New Jersey Automated Child Support Enforcement System

Enforcement

New Jersey Automated Child Support Enforcement System

Enforcement – EN.01 Monitoring

1. Requirements Definition

1.1. Requirement

1.1.1. The system must monitor all case accounts for circumstances and conditions requiring 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 provide for the issuance of delinquency notices and requests for updated employment information in the appropriate circumstances.

RELATED REQUIREMENTS

From EN.03-Enforcement Remedy Exemptions: The system must incorporate specific exemptions into enforcement monitoring logic.

In addition, each of the enforcement remedy topics include a requirement to monitor conditions to initiate remedies and to monitor the progress of the remedy.

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

CM.01 – Case Management Monitoring

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

CI.14 – Person Employer Management

LO.07 – National Directory of New Hires (NDNH)

LO.10 – State Employment Security Administration (SESA)

LO.20 – State Directory of New Hires (SDNH)

1.2. Existing ACSES Assessment

ACSES currently provides case account monitoring through the ITCK screen function. Batch reporting generates a listing of cases eligible for enforcement that is organized according to a series of priority codes and distributed according to assigned caseloads. Specific coding on the IOBL function screen

supports the conditional monitoring required for the bench warrant status of the case, but document generation is left to staff discretion.

1.3. MICSES Assessment

When a case becomes delinquent for the first time (greater than 30 days of current support owing), MiCSES issues a general enforcement notice indicating all enforcement options that may be pursued if the case remains delinquent. Subsequent to this general notice, the worker may use the DOGN screen to issue a delinquency notice. After the general notice, the system will automatically initiate or alert the worker to initiate the appropriate remedy without further delinquency notices.

Workers who are not subject to income withholding receive monthly coupons reflecting amounts owed.

If an income withholding notice has already been sent to an active employer and less than 75% of the income withholding amount is received, the system will automatically send a notice to the employer. Future occurrences will result in the worker receiving an alert on the ALRT screen. The worker enters the REASON CODE reflecting their choice of actions on the ENFP screen for the current MINOR ACTIVITY in the MAJOR ACTIVITY "IIWO".

For the following remedies, MiCSES automatically initiates a MAJOR ACTIVITY and automatically takes the first action on the case (Style 1):

- Immediate Income Withholding
- Initiated (Contingent) Income Withholding
- Unemployment Income Withholding
- Insurance Enforcement
- Federal/State Tax Offset
- Credit Reporting

For the following remedies, MiCSES automatically initiates a MAJOR ACTIVITY, but relies on the worker to take the first action on the case (Style 2):

- Show Cause (Relief to Litigant)/Bench Warrant
- FIDM Liens (based on data matches)
- License Suspension

For the following remedies, the user initiates the MAJOR ACTIVITY (Style 3):

- Performance Bond
- Qualified Domestic Relations Orders and Eligible Domestic Relations Orders (Required for some employers and income types)
- Medical Insurance Show Cause

- Medical Bills Show Cause
- Receivership Show Cause (including Workers Compensation)
- Registration Of Foreign Order

All activities and dispositions are stored in the MAJOR_ACTIVITY_DIARY and MINOR_ACTIVITY_DIARY tables as well as some specialized tables relating to individual remedies. Actions can be viewed in the CASD screen.

From EN.03 – Enforcement Remedy Exemptions: MiCSES examines case circumstances and will automatically close or prevent initiation of activity chains when circumstances cause certain remedies to be inappropriate (e.g. Show Cause when obligor is incarcerated). The system will also prevent the initiation of an activity chain if it has already been initiated for the case and a REASON CODE has been entered indicating that an objection or appeal has been upheld.

MiCSES description of functional objectives:

This functionality must:

1. Check each court case with charging order in the enforcement functionality to determine if case arrears are at or above the threshold for each specific remedy. Cases with exemptions are excluded from the daily monitoring process during the initial load batch process.
2. Record the date the court case with charging order moved out of compliance and record the date in the case history as of the charge date.
3. Check each court case with charging order for the criteria that qualifies it for each specific remedy and initiate the appropriate action.
4. If an exemption is present, the system should record the status of the exemption in case history and alert the worker to review. Conditions under which a case or individual is exempt/ suspended: are: obligor's receipt of means-tested income, incarceration/institutionalization, investigation/audit status, court order, good cause, or case is an initiating interstate matter. Cases may be suspended from enforcement action by case, by activity group and by specific remedy.
5. For those cases determined to be out of compliance, for which an active IWN is not present and for which exemptions are not applicable, the system should check for an active employer or other income source and move into the Generate IWN flow. These cases should be followed up after the notice is issued to determine if the IWN was initiated.
6. Place case into the hearing process if a hearing is requested, then generate and issue the appropriate notices to all parties within the time frames required by the remedy. The case should be flagged with a code denoting the request for investigation/audit. Enforcement action continues until the disposition is recorded.
7. Determine the appropriate qualifying conditions for which cases should be handed off for each enforcement remedy and move the case into that remedy as required. Exemptions are monitored in the initial batch process and qualifying conditions are evaluated daily.
8. Notify the worker of options of actions (possible enforcement remedies) that may be taken on the case and the timeframe within which the system will take action if worker intervention does not occur by a date certain. Once the date certain is reached, default action is taken and the system will write that activity to case history.
9. Place that case back into the monitoring process to ensure that payments are received timely once the balance meets compliance based on the threshold for the specific remedy.

10. All actions taken on each court case with charging order in the monitoring process that result in an enforcement action and/or a payment must be noted in the case history. Routine monitoring for cases in compliance does not require notation in history. Cases will continue to be monitored even if payment is received that is not a part of the specific remedy being reviewed.

Measures of success include:

- Each court case with charging order in the enforcement functionality will be monitored to ensure payments are made timely and as charged by the system.
- Those cases for which no action is required will continue to be monitored daily until such time as it fails to meet compliance.

- Staff will be able to manually place a court case with charging order into or remove from the monitoring process and initiate any action determined to be required.

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. 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. In addition, neglected cases from the legacy system would qualify for multiple enforcement remedies on the first night of processing. Conversion should consider load balancing the first monitoring review date.
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.
3. Michigan utilizes the same data structure for both monitoring and alert processing. These 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.
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 included activity chains for the following remedies that currently are not included in New Jersey's plans but which may have components covered in other topics:
    - Parenting Time
    - Show Cause Medical Bills

- Show Cause Medical Insurance
- Receiverships
- Registration of Out-of-State Foreign Orders
- Two styles of lien processing depending on whether the freezing and seizing of the asset could occur in a single step.

8. Michigan does not have activity chains for the following remedies that New Jersey desires but components may have existed in other remedies:
   - Administrative Offsets
   - Bench Warrant (Michigan included as part of SCBW-Show Cause Bench Warrant)
   - Child Support Lien Network
   - Criminal Non-Support Referral Tracking
   - Financial Institution Data Match (Michigan included as part of tax intercept processing)
   - Seek Work
9. 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.

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. Data Level of Enforcement

Michigan assumes all tax-offset participating enforcement remedies are at the person level and all non-tax remedies are at the docket level. Whether this is acceptable is highly dependent on whether multiple IV-D cases and/or orders occur within the docket.

2. Functional Design

2.1. Functional Process Overview

The system will provide enforcement monitoring through the use of three screens:

- List Enforcement Eligible: A screen that lists eligible non-custodial parents based on filtering criteria entered by the user. Remedies on multiple orders may be started from this screen.
- Maintain Enforcement Status: A screen that summarizes the current status of all enforcement against a particular person and court order. Multiple remedies for a specific order may be initiated from this screen.
- Process Workflow – Enforcement: A screen displaying the history of actions taken within each enforcement remedy. This screen accepts a reason code from the user to indicate what has happened or should happen. A reason entry completes the current step and forces the workflow to progress to the next step.

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

The enforcement monitoring screens allow an authorized user to initiate, progress, and terminate enforcement remedies. 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 motions, orders, notices, letters and other documents
- The tracking of signature dates
- The recording of dispositions, decisions, payment dates, 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.

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 a batch process. Other functional areas are responsible for creating the trigger transaction according to this design's layout and rules.

The most common batch trigger is when the order should be evaluated again to determine if it is in a delinquent status. Thus, accrual processing and payment processing create triggers for the monitoring process to reevaluate delinquency status. Alternately, the monitoring process can be like Michigan and create an anniversary trigger for the next month to reevaluate the case to avoid financial processing from creating triggers. Other triggers are created when employment, assets, licenses, or new addresses are verified.

Functional areas that need immediate reevaluation of enforcement 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 or order dismissed.

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 rerun 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:

- Initiate and store a major activity
- Update the data on the Enforcement Status screen
- 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 Eligible Enforcement

The List Eligible Enforcement screen lists those entries on all the Maintain Enforcement Status screens that match the selection criteria entered by the worker. This screen is best used to answer the question, "Who should I pursue next?"

To minimize performance drag, a worker is required to minimally provide selection criteria for major activity (aka remedy), the assigned worker for the major activity, and remedy status.

The resulting list may contain the same person multiple times due to separate targets of the remedy that may be linked. For example, a NCP with three bank accounts (targets) will have three separate lien entries available. That same NCP supporting two families would have six entries; three possible asset liens for the first family's order and three more for the second family's order.

An authorized worker may start processing on several major activities at once by checking multiple checkboxes in the start column. When starting any action, the system checks to see that all minimum information for linking the asset, employer, license, bond, SSN, insurance provider, agency, plan administrator, judge, or passport is available. If not, an error message queues to the error list. Each is also validated against the eligibility requirements. Again, an error message queues to the error list if eligibility is not met. None of the major activities will be started until all checked major activities pass their respective linkage and eligibility requirements.

2.1.5. Maintain Enforcement Status

Objectives met: 1.1.3

At the conclusion of order entry (FM.01), the system will automatically create a trigger to process enforcement actions on the new order. The monitoring process creates a remedy tracking entry for each remedy tracked by the system plus one for the order as a whole. Each remedy is evaluated on whether it can be started immediately or must wait for conditions to become eligible. The status of each remedy is displayed on the Maintain Enforcement Status screen.

Most enforcement major actions will be initiated from this screen. This screen is best used to answer the question, "Is it appropriate to pursue this NCP with this remedy?"

Similar to the list screen, an authorized worker may start processing on several major activities at once by checking multiple checkboxes in the start column. When starting any action, the system checks to see that all minimum information for linking the asset, employer, license, bond, SSN, insurance provider, agency, plan administrator, judge, or passport is available. If not, an error message queues to the error list. Each is also re-evaluated and validated against the delinquency and other eligibility requirements. Again, an error message queues to the error list if eligibility is not met. None of the major activities will be started until all checked major activities pass their respective linkage and eligibility requirements.

Eventually, an anniversary, accrual, payment, adjustment, or obligation modification trigger will cause the order to be re-evaluated for delinquency. Any time eligibility or delinquency is evaluated the order level information displayed immediately above the grid of major activities will be refreshed along with the eligibility status within the grid.

Each entry in the grid contains the following:

- The name of the remedy
- A previous count totaling the number of remedies no longer active.

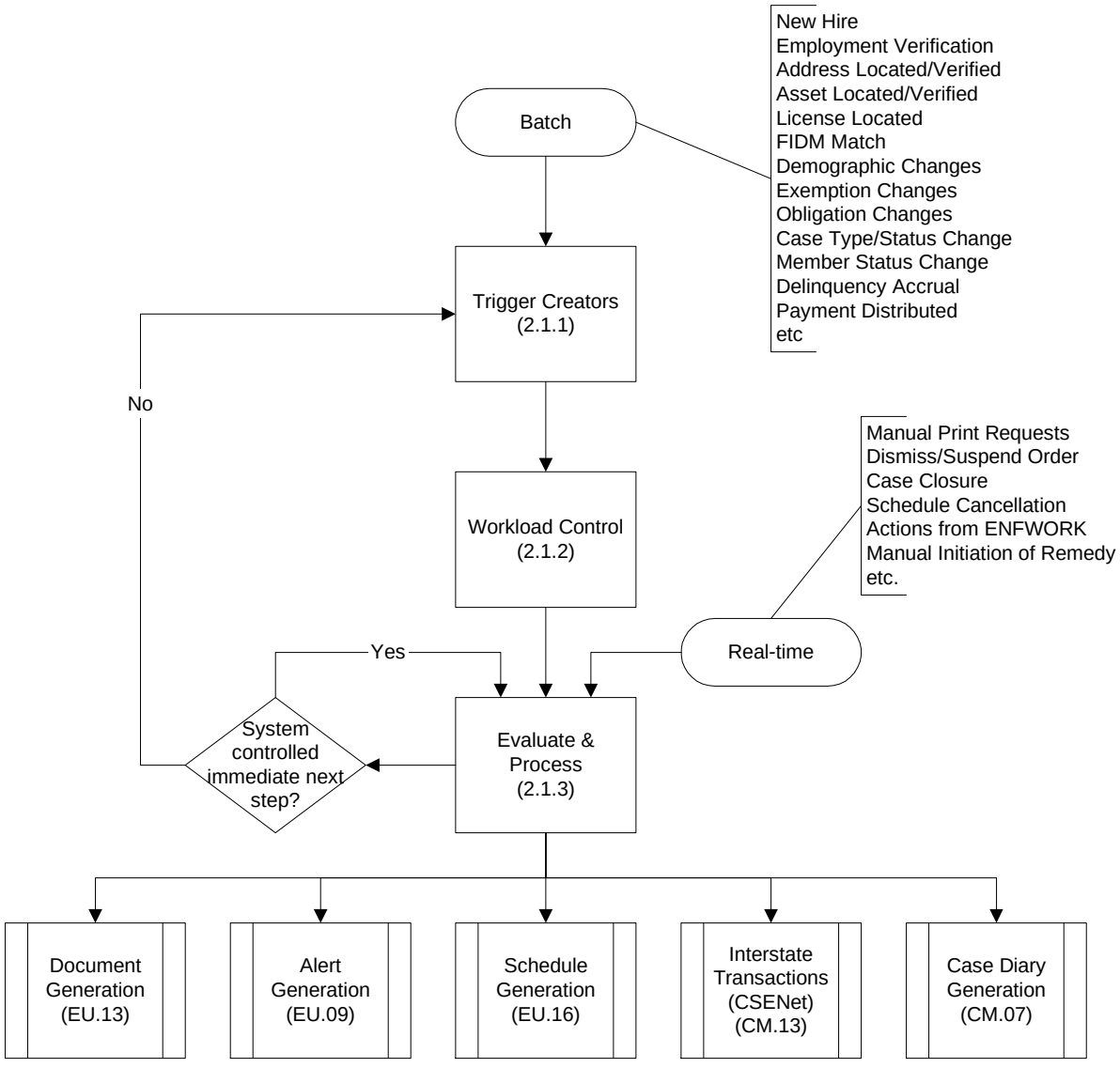
- A last action date taken from the most recent date found on an active remedy or from a completed remedy if no active remedy exists
- The status of the most recent remedy. An active remedy takes precedence over any non-active remedy. An eligible action takes precedence over an active remedy.
- Date of first eligibility.
- The maximum amount eligible to be pursued by this remedy. Some remedies are restricted from pursuing some classifications of debts or debts accrued while the case is of a certain type. These amounts are as of the last evaluation date.
- Item linked or the target being pursued. There may be multiple targets eligible for pursuit. If so, then a drop-down combo box will be used to display each of the targets and the user must select one if the remedy is started.
- A start checkbox to indicate which remedies should start.
- A block checkbox to indicate that this particular remedy is not eligible to be pursued until the block is removed. Any time a block is marked, a note must be entered to explain why.

2.1.6. Process Workflow – Enforcement

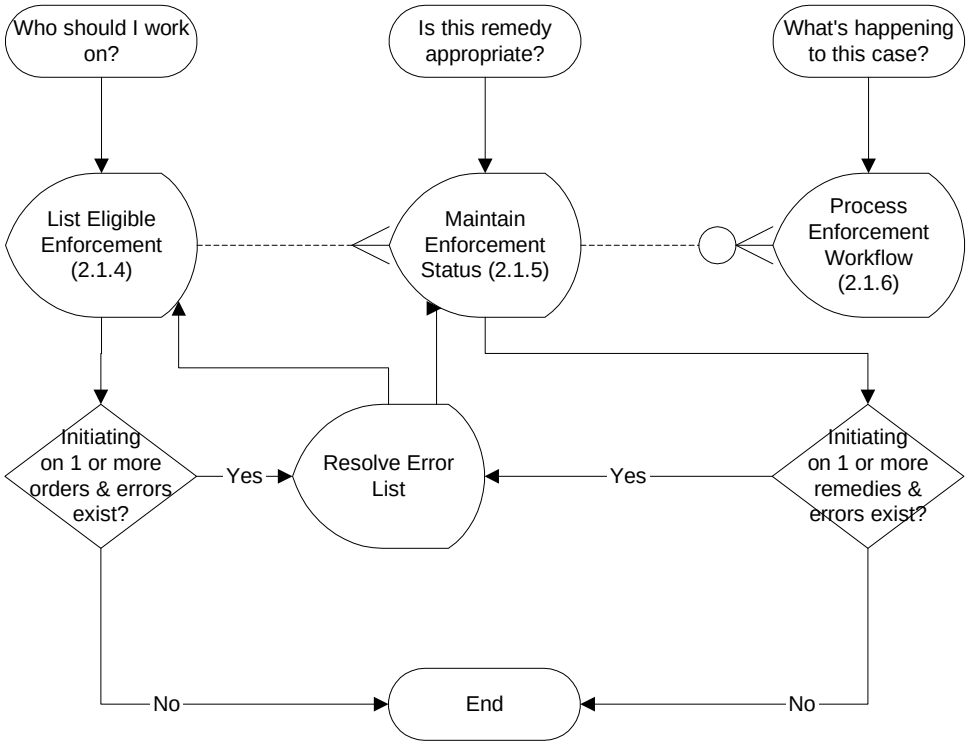
The Process Workflow – Enforcement screen answers the question, “What’s happening in the pursuit of this enforcement remedy?” This is the screen that the worker uses to move enforcement forward. The worker provides decisions and events to the system by filling in the reason /next action field. There are two such fields on the screen. The ones in the top grid are for decisions concerning the remedy as a whole, such as premature termination of the remedy. The other is in the bottom grid for minor activities where individual actions and decisions are recorded.

2.2. Functional Process Flow

2.2.1. Batch Monitoring



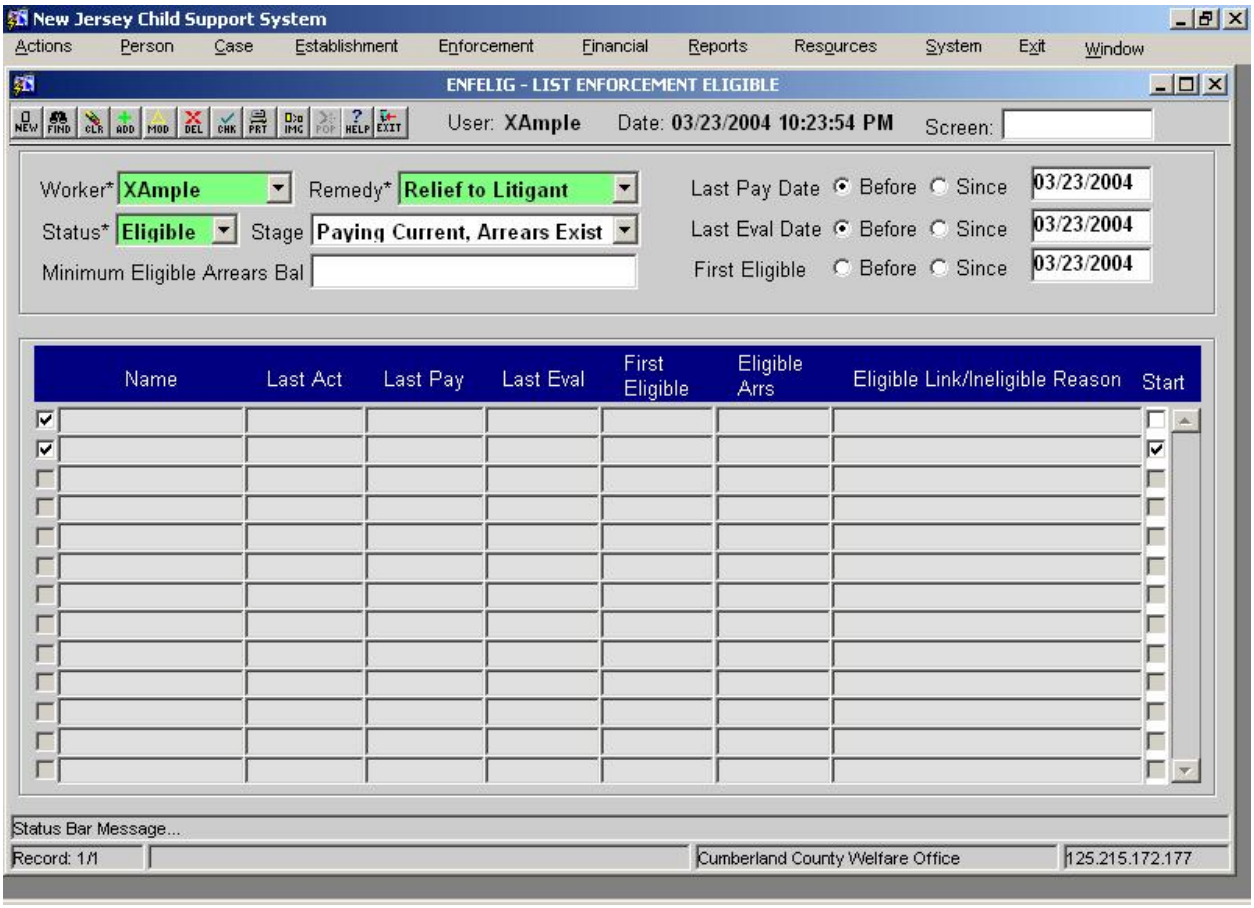
2.2.2. Online Workflow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFELIG – List Enforcement Eligible



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFELIG - List Enforcement Eligible

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

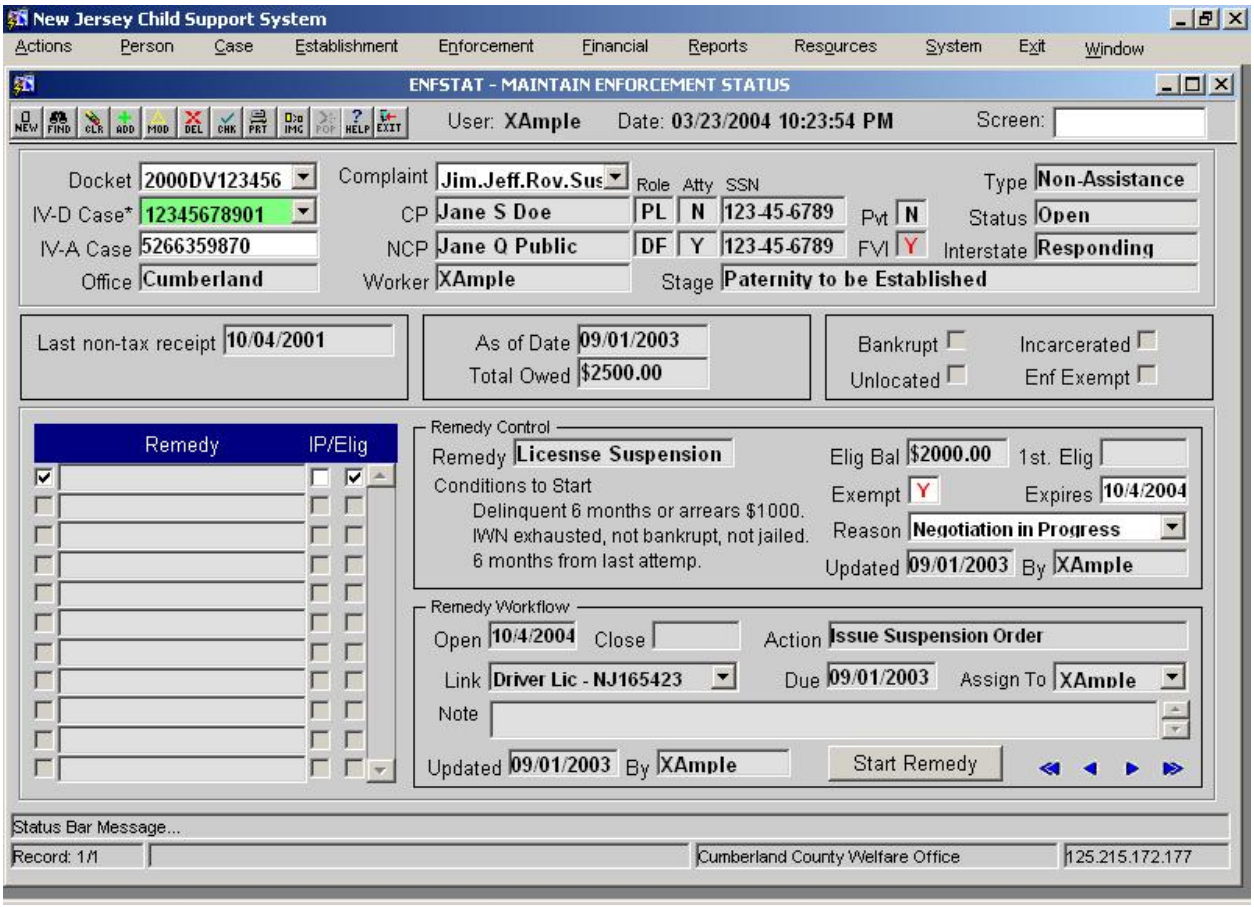
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.2. ENFSTAT – Maintain Enforcement Status



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFSTAT - Maintain Enforcement Status

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

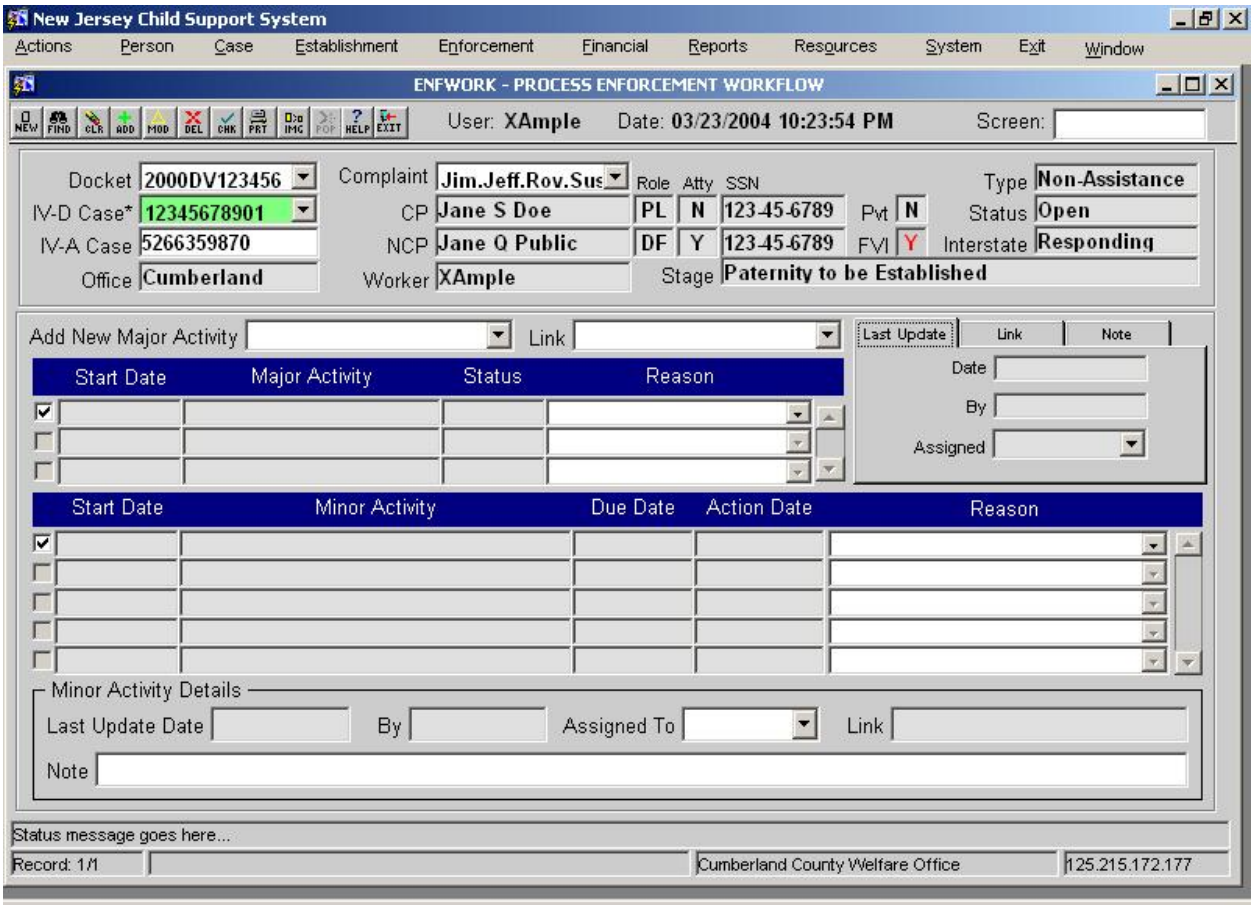
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

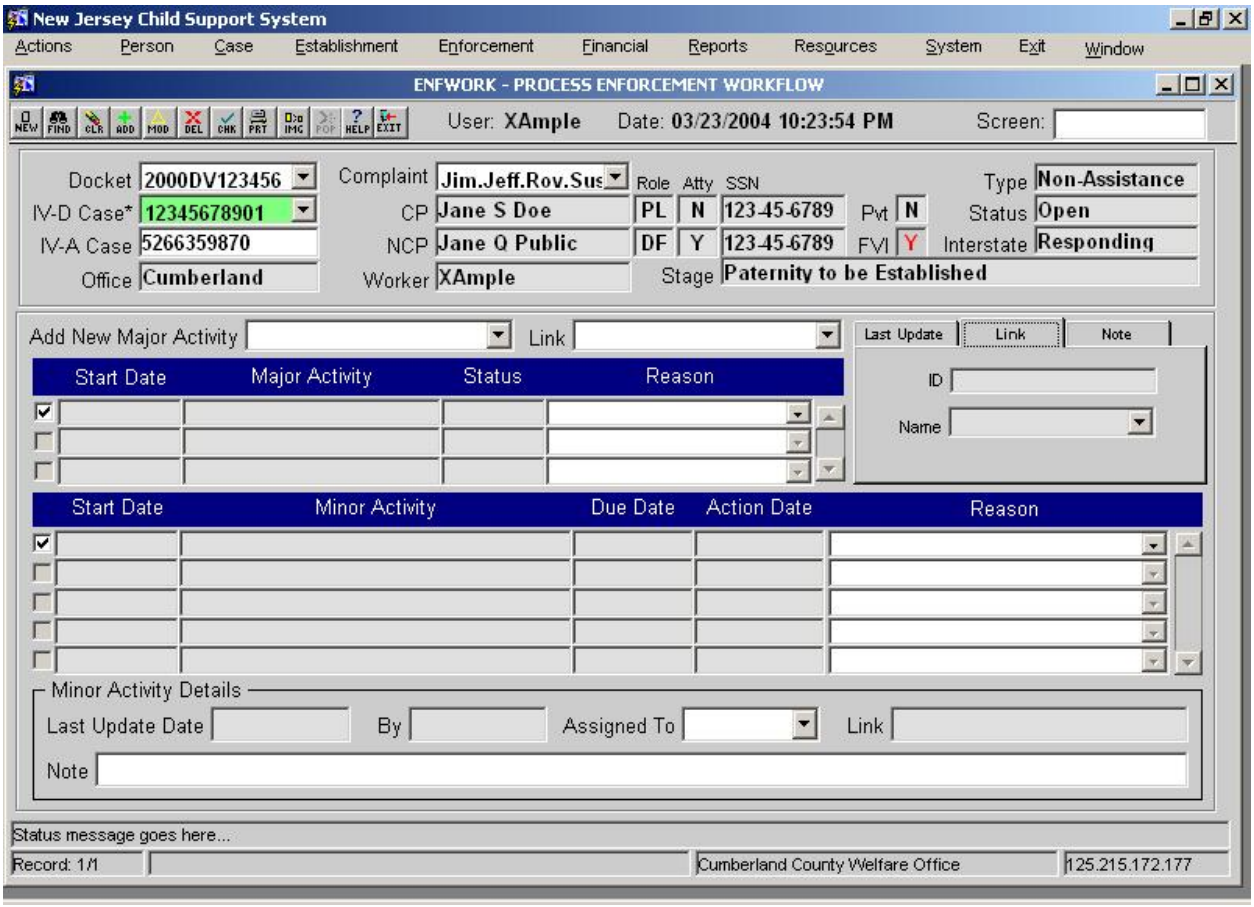
Access Level:

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

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	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	Y	Y	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

2.3.1.3. ENFWORK – Process Enforcement Workflow




New Jersey Child Support System
Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window
ENFWORK - PROCESS ENFORCEMENT WORKFLOW
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Date: 03/23/2004 10:23:54 PM
Screen:
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 Atty SSN
PL N 123-45-6789
DF Y 123-45-6789
Pvt N
FVI Y
Type Non-Assistance
Status Open
Interstate Responding
Stage Paternity to be Established
Add New Major Activity
Link
Last Update
Link
Note
ID
Name
Start Date
Major Activity
Status
Reason
Start Date
Minor Activity
Due Date
Action Date
Reason
Minor Activity Details
Last Update Date
By
Assigned To
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Note
Status message goes here...
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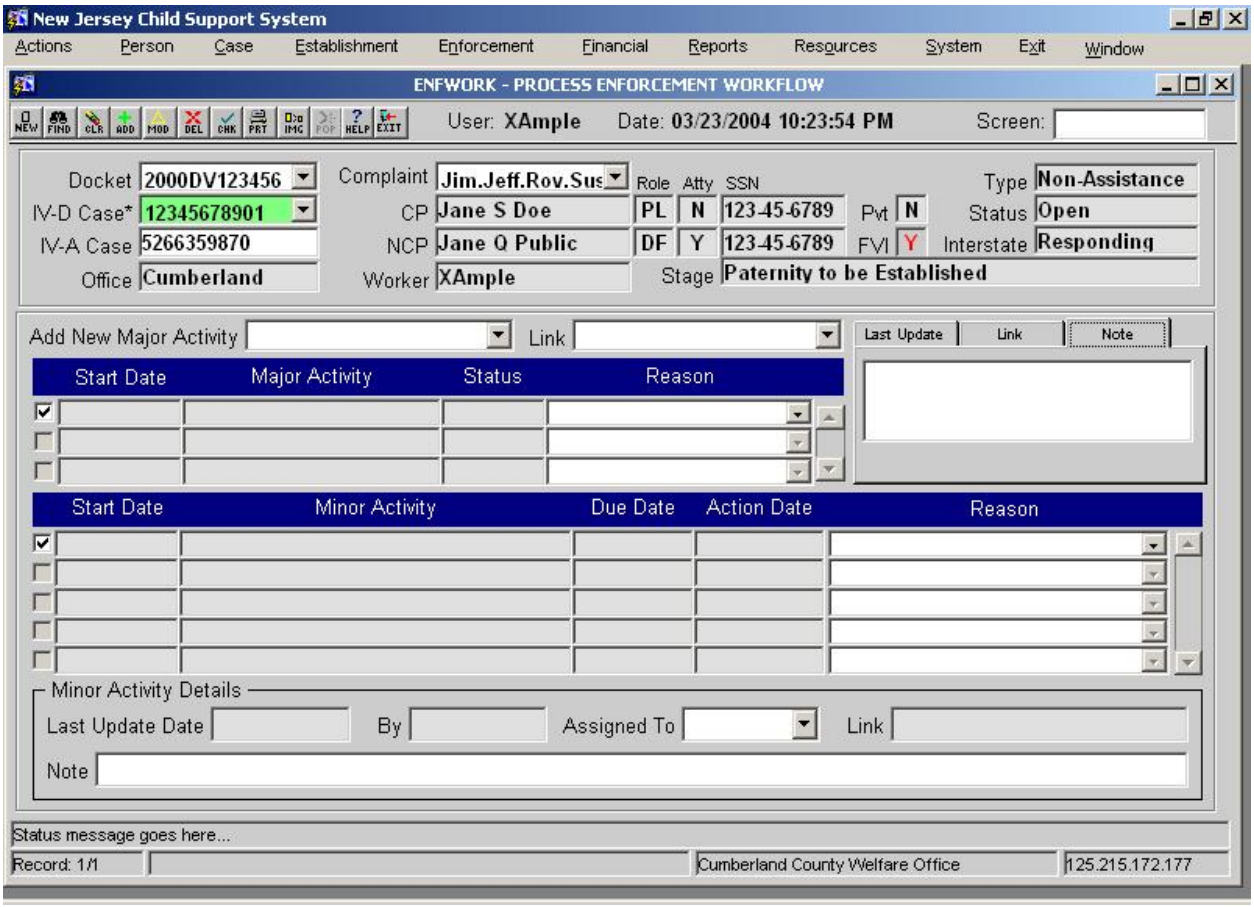
Cumberland County Welfare Office
125.215.172.177

New Jersey Automated Child Support Enforcement System

Enforcement



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFWORK - Enforcement Process 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	Y	Y	N
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Central Registry Specialist (UIFSA)	Y	Y	Y	N

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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	Y	Y	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

2.3.2. Documents

2.3.2.1. CS010A – Employment Verification Letter
2.3.2.2. CS010B – Employment Verification Letter (Attachment)
2.3.2.3. CS010C – Income Source Verification
2.3.2.4. CS011 – Inquiry to Military Service
2.3.2.5. CS022 – Notice of Delinquency
2.3.2.6. CS022S – Notice of Delinquency (Spanish)
2.3.2.7. CS059 – Requesting Current Employment Status

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:

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

2.4.1.1. Bench Warrant Monitoring (EN.08) (MI=SCBW)
2.4.1.2. Bond Monitoring (EN.14) (MI=BOND)
2.4.1.3. Child Support Lien Network Monitoring (EN.12) (not in MI)
2.4.1.4. Credit Reporting Monitoring (EN.15) (MI=CBOR)
2.4.1.5. Criminal Non-support Referral Tracking – Federal (EN.17) (not in MI)
2.4.1.6. Criminal Non-support Referral Tracking – State (EN.17) (not in MI)
2.4.1.7. Financial Institution Data Match (FIDM) Monitoring (EN.20) (MI=ADLV)
2.4.1.8. Immediate Income Withholding Monitoring (EN.05) (MI=IIWO)
2.4.1.9. Initiated Income Withholding Monitoring (EN.05) (MI=WAGE)
2.4.1.10. Insurance Participation Notification to Family (EN.06) (MI=INSL)
2.4.1.11. IRS Full Collection Monitoring (EN.16) (MI=IRSC)
2.4.1.12. License Suspension and Non-renewal Monitoring (EN.18) (MI=LCSP)
2.4.1.13. Lien Processing (EN.13) (MI=LNFP)
2.4.1.14. National Medical Support Notice (NMSN) (EN.06) (MI=NMSN)
2.4.1.15. Parenting Time / Custody Dispute Abatement Monitoring (FM.07) (MI=PART)
2.4.1.16. Qualified Domestic Relations Order (QDRO) Monitoring (EN.05) (MI=QDRO)
2.4.1.17. Registration of Out-of-State Orders Referral Tracking (EN.02) (MI=RGOO)
2.4.1.18. Relief to Litigant Monitoring (EN.07) (MI=SCBW)
2.4.1.19. Seek Work Monitoring (EN.09) (not in MI)
2.4.1.20. Tax Offset Monitoring (EN.10. EN.11, EN.19, EN.21) (MI=TOFF)
2.4.1.21. Unemployment Compensation Intercept Processing (EN.05) (MI=UNEM)
2.4.1.22. Workers Compensation Intercept Processing (EN.05) (not in MI)

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.

Column headings on the ENFELIG screen should be enabled to conduct sorts. The first click sorts ascending by that column. The second click on the same column label sorts descending.

2.6. Chronology and Logs

System actions in enforcement 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

Enforcement – EN.02 AOC Interface

Enforcement – EN.02 AOC 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:

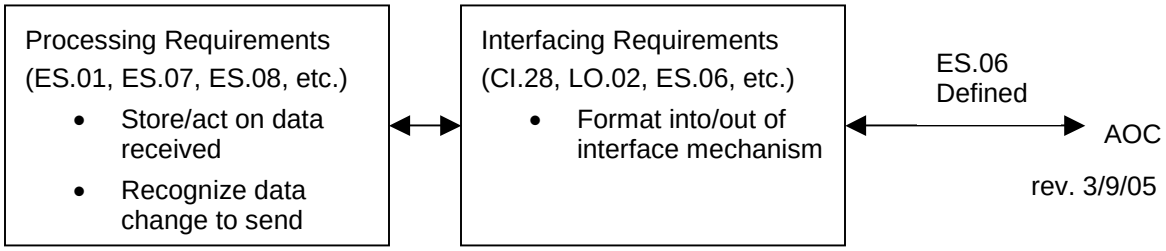
ES.01 – Legal Referral Processing (requirement 1 and 2)

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

Currently, there is no ACSES interface with the AOC FACTS system to support exchanges of enforcement action and status information.

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

1. The functional design will have to map each data item between the two systems. A change in the value of a data item that is shared in common must trigger an update to the other system. This will be new and New Jersey specific and not an adaptation from a host system.
2. Michigan posts each entry of a reason code that concludes an activity step to the Case Action History. New Jersey should insert the corresponding update on the other system as a prerequisite action to be completed prior to conducting the Case Action History update. This allows the Case Action History update to act as the documentation that the interface successfully completed.
3. Michigan allowed enforcement workers in the Friend of the Court (FOC) organization to logistically book court rooms, hearing rooms, conference rooms, etc. FOC staff were also allowed to commit judicial personnel such as prosecutors and judges within time blocks devoted to child support. The design for court calendars and hearing schedules will depend heavily on the agreements to be negotiated between the New Jersey organizations.
4. Michigan conversion logic processed extensive rules on whether an address from one unconverted county’s system should be accepted over the address of another. That logic could drive the discussions as to what constitutes a better address in New Jersey’s environment.
5. Michigan did not attempt to capture the formal disposition of hearings. Instead, the FOC staff interpreted the results of the hearings into the necessary reason codes entered to move activity chains forward. New Jersey’s design will have to identify which translations of dispositions can be automated and which should be left to the worker’s expertise.

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

See ES.06 for any issues.

2. Functional Design

2.1. Functional Process Overview

The system will interface with AOC according to ES.06 to provide enforcement controlled submittal and receipt of case and person status events, docket number and judge assignments, filed interventions, court calendars and hearing schedules, entry of dispositions and terms, and sharing locate information. The progress can be seen through the use of the ENFWORK – Process Workflow Enforcement screen and the CASEACT Case Action History. These screens display the history of actions taken within enforcement related major activities.

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.

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:

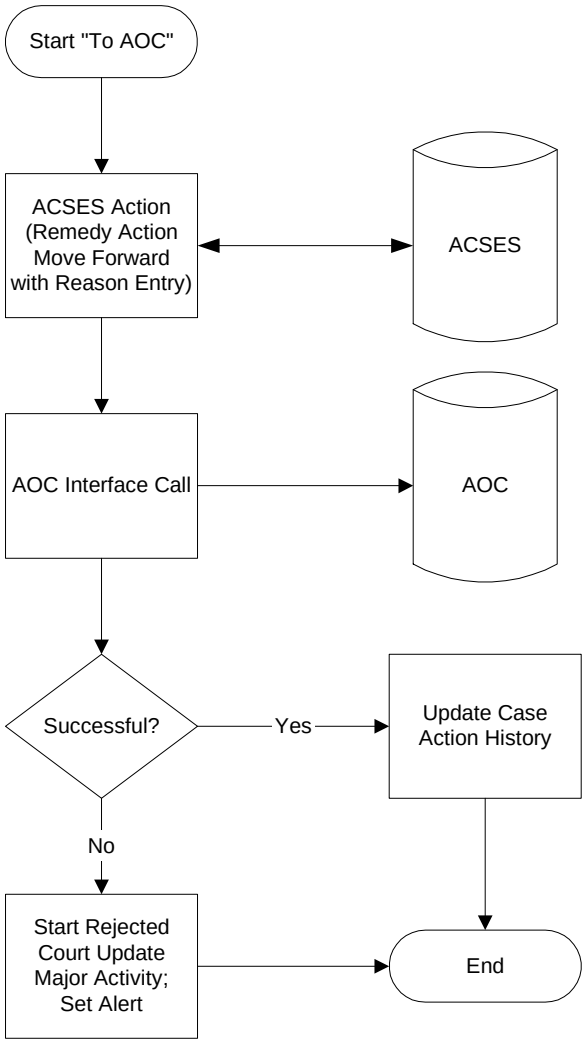
- AOC has flagged one of the parties as bankrupt
- AOC has flagged one of the parties as incarcerated
- AOC has flagged one of the parties in custody from a bench warrant
- AOC has flagged one of the parties as deceased
- AOC has posted a new, verified or unverified, SSN for one of the parties
- AOC 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

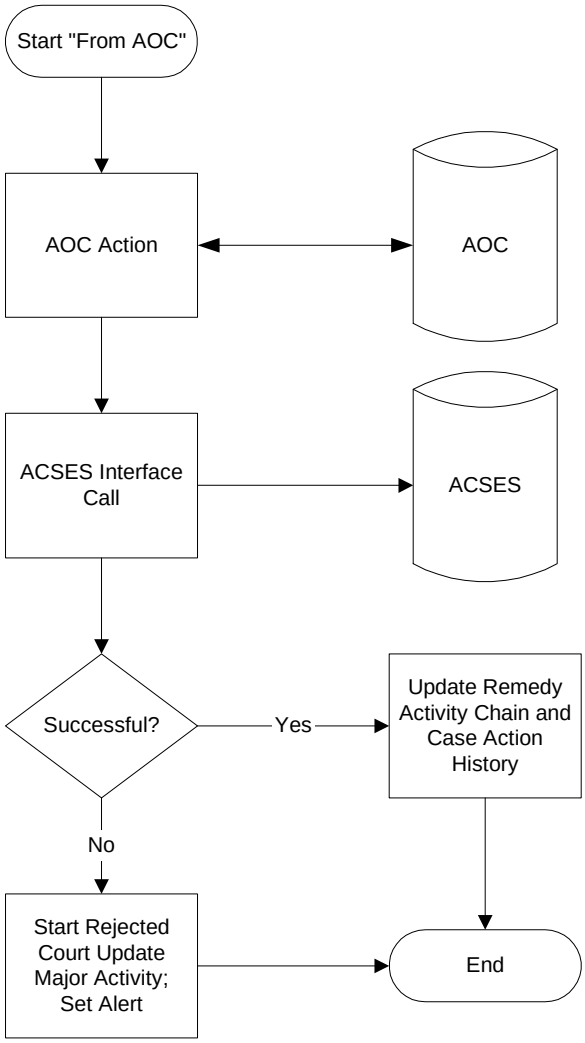
successful return code if ACSES believes all necessary actions have taken place. A successful posting will also add an entry to the case action history indicating success. If ACSES cannot make the update, the primary caseworker will receive an alert to follow-up and manually report the failure to their 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



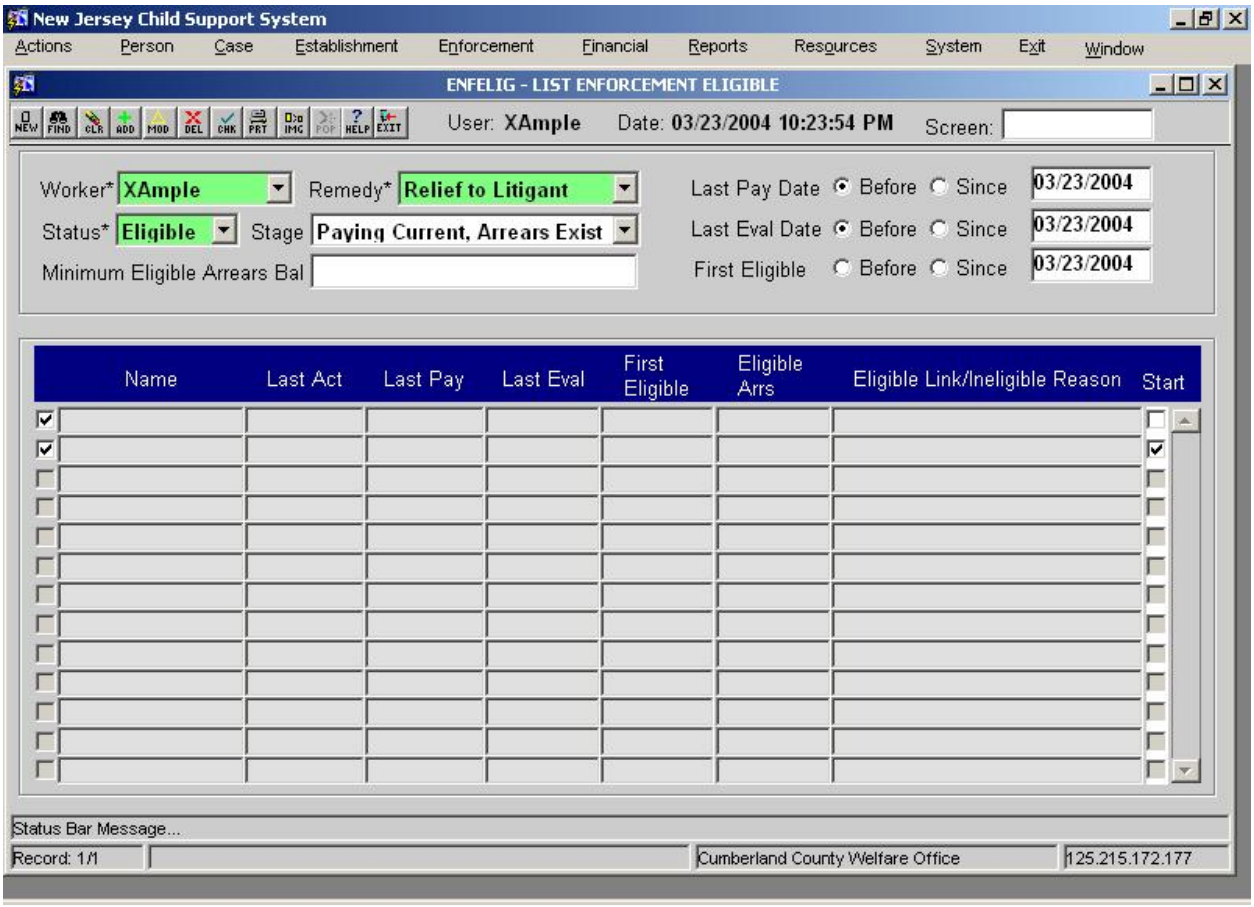
2.2.2. "From AOC" Monitoring



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFELIG – List Enforcement Eligible (See EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / List Enforcement Eligible

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

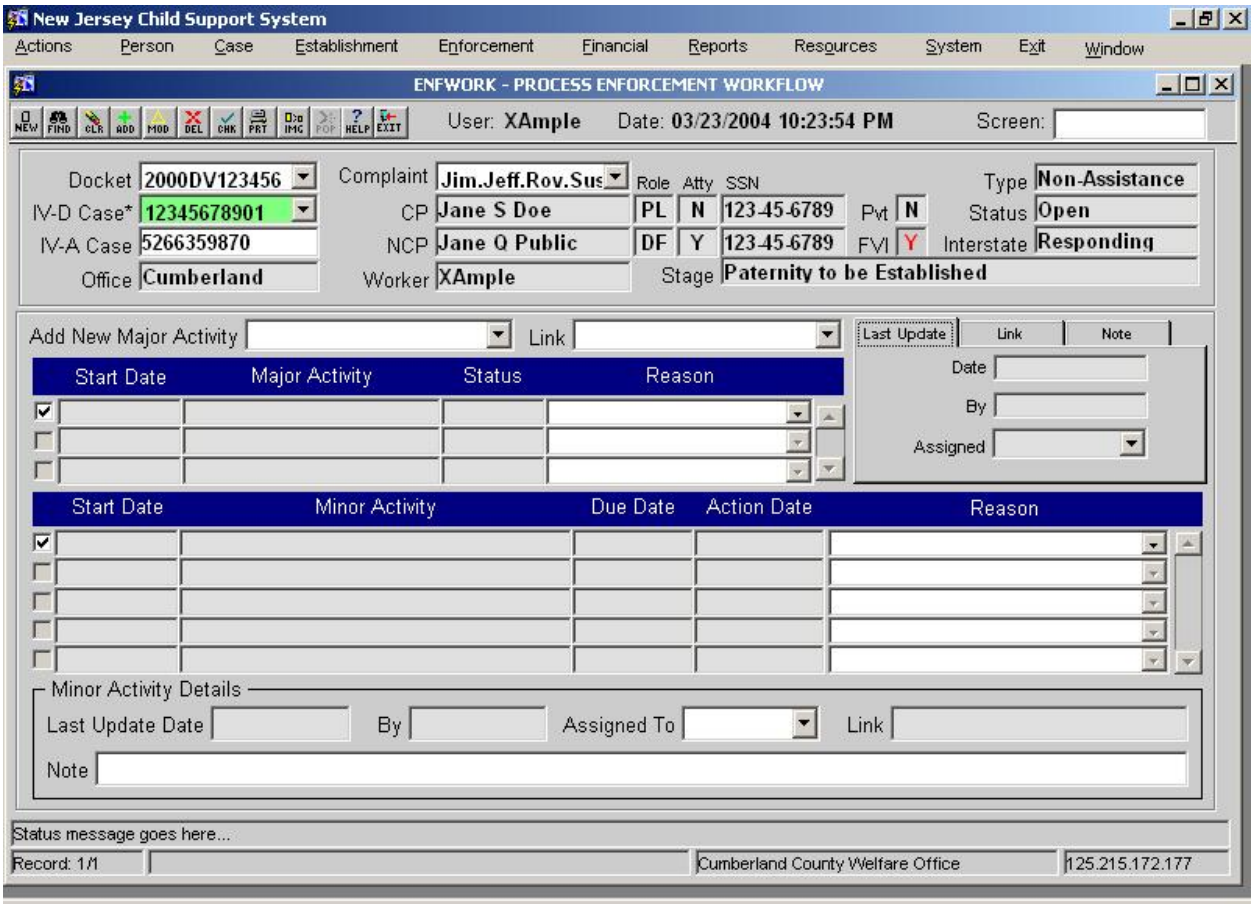
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.2. 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

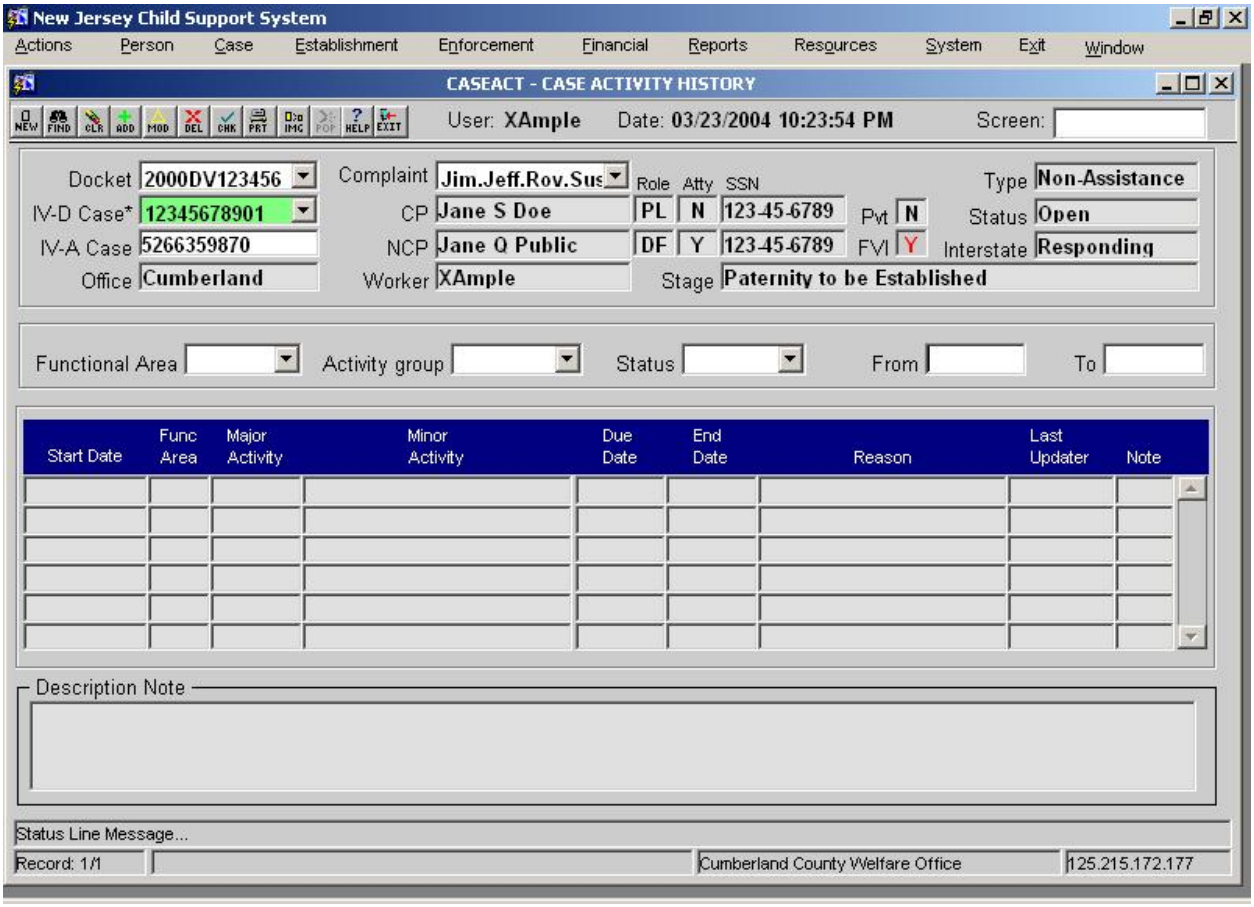
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.3. 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

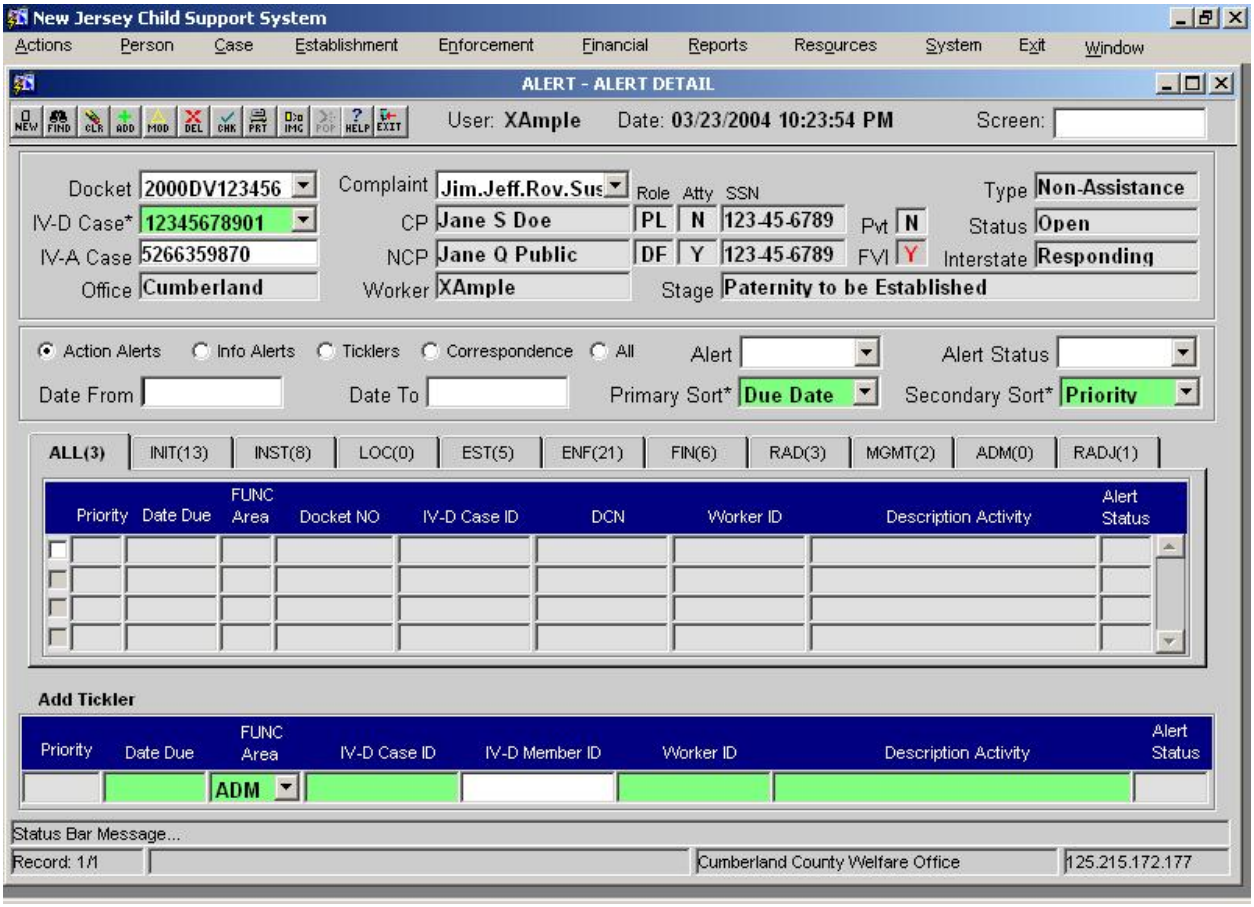
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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	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	Y	Y	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	N	N	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	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	Y	Y	N

2.3.1.4. 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

Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist	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	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

See ES.06

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

Portions of each of the enforcement remedies, as defined elsewhere, may be impacted.

2.6.1.1. Court Action Update Failed (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

Enforcement – EN.03 Enforcement Remedy Exemptions

Enforcement – EN.03 Enforcement Remedy Exemptions

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for court-ordered exemptions from specific enforcement remedies.

1.1.2. The system must record the establishment and removal of exemptions to the case chronology.

1.1.3. The system must incorporate specific exemptions into enforcement monitoring logic.

RELATED REQUIREMENTS

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

> EN.04 – The system must provide for maintenance of bankruptcy information and apply State policy for the exemption of cases in bankruptcy from specific enforcement remedies.

1.2. Existing ACSES Assessment

The existing system is limited in its capacity to provide for exemptions from specific enforcement remedies based on court order or the status of the obligor. Coding is available on the ACSES ICAS screen to manage some exemption categories and management of these codes is captured in the ITRK screen function.

1.3. MICSES Assessment

MiCSES examines case circumstances and will automatically close or prevent initiation of activity chains when circumstances cause certain remedies to be inappropriate (e.g. Show Cause when obligor is incarcerated). The system will also prevent the initiation of an activity chain if it has already been initiated for the case and a REASON CODE has been entered indicating that an objection or appeal has been upheld. On the SORD screen, a worker can suppress enforcement activities, and this suppression is recorded in the case history.

MiCSES does not have a remedy-by-remedy suppression feature for each remedy.

MiCSES description of functional objectives:

- Show cause [New Jersey's equivalent of Relief to Litigant] should not be initiated for a case in which the obligor is receiving means tested income such as a TANF grant, Supplemental Social Security or Veteran's benefits.

- Show cause should not be initiated for a case in which there is an outstanding bench warrant for the obligor.
- Show cause should not be initiated automatically if the support payer is paying on an income withholding order/notice even if the arrearage criteria is met (one month past due).
- The following have been identified as exemption types:
  - Court order/Disposition
  - Incarceration/Institutionalization.
  - Good Cause
  - Death of the Obligor
  - Obligor on TANF/SSI
  - Temporary Disability
  - Initiating Interstate case
  - Investigation/Audit
  - Bankruptcy
  - Non-jurisdiction cases

1.3.1. Michigan Adaptation

1. Michigan has not fully implemented all of the exemption logic they originally desired. Not all conditions as listed above have been developed.
2. Michigan does not have a screen specific to applying exemption criteria to individual remedies. The field workers complained that suspension after a remedy started was not the same as marking the remedy as exempted. It was inadequate in preventing the start of other remedies while the exempted condition existed. Proposed in 2.3.1 is an Enforcement Status screen to control remedy level exemptions. This screen may be modified during design.
3. Michigan workers complained there was no automatic expiration of the exempt criteria. To resolve this, Michigan developed exemption reports that could be worked in removing exemptions. With periodic review to renew the expiration date and the ability to filter the online operational report to specific alerts, the reports as outlined here may not be as necessary.
4. Michigan clearly delineates tax offset exclusion logic, controlled by IRS processing rules, from exemption logic used in enforcement remedies. If exemption logic will be applied generically to any enforcement remedy, then a translation from exemption to exclusion may be required.

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

None to date.

2. Functional Design

2.1. Functional Process Overview

Exemption processing takes place at three levels:

- *Person* – A demographic characteristic of the individual prohibits the use of certain enforcement remedies. Typical characteristics are incarceration, on assistance, prone to violence, residing outside of the court's jurisdiction, or the person is deceased. Many of these items are maintained on the PERSON screen (see CI.06).
- *Order* – The court has placed restrictions on the use of some or all enforcement remedies. These are usually negotiated agreements in effect while the NCP continues to perform in some manner. Order level exemptions are maintained on the ORDERENT screen (see FM.01).
- *Remedy* – Each remedy may be individually exempted for a period of time or under certain circumstances according to State regulation or policy. These are maintained on the ENFSTAT screen (see 2.3.1).

A fourth level of exclusions may be impacted by the above exemption logic. These exclusions are related to the tax offset, passport denial, and multi-state FIDM processing and will be further defined in EN.10 – Federal Tax Refund Offset.

The setting or clearing of an exemption condition does not automatically impact remedies currently in progress. The worker is expected to conduct the actions necessary to suspend or close currently open remedies. These actions are not automatically conducted due to the system's lack of knowledge on negotiated settlements and grandfather clauses.

Note that prerequisite conditions required to meet the threshold for using an enforcement remedy are not considered exemption criteria. For example, policy may dictate that a Relief to Litigant hearing should not be granted as long as a warrant is outstanding. Or as another example, license suspension is prohibited if income withholding is available. These are prerequisite requirements for the efficient use of a remedy and not exemption conditions covered by this functional topic.

2.1.1. Online Posting

Objectives met: 1.1.1 and 1.1.2

An exemption request meeting criteria as set by law, policy, or court order may be posted on one of three screens as described above. Exemptions for orders and specific remedies must be accompanied by an expiration date when the worker can review the case to either renew the expiration or allow the system to clear the exemption.

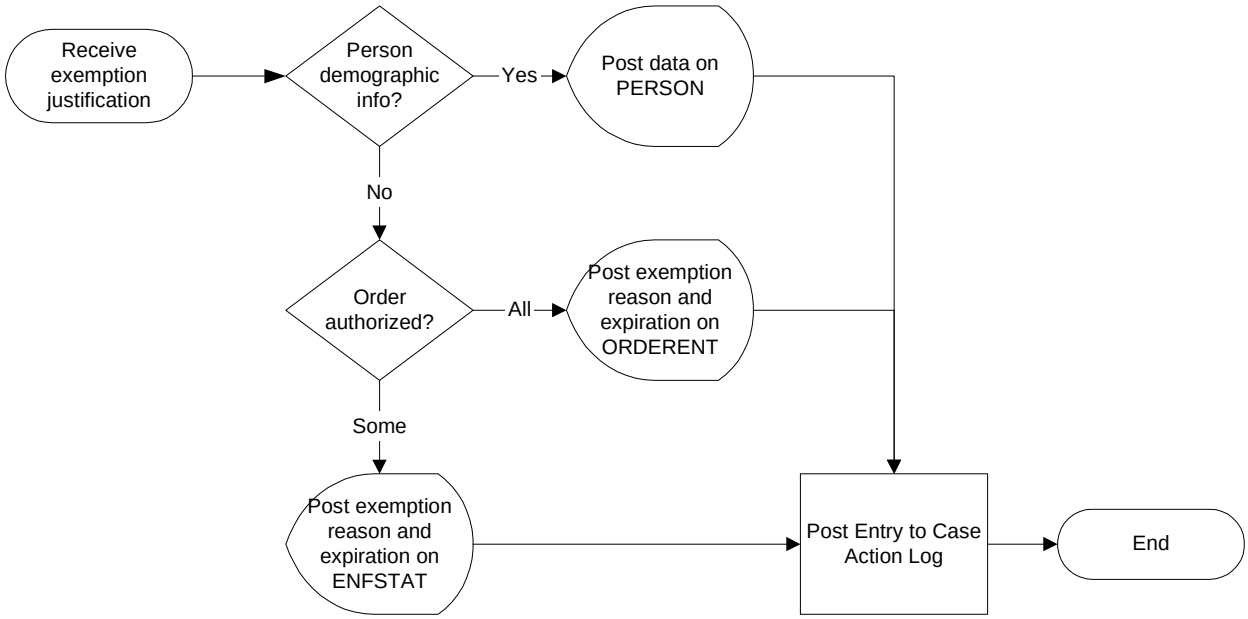
2.1.2. Batch Monitoring

Objectives met: 1.1.3

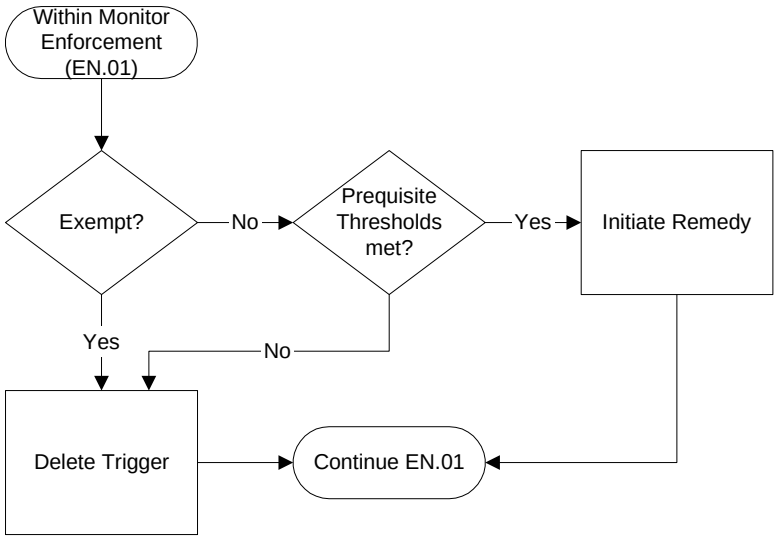
Part of the batch monitoring (EN.01) logic applies the exemption data in evaluating whether to initiate an enforcement remedy's activity chain or not. If an exemption prevents a chain from starting, the system deletes the trigger as having been processed normally. Similar to failing threshold limits, the worker does not need to be notified that an exemption condition prevented the start of a remedy. Attempting to start a remedy manually, however, should receive an error message that an exemption prevents initiation.

2.2. Functional Process Flow

2.2.1. Online Posting



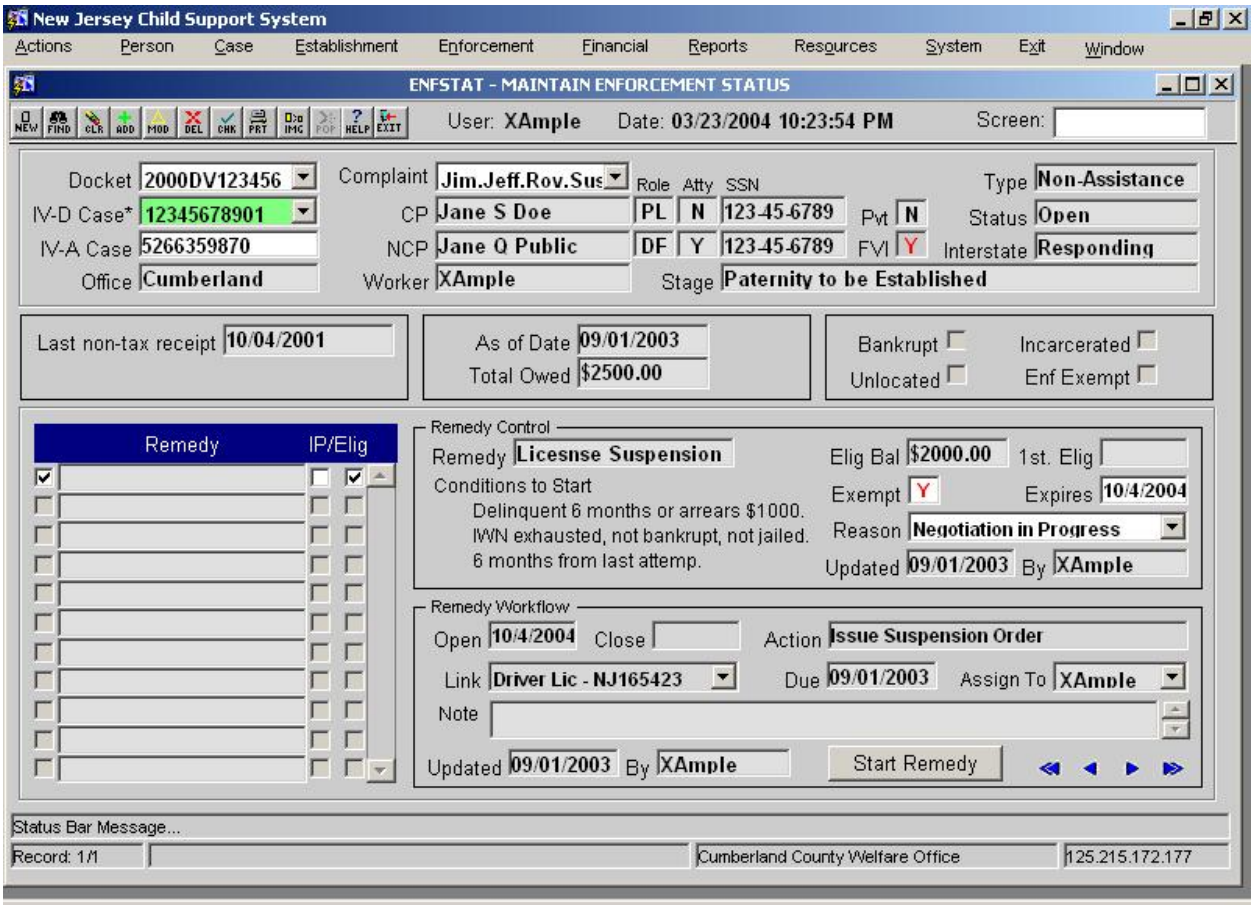
2.2.2. Batch Monitoring



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFSTAT – Maintain Enforcement Status



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Maintain Enforcement Status

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.2. Documents

None

2.3.3. Reports

2.3.3.1. Bankruptcy Report
2.3.3.2. Incarceration Report
2.3.3.3. Enforcement Exempt Report
2.3.3.4. Zero Support Report
2.3.3.5. Remedy Exemption Report (not in MI)

2.3.4. Transaction Files

None

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

None. However, each enforcement remedy may have reason codes related to the suspension or closure of the remedy due to exemption criteria. The design may also call for an expiration monitoring activity chain to assist in alerting workers to review upcoming expirations.

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.

The use and modification of an exemption flag is automatically stored in the Case Notes table and available for viewing in the Case Action Log.

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

Enforcement – EN.04 Bankruptcy Information Management

Enforcement – EN.04 Bankruptcy Information Management

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for maintenance of bankruptcy information.

1.1.2. The system must apply State policy for the exemption of cases in bankruptcy from specific enforcement remedies.

1.2. Existing ACSES Assessment

Existing ACSES functionality makes minimal provision for managing bankruptcy information and lacks the logic necessary to control specific enforcement remedies without staff intervention.

1.3. MICSES Assessment

The worker may enter details of bankruptcy on the DEMO screen and this information is stored in the MEMBER_DEMO table. The system examines the bankruptcy status when loading MAJOR ACTIVITIES into the Enforcement Processor screen.

1.3.1. Michigan Adaptation

1. Original Michigan screen DEMO – Member Demographics should be adapted as directed in CI.06 Person Demographic Data Management. See 2.3.1 for final version. Final version may be modified during design.

2. Original Michigan screen AMJR – Major Activities should be adapted as directed in the EU.06 – Automated Workflow topic. The revised screen, subject to further design changes, appears in 2.3.2 for reference.

3. When the bankruptcy fields change on PERSON, the system should create alerts to all team members currently assigned to the case. Team members will be responsible for evaluating the case and canceling out of actions currently in progress if the activities are at a stage where pursuit should be suspended according to State policy.

4. Changed bankruptcy information should also be communicated to the AOC over the AOC interface unless the information came from the AOC (see CM.02).

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.

However, Vermont does have specialized bankruptcy functionality as described below:

The ACCESS system provides a specific function, the Bankruptcy Monitoring screen, for the management of cases that become involved in bankruptcy proceedings. The BANK screen function displays general reference and contact information regarding the Vermont District of the United States Bankruptcy Court. It provides for documentation of all of the key facts identifying a bankruptcy filing and normally included with the court's Notice to Creditors. The screen also provides the means for assigned legal staff to document OCS' interest in the case officially with the bankruptcy court, suspend prohibited enforcement remedies and then to monitor the status of the bankruptcy case until it is dismissed. In addition, ACCESS supports related document generation and automated notices to assigned staff to follow up changes in the bankruptcy status.

1.5. Requirements Validation

None to date.

2. Functional Design

2.1. Functional Process Overview

The system can prohibit the automatic initiation of enforcement remedies, and other major activities, through the proper setup of the conditions on the MAJOR – Maintain Major Activities screen. (Objective 1.1.2)

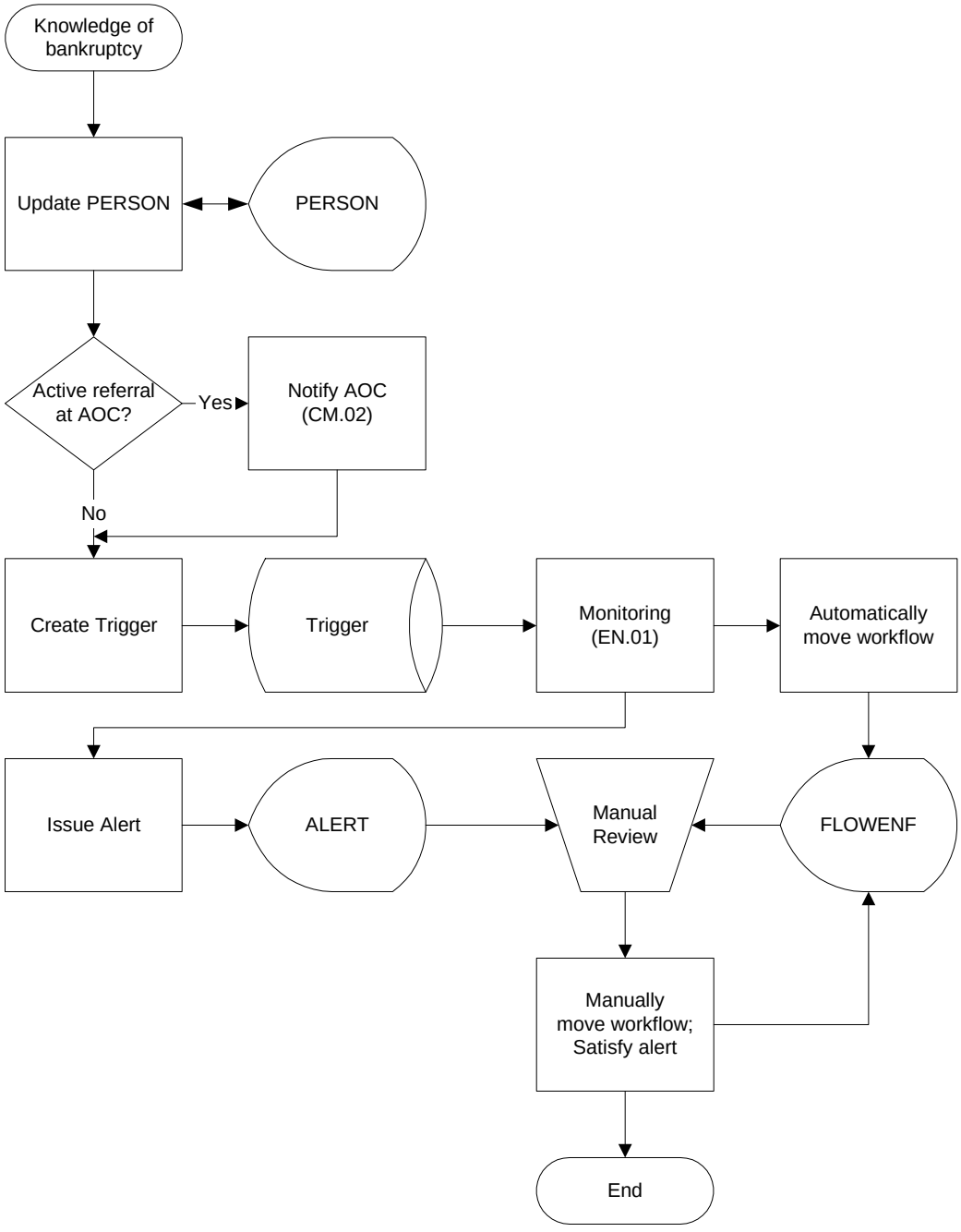
The identification of a person having filed for bankruptcy or emerging from bankruptcy is maintained on the PERSON – Maintain Person Demographics screen. (Objective 1.1.1) The system recognizes that a bankruptcy may be chapter 7 or 13 to allow State policy to be more refined on which actions can be prohibited. A positive trigger transaction representing filing for bankruptcy or a negative trigger transaction representing emergence from bankruptcy is created for automatic workflow monitoring steps.

The trigger transaction will force some minor activities to set specific reason entries related to bankruptcy and will execute customized logic for that particular enforcement remedy. For example, the trigger will

satisfy the 'wait for delinquency reevaluation' minor activity within income withholding with a bankruptcy reason. The programming issues a modified income withholding to continue pursuit of the current support while foregoing collection on arrears or fees. Likewise, a negative trigger will set an 'emergence from bankruptcy' reason. It issues a modified income withholding to reinstate the arrears and fees collection portion.

Not all actions can be determined from processing the trigger transactions. Activities already in progress typically require an attorney to review to determine if the remedy is grandfathered. If the remedy should be stopped, the worker can cancel or suspend the major activities on each of the workflow processors as required. When stopping the activities, the worker may have to take manual actions to authorize and communicate the closure with a status letter to impacted agencies and parties.

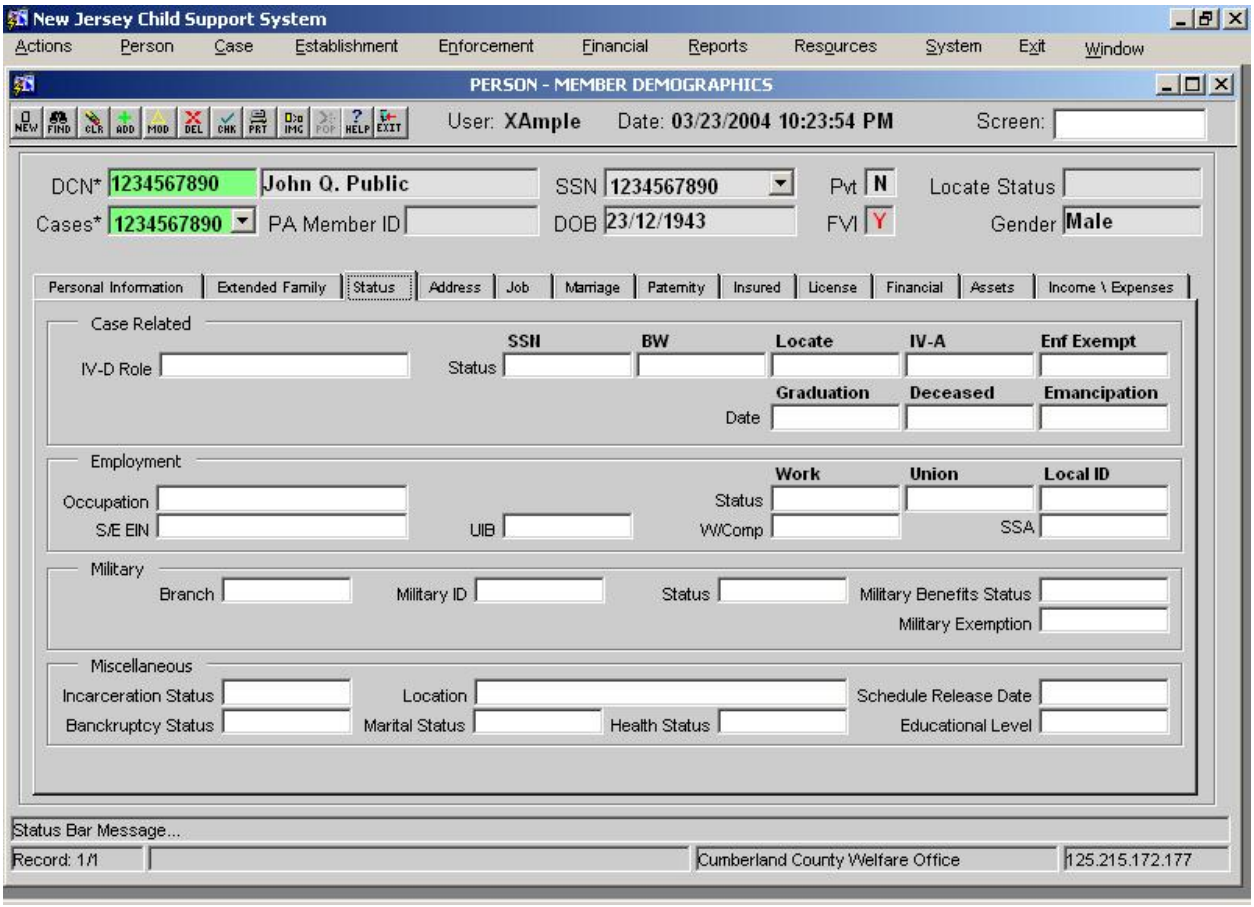
2.2. Functional Process Flow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. PERSON - Maintain Person Demographics (See CI.06 for the 'official' version).



Screen Group: Person

Method(s) of Access:

Menu: Person / Maintain Person Demographics

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

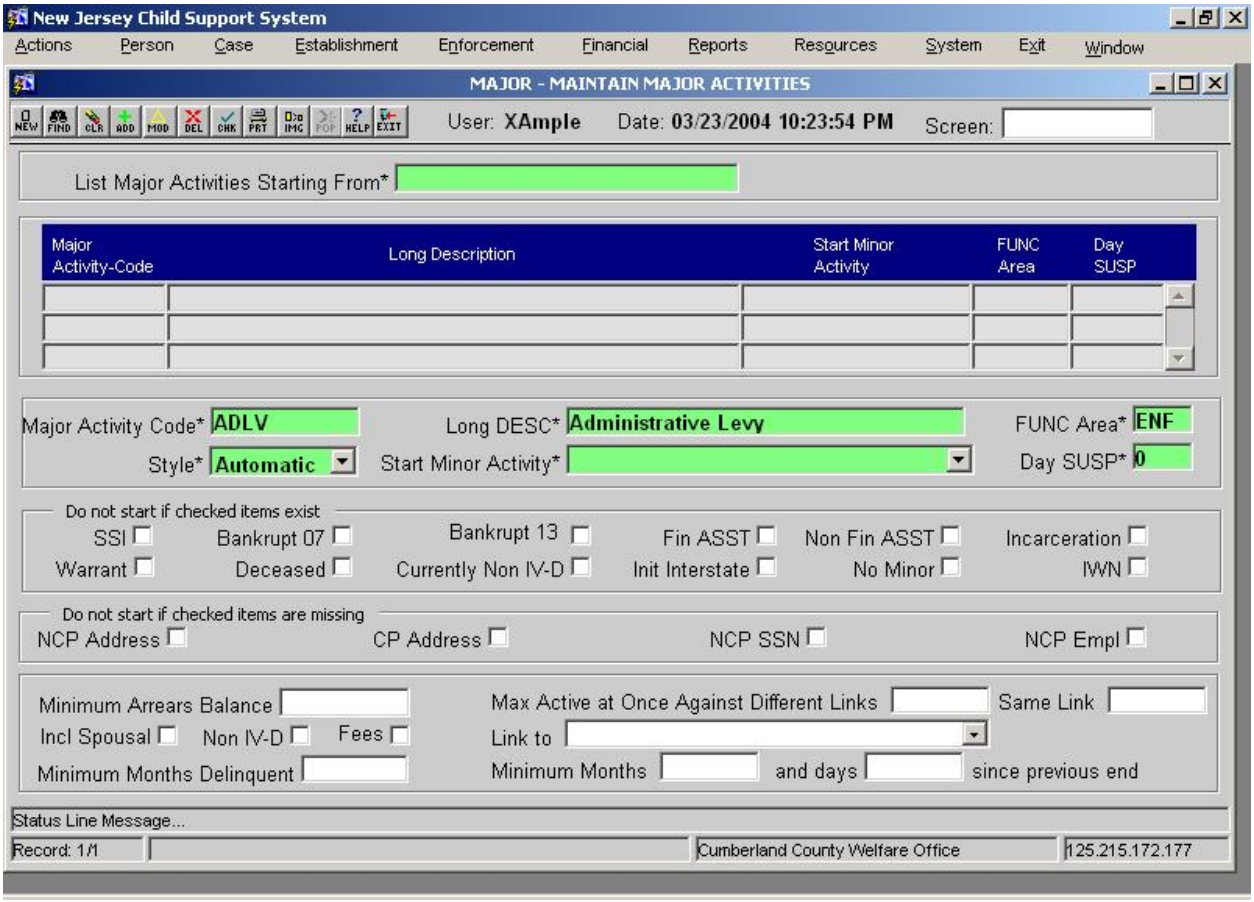
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
Bench Warrant Specialist	Y	N	Y	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N
Child Support Specialist	Y	N	Y	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	Y	N
Credit Reporting Specialist	Y	N	Y	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	Y	N
Intake Specialist	Y	Y	Y	N
Interstate Specialist	Y	N	Y	N
Judge	Y	N	N	N
Judgment Specialist	Y	N	Y	N
License Suspension Specialist	Y	N	Y	N
Lien Specialist	Y	N	Y	N
Locate Specialist	Y	N	Y	N
Low Collection Potential Specialist	Y	N	Y	N
Paralegal	Y	N	Y	N
Person Clearance Specialist	Y	Y	Y	N
Policy Analyst	Y	N	N	N
Policy Supervisor	Y	N	N	N
Program Administrator	Y	N	Y	N
Service of Process Officer	Y	N	Y	N
System Support Specialist	Y	Y	Y	Y
Tax Specialist	Y	N	Y	N

2.3.1.2. MAJOR – Maintain Major Activities (See EU.06 Automated Workflow for the 'official' version).



Screen Group: System

Method(s) of Access:

Menu: System / MAJOR – Maintain Major Activities

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

"Right Click Menu" from Another Screen: None

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

Role Title	Inquiry	Add	Change	Delete
Central Registry Specialist (UIFSA)	Y	N	N	N
Child Support Specialist	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
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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. CSnnn - Proof of Claim

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:

2.6.1.2. SS Case Activities Management (MI = SSACT)
2.6.1.3. Monitor Bankruptcy Liquidation (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

Enforcement – EN.05 Income Withholding

Enforcement – EN.05 Income Withholding

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for income withholding as determined by court order.

1.1.2. When a new source of income is identified from the new hire interface, the wage data interface, or by child support specialist update, the system must generate the appropriate income withholding forms.

1.1.3. The system must provide for the income withholding form variations necessitated by the nature of the income source, including employment, Unemployment Compensation, Worker's Compensation, and Social Security and other retirement benefits.

1.1.4. The system must permit withholdings from multiple income sources.

1.1.5. The system must monitor and provide updates to the withholding agency when the obligation changes or ceases. (Duplicated within FM.01-Obligation Maintenance.)

RELATED REQUIREMENTS

From FM.01-Obligation Maintenance: The system must provide for generating income withholding increase, decrease, and cease documents when obligation changes are made and the case is currently subject to income withholding.

From FM.01-Obligation Maintenance: The system must provide for generating notice of income withholding increase, decrease, and cease documents when the case qualifies for an administrative arrears obligation.

From FM.13-Employment Income Withholding Processing: The system must provide for [payment] processing of employment withholding. The system must allocate the intercept toward current support obligations based on State and federal allocation policy.

From R.04-Program Management Reporting: The system must maintain an online case management report with daily and monthly processing and caseload inventory totals for enforcement actions taken by type, income withholding orders, etc.

From CI.20-Employer Management: The system must support searching the employer file, associating a selected employer with an NCP, and scheduling income-withholding documents for any NCP cases with an income withholding provision at the direction of staff.

From CI.20-Employer Management: The system must provide for listing those non-custodial parents associated with a current income withholding order for a specified employer.

From ES.12-Non-IVD Court Orders: The system must provide for differentiating those Non IV-D child support court orders that designate direct payment between the parties and those that are to be collected by income withholding. Direct payment cases are not to be subject to the monthly account management process since OCSS is not responsible for account management for these cases. Income withholding cases are to be subject to the monthly account management process and the arrearage accrual process.

1.2. Existing ACSES Assessment

Existing ACSES functionality provides reasonably effective support for income withholding. However, some staff comment suggests a need to review the logic controlling automated generation of income withholding forms following new hire and wage database interfaces. The existing system is limited in its capability to differentiate sources and generate the appropriate form variations and it is unable to manage withholding from multiple income sources effectively.

From FM.08-NCP Billing: The system automatically changes the NCP billing frequency from monthly to quarterly when a verified employer is responsible for income withholding.

From FM.10-Employer Billing: ACSES provides no system support for generation of billing statements or coupons to employers managing income withholding tasks for their obligor employees. Billing information is only provided in conjunction with the initial notice for income withholding or, subsequently, with any changes in the amounts that should be withheld.

From FM.13-Employment Income Withholding Processing: Tier Technologies, the vendor contracted to provide NJ's State Disbursement Unit services, receives all employer payments collected from employees subject to income withholding. Most self-employed or temporarily unemployed obligors can also make payments through the SDU if income withholding is ordered but there is no active current employer available. Records detailing these collections are forwarded to the state on a daily basis. ACSES uses the collection file forwarded to allocate most of these collections automatically according to state and federal policies.

From CM.11-Administrative Review Processing: The NJ child support program provides for administrative review of a number of case actions such as … 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…

1.3. MICSES Assessment

MiCSES automatically generates an income withholding notice (IWN) when a new obligation is established and a current, verified employer is recorded in the EMPLOYMENT_HISTORY table. When a

new employer is entered into the system, either automatically through the new hire process, or when the worker verifies the information from another source, an income withholding notice is automatically sent to the employer.

MiCSES determines income withholding order amounts based on the order information maintained in the OBLIGATION table and available income amounts maintained in the EMPLOYMENT_HISTORY table. The system automatically issues a notice if the obligation changes or if arrearage withholding amounts are added. When the income withholding order END_DATE is reached or when there is no longer a current support or arrears obligation, the system automatically sends out a termination notice.

The process used for Unemployment Withholding is similar to the income withholding process, with automatic notices. However, in Michigan, collection from Qualified Domestic Relations Orders and Worker's Compensation requires the worker to enter REASON CODES to initiate and direct the enforcement processes.

From CI.20-Employer Management: The system automatically uses employer information to issue income withholding notices.

From LO.07-NDNH: New Hire information does not require verification by the worker. MiCSES automatically initiates income withholding based on a New Hire match. The worker is alerted to the new information from the Data Warehouse by the minor activity (alert) "LOCDWN".

From ES.12-Non-IVD Court Orders: MiCSES does not have an automated interface that creates Non-IVD orders in the system. When a Non-IVD order is obtained by the court system, the case and order information are manually entered into MiCSES. Direct pay cases would either not be entered into MiCSES if they were direct pay from the start, or would be closed if they "opted out". Michigan law allows the parties to instigate private income withholdings. If that is done, the SDU will be responsible for distributing income withholding receipts in those "opted-out" cases. Since the SDU logic validates and identifies cases according to MiCSES provided data, opted-out cases must reside in MiCSES. Thus, in Michigan, there are income withholding-only cases but they are called "partially opted-out". Direct pay cases, if they previously existed on MiCSES, are marked as "fully opted-out" and are closed.

From EN.01-Account Enforcement Monitoring: Workers who are not subject to income withholding receive monthly coupons reflecting amounts owed.

If an income withholding notice has already been sent to an active employer and less than 75% of the income withholding amount is received, the system will automatically send a notice to the employer. Future occurrences will result in the worker receiving an alert on the ALRT screen. The worker enters the REASON CODE reflecting their choice of actions on the ENFP screen for the current MINOR ACTIVITY in the MAJOR ACTIVITY "IIWO".

From EN.07-Relief to Litigant Processing: Assessment – MiCSES has a "SCBW" (Show Cause/Bench Warrant) MAJOR ACTIVITY that is automatically loaded by the system when income withholding is not in effect and the case is delinquent. The worker is alerted on the ALRT to examine the case and enter a REASON CODE indicating whether or not the first action should be taken. The worker is automatically taken to the DOGN screen to generate documents and the CWKS screen to schedule pre-show cause sessions and/or hearings.

From FM.01-Obligation Maintenance: When a worker modifies the obligation on the OBLM screen or when a modification terminates, MiCSES automatically issues a new income withholding order and notifies the worker of this notice through the MCARR MINOR ACTIVITY within the IIWO MAJOR ACTIVITY on the ENFP screen. A worker can view the details and history of income withholding orders from the by using the IWO button on the SORD screen. Income Withholding details are stored in the IW_Employers table.

From FM.08-NCP Billing: – If a case does not have an active income withholding order, MiCSES issues account statements and weekly coupons (on a monthly basis). Workers can view a history of billing statements on the BHIS screen. The history of billings, suppression, and coupons is stored in the Billing History, Billing_Suppression, and Bil_Indiv_Coupon tables.

From FM.14-Unemployment Compensation Intercept Processing: MiCSES accepts electronic receipts from the SESA and processes them as if they were employer income withholdings. In the BATCH_DTRE process, MiCSES allocates these payments across all of an obligor's cases per state policy. The RHIS screen and its pop-up Receipt Distribution Detail Log provide a user with the details concerning the allocation of payments.

From FM.27-Financial Distribution: The Batch_DBOF process disburses posted funds not held in suspense to all payees within Federal time frames. Batch_DTRE applies funds to prior periods based on the date of collection for income withholdings or date of receipt for other types of payments whenever those funds are identified to an obligor.

MiCSES description of functional objectives:

1. The system must support income withholding activities.
2. Income withholding activities are not required until such time as an income source is known.
3. The system must automatically initiate income withholding for all support orders established or modified on or after November 1, 1990 (immediate withholding cases) unless there is an administrative/judicial order indicating demonstrated good cause for not withholding, or an agreement signed by the parties.
4. For cases not subject to immediate withholding, the system must automatically initiate withholding on
   a. The date on which the non-custodial parent fails to make payments in an amount equal to the support payable for one month;
   b. The date on which the non-custodial parent requests withholding begin; or
   c. The day requested by the custodial parent and approved by the State.
5. The system must automatically initiate income withholding for support obligations issued on or modified before October 1, 1994 if arrearages occur in an amount equal to one month's support, without the need for a judicial or administrative hearing.
6. For immediate and initiated withholding cases, the system must automatically generate a notice to the employer within two days, including employers for whom information is received via the New Hired Data Reporting function. The employer notice must notify the income source:
   a. Of the amount to be withheld from the non-custodial parent's wages and a statement that the amount actually withheld for support purposes, including a fee, may not be in excess of the maximum amounts permitted under the Consumer Credit Protection Act;
   b. That the employer must send the amount to the State Disbursement Unit (SDU) within 7 business days of the date the noncustodial parent (NCP) is paid, and must report to the SDU the date on which the amount was withheld from the NCP's wages, except when the State meets all Federal

requirements for an SDU and elects to use the date of receipt by the SDU as the date of collections;

c. That the employer may deduct a fee established by the State for administrative costs incurred for each withholding, if the State permits a fee to be deducted;

d. That the employer is subject to a fine for discharging a NCP from employment, refusing to employ, or taking disciplinary action against the NCP because of the withholding;

e. That, if the employer fails to withhold income in accordance with the provisions of the notice, the employer is liable for the accumulated amount the employer should have withheld from the NCP's income'

f. That the withholding shall have priority over any other legal process under State law against the same income;

g. That the employer may combine withheld amounts from NCPs income in a single payment to each State Disbursement Unit requesting withholding and separately identify the portion of the single payment which is attributable to each individual NCP;

h. That the employer must withhold from the noncustodial parent's income the amount specified in the notice and pay such amount to the SDU within 7 business days after the date the income would have been paid to the NCP; and

i. That the employer must notify the State promptly when the NCP terminates employment and provide the NCP's last known address and the name and address of the NCP's new employer, if known.

7. For initiated withholding, the system must send a notice to the NCP:
   a. That the withholding has commenced;
   b. Of the amount of overdue support that is owed and the amount to be withheld;
   c. That the provisions of withholding apply to any current or subsequent employer or period of employment;
   d. Of the procedures available for contesting the withholding and that the only basis for contesting is a mistake of fact and
   e. Of the information contained in the employer's notice.
8. If a noncustodial parent contests withholding, the system must track dates to ensure that specified activities occur in sufficient time to allow the system to automatically generate specified documents within 45 days after provision of the notice.
9. The system must automatically generate the data to populate the data elements and print a copy of the Standardized Income withholding form (OCSE-AT-98-03) to the noncustodial parent's employer to initiate withholding within two business days after the case becomes subject to withholding.
10. The system must automatically generate all notices and letters needed to support income withholding activities, including enforcement forms and letters when employers are not in compliance.
11. The system-generated notice must contain the information required by regulation to allow the employer to initiate income withholding and submit such withholdings to the State's Disbursement Unit.
12. The system must maintain information in the automated case record on the documents generated in support of income withholding.
13. The system must provide on-line access (either an electronic link or placing an extract of the database on-line) to automated sources of NCP employer and wage information. Assuming that the Data Warehouse is "on-line," the later method will be used.
14. The system must automatically generate delinquency aging reports to monitor obligor and employer compliance with withholding orders. Reports have been designed and are in coding. Design considers cases where there was no payment or payment received was less than 75% of obligation amount.
15. Ensure that system will automatically exempt cases from this remedy when appropriate. Exemption conditions are defined in this section; exemption functionality is described in another document.

16. Ensure that system will identify interstate cases and generate CSENet communications when appropriate associated with this remedy. CSENet communications include:
    - ESTXR: Administrative review complete. Change upheld.
    - ESWAG: Wage withholding established.
    - EUTXR: Administrative review complete. Challenge not upheld.
17. Ensure that IWN remedy is specific to individual case as well as type (support or parenting plan). Obligor may have an IWN for more than one case.
18. The development of the IWN function represented in this template does not encompass generation of Qualified Domestic Relations Orders or Eligible Domestic Relations Orders. QDRO/EDROs are discussed in a separate program template.
19. The development of the IWN function represented in this template does not encompass items E-2 k, E-2 l, or E-2 m of the IWN section of the federal system certification guide. These items are handled by financial tasks and have been accepted by the financial team.
20. The IWN is applicable to unemployment compensation, supplemental unemployment benefits, and worker's compensation income.

Conditions under which this remedy terminates:

1. An IWN terminates when all arrearages and fees have been paid and no current support is owed or expected to accrue.
2. An IWN need not terminate for a specific employer when the obligor leaves that employment. However, the system must record the end date of the employment so that the employer's compliance with the IWN is no longer monitored.

Conditions under which a case or individual is exempt from this remedy are:

1. Cases where administrative/judicial order indicates acceptable demonstration of good cause for not withholding, or a signed agreement between the parties for an alternative payment arrangement.
2. Investigation or audit pending.
3. Obligor is receiving means-testing income.
4. Case is initiating interstate case (where MI has not filed a direct income withholding to an employer in the responding jurisdiction).
5. A bankruptcy filing. Bankruptcy prevents the generation of a new income withholding. Income withholdings already in effect are modified and reduced to withholding current support.
6. The enforcement exempt indicator is on.

1.3.1. Michigan Adaptation

1. Michigan functionality displays some IWN information from a pop-up from the Support Order (SORD) screen. The pop-up should be removed from SORD and made a full and independent screen. The display should be expanded (see 2.3) to show all case-specific variables shown on the current and all previous IWNs.
2. Michigan allowed the IWN type to be judicial, guideline, or specific. These types, and their logic, should be re-verified with New Jersey for acceptability.

- Judicial: A judge has specifically stated an amount to be used which will remain in effect until the arrears balance increases to an amount greater than the balance at the time of the declaration plus one-month's current support.
- Guideline: The amounts used in the IWN are administratively set based on the application of guideline standards.
- Specific: The amount is specifically set by the enforcement worker to control the amounts withheld from multiple, simultaneous sources to meet the intent of a judicially or guideline set amount. Specific amounts are never adjusted by the system automatically.

3. Michigan new hire processing does not mark previous employers as needing re-validation. Thus, enforcement workers must become involved with each new or repeated new hire report to terminate old employment. Because of workloads this was rarely done. The result, old employers would get modified IWNs whenever the obligation structure changed. New Jersey processing should add intelligence to automatically terminate old employment after 60 days of a new hire report unless the validation date is set to a date within those 60 days.
4. The Michigan Other Party table keeps all employer contact information. The table only allows one address. New Jersey processing should utilize a payroll office address for IWNs and other addresses such as an HR department for insurance benefit processing and work addresses for service of process.
5. Michigan instituted minimum change triggers that need re-verification in New Jersey:
    1. Modified IWNs do not get sent for an arrears payment amount less than $20 per month. Calculated payment amounts less than $20 are rounded up to $20;
    2. Administratively set (i.e. guideline) IWNs are not modified unless the total amount is increased by at least $1.
    3. Administratively set IWNs are never reduced unless the total arrears balance is zeroed.
    4. IWNs are not eligible to be switched from judicially set amounts to administratively set amounts unless the arrears have grown at least 1-month in additional arrears from the balance ruled upon by the court;
    5. IWNs are considered in compliance as long as the income source has provided at least 75% of the expected withholding amounts. The shortage between 76% and 100% is considered to be in transit or as a result of the Consumer Credit Protection Act.)
6. Michigan terminates IWNs only if the order is closed. This allows obligors returning to previous employers, perhaps from a layoff situation, to have their withholding reinstated immediately upon re-hire without further effort from the enforcement worker. (See number 3 above for impacts.)
7. Current New Jersey processing (FM.08) moves NCP billing from monthly to quarterly once the income source starts paying with withholdings. Michigan saves thousands in postage and handling by shutting down NCP bills totally if a wage assignment is active.
8. Michigan does not have employer billing. To support FM.10-Employer Billing, an IWN should make the NCP appear on employer bills.
9. Michigan relies on the wording of the income withholding notice to notify the obligor of his right for an administrative review after the IWN takes effect. This should be sufficient to support CM.11 Administrative Review but the workflow engine may need additional steps for the administrative review.
10. Michigan used to support Qualified Domestic Relations Orders with IWNs until the State Court Administration office ruled that that approach fails to give the proper due notice. Issues related to QDRO/EDRO will be raised in specification EN.23 – QDRO/EDRO.
11. Michigan minimally supports opted-out Non-IVD cases where the parties have obtained an income withholding order outside of IV-D auspices. The Michigan SDU validates all income withholding

receipts against a validation file provided by MiCSES. New Jersey may want to extend support to be more robust.

12. Michigan does not automatically utilize quarterly wage data to initiate income withholdings. Michigan does not consider such data verified. MiCSES alerts the locate worker that a new employer exists. From the locate alert, the worker must manually request a verification letter and manually start an income withholding if the verification comes back positive. In New Jersey, the most recent NJ quarterly wage data should be considered verified and initiate an immediate or initiated income withholding if the employer is not found within the obligor's employment history. "Not found" criteria should be considered met if the FEIN differs from any existing FEIN in the employment history. Quarterly data from previous quarters or from other states must be verified similar to existing Michigan functionality.
13. Emancipations in Michigan do not trigger re-analysis for a modified IWN. However, future dated obligations create trigger transactions similarly future dated. This may be adequate for New Jersey's needs.
14. Michigan does not prorate IWN terms for first or last month obligations. This may or may not be acceptable to NJ.
15. Michigan does not routinely encourage employers to submit withholdings by EFT. The NJ system should routinely accept EFT transactions from employers for income withholdings and interstate child support collections transmitted in either CCD+ or CTX NACHA payment formats. Contact information for employer clearance specialists and a static web page reference to receive EFT instructions should appear on the IWN.
16. Michigan does not modify the IWN documents based on the type of income source as required in 1.1.3. Requirement 1.1.3 should also have included military allotments.

1.4. Alternative Hybrid Component Assessment – Vermont / Wyoming

No hybrid components identified. Individual features may have been identified in section 1.3.1.

1.5. Requirements Validation

1.5.1. Federal Regulations

42 USC 654 (19)(B)

42 USC 654A (g)(1)(A)

45 CFR 303.100

45 CFR 307.10(b)(4) * (14)

45 CFR 303.6(C)(2)

45 CFR 303.100

45 CFR 307.11

AUTOMATED SYSTEMS FOR CHILD SUPPORT ENFORCEMENT: A GUIDE FOR STATES, REVISED APRIL 1999, Updated December 1999. Section E-2.

1.5.2. Qualified Domestic Relations Orders Use of Income Withholding

New Jersey currently allows the use of income withholding documents in the enforcement of Qualified Domestic Relations Orders (QDRO). While many plan administrators will accept income withholding documents, several will insist on orders specifically worded to match QDRO requirements. A few plan administrators may insist on court hearings. Thus, QDRO has been isolated into its own specification EN.23 QDRO/EDRO.

2. Functional Design

2.1. Functional Process Overview

2.1.1. Establish IWN

Objectives met: 1.1.1, 1.1.2, and 1.1.4

The system must determine automatically when a new or modified Income Withholding Notice (IWN) should be issued. Allowance for an enforcement worker to override terms should be allowed but should not restrict the need to issue the IWN automatically within two days of verifying the income source.

Income withholdings occur only if there is an order to do so. Since 1994, the boilerplate language of orders have required immediate income withholding to take place unless there is a finding otherwise. Orders prior to that date may institute delinquency requirements prior to initiating the income withholding. If no income sources are known at the time of the order, the income withholding provisions are not triggered until a source of income is verified.

Changes in the terms of the order require a modified IWN to be issued to those income sources actively withholding. These terms may be changed by court order, administratively due to cost of living adjustments (COLA) or hearings, or a change in circumstance with custody (i.e. emancipation).

2.1.2. Issue IWN

Objectives met: 1.1.2, 1.1.3, and 1.1.4

Whether requested from automatic causes or worker request, the system should automatically identify which form and media should be used to initiate or change income withholding. The form and media may differ by income source. For example, IWNs to the NJ Unemployment agency may be electronically transmitted but the same IWN to another state's unemployment agency would have to be sent by paper. Paper IWNs may have the opportunity to be avoided if an employer consistently checks the website for new orders (see CM.09 Web Accessibility).

New Jersey is not legally required to send a copy of the IWN to the obligor or the obligee. And like other legal documents, New Jersey does not copy the attorneys since the plaintiff and defendant are responsible for notifying their attorney of received documents. However, there are forms that notify the

obligor to continue to pay while the employer establishes the income withholding. Also, the obligor receives a copy of non-compliance communications.

In preparing the form, the system should automatically calculate the amounts to be used unless an authorized worker has overridden the terms during the preparatory steps. Exemptions and minimums may lead to the abandonment of issuing the IWN. If the issuance is abandoned, the reason why must be recorded and told to the enforcement worker so that other, more appropriate, enforcement remedies may be initiated.

Cases classified as responding interstate cases, must additionally notify the other State(s) involved that an IWN has been issued.

Successful issuance of an IWN should modify the billing setup to reduce costs of obligor billing.

2.1.3. Monitor for Delinquent IWN

Objectives met: 1.1.1 and 1.1.5

Although not explicitly stated in the requirements, the system must monitor for the successful initiation of the income withholding. Failing to do so violates the court's intent on establishing a withholding pattern. Most instances of failing to start income withholding lies in innocent causes of not receiving the notice. Subsequent to starting, an unreported change in the obligor's categorization to a non-income status often triggers a delinquency situation that should encourage the use of a more effective enforcement remedy.

If it is appropriate that the income withholding no longer be pursued, then obligor billing may have to be reinstated. Anticipated future obligations, currently outstanding balances, exemptions, bankruptcy, a propensity to violence, and whether there are other income sources to be withheld are considered in the reinstatement of the bills.

2.1.4. Terminate IWN

Objectives met: 1.1.5

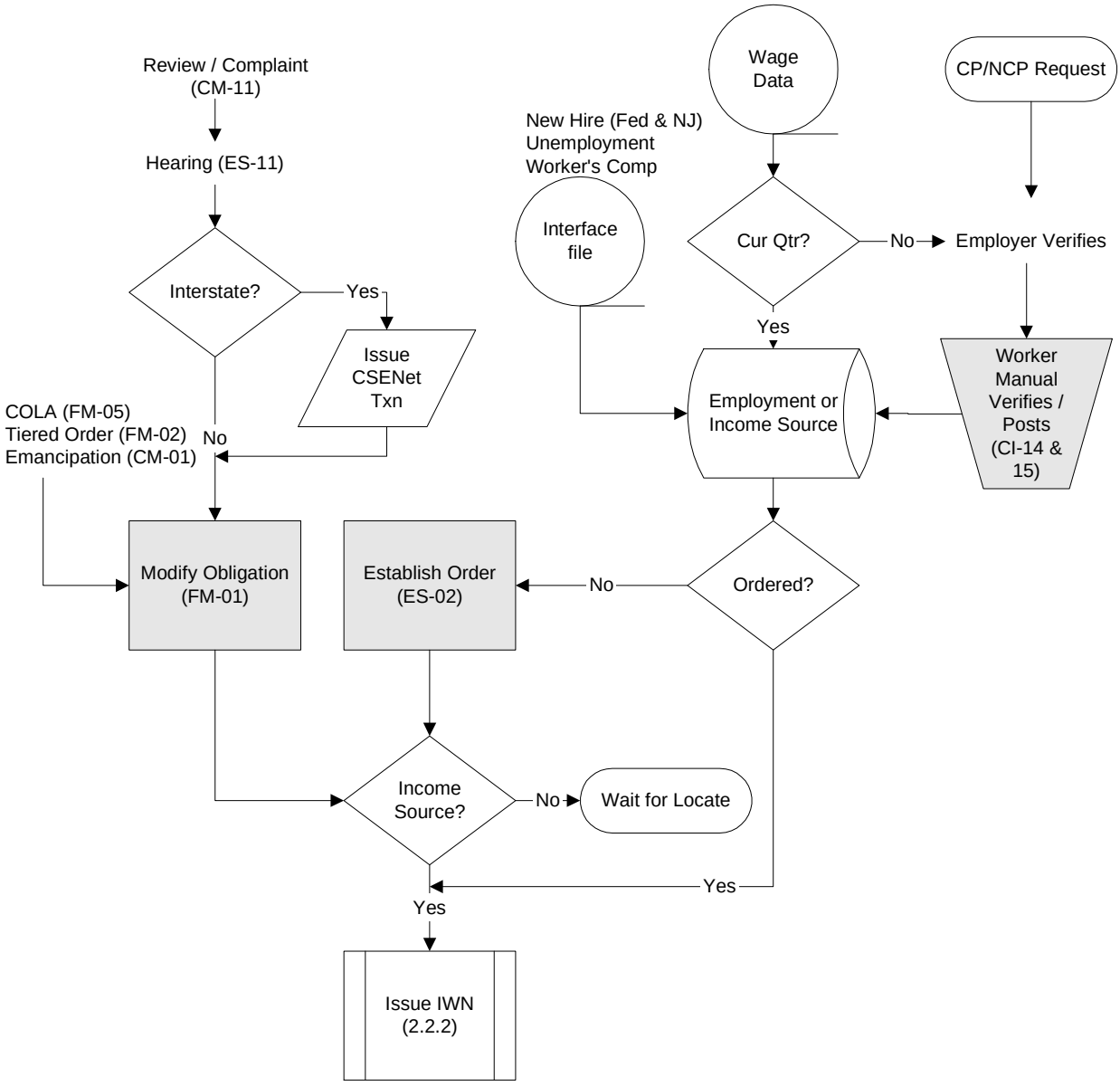
Termination of an IWN relies heavily on a strong expectation that the income earning relationship of the obligor to that income source is permanently severed. If child support continues, the obligor billing may have to be reinstated (see 2.1.3) and other remedies started.

The IWN may also terminate at the conclusion of child support activity, i.e. the balances are zeroed and no further obligations are expected. This may be caused by court dismissal or pay off of the obligations in full.

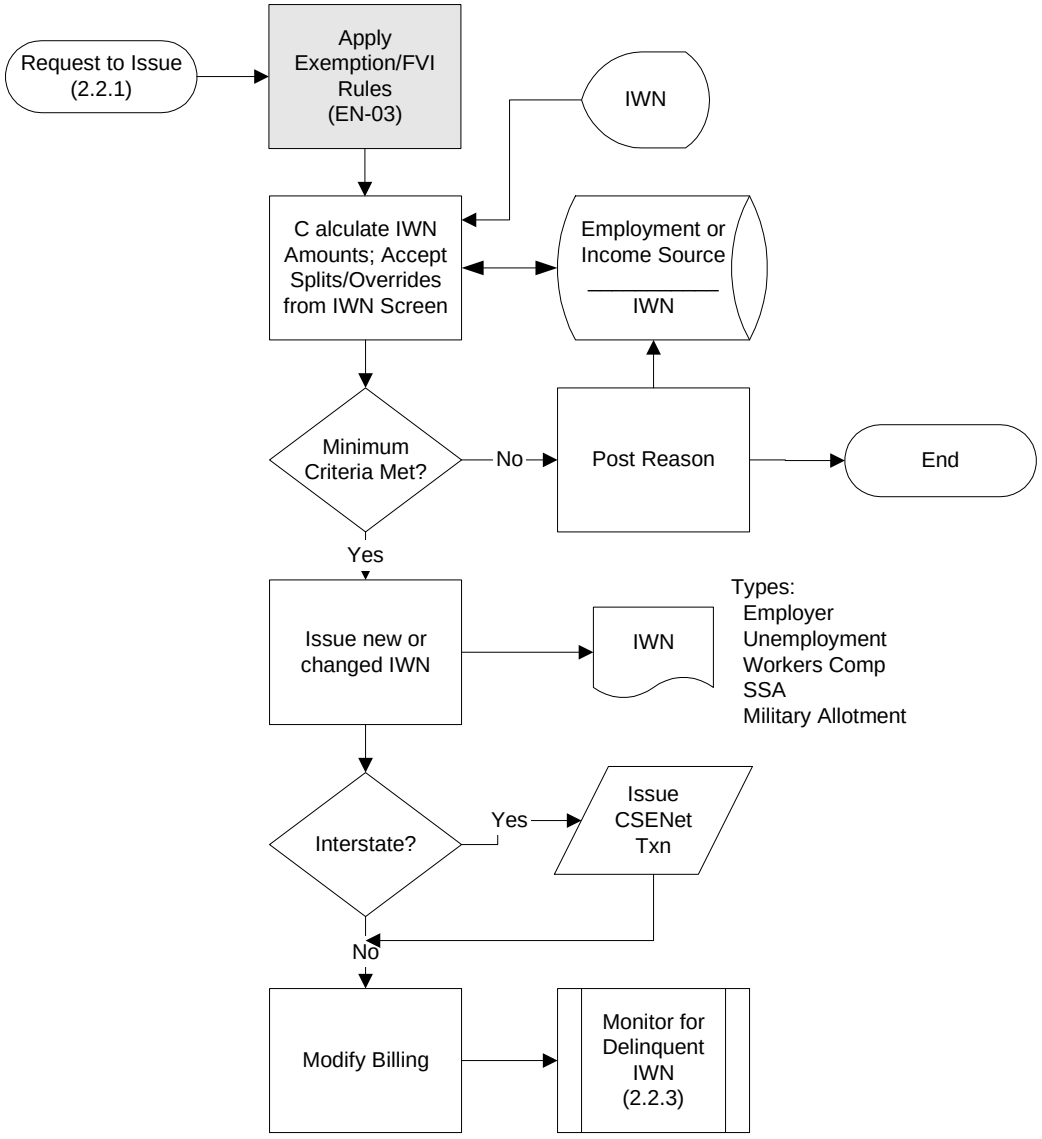
2.2. Functional Process Flow

(Grayed items are the responsibility of other requirement specifications but are shown to complete the process flow.)

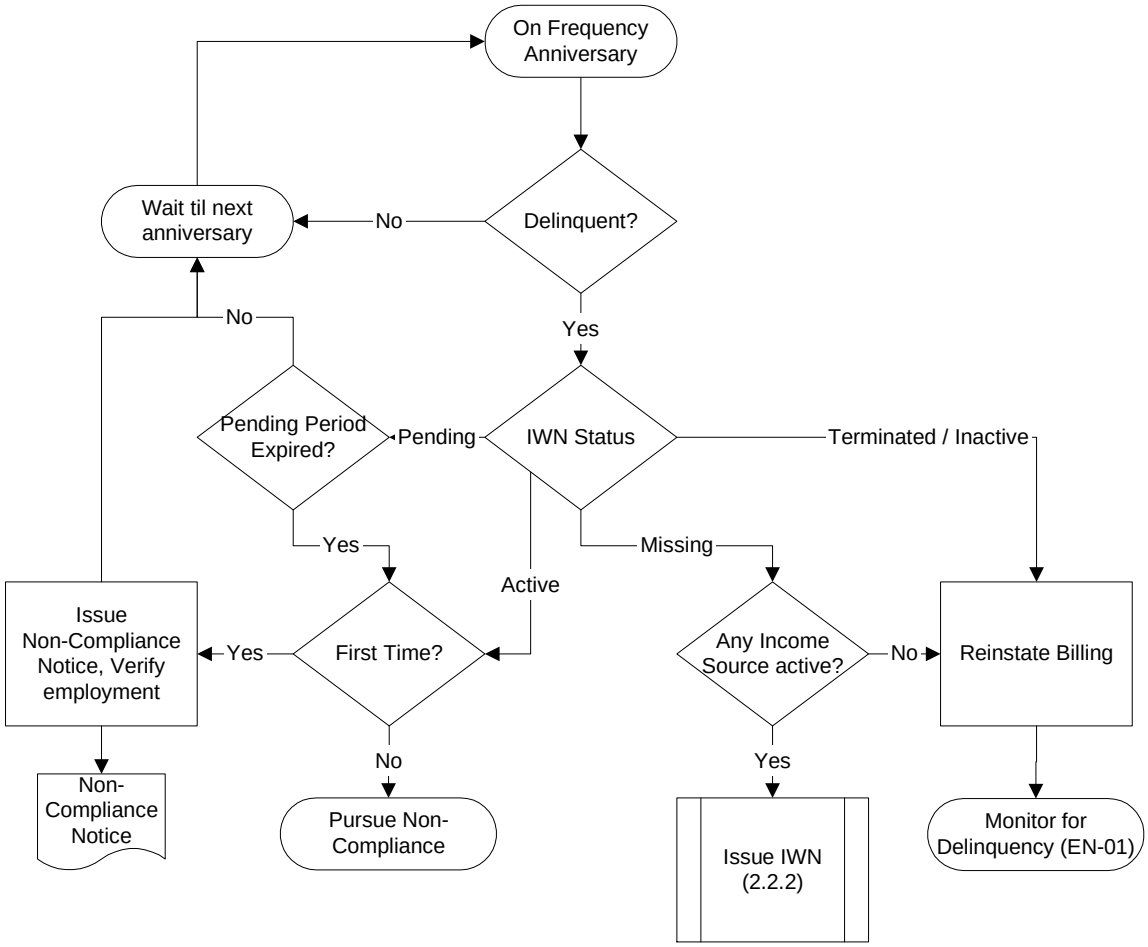
2.2.1. Establish IWN



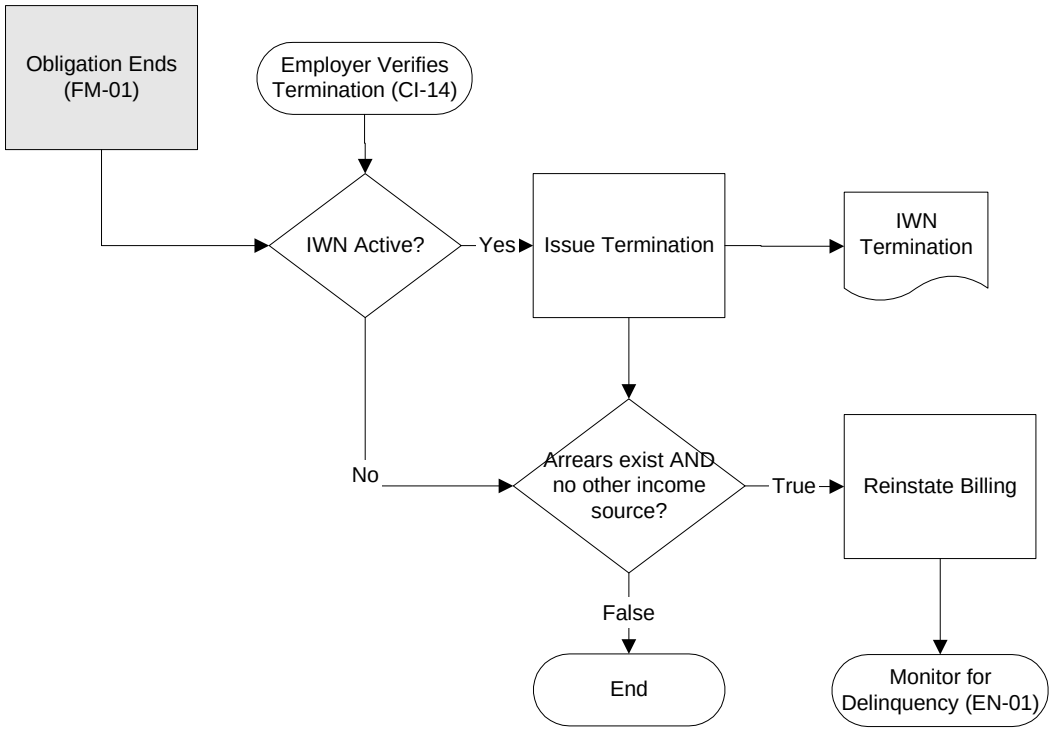
2.2.2. Issue IWN



2.2.3. Monitor for Delinquent IWN



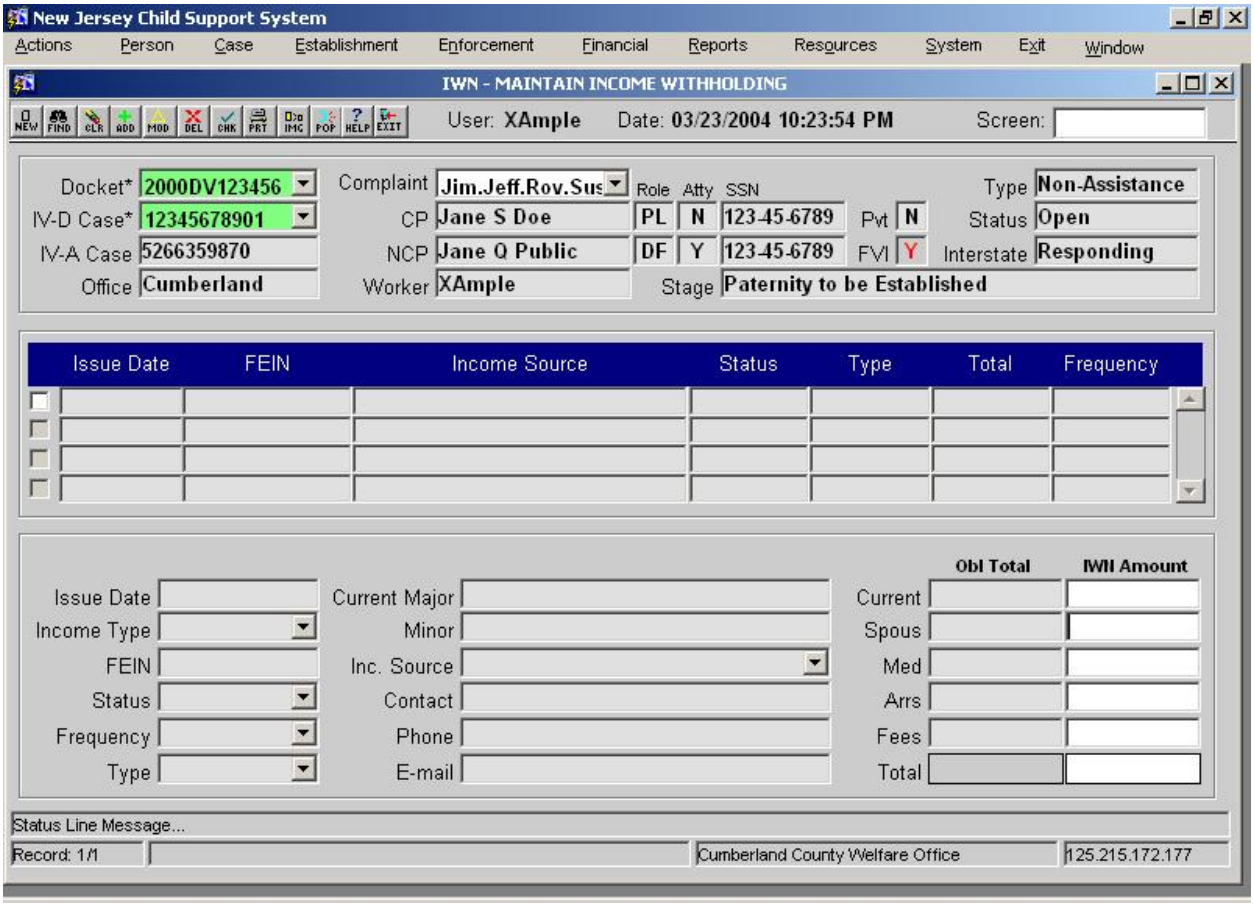
2.2.4. Terminate IWN



2.3. Screens, Notices, Reports and Transaction File Layouts

2.3.1. Screens

2.3.1.1. IWN – Maintain Income Withholding



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / IWN – Maintain Income Withholding

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

Role Title	Inquiry	Add	Change	Delete
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
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	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	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	Y	Y	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. CS006 – Notice to Payor of Income Withholding
2.3.2.2. CS006B - Notice to Payor of Income Withholding
2.3.2.3. CS009 – Certification in Support of Income Withholding
2.3.2.4. CS012 – Request for Military Allotment
2.3.2.5. CS021 – Notice to Obligor of Income Withholding
2.3.2.6. CS023 – Certification in Support of Interstate Income Withholding
2.3.2.7. CS023B – Certification in Support of Interstate Income Withholding (Attachment)
2.3.2.8. CS025 – Notice to Employer of Non-Compliance with Income Execution
2.3.2.9. CS034 – URESA Cases with Interstate Income Withholding
2.3.2.10. CS046 – Notice Changing Income Withholding
2.3.2.11. CS047 – Notice to Terminate Income Withholding
2.3.2.12. CS121 – Notice to Obligor – Increase Arrearage Payment on Income Withholding

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Input File – Incoming New Hires – State
2.3.4.2. Input File – Incoming New Hires - National
2.3.4.3. Input File – Incoming Unemployment Approvals
2.3.4.4. Input File – Incoming Workers Compensation Approvals
2.3.4.5. Input File – Quarterly Wage Data – NJ Dept of Labor
2.3.4.6. Input File – Quarterly Wage Data – FCR
2.3.4.7. Output File – Outgoing NJ Unemployment IW Requests
2.3.4.8. Output File – Outgoing NJ Workers Comp IW Requests

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. Immediate Income Withholding Monitoring
2.4.1.2. Initiated Income Withholding Monitoring
2.4.1.3. Unemployment Compensation Intercept Processing
2.4.1.4. Workers Compensation Intercept Processing

2.4.2. List of Alerts:

2.4.2.1. Info: IWN Generated
2.4.2.2. Action: Awaiting Employer Response
2.4.2.3. Info: Notice to Employer for Non-Compliance
2.4.2.4. Action: Refer to Legal for Non-Compliance
2.4.2.5. Info: Monitoring for Payment or Obligation Change
2.4.2.6. Info: Withholding Terminated
2.4.2.7. Action: Notice of IWN Initiated; Awaiting Obligor Request for Hearing
2.4.2.8. Action: Awaiting Admin Review Results
2.4.2.9. Action: Awaiting Appeal of Admin Review Results
2.4.2.10. Action: Awaiting Judicial Hearing Results

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 enforcement 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 permanently stored and rely on the minor activity processing and logs for any historical record.

Each generation of IWN documents 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

Enforcement – EN.06 National Medical Support Notice

Enforcement – EN.06 National Medical Support Notice

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide a daily interface file to the National Medical Support Notice (NMSN) vendor to identify employers and non-custodial parents subject to medical support provisions.

1.1.2. The system must process a return file with health care policy information and medical support obligation tracking information.

RELATED REQUIREMENTS

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

CI.19 – Person Insurance Management: The system must associate health insurance coverage with a specific individual. It must collect the heath insurance carrier, the coverage type, the group number, the policy number, the employer if the insurance is provided through employment deduction, and the policy holder. It must allow for multiple policies to be in effect concurrently. It must maintain the history of prior policies. It must provide linkage to all cases associated with the person. It must record the source of the information.

CI-18 - Person Expense Management: The system must associate expenses (e.g., child care costs, union dues, mandatory retirement account contributions, alimony, special needs expenses, health care costs, health insurance costs) with a specific individual, type of expense, and time period. It must provide linkage to all cases associated with the person. It must record the source of the information.

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:

… Health insurance status…

… Health insurance history…

1.2. Existing ACSES Assessment

ACSES currently provides some capability to document and exchange detailed information regarding medical support provisions in the IMED screen function. It can be assumed that a successful interface with the NMSN vendor system will require the addition of a number of new elements to the ACSES database as well as changes to some of the existing screen functions such as IMED and IOBL.

1.3. MICSES Assessment

MiCSES automatically generates the NMSN document but does not have an interface with the national directory.

MiCSES description of functional objectives:

This functionality must:

1. Generate original IWN

   Issue NMSN only if
   1) Medical support is ordered on the case/obligor
   2) IWN amount requested is > $0
   3) Source has potential to provide insurance (do not send to Unemployment, SSA, VA, etc).

2. Generate modified IWN (insurance availability may have changed since original IWN was sent)

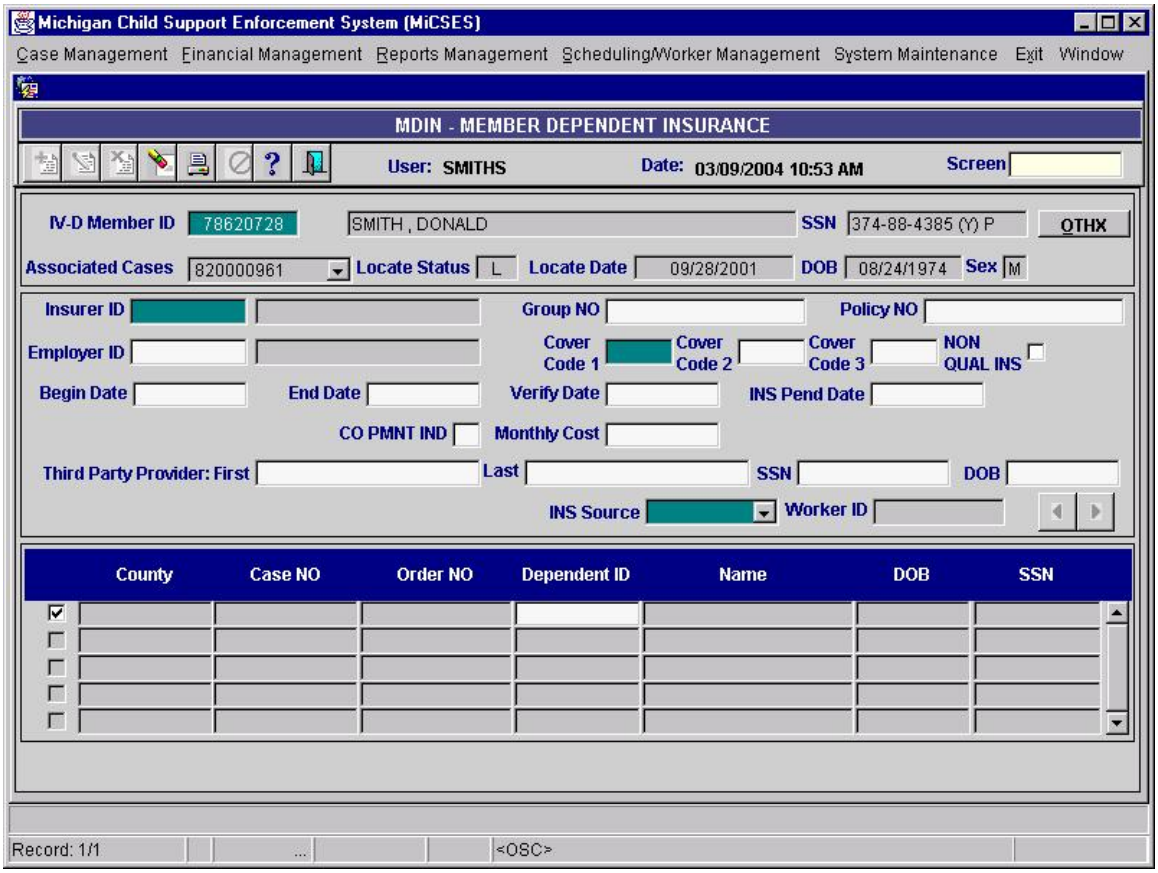
   Issue NMSN only if
   1) Medical support is ordered on the case/obligor
   2) IWN amount requested is > $0 ($0 IWNs indicate employer should stop withholding)
   3) Source has potential to provide insurance (do not send to Unemployment, SSA, VA, etc).
   4) Insurance coverage for required children does not exist or is not active *even if insurance availability was determined to be not available through the employer.*
   If NMSN sent on modified IWN, set the insurance available indicator to unknown*(yes)* only if set to "N".

3. Interface with DCH [Department of Community Health] to obtain DCH provider identifiers for insurance carriers and record third party insurance for Title XIX (Medicaid) children.

4. Interface with MSES [Medical Support Enforcement System] to record new, changed, or expired policy information.

1.3.1. Michigan Adaptation

1. Michigan inappropriately creates NMSN triggers when IWN triggers are created. Future enhancements are planned to divorce the two actions and make the NMSN trigger creation more intelligent and less dependent on IWN changes.
2. Michigan has an outsourced agency to obtain insurance information. However, the production of the NMSN remains a duty of the Friend of the Court enforcement worker. In NJ the NMSN will be produced by the vendor.
3. Michigan simplified the data structure to track only the most current coverage of the child from only one of the parent's employer plans. Consideration should be given to whether the Michigan data model should be enhanced to recognize that both parents and a possible third party (step parent) may provide the child's coverage. Group coverage may come from any of a multitude of current or previous (COBRA) employers, or unions, or be provided by an individual policy. There may be a choice of policies or plans to enroll in where some may qualify as sufficient coverage and others may not. The more complex data model, however, may be the sole responsibility of the NMSN vendor and only the flattened results may be necessary to be stored on the NJ system.
4. Original Michigan screen MDIN – Member Dependent Insurance 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, person header, and status bar.
2. Change the title to INSURED – MEMBER / DEPENDENT INSURANCE.
3. Change the labels to normal black font
4. Rearrange the frames such that the grid appears in the middle and the detail data modification frame appears at the bottom.
5. Replace the page arrows with standard arrows.
6. Rearrange the fields:
    a. Add a new ‘Union ID’ and name field below the Employer ID and name.
    b. Move the Verify Date and Insurance Pend Date underneath the Begin and End dates.
    c. Move the Monthly Cost underneath the Verify date.
    d. Change the Cover Code fields to each be on a line. Expand the field to be a drop down containing the full description. After each, insert a new amount field called ‘Co-pay’. Each also gets a checkbox for ‘Non-Qual Ins’. The labels for all of these fields may be column headings instead.
    e. Place the third party information in a frame underneath the coverages. Label the frame ‘Third Party Provider’. Stack the SSN and DOB underneath the name fields.

f. Move the Ins Source and Worker ID fields to any remaining space to balance the columns.

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. NMSN Vendor Wish List

Designers of the NMSN functionality should work closely with the NMSN vendor to incorporate their opinions and experiences for a more efficient interface. For example, the vendor suggests elimination of duplicate requests, possibly through the use of the Employer's FEIN, to assist in resolving conflicting employer contacts. Also suggested is the passing of the violence indictor to better assist employers on how to handle orders to obtain insurance.

1.5.2. Insurance Provided by Unions

Like Michigan, the federally dictated NMSN was not designed to accept insurance coverage from unions, only employers. It will probably be worthwhile to make procedures and supplemental forms generic enough to recognize information may come from other group providers besides employers.

1.5.3. INSURED Screen's Layout

The INSURED screen is currently oriented to posting each policy discovered to each dependent. This is efficient for case initiation or after the paternity establishment of a child. It is inefficient when a new policy is discovered as each policy must be reentered for each participant. The approach chosen was due to most policies being loaded by a batch process from the NMSN vendor.

2. Functional Design

2.1. Functional Process Overview

The system will record health insurance information on the INSURED screen. The NMSN vendor, through a daily interface, provides the information captured on this screen. However, the child support worker can also record coverages on this same screen if provided directly to the child support unit from an employer, insurance provider, or one of the parties.

2.1.1. Create Triggers

Directly entered modifications on the INSURED screen create NMSN triggers. If the modification indicates that insurance is no longer known to be verified, then a NMSN request will be sent in the next process to the NMSN vendor to research. If the modification indicates insurance has been obtained, the trigger will clear any duplicated and outstanding requests queued for the NMSN vendor. If the information indicates a change in employers, then a NMSN request is sent to the NMSN vendor to verify insurance.

Triggers may also be created from other batch processes. These processes primarily catch new employment or possible causes for insurance to expire such as emancipations or employment terminations.

2.1.2. Evaluate and Process

Objectives met: 1.1.1

The enforcement monitoring program processes NMSN triggers and decides whether a NMSN request should be sent to the NMSN vendor. A request will cause the vendor to issue the NMSN packet to the entity (employer, union, or insurance provider) listed in the request. The NMSN vendor will monitor that information is returned timely and will scrub and verify that information when returned.

2.1.3. Load Activities

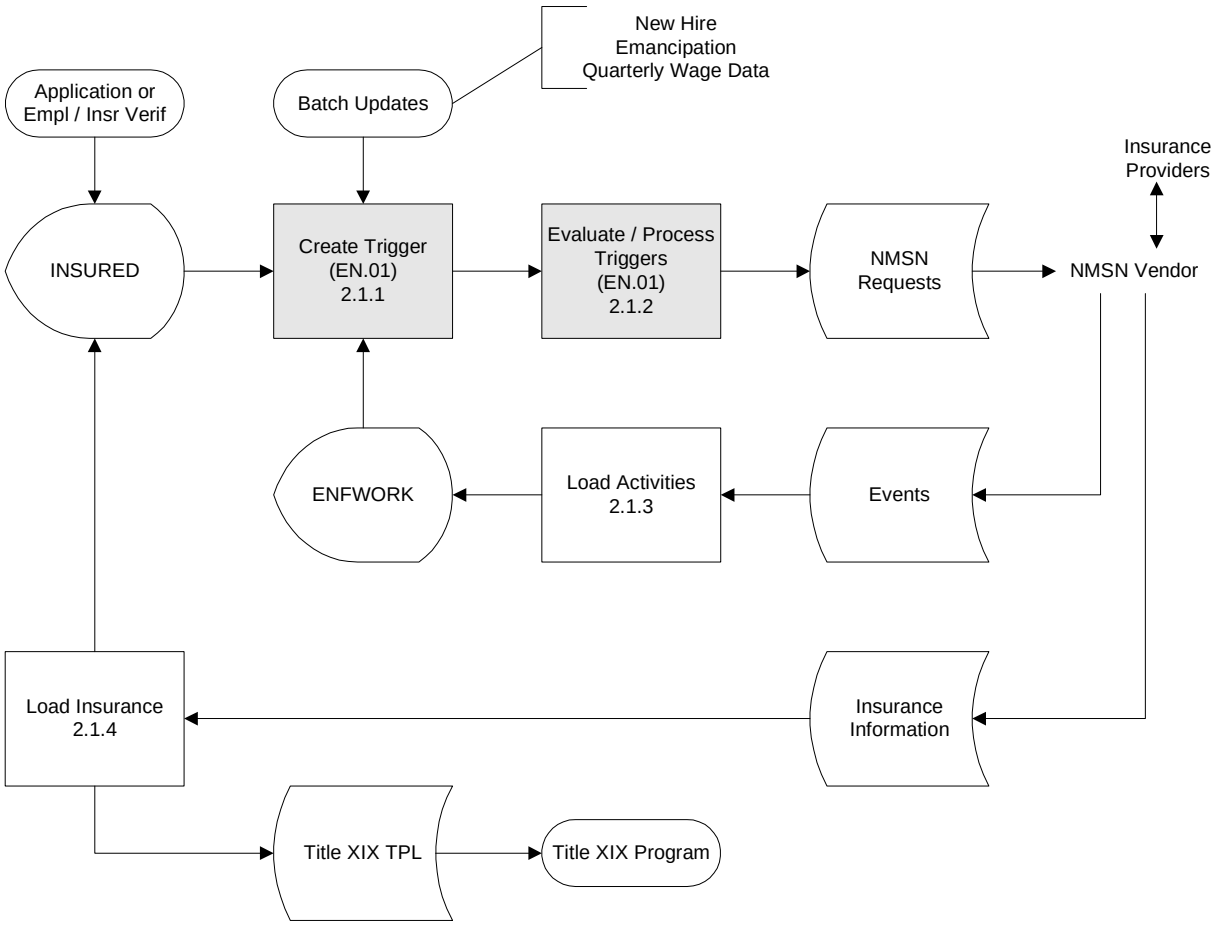
The current NMSN vendor returns an activity transaction file to complete the feedback loop. This file currently contains 39 different activity codes although an additional 2 are shortly being added. These activities indicate successful actions that may close NMSN activity chains on the ENFWORK screen or errors that must be resolved and recycled through the NMSN request path.

2.1.4. Load Insurance

Objectives met: 1.1.2

Insurance information returned from the NMSN vendor will be posted to the INSURED screen. In addition, the information is passed to the Title XIX (Medicaid) program so that they are aware that a third party liability situation exists. The taxpaying public need not provide health benefits to the child on assistance who is covered by private insurance.

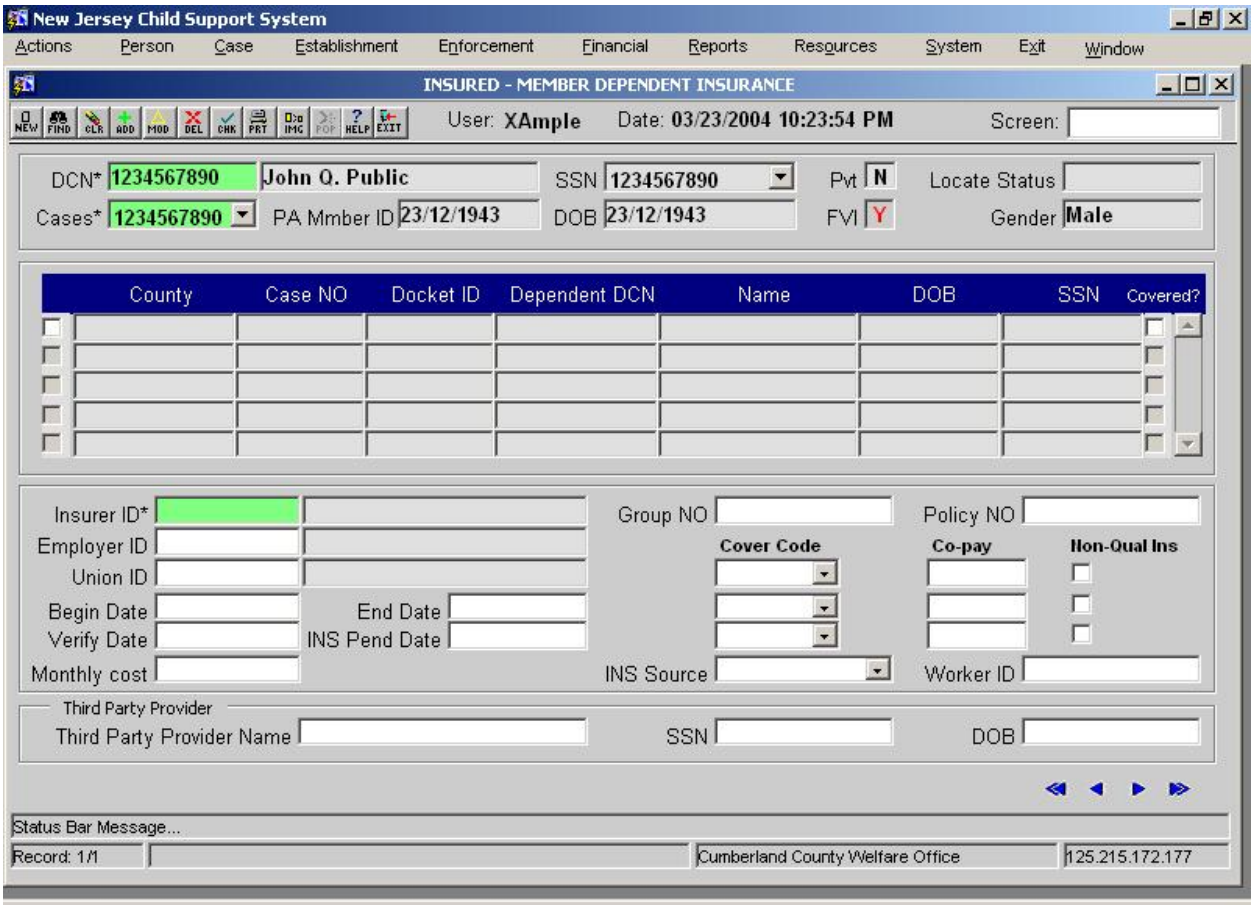
2.2. Functional Process Flow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. INSURED – Member/Dependent Insurance



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / INSURED – Member Dependent Insurance

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

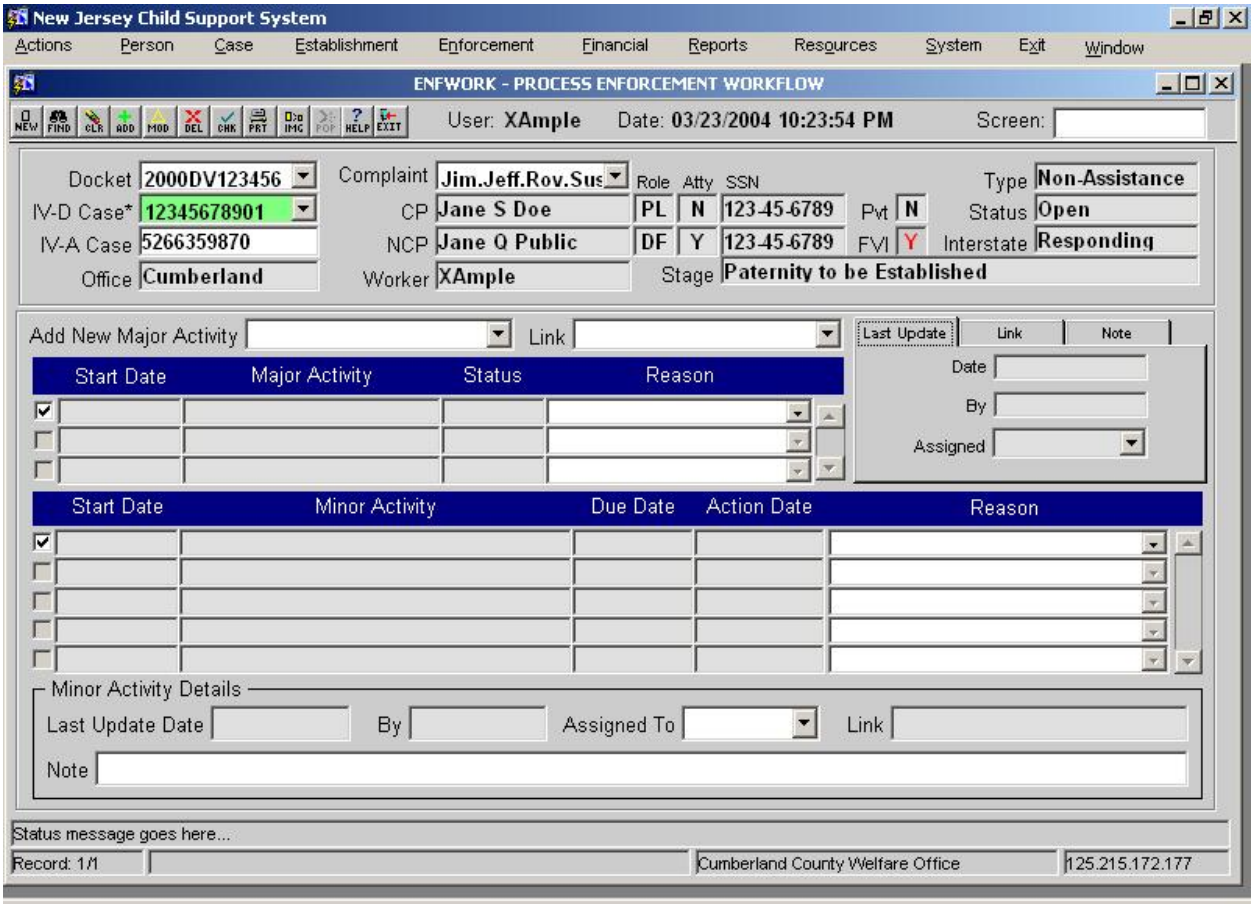
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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	Y	Y	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	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	Y	Y	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

2.3.1.2. ENFWORK – Maintain Enforcement Status



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Maintain Enforcement Status

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.2. Documents

2.3.2.1. CS074 – Requesting Current Medical Coverage
2.3.2.2. CS075 - Health Insurance Letter to Client
2.3.2.3. CS076 - Client Medical Information
2.3.2.4. CS077 - Certification in Support – TPL
2.3.2.5. CS077B - Health Insurance Cover Letter
2.3.2.6. CS078 - Notice of Motion – TPL
2.3.2.7. CS094 - Notice to Enroll Children in Health Insurance Benefits
2.3.2.8. CS097 - Health Insurance Cover Letter to AP
2.3.2.9. CS110 - Request for Health Insurance Information from Employer

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Output File – NMSN Requests
2.3.4.2. Input File – Insurance Coverage Updates
2.3.4.3. Output File – Title XIX (Medicaid) Update for TPL (Third Party Liability)

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. National Medical Support Notice Request (MI = NMSN)
2.4.1.2. Insurance Letter to CP (MI = INSL)

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

Enforcement – EN.07 Relief to Litigant Processing

Enforcement – EN.07 Relief to Litigant Processing

1. Requirements Definition

1.1. Requirement

1.1.1. The system must routinely monitor case and financial data for potential relief to litigant processing.

1.1.2. When financial data suggests legal action, the system must alert the child support enforcement specialist.

1.1.3. The system must schedule the litigant's rights hearing.

1.1.4. The system must generate the appropriate litigant's rights documents.

1.1.5. The system must monitor the follow-up.

1.1.6. The system must provide for bench warrant issuance as needed. (see EN.08)

1.1.7. The system must provide for the efficient calendaring of case batches.

1.1.8. The system must provide for the efficient entry of dispositions on batches of cases.

RELATED REQUIREMENTS

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

EU.06 – Automated Workflow: The system must provide for the assignment of case action batches and for the batch disposition of case action batches.

EN.08 – Bench Warrant Processing: The system must provide for the issuance of bench warrant documents.

1.2. Existing ACSES Assessment

Routine ACSES monitoring functions currently utilize the ITCK screen function to report cases that qualify for specific levels of enforcement, but follow up actions for document generation and /or scheduling for a court hearing are dependent on the decisions and actions of the assigned staff.

1.3. MICSES Assessment

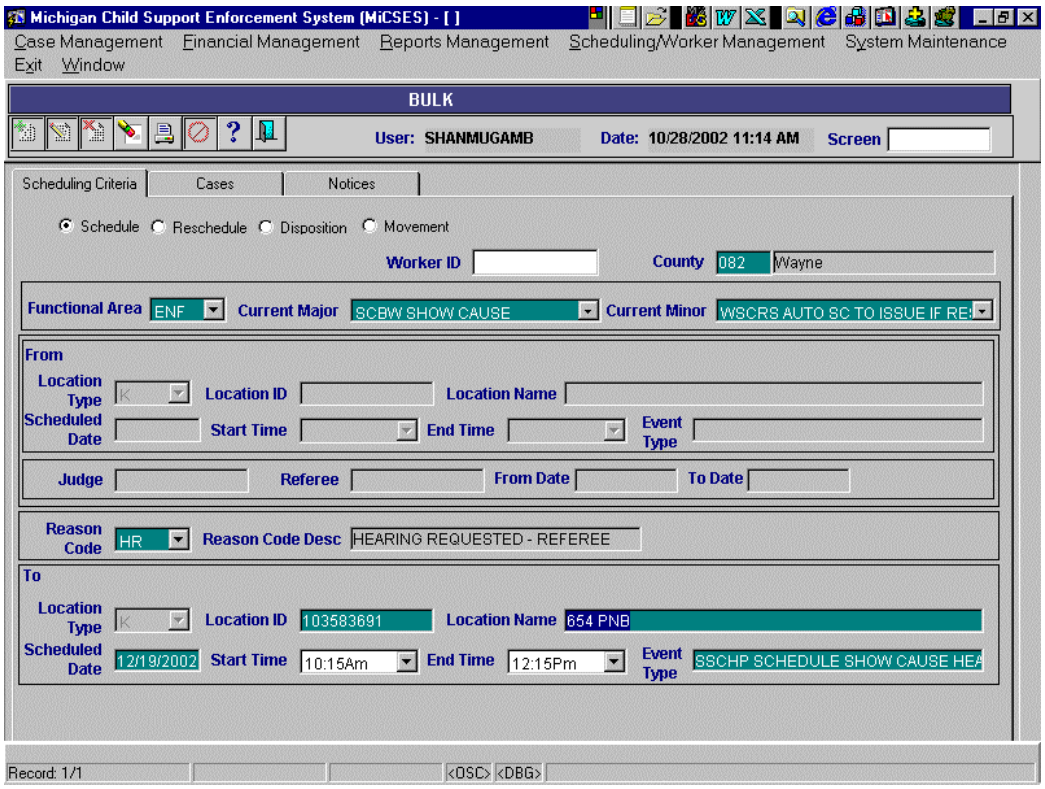
MiCSES has a "SCBW" (Show Cause/Bench Warrant) MAJOR ACTIVITY that is automatically loaded by the system when income withholding is not in effect and the case is delinquent. The worker is alerted on the ALRT to examine the case and enter a REASON CODE indicating whether or not the first action should be taken. The worker is automatically taken to the DOGN screen to generate documents and the CWKS screen to schedule pre-show cause sessions and/or hearings.

When an obligor fails to appear, the worker can enter a REASON CODE to indicate that a Bench Warrant has been issued. Bench warrant information is maintained in the BENCH_WARRANT table.

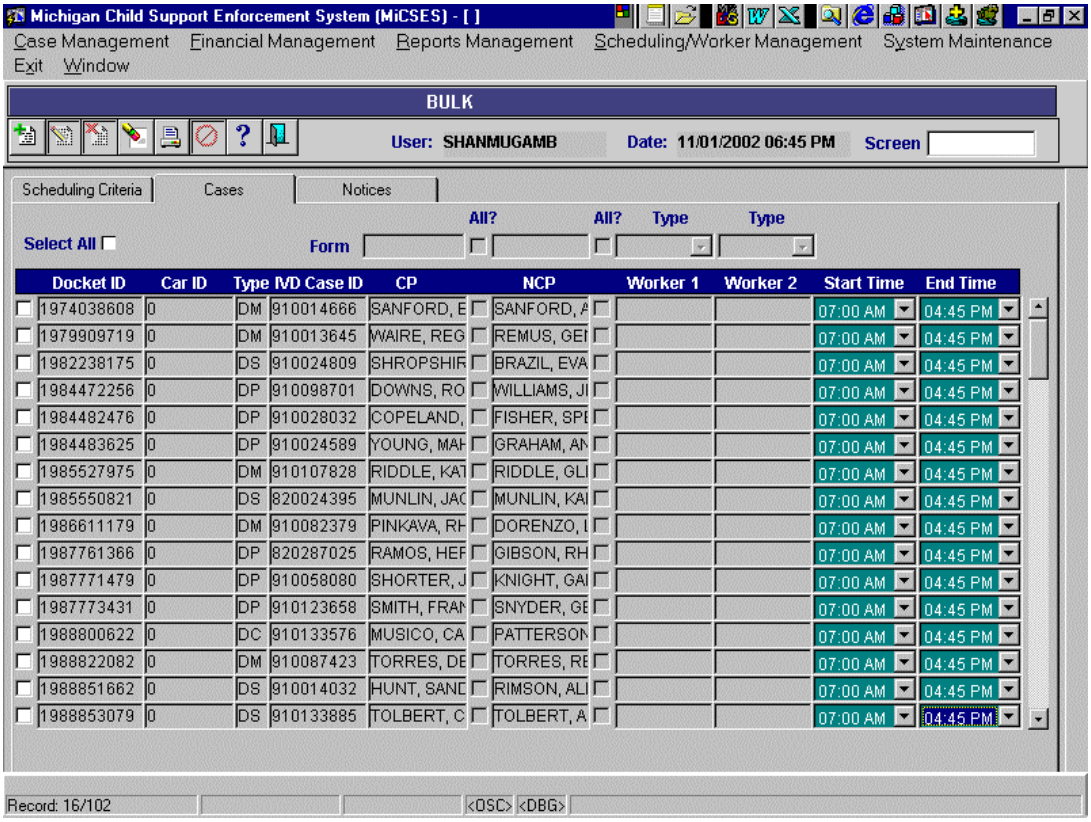
Using the BULK screen, a worker can schedule, reschedule, and enter dispositions for batches of cases.

1.3.1. Michigan Adaptation

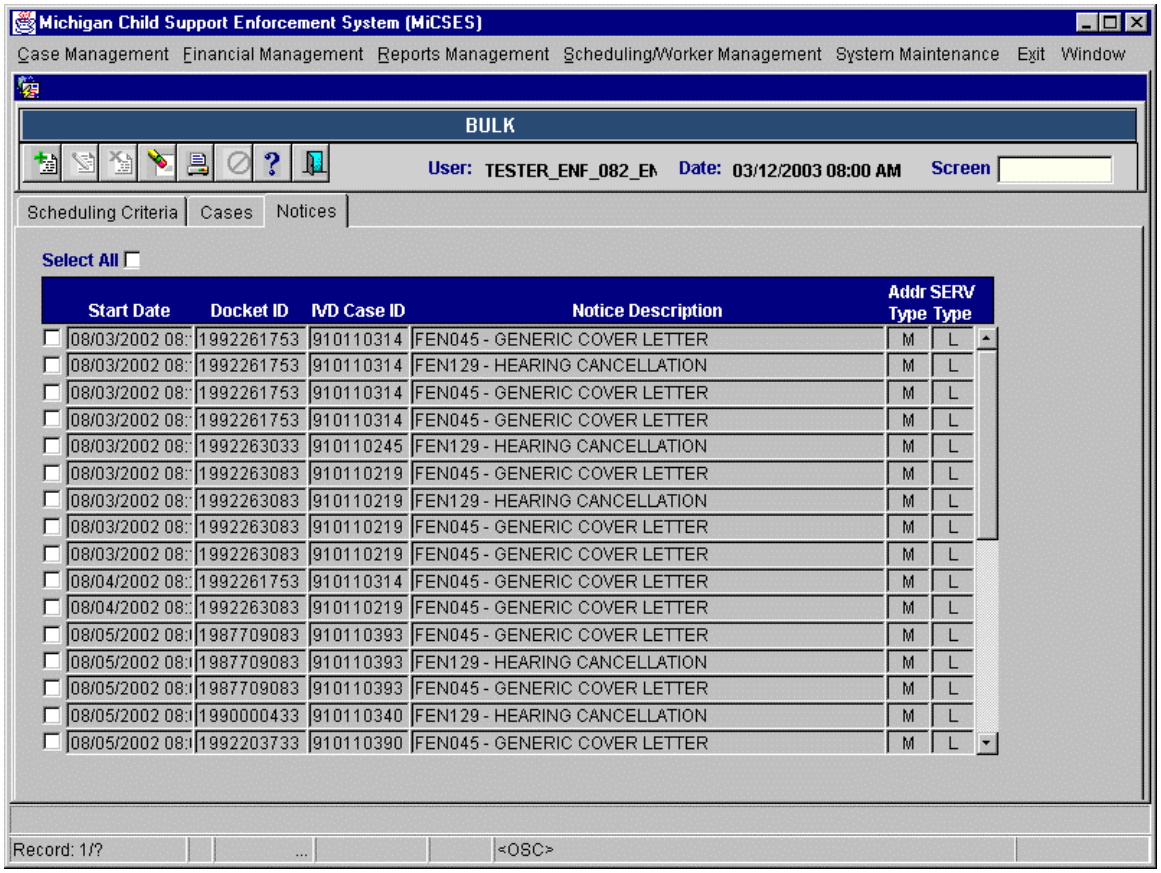
1. Michigan combines bench warrant processing with the show cause activity chain. In NJ, these will be separate activity chains.
2. Original Michigan screen BULK – Bulk Disposition should be adapted as follows. See 2.3.1 for final version. Final version may be modified during design.



Cases Tab


Michigan Child Support Enforcement System (MiCSES) - [ ]
Case Management
Financial Management
Reports Management
Scheduling/Worker Management
System Maintenance
Exit
Window
BULK
User: SHANMUGAMB
Date: 11/01/2002 06:45 PM
Screen
Scheduling Criteria
Cases
Notices
Select All
Form
All?
All?
Type
Type
Docket ID
Car ID
Type IVD Case ID
CP
NCP
Worker 1
Worker 2
Start Time
End Time
1974038608 0 DM 910014666 SANFORD, E SANFORD, A 07:00 AM 04:45 PM
1979909719 0 DM 910013645 WAIRE, REG REMUS, GEI 07:00 AM 04:45 PM
1982238175 0 DS 910024809 SHROPSHIR BRAZIL, EVA 07:00 AM 04:45 PM
1984472256 0 DP 910098701 DOWNS, RO WILLIAMS, JI 07:00 AM 04:45 PM
1984482476 0 DP 910028032 COPELAND, FISHER, SPI 07:00 AM 04:45 PM
1984483625 0 DP 910024589 YOUNG, MAH GRAHAM, AN 07:00 AM 04:45 PM
1985527975 0 DM 910107828 RIDDLE, KAT RIDDLE, GLI 07:00 AM 04:45 PM
1985550821 0 DS 820024395 MUNLIN, JAC MUNLIN, KAI 07:00 AM 04:45 PM
1986611179 0 DM 910082379 PINKAVA, RH DORENZO, I 07:00 AM 04:45 PM
1987761366 0 DP 820287025 RAMOS, HEF GIBSON, RH 07:00 AM 04:45 PM
1987771479 0 DP 910058080 SHORTER, J KNIGHT, GAI 07:00 AM 04:45 PM
1987773431 0 DP 910123658 SMITH, FRAN SNYDER, GE 07:00 AM 04:45 PM
1988800622 0 DC 910133576 MUSICO, CA PATTERSON 07:00 AM 04:45 PM
1988822082 0 DM 910087423 TORRES, DE TORRES, RE 07:00 AM 04:45 PM
1988851662 0 DS 910014032 HUNT, SAND RIMSON, ALI 07:00 AM 04:45 PM
1988853079 0 DS 910133885 TOLBERT, C TOLBERT, A 07:00 AM 04:45 PM
Record: 16/102
<OSC>
<DBG>

Notices Tab



Points to adapt:

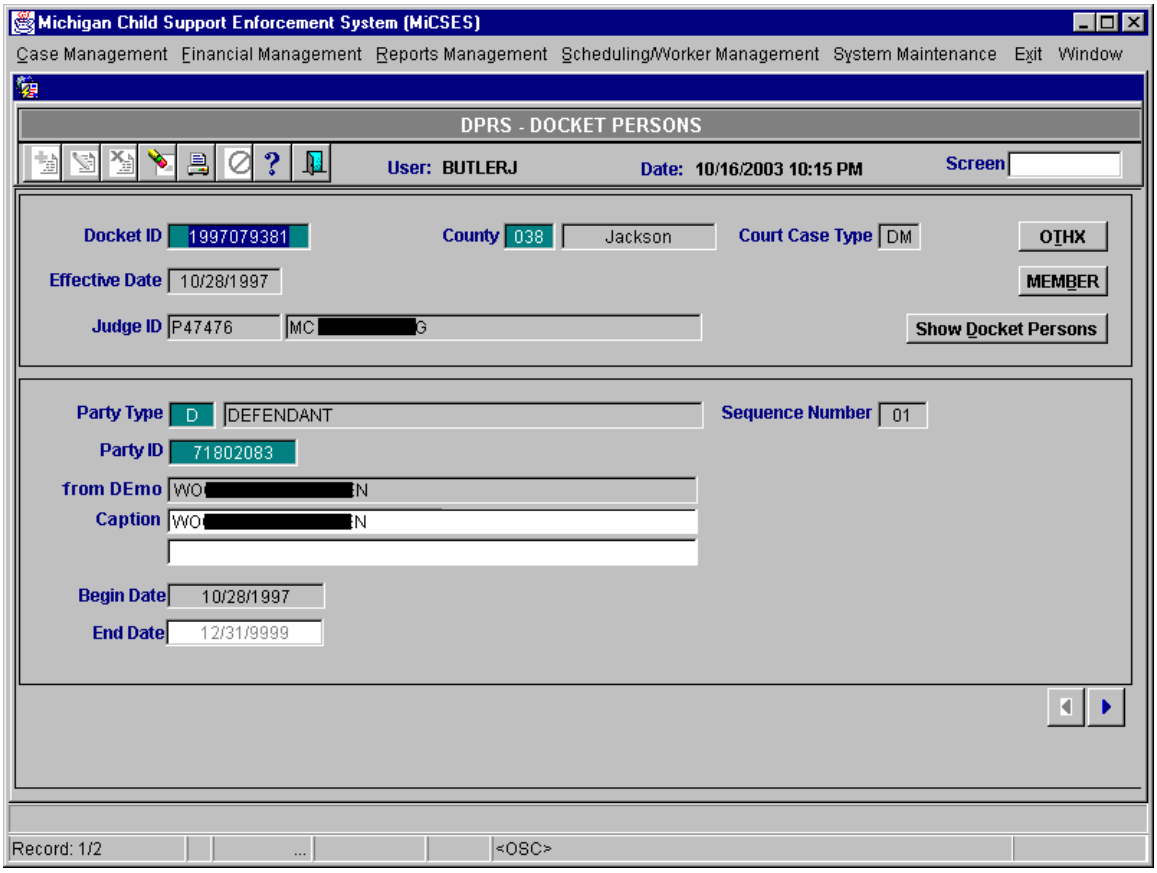
7. Change to NJ standard menus, button bar, and status bar.
8. Change the title to BULKDISP – BULK DISPOSITION.
9. Change the labels to normal black font.
10. On the Scheduling Criteria tab:
    a. Change ‘Scheduling Criteria’ tab name to ‘Selection Criteria’.
    b. Change ‘County’ to a single, required, dropdown field labeled ‘Office’
    c. Change ‘Referee’ to ‘Hearing Officer’
    d. Name the frame that encompasses both location and judge information as ‘From’. Eliminate the current label ‘From’.
    e. Name the bottom frame ‘To’. Eliminate the current label ‘To’.
    f. Add a copy of the Judge, Hearing Officer, From Date, and To Date into the ‘To’ frame.
    g. Expand the Reason Code Desc field, make it an enterable drop down, and label it ‘Using Reason’. Move the field to the bottom of the ‘To’ frame. Eliminate the frame with the reason code info.

h. Eliminate the 'Location ID' field in both the 'From' and 'To' frames. Expand and change the Location Name to a dropdown.

i. 'Event Type' in both the 'From' and 'To' tabs should be a dropdown.

11. On the Case tab: (Just in case you're confused on the two different case tab layouts, the first one appears for the last two radio buttons and the second appears if the first two radio buttons are selected.)
    a. Change 'CAR ID' to 'Referral'.
12. On the Notices tab:
    a. Replace the last two columns with 'Current Form Status'.

3. Original Michigan screen DPRS – Docket Persons 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, and status bar.
2. Change the title to PARTIES – MAINTAIN DOCKET PARTIES.
3. Change the labels to normal black font
4. Insert a new, middle, frame with a data grid with the following columns: Party ID, Party Name, Party Role, Seq, Begin Date, End Date

5. Remove the page arrows in the lower right and use an elevator scroll bar in the grid instead
6. Eliminate the 'Show Docket Persons' button and pop-up. The grid replaces these items.
7. Use a non-standard header as shown with the following changes:
    b. Change 'County' to 'NJ Court', a single required field as a dropdown. The field should be expanded to take the available space on the row.
    c. Move the Judge ID and Name up a line to the right of the Effective Date.
8. Change Party Type to a single required dropdown field defaulted to 'Plaintiff'
9. The wording of 'from DEmo' should be 'From PERSON'
10. Move the OTHX (should be OTHPX) and Member buttons side-by-side next to the Party ID field
11. Move Begin Date and End Date under Sequence Number and the buttons to allow more grid rows.

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. Legal References

Federal Regulations: 45 CFR 303.6, 303.100, 303.31

New Jersey Statutes: N.J.S.A. 2A:17-56.7 et seq.

New Jersey Rules: Rule 5:7-5(a), 5:4-4(c), 5:5-4(d)

1.5.2. Alert vs. Work List

Michigan utilizes an eligibility list that the worker must work rather than process off of an alert list. This minimizes the alert volume and centralizes the starting point of all remedies into a single spot. Some argue, however, that a work list is not as proactive as an alert. Michigan's architecture of alerts requires the presence of a minor activity to link the alert. Posting an alert to notify the user to start a remedy would require a minor, major, and a new meta-level activity structure. During the design phase, a determination will be made as to whether an eligibility list is adequate to meet the requirement of 'alerting' the worker.

2. Functional Design

2.1. Functional Process Overview

The Relief to Litigant remedy utilizes the same screens as EN.01 plus the BULK screen:

- ENFELIG – List Enforcement Eligible

  This screen lists all cases that were eligible for a particular remedy, such as Relief to Litigant, at the time the case was last evaluated. Selecting a case from this list to start the remedy re-evaluates the case against the current eligibility requirements.

- ENFSTAT – Maintain Enforcement Status

  This screen lists every remedy available to the enforcement worker for a selected case and displays the status of whether it can be worked or not.

- ENFWORK – Process Workflow - Enforcement

  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.

- BULK – Bulk Disposition

  This screen can optionally be used to post the court's disposition on a multitude of orders. Alternatively, the disposition can be posted an order at a time on the ENFWORK screen for a finer control of results. The BULK screen can also schedule or reschedule a group of cases simultaneously. In addition, the screen can move a selected set of cases from any minor activity to any other valid minor activity while generating any associated documents. Care should be taken, however, not to overload the PC's memory, or the user's patience, by trying to control massive amounts of document generation. Thus, some minor activities can be blocked from being processed through the BULK screen.

2.1.1. Work Eligibility List

Objectives met: 1.1.1 and 1.1.2

Cases appear on the eligible list for this enforcement remedy once the following conditions are met:

- A New Jersey order is active
- Obligor is self-employed or income is unknown
- The obligor resides at a New Jersey address
- No outstanding bench warrant exists (optional but preferred)
- A Notice of Delinquency (CS022) has been generated
  - Generated once every 30 days if 21 days of no payments for a weekly obligor.
  - Generated once every 45 days if 2 months in arrears for a monthly obligor.
- Arrears are greater than or equal to 3 accrual frequencies.

Cases are also eligible if a lump sum was ordered to be paid and the obligor has not complied.

2.1.2. Prepare Case

The worker must review the selected case's document history to verify the necessary documents are available and readily retrievable in court. Correspondence, notes, and activity chains must be reviewed to ensure administrative attempts are exhausted and no conflicts exist in pursuing a court hearing particularly bankruptcy and direct pay situations. Related cases should also be reviewed to possibly

consolidate appearances or at least document the status of each of the cases for the judge's review. Locate efforts should be initiated if the obligor or obligee have no verified address. Highlight any special requests such as missing information that the judge should request, warrant provisions, payback instructions, lump sums, license and passport revocations, frequent address or job changes, etc.

2.1.3. Schedule Case

Objectives met: 1.1.3 and 1.1.4 and 1.1.7

Cases should be scheduled 6 weeks in advance to allow for service of process. Hearings are scheduled such that at least 40 hearings may be heard in a proceeding. Notices (CS040 and CS041) are sent to the obligor by certified, return receipt requested mail and repeated by regular mail to each of the currently known addresses. Each of the obligees and attorneys active on the PARTIES screen are notified by regular mail. The Board of Social Services is also noticed if they are owed any money.

Service of Process must be successful at least 19 days prior to the hearing. If the service is not successful, locate actions should be initiated. An Affidavit of Diligent Inquiry with printouts of the locate attempts may be presented in court but the hearing should be rescheduled for a later date if the due process deadline for service is not met.

2.1.4. Prepare for Hearing

Objectives met: 1.1.4

Two to five days prior to the hearing, the payment history and case summary reports (CS163 and CS173) should be prepared and, along with any hardcopy file, given for review to the probation officer who will appear in court.

2.1.5. Conduct Court Hearing

While in court, the probation officer should attempt to get the hearing officer or judge to confirm missing or verifiable information such as addresses, identifiers, birth dates, sources of income, etc. When possible, the parties should sign whatever documents are available in court to avoid the logistics of obtaining signatures later. Likewise, continuances or re-listed hearing dates should be set whenever possible so that service can occur in court. Obligors failing to appear should be subject to a defaulted order and/or have a bench warrant initiated.

2.1.6. Post-Court Actions

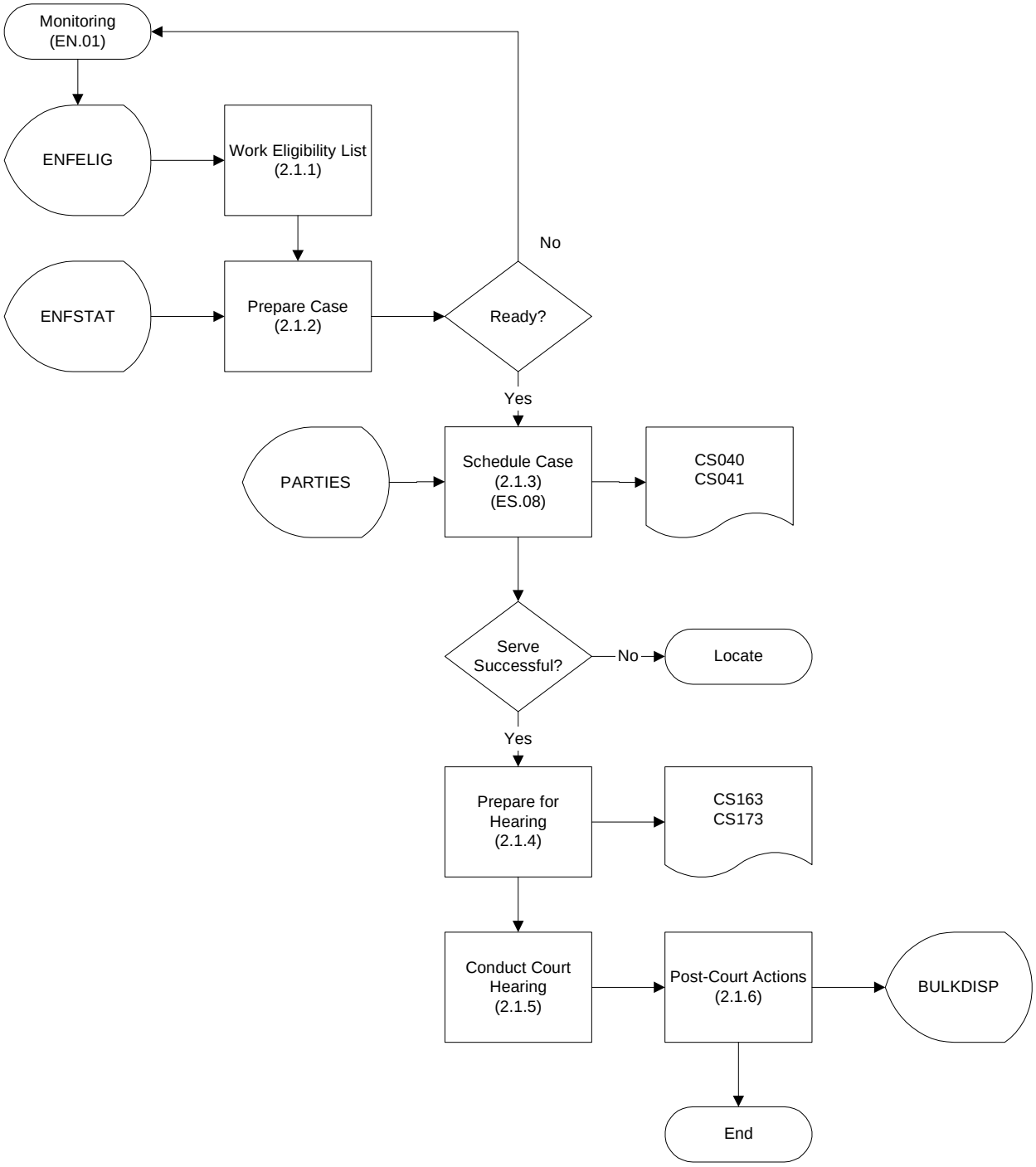
Objectives met: 1.1.4, 1.1.5, 1.1.6, 1.1.7, and 1.1.8

Information gathered in court should be posted to the system. Any orders or scheduling notices not finalized in court should be prepared, signed, and delivered. If the ruling is final, the attorneys on the PARTIES screen should have an expiration date set for their services

Obligors that fail to appear and have had a bench warrant ordered should have the bench warrant process initiated (EN.08). Verified addresses may need to be manually marked as non-verified and locate activities initiated.

Some of the actions may be processed on the BULK screen. Instead of searching for each case from the day's calendar to mark the activities as closed, the worker can dispose of a selected set of cases from a single screen.

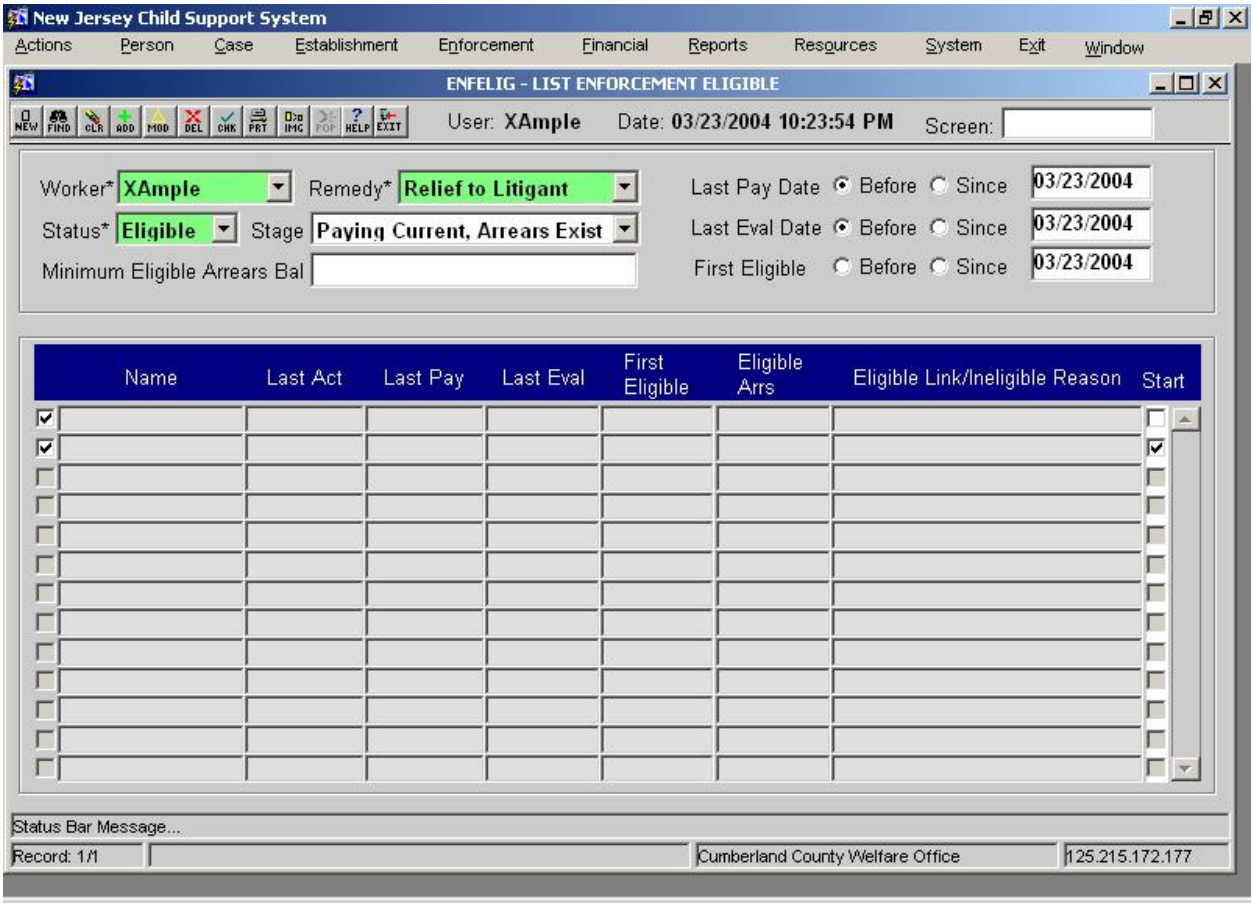
2.2. Functional Process Flow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFELIG – List Enforcement Eligible (See EN.01 for the official copy)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / List Enforcement Eligible

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

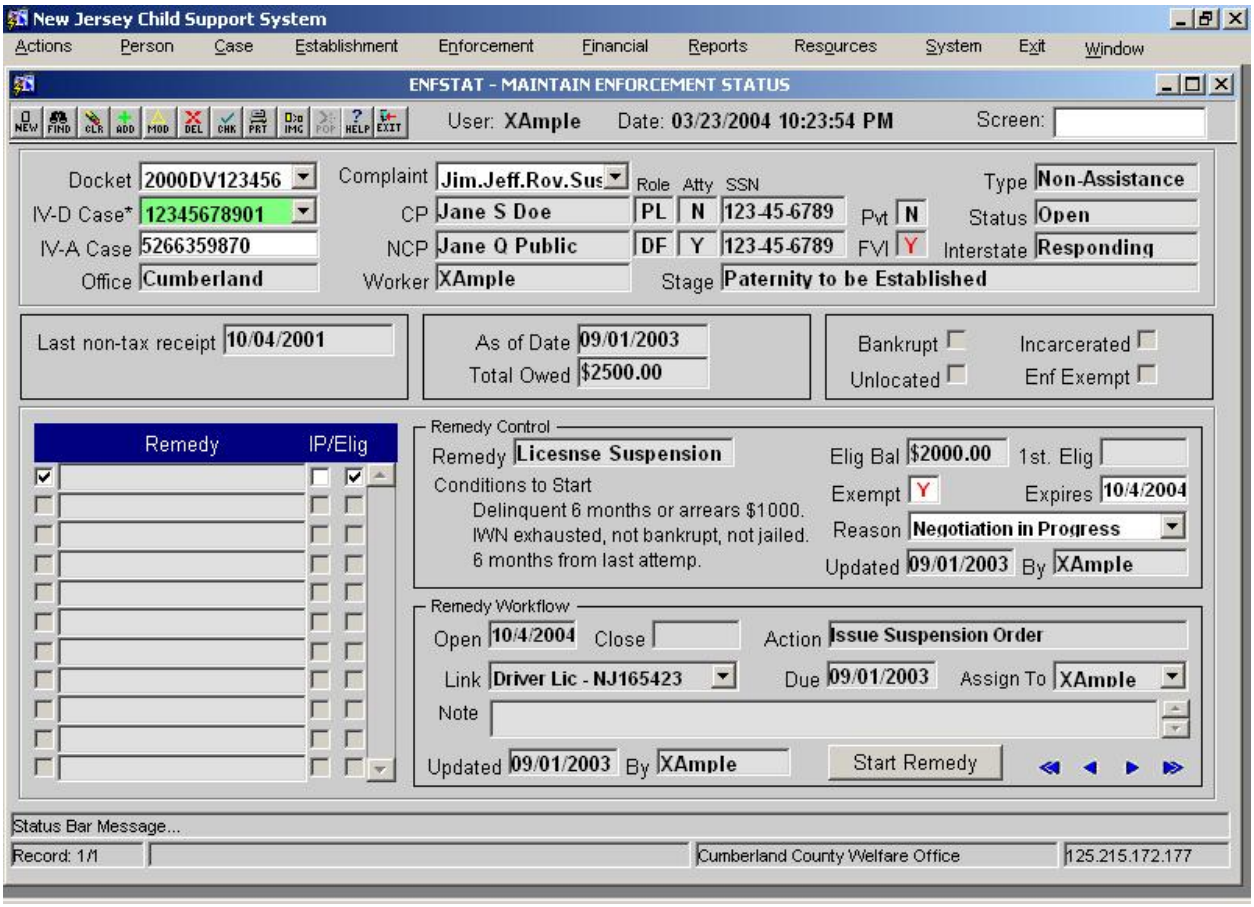
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.2. ENFSTAT – Maintain Enforcement Status (See EN.01 for the official copy)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Maintain Enforcement Status

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

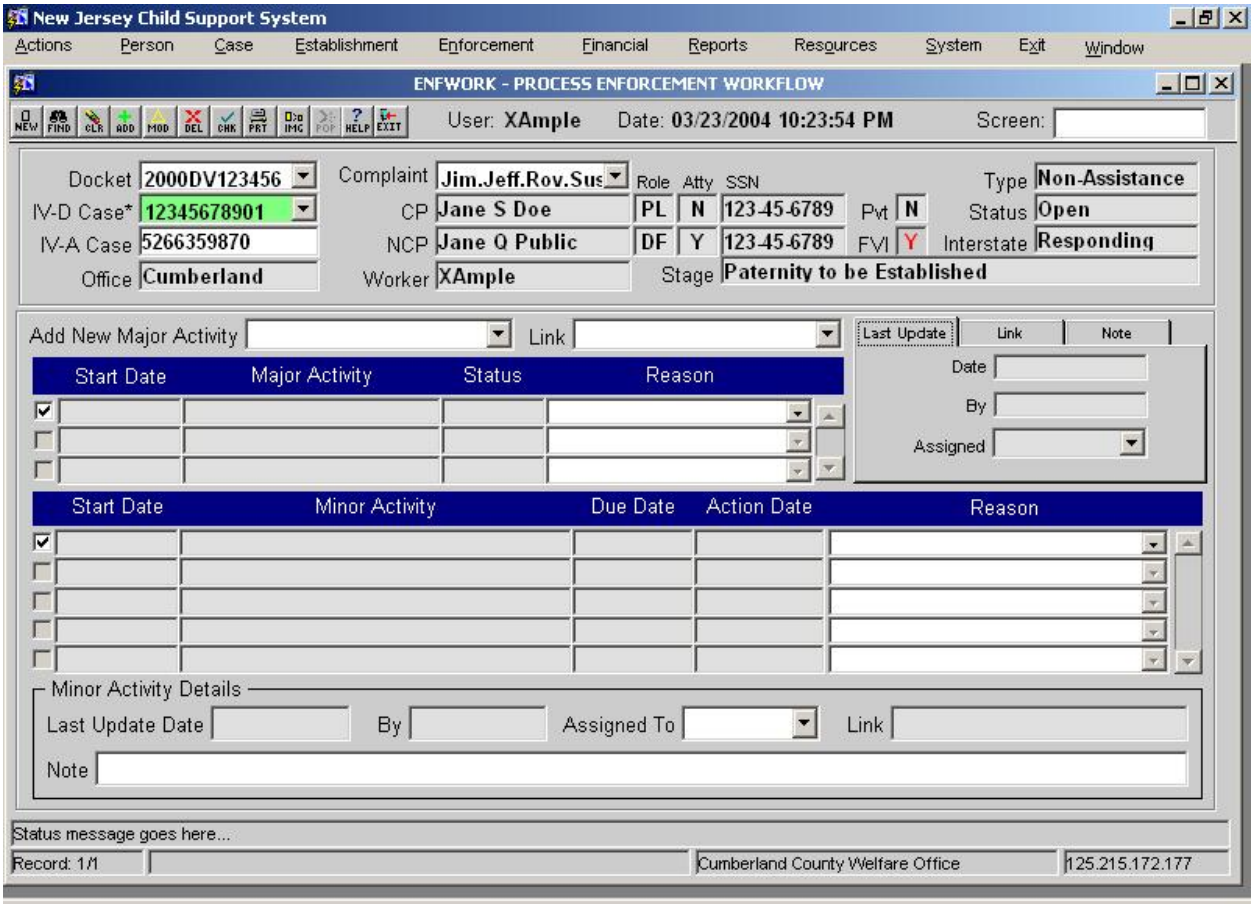
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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

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	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	Y	Y	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

2.3.1.3. ENFWORK – Process Workflow – Enforcement (See EN.01 for the official copy)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Process Workflow Enforcement

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

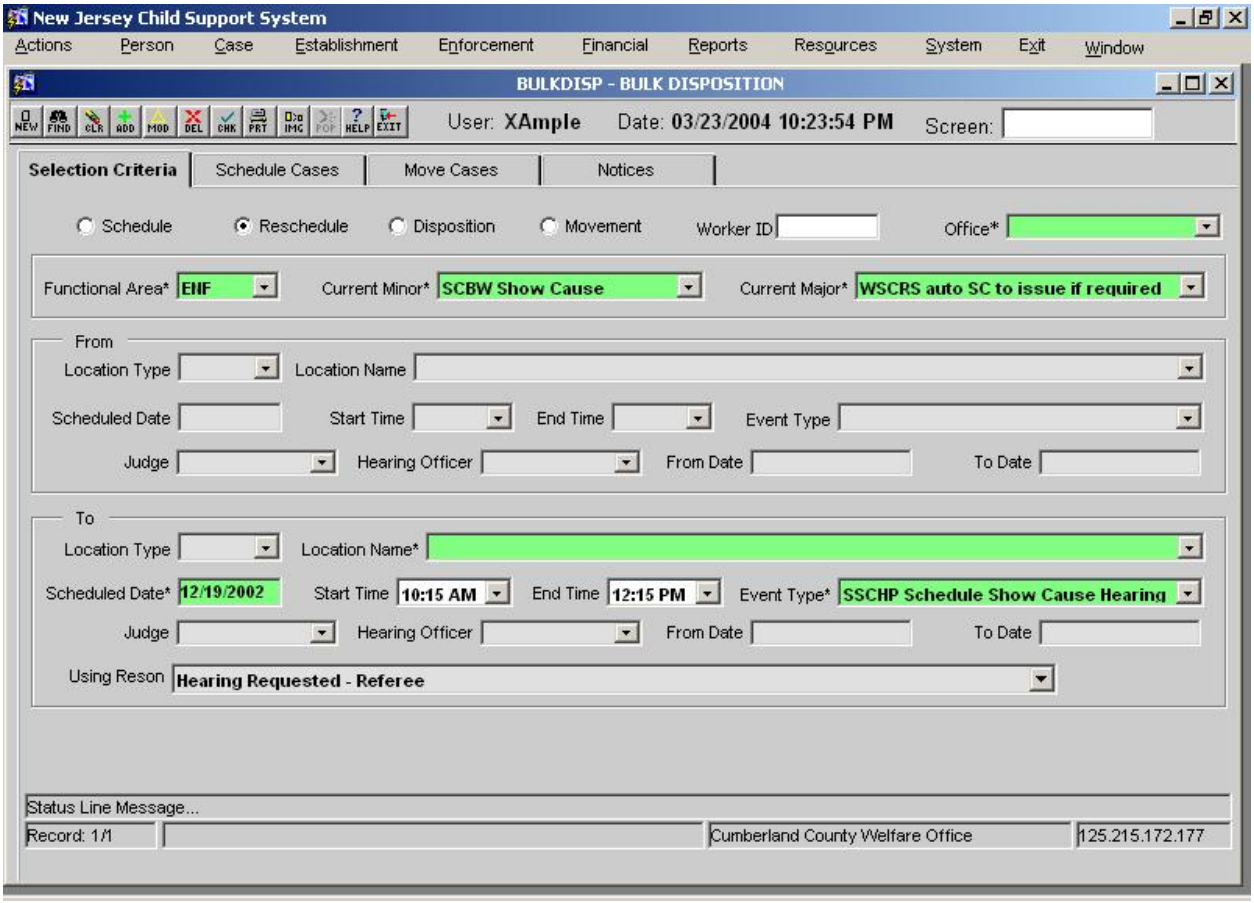
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

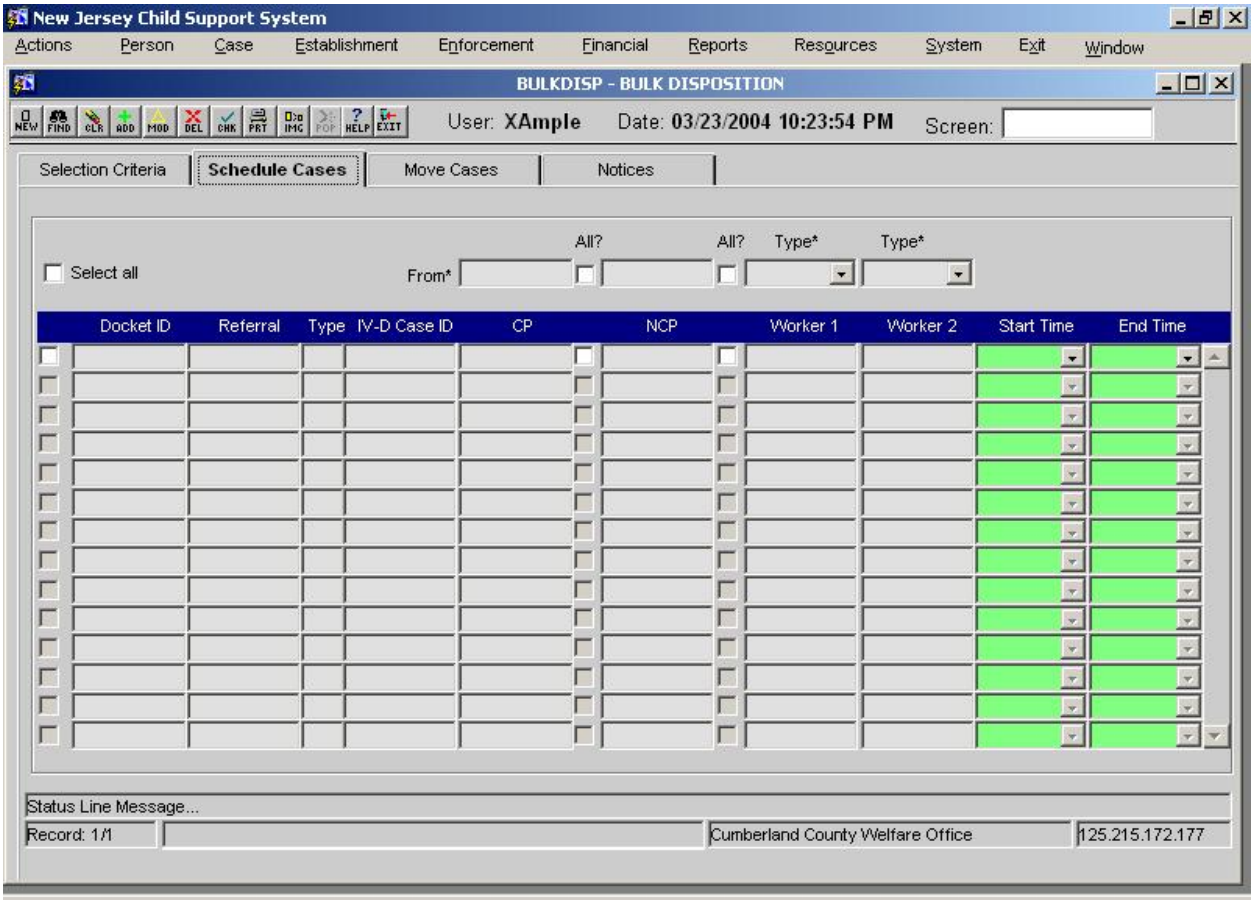
Access Level:

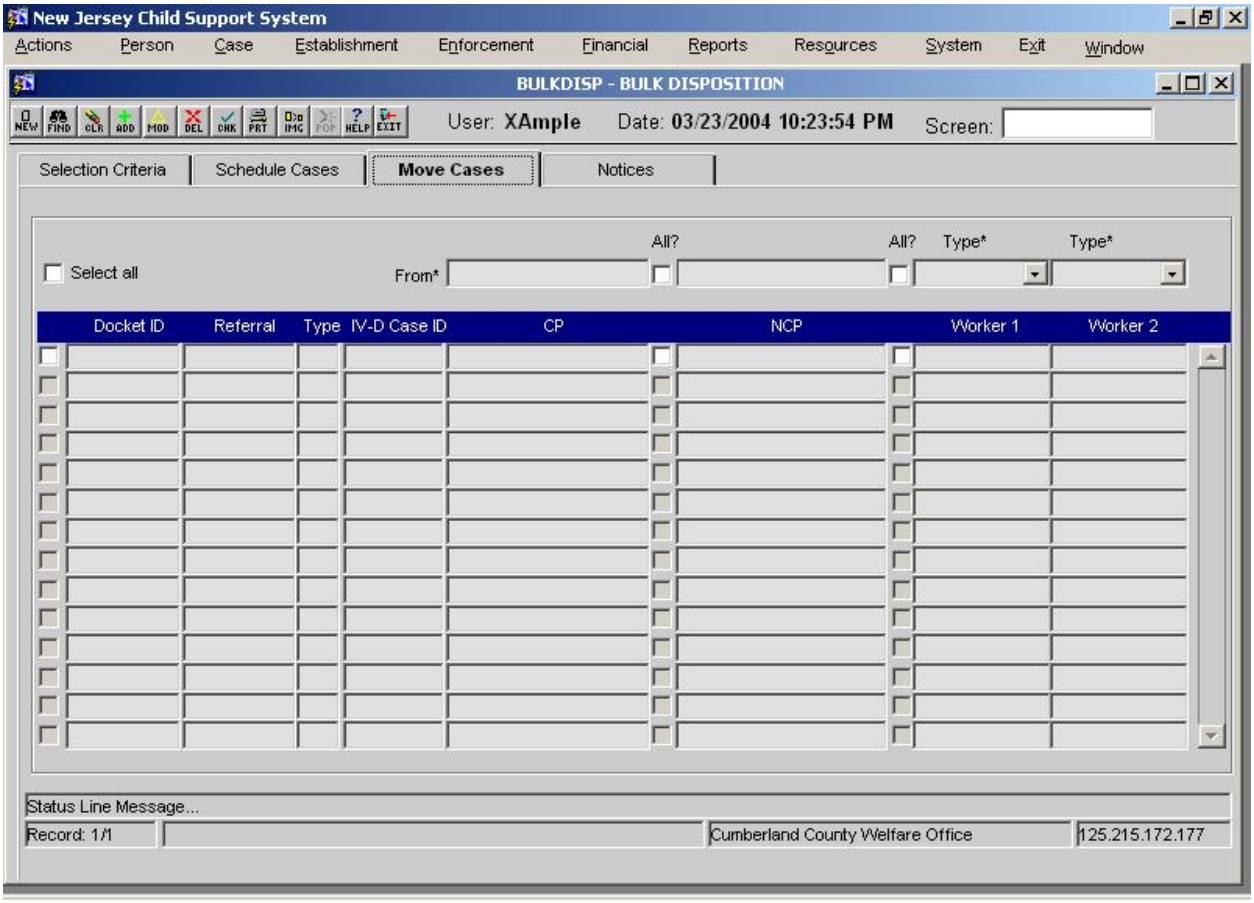
Role Title	Inquiry	Add	Change	Delete
Administrative Hearing Officer	Y	Y	Y	N
Attorney	Y	Y	Y	N
Bench Warrant Specialist	Y	Y	Y	N
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N

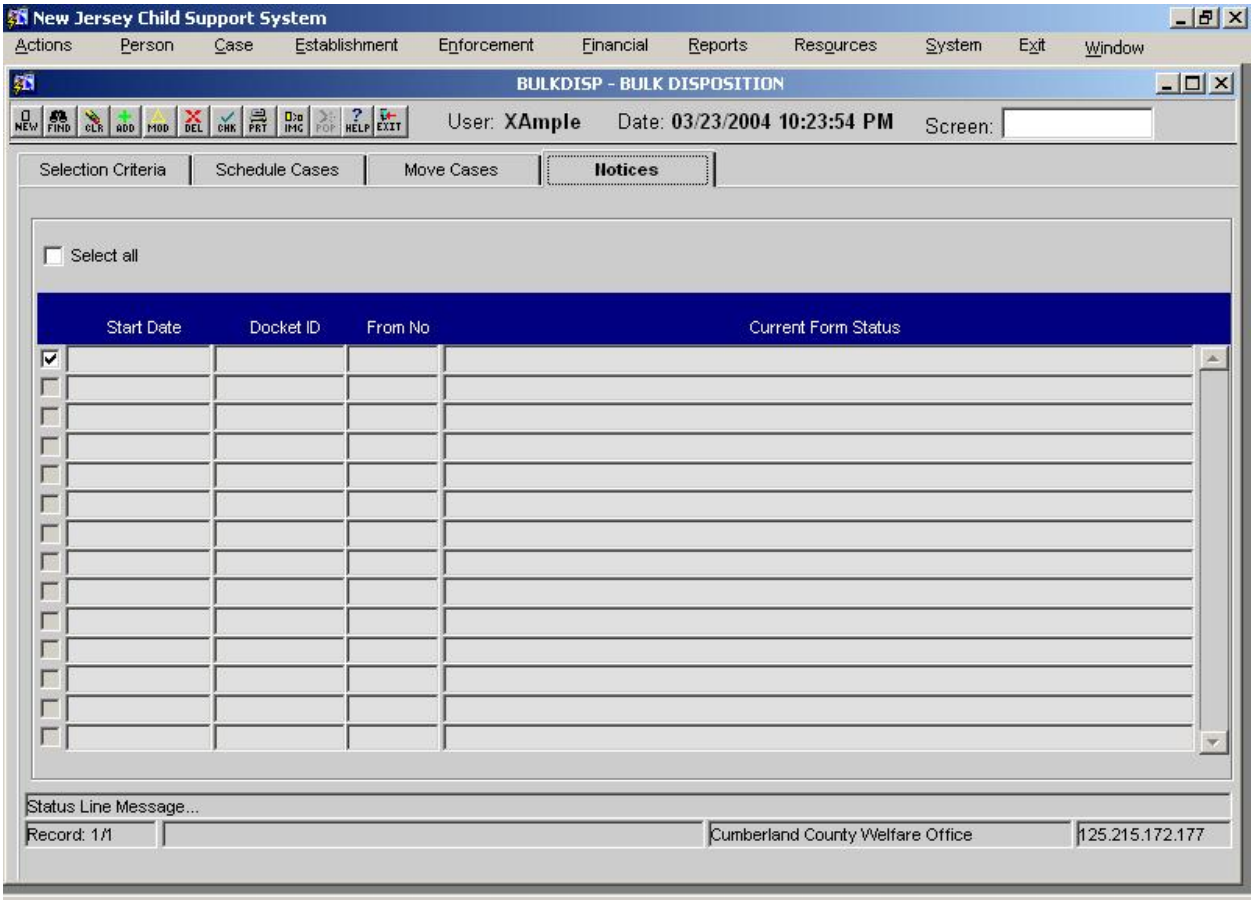
Role Title	Inquiry	Add	Change	Delete
Child Support Specialist (NPA)	Y	Y	Y	N
Child Support Specialist (PA)	Y	Y	Y	N
Child Support Supervisor	Y	Y	Y	N
County Office Manager	Y	Y	Y	N
Court Scheduling Specialist	Y	Y	Y	N
Credit Reporting Specialist	Y	Y	Y	N
Employer Clearance Specialist	Y	N	N	N
Enforcement Specialist	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	Y	Y	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

2.3.1.4. BULKDISP – Bulk Disposition




New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
BULKDISP - BULK DISPOSITION
NEW
FIND
CLR
ADD
MOD
DEL
CHK
PRT
IMG
POP
HELP
EXIT
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
Selection Criteria
Schedule Cases
Move Cases
Notices
Select all
From*
All?
All?
Type*
Type*
Docket ID
Referral
Type
IV-D Case ID
CP
NCP
Worker 1
Worker 2
Start Time
End Time
Status Line Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177


New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
BULKDISP - BULK DISPOSITION
NEW
FIND
CLR
ADD
MOD
DEL
CHK
PRT
IMG
POP
HELP
EXIT
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
Selection Criteria
Schedule Cases
Move Cases
Notices
Select all
From*
All?
All?
Type*
Type*
Docket ID
Referral
Type
IV-D Case ID
CP
NCP
Worker 1
Worker 2
Status Line Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / BULK – Bulk Disposition

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

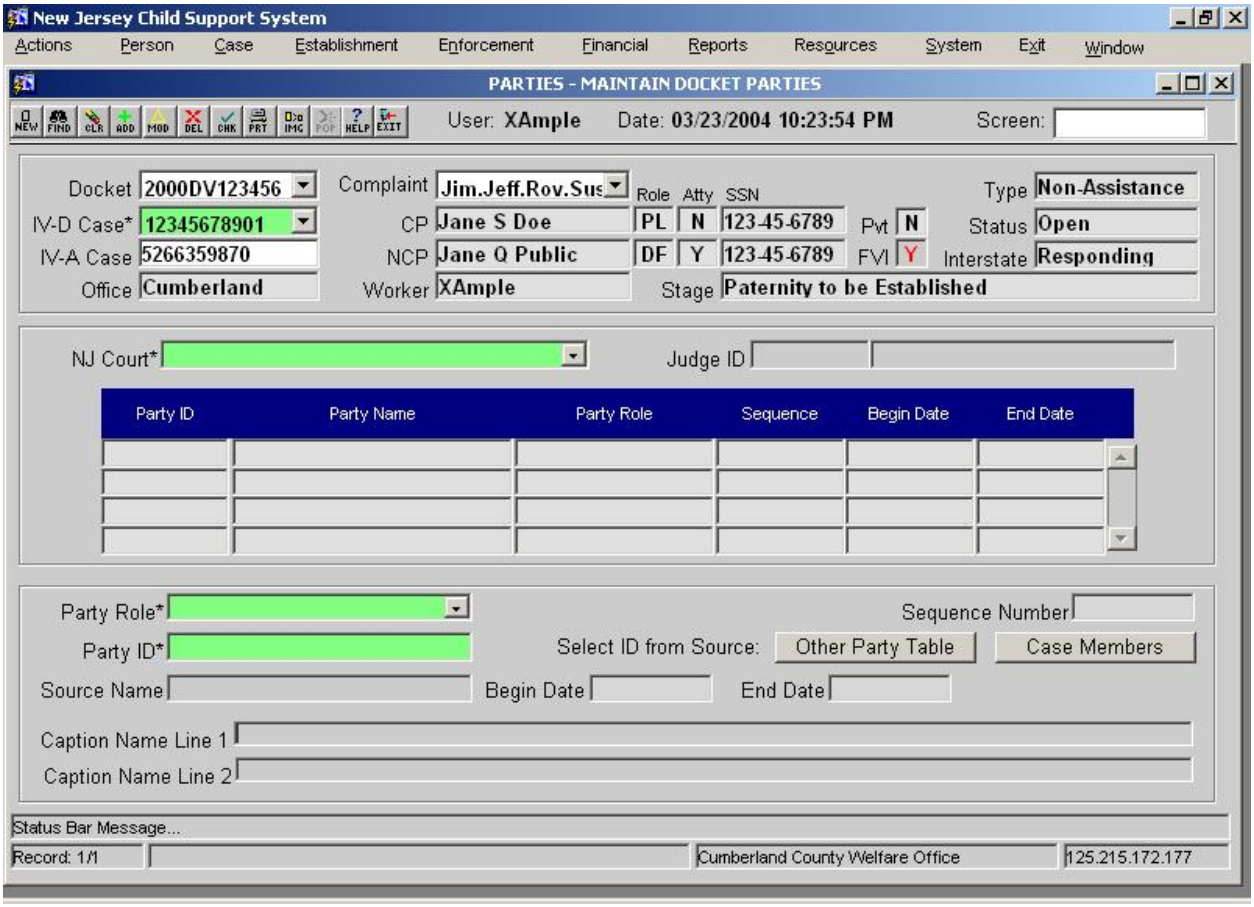
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.1.5. PARTIES – Maintain Docket Parties



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / PARTIES – Maintain Docket Parties

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

Role Title	Inquiry	Add	Change	Delete
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	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

The following documents are mentioned in section 1604 Court Enforcement Procedures of the Child Support Enforcement Manual. There may be other documents that may be needed in support of the hearings related to this remedy.

2.3.2.1. CS022 – Notice of Delinquency
2.3.2.2. CS022S - Notice of Delinquency Spanish
2.3.2.3. CS040 - Notice of Motion for Enforcement of Litigants Rights
2.3.2.4. CS041 - Certification in Support of Motion
2.3.2.5. CS140 - Report to Track Medical Information
2.3.2.6. CS163 - Payment History Report
2.3.2.7. CS173 - Case Hearing Summary
2.3.2.8. TBD – Affidavit of Diligent Inquiry
2.3.2.9. TBD – Uniform Support Order

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. Show Cause Bench Warrant (MI = SCBW)
2.4.1.2. Show Cause Medical Bills (MI=SCMB)
2.4.1.3. Show Cause Medical Insurance (MI=SCMI)

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

Enforcement – EN.08 Bench Warrant Processing

Enforcement – EN.08 Bench Warrant Processing

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for the issuance of bench warrant documents.

1.1.2. The system must provide for the issuance of bench warrants for nonpayment of support when the non-custodial parent misses payments when prior enforcement orders specify this remedy.

1.1.3. The system must maintain an online listing of non-custodial parents subject to bench warrants.

1.1.4. The system must routinely monitor cases with outstanding bench warrants.

1.1.5. The system must interface with the New Jersey Wanted Persons System (NJWPS) to report and remove bench warrants as obligation arrearages are paid.

RELATED REQUIREMENTS

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

EN.07 – Relief to Litigant Processing: [The system] must monitor the follow-up and provide for bench warrant issuance as needed.

EN.18 – License Suspension and Non-renewal: The system must integrate the issuance of bench warrants for failure to meet the terms of an enforcement order with the revocation of a driver's license.

RP.04-Program Management Reporting: The system must maintain an online case management report with daily and monthly processing and caseload inventory totals for …bench warrants…

1.2. Existing ACSES Assessment

ACSES support for processing bench warrant cases is reasonably well-developed as it plays a relatively significant role in New Jersey's child support enforcement process. The UOBL screen function incorporates coding for several bench warrant statuses that, in turn, trigger generation of specific ITCK notices to the assigned case owner when system account monitoring selects the case for enforcement action.

Typically, NJ staff uses a warrant generator application developed outside of ACSES to generate the initial warrant documents. Monthly batch reporting identifies all cases with bench warrants outstanding.

1.3. MICSES Assessment

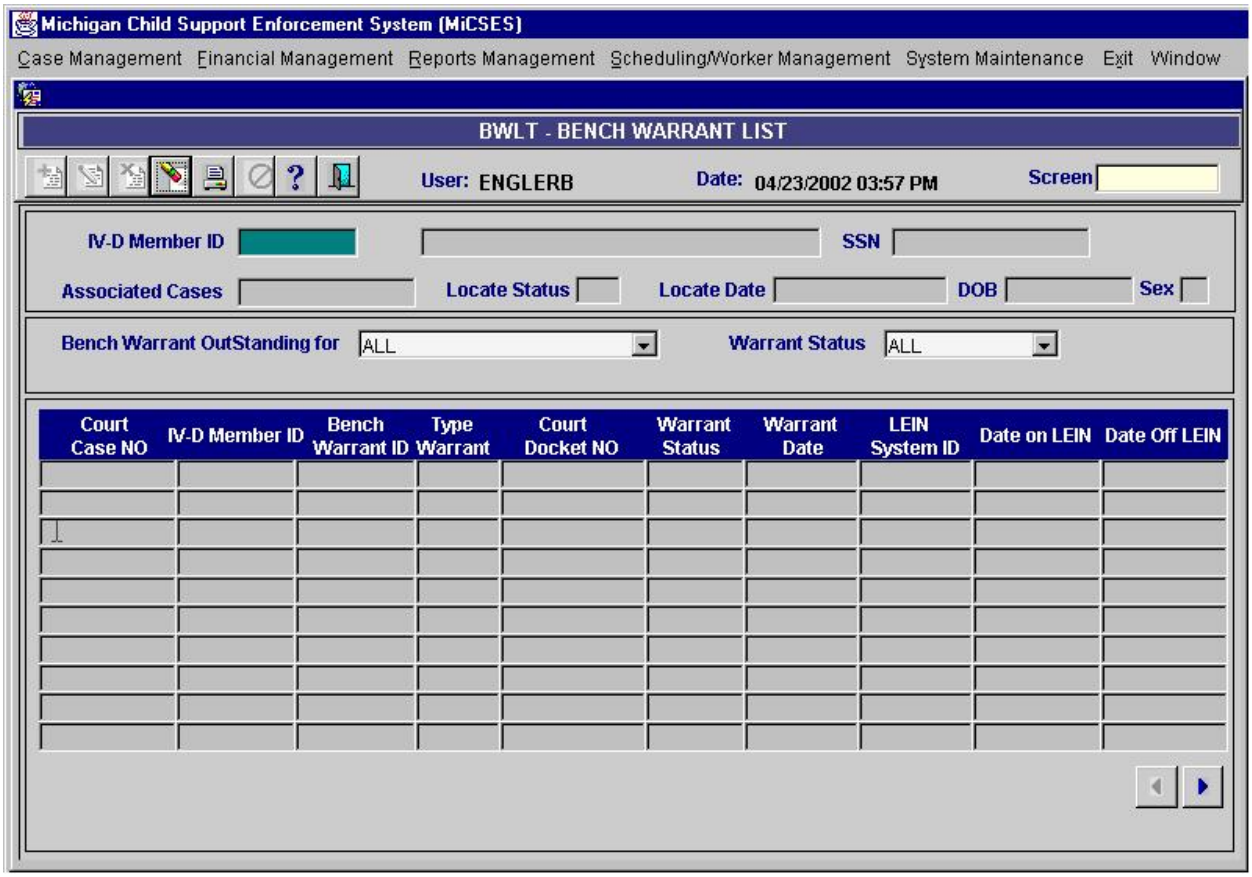
MiCSES permits the worker to issue documents and track the issuance, disposition, and termination of bench warrants. From the ENFP screen, the worker is automatically taken to the BWNT screen to enter Bench Warrant information and issue the warrant. Information about the warrant is sent electronically to the Law Enforcement Information Network (LEIN) and the LEIN number is returned and displayed on the screen.

The BWLT screen lists all warrants and their status. On the BWOF screen, the worker may enter information about warrant officers for various localities.

MiCSES stores Bench Warrant information in the BENCH_WARRANTS table.

1.3.1. Michigan Adaptation

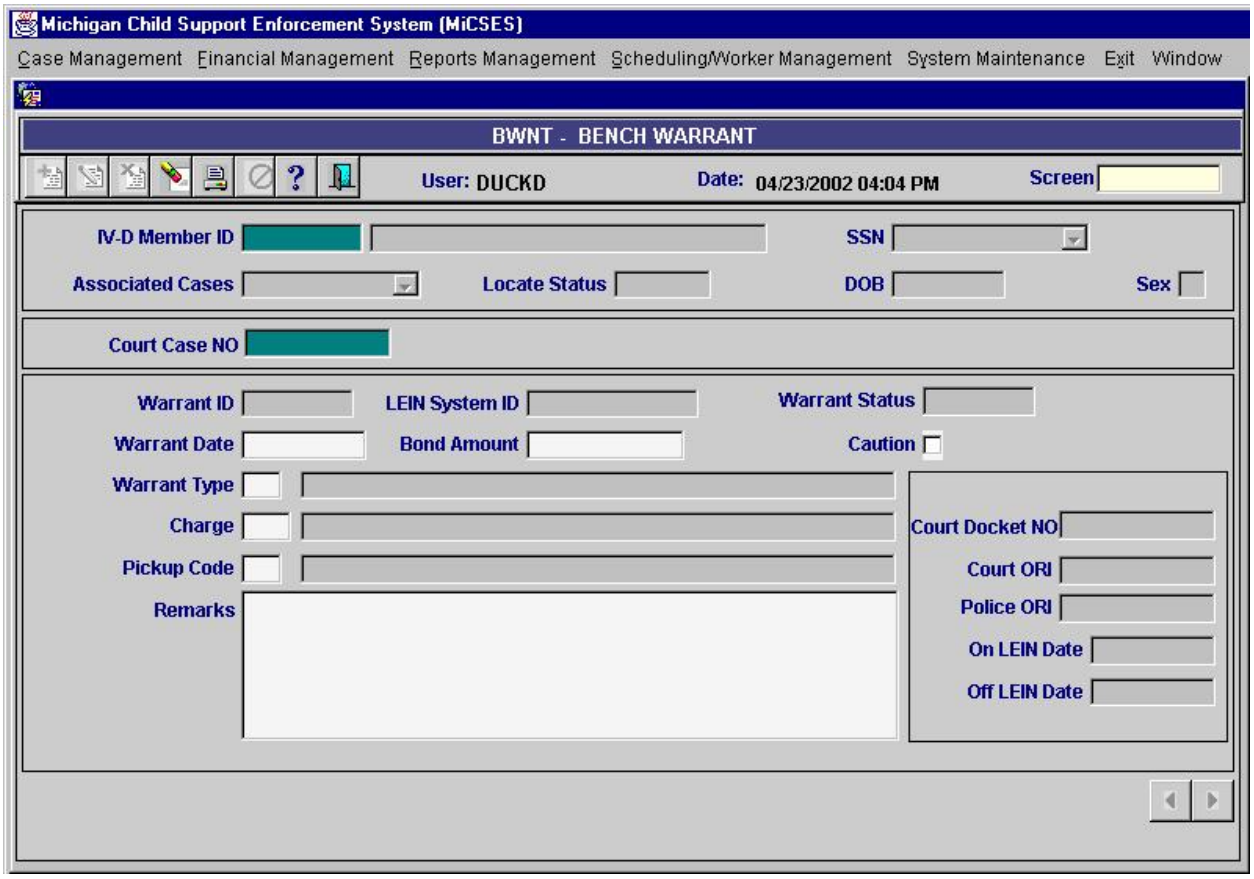
1. All references to LEIN (Law Enforcement Information Network) should be changed to NJWPS (New Jersey Wanted Persons System). Because these are two different systems, the interfacing design specifications can be significantly different with little reusability from Michigan.
2. Michigan limits an obligor to having a maximum of two outstanding warrants per order; one from the show cause activity chain for failure to appear or as a disposition of a hearing and the other for manual entry for any other cause. New Jersey should allow only one per order although there may be some conversion design restrictions that may not make this feasible immediately at implementation.
3. All bench warrants in New Jersey should be linked to an activity chain. This allows the ENFELIG list to act as a bench warrant report. More importantly, it minimizes training by having only one set of procedures to process all warrants.
4. Wayne County (Detroit) employs sheriff's deputies stationed in the office. Thus, the system has a few bench warrant reports by deputy that are not used by other counties. Like the vast majority of Michigan counties, New Jersey will assume the local sheriff's office will organize their own work as they see fit but will provide an outstanding warrant report to the sheriff at least weekly (media to be determined in design). Therefore the Bench Warrant Officer profile screen (BWOF) and the Bench Warrant Report screen (WREP) will not be used in NJ.
5. Original Michigan screen BWLT – Bench Warrant List should be adapted as follows. See 2.3.3 for final version. Final version may be modified during design.



Points to adapt:

13. Change to NJ standard menus, button bar, person header, and status bar.
14. Change the title to BW LIST – List Bench Warrants.
15. Change the labels to normal black font
16. Remove the page arrows in the lower right and use an elevator scroll bar instead
17. Remove the last column in the grid as a duplicate.
18. Change the word “LEIN” to “NJWPS” in all column headers.

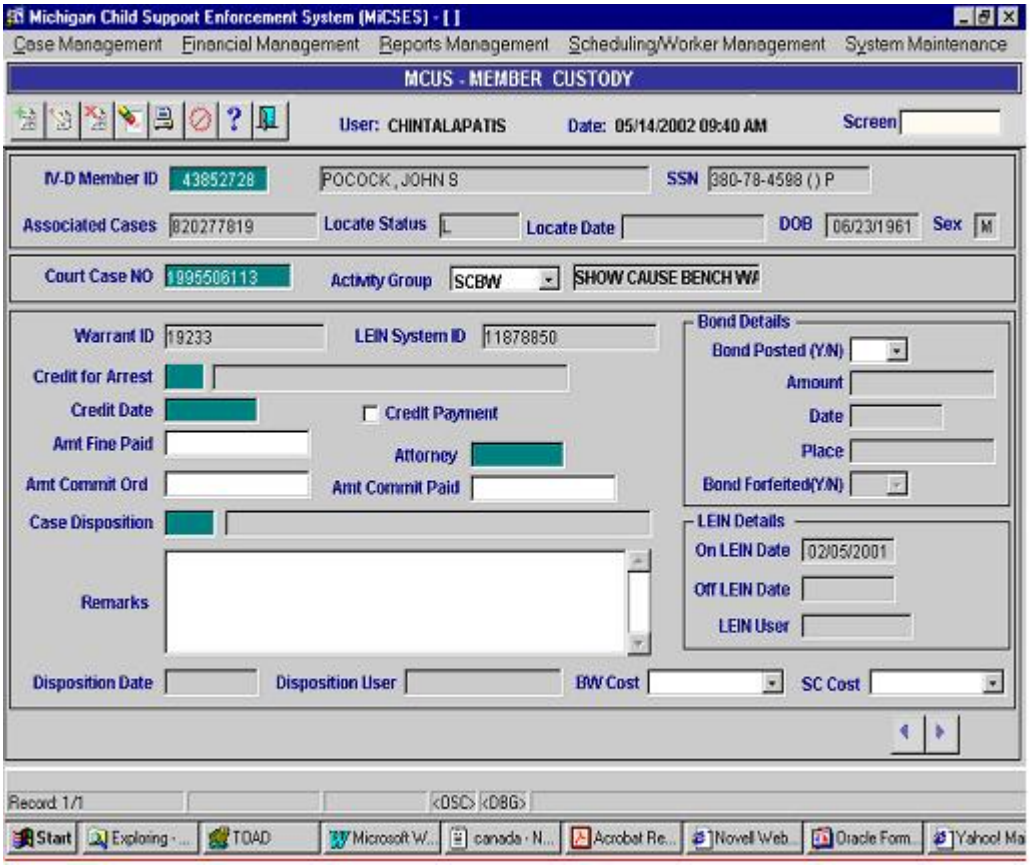
6. Original Michigan screen BWNT – Bench Warrant should be adapted as follows. See 2.3.4 for final version. Final version may be modified during design.



Points to adapt:

1. Change to NJ standard menus, button bar, person header, and status bar.
2. Change the title to WARRANT – MAINTAIN BENCH WARRANT.
3. Change the labels to normal black font
4. Replace the page arrows in the lower right with standard arrows.
5. Warrant Type, Charge, and Pickup Code should be single, enterable, dropdown fields. Eliminate the word 'Code' in the label.
6. Label the frame in the lower right as 'NJWPS Data'.
7. Change the label 'LEIN System ID' to 'NJWPS ID' and move it into the NJWPS frame.
8. Change the labels 'Court ORI' and 'Police ORI' to 'Court Contact ID' and 'Police Contact ID'.
9. Change the labels 'On LEIN Date' and 'Off LEIN Date' to 'On NJWPS Date' and 'Off NJWPS Date'.

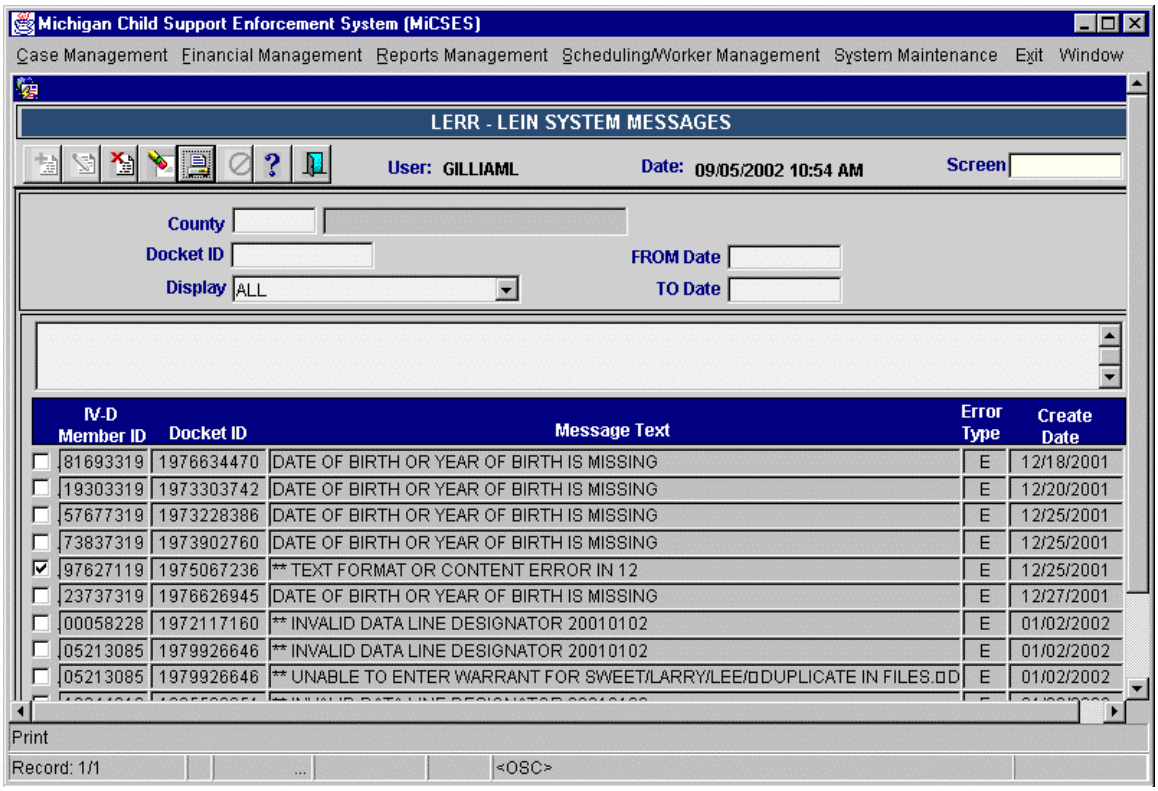
7. Original Michigan screen MCUS – Member Custody should be adapted as follows. See 2.3.7 for final version. Final version may be modified during design.



Points to adapt:

1. Change to NJ standard menus, button bar, person header, and status bar.
2. Change the title to BWTRAN – BENCH WARRANT TRANSACTION.
3. Change the labels to normal black font.
4. Replace the page arrows in the lower right with standard arrows.
5. Replace all occurrences of ‘LEIN’ with ‘NJWPS’.
6. Activity Group should be a single field dropdown and defaulted to “Relief to Litigant”.
7. The ‘LEIN System ID’ should be re-labeled ‘NJWPS ID’ and moved to within the NJWPS frame.
8. Credit for Arrest should be a single, optional, field.
9. Case Disposition should be a single, required, dropdown field.
10. ‘SC Cost’ should be re-labeled ‘RL Cost’.

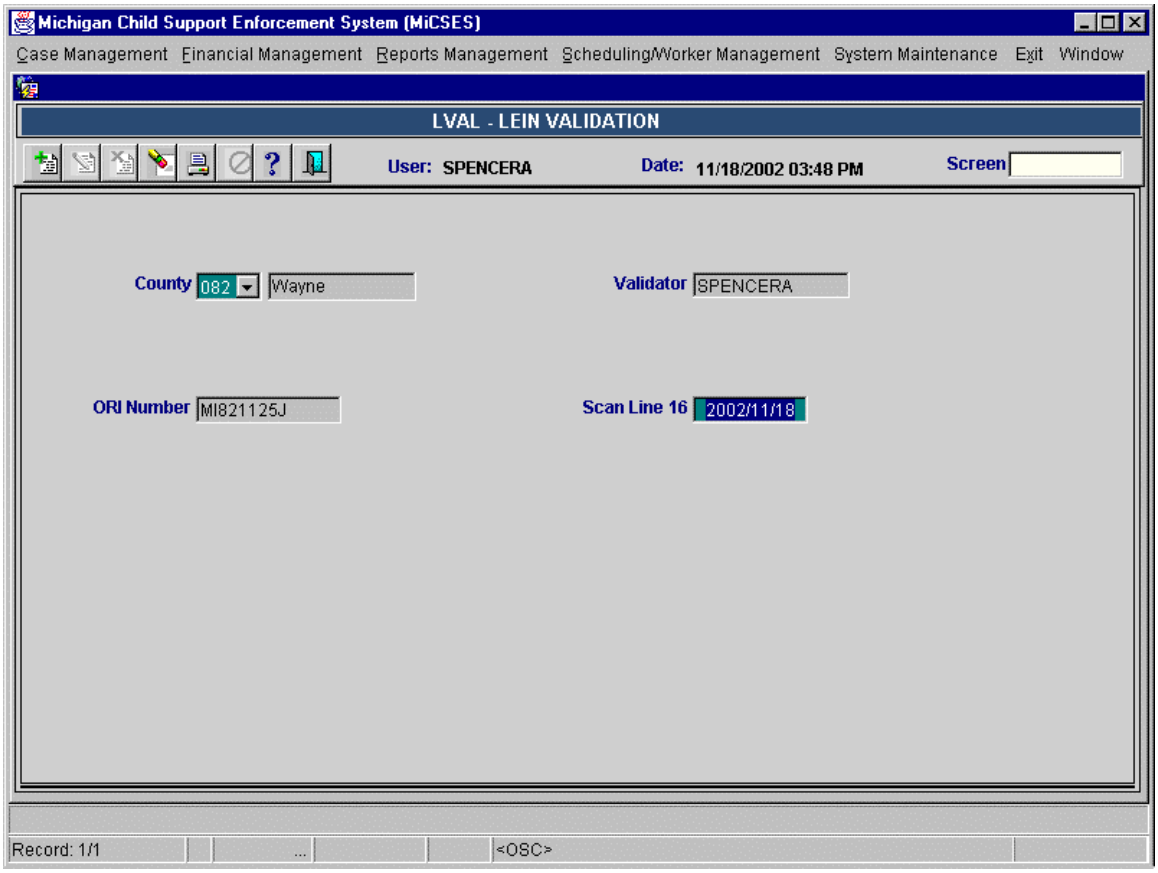
8. Original Michigan screen LERR – LEIN System Messages should be adapted as follows. See 2.3.6 for final version. Final version may be modified during design.



Points to adapt:

1. Change to NJ standard menus, button bar, and status bar.
2. Change the title to BW ERRS – BENCH WARRANT REJECTS.
3. Change the labels to normal black font
4. County in the custom header should be one dropdown field labeled ‘Office’
5. Move County (now Office) and Docket ID further left. Move ‘Display‘ to the upper right. Place From and To dates side-by-side under the ‘Display’ field. This should free space for an additional grid row.
6. The vertical scroll bar should be on the grid, not the window.
7. Change the ‘Message Text’ column label to ‘Error’.
8. Expand the Error Type column to handle the options ‘Error’, ‘Warning’, or ‘Info’
9. Move the text area to below the grid. Label it ‘History Text’.

9. Original Michigan screen LVAL – LEIN Validation should be adapted as follows. See 2.3.5 for final version. Final version may be modified during design.



Points to adapt:

1. Change to NJ standard menus, button bar, and status bar.
2. Change the title to BWRECON – BENCH WARRANT RECONCILIATION.
3. Change the labels to normal black font
4. 'County' should be changed to 'Office' as a single, required, dropdown.
5. Change 'Validator' to 'Reconciler'. (We should use XAmple as our default)
6. 'ORI Number' should be changed to 'NJWPS Office ID'
7. Change 'Scan Line 16' to 'Reconciliation Date'.

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. Reconciliation

The party responsible for reconciliation between the child support units that issue warrants and the NJWPS needs to be determined. This specification assumes the child support unit, and not the sheriffs, are responsible for verifying warrants are still valid and accurate for NJWPS to maintain or receive NCIC certification.

1.5.2. Supervisor Review

Current NJ processing requires a supervisor to approve the issuance of a bench warrant. Michigan does not account for this but it should be a simple change to make. This document assumes the Michigan approach is acceptable. However, this is still subject to review in design sessions.

1.5.3. NJWPS Authority

The Probation offices do not currently have an ORI or the authority to allow posting of warrants to the NJWPS. The interface design will depend heavily on whether that authority can be obtained. If it cannot, the interface may have to be more passive to allow the sheriffs to review and approve the data before posting onto the NJWPS.

2. Functional Design

2.1. Functional Process Overview

The system will provide bench warrant processing through the use of several screens:

- BW LIST – List Bench Warrants screen displays all of the warrants for a particular member. Selection of a warrant from this list pre-loads the other warrant screens with the details for this particular warrant.
- WARRANT – Maintain Bench Warrant screen. This screen contains the details for a warrant such as its status with NJWPS, the amount necessary to purge the warrant, and the details written on the warrant.
- BWTRAN – Bench Warrant Transaction screen. This screen displays the information provided by the NJWPS. Differences between this screen and the WARRANT screen constitute a reconciliation effort. Most differences should be a simple lag in reporting from the interfaces.
- BW ERRS – Bench Warrant Rejects screen lists all of the outstanding errors issued by the NJWPS that need to be resolved before the system can resubmit the transaction.

- BWRECON – Bench Warrant Reconciliation screen. This simple screen creates a transaction assuring NJWPS that a child support worker has reviewed the necessary set of warrants provided by NJWPS and attests that all differences are resolved or immaterial.
- ENFELIG – List Enforcement Eligible screen. This screen lists each order eligible to issue a bench warrant.
- ENFWORK – Process Work Flow – Enforcement screen. This screen displays the history of actions taken within each enforcement remedy. 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.

The Major Activity Definition (MAJOR) screen exists in the Ease of Use area to capture the parameters necessary to initiate a bench warrant activity, temporarily suspend all or limit the volume of cases processed for bench warrants, and provide the static text and control information to move from one step to the next.

The Report Request (REPORT) screen exists in the reporting area and is used to generate bench warrant lists for use by the sheriff and in reconciling to NJWPS.

2.1.1. Pre-Arrest

The bench warrant remedy may be started manually from review of the ENFELIG screen. It may also start automatically from dispositions in the Relief to Litigant, License Suspension, and any other remedy that may utilize bench warrants to enforce the court's ruling. The enforcement worker reviews the case to decide whether the situation is appropriate for a warrant. In a vast majority of cases, the warrant should be printed and given to a judge to sign. Requesting the warrant to be issued from the ENFWORK screen will automatically create an entry on the WARRANT screen with the information used on the warrant. Once signed, the warrant is posted to NJWPS and the signed warrant given to the sheriff to execute. For a first time offender, a letter may also be sent to the NCP to voluntarily surrender to the sheriff to resolve the warrant. Anytime a regular payment is received while the bench warrant activity chain is active, an alert must be sent to the enforcement worker.

If an error occurs in the posting to NJWPS, an error message is posted to BW ERRS for the worker to correct and re-submit. If the NJWPS acknowledgement indicates a successful posting, then the NJWPS identifier will be posted along with any other information to the BW TRAN screen.

Periodically, currently weekly, the outstanding warrants will be listed for the sheriff to pursue. The outstanding warrants will also form the basis for the reconciliation with NJWPS. There are five categories of warrants involved in the reconciliation:

- Warrants that match, i.e. reconciled
- Active warrants on ACSES, not active on NJWPS
- Active warrants on NJWPS, not active on ACSES
- Warrants that exist on ACSES but do not appear in NJWPS
- Warrants that match but whose data differs between the two systems

The third category is the most critical to reconcile. The other categories are important and should also be reconciled but are not as critical. Warrants appearing in NJWPS that do not exist in ACSES should not occur. Such a situation indicates a conversion error, a system error that is allowing deletes of warrants in the ACSES system, or a manual circumvention of the two systems.

2.1.2. Post-Arrest

Once the NCP is arrested or surrenders voluntarily, the sheriff attempts to receive the purge amount for the obligor to be released. If the obligor complains that the purge amount is greater than the amount owed, the sheriff may contact the hotline to get the current balance. The lesser amount will be accepted as the purge amount. A full payment of the purge amount allows the warrant to be recalled.

The sheriff should then contact the child support office. Depending on NJWPS capabilities, the sheriff's update to that system may be communicated to the child support system automatically. However, the alert generated may not be seen by the worker timely enough and a more direct communication between sheriff and child support worker should be established.

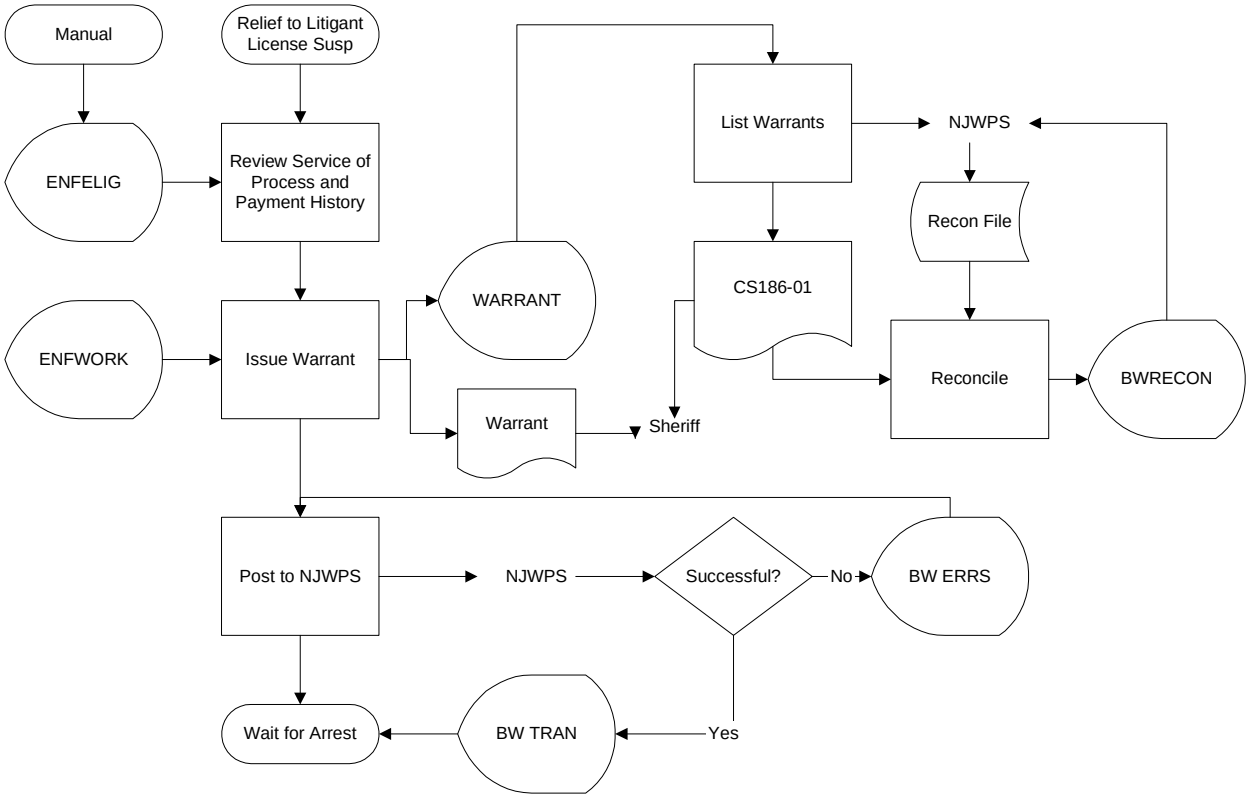
The sheriff's direct communication allows the child support worker to see the obligor before going to court. Any negotiated settlement should be part of the preparation and presentation to the court or may justify recalling the warrant.

The court may issue a release from the warrant. This order often reinstates the suspended license also. If the judge is dissatisfied, he or she may remand the obligor back to custody. Hearings are established at two-week intervals to review and release the recalcitrant obligor.

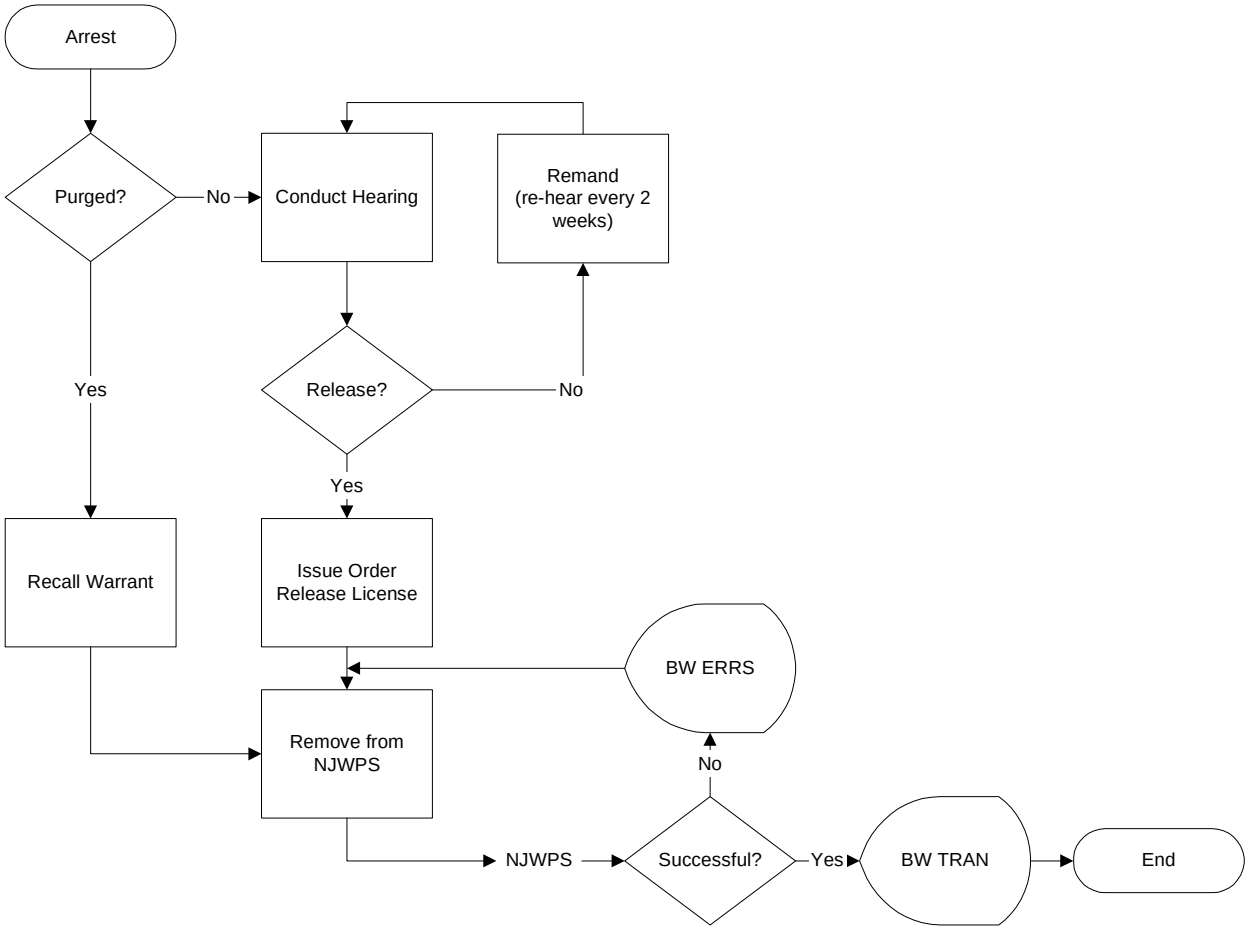
Once the disposition is known, the child support worker should move the bench warrant's activity chain forward. This will automatically send an update to the NJWPS to close the warrant. The system may find that the sheriff has already updated the warrant on NJWPS. Again, any errors in the posting will be cycled through the BW ERRS screen for resolution and resubmittal.

2.2. Functional Process Flow

2.2.1. Pre-Arrest



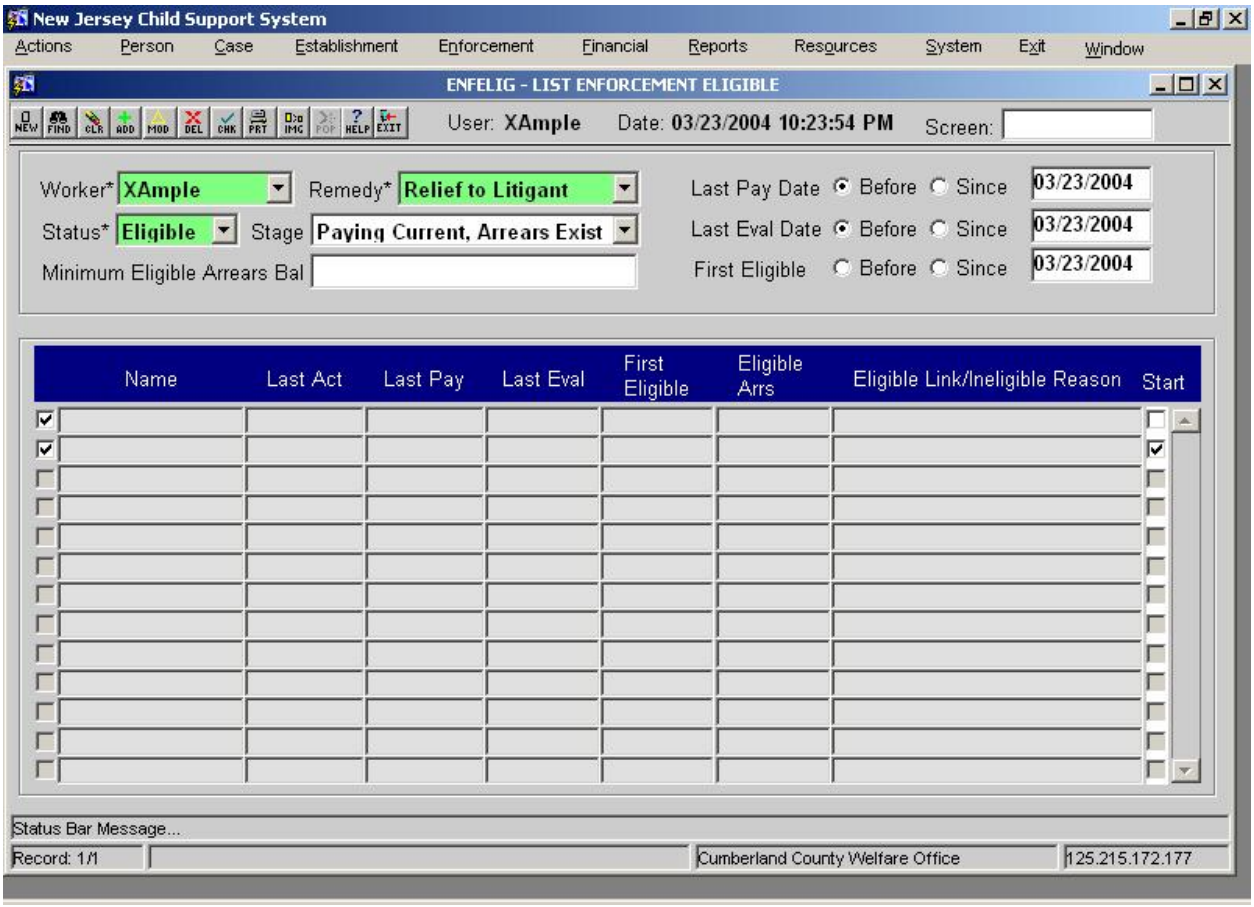
2.2.2. Post Arrest



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFELIG – List Enforcement Eligible (See EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFELIG - List Enforcement Eligible

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

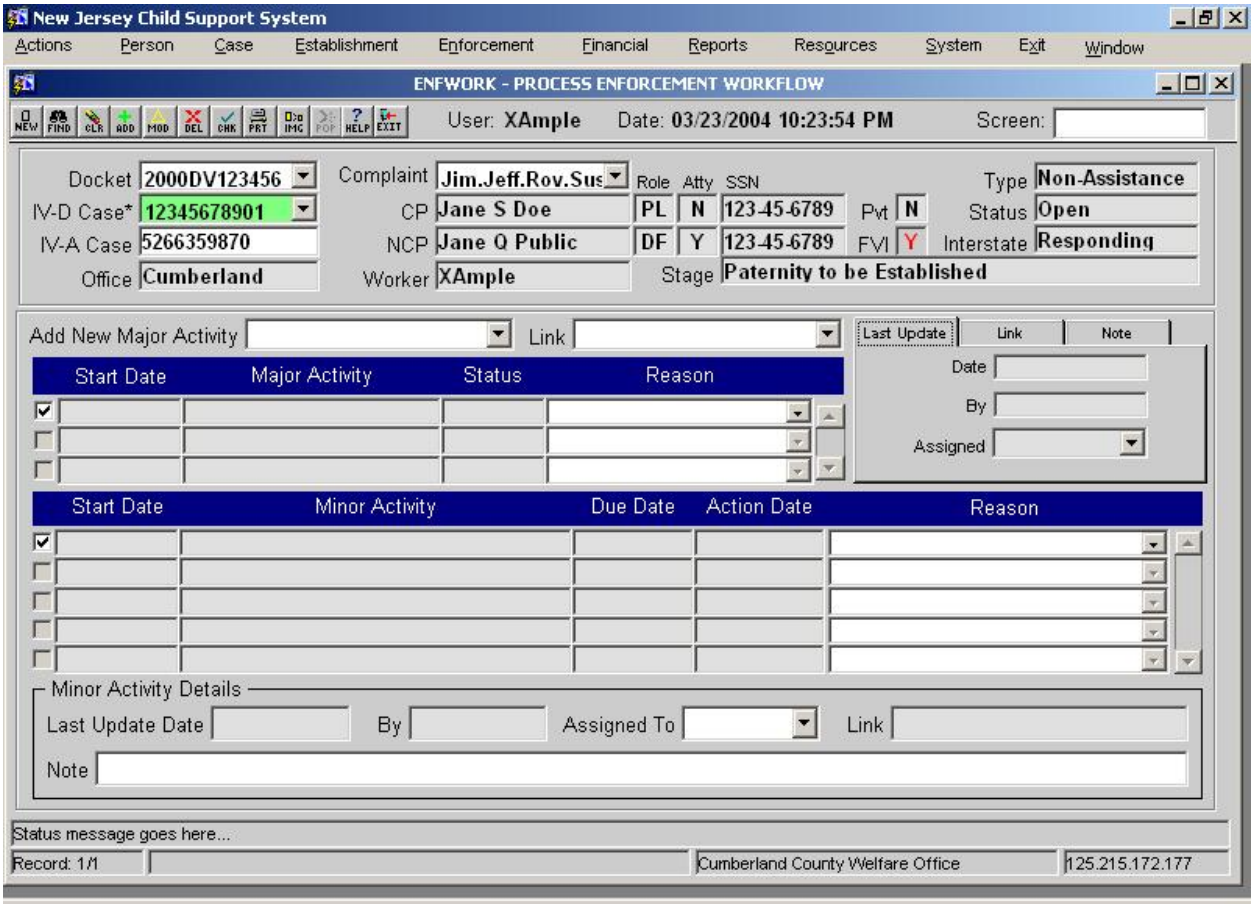
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.2. ENFWORK – Process Workflow – Enforcement (see EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFWORK Process Workflow - Enforcement

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

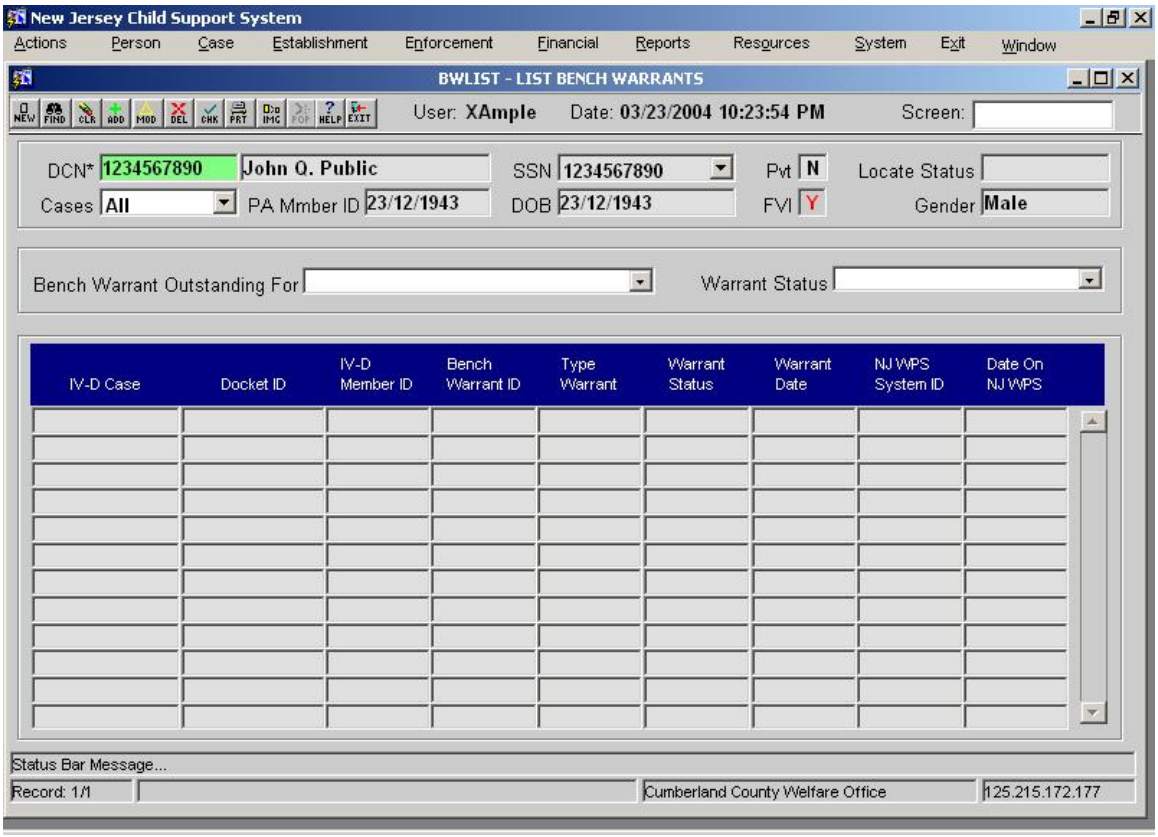
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.1.3. BWLIST – List Bench Warrants



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / BWLIST – List Bench Warrants

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

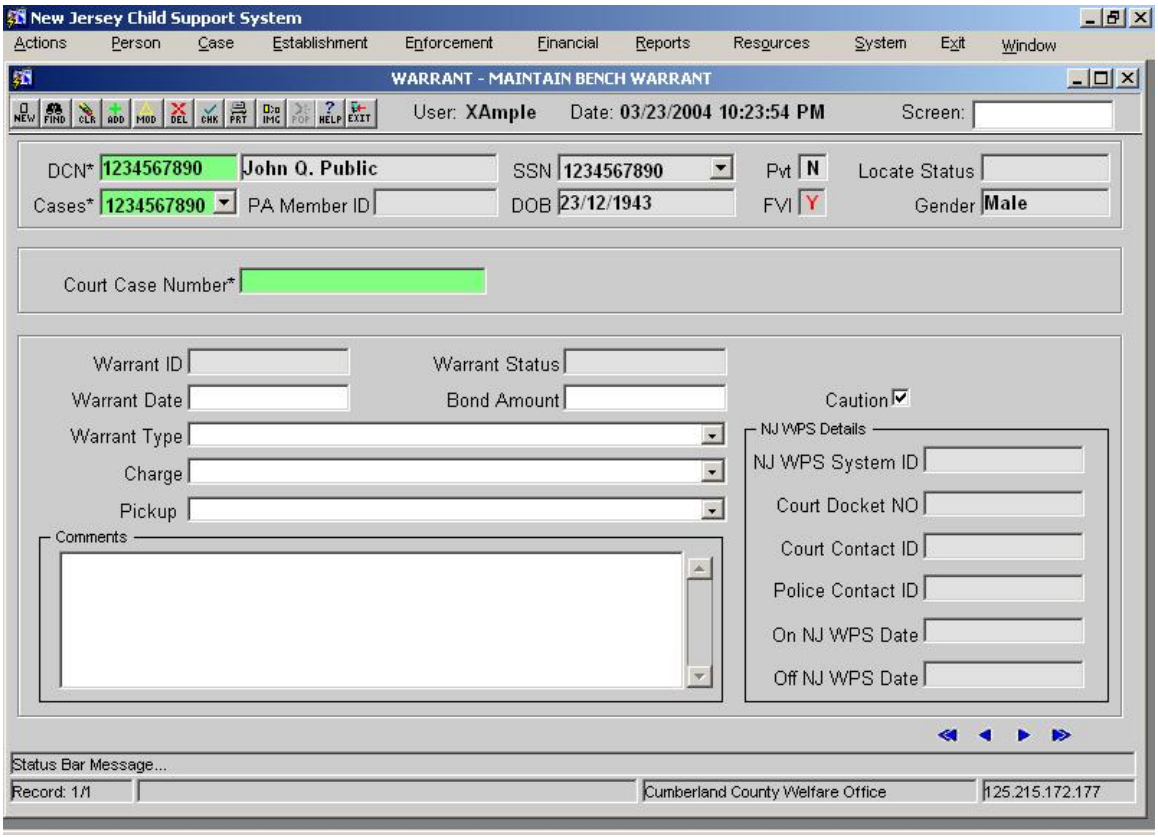
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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

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

2.3.1.4. WARRANT – Maintain Bench Warrant



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / WARRANT – Maintain Bench Warrant

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

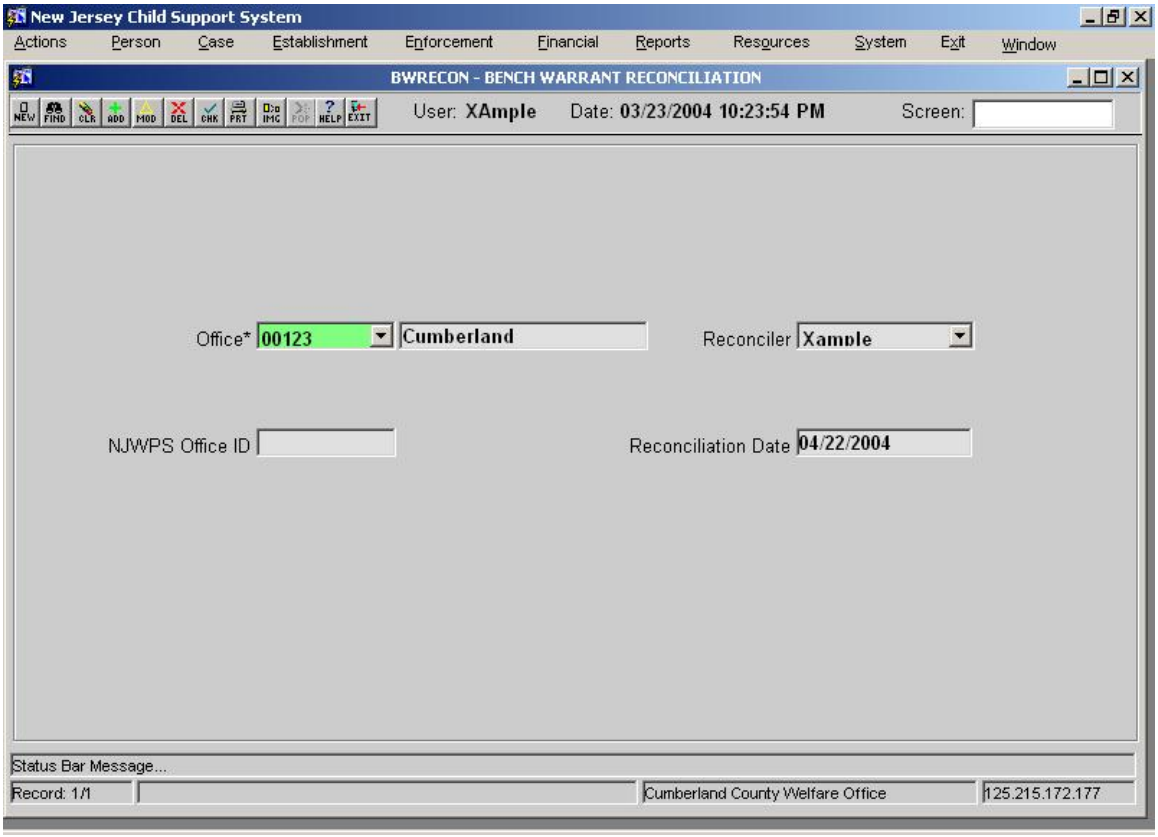
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level: (This can only be added by the Bench Warrant Activity Chain)

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

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

2.3.1.5. BWRECON – Bench Warrant Reconciliation



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / BWRECON – Bench Warrant Reconciliation

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

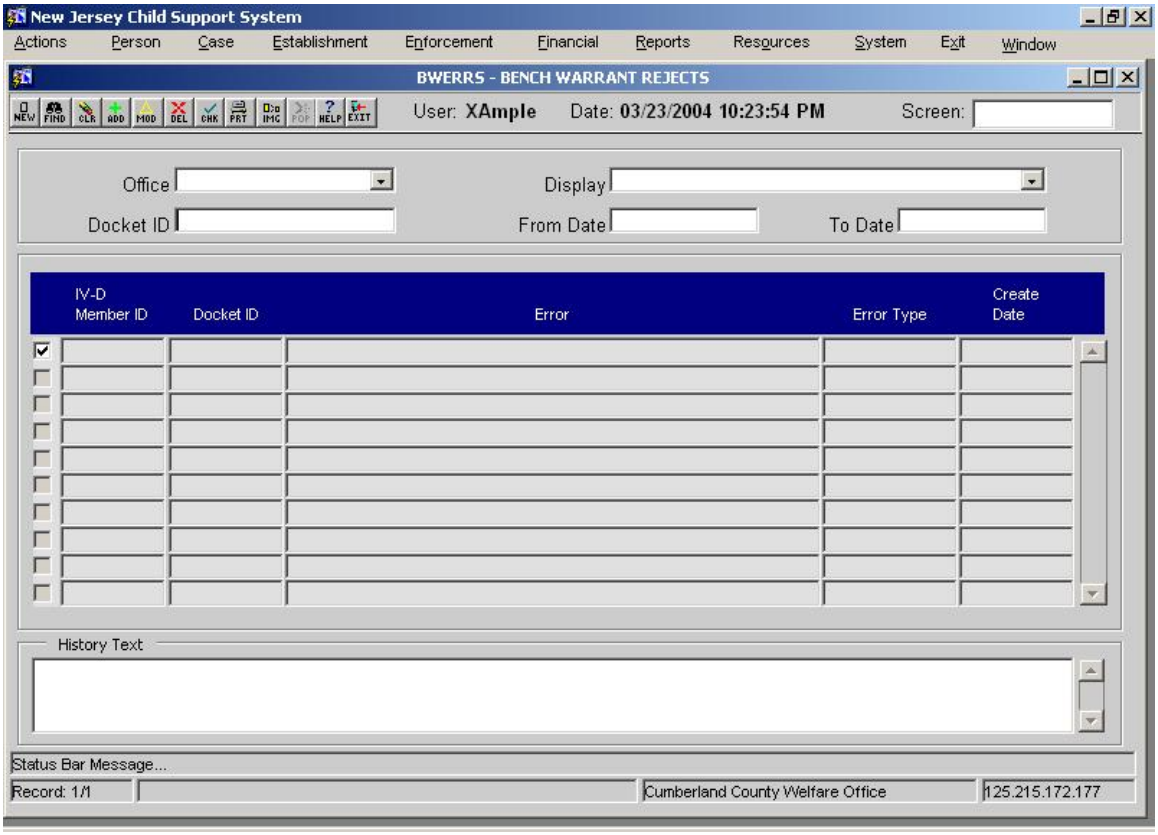
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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	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	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

2.3.1.6. BW ERRS – Bench Warrant Rejects



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / BW ERRS – Bench Warrant Rejects

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

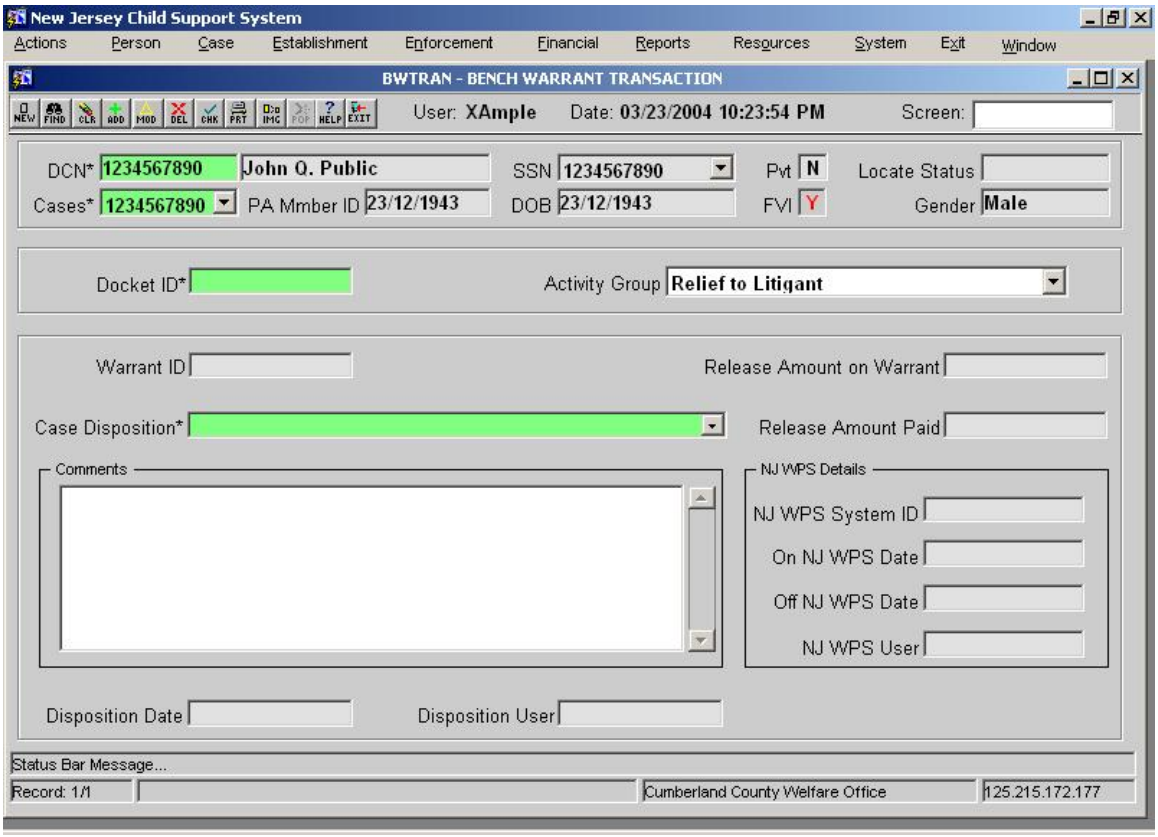
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level: (This can only be added by the NJWPS Interface)

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

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

2.3.1.7. BW TRAN – Bench Warrant Transaction



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / BW TRAN – Bench Warrant Transaction

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

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

Access Level: (This can only be added by the NJWPS Interface)

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

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

2.3.2. Documents

2.3.2.1. CS029 – Warrant Order Notice
2.3.2.2. CS166 - Notice of Failure to Appear at Scheduled Appt or Hearing
2.3.2.3. CS166S - Notice of Failure to Appear at Scheduled Appt or Hearing Spanish
2.3.2.4. TBD – Order to Discharge Bench Warrant and Restore License
2.3.2.5. TBD – License Restoration Letter
2.3.2.6. TBD - Warrant

2.3.3. Reports

2.3.3.1. CS186-01 Sheriff's Report for Outstanding Warrants

2.3.4. Transaction Files

2.3.4.1. Output File – Post Issued, Modified, Recalled Warrants to NJWPS
2.3.4.2. Input File – Acknowledgements from NJWPS
2.3.4.3. Input File – Arrest File from NJWPS
2.3.4.4. Input File – Reconciliation File from NJWPS

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. Bench Warrant Processing (MI = portions of SCBW)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. The most complicated one requires an alert to be sent to the enforcement worker whenever a regular payment is received while the bench warrant activity chain is active.

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

Enforcement – EN.09 Seek Work Orders

Enforcement – EN.09 Seek Work Orders

1. Requirements Definition

1.1. Requirement

1.1.1. The system must provide for the recording and tracking of the events associated with court orders to document job search, work with job counselors, track associated appointments, etc.

RELATED REQUIREMENTS

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

EU.16 – Appointment Scheduling

EU.17 – Appointment Location Management

EU.18 – Staff Schedule Management

EU.19 – Appointment Calendar

1.2. Existing ACSES Assessment

Although the NJ child support program does see some utilization of orders to 'seek work' (or employment training) on the part of judges and Hearing Officers, the existing ACSES system provides little automated support in the management of these cases. In other systems, such support has included a specific screen function in order to provide a basis for document generation, communication between the child support and employment offices and periodic monitoring by both offices. Typically in NJ, these are short term orders that include a return to court in 60 – 90 days. As such, additional system support for this enforcement remedy may not be warranted; nor is it defined currently as a federal OCSE requirement.

1.3. MICSES Assessment

MiCSES provides for the NCP's referral to a work program as a result of the SCBW Major Activity on the ENFP screen. Entering "JW" as the reason code on one of several SCBW Minor Activities indicates that this was the order resulting from a Show Cause process.

MiCSES does not track the NCP's activities during the job search activity.

Because of Michigan's limited support, Vermont's seek work topic will be adapted as a hybrid component.

1.3.1. Michigan / Vermont Adaptation

1. A new activity chain, loosely based on Vermont's procedural actions, needs to be designed. Effort will be required to customize the decision points and allowable results to New Jersey's program.
2. Create a new screen SEEKWORK – Monitor Work Referral, as shown in 2.3.1.
3. The JOB – Manage Job Detail screen from CI.15 should be modified to add a modifiable checkbox labeled "Hired thru SETC". See CI.15 for final version. This flags employment records to skip or delay IWN processing and subject the employment to more scrutiny for non-compliance. Collections received while this employment record has the flag set can be attributed to the seek work remedy on enforcement management reports.

1.4. Alternative Hybrid Component Assessment - Vermont

Vermont will provide the hybrid component for the seek work topic.

In ACCESS, an independent SEEK function provides the means to initiate a referral to the Department of Employment and Training (DET), monitor the Non-Custodial Parent (NCP)'s compliance with the order and document the subsequent job placement or return to Family Court. System interfaces allow the ACCESS SEEK function to be accessed by both Office of Child Support (OCS) and DET staff. It provides a means for them to coordinate their monitoring of the activity and results from NCPs involved in both voluntary and court-ordered work searches. The function screen identifies and displays contact information for the responsible staff in each office. In the upper left corner it summarizes the participant status as active or inactive, voluntary or court-ordered and whether or not the participant qualifies for the Welfare to Work (WtW) program. For cases subject to court order, the OCS court representative, court date and Family Court are identified.

There is a Seek Work ('SW') table in the CODE function that provides the scheduling tool for selection of the initial and subsequent DET appointment times. These date fields trigger automated processes and appropriate follow up reviews by both the assigned OCS and DET staff for court-ordered participants.

The lower section of the screen is reserved for the results of the referral to DET. If the NCP is placed in employment, DET staff document the date and employer identification number. Otherwise, OCS staff use this section to document the need for a review for NCP non-compliance or the date of their determination that the NCP has failed to comply with the court order.

1.5. Requirements Validation

1.5.1. Interfacing with SETC

An architectural decision is needed to guide the design in interfacing with SETC workers. In Vermont, DET staff have access to the child support screens necessary to schedule appointments, enter case notes, and maintain work referral information. JAD sessions need to address whether New Jersey wants to deploy the child support system to SETC workers. If not, then a communication channel between child support and SETC workers will need to be determined. The decision may depend on the frequency of this remedy's use. Low volumes may support verbal or email communication while higher volumes may demand electronic interfaces. This document assumes an electronic interface is achievable.

1.5.2. Absence of Business Rules for Automation

New Jersey's lack of automation in this topic area allows the manual processing to be customized for each case. The Operations Manual does not adequately cover the procedures for this topic. Deeper analysis will be required to elicit the business rules in this area before the design can be solidified. The business rules will need to cover the following at minimum:

- criteria for eligibility,
- the extent of monitoring by both agencies and the judiciary,
- the conditions determining non-compliance or re-assessment,
- the length of service to be classified as stable employment,
- the length of unemployment to exhaust SETC resources,
- the duration of crediting the effectiveness of the remedy, with or without doubling credit to other remedies such as income withholding, and
- the rules in simultaneously pursuing other remedies.

1.5.3. Extent of Scheduling

The Ease of Use screens related to scheduling can implement an expanded set of locations, workers, and time slots to monitor the dates the obligor must meet with his or her job counselor. However, such monitoring may be delegated to the SETC and only failures to appear reported to the child support unit. Tightly monitoring the appointments from the child support system has a trade-off of quicker knowledge of non-compliance versus adding an undue reporting burden to the SETC job counselor.

2. Functional Design

2.1. Functional Process Overview

A delinquent child support obligor may be required to seek work and/or participate in various training and personal development exercises that will lead to stable employment. The system will monitor the activities associated in referring an obligor to seek work. The tracking of the workflow will be maintained from the ENFWORK – Process Workflow Enforcement screen (see EN.01). Significant event data to

document the NCP's work search, training participation or job placement will be maintained on the SEEKWORK – Monitor Work Referral screen.

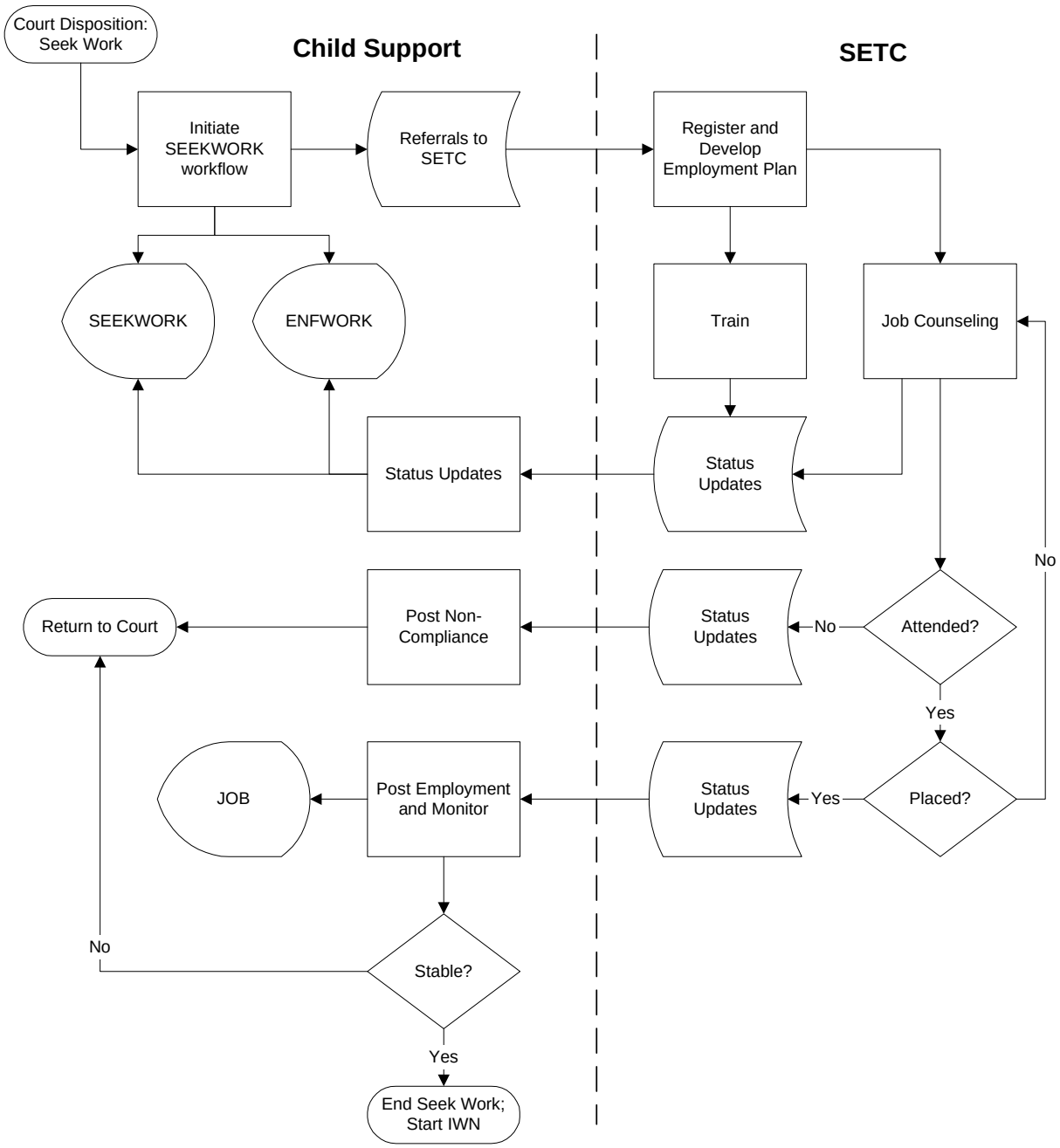
Scheduling screens from the Ease of Use area may be utilized in monitoring the progress of the job search. Failure to appear for a counseling session may be grounds to return to court for contempt and assessment of other enforcement remedies.

Using the Vermont model, when the NCP registers with SETC, the SETC staff will complete the *Registration Date* field on SEEKWORK. Thereafter, until job placement data is entered, the NCP will visit the SETC office as often as specified by the SETC employment plan. If the employment plan is work search only, the visits should be scheduled no less than once every seven (7) days. Beginning with the initial registration date, SETC staff will enter a new appointment date and time following each contact with the NCP.

Beginning with the *Registration Date*, the SETC staff will use the note field to enter any pertinent details regarding the employment plan. Any time that the system finds that a *Next Appointment* date has not been refreshed, no job placement information has been entered and the activity chain shows actively compliant, an alert will be generated for the enforcement caseworker to contact the SETC staff. The child support staff will try to verify whether there are any special circumstances that ought to be considered before the activity chain is moved to non-compliance.

Note that new hire processing cannot determine if the employment was obtained through the auspices of SETC. To receive credit for a successful placement, the 'Hired thru SETC' checkbox on the employment record must be checked. This will probably be easier to do by manually entering the employment record rather than waiting for new hire to report. For a period to be determined, any non-tax collections received after the referral date will also be credited to the successful job placement on enforcement management reports.

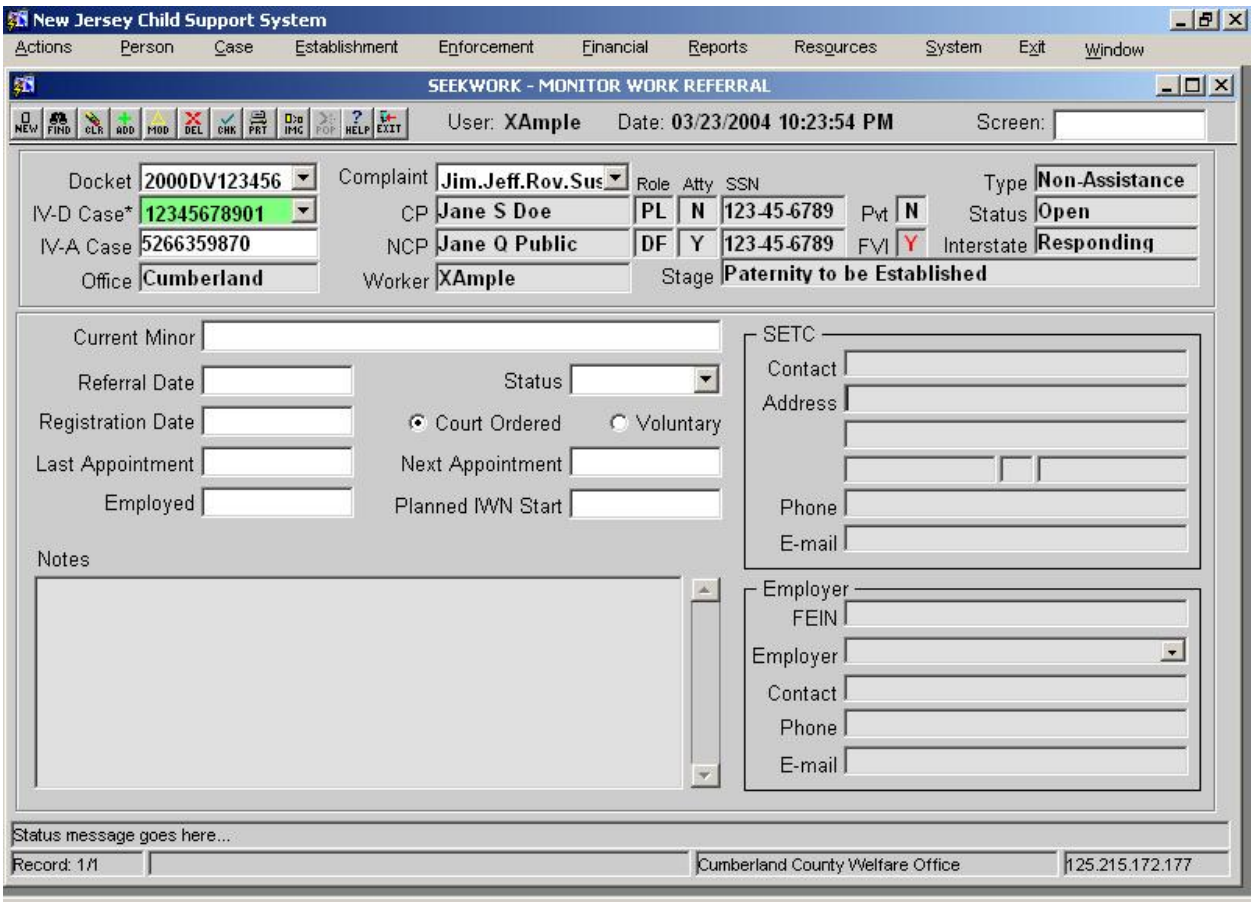
2.2. Functional Process Flow



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. SEEKWORK – Monitor Work Referral



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / SEEKWORK – Monitor Work Referral

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

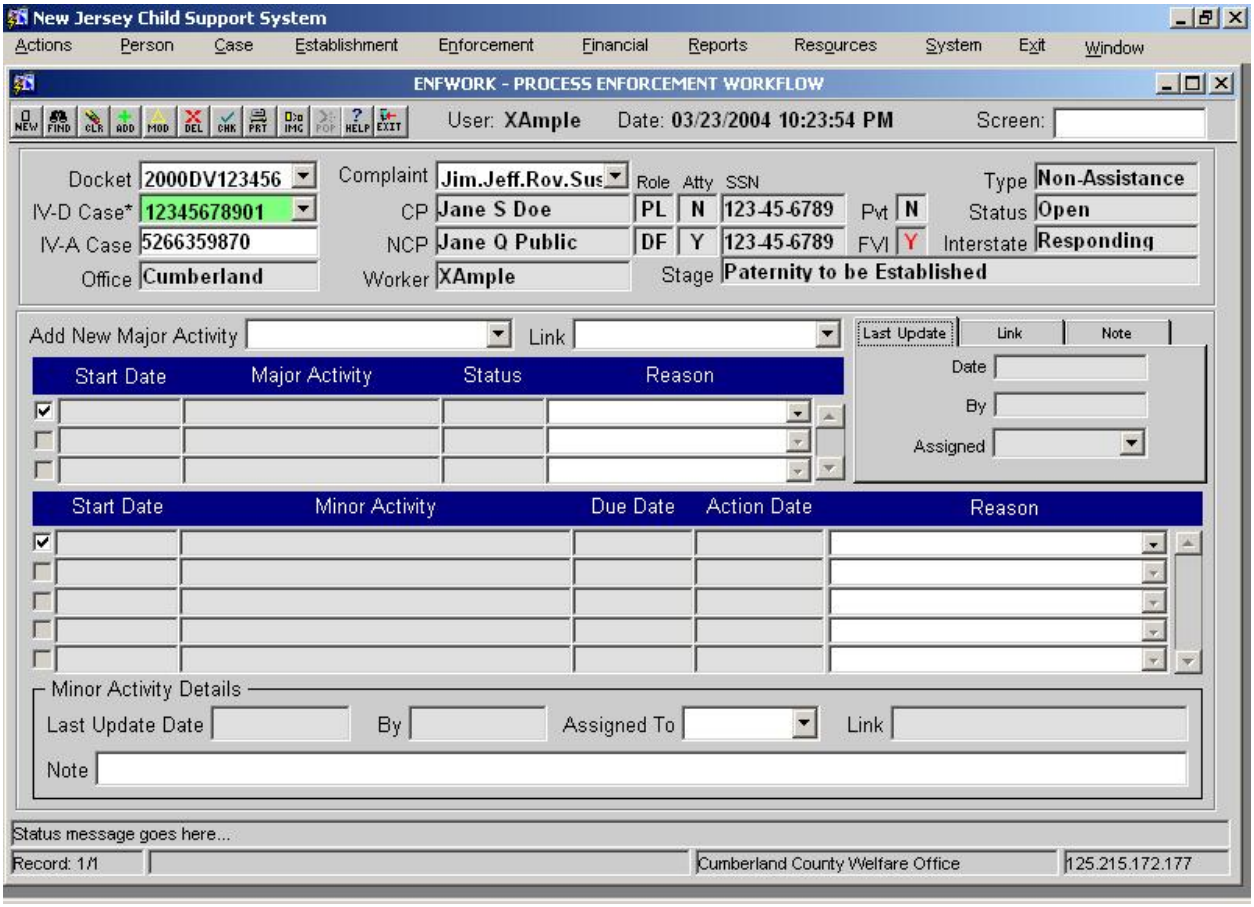
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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	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	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

2.3.1.2. ENFWORK – Process Workflow – Enforcement (see EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFWORK – Process Workflow Enforcement

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

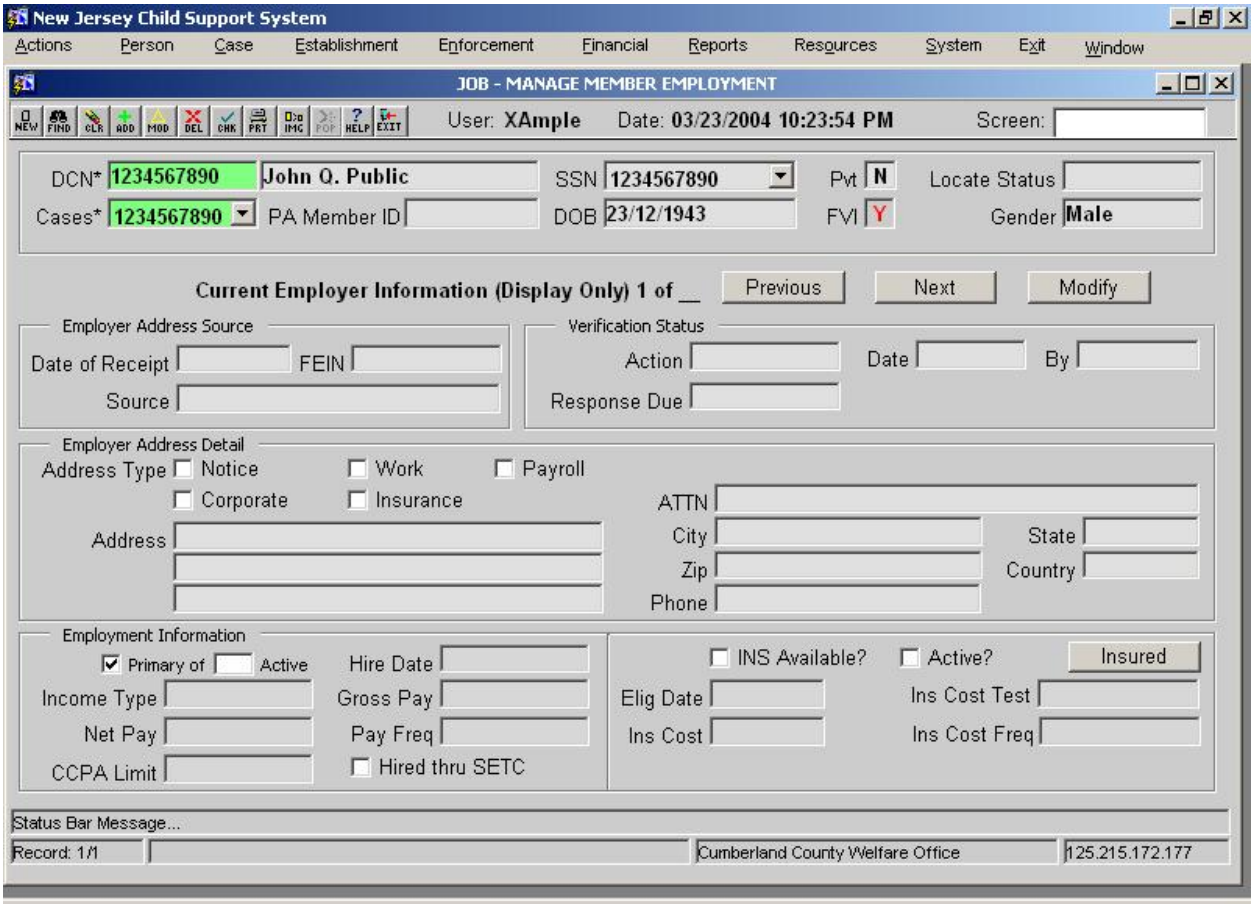
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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
Central Registry Manager	Y	Y	Y	N
Central Registry Specialist (UIFSA)	Y	Y	Y	N

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.1.3. JOB – Manage Job Detail (see CI.15 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Person / JOB – Manage Member Employment

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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	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	Y	Y	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. CS057 Notice Concerning Work Requirements (Response Info Form)
2.3.2.2. CS058 Notice to Employer of Transfer of Supervision
2.3.2.3. CS059 Requesting Current Employment Status
2.3.2.4. CS156 Work Request Non Compliance Summons - Past Due Child Support
2.3.2.5. CS157 Notice of County Work Request Program for NCPS
2.3.2.6. CS158 Work Request Summons - No Response/Insufficient Documentation
2.3.2.7. CS160 Work Request Failure to Appear

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Output File – Referral to SETC
2.3.4.2. Input File – Status Updates from SETC

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. Monitor Work Referral (MI = new)

2.4.2. List of Alerts:

A complete list of alerts will be identified during the functional design process. Alerts similar to the following would be expected:

2.4.2.1. Work search referral date is overdue
2.4.2.2. NCP SETC seek work registration is overdue
2.4.2.3. New SETC Next Appt is overdue
2.4.2.4. Non-Compliance review for NCP cooperation with SETC necessary
2.4.2.5. SETC Notice of NCP court referral for non-compliance

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

Enforcement – EN.10 Federal Tax Refund Offset

Enforcement – EN.10 Federal Tax Refund Offset

1. Requirements Definition

1.1. Requirement

1.1.1 The system must routinely monitor cases for submission to the federal tax offset program using the required case type and arrearage balance criteria for selection, submittal, update, and removal.

RELATED REQUIREMENTS

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

EN.11 – State Tax Refund Offset

EN.19 – Passport Denial

EN.20 – Financial Institution Data Match (for the national match portion)

EN.21 – Administrative Offset

CM.11 – Administrative Review Processing

1.2. Existing ACSES Assessment

ACSES currently provides the required monitoring capabilities for the federal tax offset program.

1.3. MICSES Assessment

MiCSES includes a batch program (BATCH-TAXA), which identifies cases with public assistance and nonpublic assistance arrearages that make them eligible for Federal tax offset. If the case is not excluded from submission, MiCSES certifies the arrearages for offset and includes the NCP information in the CASES_ELIGIBLE_FOR_IRS table

MiCSES stores information concerning intercept cases in the INTERCEPT_HISTORY_FMS table. Workers can view Federal Tax Offset information on the TAXI and FEDH screens. The TAXI screen can also be used to exclude cases and to submit information transactions to the IRS.

MiCSES description of functional objectives:

This functionality must:

1. Check each case in the enforcement functionality to determine if qualified case arrears are greater than or equal to $150 for TANF and Foster Care cases and $500 for non-TANF cases

eligible for tax offset and $5000 eligible for passport denial. Verification needs to occur to match up the type of account to be included in TANF and Non-TANF.

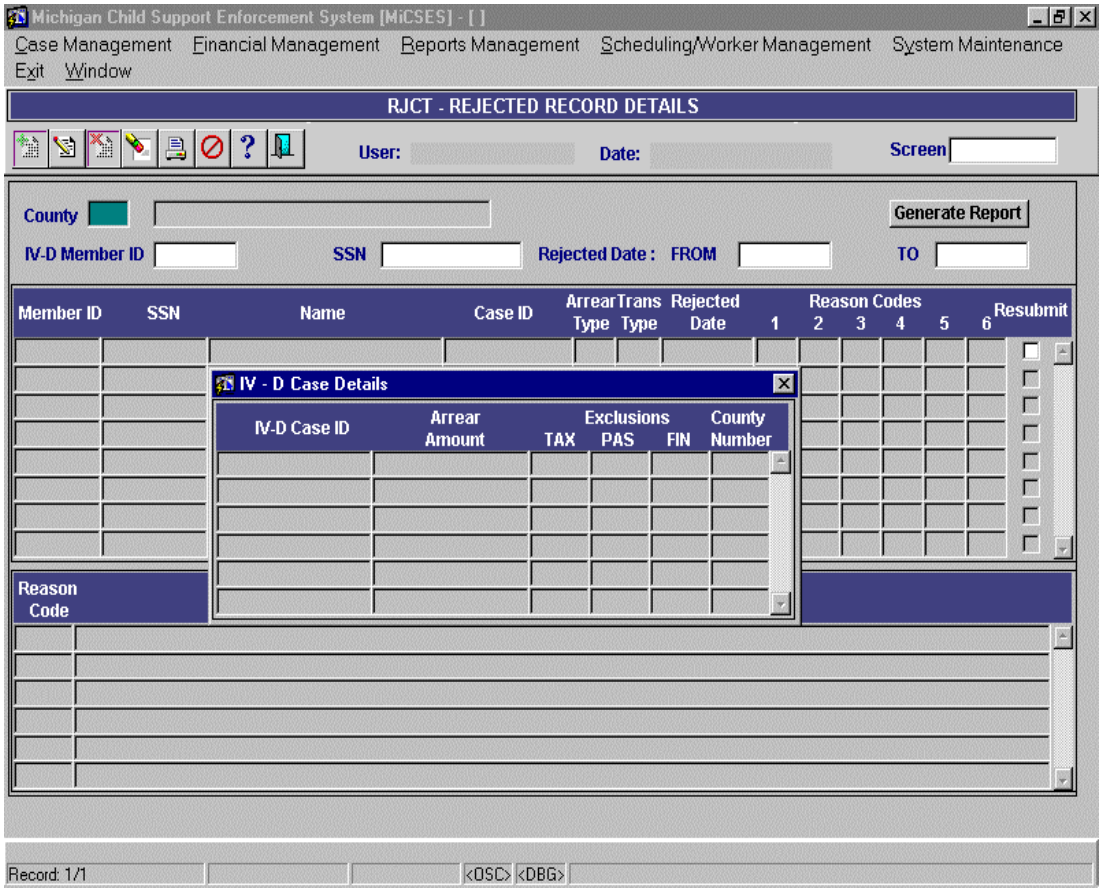
2. Record the case amount of arrears, the date arrears are certified and the type of referral required (federal tax offset or state tax intercept). This occurs on the FEDH screen for federal offset and the STXH screen for state tax offset.
3. An NCP may have more than one case submitted for offset; one may be a TANF case and the other Non-TANF. In the event the NCP has more than one TANF or Non-TANF case, the arrearage amount for each type of case should be combined and submitted as one for the combined TANF arrears and once for the combined non-TANF arrears for a given social security number. If more than one court case for an NCP is certified, the system must retain records of all the cases for allocation purposes.
4. Review the previous file sent to OCSE to determine if cases should be added, modified, or deleted once the arrears are certified. This occurs as a part of the biweekly batch process scheduled to run every two weeks. If the obligor has no change, the process will not include a record for that run of the batch process.
5. The tax-offset process will exclude cases that have exemptions set on the member demographic screen (DEMO). The exemptions show up on the specific offset screen that the exemption affects. If a worker manually sets an exclusion indicator for a case on the FEDH or STXH screen, the reason code must be entered and history is written recording who changed the exclusion indicator.
6. Cases that fall below the threshold for referral for tax offset but still qualify for FIDM must have an R record generated with the tax offset exclusion turned on and the FIDM will remain off allowing for FIDM to continue.
7. Cases that qualify for FIDM only and become eligible for tax offset. The system must first send a delete record to remove the obligor from the FIDM program, and then send an add record to add the obligor to tax offset and FIDM combined.
8. This file should be sent to OCSE via Connect: Direct on a biweekly schedule. OCS central will continue to combine counties to create the file until all counties are converted.
9. An error file of cases must be returned to OCS biweekly in the off week of the initial transmission. [The system] has an error handling process to identify cases with errors appropriately.
10. Pre-offset notices will be issued by OCSE. *[True for New Jersey also]*
11. The system must record add or delete actions taken on each case in the case history. Routine monitoring for cases in compliance or modification of balances due to payments or additional charges does not require notation in history. Any modifications to the file are captured on the screen and written to the case diary.

Measures of success include:

- Each case in the enforcement functionality that is eligible for tax offset and/or passport denial will be referred biweekly.
- Cases that required adding, modification, or deletion will be added, modified, or deleted biweekly as required.
- Error cases will be resubmitted during the next biweekly update transmission.
- Statewide transmission of the offset file will be submitted directly from the system to OCSE as required by federal regulations.

1.3.1. Michigan Adaptation

1. Michigan users complained that the use of three screens (FEDH, STXH, and TAXI) was confusing. For New Jersey, the three screens will be consolidated into a single TAX screen with multiple tabs as seen in 2.3.1.
2. Michigan processing had to communicate through the data warehouse and the Michigan tax unit's custom programming. Initially this was to combine cases from converted counties with those from non-converted counties. However, once converted, the other systems have not yet been removed from the processing cycle. Michigan's formatting was intended to be as close to national layouts as possible but there may be differences outstanding.
3. Michigan did not utilize an activity chain for tax processing unless an administrative review was held. New Jersey's design should utilize a more expanded activity chain so that order-level exemption processing (EN.03) may also control the setting of offset exclusion indicators.
4. Michigan did not utilize administrative offset. The New Jersey tax screen will accommodate this remedy as outlined in EN.21.
5. Michigan's volume produced performance issues in re-calculating balances over and over. They are now temporarily saving balances calculated bi-weekly for the tax offset processing in other functional areas to reduce the performance time. This should be more formally recognized in New Jersey and planned from the beginning as an available feature. For example, the 'last evaluation' data indicated on the ENFSTAT screen could be updated from this processing.
6. Michigan has intended to submit arrears balances for each of multiple SSNs attributed to an obligor as long as they are not verified as being used by someone else. This feature has not been activated as yet. New Jersey has decided submittal of a non-primary SSN will be the decision of a centrally located tax specialist.
7. Michigan users complained that temporary exclusion situations were difficult to monitor. The proposed New Jersey screens have added expiration dates to the exclusions to try to avoid the production of exclusion reports used in Michigan.
8. Michigan architecture kept the tax offset program separate from normal remedy workflow. The monitoring and workflow programs enforce at an order level. The tax processing allows control at an order-case level, i.e. multiple cases within an order can be excluded individually. New Jersey will have tax offset monitored like a normal remedy. The order-case level should be okay.
9. The original Michigan RJCT – Rejected Records Details screen should be modified as follows. See 2.3.1.2 for final version. Final version may be modified during design.



Points to adapt:

19. Change to NJ standard menus, button bar, and status bar.
20. Change the title to TAX RJCT – REJECTED TAX OFFSET TRANSACTIONS.
21. Change the labels to normal black font
22. Drop the pop-up. (The label for the wide column underneath the pop-up should be 'Reject Message'
23. Change the label "Reason Code" to "Reject Code".
24. Remove the 'Generate Report' button. Hitting the Enter key will do the same thing.

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. Choosing a Case Out of a Multi-Case Set

Michigan chose the IV-D case with the highest contribution to the arrears total to be reported to the tax agencies. They are in the process of centralizing multi-county disputes into a Central Enforcement Unit. Once the procedures are established, Michigan will use the central office's FIPS code to provide the return address rather than the county address of the chosen case. Determining how to choose cases and whether any reviews will be centralized will be resolved in the design session.

2. Functional Design

2.1. Functional Process Overview

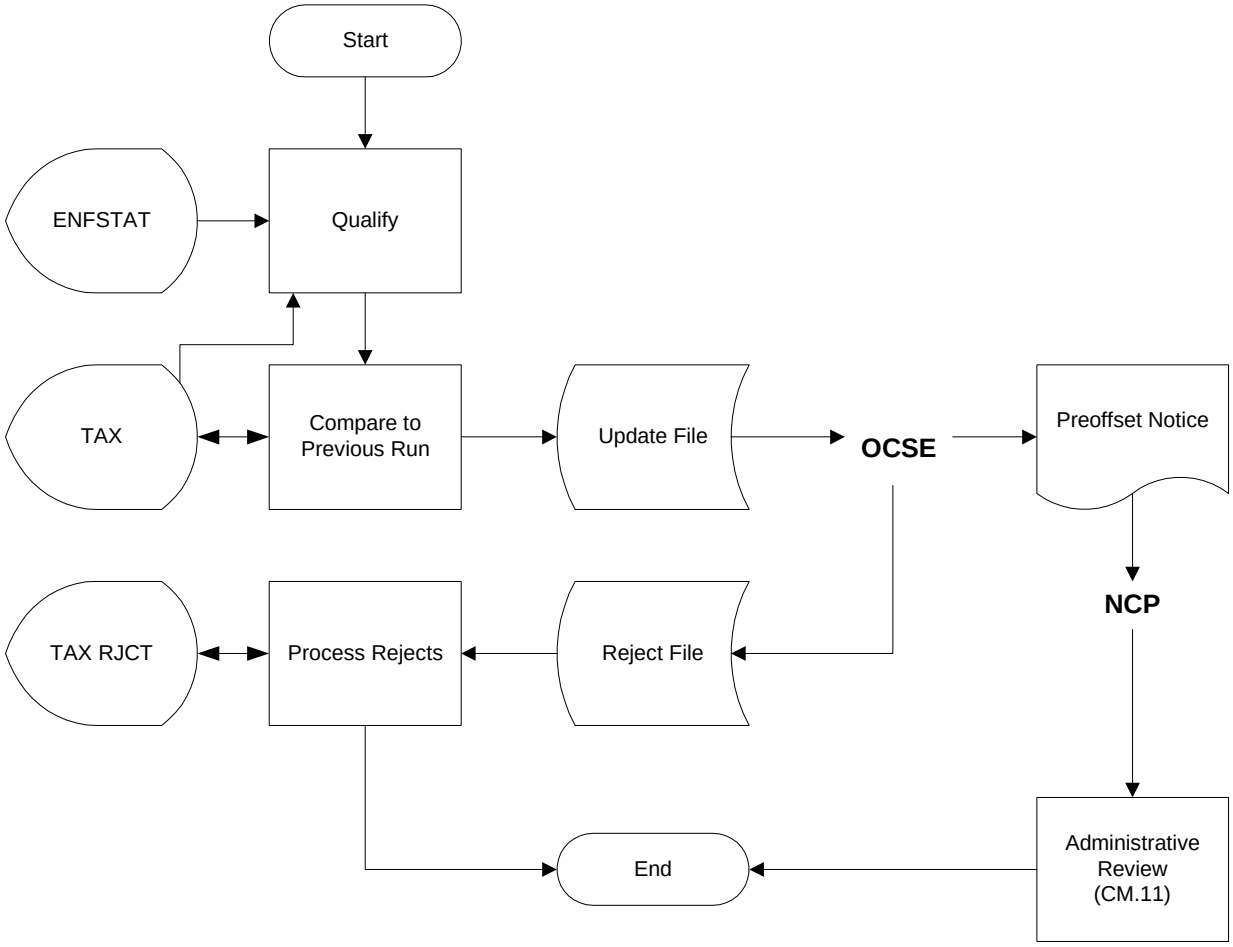
The federal tax offset program is a passive remedy. In other words, worker intervention is not required in a vast majority of the cases for the remedy to be initiated and processed. The system will provide monitoring through the use of the TAX – Maintain Tax Offset Data screen. This screen displays the history of actions taken within each of the tax offset programs including passport denial, state tax offset, multi-state FIDM and administrative offsets. The screen also accepts modifications to exclusion indicators to control NCP participation in each of the programs.

The primary work of the tax offset remedy is conducted automatically through batch programs. An obligor qualifies when he or she is not bankrupt, does not have a court-ordered exemption, and has total arrears across all of his or her cases meeting the public assistance and non-public assistance thresholds as set by the federal government. If an obligor qualifies, they are automatically added to the tax update file. OCSE issues a pre-offset notice that may trigger a request for an administrative review.

Every two weeks, unless the batch job has been suspended for a freeze period, an update file is issued to OCSE with current qualifying balances. If the exclusion indicators have changed, the balances have changed, the primary case pursuing the obligor has changed, or demographic data such as name and address have changed since the previous run, update transactions are created and sent to OCSE. To save processing time for other functional areas, the re-calculated balances are saved and can be used for other purposes where a recent balance but not an up-to-the-minute balance is adequate.

The TAX RJCT – Rejected Tax Offset Transactions screen lists outstanding errors returned from OCSE that can be corrected by a worker. System level errors indicating a problem with the system programming are routed to the job reporting log (see EO.04). The worker should correct the errors indicated on the appropriate screens then return to this list to attempt re-submittal of the transaction.

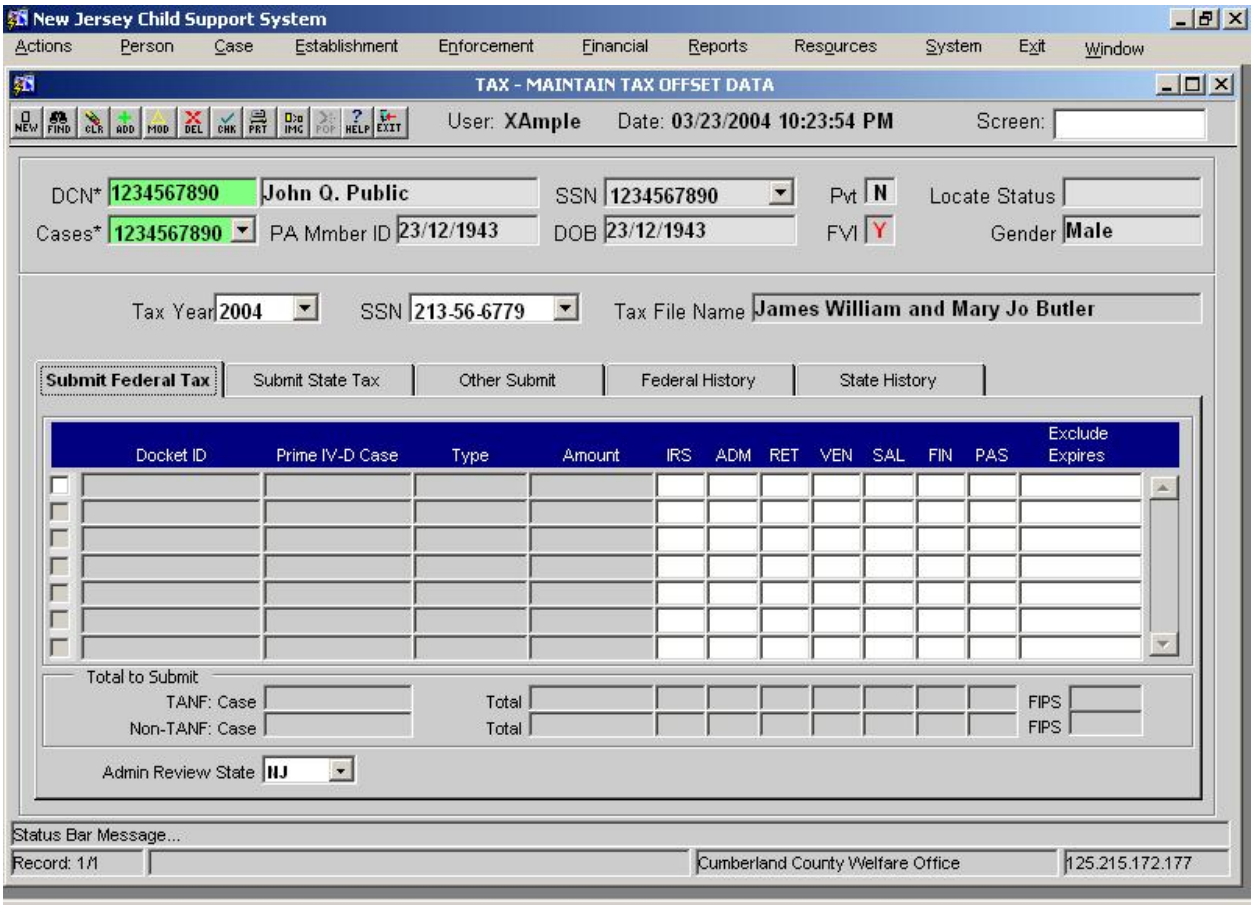
2.2. Functional Process Flow

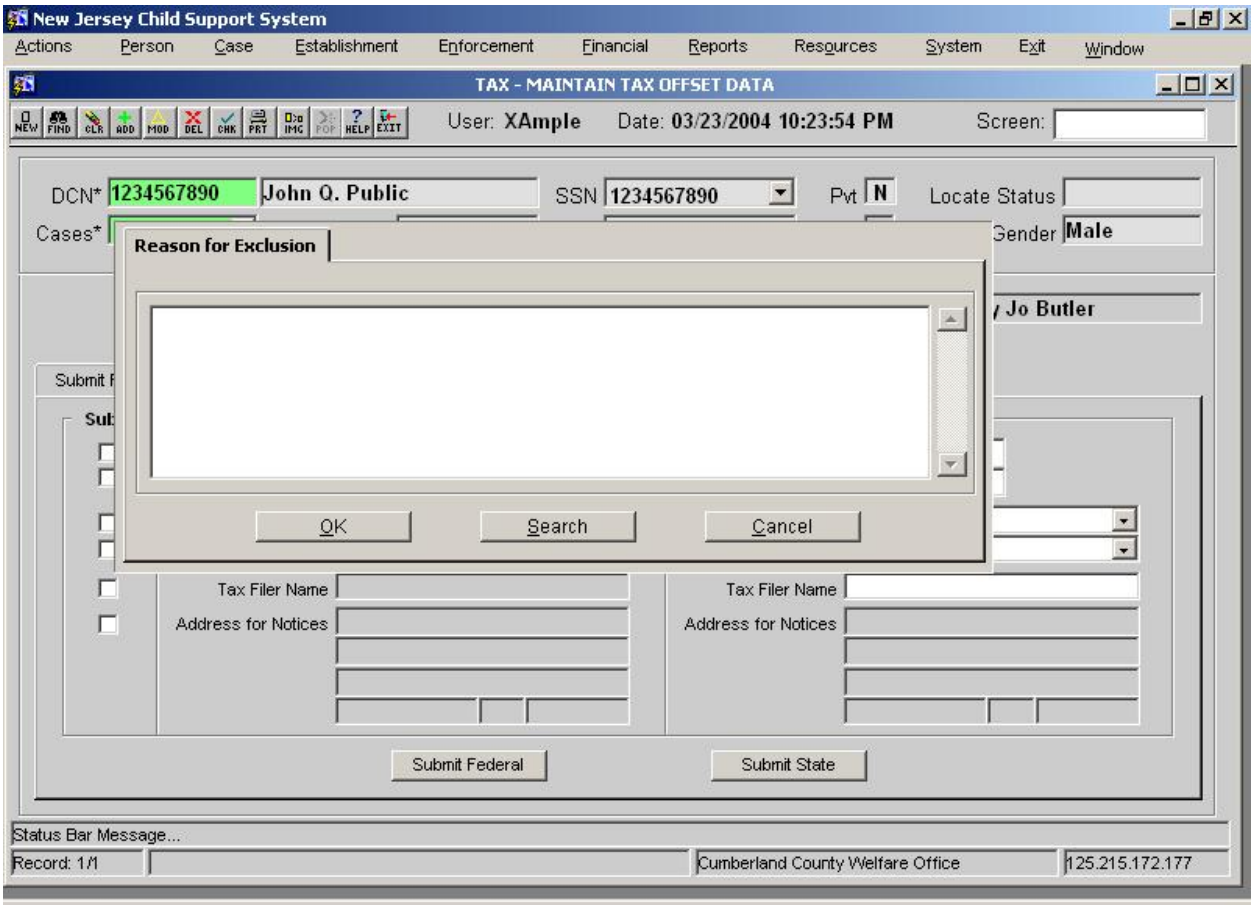


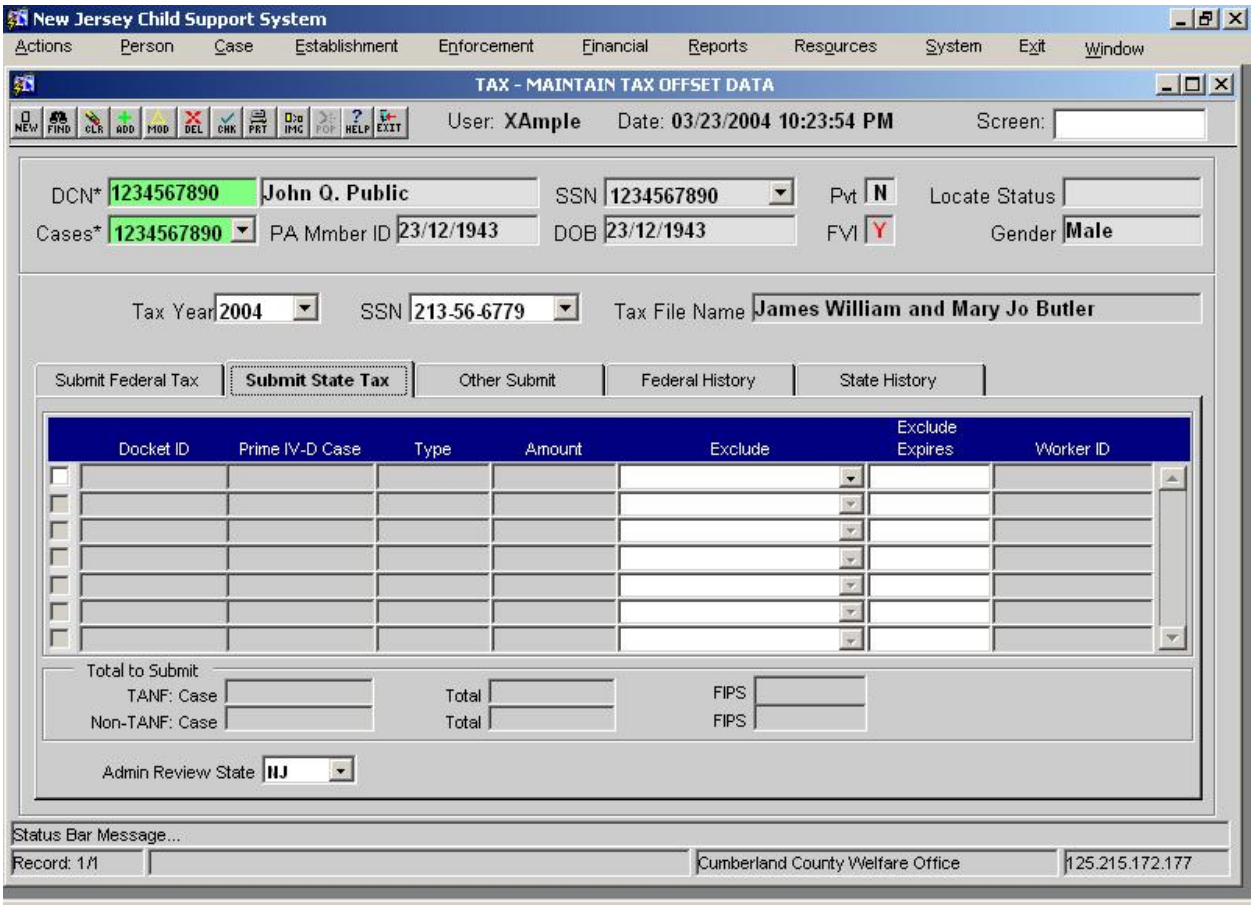
2.3. Screens, Notices, Reports and Transaction Files

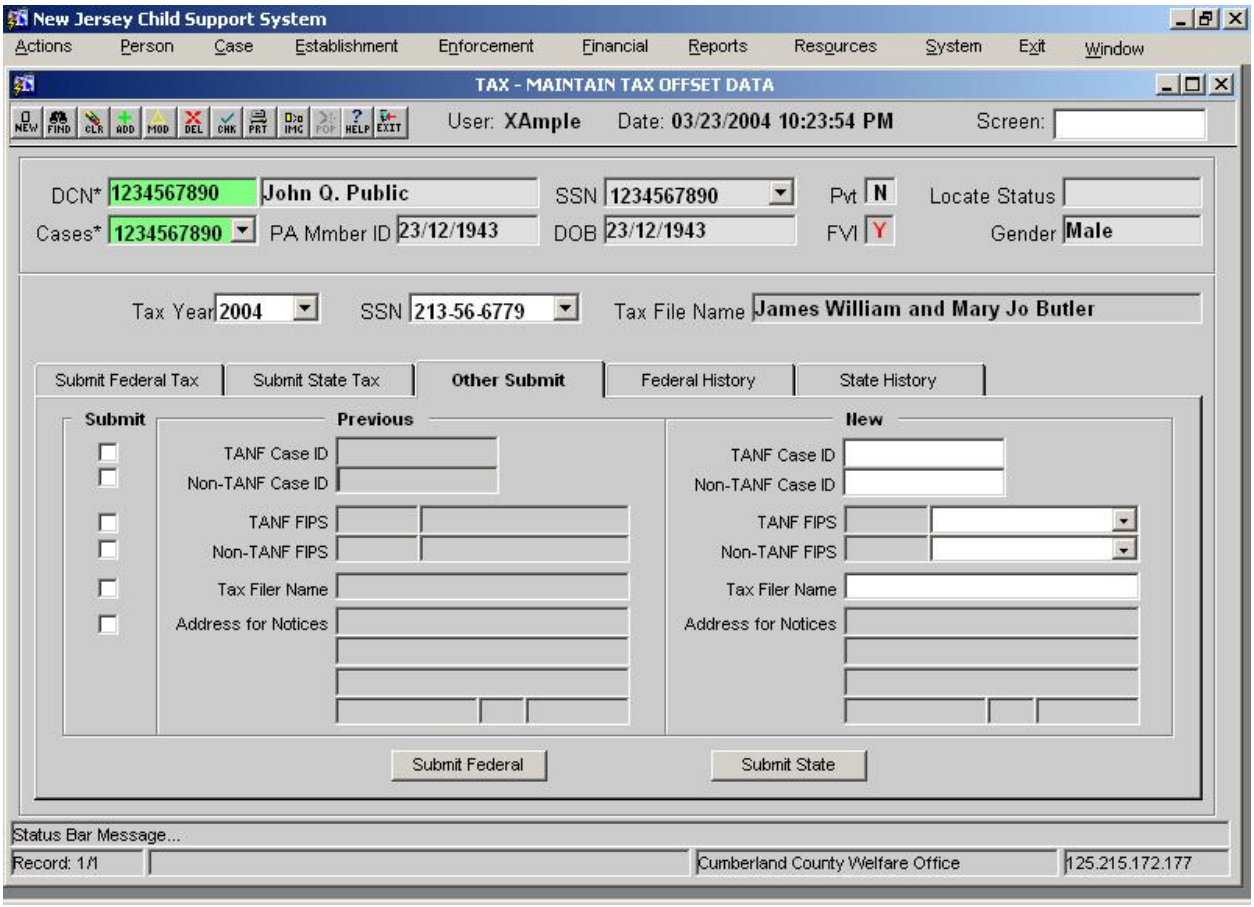
2.3.1. Screens

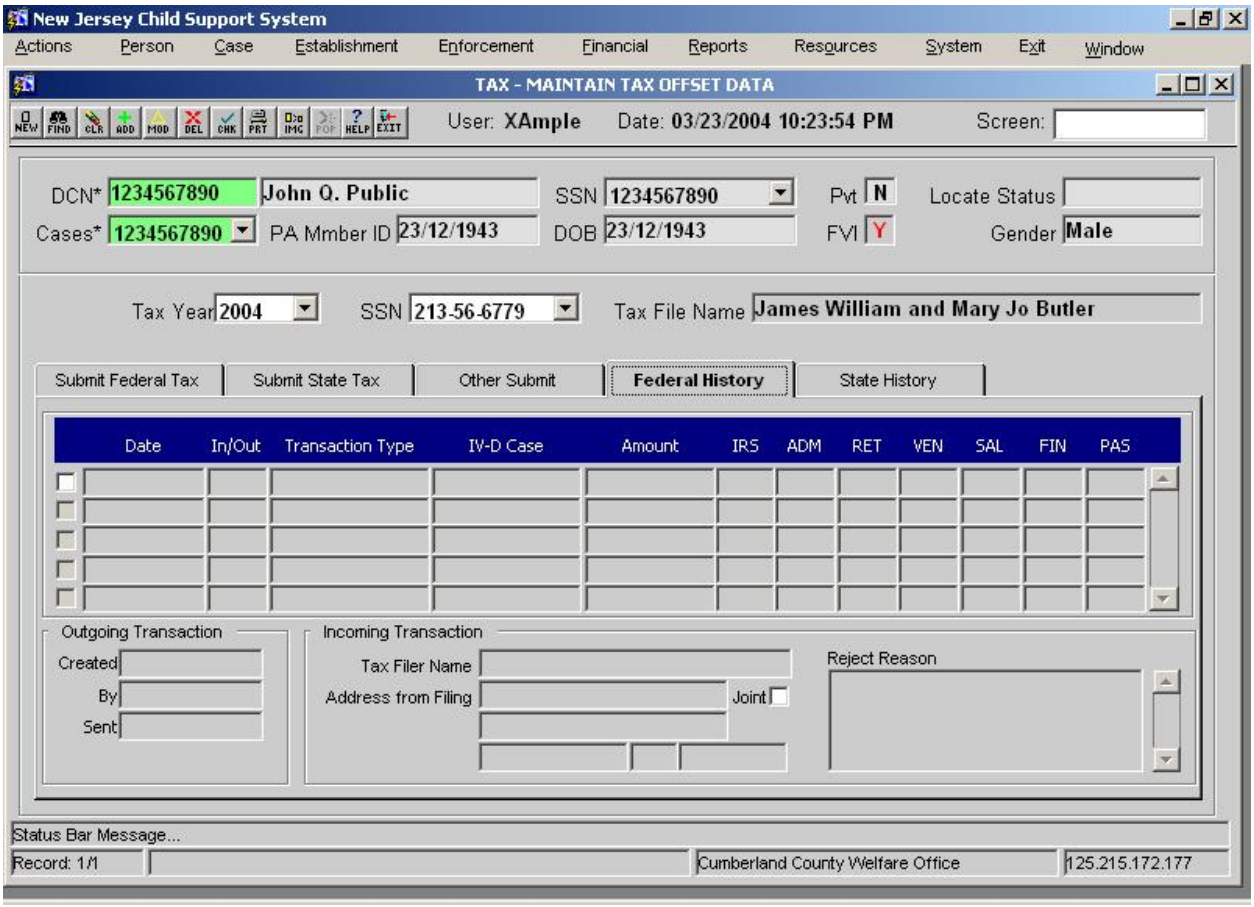
2.3.1.1. TAX – Maintain Tax Offset Data

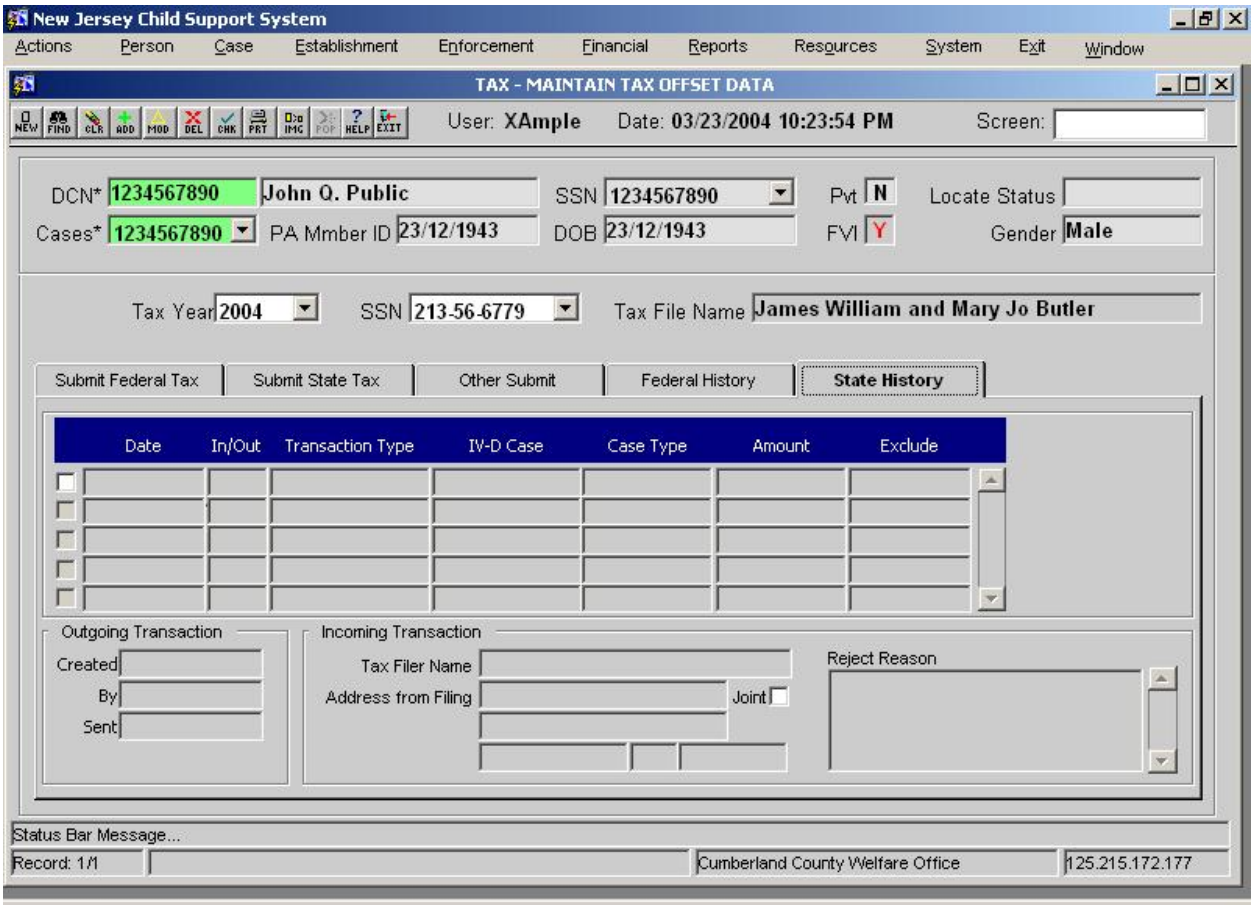



New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
TAX - MAINTAIN TAX OFFSET DATA
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
DCN* 1234567890
John Q. Public
SSN 1234567890
Pvt N
Locate Status
Cases*
Gender Male
Reason for Exclusion
OK
Search
Cancel
Tax Filer Name
Address for Notices
Tax Filer Name
Address for Notices
Submit Federal
Submit State
Status Bar Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177


New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
TAX - MAINTAIN TAX OFFSET DATA
NEW
FIND
CLR
ADD
MOD
DEL
CHK
PRT
IMG
POP
HELP
EXIT
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
DCN* 1234567890
John Q. Public
SSN 1234567890
Pvt N
Locate Status
Cases* 1234567890
PA Mmber ID 23/12/1943
DOB 23/12/1943
FVI Y
Gender Male
Tax Year 2004
SSN 213-56-6779
Tax File Name James William and Mary Jo Butler
Submit Federal Tax
Submit State Tax
Other Submit
Federal History
State History
Docket ID
Prime IV-D Case
Type
Amount
Exclude
Exclude Expires
Worker ID
Total to Submit
TANF: Case
Non-TANF: Case
Total
Total
FIPS
FIPS
Admin Review State NJ
Status Bar Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177


New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
TAX - MAINTAIN TAX OFFSET DATA
NEW
FIND
CLR
ADD
MOD
DEL
CHK
PRT
IMG
POP
HELP
EXIT
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
DCN* 1234567890
John Q. Public
SSN 1234567890
Pvt N
Locate Status
Cases* 1234567890
PA Mmber ID 23/12/1943
DOB 23/12/1943
FVI Y
Gender Male
Tax Year 2004
SSN 213-56-6779
Tax File Name James William and Mary Jo Butler
Submit Federal Tax
Submit State Tax
Other Submit
Federal History
State History
Submit
Previous
New
TANF Case ID
Non-TANF Case ID
TANF FIPS
Non-TANF FIPS
Tax Filer Name
Address for Notices
Submit Federal
Submit State
Status Bar Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177


New Jersey Child Support System
Actions
Person
Case
Establishment
Enforcement
Financial
Reports
Resources
System
Exit
Window
TAX - MAINTAIN TAX OFFSET DATA
NEW
FIND
CLR
ADD
MOD
DEL
CHK
PRT
IMG
POP
HELP
EXIT
User: XAmple
Date: 03/23/2004 10:23:54 PM
Screen:
DCN* 1234567890
John Q. Public
SSN 1234567890
Pvt N
Locate Status
Cases* 1234567890
PA Mmber ID 23/12/1943
DOB 23/12/1943
FVI Y
Gender Male
Tax Year 2004
SSN 213-56-6779
Tax File Name James William and Mary Jo Butler
Submit Federal Tax
Submit State Tax
Other Submit
Federal History
State History
Date
In/Out
Transaction Type
IV-D Case
Amount
IRS
ADM
RET
VEN
SAL
FIN
PAS
Outgoing Transaction
Created
By
Sent
Incoming Transaction
Tax Filer Name
Address from Filing
Joint
Reject Reason
Status Bar Message...
Record: 1/1
Cumberland County Welfare Office
125.215.172.177



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / TAX – Maintain Tax Offset Data

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

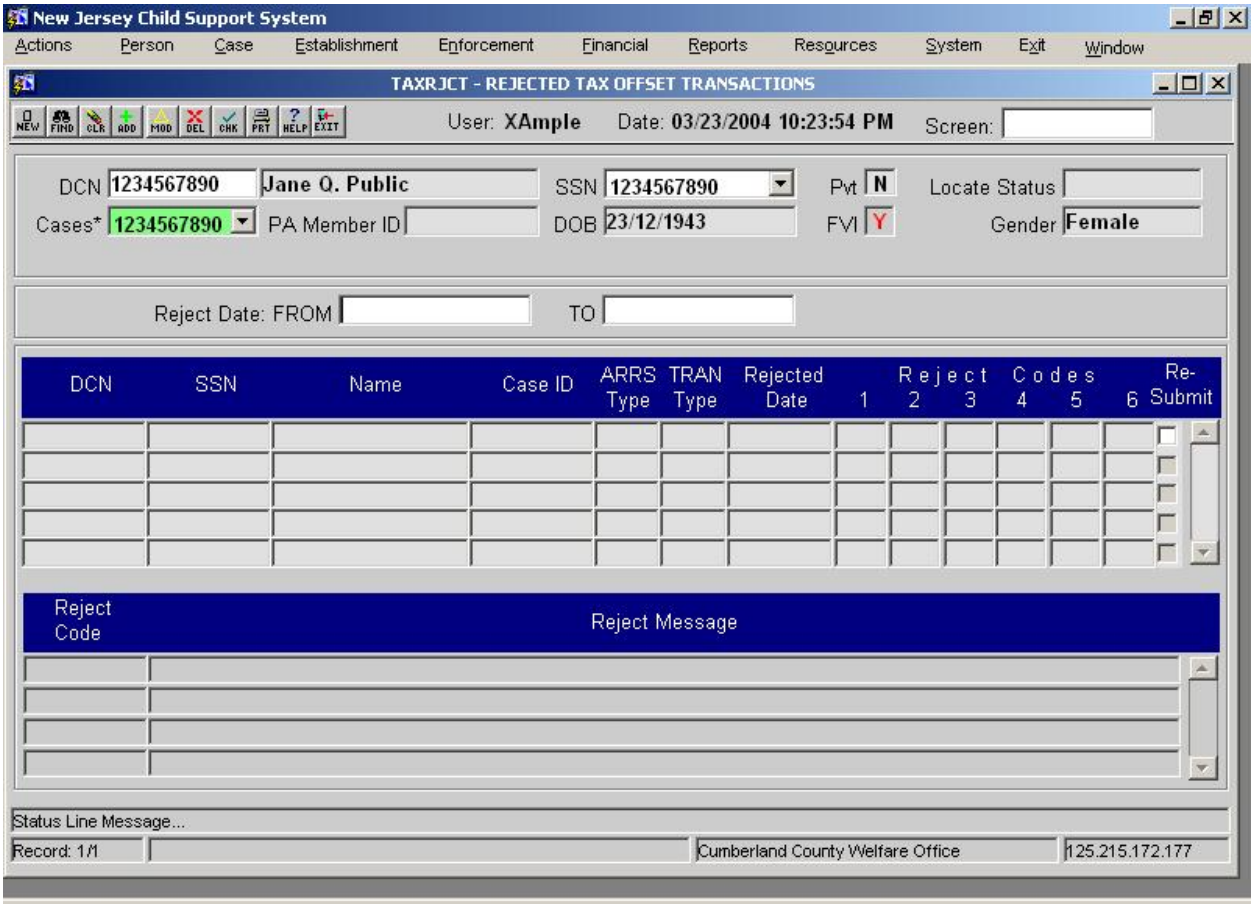
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N

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

2.3.1.2. TAX RJCT – Rejected Tax Offset Transactions



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / TAX RJCT – Rejected Tax Offset Transactions

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

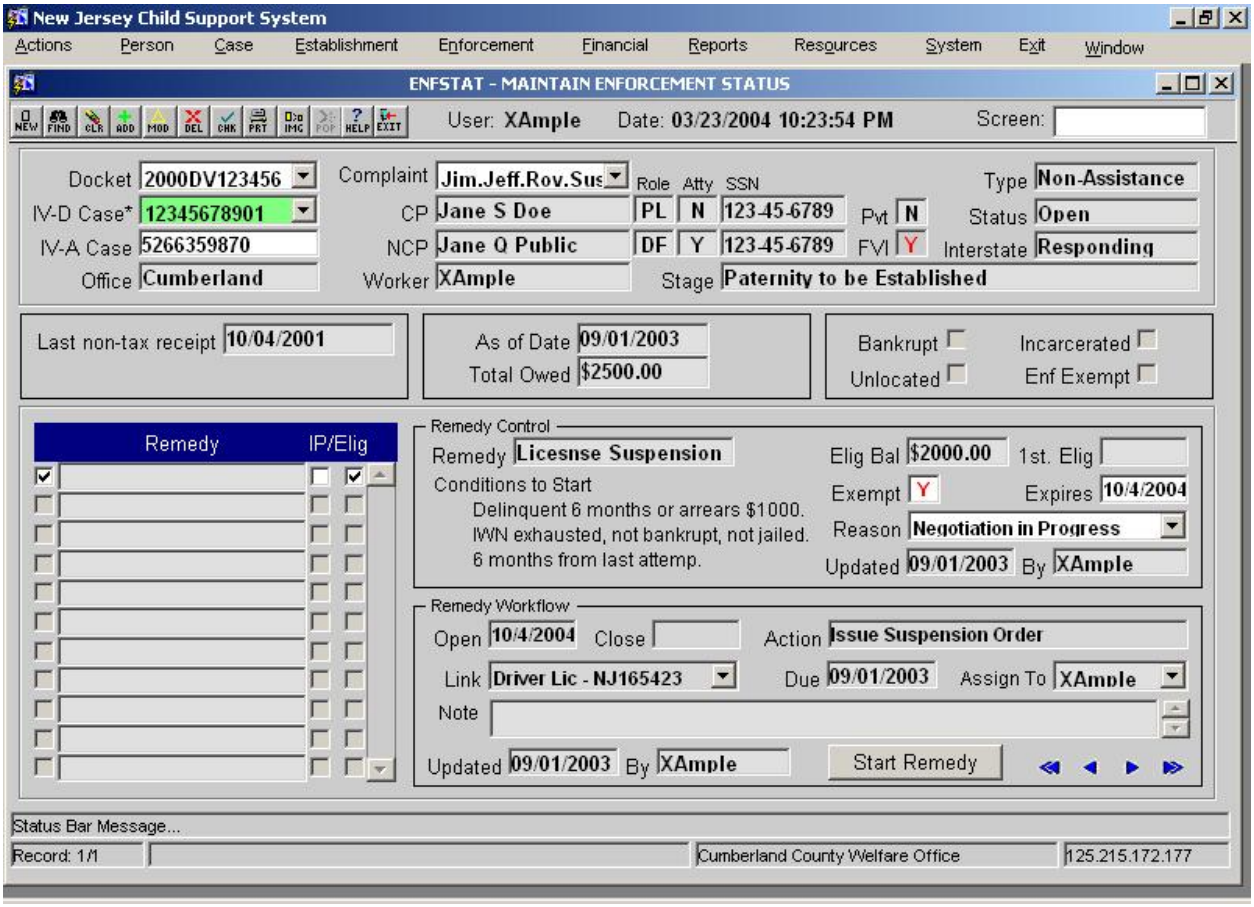
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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

2.3.1.3. ENFSTAT – Maintain Enforcement Status (See EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFSTAT-Maintain Enforcement Status

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.2. Documents

2.3.2.1. CS043 – NPA Tax Offset Notice
2.3.2.2. CS072 - Notice of Administrative Review
2.3.2.3. CS100 – Notice of Administrative Hearing
2.3.2.4. TBD – Administrative Hearing/Resolution Form

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Output File – Tax Certification Transactions
2.3.4.2. Input File – Rejected Tax Offset Transactions

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. Federal Tax Offset (MI = new)
2.4.1.2. Tax Offset Administrative Review (MI = TOFF)

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.

The “Other Submit” tab will accept either the “Submit Federal” or “Submit State” button being pressed for any SSN in the SSN drop-down box if the worker has the role of central tax specialist. If certified balances have not yet been sent, they will be submitted as an add on the next file submittal. All workers with view access to this screen will then see the independent data displayed for each SSN selected although there should rarely be any difference between each of the SSNs.

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

Enforcement – EN.11 State Tax Refund Offset

Enforcement – EN.11 State Tax Refund Offset

1. Requirements Definition

1.1. Requirement

1.1.1. The system must routinely monitor cases for submission to the State tax offset program using the required case type and arrearage balance criteria for selection, submittal, update, and removal.

RELATED REQUIREMENTS

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

EN.10 – Federal Tax Refund Offset

CM.11 – Administrative Review Processing

1.2. Existing ACSES Assessment

ACSES currently provides the required monitoring capabilities for the state tax offset program.

1.3. MICSES Assessment

MiCSES includes a batch program (BATCH-TAXA), which identifies cases with public assistance and nonpublic assistance arrearages that make them eligible for State tax offset. If the case is not excluded from submission, MiCSES certifies the arrearages for offset and includes the NCP information in the CASES_ELIGIBLE_FOR_STX table

MiCSES stores information concerning intercept cases in the INTERCEPT_HISTORY_STX table. Workers can view State Tax Offset information on the TAXI and STXH screens. The TAXI screen can also be used to exclude cases.

MiCSES description of functional objectives:

This functionality must:

1. Check each case in the enforcement functionality to determine if qualified case arrears are greater than or equal to $150 for TANF and Foster Care cases and $500 for non-TANF cases eligible for tax offset and $5000 eligible for passport denial. Verification needs to occur to match

up the type of account to be included in TANF and Non-TANF. *[NJ state thresholds differ significantly]*

2. Record the case amount of arrears, the date arrears are certified and the type of referral required (federal tax offset or state tax intercept). This occurs on the FEDH screen for federal offset and the STXH screen for state tax offset.
3. An NCP may have more than one case submitted for offset; one may be a TANF case and the other Non-TANF. In the event the NCP has more than one TANF or Non-TANF case, the arrearage amount for each type of case should be combined and submitted as one for the combined TANF arrears and once for the combined non-TANF arrears for a given social security number. If more than one court case for an NCP is certified, the system must retain records of all the cases for allocation purposes.
4. Review the previous file sent to OCSE to determine if cases should be added, modified, or deleted once the arrears are certified. This occurs as a part of the biweekly batch process scheduled to run every two weeks. If the obligor has no change, the process will not include a record for that run of the batch process.
5. The tax-offset process will exclude cases that have exemptions set on the member demographic screen (DEMO). The exemptions show up on the specific offset screen that the exemption affects. If a worker manually sets an exclusion indicator for a case on the FEDH or STXH screen, the reason code must be entered and history is written recording who changed the exclusion indicator.
6. Cases that fall below the threshold for referral for tax offset but still qualify for FIDM must have an R record generated with the tax offset exclusion turned on and the FIDM will remain off allowing for FIDM to continue.
7. Cases that qualify for FIDM only and become eligible for tax offset. The system must first send a delete record to remove the obligor from the FIDM program, and then send an add record to add the obligor to tax offset and FIDM combined.
8. This file should be sent to OCSE via Connect: Direct on a biweekly schedule. OCS central will continue to combine counties to create the file until all counties are converted.
9. An error file of cases must be returned to OCS biweekly in the off week of the initial transmission. [The system] has an error handling process to identify cases with errors appropriately.
10. Pre-offset notices will be issued by the Department of Revenue. *[NJ ACSES issues their own]*
11. The system must record add or delete actions taken on each case in the case history. Routine monitoring for cases in compliance or modification of balances due to payments or additional charges does not require notation in history. Any modifications to the file are captured on the screen and written to the case diary.

Measures of success include:

- Each case in the enforcement functionality that is eligible for tax offset and/or passport denial will be referred biweekly.
- Cases that required adding, modification, or deletion will be added, modified, or deleted biweekly as required.
- Error cases will be resubmitted during the next biweekly update transmission.
- Statewide transmission of the offset file will be submitted directly from the system to OCSE as required by federal regulations.

1.3.1. Michigan Adaptation

1. Michigan users complained that the use of three screens (FEDH, STXH, and TAXI) was confusing. For New Jersey, the three screens will be consolidated into a single TAX screen with multiple tabs as seen in 2.3.1.
2. Michigan processing had to communicate through the data warehouse and the Michigan tax unit's custom programming. Initially this was to combine cases from converted counties with those from non-converted counties. However, once converted, the other systems have not yet been removed from the processing cycle. Michigan's formatting was intended to be as close to national layouts as possible but there may be differences outstanding.
3. Michigan did not utilize an activity chain for tax processing unless an administrative review was held. New Jersey's design should utilize a more expanded activity chain so that order-level exemption processing (EN.03) may also control the setting of offset exclusion indicators.
4. Michigan's state tax thresholds were similar but not exactly the same as the federal government's. In New Jersey the qualifications are simplified:
   a. The obligee must apply for IV-D services
   b. A minimum of one month's accrued current support. (Age of children irrelevant)
   c. On arrears only cases, a minimum balance of $25.
5. Michigan's volume produced performance issues in re-calculating balances over and over. They are now temporarily saving balances calculated bi-weekly for the tax offset processing in other functional areas to reduce the performance time. This should be more formally recognized in New Jersey and planned from the beginning as an available feature. For example, the 'last evaluation' data indicated on the ENFSTAT screen could be updated from this processing.
6. Michigan has intended to submit arrears balances for each of multiple SSNs attributed to an obligor as long as they are not verified as being used by someone else. This feature has not been activated as yet. New Jersey has decided that a central tax specialist may decide to submit additional SSNs.
7. Michigan users complained that temporary exclusion situations were difficult to monitor. The proposed New Jersey screens have added expiration dates to the exclusions to try to avoid the production of exclusion reports used in Michigan.
8. The new system will have to produce pre-offset notices that were not the responsibility of the child support unit in Michigan:
   d. CS087 – NJ Income Tax Pre-Offset Notice – SOIL Program
   e. CS088 – NJ Homestead Tax Pre-Offset Notice –SOIL Program
   f. CS089 – NJ Savers Tax Pre-Offset Notice – SOIL Program
9. The original Michigan RJCT – Rejected Records Details screen should be modified as directed in EN.10. See EN.10 for final version. Final version may be modified during design.

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. Controlling Regulations

Code of Federal Regulations: 45 CFR 303.102
New Jersey Statutes: NJSA 2A: 17-56.16., NJSA 54A:9-8.1.
Cooperative Agreement with DFD: II (B) (10)
1992 Tax Offset Handbook (DFD)

The issues raised in EN.10 are also applicable to this topic.

2. Functional Design

2.1. Functional Process Overview

The state tax offset program is a passive remedy. In other words, worker intervention is not required in a vast majority of the cases for the remedy to be initiated and processed. The system will provide monitoring through the use of the TAX – Maintain Tax Offset Data screen. This screen displays the history of actions taken within each of the tax offset programs including passport denial, federal tax offset, multi-state FIDM and administrative offsets. The screen also accepts modifications to exclusion indicators to control NCP participation in each of the programs.

The primary work of the tax offset remedy is conducted automatically through batch programs. An obligor qualifies when he or she is not bankrupt, does not have a court-ordered exemption, is not spousal only, and has total arrears across all of his or her cases meeting the public assistance and non-public assistance thresholds as set by the state. If an obligor qualifies, they are automatically added to the tax update file at the beginning of April and December.

Every two weeks, unless the batch job has been suspended for a freeze period, an update file is issued to the New Jersey Department of Treasury, Division of Revenue (DOR) with current qualifying balances. If the exclusion indicators have changed, the balances have changed, the primary case pursuing the obligor has changed, or demographic data such as name and address have changed since the previous run, update transactions are created and sent to DOR. To save processing time for other functional areas, the re-calculated balances are saved and can be used for other purposes where a recent balance but not an up-to-the-minute balance is adequate.

The TAX RJCT – Rejected Tax Offset Transactions screen lists outstanding errors returned from the Division of Revenue that can be corrected by a worker. System level errors indicating a problem with the system programming are routed to the job reporting log (see EO.04). The worker should correct the

errors indicated on the appropriate screens then return to this list to attempt re-submittal of the transaction.

Once the New Jersey Department of Treasury, Division of Revenue notifies ACSES of a refund or rebate, ACSES issues a pre-offset notice for each of the three state programs:

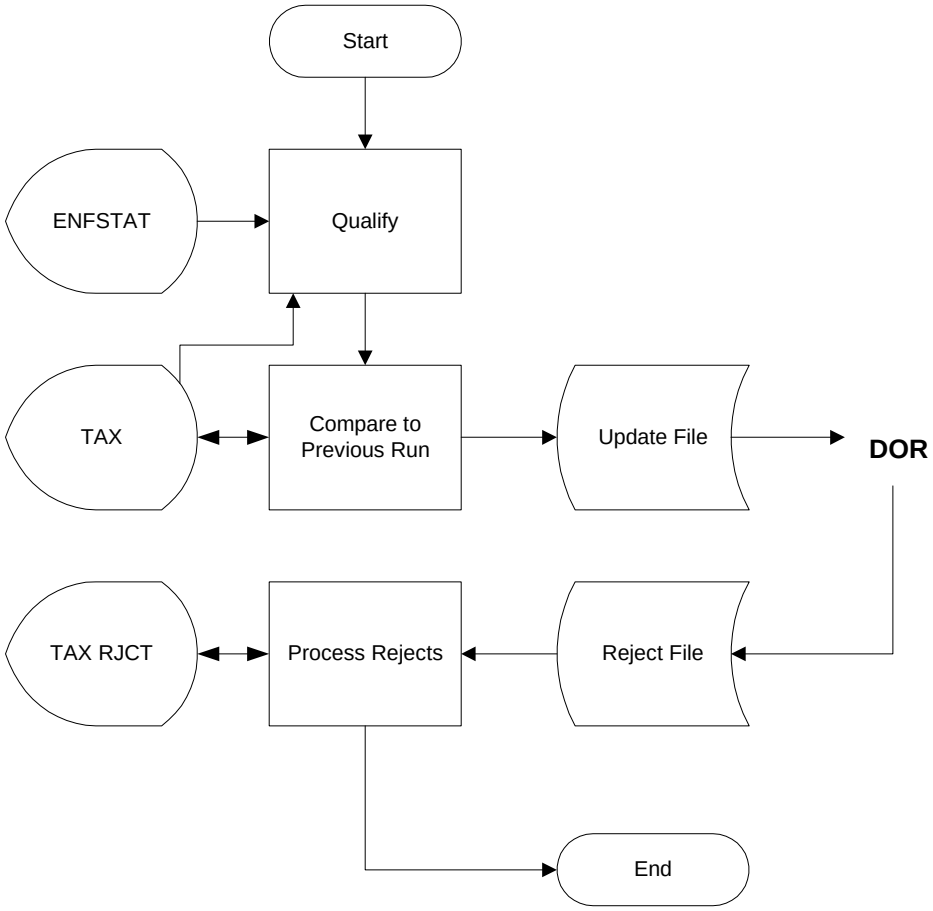
- State Income Tax Refund
- Homestead Rebate
- SAVER Rebate

Any of the pre-offset notices may trigger a request for a review to be held by DFD. Approximately 1200 reviews are held annually. The Division of Revenue (DOR) will issue a Notice of Intended Set-Off providing the taxpayer 35 days to file an appeal with DFD before disbursing the money to pay down the child support. Valid appeals are referred to the Probate Office (PCSE) for an administrative review.

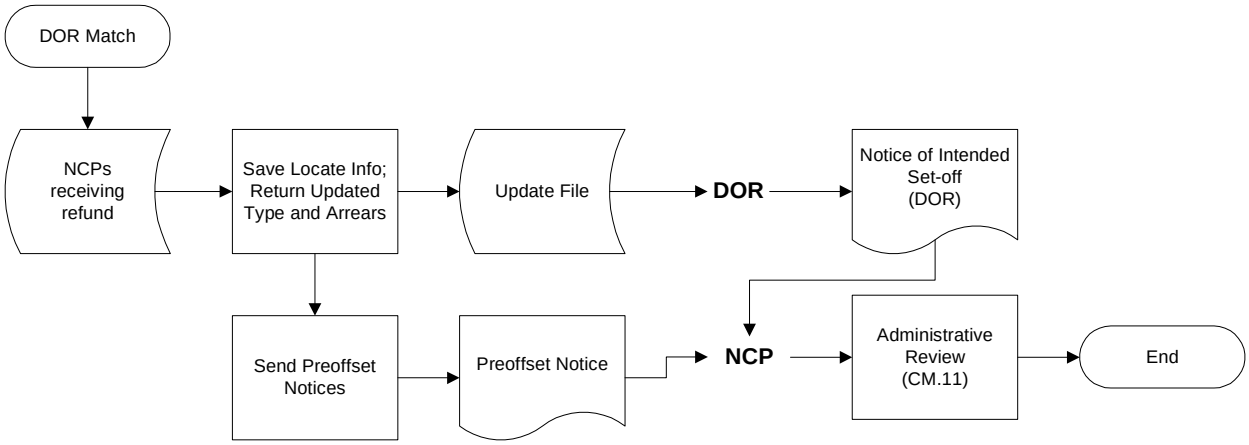
Reviews in favor of the taxpayer will send a delete transaction to the DOR in the next periodic update file. Reviews upholding the intercept send a release transaction to the DOR. Funds are transferred by EFT and reconciled to a batch report provided by DOR as described in FM.17.

2.2. Functional Process Flow

2.2.1. Certify



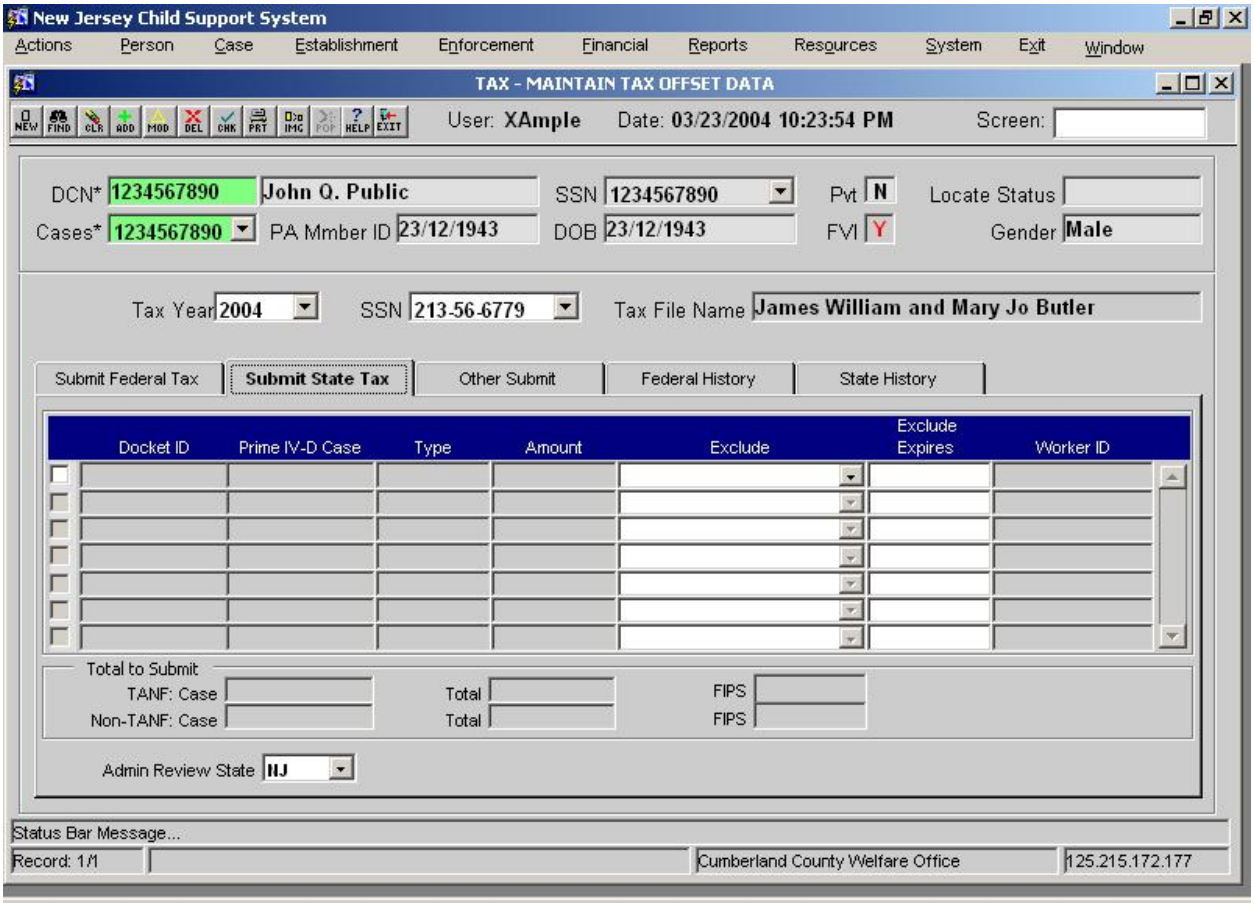
2.2.2. Match

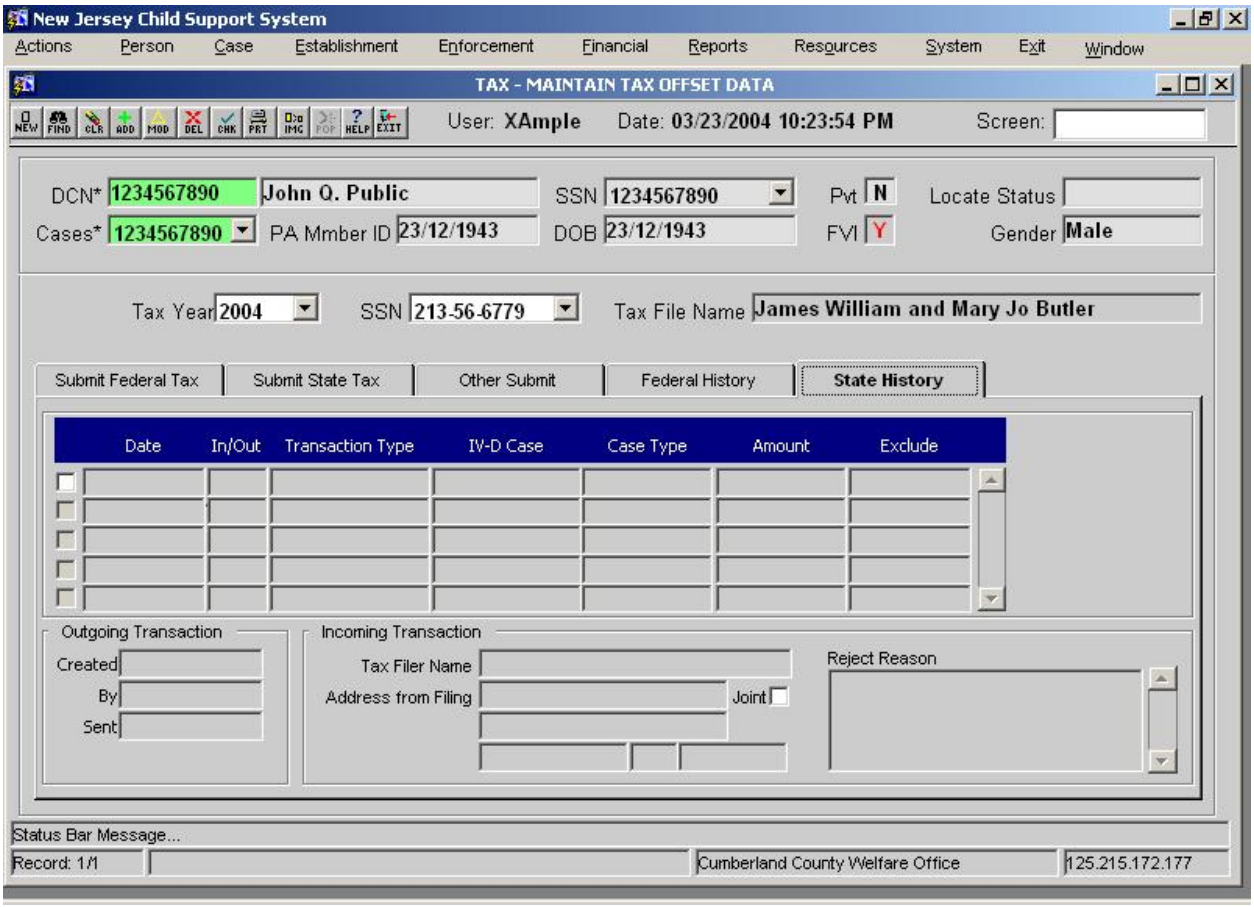

DOR Match
NCPs receiving refund
Save Locate Info; Return Updated Type and Arrears
Update File
DOR
Notice of Intended Set-off (DOR)
Send Preoffset Notices
Preoffset Notice
NCP
Administrative Review (CM.11)
End

2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. TAX – Maintain Tax Offset Data (See EN.10 for the complete and final TAX screen)





Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / TAX – Maintain Tax Offset Data

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

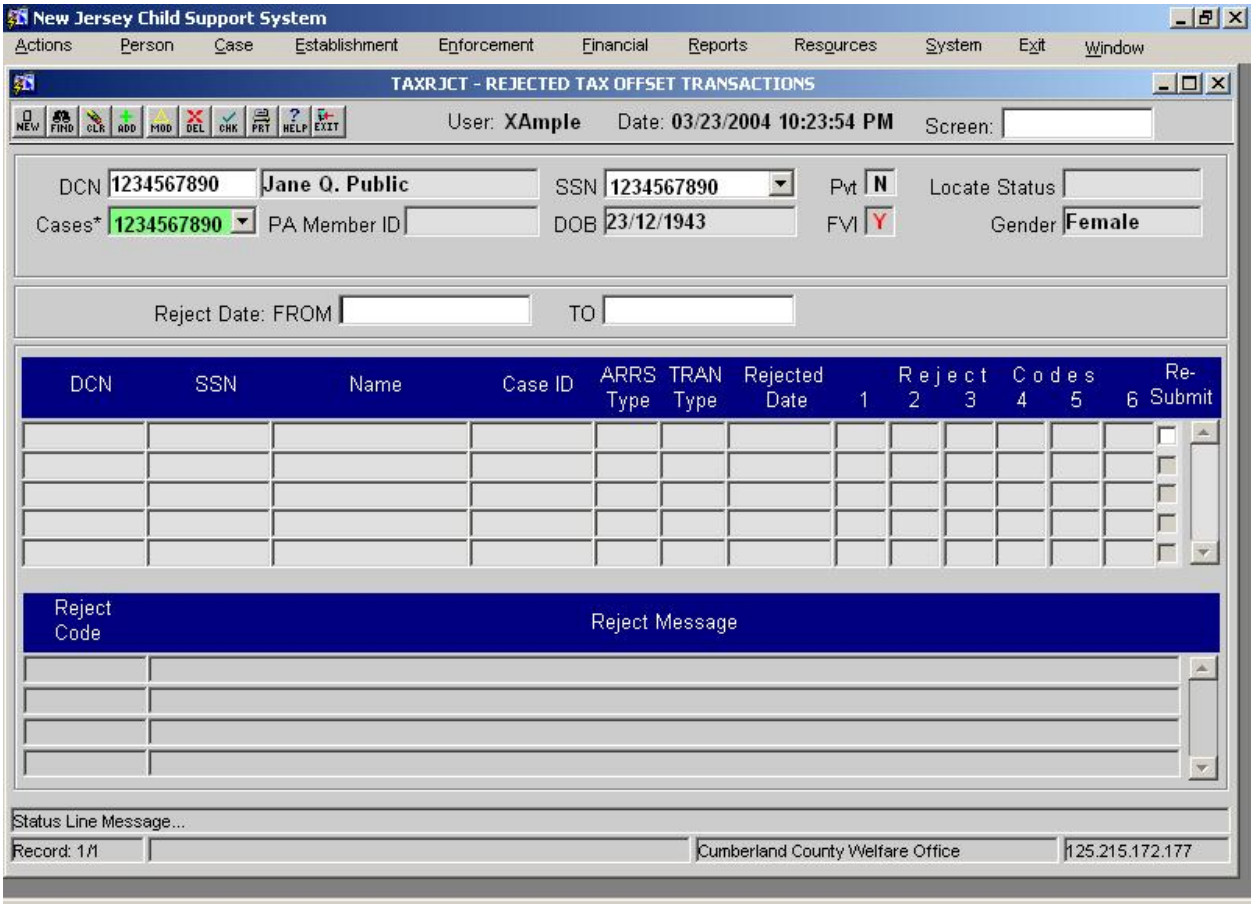
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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	N	N	N
Central Registry Specialist (UIFSA)	Y	N	N	N

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

2.3.1.2. TAX RJCT – Rejected Tax Offset Transactions (See EN.10 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / TAX RJCT – Rejected Tax Offset Transactions

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

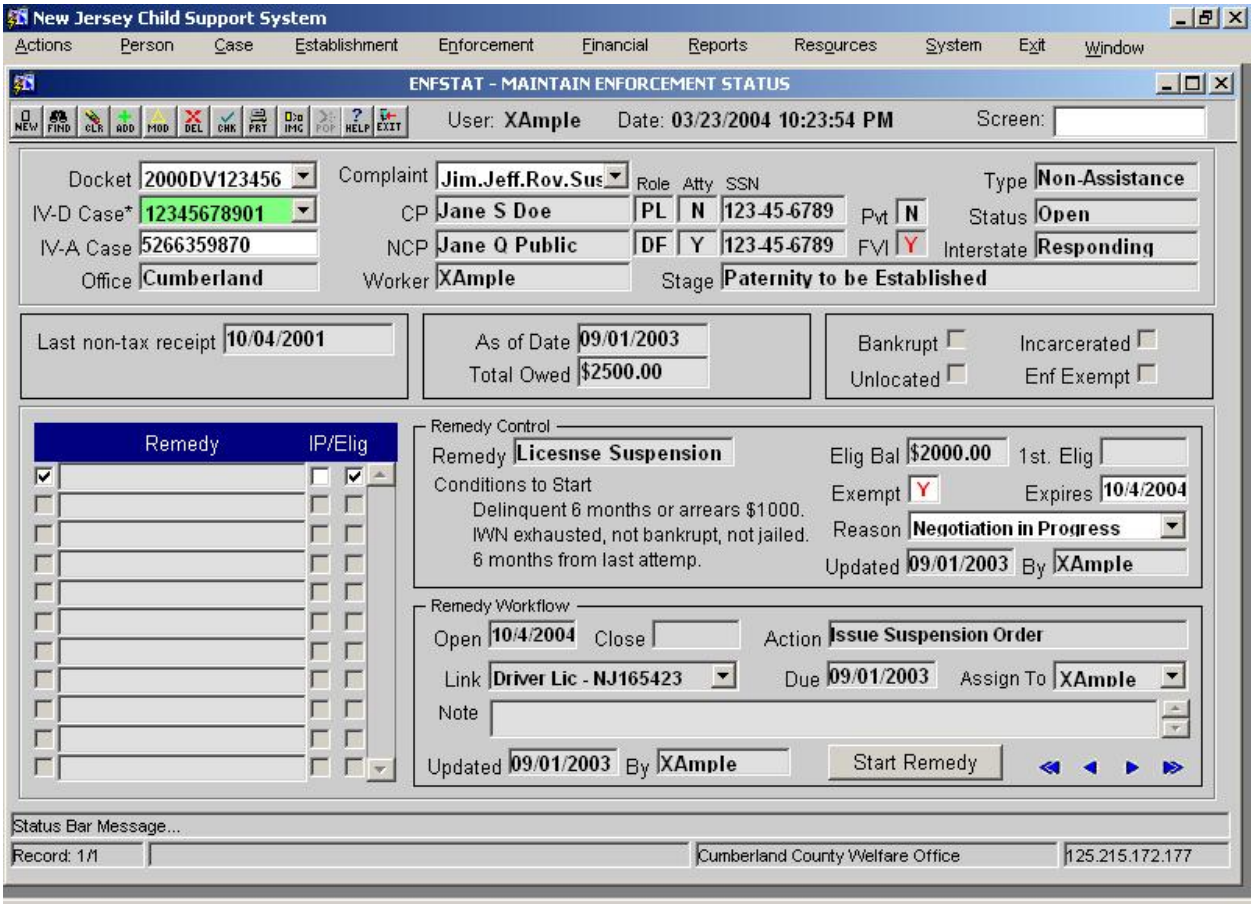
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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

2.3.1.3. ENFSTAT – Maintain Enforcement Status (See EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFSTAT-Maintain Enforcement Status

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.2. Documents

2.3.2.1. CS065 - Out of State Agency Tax Payment
2.3.2.2. CS087 – NJ Income Tax Pre-Offset Notice – SOIL Program
2.3.2.3. CS088 – NJ Homestead Tax Pre-Offset Notice –SOIL Program
2.3.2.4. CS089 – NJ Savers Tax Pre-Offset Notice – SOIL Program
2.3.2.5. TBD – Administrative Hearing/Resolution Form
2.3.2.6. CS072 - Notice of Administrative Review
2.3.2.7. CS100 – Notice of Administrative Hearing

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Output File – Tax Certification Transactions
2.3.4.2. Input File – Rejected Tax Offset Transactions
2.3.4.3. Input File – DOR Matches with Refunds
2.3.4.4. Output File – Updated Type and Arrears Post-Match

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. State Tax Offset (MI = new)
2.4.1.2. Tax Offset Administrative Review (MI = TOFF)

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.

The “Other Submit” tab will accept either the “Submit Federal” or “Submit State” button being pressed for any SSN in the SSN drop-down box if the worker has the role of central tax specialist. If certified balances have not yet been sent, they will be submitted as an add on the next file submittal. All workers with view access to this screen will then see the independent data displayed for each SSN selected although there should rarely be any difference between each of the SSNs.

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

Enforcement – EN.12 Child Support Lien Network

Enforcement – EN.12 Child Support Lien Network

1. Requirements Definition

1.1. Requirement

1.1.1. The system must routinely monitor cases for submission to the Child Support Lien Network using the required case type and arrearage balance criteria for selection, submittal, update, and removal.

1.2. Existing ACSES Assessment

ACSES functionality currently supports routine monitoring of child support cases for submission to the Child Support Lien Network. A monthly batch monitoring report produces an electronic file of eligible cases that is sent to the CSLN. The network returns an electronic report of any CSLN cases matching the eligible cases submitted by New Jersey.

1.3. MICSES Assessment

MiCSES does not submit cases to a Child Support Lien Network. Legislation is being introduced in 2004 to investigate this remedy further and possibly pattern from the FIDM process.

1.3.1. Michigan Adaptation

1. Michigan does not produce the monthly interface file of qualifying obligors to the CSLN.
2. Michigan does not send a Notice to Withhold Insurance Assets to the insurance company.
3. Michigan does not send a Notice to Obligor of Withholding of Insurance Assets.
4. Michigan does not send a Notice to Remit Assets to the insurance company.
5. Michigan does not have an administrative review process for insurance claims.
6. Michigan does not have an address update routine to accept addresses from CSLN.
7. Michigan does not have an activity chain to monitor the dates and actions related to seizing insurance assets. However, it does have an administrative lien process (ADLV) that could be the basis for such an activity chain.

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. Electronic Communication with Settlement Providers

Participation in the CSLN presupposes an ability to communicate electronically. The design process will identify whether notices to the insurance companies may be emailed, instructions communicated electronically or via postal mail.

2. Functional Design

2.1. Functional Process Overview

Maximus and the State of Rhode Island host the Child Support Lien Network (CSLN) system. Insurance companies register online to participate in the network. Participating states, New Jersey joined in 2002, provide a monthly file of qualifying obligors. When an insurance settlement for a personal injury or a worker's compensation claim is about to be issued, the insurance company enters personal identifiers of those receiving settlements to match with that provided by the states. A match triggers an electronic message to be sent to the CSLN liaison. The state then contacts the company to withhold child support arrears from the settlement.

The child support system will use screens already developed for other topics to pursue and monitor settlement withholdings.

2.1.1. Batch Monitoring

The monthly monitoring outlined in EN.01 will identify orders eligible for the CSLN remedy. Open IV-D cases with a verified NCP SSN with total arrears equal to or greater than $1000 are eligible. The NCP's information will be extracted and sent to the CSLN in the currently established file layout. Each NCP placed on the file will be tracked with a "CSLN reporting" major activity as shown on the ENFELIG, ENFSTAT, and ENFWORK screens. This allows exemption situations (EN.03) to be applied in selecting cases for CSLN participation.

2.1.2. Match Processing

Matches returned from the CSLN will do the following three actions:

- Save the settlement agency's address and amount data concerning the settlement to the ACCOUNTS asset screen.

- Save the recipient's address data of where the settlement will be sent. This may trigger other locate activities.
- Load a "CSLN match processing" major activity linked to the ACCOUNTS screen's asset.

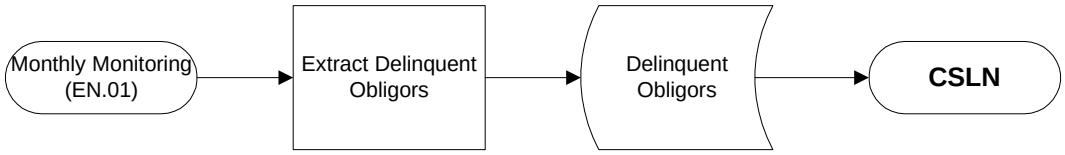
The first step of the activity chain alerts the worker to review the case within 24 hours for any new exemption conditions. The worker may end the process at this point by selecting an activity chain completion reason that sends a release notice to the settlement agency. If the worker wishes to continue pursuing an intercept of the settlement, a completion reason for pursuit issues a Notice to Withhold to the settlement agency and obligor. Instructions on how to request an administrative review are included.

If the NCP fails to request an administrative review in writing within 30-days, the activity chain will automatically send a Notice to Remit to the settlement agency. Likewise, if a review or an appeals hearing is held and the ruling upholds the withholding, the Notice to Remit will also be sent. If the NCP prevails, a Notice to Release will be sent to the settlement agency.

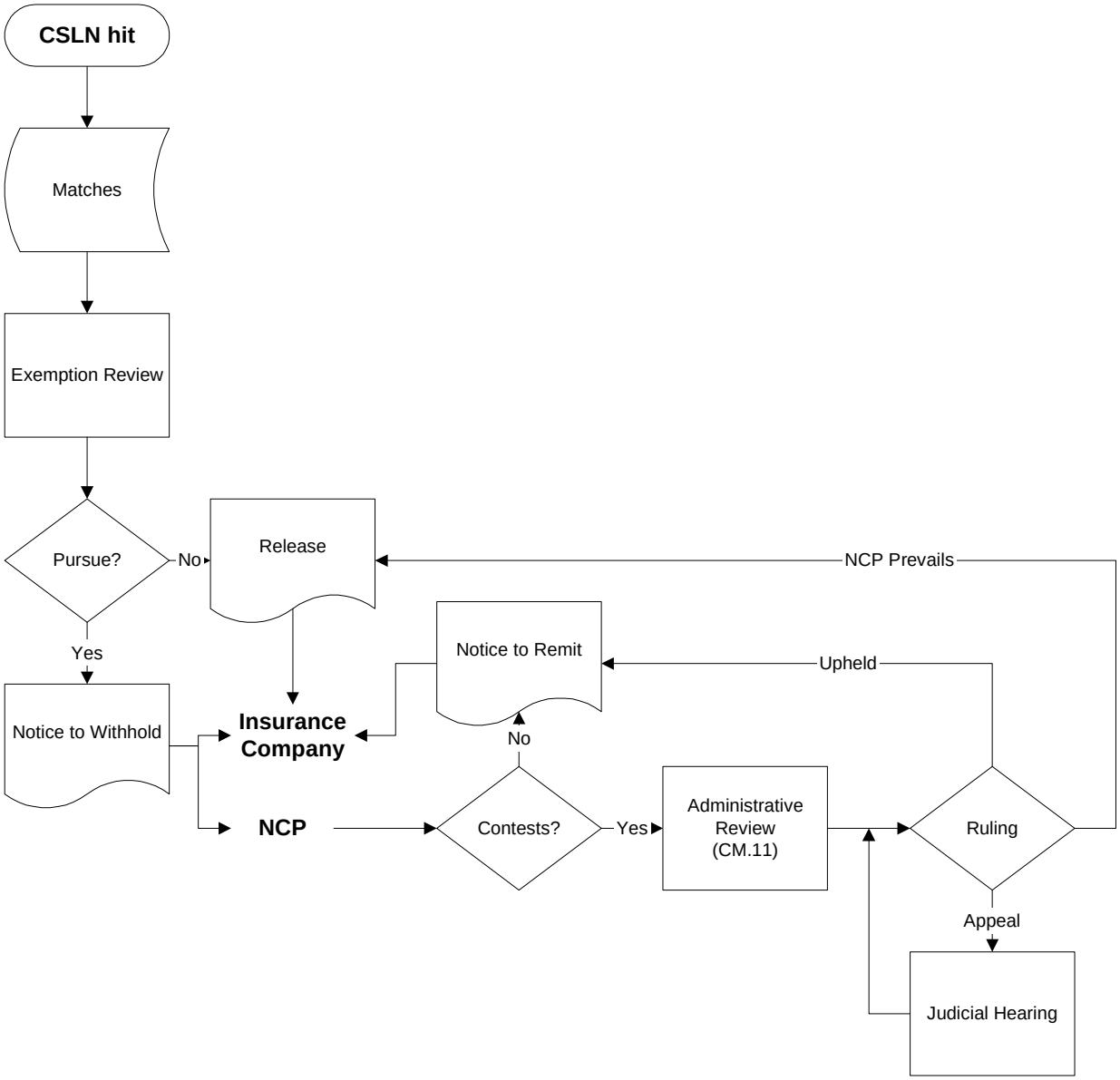
Should the CSLN remedy fail, the settlement may appear at a later date in one of the other assets found on the ACCOUNTS screen. Normal lien processing (EN.13) may be able to be used to take the deposited proceeds.

2.2. Functional Process Flow

2.2.1. Batch Monitoring



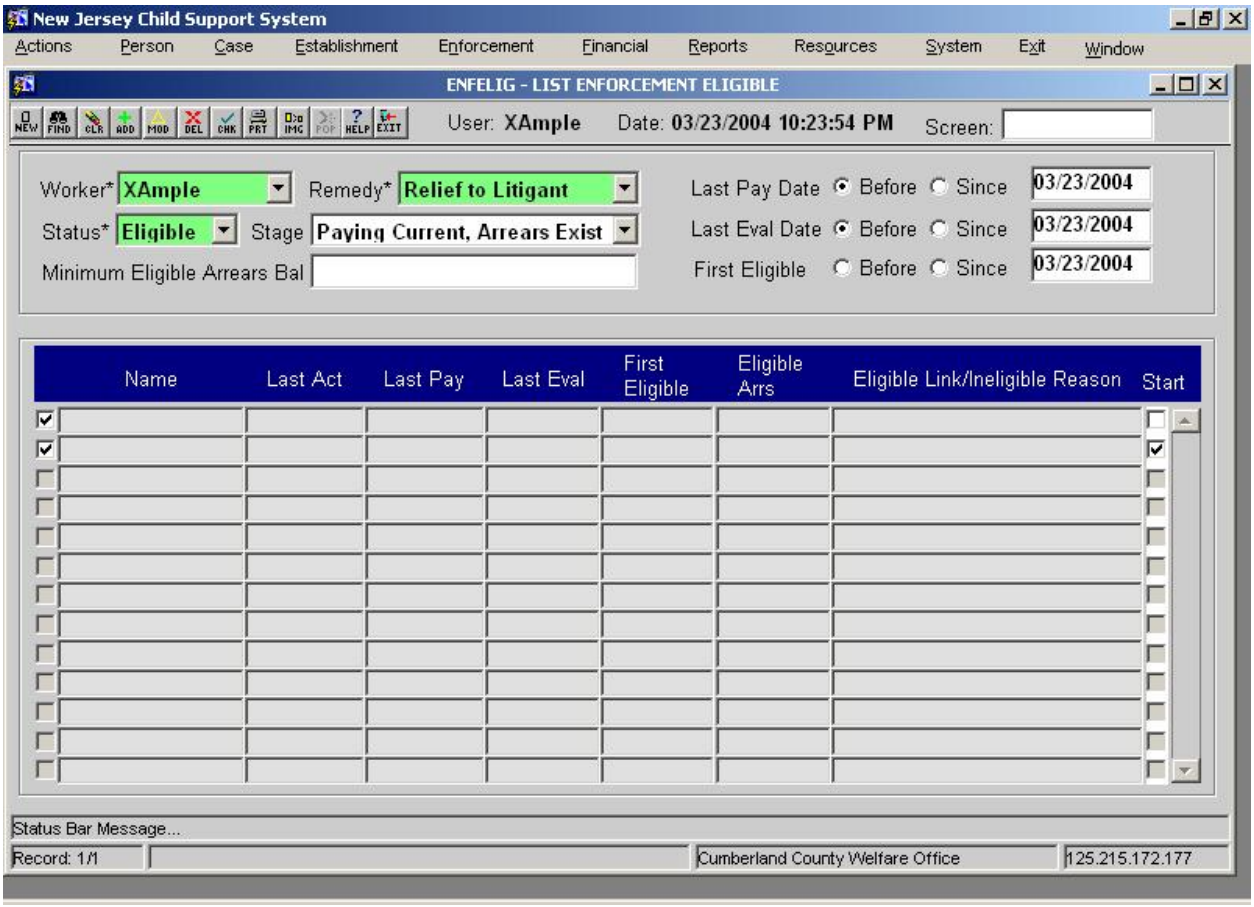
2.2.2. Match Processing



2.3. Screens, Notices, Reports and Transaction Files

2.3.1. Screens

2.3.1.1. ENFELIG – List Enforcement Eligible (See EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / List Enforcement Eligible

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

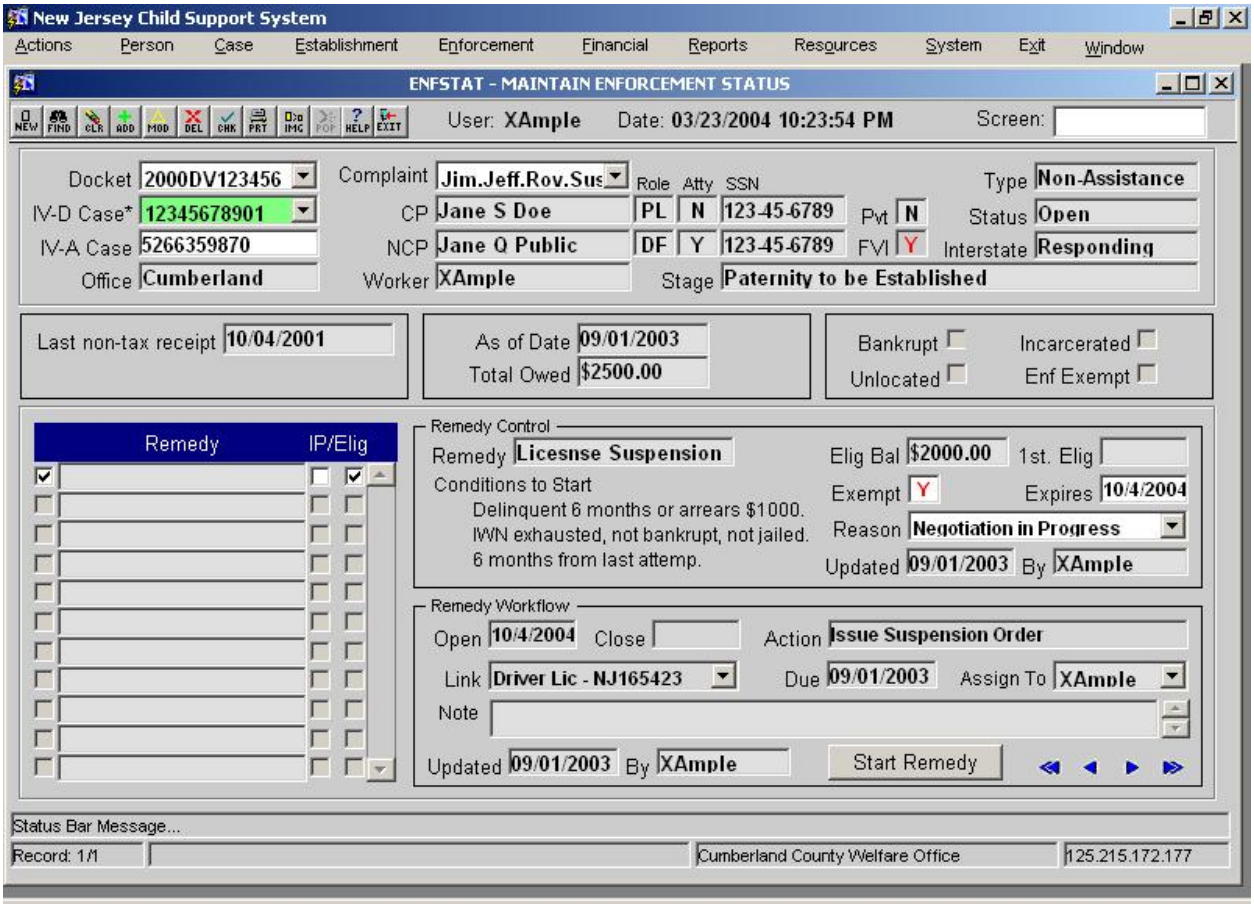
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

Role Title	Inquiry	Add	Change	Delete
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	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	Y	Y	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

2.3.1.2. ENFSTAT – Maintain Enforcement Status (see EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / Maintain Enforcement Status

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

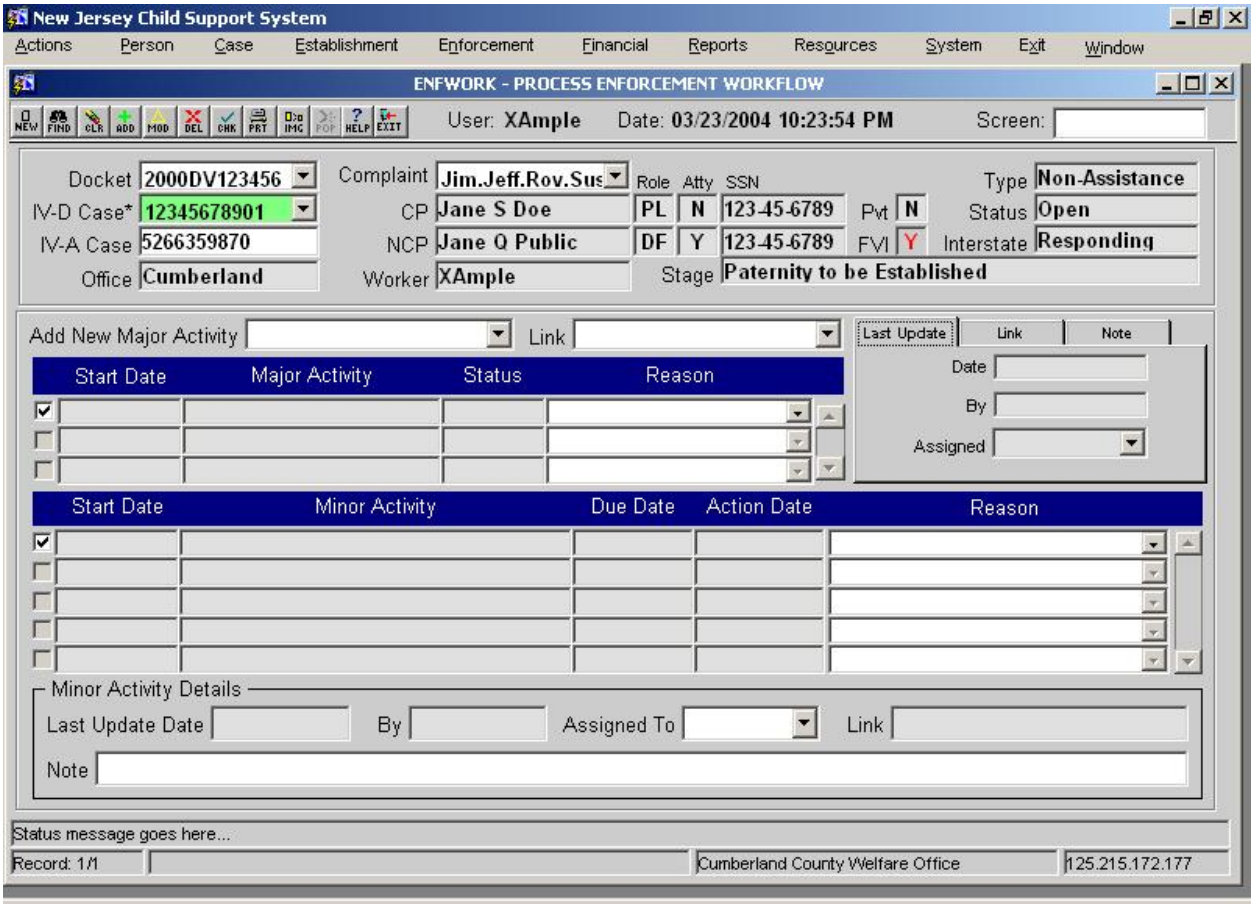
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

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

Role Title	Inquiry	Add	Change	Delete
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	Y	Y	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

2.3.1.3. ENFWORK – Process Enforcement Workflow (see EN.01 for final version)



Screen Group: Legal

Method(s) of Access:

Menu: Enforcement / ENFWORK - Process Enforcement Workflow

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

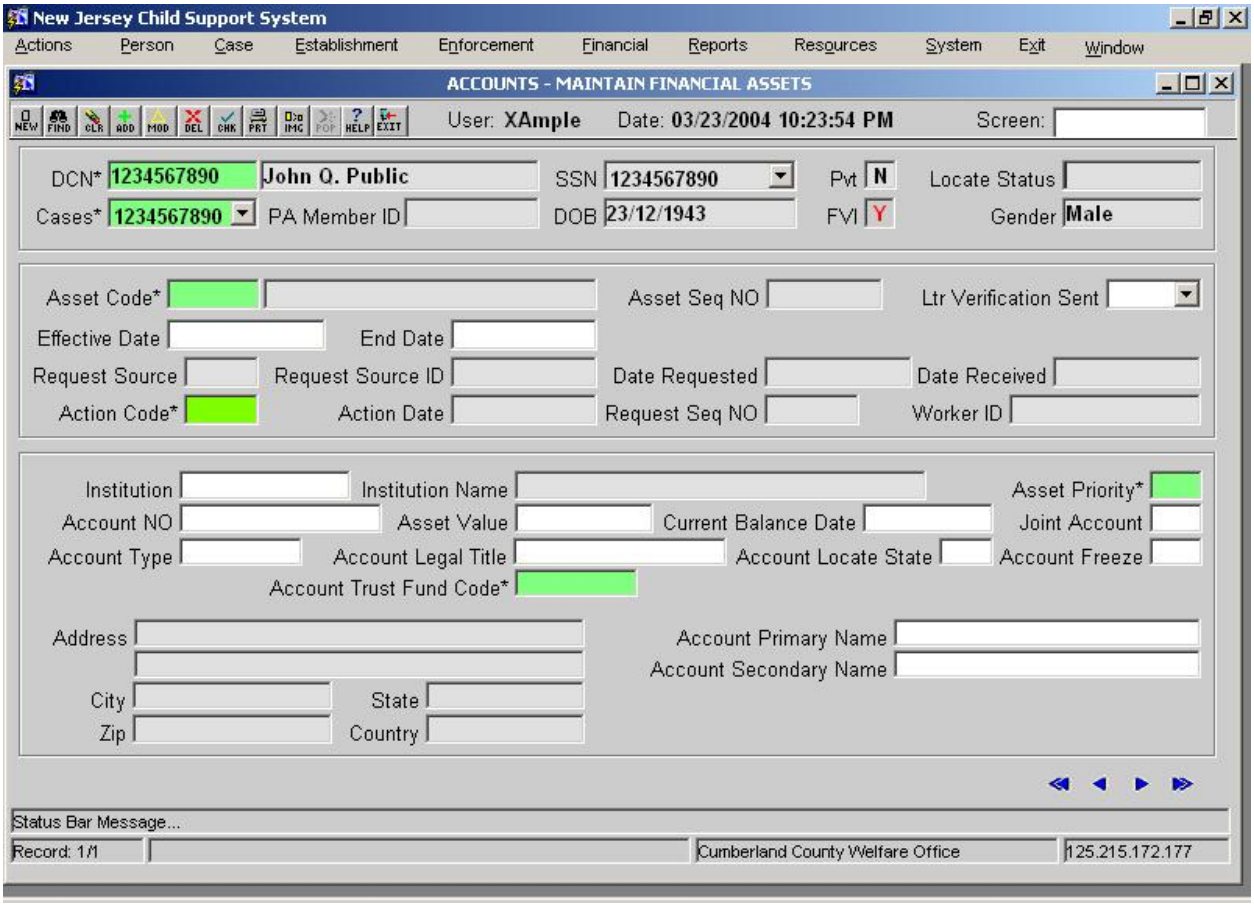
"Right Click Menu" from Another Screen: This will be enumerated during detail design.

Access Level:

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

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	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	Y	Y	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

2.3.1.4. ACCOUNTS – Maintain Financial Assets (see EN.13 for final version)



Screen Group: Person

Method(s) of Access:

Menu: Person / ACCOUNTS – Maintain Financial Assets

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

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	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	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	Y	Y	N
Paralegal	Y	Y	Y	N
Person Clearance Specialist	Y	Y	Y	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. Notice to Insurance Company to Withhold Assets
2.3.2.2. Notice to Obligor of Withheld Assets
2.3.2.3. Notice to Insurance Company to Release Withholding
2.3.2.4. Notice to Obligor of Contest Filed
2.3.2.5. Notice to Obligor of Contest Resolution-No Change
2.3.2.6. Notice to Obligor of Contest Resolution-Cancel
2.3.2.7. Notice to Obligor of Appeal Filed
2.3.2.8. Notice to Obligor of Appeal Resolution
2.3.2.9. Notice to Insurance Co to Remit Assets

2.3.3. Reports

None

2.3.4. Transaction Files

2.3.4.1. Output – Delinquent Obligors
2.3.4.2. Input – CSLN Matches

2.4. Operational Report Notifications and Workflow Events

2.4.1. List of Major Activities:

2.4.1.1. CSLN Reporting (MI = new)
2.4.1.2. CSLN Match Processing (MI = new)
2.4.1.3. Administrative Review (MI = TOFF)

2.4.2. List of Alerts:

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

2.4.2.1. Notice to Insurance Company to Withhold Assets <date>
2.4.2.2. Notice to Obligor of Withheld Assets <date> for <amount>
2.4.2.3. Notice to Insurance Company to Release Withholding <date>
2.4.2.4. Notice to Obligor of Contest Filed <date>
2.4.2.5. Notice to Obligor of Contest Resolution-No Change <date>
2.4.2.6. Notice to Obligor of Contest Resolution-Cancel <date>
2.4.2.7. Notice to Obligor of Appeal Filed <date>
2.4.2.8. Notice to Obligor of Appeal Resolution <date>
2.4.2.9. Notice to Insurance Co to Remit Assets <date> for <amount>

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.