily assigned to the state.
- 2.1.3.3. Temporary assignments terminate when assistance ends. When the temporary assignment ends, those arrears are conditionally assigned to the state only when collected by federal income tax refund offset.
- 2.1.3.4. Assigned arrears on inactive assistance cases that exceed the amount of unreimbursed public assistance (UPA) become unassigned and revert to the ownership of the family.
- 2.1.3.5. The effective date of public assistance is the first day of the assistance payment period. This is almost always the 1st of the month. However, the system needs to be able to handle mid-month assistance determinations and adjust the arrears appropriately.
- 2.1.3.6. The effective date of a removal from public assistance is the last day of the month.
- 2.1.3.7. The start date for the assignment is updated with the effective date for the public assistance determination, the program type is updated to the program type received on the assistance agency's file for the case, and the case type is set to Active TANF on the system. Arrears that are in the Never Assigned Arrears bucket are moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has arrears in the Conditionally Assigned Arrears bucket, those arrears will also be moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has either UPAA arrears and/or UDAA arrears, those would also be moved to the Temporarily Assigned Arrears bucket.
- 2.1.3.8. When a case goes off assistance, the assignment is end dated on the Member History screen, the case type is set to former assistance since distribution is different for cases that have formerly been on assistance than for those that have never been on assistance. Arrears that are in the Temporarily Assigned Arrears bucket are moved to the Conditionally Assigned Arrears bucket, arrears that are in the Permanently Assigned Arrears bucket will remain in the PA Arrears bucket. The UPA adjust program at the end of the month will take care of moving any necessary arrears into the UPAA arrears bucket or the UDAA arrears bucket when we get the up-to-date UPA figure.
- 2.1.3.9. Debt Types that are IV-A assignable:
 - Spousal Support
 - Child Support
 - Chargeable Bonus
 - Paternity Prejudgment Arrears
 - Prepayment Account
 - Voluntary Payment
 - Child Care
 - Support - Medical

IV-E Assignment rules

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- 2.1.3.10. The effective date will be the date of the program type change.
- 2.1.3.11. The effective date can be any day of the month.
- 2.1.3.12. The program type change can be applied to the charge date immediately following the program type change.
- 2.1.3.13. NA, CA, UPAA, and UDAA for the child will be assigned under the IV-E case. PA will remain assigned to the TANF case.
- 2.1.3.14. When a case is certified, the start date for the assignment is updated with the effective date for the certification, the program type received on the CIS file for the case is used to set the case type to the appropriate IV-E case type, either IV-D funded foster care or Non-IV-D funded foster care on the system. Currently there are several different fields in Generation II that seem to describe this, which field is THE case type will need to be ascertained and then any other fields with the same purpose must all have the same label on every screen. Arrears that are in the Never Assigned Arrears bucket are moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has arrears in the Conditionally Assigned Arrears bucket, those arrears will also be moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has either UPAA arrears and/or UDAA arrears, those would also be moved to the Temporarily Assigned Arrears bucket. Distribution and Disbursement must, by checking effective and end dates, Program Type and FIA Type allocate money based on distribution rules for the appropriate program and disburse money based on the appropriate program to the correct payee.
- 2.1.3.15. When a case is decertified, the assignment is end dated on the Member History screen, the case type is set to former assistance since distribution is different for cases that have formerly been on assistance than for those that have never been on assistance. Arrears that are in the Temporarily Assigned Arrears bucket are moved to the Never Assigned Arrears bucket, arrears that are in the Permanently Assigned Arrears bucket will remain in the PA Arrears bucket. The UPA adjust program at the end of the month will take care of moving any necessary arrears into the UPAA arrears bucket or the UDAA arrears bucket when we get the up-to-date UPA figure.
- 2.1.3.16. Two “debt types” are currently used in CSES:
- One for charges and collections used to offset IV-E funded foster care.
 - One for charges and collections payable to the agency funding the care of the child.
- 2.1.3.17. When the child’s eligibility for IV-E ends, this will operate like TA and PA for TANF cases, except the TA will not become CA, TA will move back to NA.
- 2.1.3.18. Debt types that are IV-E assignable:
- Child Support
 - Chargeable Bonus
 - Paternity Prejudgment Arrears
 - Prepayment Account
 - Voluntary Payment
 - Child Care
 - Support - Medical

Medical Support Assignment Rules

- 2.1.3.19. The only assignable amount is on going cash medical support. The order must contain a monthly amount paid to the family for medical support. Orders for uninsured medical expenditures are not assignable.

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Case Management

- 2.1.3.20. When a case is certified, the effective date of certification is always the 1st of the month(if the dailylog file indicates a TANF opening for the 16th, the MA opening is the 1st of the same month), the program type received on the CIS file for the case is used to set the case type to Active Medicaid case type. Currently there are several different fields in Generation II that seem to describe this, which field is THE case type will need to be ascertained and then any other fields with the same purpose must all have the same label on every screen. Arrears that are in the Never Assigned Arrears bucket are moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has arrears in the Conditionally Assigned Arrears bucket, those arrears will also be moved to the Temporarily Assigned Arrears bucket. If the case has been formerly active TANF and has either UPAA arrears and/or UDAA arrears, those would also be moved to the Temporarily Assigned Arrears bucket. Distribution and Disbursement must, by checking effective and end dates, Program Type and FIA Type allocate money based on distribution rules for the appropriate program and disburse money based on the appropriate program to the correct payee.
- 2.1.3.21. When a case is decertified, the assignment is end dated on the Member History screen, the case type is set to former assistance since distribution is different for cases that have formerly been on assistance than for those that have never been on assistance. Arrears that are in the Temporarily Assigned Arrears bucket are moved to the Never Assigned Arrears bucket, arrears that are in the Permanently Assigned Arrears bucket will remain in the PA Arrears bucket. The UPA adjust program at the end of the month will take care of moving any necessary arrears into the UPAA arrears bucket or the UDAA arrears bucket when we get the up-to-date UPA figure.
- 2.1.3.22. Medical Support is assigned when the individual becomes active Medicaid. A case can be Medicaid only or become active TANF or IV-E that include Medicaid eligibility.
- 2.1.3.23. The only valid date the assignment may begin is the 1st day of the month.
- 2.1.3.24. The only valid date the assignment may end is the last day of the month.
- 2.1.3.25. Past due medical support is assigned to the state when an assignment takes effect. This is moved to TA arrears and temporarily assigned to the state.
- 2.1.3.26. Unpaid medical support accrued while the medical support assignment was in effect accrues in PA and is permanently assigned to the state.
- 2.1.3.27. When the Medicaid eligibility ends, this will operate like TA and PA for TANF cases, except the TA will not become CA, TA moves back to NA.
- 2.1.3.28. A recipient may close TANF or IV-E and not close Medicaid; i.e. the recipient may change from active TANF or IV-E to active Medicaid.
- 2.1.3.29. Debt types that are Title XIX assignable:
- Support - Medical

All the functions that are performed by this automatic process should be the same functions that are performed when a user does a manual change in program participation on the PROGHIST Member History Screen. A manual setting would require the user to add a record on the Member History screen including the program code, child's individual status, and the effective date of the assistance status change. The following specifications will refer to this processing:

CM.04 IV-A Updates

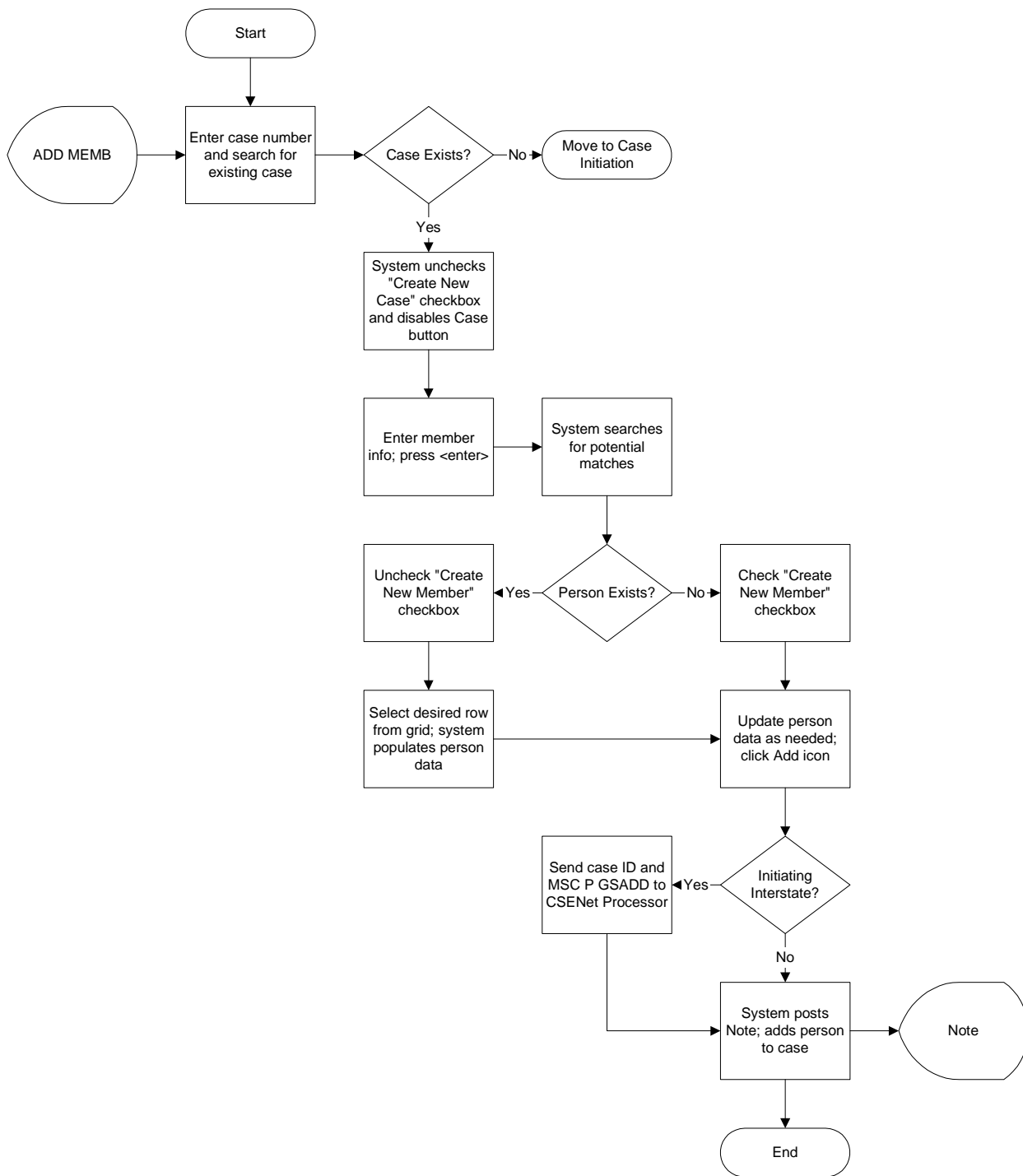
CM.05 Title XIX Updates

CM.06 Child Welfare (IV-E) Updates

New Jersey Automated Child Support Enforcement System
Case Management

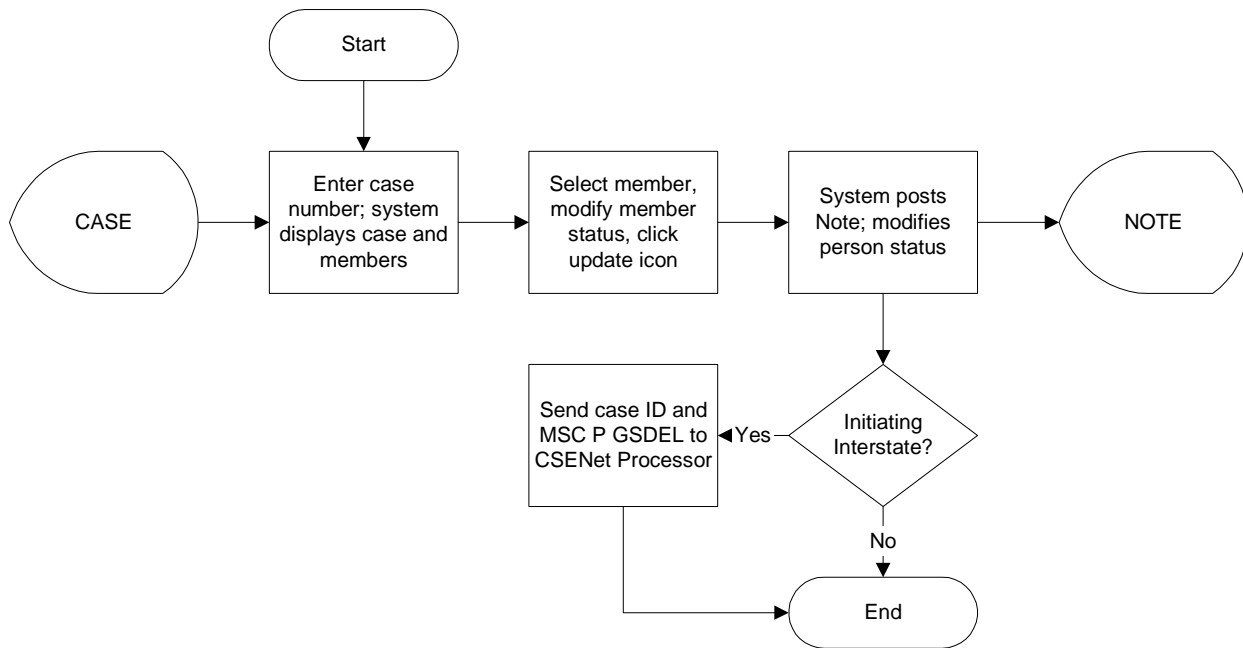
2.2. Functional Process Flow

2.2.1. Add Member

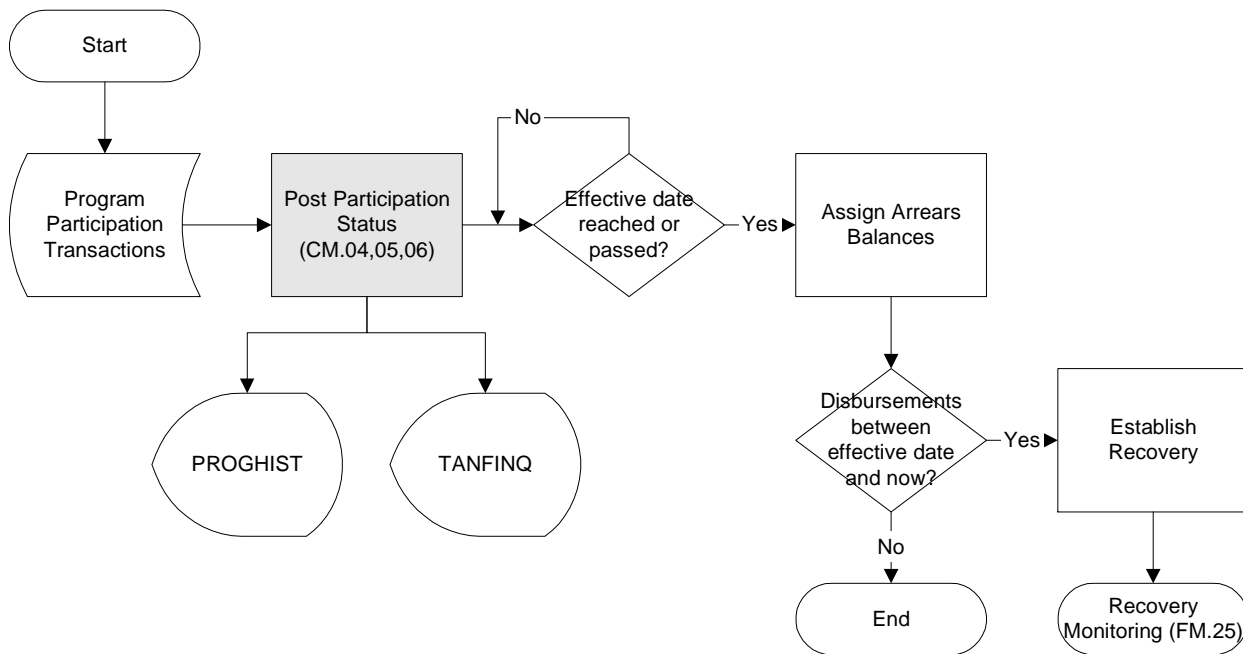


New Jersey Automated Child Support Enforcement System
Case Management

2.2.2. Remove Member



2.2.3. Update Financial Obligations and Accounts



New Jersey Automated Child Support Enforcement System
Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ADD MEMB – Add Case Member

Screen Group: Case

Method(s) of Access:

Menu: Case / ADD MEMB - Add Case Member

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
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Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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Case Management

2.3.1.2. CASE – Maintain Case Details (See CI.27 - Case Data, for final version)

New Jersey Child Support System
 Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

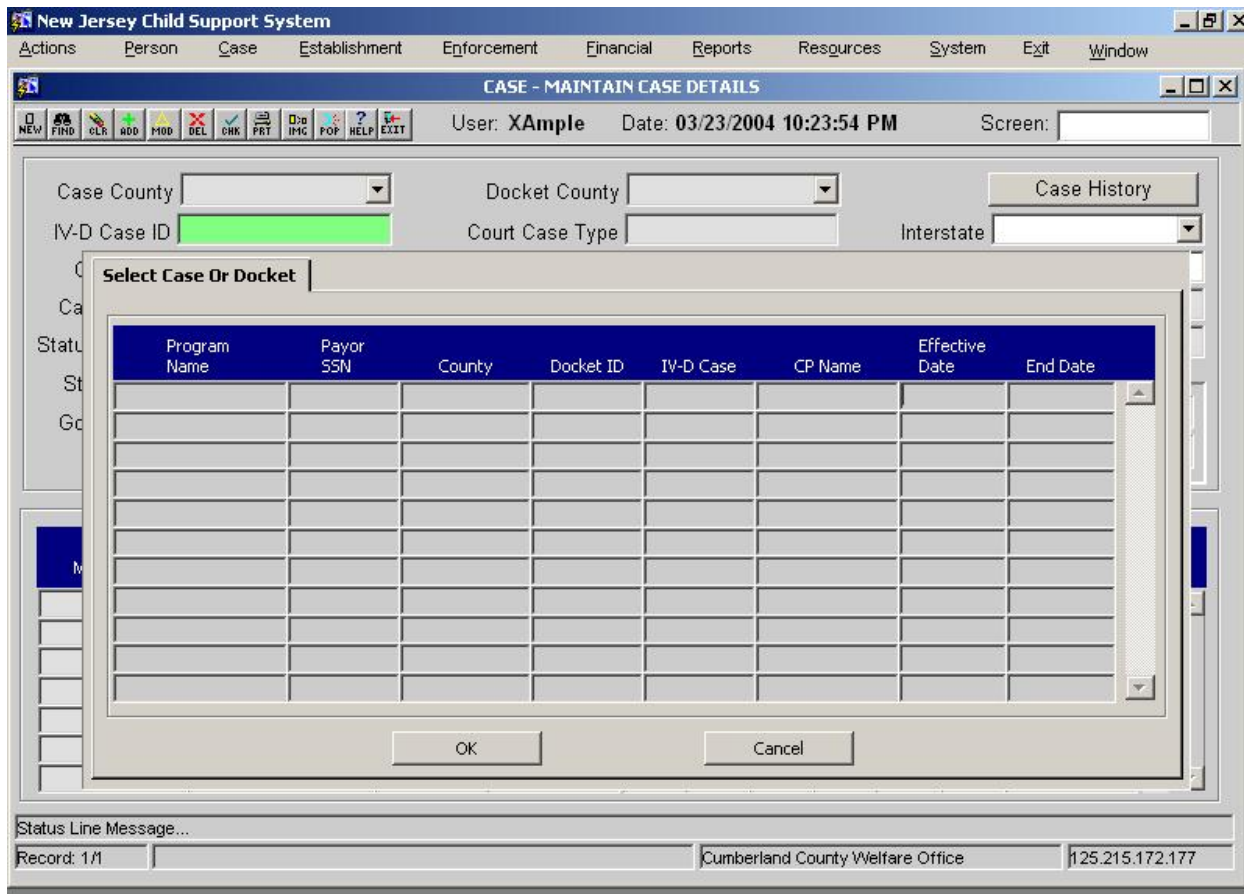
CASE - MAINTAIN CASE DETAILS
 User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Case County [] Docket County [] Case History []
 IV-D Case ID [] Court Case Type [] Interstate []
 Case Type [] Assistance Type [] Opened Date []
 Case Status [] Referral Source [] Update Worker []
 Status Reason [] Docket ID [] Update Date []
 Status Date [] Alimony Only
 Good Cause [] Signed Req [] App Sent DT []
 G/D Date [] App Req DT [] App Retd DT []

Member ID	Member Name	DOB	SSN	Prog Type	Case Rel	Member Status	Child Rel	Est Type	FV IND	Update Worker	HIST

Status Line Message...
 Record: 1/1 Cumberland County Welfare Office 125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management



Screen Group: Case

Method(s) of Access:

Menu: Case / CASE - Maintain Case Details

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N

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Case Management

Role Title	Inquiry	Add	Change	Delete
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

2.3.1.3. PROGHIST – Add Case Member (See CM.04 for final version)

Screen Group: Person

Method(s) of Access:

Menu: Person / PROGHIST – Member Program History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.2. Documents

2.3.2.1. None

2.3.3. Reports

2.3.3.1. None

2.3.4. Transaction Files

- 2.3.4.1. Input File – Program Participation Transactions from Other Agency
- 2.3.4.2. Input/Output File – Shift Balances Triggers

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Assistance Program Participation Exception (MI=new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

Outgoing CSENet communications are stored in the interstate correspondence table.

The system automatically stores an entry in the Case Notes table when a member is added or when a user modifies the member status, including inactivate and delete.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.04 IV-A Updates

Case Management – CM.04 IV-A Updates

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must have the capability to interact with the IV-A system on a daily basis to accept updates to the case information.
- 1.1.2. The system must provide updates to the IV-A system.
- 1.1.3. The data exchange must include all the required address, employment, health insurance, child removal reasons, and obligation data as identified by the federal child support certification criteria.
- 1.1.4. The system must provide for adjusting child and medical support arrearages per PRWORA distribution regulations whenever IV-A assistance ceases.

RELATED REQUIREMENTS

The following functional areas also have similar maintenance requirements offering the possibility of reusable logic:

CM.05 – Title XIX Updates

CM.06 – Child Welfare (IV-E) Updates

There are also agency interfaces for financial data in the following specifications:

FM.18 – IV-A Updates

FM.19 – Title XIX Updates

FM.20 – Child Welfare (IV-E) Updates

Many of the actions of the incoming interface will have an impact as outlined in CM.03 – Case Change Processing. Recognition to conduct

1.2. Existing ACSES Assessment

The existing interface between ACSES and the IV-A FAMIS system does not support the exchange of information for most of the required types of data.

1.3. MiCSES Assessment

MiCSES has a daily “CERT/DECERT” information exchange with the IV-A (CIS) system. This exchange identifies changes in assistance status for case members. In most instances, MiCSES is updated automatically. If MiCSES cannot be updated automatically, a worker is alerted to the change. The information is stored in the FIA_PENDING table and displayed on the CPDR screen. All FIA Transaction information can be viewed on the FIAT screen. Changes in member assistance status are automatically reflected in payee designations and arrearage accounts.

New Jersey Automated Child Support Enforcement System
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The FIA Transaction process identifies demographic updates to cases and individuals. MiCSES determines if the updates are appropriate for automatic update and makes them if they are. If they are not, the worker is alerted and the changes are displayed on the CPDR screen.

MiCSES description of functional objectives:

This functionality must:

- Incorporates the different assignment rules for Title IV-A, Title IV-E, and Title XIX cases.
- Receives, from the IV-A interface, changes in program status and the effective dates of those changes. Note: This will require the validation of some of the interface data.
- Uses the dates of program status to begin and end the assignments under the rules for each type of assignment.
- Changes in assignment status are implemented by changing, as appropriate, the payees of the various debt types. (see CM.03)
- Maintains, under rules appropriate for each program, the correct arrearage type and payee. (see CM.03)
- Changes arrearage types as required by PRWORA (see CM.03)
- Maintains a history of program status changes.

1.3.1. Michigan Adaptation

1. Original Michigan screen MHIS – Member Program History should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

New Jersey Automated Child Support Enforcement System
Case Management

Michigan Child Support Enforcement System (MiCSES)

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

MHIS - MEMBER PROGRAM HISTORY

User: FILBRANDTC Date: 11/19/2002 11:11 AM Screen

IV-D Member ID: FIA Member ID: Docket ID: 1996661753

IV-D Case ID: 820071357 FIA Case ID: County: 082 WAYNE

Associated IV-D Members: ALL

Docket ID	County	Payee	IV-D Case ID	IV-D Member ID	FIA Type	FIA Begin Date	FIA End Date	FIA Case ID	FIA Mem ID	FIA Grantee	Name	Worker ID	Case Rel
<input type="checkbox"/>	082		820071357	04502128	N	03/23/1996				N	JOHNSON	SYSTEM	A
<input type="checkbox"/>	082		820071357	49060228	N	08/19/1996				N	JOHNSON	SYSTEM	D
<input type="checkbox"/>	082		820071357	49060228	A	08/18/1996	08/18/1996	V2075092A	84404312	N	JOHNSON	SYSTEM	D
<input type="checkbox"/>	082	1	820071357	88799128	N	04/01/2000				N	HALL ROSIL	SYSTEM	C
<input type="checkbox"/>	082	1	820071357	88799128	A	07/21/1995	03/31/2000	V2075092A	60707763	Y	HALL ROSIL	SYSTEM	C
<input type="checkbox"/>													
<input type="checkbox"/>													
<input type="checkbox"/>													
<input type="checkbox"/>													
<input type="checkbox"/>													
<input type="checkbox"/>													

Record: 1/5 <OSC>

Points to adapt:

1. Change to NJ standard menus, button bar, and status bar.
2. Change the title to PROGHIST – MEMBER PROGRAM HISTORY.
3. Change the labels to normal black font
4. Remove the page arrows in the lower right and use an elevator scroll bar instead
5. Change all occurrences of 'FIA' to 'PA'.
6. Change 'Worker ID' column to 'PA Worker'.
7. Remove the following columns in the grid.
 - f. County
 - g. Payee
 - h. Case Rel
8. Change "FIA Type" column to "PA Pgm"
9. Change the header frame to a non-standard header with these fields:
 - i. IV-D Member ID
 - j. (Full) Name (non-modifiable)
 - k. SSN
 - l. IV-D Case ID
 - m. Docket
 - n. PA Member ID
 - o. PA Case ID
 - p. PA Office (dropdown)

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Certification Guide

42 USC 608(a)(3)

42 USC 654

42 USC 657

45 CFR 302.32

45 CFR 302.38

45 CFR 302.50

45 CFR 302.51(f)

45 CFR 303.72

45 CFR 303.100

D-2 Objective: The system must automatically accept and process case updates and provide information to other programs on a timely basis.

D-2.a. The system must accept and update automated case information received from various sources, e.g.... IV-A, IV-E, Title XIX.

D-2 d. At the time of a change, the system must electronically transmit the following to provide the IV-A agency with updates to IV-A case-related information:

Custodial Parent:

1. Name,
2. IV-A case identification number,
3. Information on good cause for non-cooperation when the IV-D agency makes that determination, information on non-cooperation decisions made by the IV-D agency, and
4. Change of address.

Non-Custodial Parent:

1. Name, and
2. Living with recipient.

Child(ren):

1. Paternity established (Yes/No), and
2. Child no longer resides with the recipient (Yes/No).

Support Order:

1. Amount of support ordered,
2. Payment frequency (monthly, weekly),

New Jersey Automated Child Support Enforcement System
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3. Information on how payments are made through court/SDU/IV-D agency or directly to recipient (if directly to recipient, whether money is retained by recipient or turned over to court/SDU/IV-D agency),
4. Amount of last payment/collection,
5. Date of last payment/collection,
6. Excess amount distributed to recipient, and
7. Date excess amount distributed to recipient.

2. Functional Design

2.1. Functional Process Overview

The system will provide an automated case management interface to and from the IV-A system. The interfaces should be done as close in time to the change as technically possible. Thus, the preferred interface will be an asynchronous transaction triggered and queued by the initiating system at the time of update. The receiving system should have a background or batch process to process those updates in chronological sequence.

The most common update will be related to program participation. Batch processes may make complicated qualification decisions for a program after evaluating several factors. The initiating systems do not attempt to decide the participation in other programs but will provide the raw data factors. This includes the status of participation in their own application and newly discovered information for identifying or contacting the participants. The newly discovered information does not need to be reported back to the agency initially providing it but the design may include feedback loops to acknowledge receipt of the information. The design may also receive the data unconditionally (preferred) or may suspend received information until edited and/or verified. Automatic processes or worker confirmation may conduct the verifications.

2.1.1. Post Incoming Data

Objectives met: 1.1.1 and 1.1.3

The IV-D system will read the queue of IV-A created transactions. Each transaction will be posted on the PA INQ – List Assistance Program Transactions screen. If the information changes the assistance status of a member on the IV-D system, then the information is also posted to the PROGHIST – Member Program History screen. A shifting of the arrears balances may occur as calculated in 2.1.2.

The PROGHIST screen can accept manual entry of assistance status changes. Manual changes are not expected to be necessary but are available in situations where the timing or the accuracy of the interface is insufficient for proper financial processing.

Other data received from IV-A will be assumed accurate and verified for the recipient and beneficiaries of the grant. Absent parent information, however, will be verified before being fully accepted. Locate processes will be initiated by starting the appropriate address, employment, or insurance activity chains,

New Jersey Automated Child Support Enforcement System
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alerting the child support worker to follow up on the information. Activity chains with their alerts may also be started for any data posting that cannot successfully complete on a specific case.

2.1.2. Update Financial Obligations and Accounts

Objective met: 1.1.2

Each change in the assistance program's participation status will cause the system to re-evaluate the proper classification of arrears balances and payee. If the effective date has not yet arrived, the trigger transaction will be saved and reevaluated on the effective date. If the effective date has already passed, then disbursements issued between the effective date and the current date will also be evaluated. Disbursements made to the wrong payee will result in the establishment of a recovery which will be maintained and monitored by the processes identified in FM-25 Recovery Account Management.

2.1.3. Send Data to Other Agency

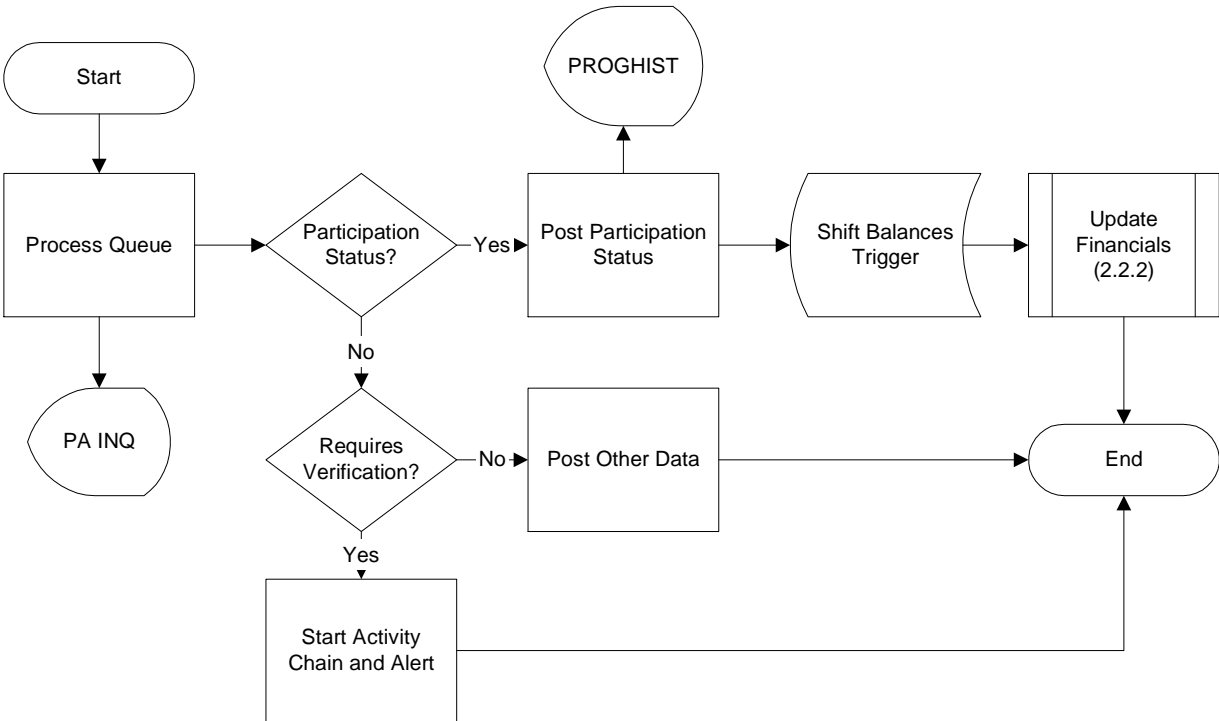
Objective met: 1.1.4

Addition or modification of the following information is of interest to the IV-A program. If any of the following occur, a transaction is queued for the IV-A system to act upon.

- Any item in the NCP's contact information is changed to a value matching the CP's or vice versa
- A CP or child's change in contact information.
- A change in the child's paternity status.
- The setting or resolution of a good cause or non-cooperation finding including any change of the FVI indicator whether done by worker input or automatically from interstate or federal sources.
- The entry of an assistance program identifier, if entry is accepted, that the assistance programs have not provided.
- A change in the order terms.
- A change in payment frequency.
- A change in payee not initiated from a IV-A transaction.
- Date and amount of each payment posted to the IV-D case.
- Date, amount, and type of distribution made to the assistance recipient.

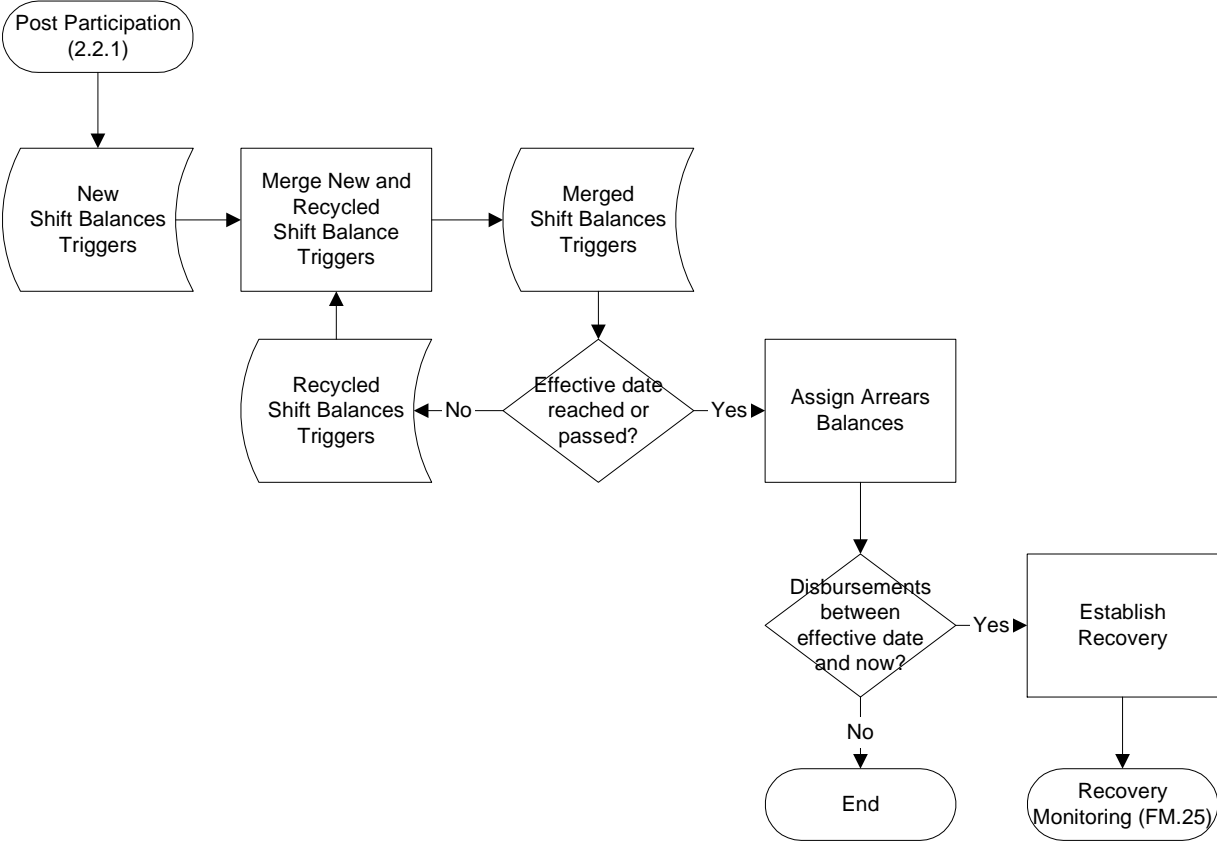
2.2. Functional Process Flow

2.2.1. Post Incoming Data

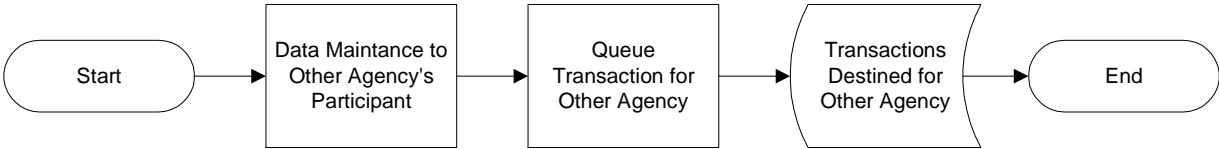


New Jersey Automated Child Support Enforcement System
Case Management

2.2.2. Update Financial Obligations and Accounts



2.2.3. Send Data to Other Agency



New Jersey Automated Child Support Enforcement System
Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. PROGHIST – Member Program History (see CM.03 for final version)

Screen Group: Person

Method(s) of Access:

Menu: Person / PROGHIST – Member Program History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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Case Management

2.3.1.2. PA INQ – List Assistance Program Transactions

Screen Group: Person

Method(s) of Access:

Menu: Person / PA INQ – List Assistance Program Transactions

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.2. Documents

2.3.2.1. None

2.3.3. Reports

2.3.3.1. None

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Case Management

2.3.4. Transaction Files

- 2.3.4.1. Input File – Program Participation Transactions from Other Agency
- 2.3.4.2. Input/Output File – Shift Balances Triggers
- 2.3.4.3. Output File – Data Updates to IV-A

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Assistance Program Participation Exception (MI=new)
- 2.4.1.2. Locate Verification (MI=new)
- 2.4.1.3. Good Cause Determination (MI=new)
- 2.4.1.4. Non-Cooperation Determination (MI=new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. The following are possible alerts

1. The member is on a different IV-D Case ID than the Case ID received in the assistance file.
2. There is a mismatch between the programs when either the DCN identifiers or the SSNs match but the other identifier does not.
3. The Court Case Number from the assistance file cannot be found.
4. The member is on a different Court Case Number than the Court Case Number received in the assistance file.
5. The status received in the assistance file is the same as the current record in the Program History.
6. An off-assistance transaction is received and there are no records in the Program History for the member.
7. The off-assistance date is less than the on-assistance date.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

Outgoing CSENet communications are stored in the interstate correspondence table.

The system automatically stores an entry in the Case Notes table when a member is added or when a user modifies the member status, including inactivate and delete.

Detailed entries for all chronology and logs will be identified in the design phase.

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Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.05 Title XIX Updates

Case Management – CM.05 Title XIX Updates

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must have the capability to interact with the Title XIX system on a daily basis to accept updates to the case information.
- 1.1.2. The system must provide updates to the Title XIX system.
- 1.1.3. The data exchange must include all the required address, employment, health insurance, and obligation data as identified by the federal child support certification criteria.
- 1.1.4. The system must provide for adjusting medical support arrearages per PRWORA distribution regulations whenever Title XIX assistance ceases.

RELATED REQUIREMENTS

The following functional areas also have similar maintenance requirements offering the possibility of reusable logic:

CM.04 – IV-A Updates

CM.06 – Child Welfare (IV-E) Updates

There are also agency interfaces for financial data in the following specifications:

FM.18 – IV-A Updates

FM.19 – Title XIX Updates

FM.20 – Child Welfare (IV-E) Updates

Many of the actions of the interface will have an impact as outlined in CM.03 – Case Change Processing.

1.2. Existing ACSES Assessment

There is no provision in the existing system for an ACSES interface with the Title XIX system.

1.3. MiCSES Assessment

MiCSES has a daily “CERT/DECERT” information exchange with the IV-A (CIS) system. This exchange identifies changes in assistance status for case members. In most instances, MiCSES is updated automatically. If MiCSES cannot be updated automatically, a worker is alerted to the change. The information is stored in the FIA_PENDING table and displayed on the CPDR screen. All FIA Transaction information can be viewed on the FIAT screen. Changes in member assistance status are automatically reflected in payee designations and arrearage accounts.

The FIA Transaction process identifies demographic updates to cases and individuals. MiCSES determines if the updates are appropriate for automatic update and makes them if they are. If they are not, the worker is alerted and the changes are displayed on the CPDR screen.

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Case Management

1.3.1. Michigan Adaptation

16. Original Michigan screen MHIS – Member Program History should be adapted as directed in the CM.04 – IV-A Updates topic.

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Certification Guide

42 USC 608(a)(3)

42 USC 654

42 USC 657

45 CFR 302.32

45 CFR 302.38

45 CFR 302.50

45 CFR 302.51(f)

45 CFR 303.72

45 CFR 303.100

D-2 Objective: The system must automatically accept and process case updates and provide information to other programs on a timely basis.

D-2.a. The system must accept and update automated case information received from various sources, e.g.... IV-A, IV-E, Title XIX.

D-2.f. When an order, which requires medical support, is established or at the time of a subsequent change, the system must electronically transmit the following to provide the Title XIX agency with updates to Title XIX related information:

1. IV-A case number,
2. IV-E case number,
3. Title XIX case number,
4. Non-custodial parent's name,
5. Non-custodial parent's Social Security Number,
6. Non-custodial parent's home address,
7. Non-custodial parent employer's name and address,
8. Custodial parent's name,
9. Custodial parent's Social Security Number,
10. Custodial parent's home address,
11. Custodial parent employer's name and address,

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Case Management

12. Name and Social Security Number of child(ren),
13. If a health insurance policy exists, the policy name, number, and names of the persons covered,
14. Upon discovery that medical support payments are being, or have been, retained by a non-IV-A Title XIX recipient, and
15. If the IV-D agency makes a non-cooperation determination because a Title XIX recipient fails to cooperate in establishing paternity or securing support.

2. Functional Design

2.1. Functional Process Overview

The system will provide an automated case management interface to and from the XIX system. The interfaces should be done as close in time to the change as technically possible. Thus, the preferred interface will be an asynchronous transaction triggered and queued by the initiating system at the time of update. The receiving system should have a background or batch process to process those updates in chronological sequence.

The most common update will be related to program participation. Batch processes may make complicated qualification decisions for a program after evaluating several factors. The initiating systems do not attempt to decide the participation in other programs but will provide the raw data factors. This includes the status of participation in their own application and newly discovered information for identifying or contacting the participants. The newly discovered information does not need to be reported back to the agency initially providing it but the design may include feedback loops to acknowledge receipt of the information. The design may also receive the data unconditionally (preferred) or may suspend received information until edited and/or verified. Automatic processes or worker confirmation may conduct the verifications.

2.1.1. Post Incoming Data

Objectives met: 1.1.1 and 1.1.3

The IV-D system will read the queue of Title XIX created transactions. Each transaction will be posted on the PA INQ – List Assistance Program Transactions screen. If the information changes the assistance status of a member on the IV-D system, then the information is also posted to the PROGHIST – Member Program History screen. A shifting of the arrears balances may occur as calculated in 2.1.2.

The PROGHIST screen can accept manual entry of assistance status changes. Manual changes are not expected to be necessary but are available in situations where the timing or the accuracy of the interface is insufficient for proper financial processing.

Other data received from Title XIX will be assumed accurate and verified for the recipient and beneficiaries of the provided services. Absent parent information, however, will be verified before being fully accepted. Locate processes will be initiated by starting the appropriate address, employment, or insurance activity chains, alerting the child support worker to follow up on the information. Activity chains

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Case Management

with their alerts may also be started for any data posting that cannot successfully complete on a specific case.

2.1.2. Update Financial Obligations and Accounts

Objective met: 1.1.2

Each change in the assistance program's participation status will cause the system to re-evaluate the proper classification of arrears balances and payee. If the effective date has not yet arrived, the trigger transaction will be saved and reevaluated on the effective date. If the effective date has already passed, then disbursements issued between the effective date and the current date will also be evaluated. Disbursements made to the wrong payee will result in the establishment of a recovery which will be maintained and monitored by the processes identified in FM-25 Recovery Account Management.

2.1.3. Send Data to Other Agency

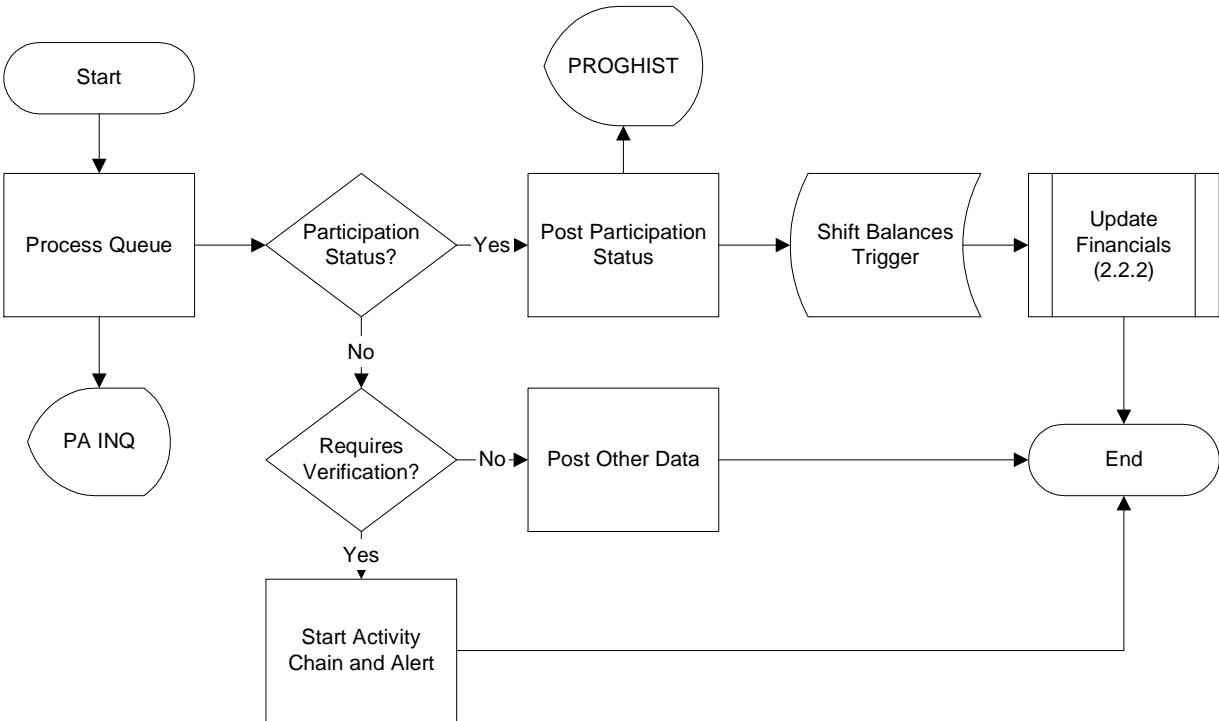
Objective met: 1.1.4

Addition or modification of the following information is of interest to the Title XIX program. If any of the following occur, a transaction is queued for the Title XIX system to act upon.

- A NCP, CP, or child's change of name, SSN or contact information.
- Newly verified employment for the NCP, CP or child.
- A change in the child's paternity status.
- The setting or resolution of a good cause or non-cooperation finding including any change of the FVI indicator whether done by worker input or automatically from interstate or federal sources.
- The entry of an assistance program identifier, if entry is accepted, that the assistance programs have not provided.
- Date, amount, and type of distribution from medical support payments made to the assistance recipient.
- Carriers, group ID, policy number, types of coverage, and the names, DCN, and SSN of the persons covered.

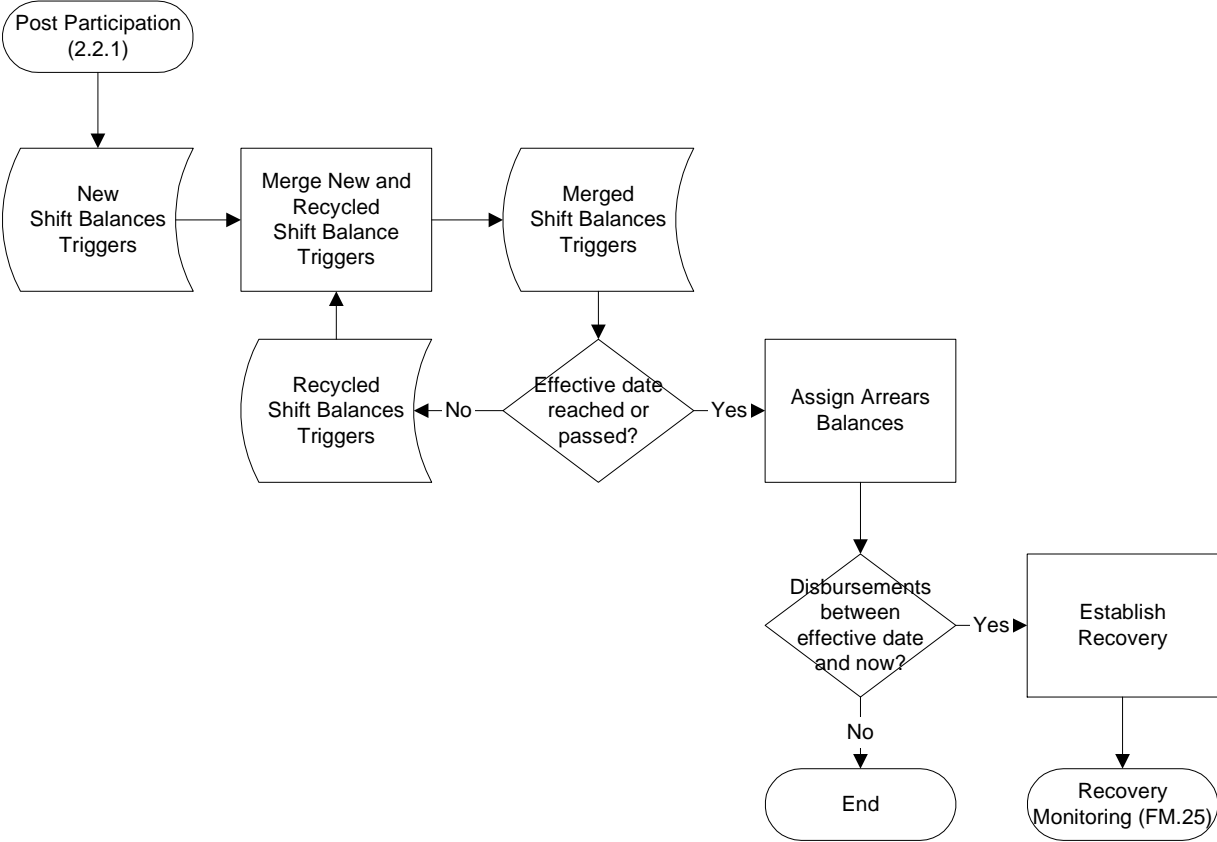
2.2. Functional Process Flow

2.2.1. Post Incoming Data

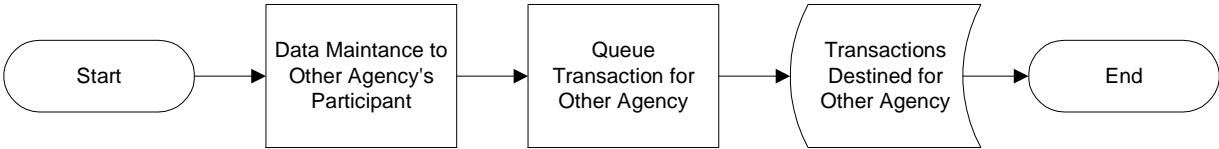


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Case Management

2.2.2. Update Financial Obligations and Accounts



2.2.3. Send Data to Other Agency



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Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. PROGHIST – Member Program History (see CM.03 for final version)

Screen Group: Person

Method(s) of Access:

Menu: Person / PROGHIST – Member Program History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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2.3.1.2. PA INQ – List Assistance Program Transactions

Screen Group: Person

Method(s) of Access:

Menu: Person / PA INQ – List Assistance Program Transactions

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N

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Case Management

Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.2. Documents

2.3.2.1. None

2.3.3. Reports

2.3.3.1. None

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Case Management

2.3.4. Transaction Files

- 2.3.4.1. Input File – Program Participation Transactions from Other Agency
- 2.3.4.2. Input/Output File – Shift Balances Triggers
- 2.3.4.3. Output File – Data Updates to XIX

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Assistance Program Participation Exception (MI=new)
- 2.4.1.2. Locate Verification (MI=new)
- 2.4.1.3. Good Cause Determination (MI=new)
- 2.4.1.4. Non-Cooperation Determination (MI=new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. The following are possible alerts

- 8. The member is on a different IV-D Case ID than the Case ID received in the assistance file.
- 9. There is a mismatch between the programs when either the DCN identifiers or the SSNs match but the other identifier does not.
- 10. The Court Case Number from the assistance file cannot be found.
- 11. The member is on a different Court Case Number than the Court Case Number received in the assistance file.
- 12. The status received in the assistance file is the same as the current record in the Program History.
- 13. An off-assistance transaction is received and there are no records in the Program History for the member.
- 14. The off-assistance date is less than the on-assistance date.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

Outgoing CSENet communications are stored in the interstate correspondence table.

The system automatically stores an entry in the Case Notes table when a member is added or when a user modifies the member status, including inactivate and delete.

Detailed entries for all chronology and logs will be identified in the design phase.

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Case Management

New Jersey Automated Child Support Enforcement System

Case Management – CM.06 Child Welfare (IV-E) Updates

Case Management – CM.06 Child Welfare (IV-E) Updates

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must have the capability to interact with the DYFS system on a daily basis to accept updates to the case information.
- 1.1.2. The system must provide updates to the DYFS system.
- 1.1.3. The data exchange must include all the required address, employment, health insurance, and obligation data as identified by the federal child support certification criteria.
- 1.1.4. The system must provide for adjusting child support and medical support arrearages per PRWORA distribution regulations whenever IV-E and foster care maintenance assistance changes or ceases.

RELATED REQUIREMENTS

The following functional areas also have similar maintenance requirements offering the possibility of reusable logic:

CM.04 – IV-A Updates

CM.05 – Title XIX Updates

There are also agency interfaces for financial data in the following specifications:

FM.18 – IV-A Updates

FM.19 – Title XIX Updates

FM.20 – Child Welfare (IV-E) Updates

Many of the actions of the interface will have an impact as outlined in CM.03 – Case Change Processing.

1.2. Existing ACSES Assessment

There is no provision in the existing system for an ACSES interface with the Title IV-E system.

1.3. MiCSES Assessment

MiCSES has a daily “CERT/DECERT” information exchange with the IV-A (CIS) system. This exchange identifies changes in assistance status for case members. All Foster Care updates are reviewed by a worker and entered manually. The information is stored in the FIA_PENDING table and displayed on the CPDR screen. All FIA Transaction information can be viewed on the FIAT screen. Changes in member assistance status are automatically reflected in payee designations and arrearage accounts.

The FIA Transaction process identifies demographic updates to cases and individuals. MiCSES determines if the updates are appropriate for automatic update and makes them if they are. If they are not, the worker is alerted and the changes are displayed on the CPDR screen.

New Jersey Automated Child Support Enforcement System
Case Management

1.3.1. Michigan Adaptation

17. Original Michigan screen MHIS – Member Program History should be adapted as directed in the CM.04 – IV-A Updates topic.

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Certification Guide

42 USC 608(a)(3)

42 USC 654

42 USC 657

45 CFR 302.32

45 CFR 302.38

45 CFR 302.50

45 CFR 302.51(f)

45 CFR 303.72

45 CFR 303.100

- D-2 Objective: The system must automatically accept and process case updates and provide information to other programs on a timely basis.
- D-2.a. The system must accept and update automated case information received from various sources, e.g.... IV-A, IV-E, Title XIX.
- D-2.e. At the time of a change, the system must electronically transmit the following to provide the IV-E agency with updates to Foster Care related information:
1. Child's name,
 2. Child's Social Security Number,
 3. Child's IV-E foster care case number,
 4. Non-custodial parents' names and addresses,
 5. Paternity established (Yes/No),
 6. Amount of monthly support ordered, and
 7. Amount of last payment/collection.

If the IV-E agency cannot accept the electronic transfer of information, the system must automatically generate hard copy reports to transmit the information.

2. Functional Design

2.1. Functional Process Overview

The system will provide an automated case management interface to and from the IV-E system. The interfaces should be done as close in time to the change as technically possible. Thus, the preferred interface will be an asynchronous transaction triggered and queued by the initiating system at the time of update. The receiving system should have a background or batch process to process those updates in chronological sequence.

The most common update will be related to program participation. Batch processes may make complicated qualification decisions for a program after evaluating several factors. The initiating systems do not attempt to decide the participation in other programs but will provide the raw data factors. This includes the status of participation in their own application and newly discovered information for identifying or contacting the participants. The newly discovered information does not need to be reported back to the agency initially providing it but the design may include feedback loops to acknowledge receipt of the information. The design may also receive the data unconditionally (preferred) or may suspend received information until edited and/or verified. Automatic processes or worker confirmation may conduct the verifications.

2.1.1. Post Incoming Data

Objectives met: 1.1.1 and 1.1.3

The IV-D system will read the queue of IV-E created transactions. Each transaction will be posted on the PA INQ – List Assistance Program Transactions screen. If the information changes the assistance status of a member on the IV-D system, then the information is also posted to the PROGHIST – Member Program History screen. A shifting of the arrears balances may occur as calculated in 2.1.2.

The PROGHIST screen can accept manual entry of assistance status changes. Manual changes are not expected to be necessary but are available in situations where the timing or the accuracy of the interface is insufficient for proper financial processing.

Other data received from IV-E will be assumed accurate and verified for the children in foster care. Absent parent information, however, will be verified before being fully accepted. Locate processes will be initiated by starting the appropriate address, employment, or insurance activity chains, alerting the child support worker to follow up on the information. Activity chains with their alerts may also be started for any data posting that cannot successfully complete on a specific case.

2.1.2. Update Financial Obligations and Accounts

Objective met: 1.1.2

Each change in the assistance program's participation status will cause the system to re-evaluate the proper classification of arrears balances and payee. If the effective date has not yet arrived, the trigger transaction will be saved and reevaluated on the effective date. If the effective date has already passed, then disbursements issued between the effective date and the current date will also be evaluated.

New Jersey Automated Child Support Enforcement System
Case Management

Disbursements made to the wrong payee will result in the establishment of a recovery which will be maintained and monitored by the processes identified in FM-25 Recovery Account Management.

2.1.3. Send Data to Other Agency

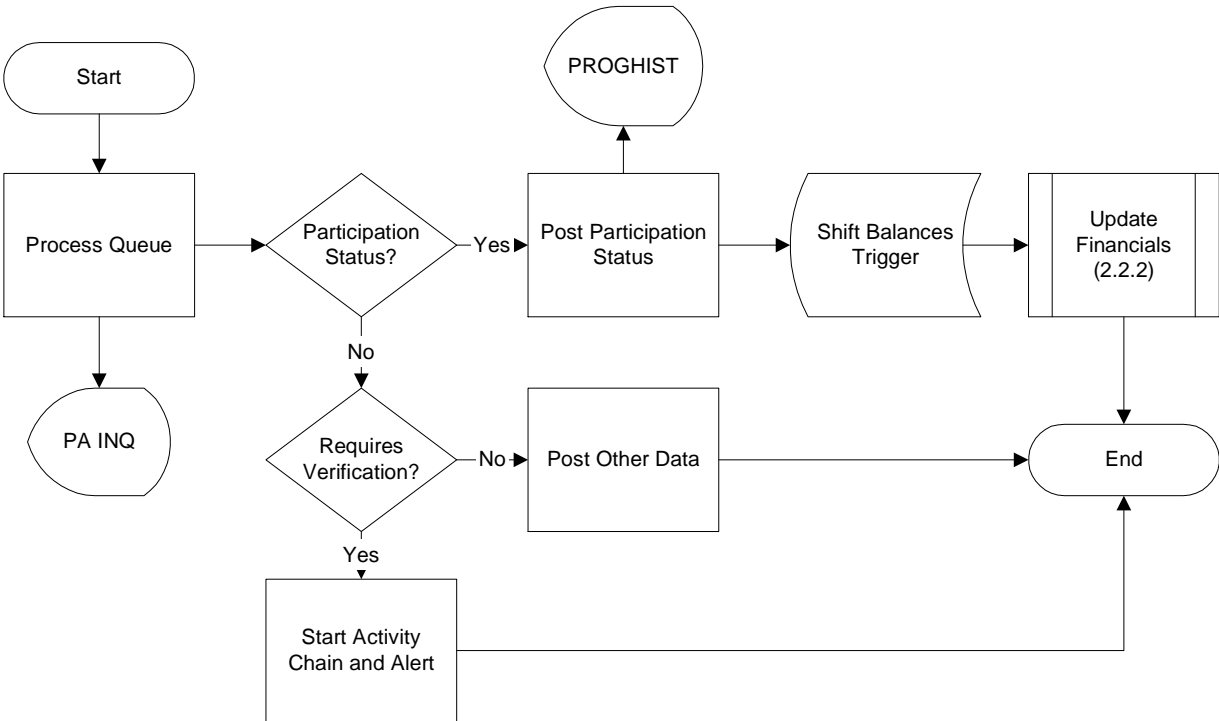
Objective met: 1.1.4

Addition or modification of the following information is of interest to the IV-E program. If any of the following occur, a transaction is queued for the IV-E system to act upon.

- A NCP, CP, or child's change of name or contact information.
- The entry of a child's social security number.
- A change in the child's paternity status.
- The setting or resolution of the FVI indicator whether done by worker input or automatically from interstate or federal sources.
- The entry of an assistance program identifier, if entry is accepted, that the assistance programs have not provided.
- A change in the order terms.
- A change in payee not initiated from a IV-E transaction.
- Date and amount of each payment posted to the IV-D case.

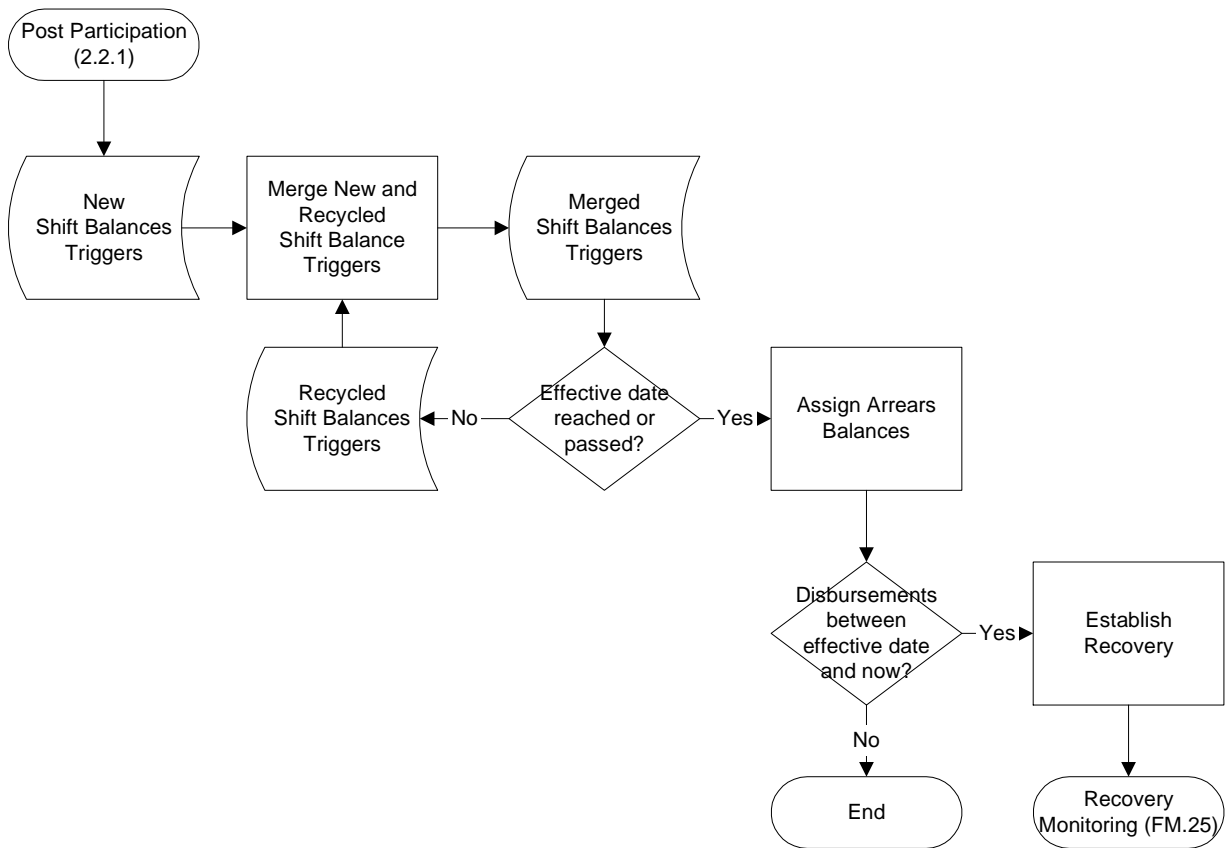
2.2. Functional Process Flow

2.2.1. Post Incoming Data

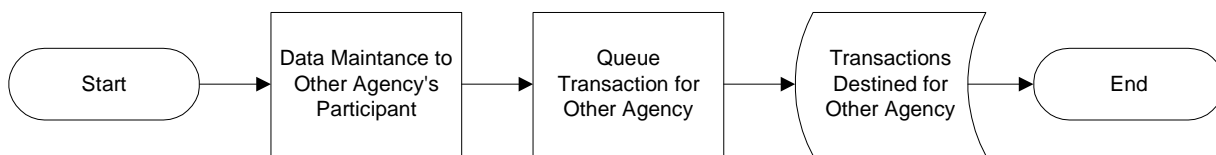


New Jersey Automated Child Support Enforcement System
Case Management

2.2.2. Update Financial Obligations and Accounts



2.2.3. Send Data to Other Agency



New Jersey Automated Child Support Enforcement System
Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. PROGHIST – Member Program History (see CM.03 for final version)

Screen Group: Person

Method(s) of Access:

Menu: Person / PROGHIST – Member Program History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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Case Management

2.3.1.2. PA INQ – List Assistance Program Transactions

Screen Group: Person

Method(s) of Access:

Menu: Person / PA INQ – List Assistance Program Transactions

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.2. Documents

2.3.2.1. None

2.3.3. Reports

2.3.3.1. None

2.3.4. Transaction Files

- 2.3.4.1. Input File – Program Participation Transactions from Other Agency
- 2.3.4.2. Input/Output File – Shift Balances Triggers
- 2.3.4.3. Output File – Data Updates to IV-E

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Assistance Program Participation Exception (MI=new)
- 2.4.1.2. Locate Verification (MI=new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. The following are possible alerts

- 15. The member is on a different IV-D Case ID than the Case ID received in the assistance file.
- 16. There is a mismatch between the programs when either the DCN identifiers or the SSNs match but the other identifier does not.
- 17. The Court Case Number from the assistance file cannot be found.
- 18. The member is on a different Court Case Number than the Court Case Number received in the assistance file.
- 19. The status received in the assistance file is the same as the current record in the Program History.
- 20. An off-assistance transaction is received and there are no records in the Program History for the member.
- 21. The off-assistance date is less than the on-assistance date.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

Outgoing CSENet communications are stored in the interstate correspondence table.

The system automatically stores an entry in the Case Notes table when a member is added or when a user modifies the member status, including inactivate and delete.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.07 Case Action History

Case Management – CM.07 Case Action History

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must provide for retaining the historical case action narrative from the current application.
- 1.1.2. The system must provide for the automatic recording of events and significant data changes to the case action history.
- 1.1.3. The system must accept manually recorded case notes.
- 1.1.4. The system must provide for differentiating case events by type to provide for selective retrieval. Types include but are not limited to:
 - Contacts
 - Case notes
 - NCP address changes
 - CP address changes
 - NCP employment changes
 - Case type changes
 - Obligation changes
 - Medical Support Coverage changes
 - Documents
 - Court events
 - Administrative reviews/hearings
 - Significant data changes
- 1.1.5. The system must provide for retrieval of case action data...
 - ...by type of action,
 - ...by date in either ascending or descending order as specified by the user, and
 - ...by data type as specified by the user.

RELATED REQUIREMENTS

The following functional areas also have similar monitoring requirements offering the possibility of reusable logic:

- CI.11 – Person Address Data Management: The system must maintain an address history of all reported addresses provided by the various locate interfaces along with the source and date that the each address was last reported. The system address interfaces must use the address history to avoid reporting the same information to staff repeatedly.
- CI.14 – Person Employer Management: The system must ...maintain a history of the employers that have been identified. Each association must identify the source of the information and provide for employment start and end dates.
- CI.19 – Person Insurance Management: It must maintain the history of prior policies.

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- CI.21 – NPA Applications: It must track and document to the case chronology the request for an application, the provision of the application, and the date of application receipt.
- CM.13 – Interstate Case Management: The system must provide a history of CSENet and/or UIFSA notice transactions. The system must maintain a history of all the other state agencies that have been contacted regarding a specific case. The system must maintain a history of all other state orders that have been in effect for the case.
- EN.03 – Enforcement Remedy Exemptions: It must record the establishment and removal of exemptions to the case chronology...
- FM.09 – Account Statements: The system must provide for the generation of on-demand obligation history statements for each case for obligations and obligation modifications within a given date range. Case history information must be inclusive of all activity regardless of venue transfers.
- Each RP (Reporting) topic: The report must establish an audit history to link each row and column entry...
- EU.10 – Case Data Review: The system must provide for a single function to display current and historical case data, using tabs to move between categories of data and buttons to expand and contract groupings of data. This function must provide a facility to add notes to the case log without navigating to another screen.
 - Case participants
 - Participant addresses
 - Address history
 - Participant employment
 - Employment history
 - Other system identifiers and PIN numbers
 - Current legal action status
 - Legal action history
 - Current case status
 - Case status history
 - Current assistance status
 - Case assistance status history
 - Current IV-E status
 - Case IV-E status history
 - Current obligation status
 - Obligation history
 - Current enforcement status
 - Enforcement history
 - Most recent contact
 - Contact history
 - Last case document
 - Document history
 - Most recent payment
 - Payment history
 - Most recent disbursement
 - Disbursement history

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- Assets
- Asset history
- Licenses
- License history
- Health insurance status
- Health insurance history
- Administrative review history
- EU.11 – Contact Documentation: The online contact function must provide for ...routine documentation of interaction with case participants to the case action history log.
- EU.13 – Document Generation: The interim improvement is expected to maintain a history of all documents produced and printed and make them available for reprint.
- EU.15 – Document History: The system must maintain a history of all documents generated with all associated user and system data.
- CO.01 – Historical Data Availability: The system implementation plan must provide for the transfer of case and financial information from the current ACSES system. The plan must also provide for the transfer of case, document and obligation history information from the FACTS system as well as case and financial information from FAMIS for all cases matching current ACSES cases.

1.2. Existing ACSES Assessment

ACSES currently utilizes three separate screen functions to document case histories, but the combined effect of the functions falls short of the specified requirements. The system utilizes the ITRK screen to capture a chronology of many of the specified case events. The ITRN screen reflects the case events of the most recent 90 days. Neither function allows for the required user selection and sorting options. All user commentary is documented on the ICNP (notepad) screen function. Enhancement of the existing system should include the consolidation of these screen functions into a single function that provides for each of the user options specified.

1.3. MiCSES Assessment

MiCSES records all workflow activities (MAJOR AND MINOR ACTIVITIES and their dispositions in the MAJOR_ACTIVITY_DIARY and THE MINOR_ACTIVITY_DIARY tables. Workers can view information from these tables on the CASD screen. Workers can filter the information on the CASD screen by selecting:

- IV-D PROGRAM FUNCTION (such as Establishment or Enforcement)
- MAJOR ACTIVITY (a major process within a function, such as Service Of Process within Establishment or Show Cause within Enforcement)
- MAJOR ACTIVITY STATUS
- DATE RANGE

The events are displayed in reverse chronological order.

In addition, the worker can enter notes on the NOTE screen. Notes can be associated with:

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- The IV-D Case (ID_CASE)
- The Case Member (ID_MEMBER)
- The Establishment Referral (CAR_ID)
- The Court Case (ID_DOCKET) or a
- Guideline Calculation (GCAS_ID)

Notes are displayed in reverse chronological order.

Histories for each category of data are also maintained and are viewable on specific screens:

- Address History (ALST screen; ADDRESS_HISTORY table)
- Employment and Insurance History (ELST screen; EMPLOYMENT_HISTORY and MEMBER_INSURANCE tables)
- Support Order History (SORL screen; SUPPORT_ORDER and OBLIGATION tables)
- Case Financial Events (ELOG screen; LOG_SUPPORT table)
- Member Financial Summary (MFIN screen; LOG_SUPPORT table)
- Member Insurance Status and Compliance (IREP screen; MEMBER_INSURANCE table)

The worker can navigate to each of the event and history screens from a single case summary (CSUM) screen.

1.3.1. Michigan Adaptation

1. While the federal certification review team accepted the structure of the case history in Michigan, there was a note of disappointment that it was not consolidated in one spot. The design should move more toward using the Case Action History as a chronological log of ALL activities allowing the user to filter down to more specific topics or to navigate from here to more detail.
2. Michigan does not utilize filters by contact type such as Vermont's coding for analysis, comment, legal action, email, locate action, mail, in-person, phone, or fax. In addition to this type of filter, other filters, such as a verbosity level, may also be designed.
3. Michigan only has one sort sequence (reverse chronological) that must be expanded to allow user option to sort chronologically in either direction.
4. Original Michigan screen CASD – Case Diary should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

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Michigan Child Support Enforcement System (MiCSES) - []
 Case Management | Financial Management | Reports Management | Scheduling/Worker Management | System Maintenance

CASD - CASE ACTIVITY DIARY

User: GEISSB Date: 08/28/2002 02:25 PM Screen:

IV-D Case ID: Docket ID: CAR No.: County: Bay

Interstate: Court Case Type: IV - D Case Status: OPEN

NCP: 51864090 DAVID DAVID LEE 124-86-5358 Primary Worker ID: GLAZAS Enf Status:

CP: 14246136 COOK DANNA-ANN MARIE 374-86-4200 IV-D Case Type: M MEDICAID Reason CD:

Functional Area: Activity Group: Status: From: To:

Start Date	Func Area	Activity Group	Minor Activity	Due Date	End Date	Status	Reason Code	Member ID	Note	Alert To	Updated By
12/03/2001	EST	SERVE	RSERV	12/04/2001		STRT			N	SHENEMANM	SHENEMANM

Description Note:

- Points to adapt:
1. Change to NJ standard menus, button bar, case header, and status bar.
 2. Change the labels to normal black font.
 3. Change the title to CASELOG – Case Activity History
 4. Drop the status entry field
 5. Change Activity Group labels to Major Activity
 6. Drop the Status, Member ID, Alert To, and Updated By columns to make room for expanded Minor Activity and Reason
 7. Change the Reason Code column header to 'Reason'
5. Original Michigan screen NOTE should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

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Michigan Child Support Enforcement System (MiCSES)

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

NOTE - NOTES PROCESSOR

User: LATHAMR Date: 03/25/2002 06:05 PM Screen

Notes For IV - D Case ID ID

Court Case No IV-D Case Status Primary Worker ID

IV-D Case Type Court Case Type Interstate IND

NCP Enforcement Status

CP Reason

Description

Date	Type	Description	Entered By

Record: 1/1 <OSC>

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
2. Change the labels to normal black font.
3. Move the selection criteria frame to below the case header.
4. Move the Description text area below the data grid.
5. Split the Description into three fields:
 - a. A non-modifiable text area labeled Previous Comments
 - b. A one-line text entry field labeled Subject
 - c. An enterable text area labeled New Comment.
6. Eliminate the print button in the data grid header.
7. Change the column label from 'Description' to 'Subject'
8. Use a scroll bar. Delete the page arrows in the lower right.

1.4. Alternative Hybrid Component Assessment

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

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However, Wyoming structured their Case Activity Log entries to serve as supporting transactions for statistical reports tracking case activities and caseworker performance. This could be one option for consideration in satisfying reporting audit requirements.

1.5. Requirements Validation

1.5.1. Logging Log Access

Some States request that the case history should contain a log entry each time the case is reviewed or reevaluated in any manner. Current plans will track major and minor activities related to administrative reviews and review and adjustment in the case action history. More exploration need during JAD sessions to determine if either the printing of the case action history or the viewing of the case action history also be logged as a review.

The current recommendation is not to log the worker's display of the case history to familiarize the worker with the case. Such a familiarity review would be implied in subsequent logged actions such as a contact entry, a minor activity taken, etc. Printing the log, however, implies a more thorough review by someone. Either workers should be trained, or forced, to enter a free-form text note as to why the log was printed or the system should automatically log the printing. An automatic forms history log entry would occur if the history were printed through document generation but not if printed through report processing.

2. Functional Design

2.1. Functional Process Overview

As part of any minor activity being completed, i.e., being updated with a reason, a log entry into the case activity history will be created (objective 1.1.2). Each log entry may be further explained with a note attached to the entry. The note contains manually supplied free-form comment or can include system-formatted additional information such as before and after values. Text can be added to the end of the comment, similar to an email thread, but previously stored text can never be modified for audit reasons except within the first 24 hours to correct typos, etc. Any additional text should be identified with a timestamp and the full name of the user or process who entered it.

In addition, other processes may make an entry into the case action history independent of conducting a minor activity. This would log when an action occurred and by whom or by what process as opposed to each individual function's storage of the end-result data. The exact list will be determined during design but possible events could be:

- Addition or exclusion of case participants
- Entry, verification, or obsolescence of participant addresses
- Entry, verification, or obsolescence of participant employment
- Entry, verification, obsolescence, splitting or merging of system identifiers, SSN, and PIN numbers
- Changes in case, order, or participant status
- Entry of a new docket's order superceding an existing docket.

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Case Management

- Changes in case or participant assistance, medical, or foster care status
- Changes in custody or visitation rates
- Changes in CEJ or interstate status
- Changes in case ownership or venue
- Changes in obligation status or amount
- Changes in enforcement eligibility
- Results of contact whether initiated or responding to any form of communication
- Recording the drafting, printing, signing, mailing, and response confirmation of documents
- Recording the receipt, allocation, distribution, and disbursement of payments (although the design task may find the specialized financial log may be a better place to record this history.)
- Entry, verification, valuation or disposal of assets
- Entry, verification, suspension, revocation, renewal, and expiration of licenses
- Entry, verification, renewal, expiration, and claim filing against health insurance
- Recording of informal, mediated, arbitrated, administrative, or judicial review results

Requirement CO.01 covers the conversion of existing case history notes to meet objective 1.1.1. In short, historical notes recorded prior to the re-engineered ACSES system will be re-formatted and appear in the same format as newly recorded notes so that all history may be reviewed from the new screen.

2.1.1. View Case Action History

Objectives met: 1.1.1, 1.1.2, and 1.1.4

If the user did not navigate from another screen, all fields are blank. If the user navigated to Case Action History from another screen, the identifying fields are populated and the history from the IV-D case is displayed.

As a default, there is no filtering and all history is displayed. Filters may be applied by filling in appropriate fields or placing a checkmark by certain options then refreshing the screen.

Navigation to the NOTE screen displays existing comments and allows addition of more comments. The user may also navigate from any selected entry to the screen responsible for the current version of the detail data. Intervening actions, which may or may not have been recorded in subsequent log entries, may have changed the data.

2.1.2. Maintain Notes

Objectives met: 1.1.3

If the user did not navigate from another screen, all fields are blank. A new note may then be stored as long as the user identifies the case to which it belongs. A new, independent, note may also be added by clicking the 'new' icon button and entering the proper case or by clicking the 'clear' button and adding the new note to the case already existing in memory.

If the user navigated to the NOTE screen from another screen currently associated with a comment, the identifying fields are populated and the previous comment text is displayed in a non-modifiable area.

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Additional comments may then be added with the update icon button. A new note may not be created. Only one note should be associated with any one action or item.

User entered notes should allow a 24-hour period to be deleted. This allows workers to correct typos, tone, or inaccuracies while the event is still fresh or evolving.

2.1.3. Case Action History Report

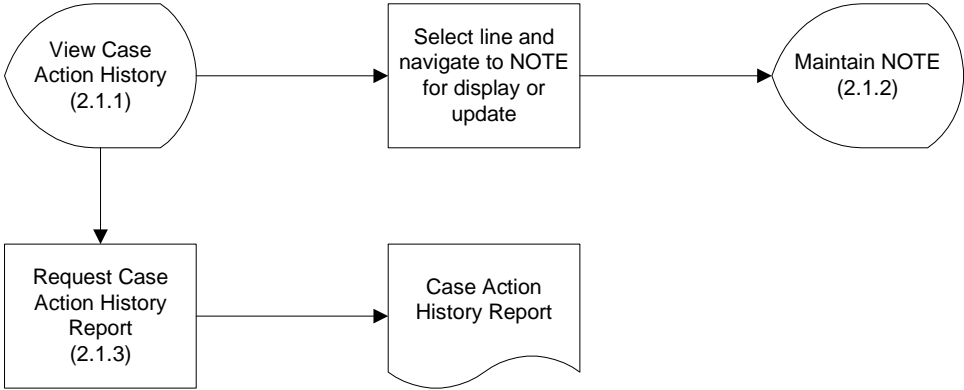
Objectives met: 1.1.5

The worker may use the print icon button to create a Case Action History report. By printing the report, the user can more easily share the history of the case with someone without normal access to the system, such as court staff, mediators, auditors, etc. It is the responsibility of the worker to follow all confidentiality policies when sharing or disposing of the report.

The report is identical to the currently displayed screen, i.e., the same filters as used in the display are used in the report.

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2.2. Functional Process Flow



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2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. CASEACT – Case Activity History

New Jersey Child Support System
CASEACT - CASE ACTIVITY HISTORY
 User: XAmple Date: 03/23/2004 10:23:54 PM Screen:

Docket: 2000DV123456 Complaint: Jim..Jeff.Rov.Sus Role: Atty SSN Type: Non-Assistance
 IV-D Case*: 12345678901 CP: Jane S Doe PL N 123-45-6789 Pvt N Status: Open
 IV-A Case: 5266359870 NCP: Jane Q Public DF Y 123-45-6789 FVI Y Interstate: Responding
 Office: Cumberland Worker: XAmple Stage: Paternity to be Established

Functional Area: Activity group: Status: From: To:

Start Date	Func Area	Major Activity	Minor Activity	Due Date	End Date	Reason	Last Updater	Note

Description Note:

Status Line Message...
 Record: 1/1 Cumberland County Welfare Office 125.215.172.177

Screen Group: Case

Method(s) of Access:

Menu: Case / CASEACT – Case Activity History

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

* A note may be deleted within 24 hours of its creation.

Role Title	Inquiry	Add	Change	Delete*
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete*
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	N	N	N
Tax Specialist	Y	N	N	N

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2.3.1.2. NOTE – Notes Processor

Screen Group: Case

Method(s) of Access:

Menu: Case / NOTE – Notes Processor

From Button, Link, etc., on Another Screen: This will be enumerated during detail design.

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

* Delete is only allowed within 24 hours of the create timestamp except for system support staff.

Role Title	Inquiry	Add	Change	Delete*
Administrative Hearing Officer	Y	Y	Y	Y
Attorney	Y	Y	Y	Y
Bench Warrant Specialist	Y	Y	Y	N
Central Registry Manager	Y	Y	Y	Y
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N

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Role Title	Inquiry	Add	Change	Delete*
Child Support Supervisor	Y	Y	Y	Y
County Office Manager	Y	Y	Y	Y
Court Scheduling Specialist	Y	Y	Y	N
Credit Reporting Specialist	Y	Y	Y	N
Employer Clearance Specialist	Y	Y	Y	Y
Enforcement Specialist	Y	Y	Y	Y
Financial Clerk	Y	Y	Y	Y
Financial Management Supervisor	Y	Y	Y	Y
Hearing Officer	Y	Y	Y	Y
Intake Specialist	Y	Y	Y	Y
Interstate Specialist	Y	Y	Y	Y
Judge	Y	Y	Y	Y
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	Y	Y	N
Lien Specialist	Y	Y	Y	Y
Locate Specialist	Y	Y	Y	Y
Low Collection Potential Specialist	Y	Y	Y	N
Paralegal	Y	Y	Y	Y
Person Clearance Specialist	Y	Y	Y	Y
Policy Analyst	Y	Y	Y	Y
Policy Supervisor	Y	Y	Y	Y
Program Administrator	Y	Y	Y	Y
Service of Process Officer	Y	Y	Y	Y
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	Y	Y	N

2.3.2. Documents

None

2.3.3. Reports

2.3.3.1. Case Activity History

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

All major activities will appear on the CASEACT screen.

2.4.2. List of Alerts:

None. However, alerts can be implied from each of the minor activities shown on the CASEACT screen

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

Completed minors are copied to the case action history, or diary, for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.08 VRU Accessibility

Case Management – CM.08 VRU Accessibility

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must export case and financial data daily to a voice response unit to provide for up-to-date VRU information.
- 1.1.2. This VRU must be secure and accessible only by personal identification number (PIN).
- 1.1.3. The PIN must be established and securely provided to the custodial and non-custodial parents.
- 1.1.4. The system must be capable of accepting a case identifier from the VRU for use in retrieving case data in support of call center staff.

RELATED REQUIREMENTS

The following functional area also has similar requirements offering the possibility of reusable logic:

CI.10 – Person Identification Number Management: The system must provide for assigning a person identification number (PIN) and for securely providing the number to custodial and non-custodial parents for use in accessing case information by means of a voice response unit (VRU) or Internet Web site. Customer service staff will use the Case Data Review capability to support interaction regarding a forgotten PIN.

CM.09 – Web Accessibility: The system must export case and financial data daily to an Internet site to provide for up-to-date Internet summary information. This Web site must be secure and accessible only by personal identification number as established and securely provided to custodial and non-custodial parents and other state child support agencies.

1.2. Existing ACSES Assessment

Some limited case information is available in the existing system through a VRU, but it is primarily a source of general information. Clients use their case numbers as personal identification to access the case specific information that is available.

1.3. MiCSES Assessment

MiCSES exports data for VRU access. A PIN number equivalent to the SSN is assigned and maintained by the VRU, not MiCSES. The VRU does not interact with MiCSES to provide call-specific information for call center staff.

1.3.1. Michigan Adaptation

1. Michigan software will likely have to be modified to extract data in a format acceptable to New Jersey's VRU system.
2. Michigan relied on the VRU system software to administer and secure PINs. Requirements in CI.10 imply PIN administration needs to be more integrated with the EU.10 Case Data Review capability.
3. Secure provision of the PIN to the CP or NCP will probably require document mailings that Michigan did not have.
4. Michigan software must be enhanced to accept VRU input of a case number and return associated data to the screen of the call-center employee accepting the call. The most likely screen would be the case summary as illustrated in Case Data Review (see EU.10).

1.4. Alternative Hybrid Component Assessment

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Assumption: Two databases can be integrated

The daily extract to satisfy requirement 1 is assumed to be loaded into a database independent of the real-time child support database that supports requirement 4. If the VRU cannot work with both databases, requirement 1 is more important than requirement 4.

1.5.2. Assumption: Common PINs

New Jersey desires the same PIN used in the VRU to be used for Web access. To minimize duplicated effort, PIN maintenance should be done from the Web by the client or through the application by the customer support representative. Modifying the PIN through the VRU is not required, thus preventing any kind of update capabilities to be placed on the VRU at this time.

2. Functional Design

2.1. Functional Process Overview

The system will integrate a Voice Response Unit (VRU). The current capabilities of providing general child support information to the public should be maintained and extended.

The Case Data Review (EU.10) functional area is intended to provide a vast majority of the data necessary in responding to specific questions from the custodial and non-custodial parties.

New Jersey Automated Child Support Enforcement System
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2.1.1. Extract PIN and Other Data to VRU

Objectives met: 1.1.1, 1.1.2, and 1.1.3

The child support application is expected to administer and secure Personal Identification Numbers (PIN). This allows customer support representatives access to the PIN location in interactions with the clients to reset a forgotten PIN.

More importantly, this process downloads the information used in the VRU's interaction with clients. The extract frequency matches that of the collection and disbursement information transfer between the State Disbursement Unit (SDU) and the child support system. Extracting information rather than directly accessing the child support system's database provides these advantages:

- The VRU system may structure the data in the best, optimized, manner for the response times necessary.
- The child support system does not have the additional real-time load of supporting VRU responses.
- It provides a security wall in limiting the amount of data available by phone.
- It loosely couples the two systems such that either may be replaced or enhanced with a minimum amount of impact on the other.
- It isolates downtimes such that one is not effected by the other.

Not directly required but implied is the need to maintain the PIN numbers. Such requests can be verbally made to the customer support representatives or self-administered by the caller through the website (see CM.09).

2.1.2. Exit to Customer Service Representative

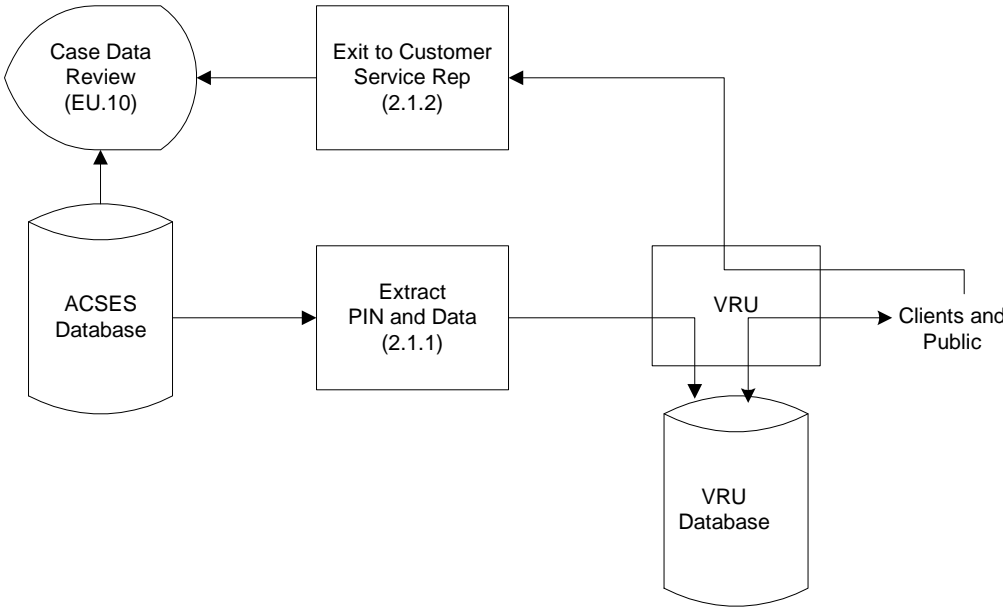
Objectives met: 1.1.4

Inevitably there are requests that must be resolved by verbal interaction. When a client exits to the customer service representative, the systems should work in concert to prepare the representative by displaying the case in question as the call is received.

The customer support representative should document the contact through entry of a case note (see EU.11) and indicate that the client's request is resolved or not. If not, the customer support representative should be able to initiate an activity workflow to alert and request the appropriate team member to respond.

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2.2. Functional Process Flow



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2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. CASESUM – Case Data Review (see EU.10 Case Data Review for 'official' version)

Case Information

IV-D Case ID Court Case NO Bench Warrant IND Interstate Function

IV-D Case Status IV-D Case Type Court Case Type

Primary Worker ID Primary Worker Name Update Worker ID Update Worker Name

View All

ICP Information

ICP's Address And Employer Information

PF (Putative Father) Information

PF's (Putative Father) Address And Employer Information

PF/ICP's Other IV-D Cases

PF/ICP Income/Expense

CP Information

CP's Other IV-D Cases

CP's Income/Expense

Dependent Details

Support Order

FIA Unreimbursed Assistance

Obligation Details

CP's Address And Employer Information

Status Bar Message...
Record: 1/1 Cumberland County Welfare Office 125.215.172.177

Screen Group: Case

Method(s) of Access:

Menu: Case / CASESUM – Case Summary

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	N	N	N
Tax Specialist	Y	N	N	N

New Jersey Automated Child Support Enforcement System
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2.3.1.2. PERSON – Member Demographics (see CI.06 for official version)

New Jersey Child Support System

PERSON - MEMBER DEMOGRAPHICS

User: XAmple Date: 03/23/2004 10:23:54 PM Screen:

DCN* 1234567890 John Q. Public SSN 1234567890 Pvt N Locate Status
Cases* 1234567890 DOB 23/12/1943 FVI Y Gender Male

Personal Information | Extended Family | Status | Address | Job | Marriage | Paternity | Insured | License | Financial | Assets | Income \ Expenses

Description

Birth Year City
County State
Birth Certificate
Language Ethnicity
Identifying Marks
Alias Names

Alternate ID Reference

PIN DYFS
IV-A FACTS
XIX
INS Corrections

Description

Hair Color
Eye Color
Height 169 inch
Weight
Photo Taken
File Jim.bmp

Comments

Jim, with more pixels,
we should get sharper
photo of you!
Will you send me another
one please?

Status Bar Message...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

Screen Group: Person

Method(s) of Access:

Menu: Person / PERSON – Member Demographics

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

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2.3.1.3. NOTE – Notes Processor (See CM.07 for the official version)

Screen Group: Case

Method(s) of Access:

Menu: Case / NOTE – Notes Processor

From Button, Link, etc., on Another Screen: This will be enumerated during detail design.

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

* Delete is only allowed within 24 hours of the create timestamp except for system support staff.

Role Title	Inquiry	Add	Change	Delete*
Administrative Hearing Officer	Y	Y	Y	Y
Attorney	Y	Y	Y	Y
Bench Warrant Specialist	Y	Y	Y	Y
Central Registry Manager	Y	Y	Y	Y
Central Registry Specialist (UIFSA)	Y	Y	Y	Y
Child Support Specialist (NPA)	Y	Y	Y	Y
Child Support Specialist (PA)	Y	Y	Y	Y

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Role Title	Inquiry	Add	Change	Delete*
Child Support Supervisor	Y	Y	Y	Y
County Office Manager	Y	Y	Y	Y
Court Scheduling Specialist	Y	Y	Y	Y
Credit Reporting Specialist	Y	Y	Y	Y
Employer Clearance Specialist	Y	Y	Y	Y
Enforcement Specialist	Y	Y	Y	Y
Financial Clerk	Y	Y	Y	Y
Financial Management Supervisor	Y	Y	Y	Y
Hearing Officer	Y	Y	Y	Y
Intake Specialist	Y	Y	Y	Y
Interstate Specialist	Y	Y	Y	Y
Judge	Y	Y	Y	Y
Judgment Specialist	Y	Y	Y	Y
License Suspension Specialist	Y	Y	Y	Y
Lien Specialist	Y	Y	Y	Y
Locate Specialist	Y	Y	Y	Y
Low Collection Potential Specialist	Y	Y	Y	Y
Paralegal	Y	Y	Y	Y
Person Clearance Specialist	Y	Y	Y	Y
Policy Analyst	Y	Y	Y	Y
Policy Supervisor	Y	Y	Y	Y
Program Administrator	Y	Y	Y	Y
Service of Process Officer	Y	Y	Y	Y
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	Y	Y	Y

2.3.2. Documents

- 2.3.2.1. (new) – VRU/Web PIN Request
- 2.3.2.2. (new) – Letter Providing VRU/Web PIN

2.3.3. Reports

- 2.3.3.1. None

2.3.4. Transaction Files

- 2.3.4.1. Output File – Extract to VRU

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. PIN and Document Request (MI = new)
- 2.4.1.2. Response to Correspondence (MI = new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. Likely alerts may include:

- 2.4.2.1. Info: PIN generated and sent to CP
- 2.4.2.2. Info: PIN generated and sent to NCP
- 2.4.2.3. Info: Change of Address document generated and sent to requesting CP
- 2.4.2.4. Info: Change of Address document generated and sent to requesting NCP
- 2.4.2.5. Info: X document generated and sent in response to CP VRU request
- 2.4.2.6. Info: X document generated and sent in response to NCP VRU request
- 2.4.2.7. Action: CP requests phone follow-up, see customer service contact note
- 2.4.2.8. Action: NCP requests phone follow-up, see customer service contact note

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

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Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

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New Jersey Automated Child Support Enforcement System
Case Management – CM.09 Web Accessibility

Case Management – CM.09 Web Accessibility

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must export case and financial data daily to an Internet site to provide for up-to-date Internet summary information.
- 1.1.2. This Web site must be secure and accessible only by personal identification number (PIN).
- 1.1.3. The PIN must be established and securely provided to custodial and non-custodial parents and other state child support agencies.
- 1.1.4. The Web site must provide for accepting change information from case participants and other state child support agencies, including e-mail address.
- 1.1.5. Received information from the Web site must be forwarded to assigned staff for follow-up.
- 1.1.6. The Web site must be compliant with Section 508 Web accessibility standards for people with disabilities.

RELATED REQUIREMENTS

The following functional area also has similar requirements offering the possibility of reusable logic:

CI.10 – Person Identification Number Management: The system must provide for assigning a person identification number (PIN) and for securely providing the number to custodial and non-custodial parents for use in accessing case information by means of a voice response unit (VRU) or Internet Web site. Customer service staff will use the Case Data Review capability to support interaction regarding a forgotten PIN.

CI.21 – NPA Applications: The system must provide for accepting applications from an OCSPP Web site.

CM.08 – VRU Accessibility: The system must export case and financial data daily to a voice response unit to provide for up-to-date VRU information. This VRU must be secure and accessible only by personal identification number as established and securely provided to the custodial and non-custodial parents.

RP.09 – Management Analysis Reporting: The system must support the reporting of staff performance measures in the form of a balance scorecard to the OCSPP intranet Web site.

1.2. Existing ACSES Assessment

Currently, the NJ child support program operates a web site that is primarily devoted to providing the public with general child support program information. The web site has no functional link to ACSES that would allow for the required security and management of case specific information.

1.3. MICSES Assessment

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MiCSES does not provide or receive case information over the Web.

1.3.1. Michigan Adaptation

1. Michigan's lack of a website translates to a significant web development in NJ.
2. Michigan relied on the VRU system software to administer and secure PINs. Requirements in CI.10 imply PIN administration needs to be more integrated with the EU.10 Case Data Review capability.
3. Secure provision of the PIN to the CP or NCP will probably require document mailings that Michigan did not have.

1.4. Alternative Hybrid Component Assessment

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

Colorado is currently in the midst of implementing a significant web site for the public. The 31 functions they will implement are as follows:

- Messaging for Custodial Parties
- Case Status for Non-Custodial Parties
- Case Status for Custodial Parties
- Online Form to Update Address and Other Profile Data
- Initiate Automatic Withdrawal for Obligor
- Establish Direct Deposit for Obligee
- Last Payment from Obligor
- Last Disbursement to Obligee
- Last Payment Distribution for Obligor
- Payment Distribution History for Obligor
- Payment History for Obligor
- Disbursement History for Obligee
- Current Support Obligation Amount for Obligor
- Current Support Obligation Amount for Obligee
- Financial Statement for Obligor
- Financial Statement for Obligee
- Messaging for Employers
- Employer Function – Termination Report Form
- Employer Function – Online Employment Verification Form
- Income Assignment for Employer
- Employer Function – Pay-by-Web
- Payment History for Employer
- Messaging for CSE Staff from Other States
- Case Status for Other States

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- Last Payment on Case for Other State Workers
- Payment History for Other State
- Current Support Obligation Amount for Other State Worker
- Financial Statement for CSE Workers in Other States
- Search for Local Child Support Office
- Form to Assist with Locate
- Online Application for Services

In addition to Colorado's list, New Jersey has also indicated an interest in:

- Interactive chat with clients
- Email to parties, employers, other agencies, etc. both free form and automatic notifications
- Upcoming or expected events for a case including deadlines and hearing dates

1.5. Requirements Validation

1.5.1. Section 508 Standards

The prototype screens shown in all requirement specification documents, we believe, are compliant with section 508. This project requires these usability standards to be implemented in all web pages made available to the public. The following may assist in identifying details for development.

Electronic and Information Technology Accessibility Standards

ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD

[Published in the *Federal Register* on December 21, 2000]

36 CFR Part 1194

[Docket No. 2000-01]

RIN 3014-AA25

AGENCY: Architectural and Transportation Barriers Compliance Board.

ACTION: Final Rule.

SUMMARY: The Architectural and Transportation Barriers Compliance Board (Access Board) is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they shall ensure that the electronic and information technology allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

DATES: Effective date: February 20, 2001.

FOR FURTHER INFORMATION CONTACT: Doug Wakefield, Office of Technical and Information Services, Architectural and Transportation Barriers Compliance Board, 1331 F Street, NW., suite 1000, Washington, DC 20004-1111. Telephone number (202) 272-5434 extension 139 (voice); (202) 272-5449 (TTY). Electronic mail address: wakefield@access-board.gov.

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The following is provided from http://www.tbchad.com/Usability/section508_standards.html

There are sixteen rules for accessible web pages in the [Section 508 Final Standards](#). (<http://www.section508.gov/>) The first eleven rules (paragraphs (a) through (k) of Section 1194.22, Web-Based Intranet and Internet Information Applications) are consistent with the priority one checkpoints of the W3C Web Content Accessibility Guidelines 1.0 (May 5, 1999). The last five rules (paragraphs (l) through (p)) are different from WCAG 1.0. These five rules refer back to Section 1194.21, Software Applications and Operating Systems. Web sites that are covered by the Section 508 standards must also meet the additional five standards.

In brief, the 16 Federal Rules for Accessible Web Pages are:

- (a) **Text Tags:** Provide [text alternatives](#) to non-text elements. (WCAG 1.1)
- (b) **Multimedia Presentations:** [Synchronize](#) multimedia equivalents. (WCAG 1.4)
- (c) **Color:** Make meaning independent of [color](#). (WCAG 2.1)
- (d) **Readability:** Make pages [style-sheet](#) independent. (WCAG 6.1)
- (e) **Server-Side Image Maps:** Include redundant text links for [server-side](#) image maps. (WCAG 1.2)
- (f) **Client-Side Image Maps:** Use [client-side](#) image maps when possible. (WCAG 9.1)
- (g) **Data Tables 1:** Put row and column [headers](#) in data tables. (WCAG 5.1)
- (h) **Data Tables 2:** Associate all data [cells](#) with header cells. (WCAG 5.2)
- (i) **Frames:** Title all [frames](#). (WCAG 12.1)
- (j) **Flicker Rate:** Avoid screen [flicker](#) at harmful frequencies. (WCAG 7.1)
- (k) **Text-Only Alternatives:** Provide and update equivalents for [dynamic content](#). (WCAG 11.4)
- (l) **Scripts:** Make the site [script](#) independent.
- (m) **Applets & Plug-Ins:** Provide links to [plug-ins](#) or other required applications that can be used by assistive technology devices.
- (n) **Forms:** Make electronic [forms](#) accessible via assistive technology.
- (o) **Navigation Links:** Provide an option to [skip](#) repetitive links.
- (p) **Time:** Give users sufficient [time](#) to complete tasks.

1.5.2. Production vs. Independent Web Database

Technical staff in New Jersey have indicated a willingness to integrate the website data accesses directly into the production database rather than a replicated database. Security and availability concerns must be addressed during technical design if this approach is chosen.

1.5.3. PIN Expiration

This specification assumes PIN values may be set by clients and, thus, should not expire. The client can change the PIN after authentication of their identity. Their identity should be established in some manner whether it be providing the old PIN, physically showing photo identification, or answering a personal question. While not required, consideration could be made to forcing PINs entered or reset by child support staff to immediately expire and the client forced to provide a new value. If this becomes part of the design, then the PIN field displayed on the PERSON screen should be protected, hidden, or removed.

2. Functional Design

2.1. Functional Process Overview

The system will integrate a website accessible to the public, other child support agencies, employers, and both CP and NCP clients. The current web pages need to be enhanced or replaced to achieve greater interactivity and security. The current capabilities of providing general child support information to the public should be maintained. All web pages must be compliant with Section 508 Web accessibility standards for people with disabilities (objective 1.1.6).

The Case Data Review (EU.10) functional area is intended to provide a vast majority of the data necessary in responding to specific questions from the custodial and non-custodial parties. Information accepted from the website must be held in a pending area or status until workers can verify the data.

2.1.1. Extract PIN and Other Data to Web

Objectives met: 1.1.1 and 1.1.2

The child support application is expected to administer and secure Personal Identification Numbers (PIN). Customer support representatives must have access to reset a forgotten PIN in interactions with the clients.

More importantly, this process downloads the information used in the Web's interaction with clients. The extract frequency matches that of the collection and disbursement information transfer between the State Disbursement Unit (SDU) and the child support system. Extracting information rather than directly accessing the child support system's database is one of several options but provides these advantages:

- The Web system may structure the data in the best, optimized, manner for the response times necessary.
- The child support system does not have the additional real-time load of supporting Web responses.
- It provides a security wall in limiting the amount of data available through the public Internet.
- It loosely couples the two systems such that either may be replaced or enhanced with a minimum amount of impact on the other.
- It isolates downtimes such that one is not affected by the other.

2.1.2. Receive Correspondence Requests and Updated Data

Objectives met: 1.1.4 and 1.1.5

Not directly required but implied is the need to maintain the PIN numbers. Such requests can be verbally made to the customer support representatives (see CM-08 VRU) but could also be electronically captured by the Web and automatically loaded or passed to a worker. Requests for blank applications or reprinted notices can also be made in the same manner as a request for a new or modified PIN.

When such requests are received by the child support system, a major activity should be opened that can alert the proper caseworker or customer support personnel to respond. Aggressive automation can have the minor activities automatically satisfied by the system in generating new PINs, blank documents, and reprints for mailing.

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Decisions as to which forms may be interactively filled out, downloaded, emailed, or postal mailed to and from the parties, will be made on a form-by-form basis during design based on legal restrictions for signatures, ease of understanding (or risk of misunderstanding), cost, and need for verification and archival.

2.1.3. Respond to Correspondence Request

Objectives met: 1.1.3

Whether the customer support representative initiates an activity workflow or it's done by a request from the Web, either the system or the caseworker will have to decide on what form best fits the need of the client and send that form to the appropriate parties. The client's desire on the medium to be used in response should be accepted unless there are legal restrictions or procedures demanding a consistent style of response. The client should know approximately when and how the system or worker will respond. Repeated failures to contact through one communication channel, such as a returned email, should automatically be noted and switched to another.

2.1.4. Email to Customer Service Representative

Objectives met: 1.1.5

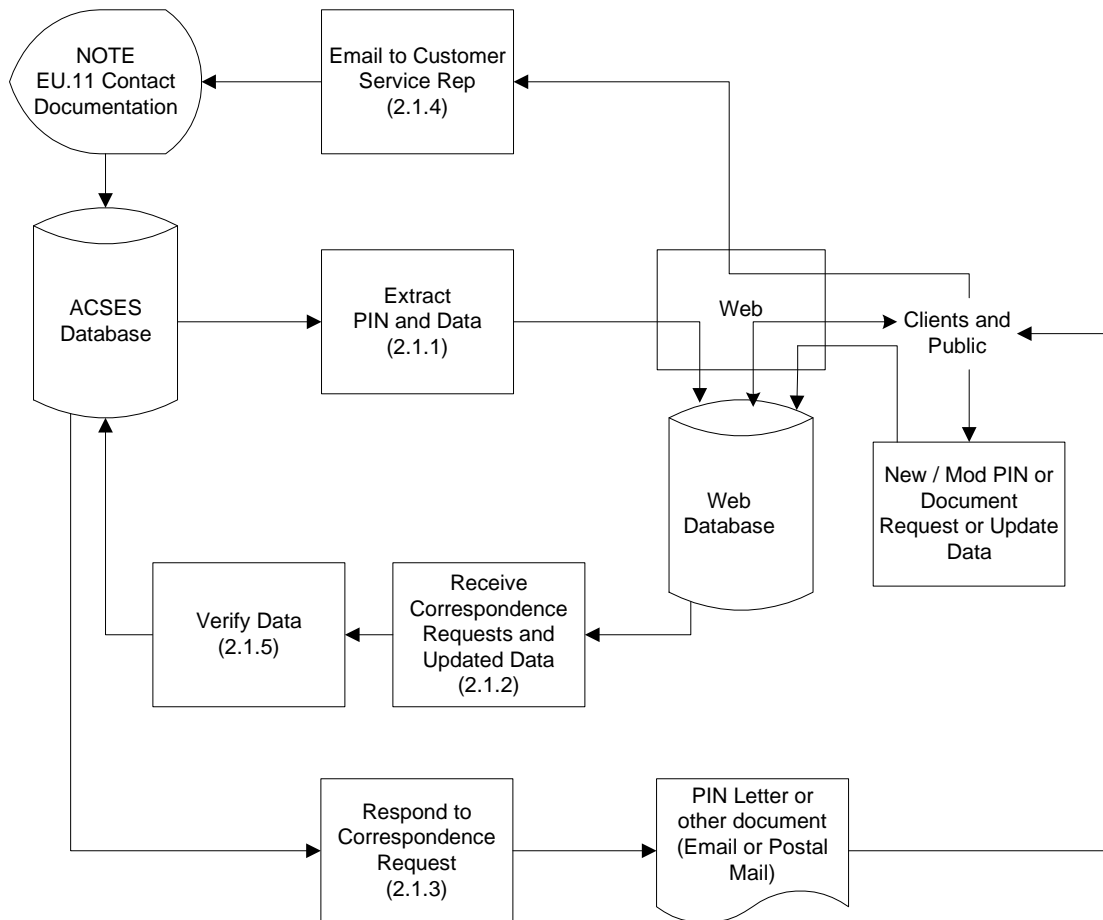
Inevitably there are requests that must be resolved by human interaction. When a client attempts to contact the customer service representative, the interactive chat should be noted or the email stored as a contact entry and a Respond to Correspondence activity chain started.

2.1.5. Verify Data

Objectives met: 1.1.5

Child support staff should verify or confirm information captured through HTML forms. For example, mailing addresses should be verified with a postal verification and employment verified with the employer. Options chosen or authorized by the client should require a positive confirmation by the client prior to acceptance.

2.2. Functional Process Flow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Web Pages

An interactive demonstration of one possible structure for a website is provided at:

<http://www.psidemo.com/fullservice-demo/default.htm>

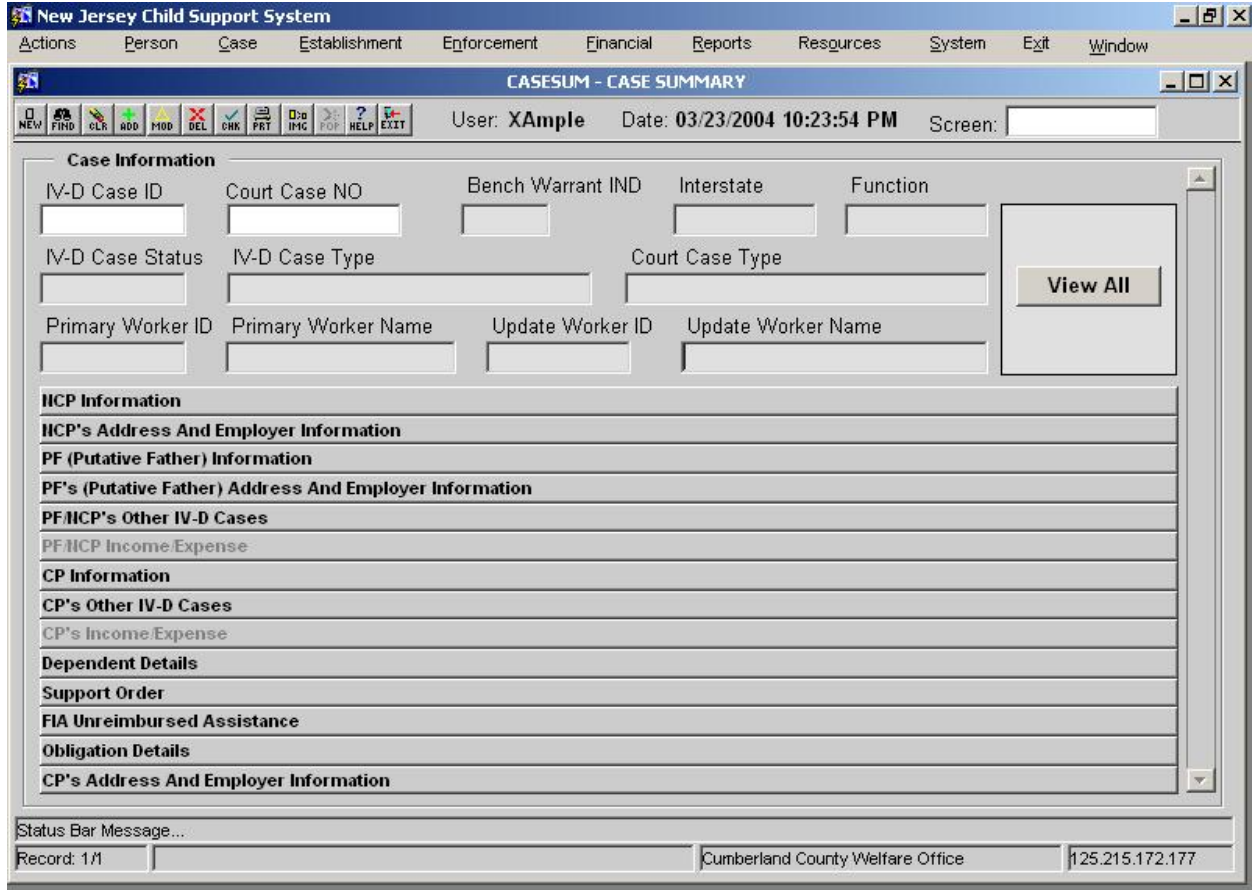
New Jersey currently has some web pages available at:

<http://www.njchildsupport.org/>

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2.3.2. Screens

2.3.2.1. CASESUM – Case Data Review (see EU.10 Case Data Review for ‘official’ version) This is presented only as a source of potential information to make available on the website.



Screen Group: Case

Method(s) of Access:

Menu: Case / CASESUM – Case Summary

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (NPA)	Y	N	N	N
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	N	N	N
Tax Specialist	Y	N	N	N

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2.3.2.2. PERSON – Member Demographics (see CI.06 for official version)

New Jersey Child Support System

PERSON - MEMBER DEMOGRAPHICS

User: XAmple Date: 03/23/2004 10:23:54 PM Screen:

DCN* 1234567890 John Q. Public SSN 1234567890 Pvt N Locate Status
Cases* 1234567890 DOB 23/12/1943 FVI Y Gender Male

Personal Information Extended Family Status Address Job Marriage Paternity Insured License Financial Assets Income \ Expenses

Description

Birth Year City
County State
Birth Certificate
Language Ethnicity
Identifying Marks
Alias Names

Alternate ID Reference

PIN DYFS
IV-A FACTS
XIX
INS Corrections

Description

Hair Color
Eye Color
Height 169 inch
Weight
Photo Taken
File Jim.bmp

Comments

Jim, with more pixels,
we should get sharper
photo of you!
Will you send me another
one please?

Status Bar Message...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

Screen Group: Person

Method(s) of Access:

Menu: Person / PERSON – Member Demographics

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

2.3.3. Documents

2.3.3.1. (new) – VRU/Web PIN Request

2.3.3.2. (new) – Letter Providing VRU/Web PIN

2.3.4. Reports

2.3.4.1. None

2.3.5. Transaction Files

(A variety of downloadable documents and HTML-generated requests may also exist)

- 2.3.5.1. Output File – Extract to Web
- 2.3.5.2. Input File – PIN (and Other Document) Request

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. PIN and Document Request (MI = new)
- 2.4.1.2. Response to Correspondence (MI = new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. Likely alerts may include:

- 2.4.2.1. Info: PIN generated and sent to CP
- 2.4.2.2. Info: PIN generated and sent to NCP
- 2.4.2.3. Action: Verify Change of Address accepted from online CP
- 2.4.2.4. Action: Verify Change of Address accepted from online NCP
- 2.4.2.5. Info: X document generated and sent in response to CP web request
- 2.4.2.6. Info: X document generated and sent in response to NCP web request
- 2.4.2.7. Action: CP requests phone/email follow-up, see customer service contact note
- 2.4.2.8. Action: NCP requests phone/email follow-up, see customer service contact note

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

The client and the general public will have access to various Web pages. Navigation should follow standards as set by the NJ portal.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

New Jersey Automated Child Support Enforcement System
Case Management

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.10 Obligation Review and Adjustment

Case Management – CM.10 Obligation Review and Adjustment

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must routinely monitor case and financial data for potential review and adjustment of obligations.
- 1.1.2. When data suggests a review, the system must alert the child support specialist, monitor the follow-up, and document the review results with review result reasons and narrative.
- 1.1.3. The system must support the review and adjustment process with linkage to the guideline calculation application.
- 1.1.4. The system must support the generation of the appropriate documents.
- 1.1.5. The system must create the legal referral.
- 1.1.6. The system must track the legal referral to disposition to ensure federal processing time frames are met.

RELATED REQUIREMENTS

The following functional areas also have similar requirements offering the possibility of reusable logic:

ES.10 – Guideline Support Calculation

ES.01 - Legal Referral Processing

FM.05 – Obligation Cost of Living Adjustment

EU.11 – Contact Documentation: The online contact function must provide for: Provision for expedited follow-up on frequently occurring events that follow on contact with case participants (e.g., review and adjustment, ...)

1.2. Existing ACSES Assessment

ACSES currently provides some automated support to the obligation review and adjustment process. The monitoring function is restricted to federal requirements for periodic review based on the order date and lacks programming responsive to changes in financial data. Batch reports are used to provide a summary list of cases eligible for review based on the order date. ACSES provides the USM1 and USM2 function screens for use in noticing parties who may be eligible, but these functions are not fully integrated with other ACSES function screens and do not provide all of the required functionality for tracking, documentation and document generation. As noted elsewhere, ACSES does not include a guideline calculation capability and staff utilizes a web-based vendor application that is available on the intranet.

1.3. MICSES Assessment

New Jersey Automated Child Support Enforcement System
Case Management

In its automated workflow, MiCSES has a MAJOR ACTIVITY for review and modification “REVMD”. The worker can initiate or access the review and modification activity steps through the REVP processor screen. The system automatically produces a one-time notice of an NPA client’s right to request a modification review. The system automatically produces notices and information collection documents to support Michigan’s 2 year review of active TANF cases. If the worker enters the appropriate REASON CODE when the NPA client requests a review, the DOGN screen is displayed for generation of notices and information collection documents.

At each step in the process, the worker is brought to the appropriate screen for generation of motions, notices, and orders; guideline calculations; and scheduling. The worker is alerted when the due date for each MINOR ACTIVITY is approaching.

1.3.1. Michigan Adaptation

1. Michigan used reports rather than an online eligibility list.
2. Michigan does not have a COLA process that could mitigate review requests or be a source for review requests.
3. New New Jersey screen ENFWORK – Process Workflow Enforcement should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

New Jersey Child Support System
 Case Actions Person Establishment Enforcement Financial Reports Resources System Exit Window

FLOWENF - PROCESS WORK ENFORCEMENT
 User: XAmple Date: 03/23/2004 10:23:54 PM Screen:

Order ID* 2000DV123456 Referral 00-12345 Role Atty SSN Interstate
 IV-D Case* 12345678901 CP Jane S Doe PL N 123-45-6789 Pvt N CEJ FIPS
 Type Non-Assistance NCP Jane Q Public DF Y 123-45-6789 FVI Y Office Cumberland
 Status Open Stage Paternity to be Established Med Enf Only N Worker XAmple

Add New Major Activity Link Audit Link Note

Start Date	Major Activity	Status	Reason / Next Action
<input checked="" type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

ID 12-12345678
 Name ABC Inc.

Start Date	Minor Activity	Due Date	Action Date	Reason / Next Action
<input checked="" type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Last Update Date 02/29/2000 By XAmple Assigned To XAmple Link Judge Dewey
 Note Promised NCP not to pursue until paternity of newborn is established

Record: 1/1 <OSC> <DBG>

Points to adapt:

New Jersey Automated Child Support Enforcement System
Case Management

1. Copy ENFWORK as a starting basis for REV MOD.
2. Change the title to REV MOD – PROCESS REVIEW AND MODIFICATION.
3. Insert an elevator scroll bar on the major activity data grid
4. Enable the Guidelines Calculation menu item.
5. Make the FVI Indicator in the heading non-modifiable, gray background
6. Remove all bolded data below the header.
7. Change column headings from “Reason/Next Action” to “Reason”
8. Change ‘Referral’ data in the heading to “Jeff, Jim, Roy, Susanne” or at least as much as will fit in the field before being truncated.
9. Add an additional field under the name on the link tab: Next Review Due <date field>

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Sharing Workflow Engines

Michigan classified the review and modification functionality as an establishment function. In the field, reviews were sometimes done in the Friend of the Court office and sometimes contracted out to the prosecutors. New Jersey has the Child Welfare office conduct reviews. Because of timing of the Michigan project phases and staffing availability, a separate review and modification processing workflow engine was developed. New Jersey may want to decide to consolidate workflow engines to minimize future duplicative maintenance. Of all the workflow engines, case, legal, enforcement, and review and mod, the review and mod would be the easiest to eliminate. The drawback is that security access may be too broad if one processor is offered to too many roles. Also, since separate functional development teams maintained each of the processors, there may be quirks and invisible differences acceptable by one group of users but not another. This spec assumes a separate engine will be created.

1.5.2. Automated Filters for Review

This specification assumes the criteria for automated review is time-based only. Some states attempt to filter cases through more criteria for selection. For example, Colorado insists on at least a ten percent difference in income as noted on quarterly wage data records before selecting cases for manual review. Failure to meet the additional hurdles means the case has undergone an automated review that resets the clock for the next review cycle.

1.5.3. Backlog

Michigan has had extensive problems in controlling the backlog of reviews. However, Michigan does not have a COLA process that may relieve the pressure to review so many cases. While this and other specifications have tried to insert additional controls such as workload parameters in the workflow architecture, conversion preparation may find that the backlog volume may remain overwhelming and may force modifications to this design.

New Jersey Automated Child Support Enforcement System
Case Management

1.5.4. Federal Certification Guidelines

D-5 OBJECTIVE: The system must automatically support the review and adjustment of support obligations.

Related Program Statutes and Regulations:

42 USC 654 (12)

42 USC 666 (10)

45 CFR 303.8

45 CFR 303.31

45 CFR 307.10(b)(2), (3), (12), & (14)

System Certification Requirements:

- a. The system must track the review and adjustment process to ensure that the following timeframes are met:
 1. Within 180 calendar days of determining that a review should be conducted or locating the non-requesting parent, whichever occurs later, complete the review and adjustment process; and
 2. Within 14 days after issuance of any order modifying a child support obligation or a determination of no change in the amount of child support, the system must:
 - (a) alert the caseworker to provide each party with a copy of the order, or
 - (b) in the case of a petition for modification, the system must generate a notice of determination that there should be no change in the amount of the child support award.
- b. The system must generate at least once every three years, a notice to each parent of the right to request a review, and appropriate plan and means in which request should be made, if such information is not provided to the parent from another source; and
- c. The system must identify cases in which the order does not include health care coverage.
- d. For cases in which either parent requests a review, the system must determine if a review is appropriate based on the age of the order or other criteria selected by the State.
- e. The system must refer cases to the locate function, as needed, to locate the parents or the parents' assets.
- f. The system must generate all legal documents, forms, and letters necessary to complete the review and adjustment process.
- g. The system must record the type of document generated, the addressee, and the date sent, in the automated case record. After sending any document requiring a response, the system must notify the caseworker if such response is significantly delayed, based on State experience, and generate a follow-up information request.
- h. The system must:
 1. Collect income, asset, employment, and health insurance information through automated interfaces;
 2. Provide a means for entry and edit of data received (including the input of manually obtained financial information), both from interfaces and financial affidavits received from other sources;
 3. Perform all necessary guideline calculations;
 4. Compare guideline calculation against quantitative standard developed by the State, if any;
 5. Provide all information and calculations to the caseworker for determination of whether an adjustment should be pursued; and

New Jersey Automated Child Support Enforcement System
Case Management

6. Generate notices to inform parents of proposed actions and their right to challenge such actions, and generate any documents necessary to seek an adjustment or handle an appeal of such action.
 - i. All information received and actions taken must be recorded in the automated case record. Data elements must indicate the amount of any adjustments, including the addition of health insurance to the order or the reason for no adjustment being pursued.
 - j. The system must generate a notice to each parent of all proceedings in which support obligations might be modified.

2. Functional Design

2.1. Functional Process Overview

2.1.1. Identify Eligible Orders

Objectives met: 1.1.1 and 1.1.2

Eligibility for a modification review will be displayed on the REV ELIG – List Review and Modification Eligible screen. By using this architecture, the system can apply exemption logic to minimize the number of reviews to conduct and can display the eligible orders online rather than through reports.

The review and modification activity chain can be initiated in three ways:

- Selection of the order from the REV ELIG screen. This allows a worker or office to control the number of cases selected for review by selecting as many as they can handle.
- Automatic initiation from the expiration of a maximum non-reviewed time. Federal regulations
- Manual initiation on the REV MOD screen. This would be at the request of one of the parties in response to notices of a right to a review either from this process, the COLA process, or in response to various notices in individual enforcement remedies.

The REV ELIG eligibility list may be composed of orders in one of the following statuses:

- Ineligible – These are orders that have had a review and modification activity chain active more recent than the minimum amount of time allows. A review can be manually forced to be initiated due to extenuating circumstances but a warning message must be overridden to do so.
- Eligible – These are orders that have not had a review and modification activity chain active for a minimum amount of time but have not yet exceeded the maximum limit of not having been reviewed.
- Started – These are open and active review and modification activity chains that are still on their first step. Sitting on the first step typically means the system has automatically started the chain due to reaching and exceeding the maximum non-reviewed time. The first step has alerted the worker to proceed with sending a Right to Request a Review Notice but has not yet received a response to do so. The same list should be available by filtering the alert list to this specific alert.
- In Progress - These are open and active review and modification activity chains that are beyond their first step. This is not really an eligibility list but rather a list of orders that have possibly stalled awaiting a request, response, or evidence from one of the parties. There may be instances, particularly for non-assistance cases, when the design can mark the review complete if sufficient time elapses with no contact from the parties.

New Jersey Automated Child Support Enforcement System
Case Management

2.1.2. Control Workload

The system can force the start of a review and modification activity chain. This could spike workloads. Therefore, the processor is subject to a job parameter that can limit the number of reviews triggered in a single run.

2.1.3. Monitor Reviews

Objectives met: 1.1.2, 1.1.3, and 1.1.4

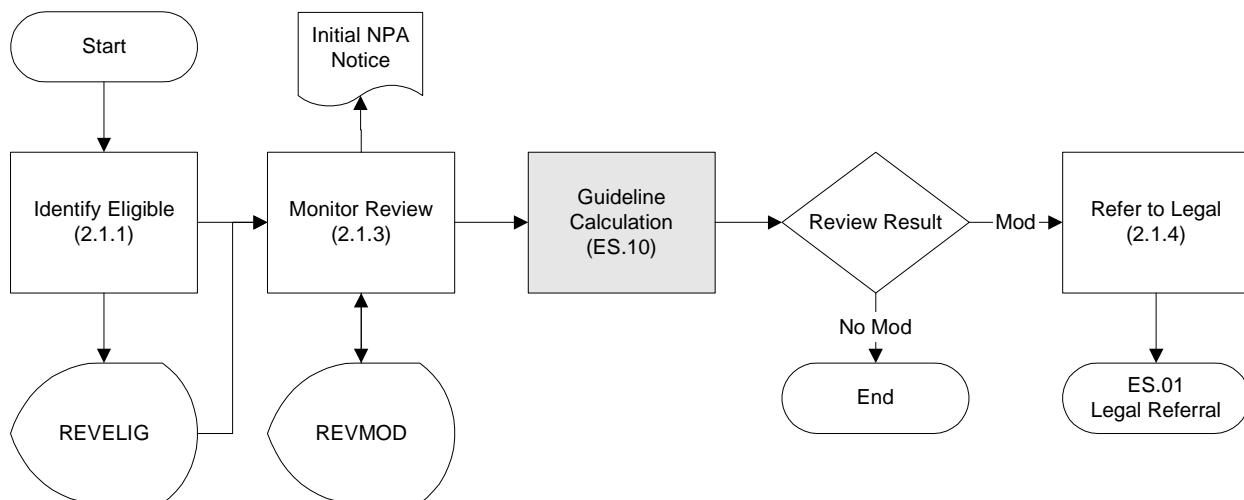
The system will provide review and modification monitoring through the use of the REV MOD – Process Review and Modification screen. This screen displays the history of actions taken within each modification review. This screen accepts a result or reason from the user to indicate what has happened or should happen including the issuance of forms, the scheduling of hearings, and the use of the guidelines calculator. Each entry of a reason completes the current step and forces the workflow to progress to the next step.

2.1.4. Referral for Legal Action

Objectives met: 1.1.5 and 1.1.6

One of the dispositions of the review and modification activity chain refers the case to judicial hearing (see ES.01). The modification hearing process is monitored from the legal workflow processor, i.e. the ESTWORK screen, as described in ES.02. The hearing and any of its appeals may result in modified terms of the order, a continuance of the current terms, or outright dismissal. Regardless of the disposition, the review has been successfully conducted. The 'Next Review Date' is set for the next anniversary to be reviewed.

2.2. Functional Process Flow



New Jersey Automated Child Support Enforcement System
Case Management

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. REVELIG – List Review and Modification Eligible

The screenshot displays the REVELIG - LIST REVIEW AND MODIFICATION ELIGIBLE screen. The interface includes a menu bar (Actions, Person, Case, Establishment, Enforcement, Financial, Reports, Resources, System, Exit, Window) and a toolbar with icons for NEW, FIND, CLR, ADD, MOD, DEL, CHK, PRT, IMC, POP, HELP, and EXIT. The user is identified as XAmple, and the date is 03/23/2004 10:23:54 PM. Search criteria are set as follows: Worker* XAmple, Status* Eligible, Stage Paying Current, Arrears Exist, Last Review Date Before 03/23/2004, Next Review Date Before 03/23/2004, and Monthly Support Currently From 03/23/2004 To 03/23/2004. A table with the following columns is shown: Name, Last Act, Last Review Date, Next Review Date, Support Amount, Frequency, Eligible Arrs, Eligible Link/Ineligible Reason, and Start. The status bar at the bottom indicates 'Record: 1/1', 'Cumberland County Welfare Office', and '125.215.172.177'.

Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / List Review and Modification Eligible

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
Case Management

Role Title	Inquiry	Add	Change	Delete
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

New Jersey Automated Child Support Enforcement System
Case Management

2.3.1.2. REV MOD – Process Review and Modification

New Jersey Child Support System

Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

REVMOD - PROCESS REVIEW AND MODIFICATION

NEW FIND CLR ADD MOD DEL CHK PRT IMG POP HELP EXIT User: XAmple Date: 03/23/2004 10:23:54 PM Screen: _____

Docket	2000DV123456	Complaint	Jim.Jeff.Rov.Sus	Role	Atty	SSN	Type	Non-Assistance																																				
IV-D Case*	12345678901	CP	Jane S Doe	PL	N	123-45-6789	Pvt	N																																				
IV-A Case	5266359870	NCP	Jane Q Public	DF	Y	123-45-6789	FVI	Y																																				
Office	Cumberland	Worker	XAmple	Stage	Paternity to be Established																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Add New Major Activity</td> <td>Link</td> <td>Last Update</td> <td>Link</td> <td>Note</td> </tr> <tr> <th>Start Date</th> <th>Major Activity</th> <th>Status</th> <th>Reason</th> <td>Date</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> <td>By</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td>Assigned</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>									Add New Major Activity		Link	Last Update	Link	Note	Start Date	Major Activity	Status	Reason	Date		<input checked="" type="checkbox"/>				By		<input type="checkbox"/>				Assigned		<input type="checkbox"/>						<input type="checkbox"/>					
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<input type="checkbox"/>				Assigned																																								
<input type="checkbox"/>																																												
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Start Date	Minor Activity	Due Date	Action Date	Reason																																								
<input checked="" type="checkbox"/>																																												
<input type="checkbox"/>																																												
<input type="checkbox"/>																																												
<input type="checkbox"/>																																												

Minor Activity Details

Last Update Date _____ By _____ Assigned To _____ Link _____

Note _____

Status message goes here...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Child Support System
_ _ X

Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

REVMOD - PROCESS REVIEW AND MODIFICATION
_ _ X

User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:

Docket	2000DV123456	Complaint	Jim.Jeff.Rov.Sus	Role	Atty	SSN	Type	Non-Assistance
IV-D Case*	12345678901	CP	Jane S Doe	PL	N	123-45-6789	Pvt	N
IV-A Case	5266359870	NCP	Jane Q Public	DF	Y	123-45-6789	FVI	Y
Office	Cumberland	Worker	XAmple	Stage	Paternity to be Established			
				Interstate	Responding			

Add New Major Activity <input type="text"/>	Link <input type="text"/>	Last Update <input type="text"/>	Link <input type="text"/>	Note <input type="text"/>
---	---------------------------	----------------------------------	---------------------------	---------------------------

Start Date	Major Activity	Status	Reason
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Start Date	Minor Activity	Due Date	Action Date	Reason
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Minor Activity Details

Last Update Date By Assigned To Link

Note

Status message goes here...

Record: 1/1 Cumberland County Welfare Office | 125.215.172.177

New Jersey Automated Child Support Enforcement System
Case Management

Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / REV MOD – Process Review and Modification

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N

New Jersey Automated Child Support Enforcement System
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Role Title	Inquiry	Add	Change	Delete
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	Y	Y	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.2. Documents

- 2.3.2.1. CS064 - Review of Child Support Order
- 2.3.2.2. CS066 - Initial Notice with Worksheet
- 2.3.2.3. CS066A - Initial Notice with Worksheet (AFDC) CSP
- 2.3.2.4. CS067 - Request for Review – CSP
- 2.3.2.5. CS067B - Child Support Financial Information Sheet
- 2.3.2.6. CS068 – Review of Child Support Order CSP
- 2.3.2.7. CS068B – Challenge Request Form
- 2.3.2.8. CS068C – Consent to Entry of Modification Order
- 2.3.2.9. CS069 - Appeal Review Notice - CSP

2.3.3. Reports

None

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Review and Modification Monitoring (MI = REVMD)
- 2.4.1.2. Modification Legal Referral (MI=new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
Case Management

New Jersey Automated Child Support Enforcement System
Case Management – CM.11 Administrative Review Processing

Case Management – CM.11 Administrative Review Processing

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for documenting and tracking requests for an administrative review.

1.1.2. The system must record

- the type of request,
- the informal and formal steps taken to move the request towards a resolution,
- the review conference appointments and notifications, and
- the results of the review.

RELATED REQUIREMENTS

The following functional areas have related requirements:

CM.07 – Case Action History: The system must provide for differentiating case events by type to provide for selective retrieval. Types include but are not limited to...Administrative reviews...

FM.05 – Obligation Cost of Living Adjustment: When due for an adjustment, the system must generate the appropriate notices, monitor for an administrative review request, and administer the adjustment at the scheduled time.

EU.10 – Case Data Review: The system must provide for a single function to display current and historical case data, using tabs to move between categories of data and buttons to expand and contract groupings of data. Data categories must include but are not limited to...administrative review history.

EU.11 – Contact Documentation: The online contact function must provide for: ...Provision for expedited follow-up on frequently occurring events that follow on contact with case participants (e.g., review and adjustment, administrative review...

The following enforcement functional areas utilize administrative reviews:

1.2. Existing ACSES Assessment

The NJ child support program provides for administrative review of a number of case actions such as COLA adjustments, FIDM seizures, tax offsets and the addition of income withholding arrears obligations. Staff has specific procedures for handling each type of review but these are largely manual activities and ACSES provides minimal automated support to track and document the processes. Enhancement of the existing system will likely require the development of an independent function that is dedicated to the administrative review process generally.

1.3. MICSES Assessment

New Jersey Automated Child Support Enforcement System
Case Management

MiCSES provides MINOR ACTIVITIES for tracking requests and the processing of administrative reviews associated with selected enforcement actions. These MINOR ACTIVITIES are displayed on the ENFP screen and workers are alerted to each step in the process on the ALRT screen.

1.3.1. Michigan Adaptation

1. Michigan distributes administrative review monitoring into each of the enforcement remedies. The TOFF – Tax Offset Review activity chain contains only administrative review steps but is customized for administrative reviews for tax remedies. This activity chain can be the basis of a common review or the source of customized actions in each enforcement remedy.
2. Michigan does not cross organizational units with their administrative reviews. In New Jersey, the request may be given to one unit and passed to another to conduct the review. Security access will have to be modified to account for this separation of duties.

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Common Process vs. Distributed Process

All administrative reviews have a common structure of notices, meetings, findings, and appeals. New Jersey may wish to expend the effort in normalizing the individual processes into one easily trainable and consistent approach. Doing so could remove the duplicated steps throughout the system into one common activity chain. Consolidating everything into a single chain focuses any future enhancements and maintenance into one spot. Making the process common allows future created enforcement remedies to be quickly designed and easy to establish. Separating the review into it's own chain encourages the view of a clearly independent and objective process. Step completion would clearly be the responsibility of a different person than the one responsible for the remedy.

On the other hand, inserting administrative review steps into each chain would enhance the cohesiveness of a remedy. There are discrepancies in the deadlines, document wording, and the workers involved among the different remedies. Placing the reviews within each chain would represent all remedy actions in a single string of chronological events. The actual logic execution still remains in one program in the workflow processing engine regardless of whether the steps are in an independent chain or merged into each of the remedy chains. Coordination of suspending one remedy activity chain to complete a separate review chain then finishing the remedy after the review results are implemented would be difficult and runs the risk of getting stalled between chains. A distributed approach allows individual nuances for a remedy's administrative review and preserves current procedures.

This specification proceeds with describing the steps in the workflow of a common approach but leaves the implementation detail of individual differences to a later stage.

2. Functional Design

2.1. Functional Process Overview

The system will provide administrative review monitoring through the use of the ENFWORK – Process Workflow Enforcement screen. This screen displays the history of actions taken within each enforcement remedy activity. This screen accepts a result or reason from the user to indicate what has happened or should happen. Each entry of a reason completes the current step and forces the workflow to progress to the next step.

2.1.1. Schedule Administrative Review

The administrative review process starts when the obligor formally complains about the imposition of an enforcement remedy. If the complaint is not in writing, the obligor is told about the requirements to be followed and the allowable reasons in conducting a review. Many reviews are avoided at this point when the NCP realizes he or she has no valid grounds to ask for a review.

Once a complaint is received in writing, it is immediately analyzed to determine if an allowable reason for review has been selected. If not, a letter of denial is sent explaining that a review cannot take place unless one of the valid reasons is chosen. The letter also provides the deadlines applicable to the review, the options available, and general instructions on what the obligor should do next.

If the complaint is valid, then the administrative review is scheduled. A notice is sent to the order parties detailing the time, place, and method of review with instructions on how to participate if allowed.

2.1.2. Conduct Administrative Review

As the review date approaches, the reviewer gathers the evidentiary material. If the review will not be conducted at a place with access to the system, hardcopy screen prints should be prepared.

The review is conducted and the results entered into the activity chain. Each remedy using administrative reviews have standard findings documents related to a decision upholding the unit's actions or stating the actions the unit will take in favor of the obligor's prevailing argument. The parties have a certain number of days to motion for a court hearing before the review's findings are ratified and executed.

A similar preparation cycle occurs for the judicial hearing. Notices of hearing are sent to the parties to allow a certain minimal amount of time to prepare. The document generation system can hold the notices for a print date closer to the time of the hearing in case the court dockets do not have an opening for several months.

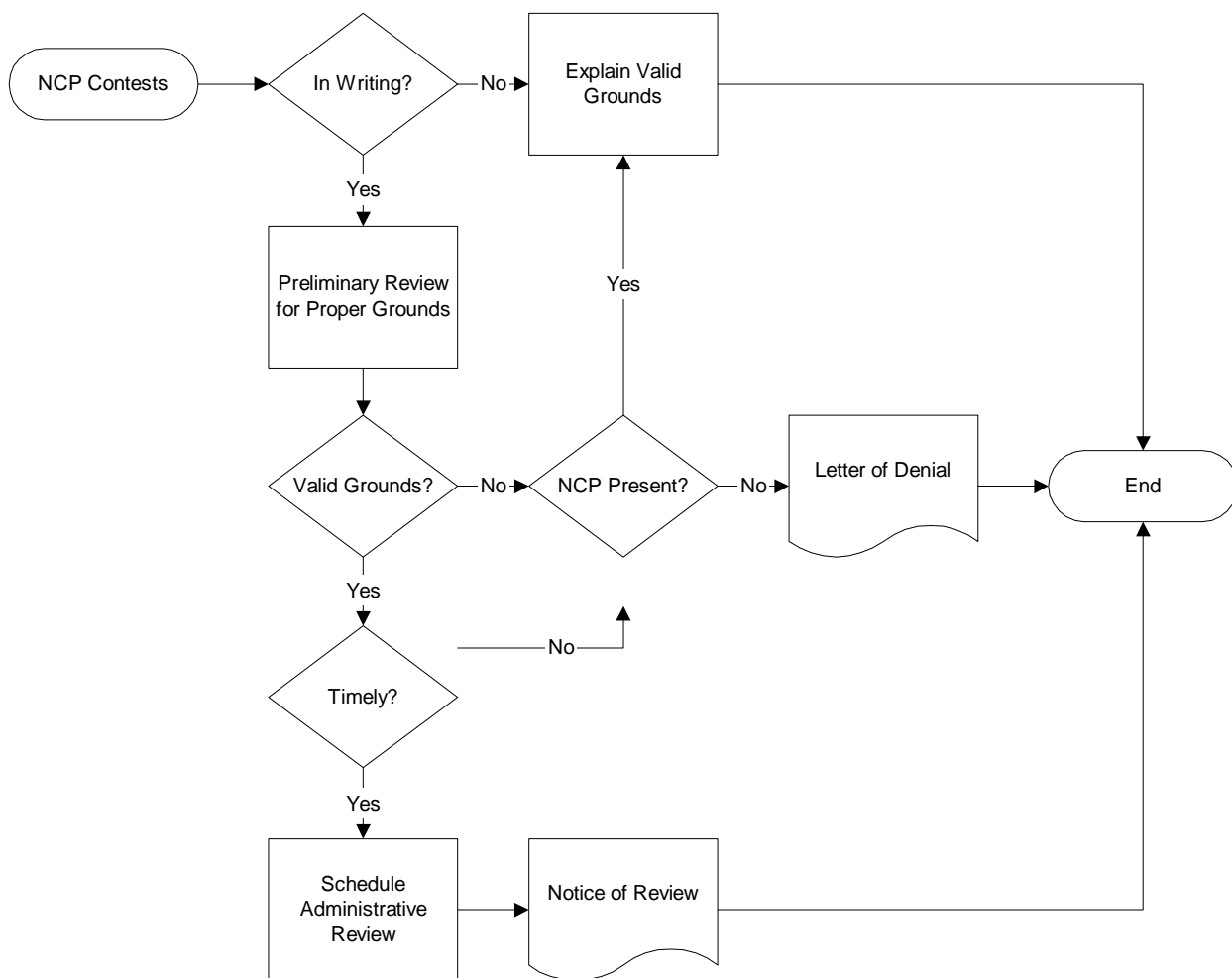
Entry of the court's ruling into the activity chain produces documents upholding the review findings or ruling for the motion. Again, each remedy has its own documents for the ruling and conducts cancellation actions or continues as appropriate.

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Additional motions to appeal to superior or appellate courts are of such low volume that automated support may be limited to entry of case notes. The child support system will not attempt to track the activities of the higher courts and their judicial system. The final disposition of the highest court will be entered as the disposition of the enforcement remedy's activity chain.

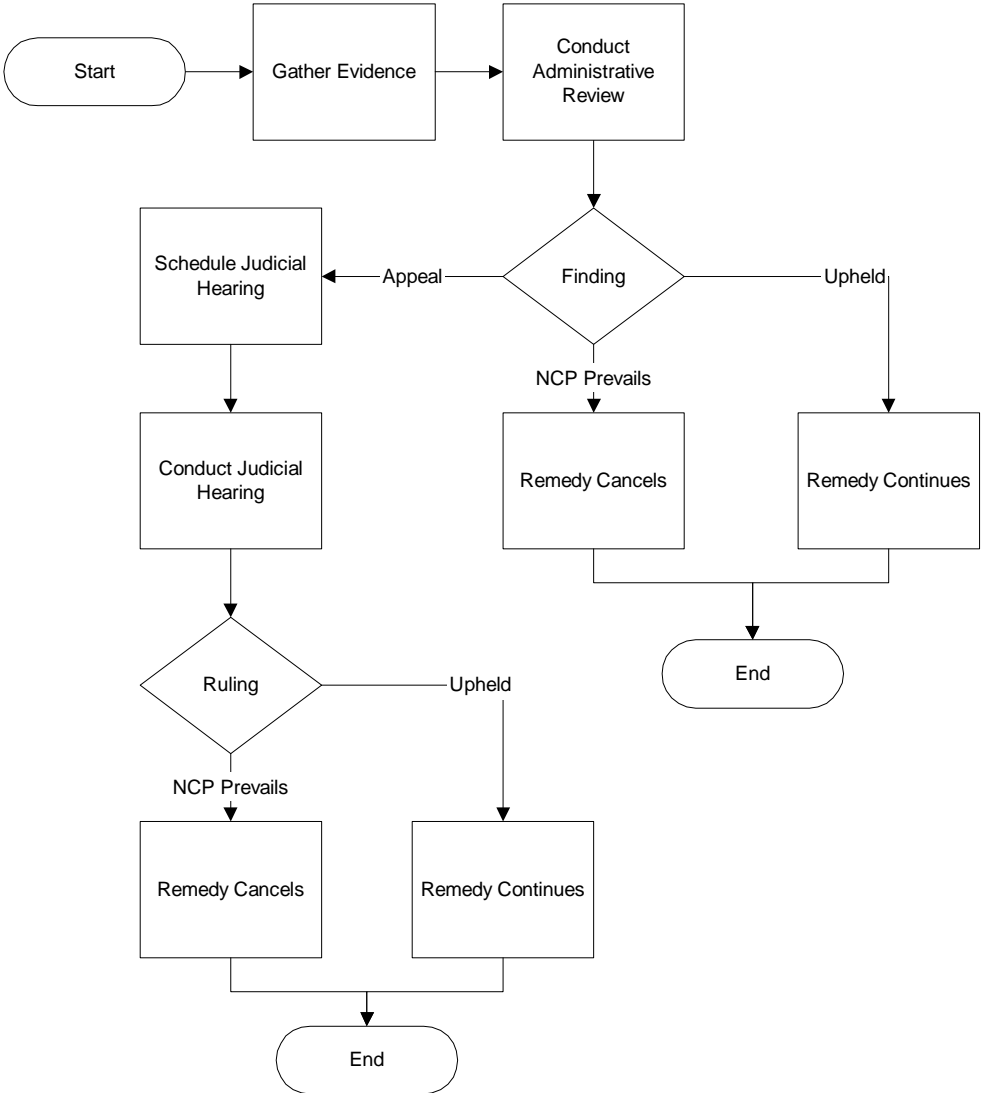
2.2. Functional Process Flow

2.2.1. Schedule Administrative Review



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2.2.2. Conduct Administrative Review



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2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFWORK – Process Workflow – Enforcement (See EN.01 for final version)

Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Process Workflow - Enforcement

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	Y	Y	N

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Role Title	Inquiry	Add	Change	Delete
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	Y	Y	N
Credit Reporting Specialist	Y	Y	Y	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	Y	Y	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	Y	Y	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	Y	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	Y	Y	N
License Suspension Specialist	Y	Y	Y	N
Lien Specialist	Y	Y	Y	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	Y	Y	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	Y	Y	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	Y	Y	N

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2.3.2. Documents

- 2.3.2.1. CS041 – Certification in Support of Motion
- 2.3.2.2. CS050 - Summons to Appear at Conference
- 2.3.2.3. CS051 - Summons to Appear at Hearing
- 2.3.2.4. CS052 - Summons to Appear at Conference and Hearing
- 2.3.2.5. CS072 - Notice of Administrative Review
- 2.3.2.6. CS073 – Notice of Hearing
- 2.3.2.7. CS100 - Notice of Administrative Hearing
- 2.3.2.8. CS163 – Payment History Report
- 2.3.2.9. CS166 - Notice of Failure to Appear at Scheduled Appt or Hearing
- 2.3.2.10. CS166S - Notice of Failure to Appear at Scheduled Appt or Hearing Spanish
- 2.3.2.11. CS173 – Case Hearing Summary

2.3.3. Reports

None

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Tax Administrative Hearing (MI=TOFF)
- 2.4.1.2. Immediate Income Withholding Monitoring (MI=IIWO)
- 2.4.1.3. Initiated Income Withholding Monitoring (MI=WAGE)
- 2.4.1.4. Unemployment Compensation Intercept Processing (MI=UNEM)
- 2.4.1.5. Workers Compensation Intercept Processing (MI=new)
- 2.4.1.6. National Medical Support Notice Request (MI = NMSN)
- 2.4.1.7. CSLN Reporting (MI = new)
- 2.4.1.8. Credit Agency Reporting (MI = CRAR)
- 2.4.1.9. FIDM Administrative Lien (MI = ADLV)
- 2.4.1.10. Lottery Intercept (MI = new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.

New Jersey Automated Child Support Enforcement System
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New Jersey Automated Child Support Enforcement System
Case Management – CM.12 Case Closure Management

Case Management – CM.12 Case Closure Management

1. Requirements Definition

1.1. Requirement

- 1.1.1. The system must routinely monitor cases and financial data for potential case closure.
- 1.1.2. When case data suggests closure action, the system must alert the child support specialist.
- 1.1.3. The system must generate the appropriate documents at staff request.
- 1.1.4. The closure notice must indicate the reason for closure.
- 1.1.5. The system must monitor the pending closure and implement it at the end of the 60-day time frame unless reversed by staff.
- 1.1.6. The system must provide a simple and effective means to reverse the closure process when new information becomes known.
- 1.1.7. When closure action is deferred, the system must not select the case for closure again until a specified number of months have passed.

1.2. Existing ACSES Assessment

ACSES currently monitors case and financial data to identify cases that may be eligible for closure. A monthly batch report is generated centrally and distributed to county staff for follow up. Case closure codes are entered on the ICAS screen function that provides only limited support for document generation and tracking.

1.3. MICSES Assessment

MiCSES automatically identifies cases that meet those closure criteria that can be assessed solely through an analysis of system data. Workers receive alerts concerning these cases. After review, the worker can generate the 60 day closure notice from the DOGN screen.

When a case is closed, a worker changes its status on the CASE screen.

MiCSES description of functional objectives:

This functionality must:

1.2.32 X

1.3.1. Michigan Adaptation

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1. Michigan does not have a minimum period before an attempt to reclose the case.
2. Original Michigan screen CELT – Case Closure Eligibility List should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
 2. Change the labels to normal black font.
 3. Change the title to CLOSELIG – List Cases Eligible to Close
3. Original Michigan screen CCLT – Case Closure List should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.

Points to adapt:

1. Change to NJ standard menus, button bar, case header, and status bar.
2. Change the labels to normal black font.
3. Change the title to CLOSURE – List Closing Cases

1.4. Alternative Hybrid Component Assessment - Vermont

No hybrid components were identified as needing to be integrated. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Active Order vs Closing Case

Michigan does not allow a case to close if an order is attached that is not dismissed. Dismissal of the case was not integrated into the closure procedure so the list of eligible cases to close was exceedingly small. Major Activity Initiation During 60-Day Period

Michigan assumes the case closure activity has higher priority than the start of major activities. For a major activity to be started, the case must first be moved back to a fully open and unencumbered status. This avoids actions that are doomed to fail from accidentally restarting the 60-day clock. The counter-argument believes that if an action gets initiated automatically or by manual request, then there must have been new information available to trigger the action. The started action should automatically reset the status to open and allow the case to re-qualify for closure at a later time. Michigan had more trouble with that because their equivalent of the MAJOR screen did not have parameters to control the minimum period for re-qualification. Re-qualification could occur monthly, never allowing the 60-day period to take effect.

2. Functional Design

2.1. Functional Process Overview

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The system will provide case closure functionality through the use of the CLOSELIG - List Cases Eligible to Close and CLOSURE List Closing Cases screens in conjunction with the CASEWORK – Process Case Workflow screen. The first list screen lists the cases that are eligible to receive the 60-day notice letter, or an immediate closure letter if the 60-day limit does not apply. The second list screen identifies those cases that have already received their notice letter and are within the 60-day period to be closed. Cases listed on these screens have a closure activity chain being monitored on the CASEWORK screen. This screen displays the history of actions taken and accepts a result or reason from the user to indicate what has happened or should happen. Each entry of a reason completes the current step and forces the workflow to progress to the next step.

Actual execution of setting the case to a closed status occurs at the next batch run of the closure program. This may occur several days, or even weeks, after the qualifying 60th day.

2.1.1. Eligible for Closure

Periodically, the system runs a batch process to evaluate each IV-D case for closure. Closure will be allowed only if the following conditions are met:

- No major activity is open or the activity has been in a long-term monitoring status. Making the case eligible for closure may force some chains to close.
- The last closure attempt, i.e. closure activity chain, was closed a minimum amount of time ago as set on the MAJOR screen, and
- The federally dictated closure criteria are met.

The worker may at any time set the status on the CASE screen to close. A status reason must be supplied. Certain reasons may force a case note to be created to capture a deeper description. If the system determines outstanding items exist in conflict with the chosen closure reason, the status change will be rejected with an error. Some reasons will allow immediate closure of the case. Others start a closure activity chain to provide the custodial parent the required 60-days to present additional material to avoid closure. In either case, a supervisor is alerted and must approve the closure. If a 60-days notice is required, the status change will only be allowed to move to 'eligible for closure' rather than the closed status.

2.1.2. Close

Once the system determines a case is eligible for closure, or the worker sets the status to eligible for closure, the system starts a closure activity chain. Until a closure notice is sent to the custodial parent, the case will appear on the CLOSELIG screen. Workers should review the list, place a check mark in the checkbox on each row of a case that should be closed, and click on the update icon. This tells the system to move each case's closure activity chain forward. For immediate closure type of cases it issues an alert to the supervisor to review the case and approve the closure.

Most closure reasons require a 60-day notice to the custodial parent. For interstate cases, a notice is also sent to the other states involved in the case either by a paper notice or through a standard CSENet transaction. The notice provides instructions for the custodial parent on how to avoid the case closing. The moment the notice is produced, the case is removed from the CLOSELIG screen and starts appearing on the CLOSURE screen. The case continues to appear on the CLOSURE screen until the case status is changed to closed or is re-opened into a fully active case on the CASE screen. The close status can be set automatically when the notice's time limit expires and the supervisor approves, or manually when the worker posts the status as a result of the court's approval to do so.

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2.1.3. Contest

Throughout the 60-day notice period, the custodial parent has a chance to protest the closure. By providing additional evidence that allows pursuit of establishment or enforcement actions, the case can be reopened (see 2.1.4). If the child support unit is unable to pursue these actions, the closure should be heard before a Hearing Officer or Judge to determine if grounds are sufficient to terminate child support services. Termination of services does not prevent the original order terms from continuing to execute.

2.1.4. Reopen / Reclose

Throughout the 60-day notice period, the custodial parent has a chance to present additional evidence that allows the case to be pursued. Other system interfaces can also provide information that can satisfy the additional evidence criteria. Some may require an alert to the worker to determine if sufficiently pursuable information has been provided. Such interfaces include:

- newly located addresses including arrests on NJWPS, applications for public assistance benefits, filings for bankruptcy and other legal actions, loans, or insurance settlements, and border checks from suspended passports. Note that some of these may require worker initiative to request such as obtaining a recent credit reporting agency's credit report.
- new hire hits
- payments received
- discovered assets
- discovered licenses

Resetting the case status to fully open and active ends the closure activity chain. If the case is involved with other states, those state central registries will receive a CSENet transaction for the re-opened status. Non-CSENet states will receive a status update letter.

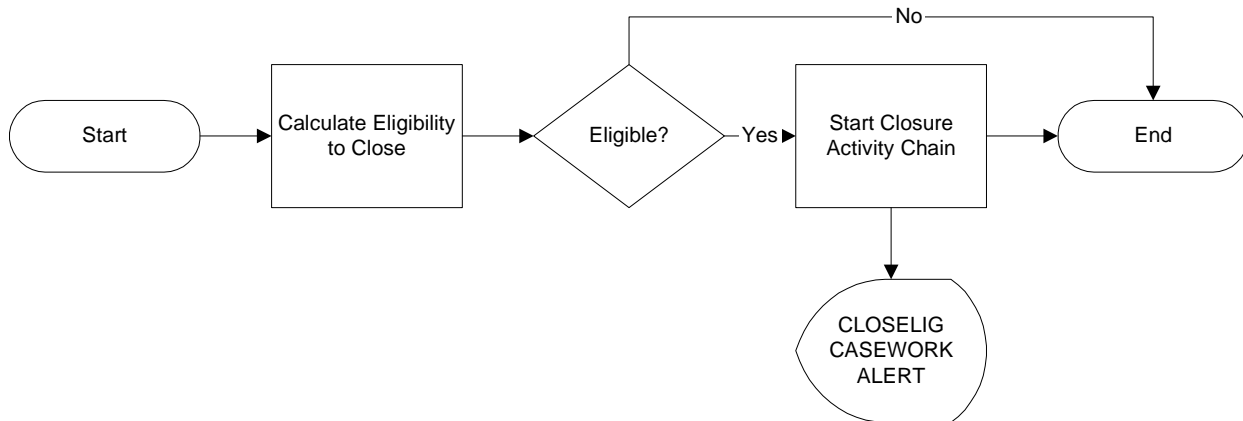
A case may have already gone through the 60-day notice period and be closed. As long as the case has not been archived, the case is still available to be searched on the FIND screen and updated to an open status on the CASE screen.

When the case reopens, initial notices are resent to the parties as if the case was new to the system. This is done for several reasons:

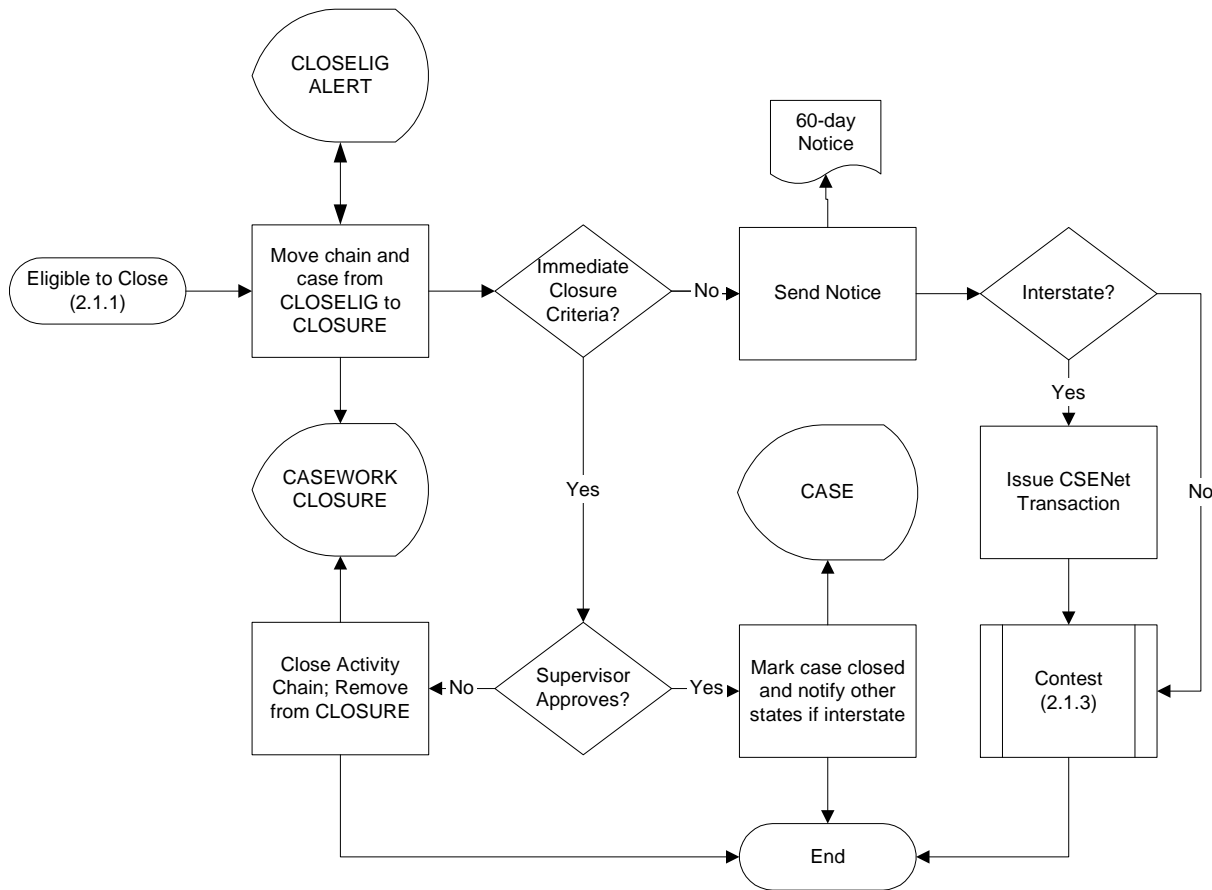
- If the case was eligible for closure, then there has been a long amount of time since the last contact from the child support unit. The notice indicates that the unit has not forgotten the case.
- The notice reminds the parties of their duties according to the current laws in effect and asks for fresh information.
- The notice establishes a new baseline of case knowledge. Material prior to the case opening (i.e. re-opening) can be archived. Actions dependent on information being communicated in the initial notices can reference the new baseline without searching through and beyond the closed period.

2.2. Functional Process Flow

2.2.1. Eligible for Closure

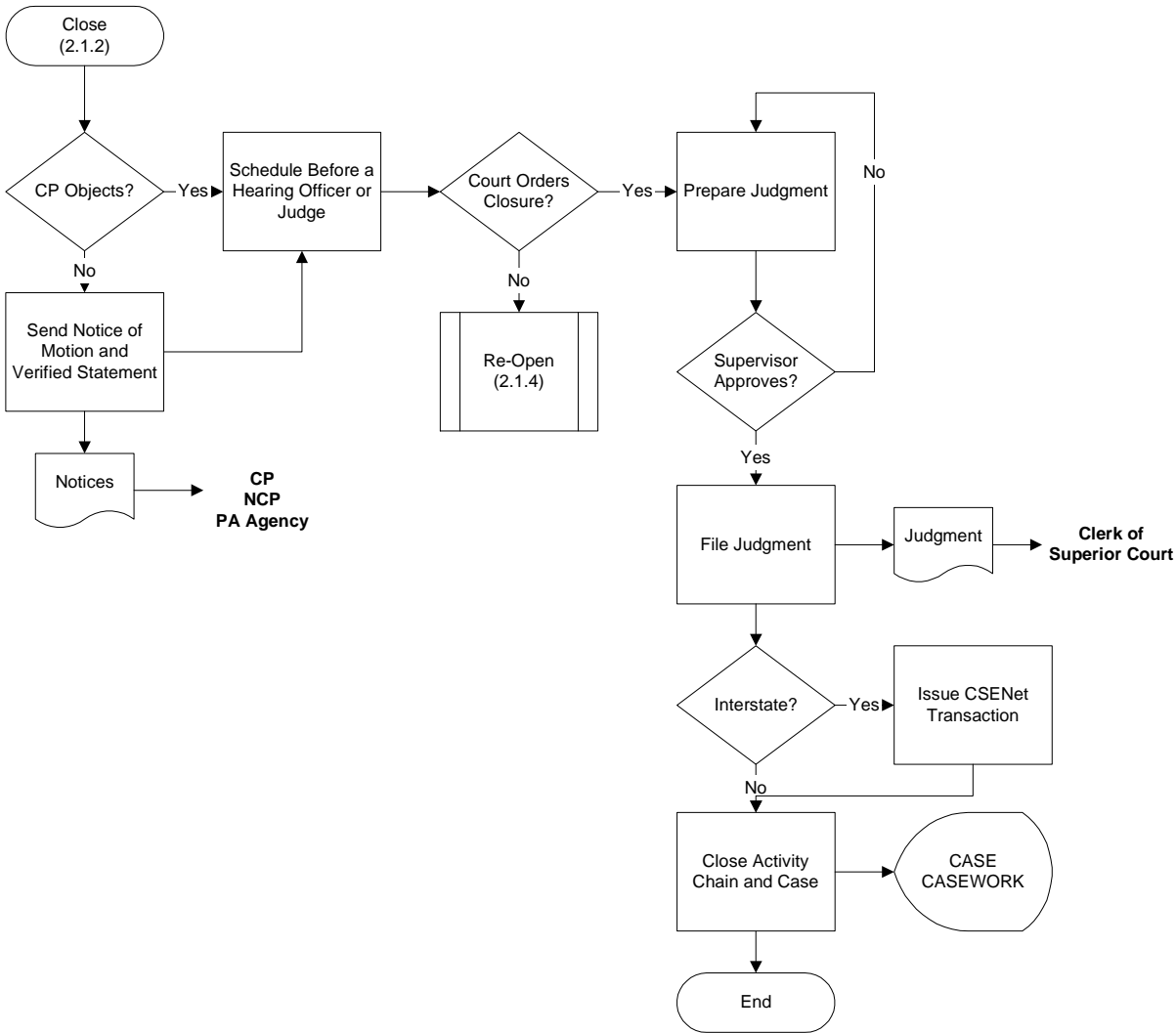


2.2.2. Close



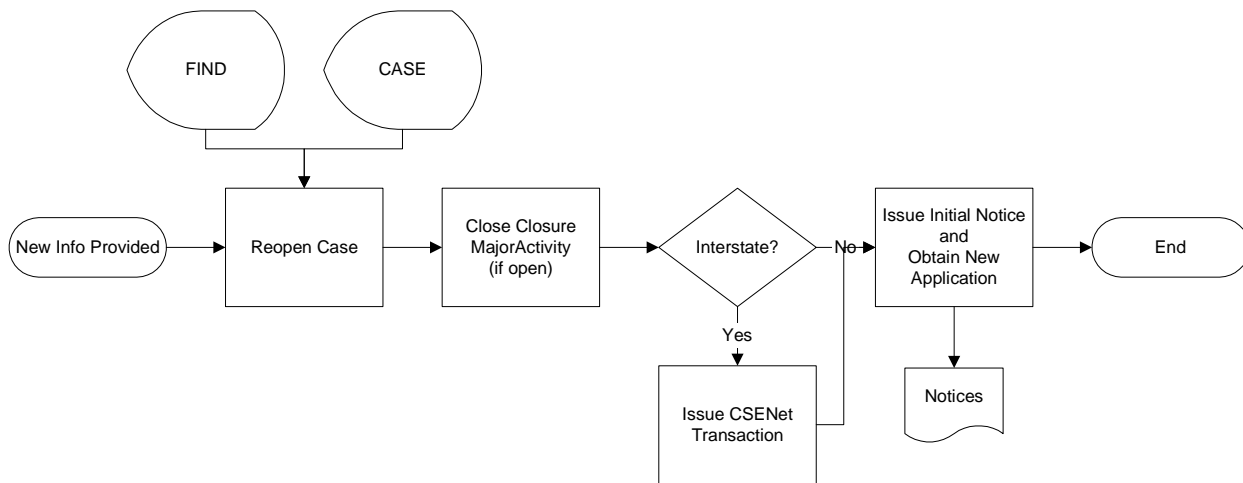
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2.2.3. Contest



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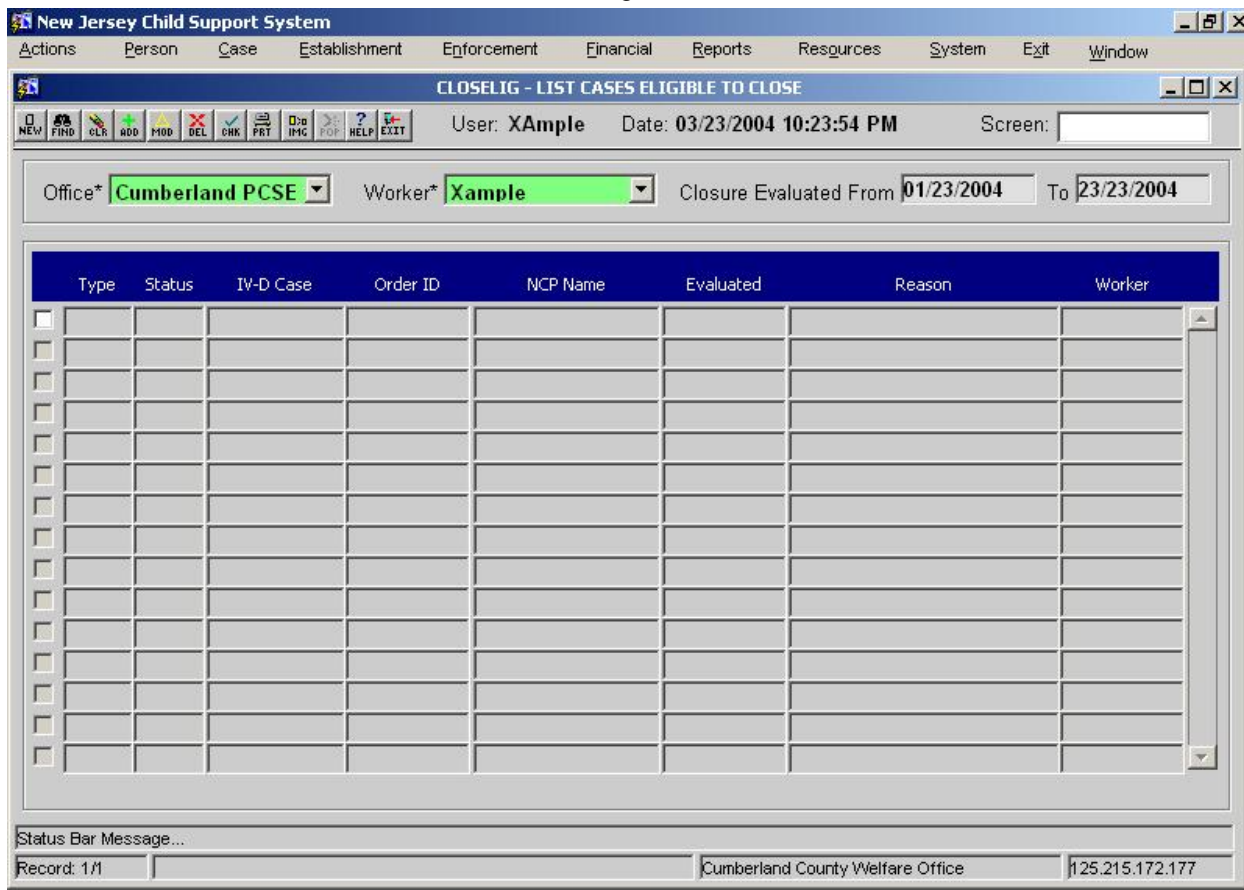
2.2.4. Re-Open



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. CLOSELIG – List Cases Eligible to Close



New Jersey Automated Child Support Enforcement System
Case Management

Screen Group: Case

Method(s) of Access:

Menu: Case / CLOSELIG - List Cases Eligible to Close

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	N	Y	N
County Office Manager	Y	N	Y	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	Y	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	Y	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	Y	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N

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Role Title	Inquiry	Add	Change	Delete
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

2.3.1.2. CLOSURE – List Closing Cases

Screen Group: Case

Method(s) of Access:

Menu: Case / CLOSURE – List Closing Cases

From Button, Link, etc., on Another Screen: None

“Right Click Menu” from Another Screen: This will be enumerated during detail design.

Access Level:

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Case Management

Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	N	N	N
Attorney	Y	N	N	N
Bench Warrant Specialist	Y	N	N	N
Central Registry Manager	Y	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist (NPA)	Y	N	N	N
Child Support Specialist (PA)	Y	N	N	N
Child Support Supervisor	Y	N	N	N
County Office Manager	Y	N	N	N
Court Scheduling Specialist	Y	N	N	N
Credit Reporting Specialist	Y	N	N	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	Y	N	N	N
Financial Clerk	Y	N	N	N
Financial Management Supervisor	Y	N	N	N
Hearing Officer	Y	N	N	N
Intake Specialist	Y	N	N	N
Interstate Specialist	Y	N	N	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	N	N
License Suspension Specialist	Y	N	N	N
Lien Specialist	Y	N	N	N
Locate Specialist	Y	N	N	N
Low Collection Potential Specialist	Y	N	N	N
Paralegal	Y	N	N	N
Person Clearance Specialist	Y	N	N	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	N	N
Service of Process Officer	Y	N	N	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	N	N

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2.3.2. Documents

- 2.3.2.1. CS037 – Notice to Intent to Close
- 2.3.2.2. Notice of Intent to Terminate Child Support Services
- 2.3.2.3. Verified Statement
- 2.3.2.4. Order Terminating Child Support Services
- 2.3.2.5. Affidavit to Reinstitute Child Support Services
- 2.3.2.6. Affidavit for Future Payments to be Made Through the Court
- 2.3.2.7. Title IV-D Application
- 2.3.2.8. Application by Direct Pay Oblige for Payment Through the Court

2.3.3. Reports

None

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

- 2.4.1.1. Case Closure Management (MI=CLOSE)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process.

2.5. Navigation Logic

The user will have access to navigate to a selected set of other screens by right-clicking anywhere on the screen. The exact list of screens will be enumerated during detail design.

2.6. Chronology and Logs

System actions and actions initiated by users are stored in minor activities within the major activities listed in 2.4. Completed minors are copied to the case diary for a cross-functional chronology.

Alerts for the operational report are not archived and rely on the minor activity processing and logs for any historical record.

Each generation of a document is stored in the forms history with the most recent print status.

Outgoing CSENet communications are stored in the interstate correspondence table.

Nothing is automatically stored in the Case Notes table.

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Exceptions in batch processing are stored in the Batch Error Log. Case specific errors generate an alert for the operational report and generate minor activities if user action is known to be necessary.

Detailed entries for all chronology and logs will be identified in the design phase.