Model Tribal System

Designed By Tribes, For Tribes

Caseworker's Manual

June 12, 2014

Version 1.24

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement

REVISION HISTORY			
Version	**Date**	**Description of Change**	**Approval**
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1.22	6/10/2014	QA Review	TM
1.23-1.24	6/12/2014	508 Changes	TM

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1 Introduction

1.1 Overview

The Model Tribal System (MTS) is designed to support many roles. When used by a caseworker the system will support the following Business Processes:

Case Management – Case Initiation and Update is the process of responding to a request for services. This includes opening and/or reopening a case, and entering data on a case, either at case intake or at any later time. Case Management includes many actions that affect the status or organization of an established case. It includes redirecting payments, as well as consolidating, transferring, and closing cases. It also includes monitoring responses to actions on a case and determining the next action that should be taken.

Locate – Gathering information concerning the physical location and verified mailing address of a case participant, such as a custodial parent (CP) or noncustodial parent (NCP). This can include information about employers, income, or assets. Locate information is used to support the efficient collection of child support.

Paternity Establishment – Identifying or establishing paternity for child support purposes. This can include obtaining a voluntary acknowledgement of paternity or a stipulation to paternity by a putative father. It also includes the legal processes needed to obtain a finding of paternity by a court.

Order Establishment – Initiating and managing a child support order, by obtaining a voluntary stipulation to child support by an NCP or conducting the legal processes needed to obtain a child support order from a court. It also includes the review and adjustment of established child support orders.

Enforcement **–** Initiating and managing actions to ensure collection of a child support obligation. Enforcement includes income withholding, license suspension, liens on property, and various other tribal, state, and federal remedies.

1.2 Document Conventions

As each system screen is introduced, this document provides a list of the fields used and the action buttons provided on the screen. Field descriptions follow these conventions:

- Read only fields are outlined and have a gray background:

Read Only Field

- Required fields are outlined, asterisked, and have a yellow background:

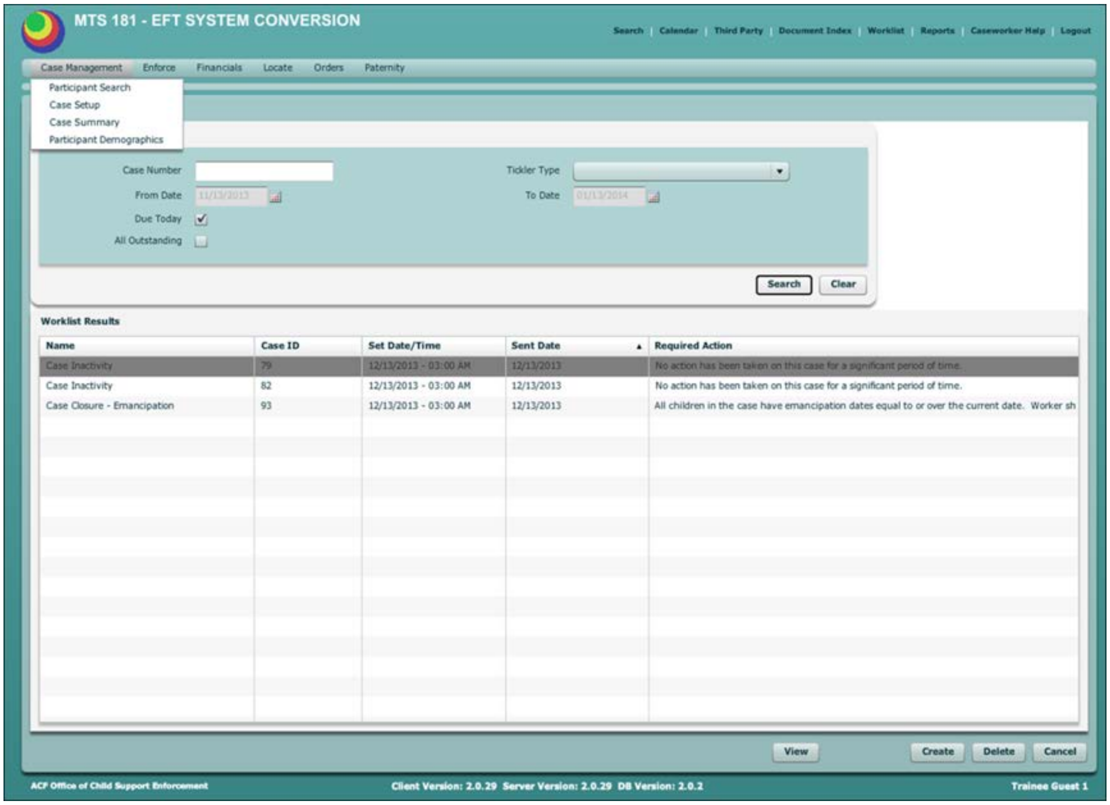
*Required Field

- Buttons are designated with brackets: [Button]

2 Screen Layout

2.1 Screen Format

The MTS occupies most, but not all, of the visible area of the screen.



The web browser stays visible at the very top of the screen.

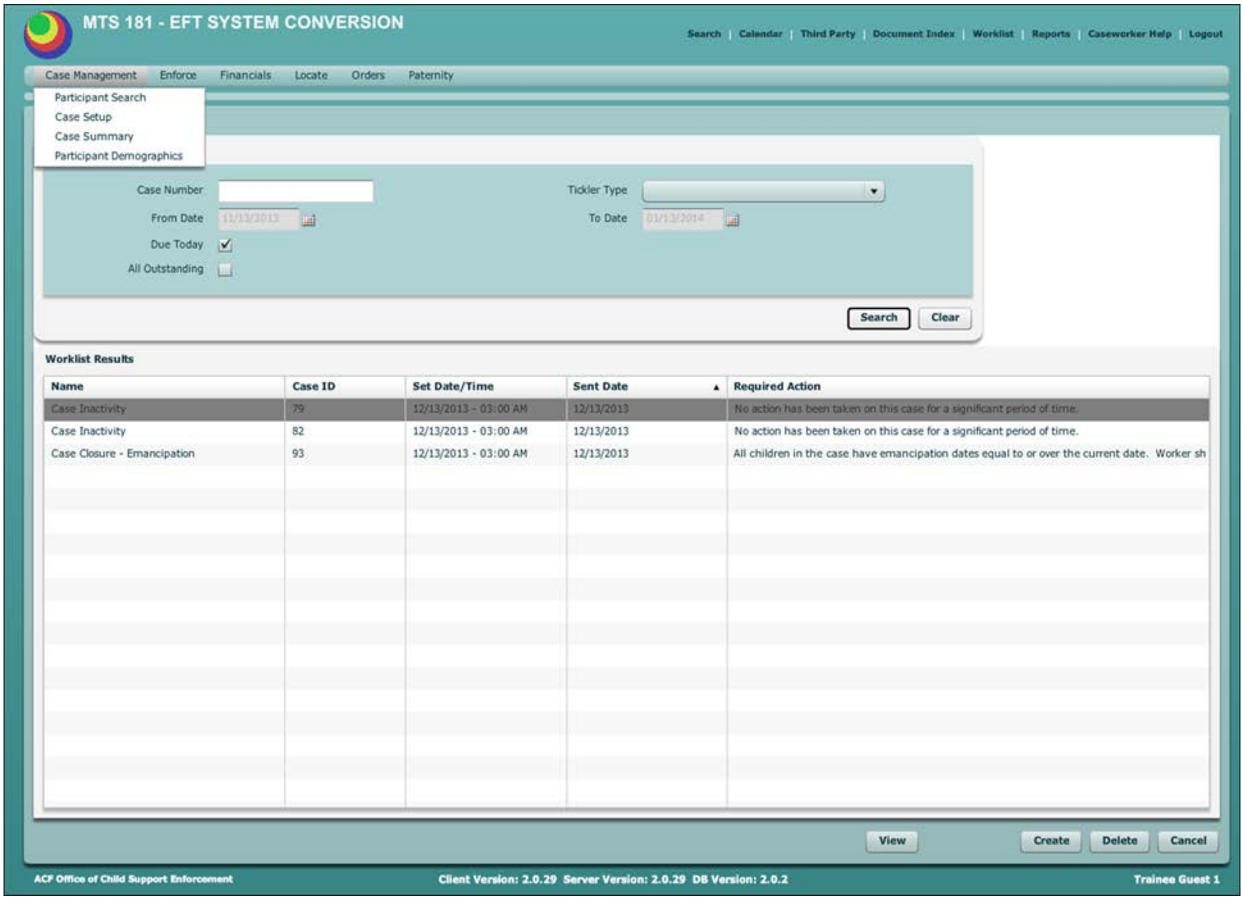
The MTS provides access to common functions and menus in the upper area, and displays work and data areas in the lower areas of the screen.

Below the MTS work area is a line of agency and user information. The name of the tribal child support agency displays on the left, and the name of the user currently logged in remains visible on the lower right.

At the very bottom of the screen is the lower edge of the web browser. This area is used by the web browser to display information on web actions or activity.

2.2 MTS Screen Area

Within the MTS portion of the screen, common functions are located in upper portions of the display; activities and actions are in the lower portions of the display.



Common system functions are located at the same level as the system name and include Search, Calendar, Third Party, Document Index, Worklist, Reports, Caseworker Help, and Logout. These functions are always visible and available from any portion of the system.

The next line displays the menus and information related to the role of the user currently logged in, such as a caseworker or financial specialist. The caseworker main menu includes Case Management, Enforce, Financials, Locate, Orders, and Paternity. This menu line is always visible and available from any portion of the Caseworker module.

Each menu area provides a drop-down list leading directly to specific areas of caseworker activity.

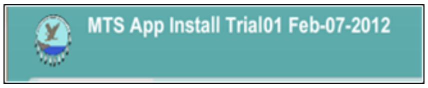
Below the main menu, the current login name and date are displayed and remain visible. Whenever a case is selected, current case data and status also appear and remain visible on this line.

Below the case information is the main work area for caseworker activities. The work area may contain one or a series of panels for data entry or display.

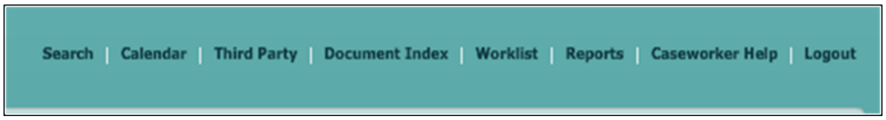
2.3 MTS Screen Components

Here is a breakdown of the component parts of the MTS screen:

- System name and logo

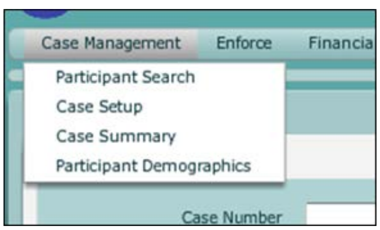


- System navigation toolbar

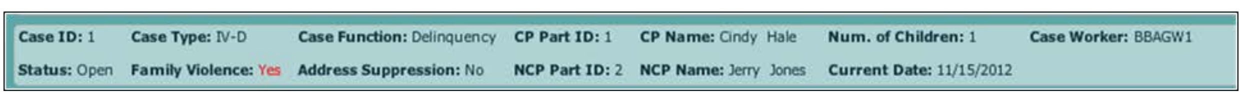


- Main toolbar

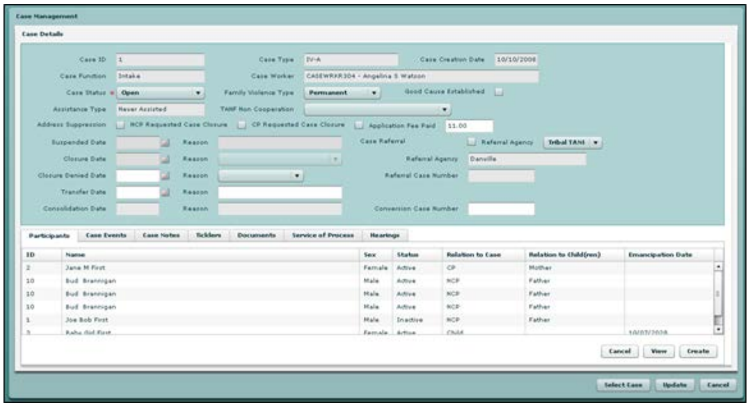
- Main menu drop-downs



- Login and Case Data



Task Panel



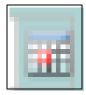
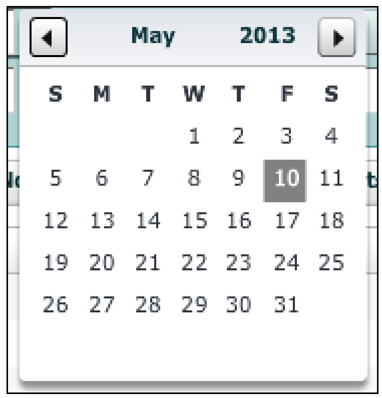
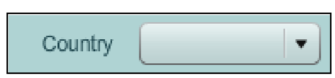
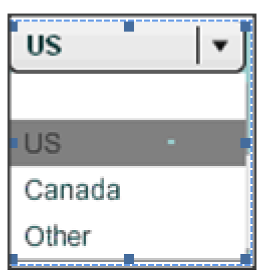
- Popup

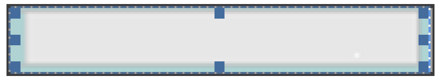
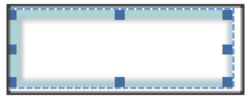
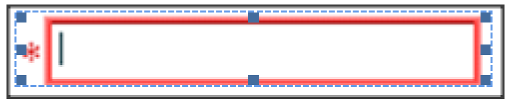
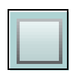
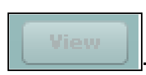
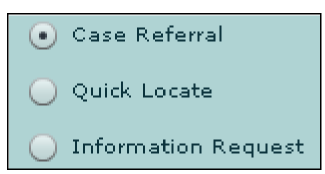
This is how the MTS work area is organized:

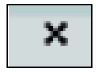
- System name and logo are configured by the tribe during system setup.
- System navigation toolbar options based on the role of the current user.
- The main menu toolbar for the role of the current user.
- Main menu drop-downs offer task areas and functions for each main menu item.
- The login and case data area displays current login name and date, and information about the currently selected case. The contents will vary depending on the case, participant, and function selected.
- The system may display one or more task panels depending on the main menu items selected.
- A popup may appear over a task panel, based on an action taken in the task panel.

2.4 Screen Symbols

The following symbols identify common functions within the MTS user interface.

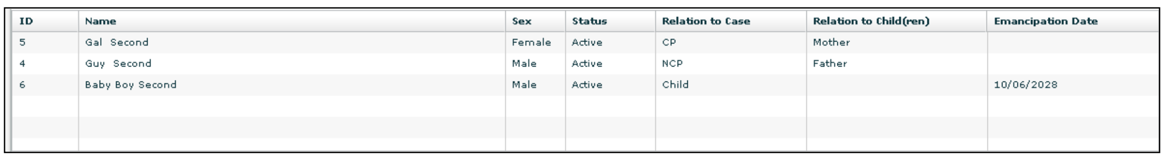
Standard Symbols and Forms	
Date Icon – Click this to open a *Date Popup*	
Date Popup – This popup allows the user to select a date	
Search Icon – Click this to display the Third Party Search Popup related to the current task	
Drop-Down List – Displays the list of options available When no option is selected the drop-down appears blank Click the drop-down arrow to display a list of choices Click a list item to populate the display field and close the list	 Unselected  Making the Selection  Selected

Standard Symbols and Forms	
Protected Field – Read only data can be viewed but not changed. Read-only fields appear grey or shaded.	
Unprotected Field – Data can be viewed, entered, or changed. Entry fields appear without shading.	
Required Field – Valid data must be entered to complete this screen. An asterisk shows where data is required or is required to be in a certain format.	
Check Box – Checked means "Yes" or "True" – Unchecked means "No" or "False" Click to check, click again to uncheck	 Checked  Unchecked
Button – Click a rectangular button to perform the action on the button When a button is selected, an outline appears and the system performs the action When a function cannot be performed, the button is disabled and appears grey	 - Button Available  - Button Selected - Button Disabled
Radio Buttons – Click to choose only one of the options listed	
List Popup – Click to open a popup for additional data selection or entry	

Standard Symbols and Forms	
Time – Select hours, minutes, or am/pm with mouse and increase or decrease with up and down arrows	
Close – Click to close popup or screen	

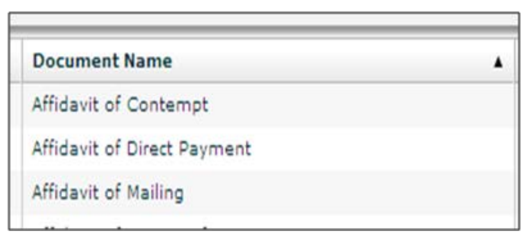
2.5 Working with Lists

Some data is displayed in a data list format. Click on a line in the list to highlight and select the line item. Lists can be resorted or resized for easier viewing.

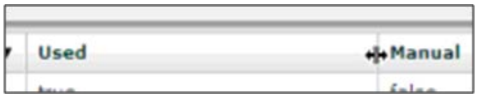


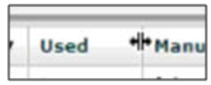
ID	Name	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date
5	Gal Second	Female	Active	CP	Mother	
4	Guy Second	Male	Active	NCP	Father	
6	Baby Boy Second	Male	Active	Child		10/06/2028

Lists can be sorted into order by any of the column headers. Click a column header to change the order of the list. Click the column header once to sort in ascending order. Click again to sort into descending order. Note the upward, or downward, pointing arrow.

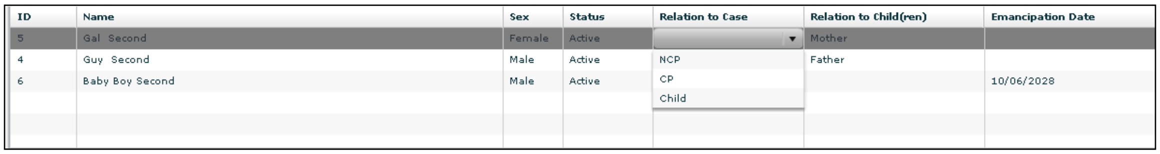


The width of any display column can be changed for the current session. Position the cursor on the vertical line between columns and drag the line to left or right to change the column width. Note the double-facing arrow.





Lists are usually read only, but there are a few exceptions, such as the participant’s role in the case. Since a participant’s role in a case can change, a drop-down list allows the caseworker to set or change the Relation to Case data at any time from within the list display. Click on a data item in the column to display the drop-down choices. Click the participant’s relation to the case to select it.



ID	Name	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date
5	Gal Second	Female	Active		Mother	
4	Guy Second	Male	Active	NCP	Father	
6	Baby Boy Second	Male	Active	CP		10/06/2028
				Child		

3 Login, Lock, and Logout

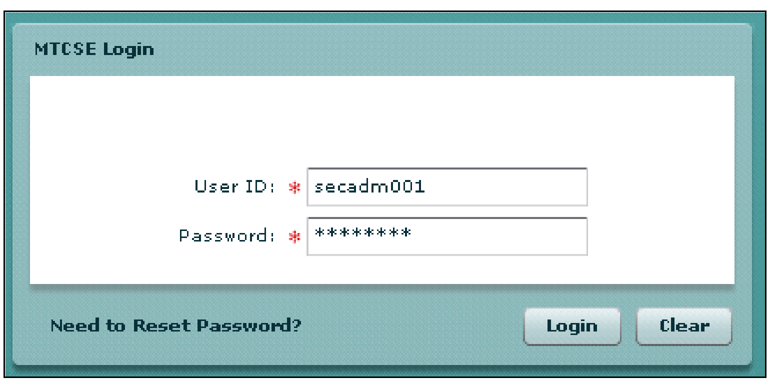
3.1 Username and Role

The system requires a recognized username and password. Each username is associated with the role the user will perform during that session, such as caseworker, financial worker, supervisor, system administrator, security administrator. The user role is set at the time the username is created.

User Role	Startup Screen
Caseworker	Worklist
Supervisor	Caseworker Assignment
System Administrator	Main Configuration
Security Administrator	User Profiles
Financial Worker	Account Summary
Financial Supervisor	Pending Transactions

3.2 Login Screen

The Login screen accepts user information and authorizes entry into the system. As the system recognizes and verifies a user ID and password, it opens the appropriate screen for the user's role. For example, when a caseworker logs on, the Worklist screen displays.



Login Entry Fields

*User ID – A unique username assigned to a particular person and role

*Password – The case-sensitive password assigned to the username.

Login Buttons

[Login] – Attempt to log on the system using the entered user ID and password.

[Clear] – Clear the entered user ID and password.

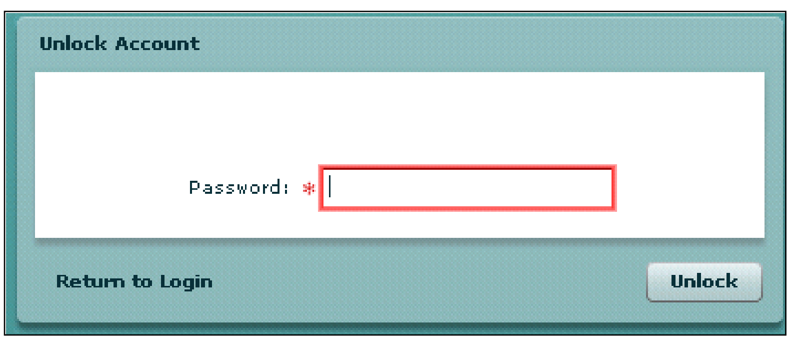
[Need to Reset Password?] – Go to the Reset Password screen.

3.3 Logout

To log off, click "Logout" on the System Toolbar and the system will immediately log out the current session.

3.4 Unlock Account Screen

If the screen has been inactive for 30 minutes, the system will automatically lock out the user and display the Unlock Account screen. The user's password must be reentered to log back on.



Unlock Account Fields

*Password – The password assigned to the username.

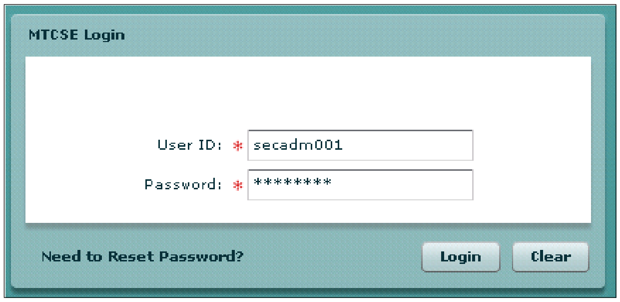
Unlock Buttons

[Unlock] – Request to log on to the system using the entered password.

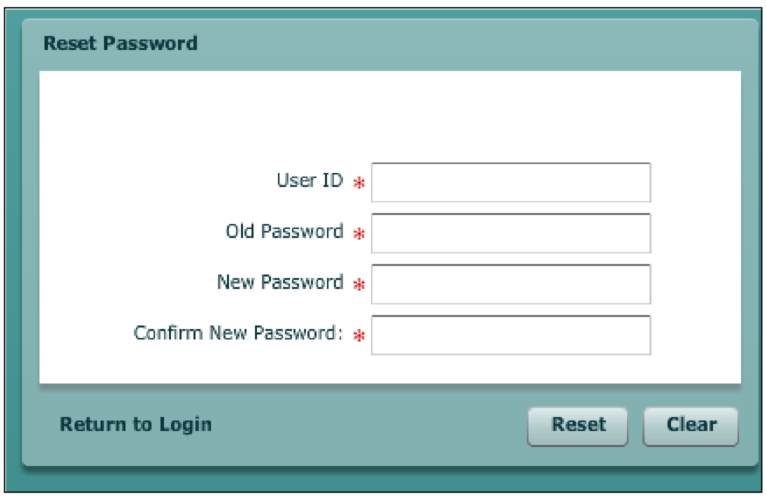
[Return to Login] – Return to the Login screen.

3.5 Reset Password Screen

To change an existing password, click on 'Need to Reset Password?'.



This will open the Password Reset screen where the user can create and confirm a new password:



Reset Password Fields

*User ID – The ID of the user whose password is to be changed.

*Old Password – The old password assigned to the username.

*New Password – The new password to be assigned to the username.

*Confirm New Password – The new password to be assigned to the username.

Reset Password Buttons

[Reset] – Reset the password to the entered value.

[Clear] – Clear all fields.

[Return to Login] – Return to the Login screen

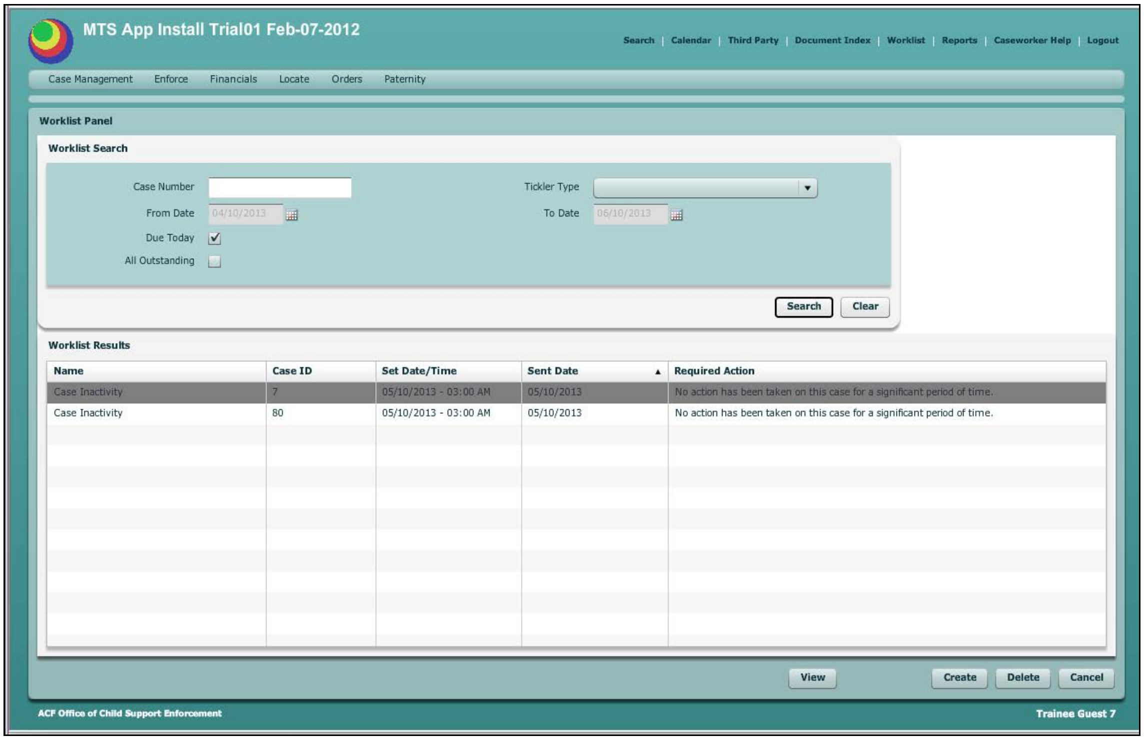
4 Worklist

The Worklist panel displays whenever a caseworker logs on the system. The Worklist displays reminders called "ticklers" that tell the caseworker about case actions that can or should be taken. Ticklers can be generated by the system or created by caseworkers.

Caseworkers can only create reminders for themselves. Caseworkers can delete any of their ticklers, but some may return if an important issue has not been resolved.

The status of a tickler changes as its due date is reached. 'Set' ticklers are those with due dates in the future, 'sent' ticklers have passed the due date and require action.

At logon, the system automatically selects and displays only the 'sent' ticklers, i.e., ticklers with due dates that have passed, for all of the worker's cases. The Worklist Search function selects and displays ticklers in other ways, for example, ticklers due in the future.



4.1 Worklist Search

Worklist Search provides a way to search for current or pending ticklers based on the search criteria entered in the following fields:

Worklist Search Fields

Case Number – Restricts the search to ticklers related to a specific Case.

Tickler Type – Restricts the search to ticklers of a specific type.

From Date – Restricts the search to ticklers with "Sent Date" after this date.

To Date – Restricts the search to ticklers with "Sent Date" before this date.

Due Today – Restricts the search to ticklers with a "Sent Date" of today's date.

Worklist Search Buttons

[Search] – Search for ticklers based on the entered search criteria.

[Clear] – Clear the entered tickler search criteria.

4.2 Worklist Results

Worklist Results displays all of the ticklers that match the entered search criteria. Column data can be sorted into ascending or descending order by clicking the column header. Column width can be reset for the current session by dragging the vertical divider between column headers to a new position.

Clicking anywhere on a results line highlights and selects the tickler to [View] further or [Delete].

Worklist Results information is read-only.

Worklist Results Fields

Name – The name of the tickler.

Case ID – The ID of the case to which the tickler is related.

Set Date – The date the tickler was created.

Sent Date – The date the tickler first appears on the Worklist.

Required Action – The action the user should take as a result of this ticker.

Worklist Results Buttons

Buttons at the lower right of the Worklist Results perform action on a selected tickler, or cancel and close the Worklist Search.

[Create] – Opens the Create Tickler popup to create a new tickler.

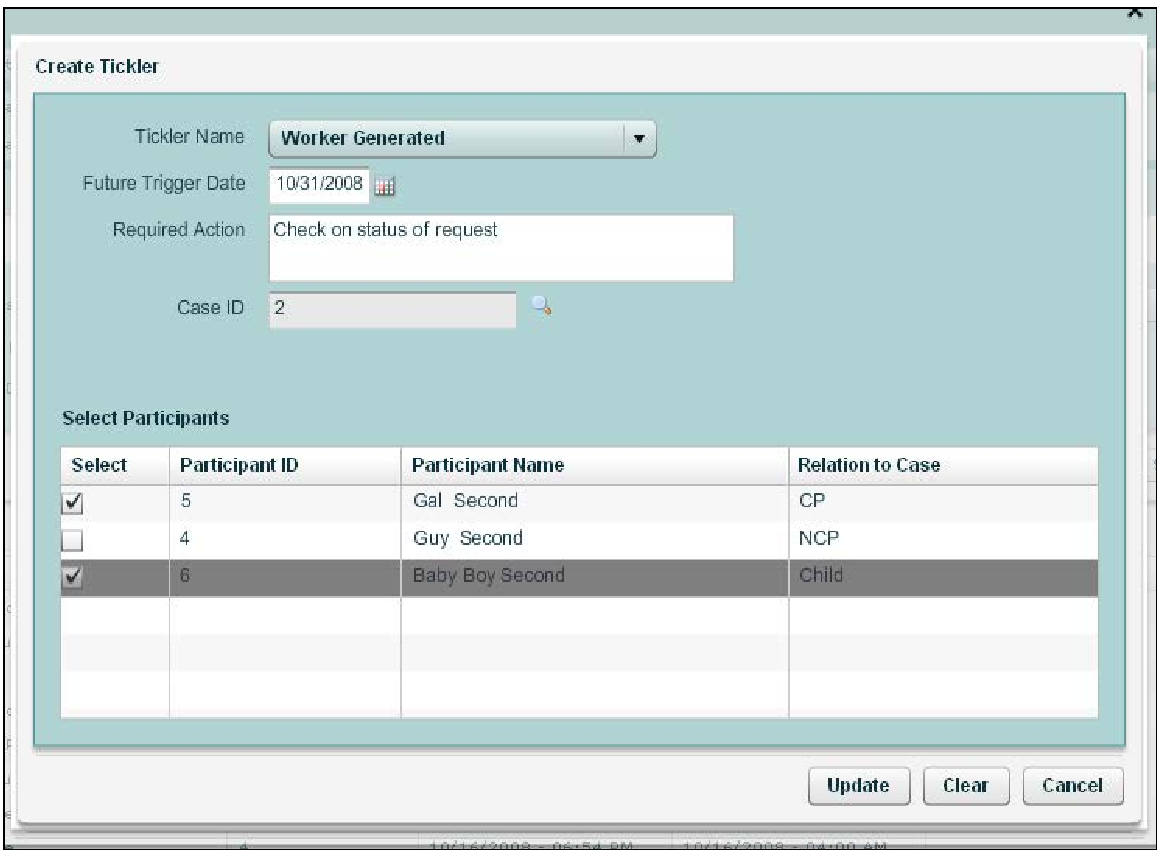
[Delete] – Deletes the selected tickler.

[View] – Opens the Tickler Detail screen for the selected tickler.

[Cancel] – Function not enabled.

4.3 Create Tickler

When the [Create] button is selected, the user can create a new tickler. The Create Tickler popup creates a new tickler with a due date any time in the future. Choose to create one of 25 defined types of ticklers, or use the Worker Generated type to create a personal reminder. (See additional discussion of ticklers in the later section on Case Summary, Ticklers tab.)



Create Tickler Fields

Tickler Name – A selectable list of ticklers that defaults to Worker Generated.

Future Trigger Date – The due date - the date the tickler will appear on the worklist.

Required Action – Description of the action to be taken when the tickler is triggered. For a Worker Generated tickler, the caseworker creates this description.

Case ID – The Number of the case that the tickler is associated with. To select a case, use the Search icon to open the Case Search popup.

Select Participants – This list shows the Name, ID and case relationship of the participants on the case. Where a tickler is particularly related to one or more participants check the check box next to each name to be selected.

Create Tickler Buttons

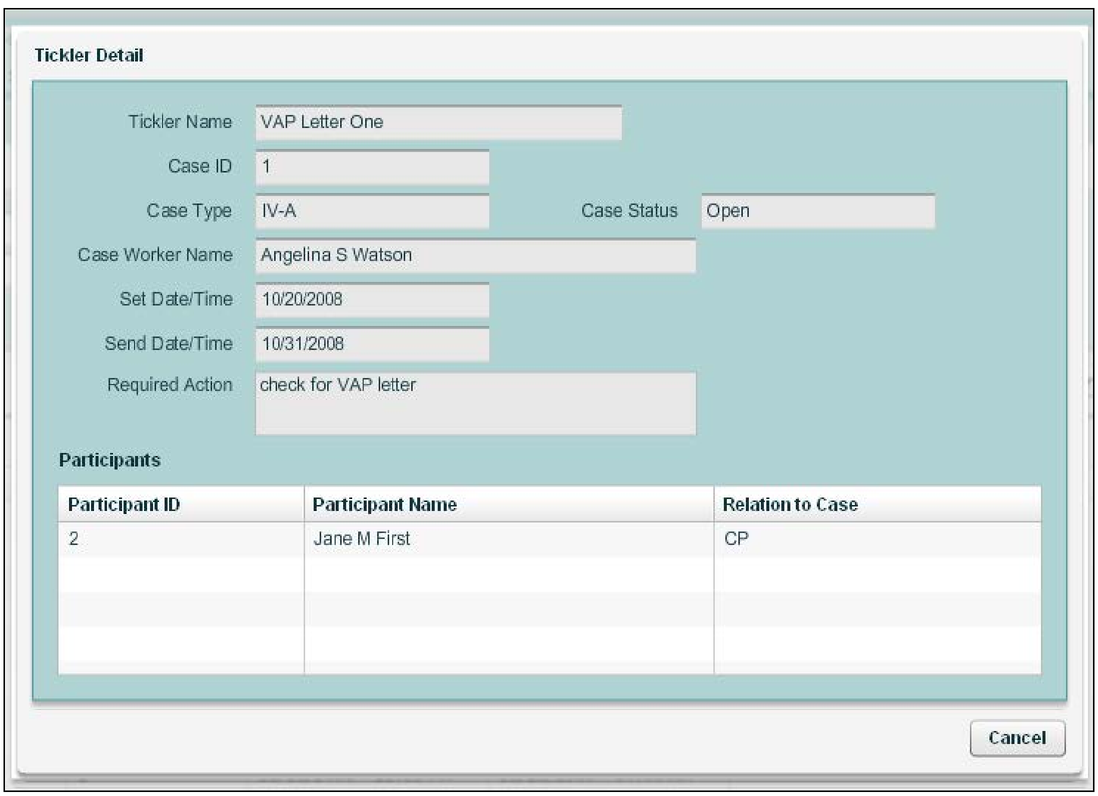
[Update] – Saves the tickler.

[Clear] – Clears entered data without closing the screen.

[Cancel] – Clears and closes popup without saving.

4.4 Tickler Detail

The Tickler Detail popup displays information related to the selected tickler. This popup is read-only. (See additional discussion of ticklers in the later section on Case Summary, Ticklers Tab.)



Tickler Detail Fields

Tickler Name – The name of the tickler.
Case ID – The ID of the case to which the tickler is related.
Case Type – The Case Type of the case to which the tickler is related.
Case Status – The Case Status of the case to which the tickler is related.
Case Worker Name – The caseworker assigned to the case to which the tickler is related.
Set Date/Time – The date/time the tickler was created.
Send Date/Time – The date/time the tickler first appears on the Worklist.
Required Action – The action the caseworker should take as a result of this tickler.
Participants –The name, ID, and case relationship of the participant(s) associated with the tickler.

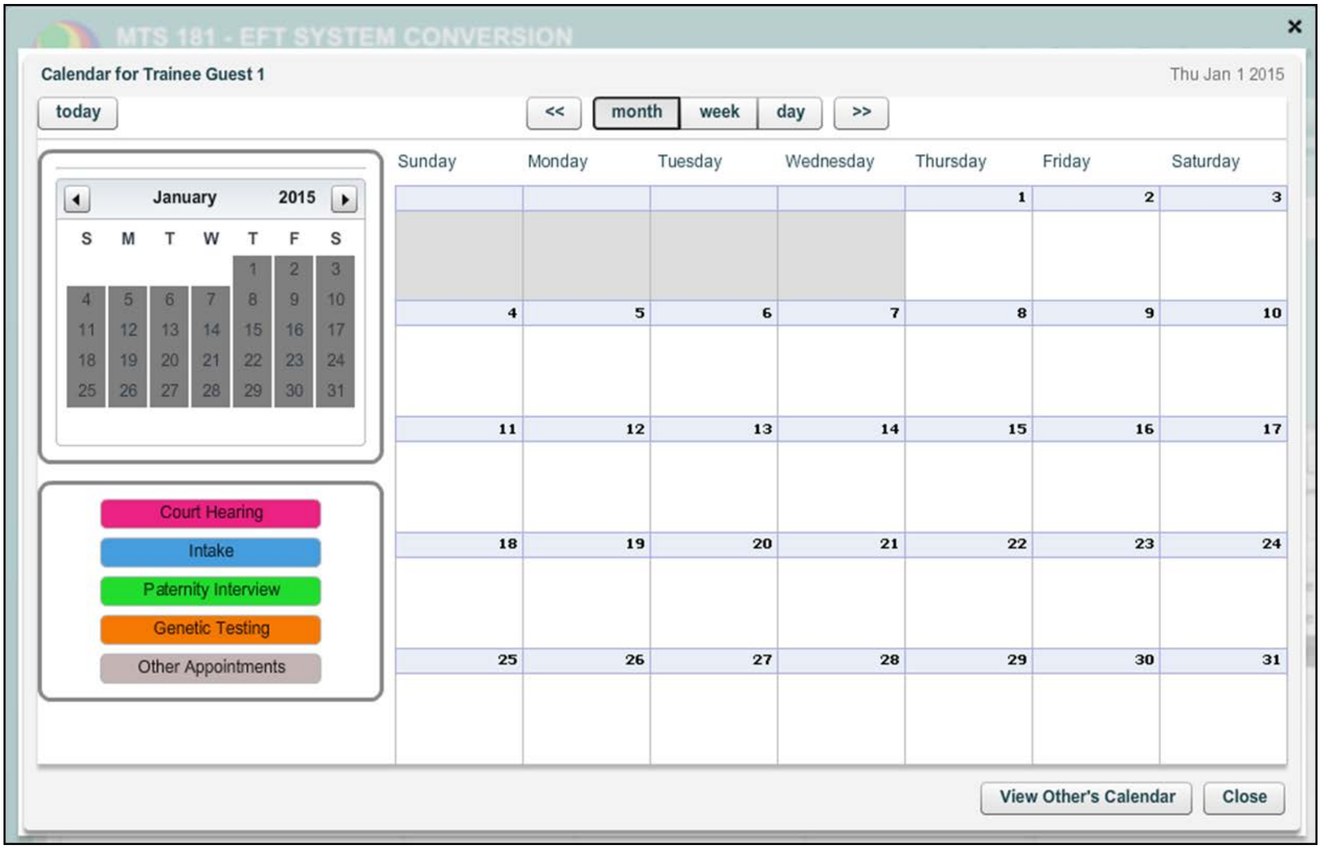
Tickler Detail Button

[Cancel] – Closes the Tickler Detail popup.

5 Calendar

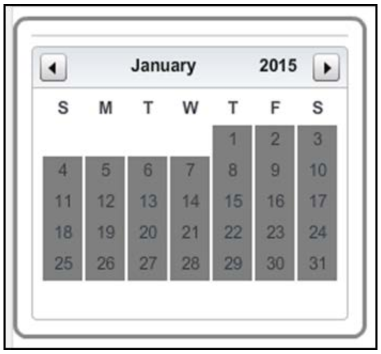
The calendar function (found on the System Navigation Toolbar) provides a way to schedule an event related to case management, and, if needed, to create a related tickler at the same time.

The Calendar can be viewed a month at a time, a week at a time, or a day at a time.

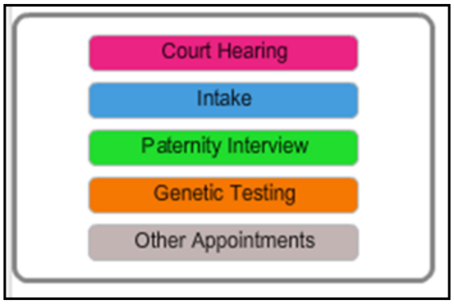


A number of control functions surround the calendar and may be used in all views.

At the left edge in all views, an inset calendar shows the current month and year that are displayed in the larger view. Arrow buttons at the top of the inset calendar can be clicked to change the view to the previous or next month. The inset highlights the days that are visible in the larger view to the right.



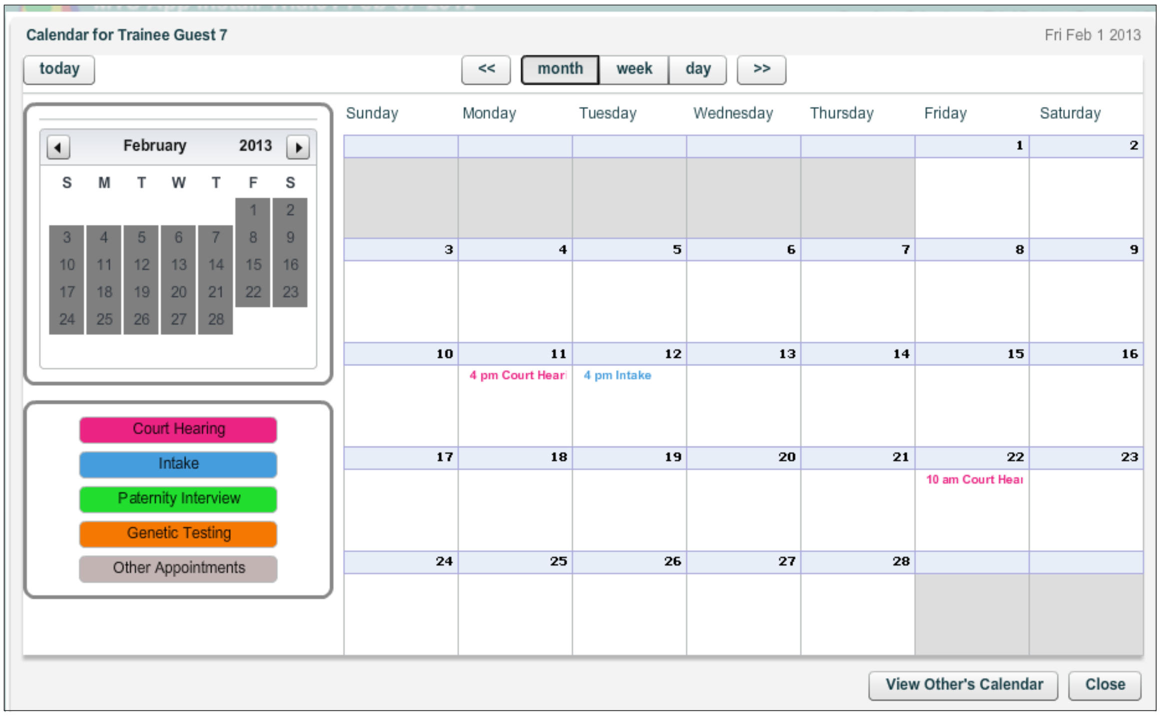
Below the inset month, a color-coded Event Legend shows the names of event types and the color that is used for each in the larger view.



Above the larger calendar display are buttons to select and set the view to display a month, a week, or a day at a time. Arrow buttons can be clicked at left and right to move the view to the previous or next month, week, or day.

5.1 Month Calendar

The Month Calendar displays caseworker-created events for an entire month.



In Month view, the inset calendar identifies the month and year selected, and highlights all the days that are visible in the larger view.

Above the larger view, the [Month] button is highlighted. Arrow buttons to left and right can be clicked to display a prior or later month.

The larger view shows the entire month selected. Days of the week are shown at the top of the calendar. The date of each day appears above the schedule for each day.

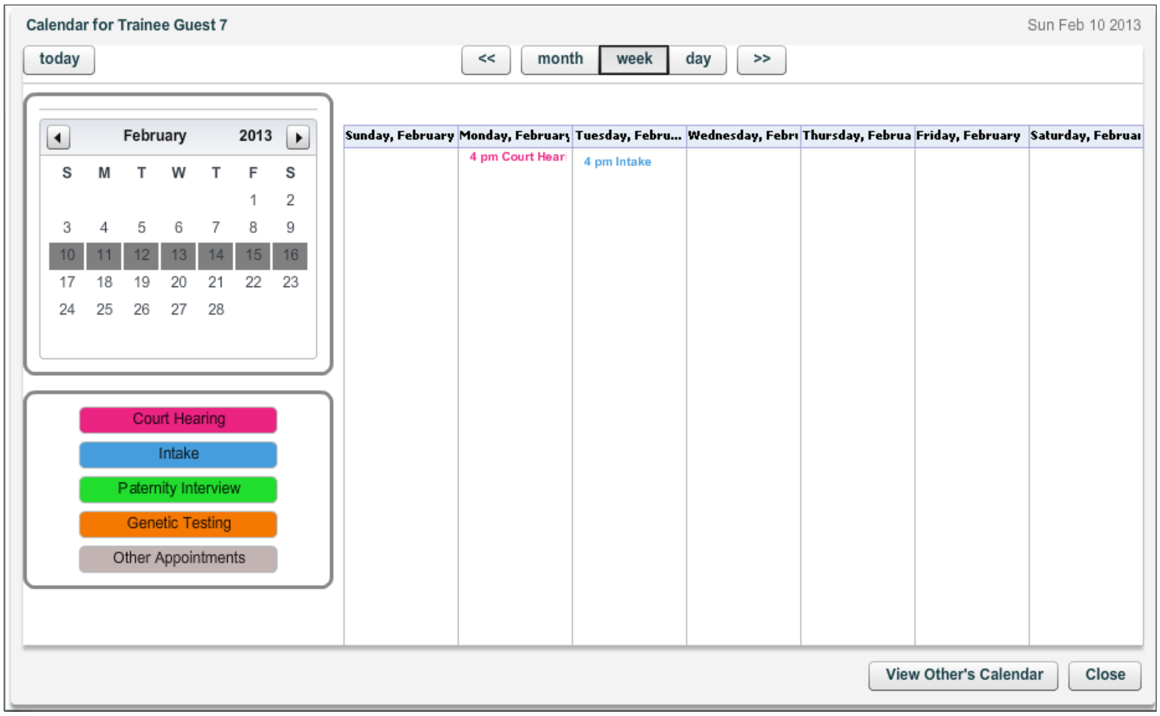
Events for each day are color-coded to show the type of event.

Click on an event to open the View Event popup to view or cancel the event.

Click on a blank time period to open the Add Event popup to add a new event.

5.2 Week Calendar

The Week Calendar displays caseworker-created events for an entire week.



In Week view, the inset calendar identifies the month and year selected, and highlights all the days that are visible in the larger view.

Above the larger view, the [week] button is highlighted. Arrow buttons to left and right can be clicked to display a prior or later week.

The larger view shows the entire week selected. Days of the week and dates are shown at the top of each day's schedule.

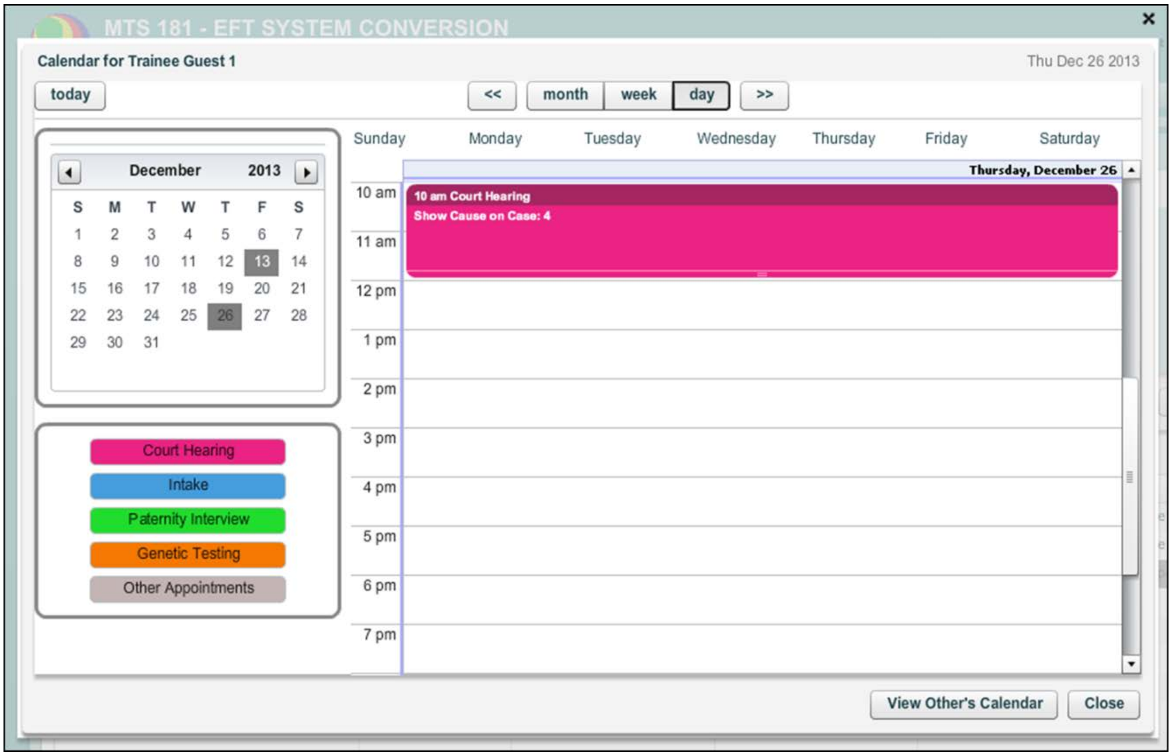
Events for each day are color-coded to show the type of event.

Click on an event to open the View Event popup to view or cancel the event.

Click on a blank time period to open the Add Event popup to add a new event.

5.3 Day Calendar

The Day Calendar displays caseworker-created events for one day.



In Day view, the inset calendar identifies the month and year selected, and highlights the day that is visible in the larger view.

Above the larger view, the "Day" button is highlighted. Arrow buttons to left and right can be clicked to display a prior or later day.

The larger view shows the entire day selected. The date and day of week appears above the schedule for the day.

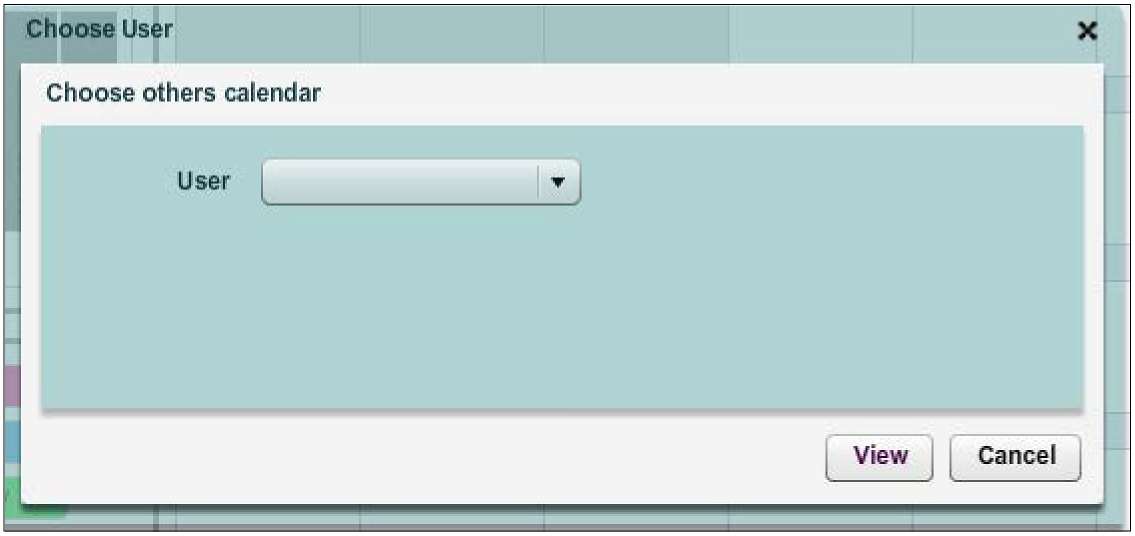
Events on the day's schedule are color-coded to show the type of event.

Click on an event to open the View Event popup to view or cancel the event.

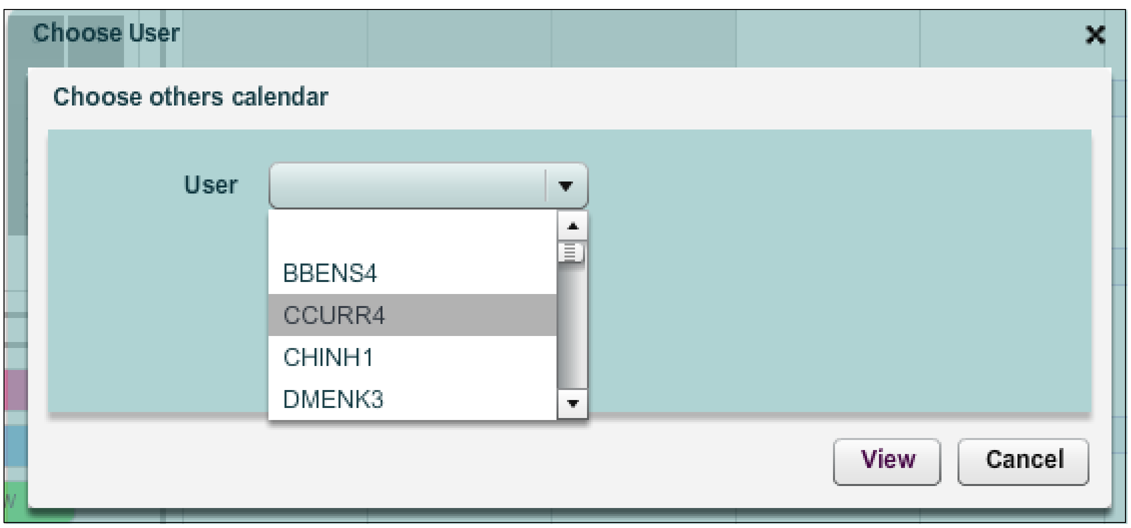
Click on a blank time period to open the Add Event popup to add a new event.

5.4 View Other's Calendar

When [View Other's Calendar] is selected, a *Choose User* popup is displayed.

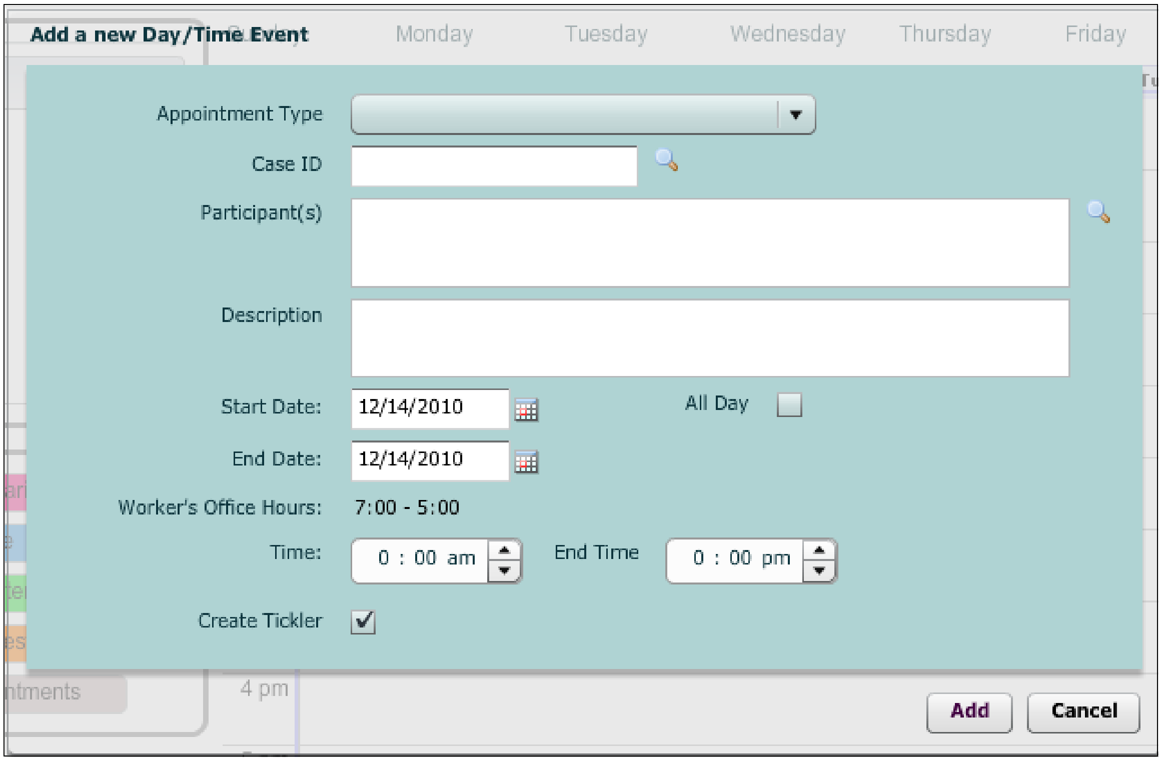


When the "User" drop-down is selected, a list of users is provided. To view another user's calendar, select the name of the user and click [View].



5.5 Add a New Day/Time Event

The Add New Event popup provides a way to create a new calendar event.



Add a New Day/Time Event Fields

*Appointment Type – Click the arrow to open the drop-down list to select the appointment type.

Case ID – Click the icon to open the Case Search Popup to select a case.

Participant(s) - Click the icon to open the Participant Search Popup to select one or more participants.

Description – Entry area for a description or supporting information about the event.

Start Date – Click the up and down arrows to select the start date of the appointment.

*End Date – Click the up and down arrows to select the end date of the appointment.

All Day – A checkbox that, if checked, schedules the event for a full day.

Office Hours – Hours of operation for the caseworker's office location.

*Time – Click the up and down arrows to set the start time for the appointment. Click the up and down arrows to set the end time for the appointment. Repeat as needed for the hour, minute and am/pm.

Create Tickler – A checkbox that, if checked, creates a tickler for the appointment that will appear on the Worklist.

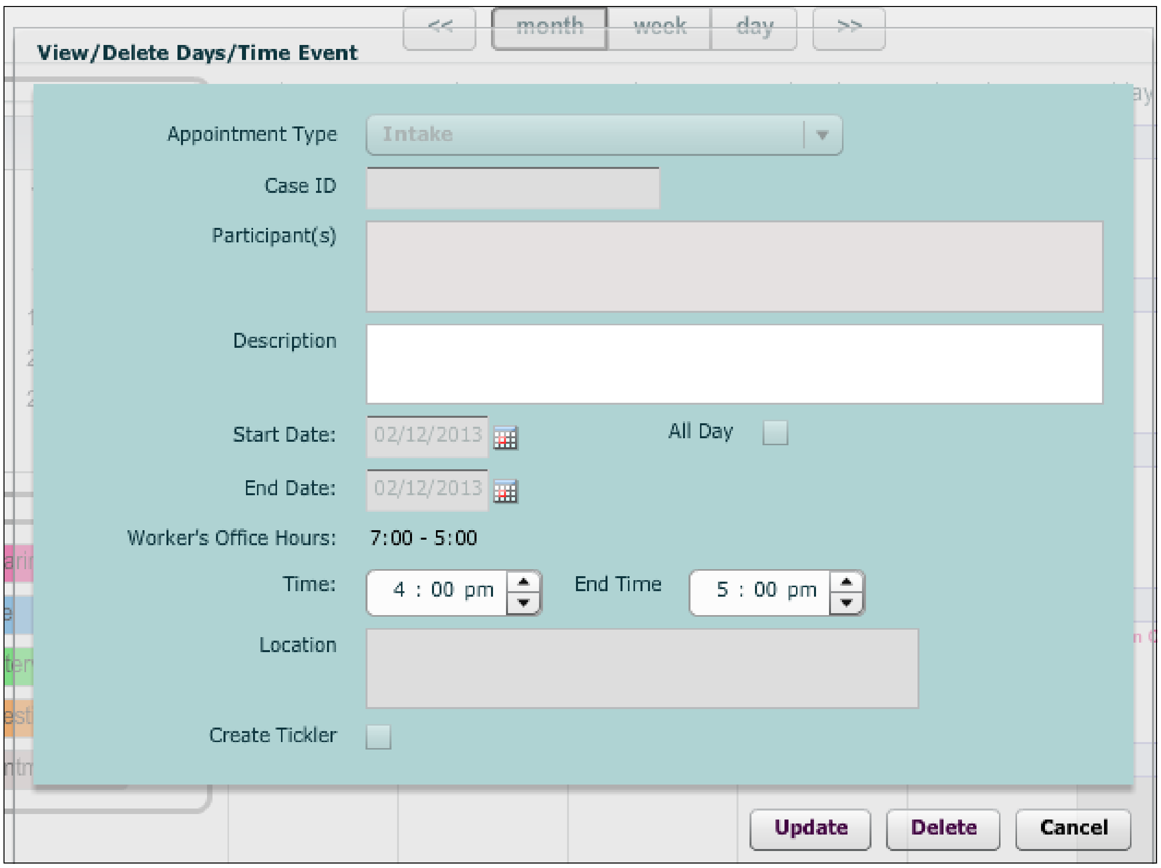
Add New Event Buttons

[Add] – Create event or appointment.

[Cancel] – Close popup without creating an event.

5.6 View/Delete Days/Time Event

The View/Delete Days/Time Event popup provides a way to view or delete existing calendar events.



View Event Fields

Appointment Type – Read-only display of the appointment type.

Case ID – Read-only display of the case number.

Participant(s) – Read-only display of participants selected for the appointment.

Description – Entry area for a description or supporting information about the event.

Start Date – Read-only display of the start-date of the appointment.

End Date – Read-only display of the end-date of the appointment.

Office Hours – Hours of operation for the caseworker's office location.

All Day – A checkbox that, if checked, schedules the event for a full day.

*Time – Click the up and down arrows to set the start time for the appointment. Click the up and down arrows to set the end time for the appointment. Repeat as needed for the hour, minute and am/pm.

Location – Display of the Third Party for the appointment.

Create Tickler – A checkbox that, if checked, indicates a tickler has been created for the appointment. Un-checking this box does not delete the tickler from the Worklist; the tickler must be deleted from the Worklist screen.

View Event Buttons

[Update] – Update data about an event or appointment.

[Delete] – Delete an event or appointment.

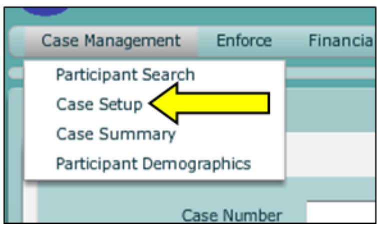
[Cancel] – Close popup without deleting or updating an event.

6 Case Setup

The Case Setup Wizard should be used to create a new case, in order to ensure that the needed data is entered to the right place and in the right order.

In general, the Case Setup Wizard process includes entering a case type and referral information and then selecting or creating the participants in the case. The system automatically assigns a unique ID to each new participant and case created. The system automatically assigns the case to the specific caseworker based on rules preset in the System Administration module. As part of this process, the system also creates related documents and ticklers, and opens a Case History with a *New Case Event.* The Case Intake Wizard allows the caseworker to create the case in “Open” status or “Suspended” status, as needed.

Select Case Setup from the Case Management drop-down menu to open the Case Intake Wizard.



The Case Intake Wizard offers a series of three screens: Case Type Assessment (Screen 1), and Add Participants (Screen 2). These two screens contain all the steps and actions necessary to create a valid new child support case, to respond to a Quick Locate, or to create a Request for Information. Control buttons on each screen allow navigation between the two screens ([Back], [Next], [Finish], [Cancel]).

6.1 Case Setup Screen 1 – Case Type Assessment Screen

This screen sets the type of case or action that will be created, and identifies any referral agency.

This screen starts the actions necessary to create a new tribal child support case, to create a new case from a foreign case referral, or to respond to a Quick Locate request, including creating an outgoing request to an NCP for additional information.

A case must be set up as either a tribal case or a non-tribal case. A tribal case is a case that began with an application to your tribe’s child support agency or as a referral from another agency of your tribe. A non-tribal or foreign case is a case that began as a referral from an agency of a state or from another tribe.

Click a radio button next to Foreign Case? to indicate whether the case is from your tribe (click *No*), from another tribe (click *Yes*), or from a state (click *Yes*).

Case Type is a required field for all cases. Click the arrow to open the drop-down list and select the proper case type.

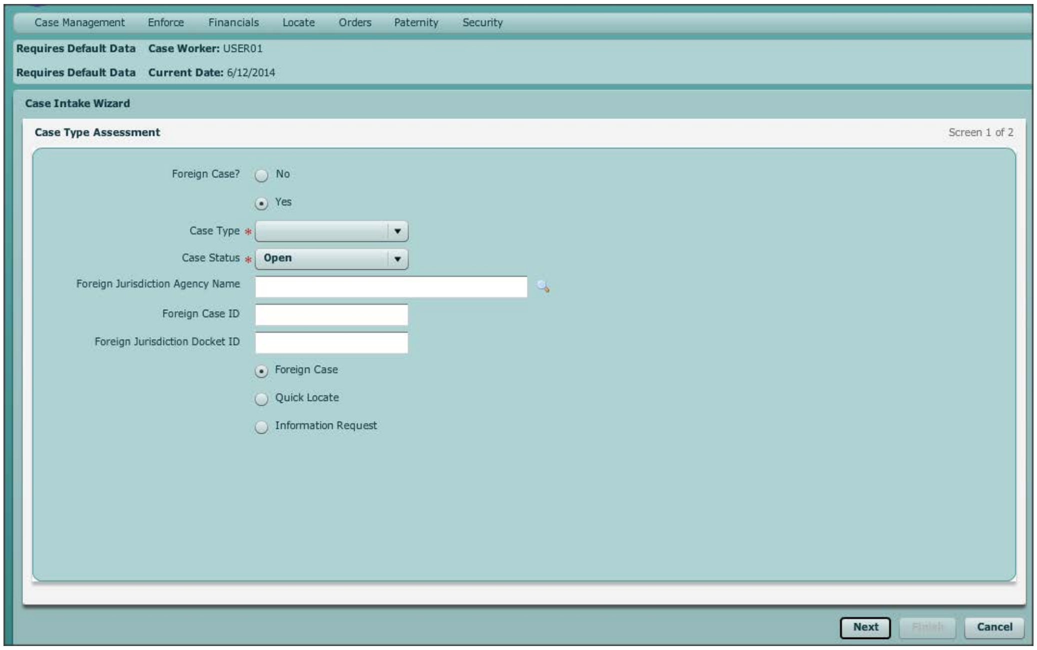
Depending on which radio button is clicked, the Wizard will display additional entry fields for a tribal or non-tribal case.

For a foreign case, the Referring Agency Name must be identified. Clicking the icon to the right of this field opens the Third Party Search module to select or create the correct agency. The Third Party module returns to this screen and fills in the agency name.

Foreign cases must also have the case ID from the referring agency in the Foreign Case ID field and may have docket information in the Foreign Jurisdiction Docket ID field.

Case Setup Screen 1 shows additional fields if Foreign Case? has been selected. The tribal case screen is shown below:

The foreign case screen is shown here:



6.1.1 IV-D Cases

When a case begins with an application to your tribe's child support agency or as a referral from another agency of your tribe, select the [No] button next to Foreign Case.

For Case Type, select *IV-D* from the drop-down menu. If this is a new case originating in your child support agency, there will not be a referring agency or case ID to enter.

Foreign Forward is a checkbox that, if checked, causes all payments to the CP on this case to be forwarded to the Payee Agency. This will be set according to tribal policy.

6.1.2 IV-A or Temporary Assistance for Needy Families (TANF) Cases

For a IV-A case, the system requires entry of additional information related to the TANF grant. This information will be associated with the active CP of the case. The TANF grant information can be viewed in the Participant Demographics TANF grant tab for the active CP after the case is created.

Case Type Assessment Screen Fields

*Foreign Case? – Click a radio button to indicate whether the case does [Yes] or does not [No] originate outside the tribe.

*Case Type – The kind of case that is being created. The case types are the same as for tribal cases. This is a mandatory field for Foreign Cases.

*Case Status – The status the case will have when it is created (open or suspended).

Referring Agency Name – The agency that referred the case to child support enforcement. Click the search icon to the right of this field to open the Third Party popup to search for and select the appropriate agency. (Tribal case only)

Referring Agency Case ID – The case number that the referring agency uses to identify the case. (Tribal case only)

*Foreign Jurisdiction Agency Name – The foreign agency that referred the case to child support enforcement. Click the search icon to the right of this field to open the Third Party popup to search for and select the appropriate agency. (Foreign case only)

*Foreign Case ID– The case number that the referring foreign agency uses to identify the case. This is a mandatory field for Foreign Cases. (Foreign case only)

Foreign Jurisdiction Referring Docket ID – The docket number of the foreign court case associated with this child support case. This is an optional field. (Foreign case only)

Foreign Forward – A checkbox, which, if checked, causes all payments to the CP on this case to be forwarded to the Payee Agency. This will be set according to tribal policy.

Radio Buttons – (Foreign Case Only)

Foreign Case – Not used.

Quick Locate - Not used.

Information Request - Not used.

Case Type Assessment Screen Buttons

[Next] – Advance to the Add Participants screen.

[Cancel] – Stop the case creation process and return to the Worklist.

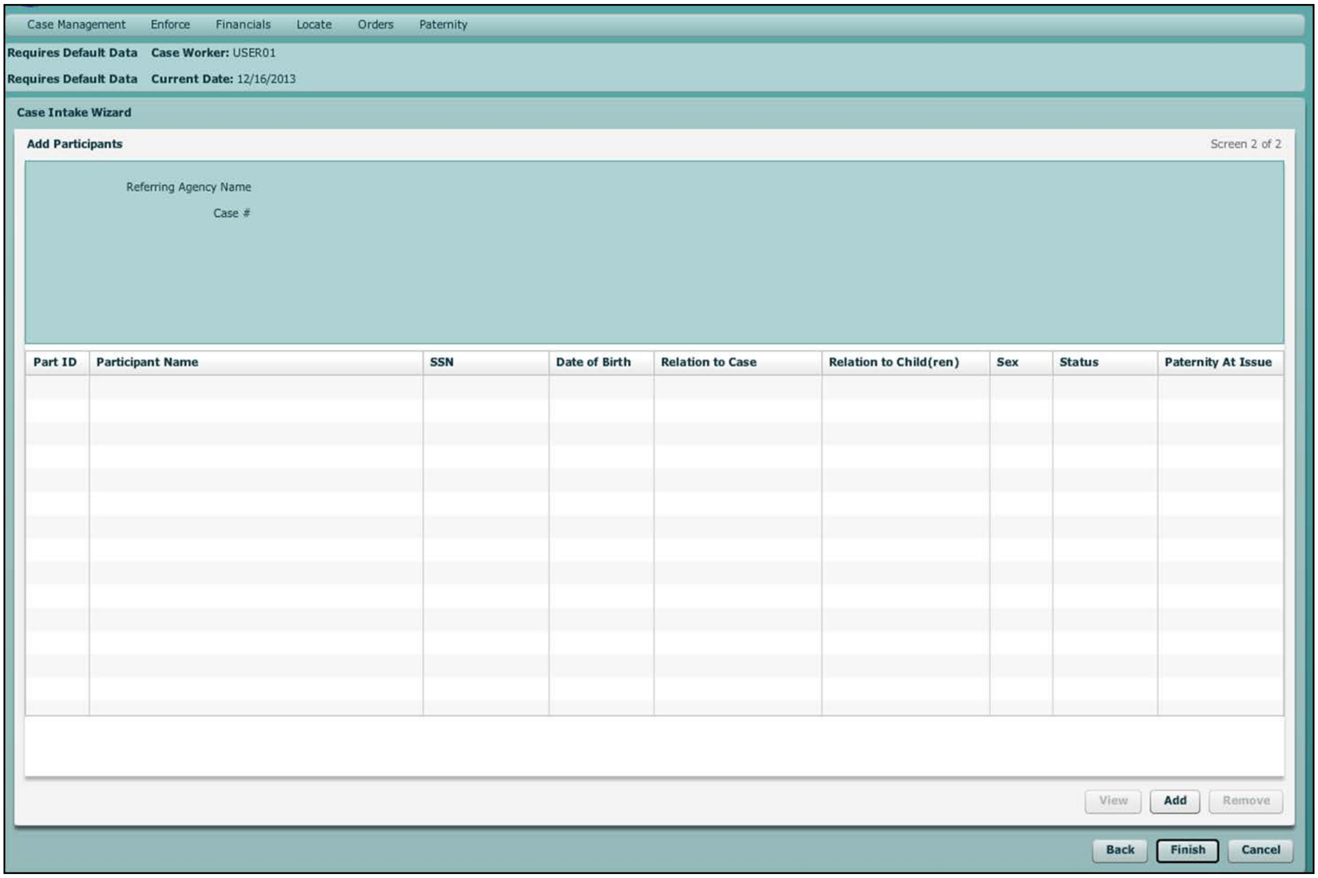
6.1.3 Other Case Types

A variety of case types are listed in the MTS for your use and they are defined below.

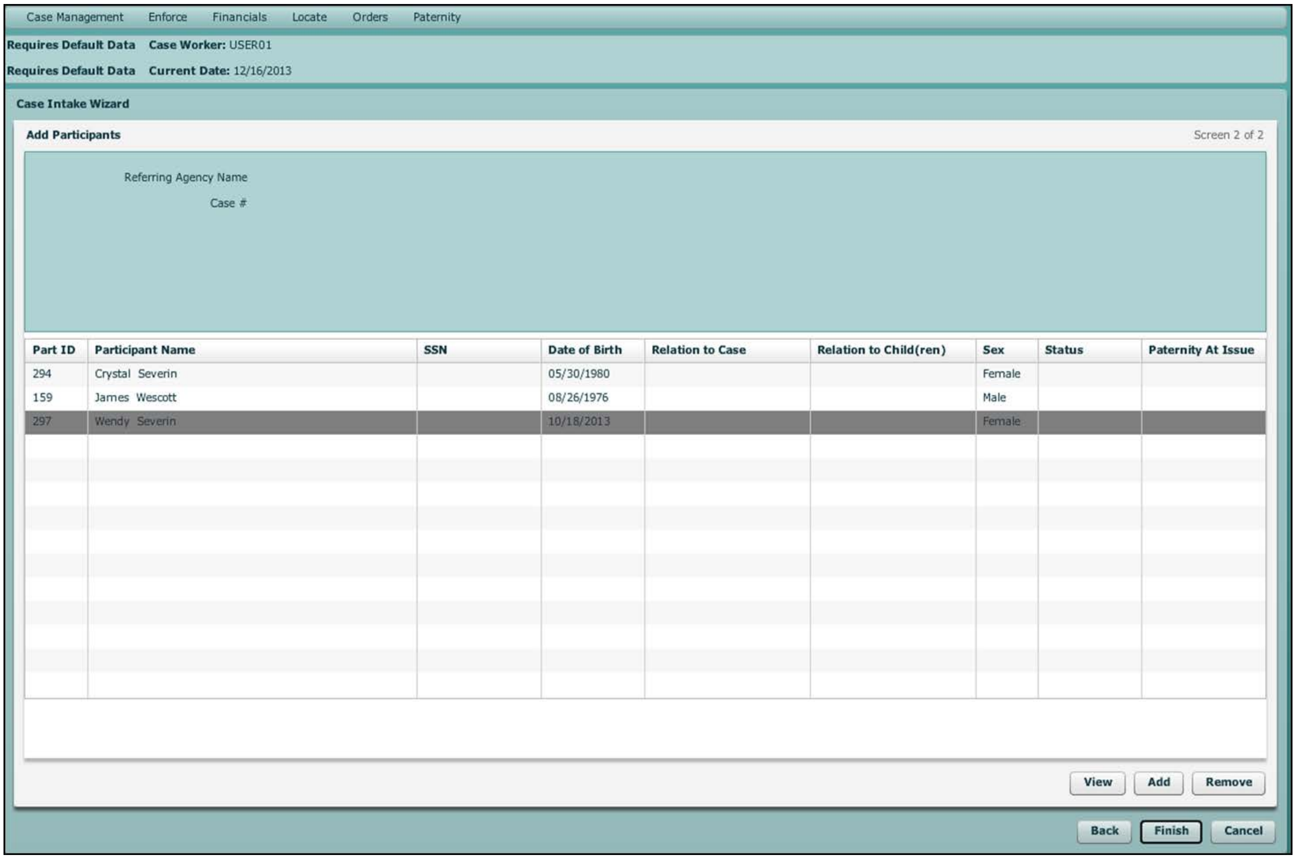
Case Type	Description
IV-D	A Non-Public Assistance case with full Child Support Enforcement services initiated by an application to the IV-D Agency.
IV-A	A Public Assistance Case resulting from a referral from the Tribe's TANF Agency with current support and/or arrears that may be assigned to the TANF Agency.
Kinship Care	A case resulting from a referral from the Tribe's Kinship Care Agency with the Kinship Care Agency (KCA) as Custodial Parent (CP) – payee may be either KCA or a relative who cares for the child.
Foster Care - Agency	A public assistance case resulting from a referral from a Tribal Foster Care Agency with the Foster Care Agency (FCA) as CP – payee is the FCA.
Foster Care - Personal	A public assistance case resulting from a referral from the Tribe's Foster Care Agency with the caretaker as CP – payee is the caretaker.
IV-E	A public assistance case resulting from a referral from a Title IV-E Foster Care Agency with the FCA as CP – payee is FCA.
Paternity Only	A Non-Public Assistance Case for which the only service supplied is to determine paternity for purposes of tribal enrollment.
Medicaid	A case resulting from a referral from a Title XIX Medicaid Agency with current support and/or arrears that may be assigned to the Medicaid Agency.
Child Welfare	A case resulting from a referral from the Tribe's Child Welfare Agency with current support and/or arrears that may be assigned to the Child Welfare Agency.
Non-IV-D	A Non-Public Assistance Case for which the only service supplied is to collect payments – the case has obligations, but no paternity establishment, no order establishment, and no enforcement.
Arrears Only	A case with arrears, but no current support, judgments, or fees owed. May or may not be a public assistance case.
Judgment Only	A case with judgments, but no current support, arrears, or fees owed. May or may not be a public assistance case.
Medical Only	A case with no debts other than current medical support and/or arrears resulting from medical support.

6.2 Case Setup Screen 2 – Add Participant Screen

When [Next] is selected from the Case Type Assessment screen, this screen comes into view. This screen allows four main actions: (1) identify (or create) each participant in the new case, (2) assign the role each participant plays in the new case (NCP, CP, or child), (3) identify the relationship of each participant to the child(ren) in the new case, and (4) assign the status of each participant as active or inactive on the case.



The first step is to add participants to the case. Clicking the [Add] button opens the Participant Search popup screen to find or create a participant to be added to the case. (See Chapter 9 on Participant Search and Chapter 10 on Participant Demographics for details on creating participants.) When a participant is identified or created, the Participant module closes and a line of information on the participant is filled on the Add Participants display.



Participant Search results automatically fill into five of the nine display columns: Participant ID, Participant Name, SSN, Date of Birth, and Sex.

The four remaining columns must be completed on this screen using drop-down list choices. Clicking into a blank column makes the drop-down list visible.

Relation to Case – A drop-down to assign a case role to each participant as CP, NCP, or Child. This is a required field.

Relation to Child(ren) – A drop-down to identify the relationship of the participant to the child(ren). Selections include a range of relationships in addition to father and mother, such as grandmother, uncle, aunt, clan member, third party agency, etc. This is a required field.

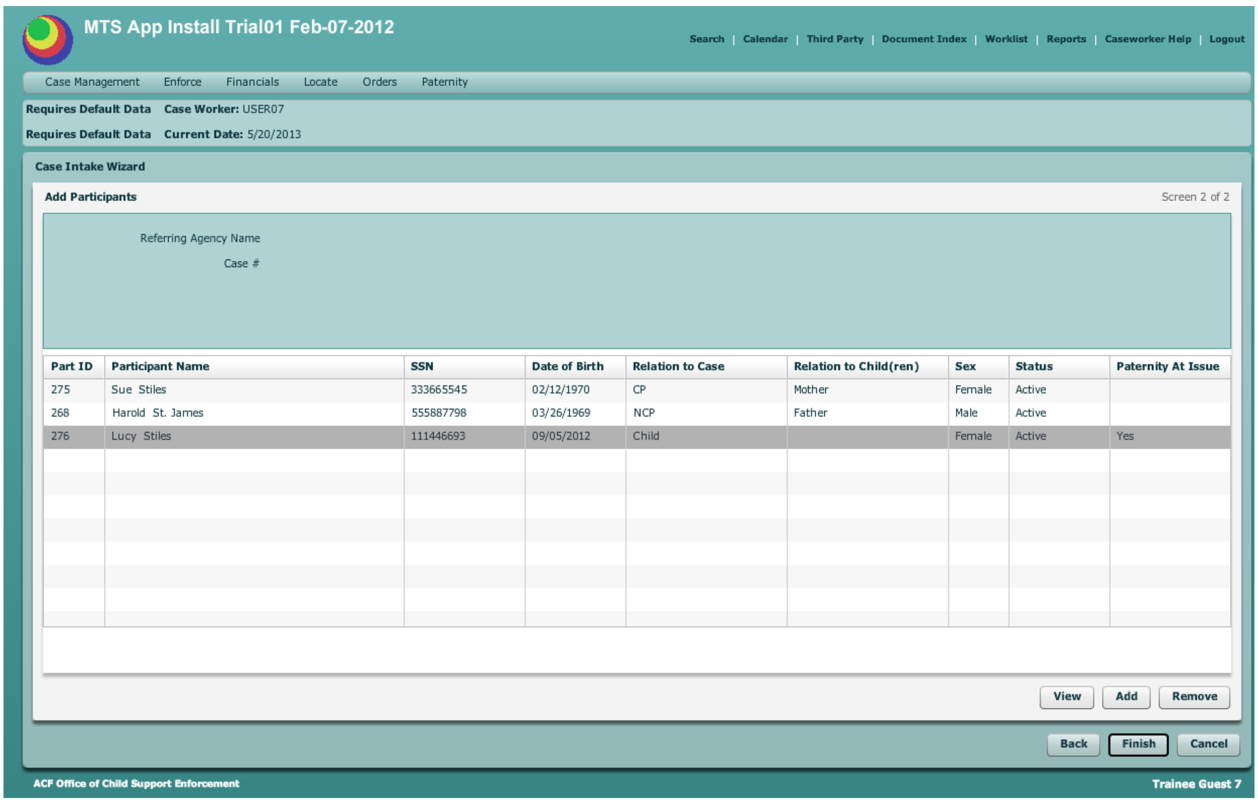
Status – A drop-down to identify the participant as Active or Inactive on the case. While this is not a required field, if no participant status is selected, the participant will not appear on certain screens and reports. A case cannot be created without an active CP, active NCP, and active child(ren).

Paternity at Issue – When a new child is added to the system the MTS will automatically fill in this column with “Yes”. Once paternity is established the system will automatically change it to “No”.

As participants are selected as potential members of the new case, there may be a need to [View] a selected participant again, or to [Remove] a participant from the list, using buttons immediately next to the [Add] button.

When one active CP, one active NCP, and at least one active child have been entered, the Case Set-up process can proceed to the next step.

Three Case Set-up buttons at the bottom edge of the Screen 2 panel act to advance or cancel the set-up process. Select [Finish] to create the case, [Back] to return to the Case Type Assessment Screen, or [Cancel] to discard changes and return to the Worklist screen.



Add Participant Fields

Referring Agency Name –The name of the referring agency (if any).

Case # – The case identifier used by the referring agency (if any).

Case Referral– Read only Checkmark indicates that the case is a referral.

Participant ID – Participant identification number of the participant added to the case.

Participant Name – Name of the participant added to the case.

SSN – Social Security number of the participant added to the case.

Date of Birth - Date of Birth of the participant.

*Relation to Case – Drop-down to select the case relationship (NCP, CP, Child) of the participant. *Relation to Child(ren) - Drop-down to select the relationship of the participant to the child (Mother, Father, etc.). This is a required entry for CPs and NCPs. It is not used for a Child.
Sex – Gender of the participant added to the case.
*Status – Drop-down to select the case status (active or inactive) for each participant added to the case. While this is not a required field, if no participant status is selected, the participant will not appear on certain screens and reports. A case cannot be created without an Active CP, Active NCP, and Active Child(ren).

Paternity at Issue – Indicates if paternity need to be established for the child or not.

Add Participant Display Buttons

[View] – Open the Participant Demographics screen for the selected participant to view or update detailed data about the participant.

[Add] – Open the Participant Search screen to find or create a participant to be added to the case.

[Remove] – Delete a selected participant from the participant list.

Case Set-Up Buttons

[Back] – Return to the Case Type Assessment screen.

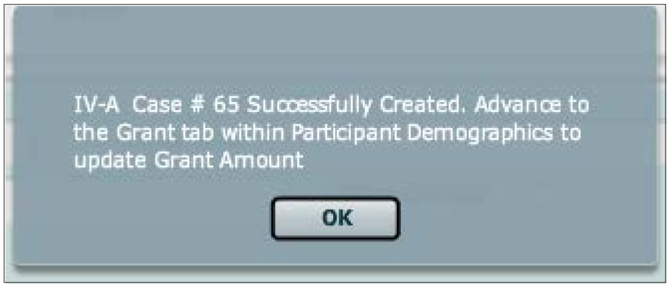
[Finish] – Create the case.

[Cancel] – Stop the case creation process and return to the Worklist screen.

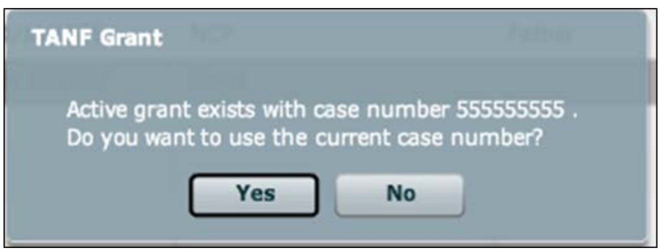
Case Setup Messages

After creation of a non-IV-A case, the following message appears informing the worker that a case was successfully created and providing the case number.

After creation of a IV-A case, the following message appears alerting the worker to proceed to Participant Demographics Grant tab to enter additional information about the TANF grant (See Chapter 10 for details).

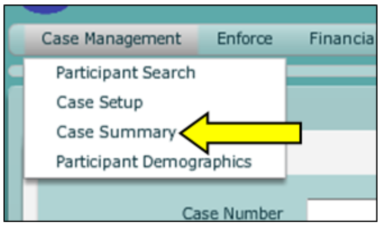


During creation of a IV-A case, the following message appears if the Active CP already has a TANF grant entered. Clicking [Yes] creates the case using the existing TANF grant information. Clicking [No] stops creation of the case.



7 Case Summary Screen

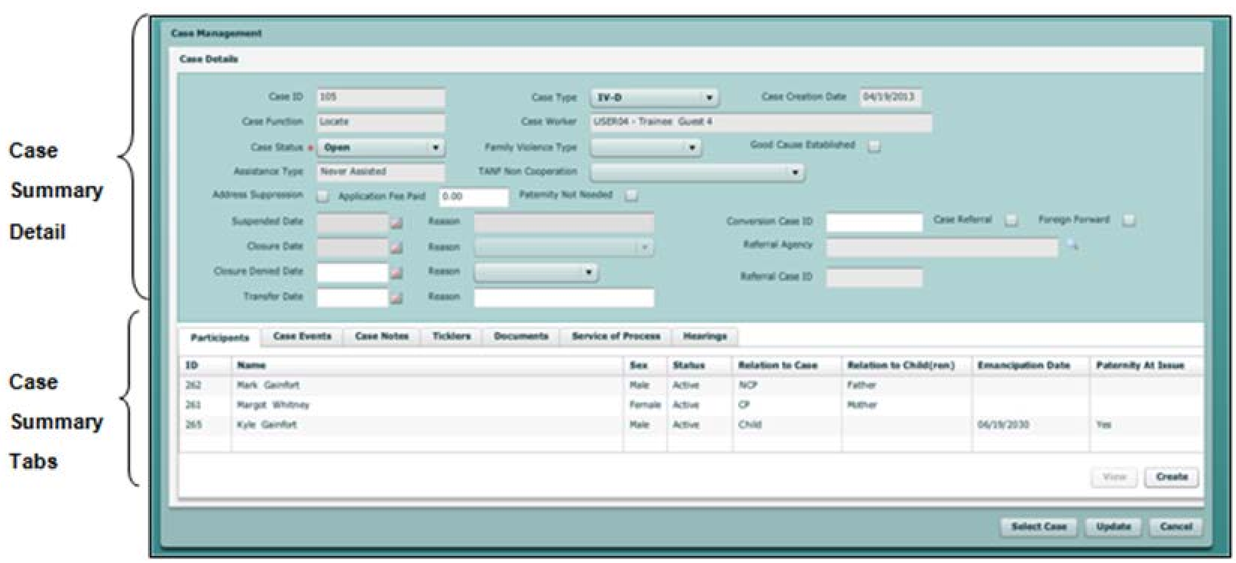
The Case Summary screen shows details about a child support case, participants, and history.



It can be reached by:

- Selecting Case Summary from the Case Management drop-down – if no case is currently selected the Case Search popup will open to help select a case, or
- Creating a case using the Case Intake Wizard - after case creation, the system automatically opens the Case Summary module.

The Case Summary screen is divided into two areas. The upper area of the screen displays details about the case. The lower area of the screen provides tabs of additional information on case Participants, Case Events, Case Notes, Ticklers, Documents, Service of Process, and Hearings.



7.1 Case Details

The Case Details panel forms the upper half of the display. It contains details on case status and significant case events.

Case Details panel includes read-only data as well as information that can be changed or updated, as indicated below.

Case Details Panel Fields

Case ID – The unique case identifier assigned to the case by the automated system.

Case Type – The case type assigned to the case based on caseworker data selections.

Case Creation Date – The date that the case was created.

Case Function – The processing function that the case is currently in, such as *Intake, Locate, Paternity, Order, Enforcement, and Delinquent.*

Case Worker – The caseworker currently assigned to the case.

*Case Status – Click to select the status of the case as *Open, Closed, or Suspended.*

Family Violence Type – Drop-down. Select the type of family violence, if any, for the case. When a family violence type is selected, address information can be suppressed by checking the Address Suppression checkbox. Both fields can be modified at any time.

Good Cause Established – Checkbox. Checkmark indicates the CP has shown that there is good cause not to pursue child support enforcement.

Assistance Type – Whether the CP is receiving or has received public assistance. This is determined by the system based on public assistance grant information entered on the Paternity Demographics screen.

TANF Non-Cooperation – Drop-down. Select reason for TANF non-cooperation where the reason is "other" than the choices shown, a case note can be created to document the reason further. This field can be modified at any time.

Address Suppression – Checkbox. Checkmark indicates the CP address is to be suppressed on printed documents. This field can be modified at any time.

Application Fee Paid – Data entry field to record the amount of the application fee paid by the CP, if any. This field can be modified at any time.

Paternity Not Needed – Checkbox. Checkmark indicates that the CP has verified paternity and no further testing is needed.

Suspended Date – The date that the case was suspended, if any.

Suspended Reason – Data entry field to record the reason that the case was suspended.

Closure Date – The date that the case was closed, if any.

Closure Reason – Drop-down to select the reason that the case was closed, such as CP Request, Arrears Only Case – No Debt, Case Transfer, and Child Emancipated.

Closure Denied Date – Click the calendar icon to select the date that a case closure request was denied by the child support agency.

Closure Denied Reason – Drop-down to select reason case closure was denied.

Transfer Date – Click the calendar icon to select the date the case was transferred.

Transfer Reason – Click to select the reason the case was transferred.

Conversion Case ID – For a case converted from another system, this is the ID of the original case.

Case Referral Information – Different checkboxes and data display fields appear in this area to indicate referral data on a case. These can indicate whether a case was created as a referral, was created as a Foreign Case, and more. Depending on the case, one or more of the following may be visible:

Foreign Case – Label and Checkbox are visible when the case was created as a Foreign Case. When checked, Foreign Case ID and Foreign Case Docket ID fields are visible and display data entered when the case was created.

Foreign Case ID – Visible only when a case was created as a Foreign Case; displays Case Number from the Foreign Agency.

Foreign Case Docket ID – Visible only when a case was created as a Foreign Case, displays Case Docket Number from the Foreign Agency.

Case Referral – Checkbox appears and can be checked when a case can be referred to another tribal agency. When checked, the tribal agency should be selected from the drop-down.

Referral Case ID – When a case was referred from another agency, this read only data shows the case identifier used by the referring agency.

Case Details Panel Buttons

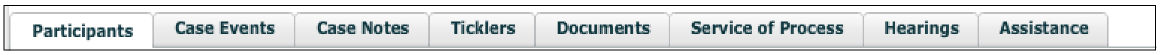
[Select Case] – Open the Case Search popup to select another case.

[Update] – Update entries made in the Case Details panel.

[Cancel] – Cancel entries that have not been updated and returns to the Worklist screen.

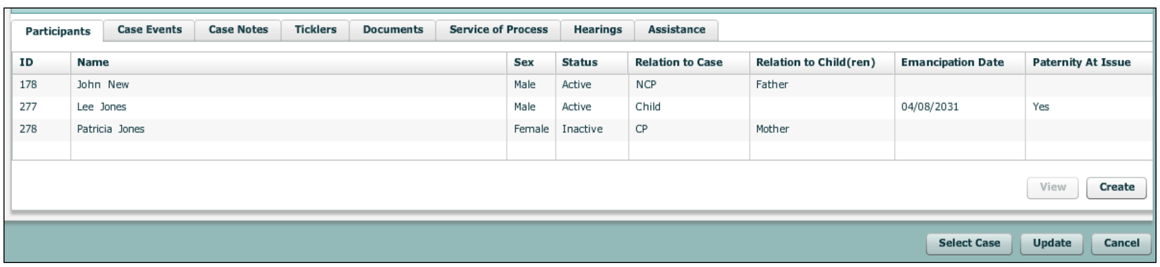
7.2 Case Summary Screen Tabs

Case Details tabs form the lower half of the Case Summary screen. The tabs contain additional information on case Participants, Case Events, Case Notes, Ticklers, Documents, Service of Process, Hearings, and Assistance (will appear for IV-E cases only). Each tab is discussed in a separate section below.



7.2.1 Participants Tab

This tab shows the current members of the case and their relationships to the case. Display information includes the participant's *ID, Name, Sex, Status, Relation to Case, Relation to Child(ren), Emancipation Date, and Paternity At Issue*. Buttons allow a more detailed View of data, or the creation of a new case participant record.



This tab can be used in three ways.

- Some data can be updated or changed directly in this display. Three of the participant data columns allow the caseworker to enter or change data directly in the column. Status, Relation to Case, and Relation to Child(ren) all have drop-down lists. Clicking on the item to be changed opens the drop-down list to view or select data.
- Additional data can be changed or updated in a more detailed [View] of a participant. Clicking the [View] button opens a Participant Demographics module for the participant, so that additional data can be viewed or changed. Closing the Participant Demographics screen returns the cursor to the Case Summary tab.
- Clicking [Create] opens a new Participant Demographics record for the case and allows for the creation of a new participant. Closing the Participant Demographics screen returns the cursor to the Case Summary tab.

Participant Tab Fields

Participant ID – The unique identification number assigned to each participant by the system.

Participant Name – The name of the participant.

Sex – The gender of the participant.

*Status – Drop-down to select the current case status (active or inactive) of each participant.

*Relation to Case – Drop-down to select the case relationship (NCP, CP, child) of the participant. This is a required entry.

*Relation to Child(ren) – Drop-down to select the relationship of the participant to the child (mother, father, etc.). This is a required entry for CPs and NCPs. It is not used for a child.

Emancipation Date – The date a child ceases to be eligible for child support.

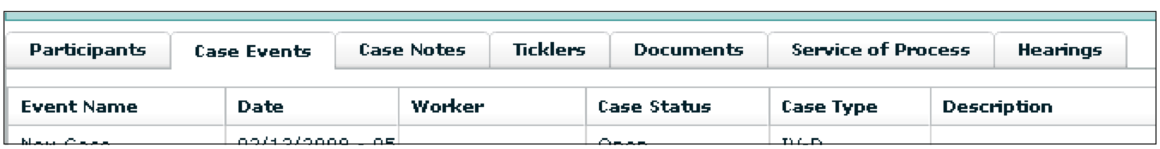
Paternity at Issue – Displays if paternity has been verified for the child.

Participant Tab Buttons

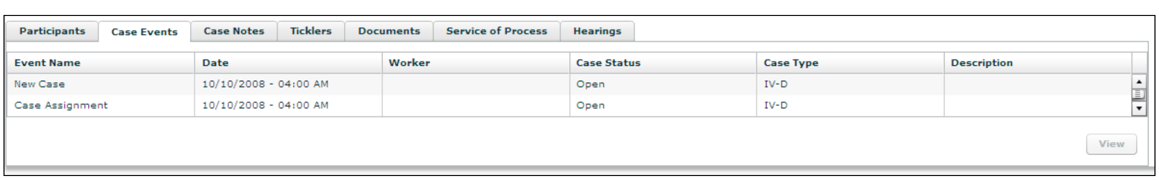
[View] – Open the Participant Demographics screen for the selected participant.

[Create] – Open the Participant Demographics screen to create a new participant.

7.2.2 Case Events Tab



This tab contains an ordered list of all case events. Summary list data includes Event Name, Date, Worker, Case Status, Case Type, and Description of the event. Case events are created by the system automatically to document the actions taken by caseworkers or by the system.



Data on case events is read only; event data cannot be changed. However, a caseworker can create a note in the Case Notes tab whenever additional information on an event should be added to the record.

The Case Events tab will provide enough information to satisfy most questions on case events. To view more technical details for an event, click on any event data item and then click the [View] button to open the Case Event Details popup.

Case Event Fields

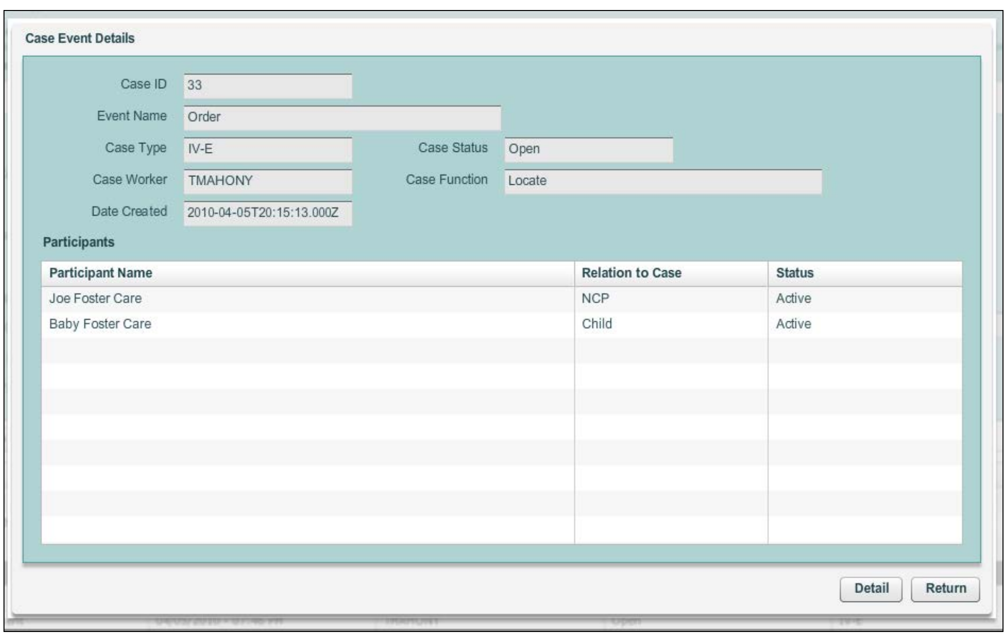
Event Name – The event name.
Date – The date the event occurred.
Worker – The worker assigned to the case at the time of the event.
Case Status –The case status at the time of the event.
Case Type – The case type at the time of the event.
Description – A description of the event.

Case Event Button

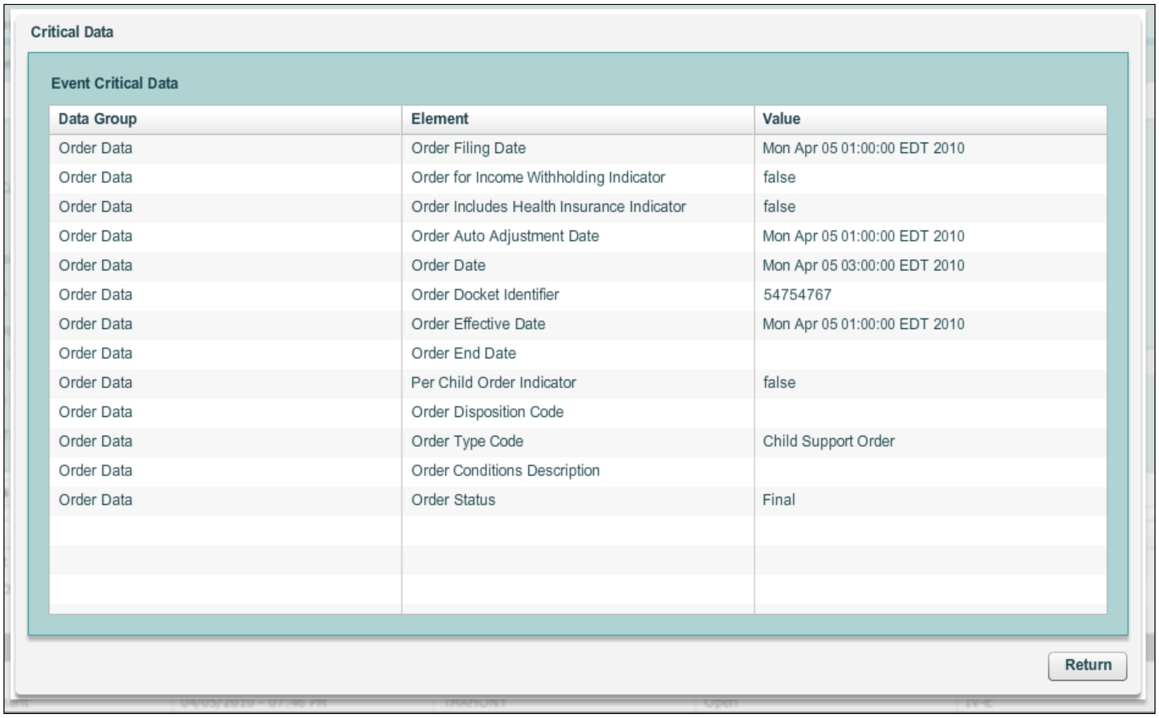
[View] – Open the Case Event Details popup for the selected event.

7.2.2.1 Case Event Details

This popup provides details of a selected case history event.   The first screen shows case status information and the participants at the time of the event.



Clicking [Detail] opens a secondary screen which shows critical data related to the event at the time of the event.



Critical Data

Event Critical Data

Data Group	Element	Value
Order Data	Order Filing Date	Mon Apr 05 01:00:00 EDT 2010
Order Data	Order for Income Withholding Indicator	false
Order Data	Order Includes Health Insurance Indicator	false
Order Data	Order Auto Adjustment Date	Mon Apr 05 01:00:00 EDT 2010
Order Data	Order Date	Mon Apr 05 03:00:00 EDT 2010
Order Data	Order Docket Identifier	54754767
Order Data	Order Effective Date	Mon Apr 05 01:00:00 EDT 2010
Order Data	Order End Date	
Order Data	Per Child Order Indicator	false
Order Data	Order Disposition Code	
Order Data	Order Type Code	Child Support Order
Order Data	Order Conditions Description	
Order Data	Order Status	Final

Return

The upper part of the screen provides the same information that was visible on the Case Events tab. Data on case events is read only; event data cannot be changed. However, a caseworker can create a note in Case Notes whenever additional information on an event should be added to the record.

Case Event Details Fields

Case ID – The event's Case ID.

Event Name – The event name.

Case Type – The case type at the time of the event.

Case Status – The case status at the time of the event.

Case Worker – The worker assigned to the case at the time of the event.

Date Created – The date of the case event.

Case Function – The case function at the time of the event.

Data Group – Data group to which a data element belongs.

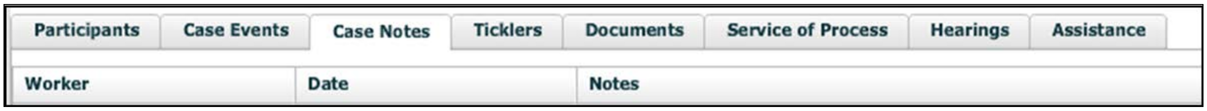
Element – Data element involved with the case event.

Value – Read only Value or setting of a data element involved in the case event.

Case Event Critical Data Button

[Return] – Close the Case Event Critical Data popup.

7.2.3 Case Notes Tab



This tab displays all the case notes that have been created on the case by any child support worker who has had access to the case over time. Any child support worker can create a Case Note, and enter any information he or she deems useful to processing and documenting the case.

Case Notes can provide a means to document specific tribal requirements or customs that are not captured on entry screens. In some cases, tribal policy may require or recommend that particular information or action on a case be documented in a particular way.

The Case Notes tab displays the date that the note was created, and the content of the note. The Case Notes list is organized by the date each note was created. The tribal child support agency or office procedures should establish a format for particular kinds of case notes, so that they are easy to locate. For example, each note that documents a telephone call might begin with the word “Telephone” or “Telecon;” a letter received from an external source might begin with “Letter from.”

Once a case note is saved, it becomes part of the case record and cannot be changed. A new note should be created to document changes or subsequent happenings.

Additional detail on the case status and the creator of the note may be viewed in the Case Notes Detail popup, by selecting the note and clicking the [View] button.

Case Note Tab Fields

Worker – The worker who created the note.

Date –The date that the note is created.

Notes –The text of the note as entered.

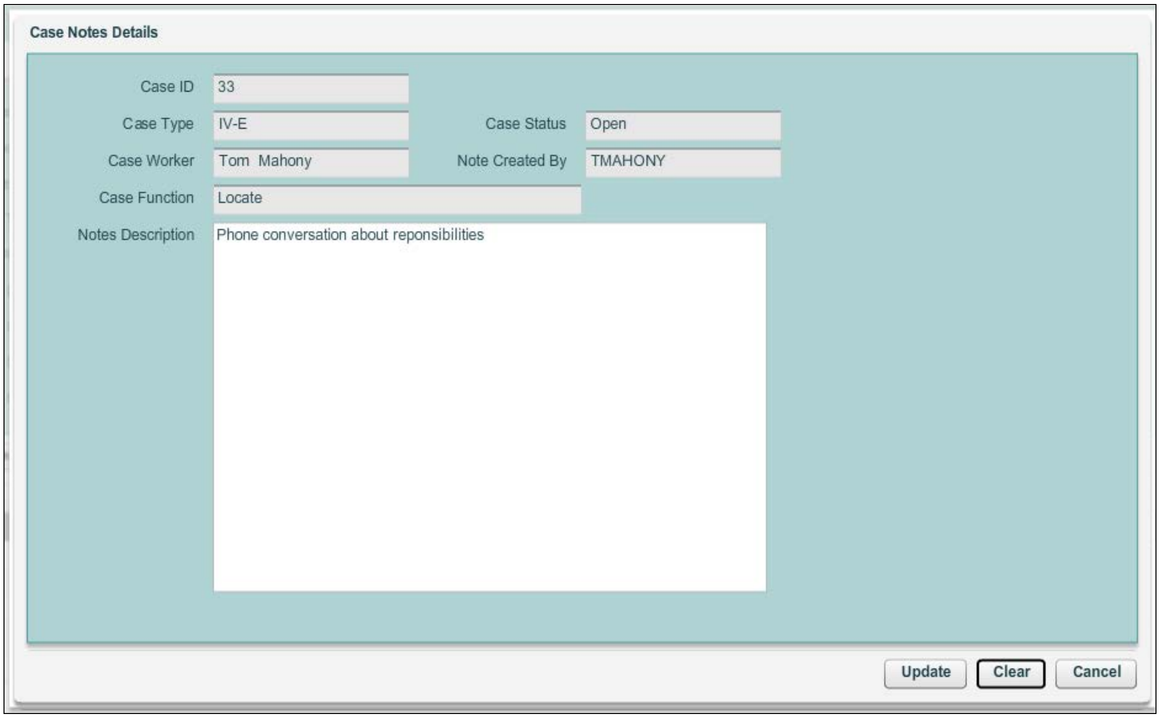
Case Notes Tab Buttons

[View] – Open the Case Notes Detail popup as read only for the selected note.

[Create] – Open the Case Notes Detail popup to enter a new case note.

7.2.3.1 Case Notes Detail

This popup displays an existing case note for read-only viewing, or can provide an empty note-space to create a new note on the selected case.



Case summary data is visible in the upper part of the screen. Case data is read only, and identifies the Case ID, the Case Type, Status, Case Worker, Note Created By, and the Case Function that the case is in at this point in time, such as Intake. This data is stored with the case note, in addition to the date and time the note is created.

7.2.3.2 View an existing case note

An existing case note can be viewed and modified by selecting [View] and making changes to the text. Once a case note is updated (saved), it becomes part of the case record. A new note should be created to document changes or subsequent happenings.

7.2.3.3 Create a case note

A new note can be created as follows.

- From the Case Notes tab, selecting the [Create] button will open the Case Notes Details popup with a blank note space.
- When adding a new note you can select the [Clear] button and it will erase all text entered so the user can start again.

Case Notes Details Fields

Case ID – The Case ID that is the subject of the note.

Case Type – The case type at the time of the note.

Case Status – The case status at the time of the note.

Case Worker – The worker assigned to the case at the time of the note.

Case Worker Name – The name of the assigned worker at the time of the note.

Case Function – The case function at the time of the note.

Notes Description – Data entry area for free form text.

Case Notes Details Buttons

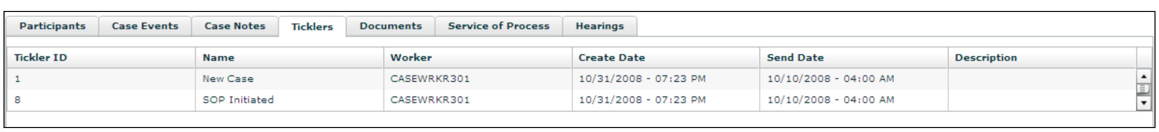
[Update] – Save the case note and close the popup.

[Clear] – Clear new note without saving.

[Cancel] – Close the popup.

7.2.4 Ticklers Tab

The Ticklers tab displays all ticklers that have been created during the case.



Tickler ID	Name	Worker	Create Date	Send Date	Description
1	New Case	CASEWRKR301	10/31/2008 - 07:23 PM	10/10/2008 - 04:00 AM	
8	SOP Initiated	CASEWRKR301	10/31/2008 - 07:23 PM	10/10/2008 - 04:00 AM	

Ticklers alert a worker when future action is necessary. Many ticklers are created by the system automatically. Other ticklers are created by caseworkers to alert themselves of the need for future action.

When a tickler is created, it becomes part of the case record. The caseworker may delete ticklers from a personal Worklist, but a record of the tickler remains as part of the permanent case file, and can be retrieved, sorted, and viewed on the Ticklers tab.

The Ticklers tab displays the Tickler number (Tickler ID), name, creator name (Worker), create date, send date, and tickler description. The entire list of ticklers can be sorted by any of the columns.

For example, clicking on Create Date sorts the ticklers into order by the date created, from oldest to newest. Clicking on Create Date again re-sorts the list into order from newest to oldest.

Clicking the Tickler ID column will re-sort the list into the original display order.

The [View] button opens a Tickler Detail popup for the selected tickler.

The [Create] button opens the Create Tickler popup to create a new tickler for the selected case.

Ticklers Tab Fields

Tickler ID – Tickler ID number assigned by the system.
Name – The tickler name.
Worker – The assigned case worker.
Create Date – The date the tickler was created.
Send Date – The date the tickler should appear on the Worklist.
Description – Description for a system-created tickler.

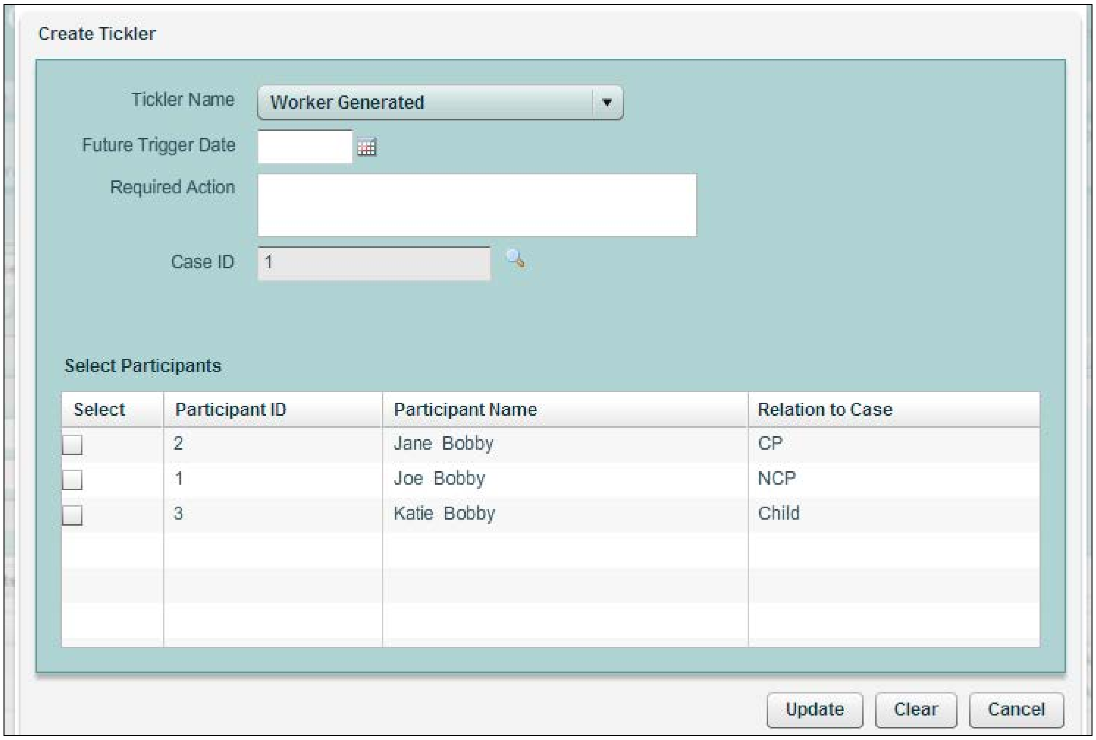
Ticklers Tab Buttons

[View] – Open the Tickler Detail popup to view the selected tickler.

[Create] – Open the Tickler Create popup.

7.2.4.1 Create Tickler

This popup allows a caseworker to create a tickler as a reminder for future action for a particular case.



A tickler must be tied to a particular case in order to be saved. When this popup is opened from [Create] on the Case Summary Ticklers tab, the Case ID and participants are for the case selected on the Case Summary.

At the top of the Create Tickler screen the Tickler Name displays as Worker Generated. At this time, this is the only type of tickler that can be created by caseworkers. The drop-down list of tickler types is included for reference or for future use.

Future Trigger Date is the date that the tickler will be sent to the Worklist. On the Case Summary Ticklers tab, this date appears in the column for *Send Date*. To set the trigger date, click the calendar icon to the right to open a calendar popup and select the date.

Required Action is a free text area for the caseworker to describe the action that should be considered or carried out at the designated time.

As noted above, a new tickler must be tied to a particular case. Case information may or may not be filled in when the popup appears, depending on where it was opened.

- When this popup is opened from the Case Summary Ticklers Tab, the Case ID and participants shown are those selected in Case Summary
- When this popup is opened from the Worklist panel, a case must be selected

To select or change to another case, click the Search icon to the right of Case ID and select a case for the new tickler. When a case is selected, the Case Number shows in the Case ID field.

A tickler may relate to the overall case, or to selected case participants.

The Select Participants panel includes a checkbox for each participant, along with read only information on Participant ID, Participant Name, and Relation to Case. Select (checkmark) each participant to be noted in the tickler.

The [Update] button saves the tickler contents and the tickler will post to the worklist for the assigned caseworker. The Case Summary screen will only show ticklers that are past due.

The [Clear] button clears the contents of the screen so a new tickler can be created.

Create Tickler Fields

*Tickler Name – Drop-down to select a tickler name. This defaults to 'Worker Generated.'

*Future Trigger Date – The date the tickler is to be sent.

*Required Action – A description of the action to be taken in response to the tickler.

*Case ID – Opens Case Search to select a case for the tickler.

Select – Checkbox. Check to select each participant to be associated with the tickler.

Participant ID – The ID of each case participant.

Participant Name – The name of each case participant.

Relation to Case – The participant's relation to the case.

Create Tickler Buttons

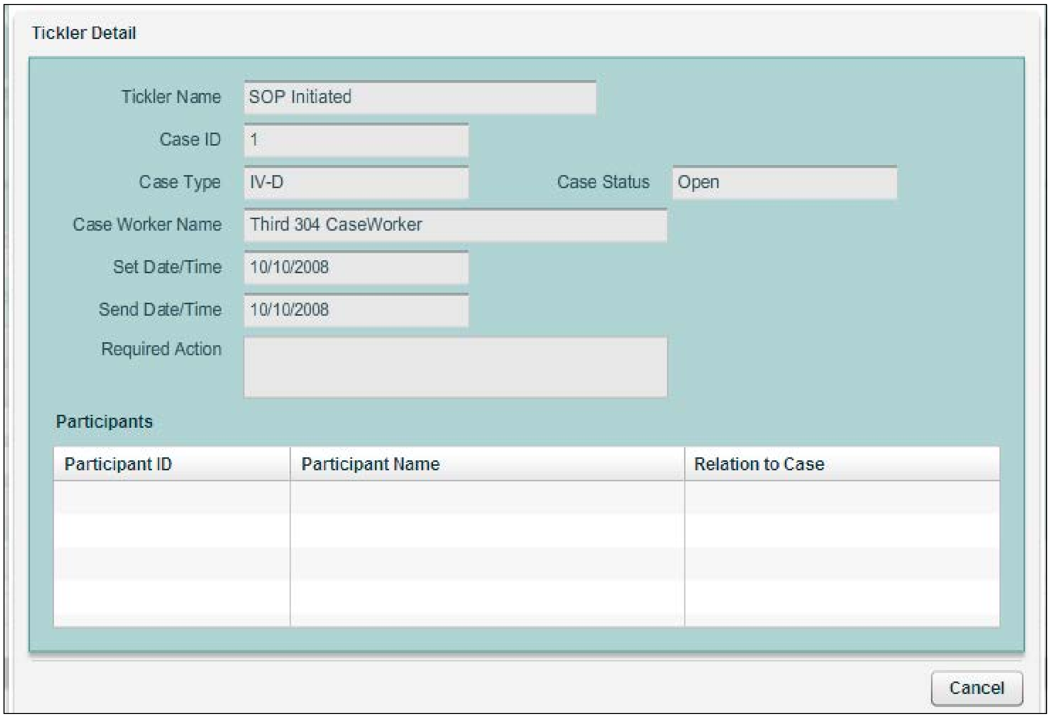
[Update] – Save the tickler.

[Clear] – Clear the information entered in the popup.

[Cancel] – Close the popup, do not create the tickler, and return to case management screen.

7.2.4.2 Tickler Detail

This popup displays the content of a selected tickler. Tickler content is read only and may not be changed.



Tickler Detail Fields

Tickler Name – The tickler name.

Case ID – The Case ID associated with the tickler.

Case Type – The type of the case associated with the tickler.

Case Status – The current status of the case.

Case Worker Name – The assigned case worker.

Set Date/Time – The date the tickler was created.

Send Date/Time – The date the tickler is to appear on Worklist.

Required Action – The action associated with the tickler participants.

Participant ID – The ID of a participant selected for the tickler.

Participant Name – The selected participant's name.

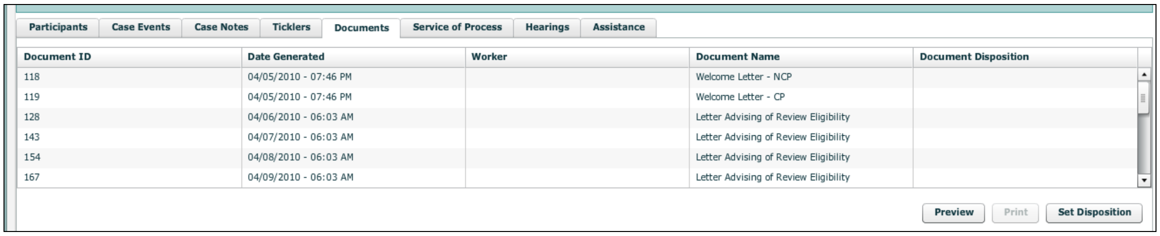
Relation to Case – The selected participant's relation to the case.

Tickler Detail Button

[Cancel] – Close the Tickler Detail popup.

7.2.5 Documents Tab

This tab presents a historical list of all documents that have been generated by the system for the selected case. The caseworker can select and reprint any case document that was previously generated by the system in Portable Document Format (PDF).



Information displayed for each document includes a list number, the date the document was created, the caseworker who created the document, and the document name. All information is read only and cannot be changed.

Documents Tab Fields

Document ID – The ID number of the document generated.
Date Generated – The date the document was generated.
Worker – The name of the worker who generated the document.
Document Name – The name of the document generated.
Document Disposition – Action taken on the document.

Documents Tab Buttons

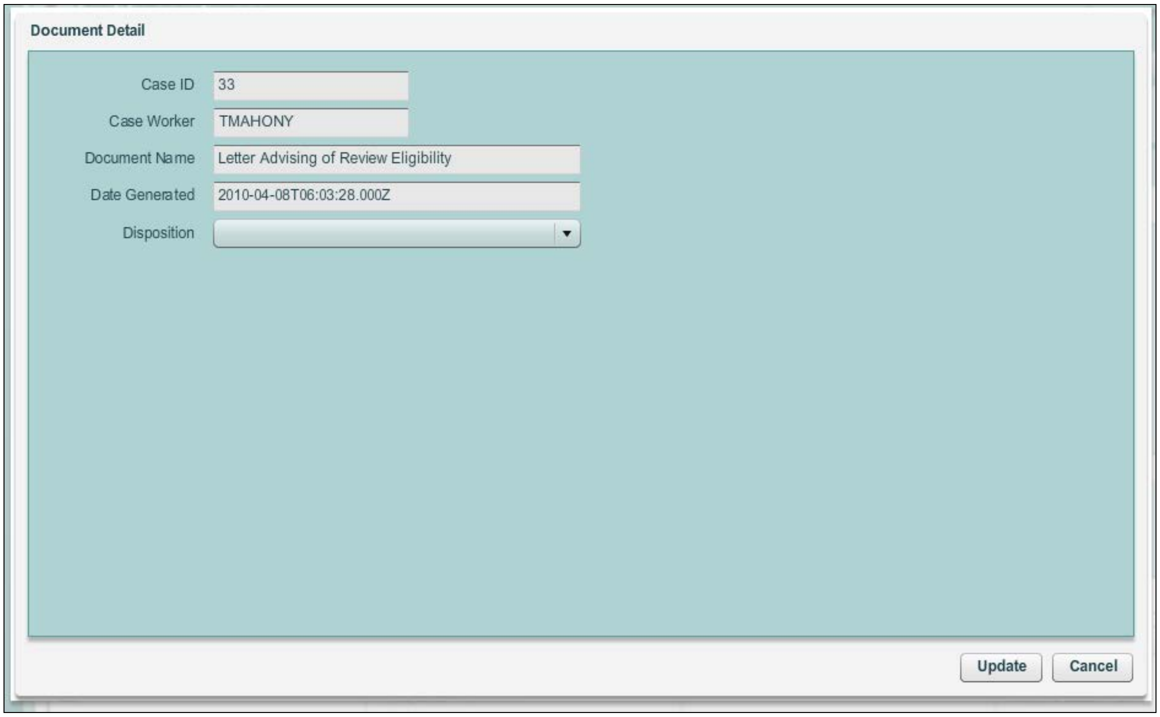
[Preview] – Open the selected document to view or print locally.

[Print] – Print the selected document on the system printer.

[Set Disposition] – Open the document detail popup to set the document disposition.

7.2.5.1 Document Detail Popup

The Document Detail popup allows the worker to set a disposition for the selected document.



Documents Detail Fields

Document ID – The ID number of the document generated.

Date Generated – The date the document was generated.

Worker – The worker who generated the document.

Document Name – The name of the document generated.

Disposition – Action taken on the document.

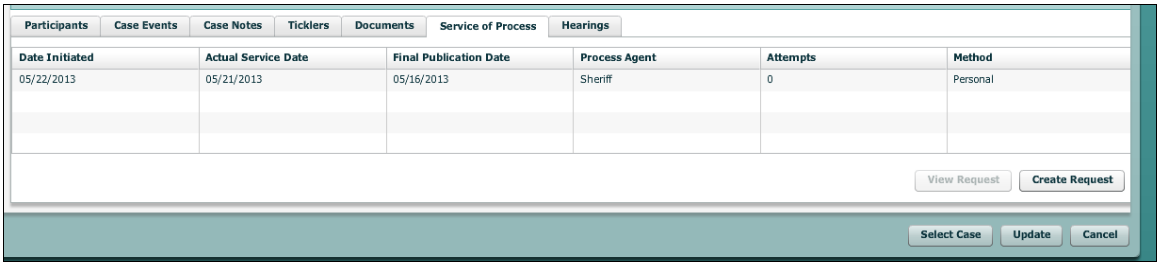
Documents Detail Buttons

[Update] – Open the selected document to view or print locally.

[Cancel] – Print the selected document on the system printer.

7.2.6 Service of Process (SOP) Tab

This tab presents a history of all SOP recorded on the system for the selected case.



Summary data includes the date the service was initiated, the actual service date given in process documents, final publication date (if any), the name of the process agent, the number of attempts that were made to serve the process, and the method used by the server.

Summary information is read only and cannot be changed on this screen. In general, Services of Process screens reflect the beginning and the end of the process.

The first step is to request a new service of process. The [Create Request] button on the Service of Process tab opens a blank Service of Process Details screen.

The second step records the results of the service of process. The [View Request] button re-opens the Service of Process Details screen with additional data entry areas to record results.

Service of Process Tab Fields

Date Initiated – The date the SOP process was started.
Actual Service Date – The date process was served.
Final Publication Date – The final publication date if SOP was by publication.
Process Agent – The name of the agent who served the documents.
Attempts – The number of attempts made to serve.
Method – The method of service.

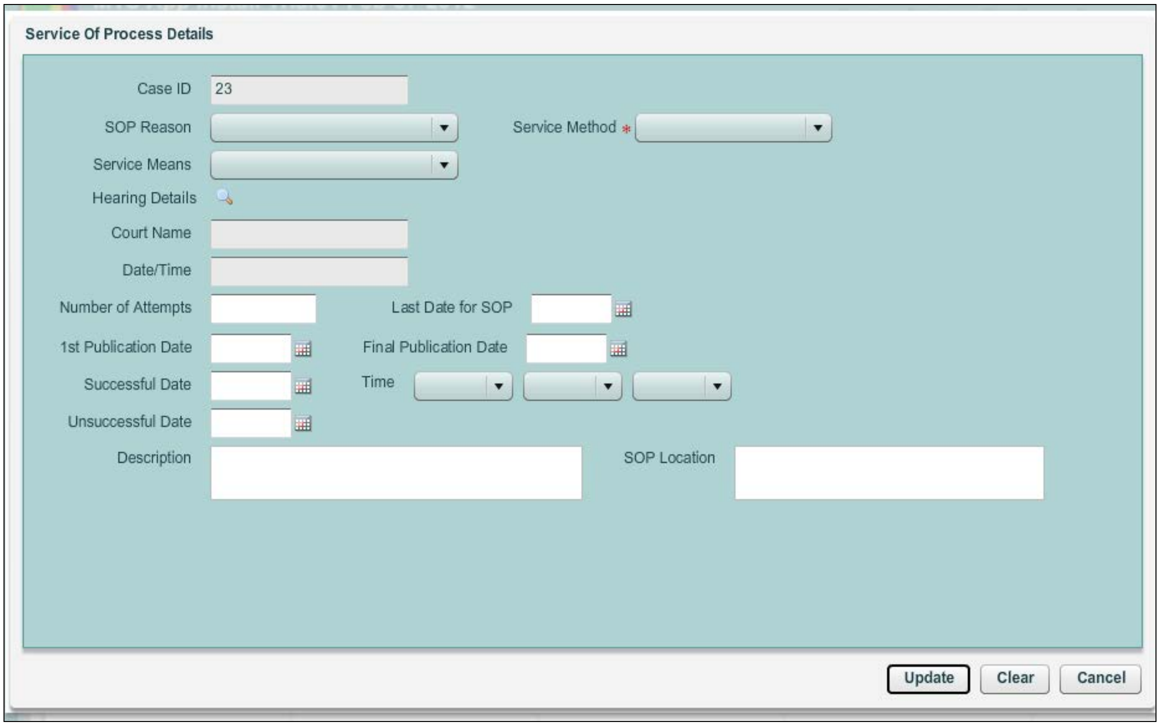
Service of Process Tab Buttons

[View Request] – View or update an existing SOP record.

[Create Request] – Create a request for SOP.

7.2.6.1 Service of Process Details – Create

The Service of Process Details screen documents a new request for service of process. The screen is reached from the [Create Request] button on Case Summary tab for SOP.



In most cases, this screen is used to set up a service of process, before it has been assigned to a server to carry out the process, or is completed in some other way, such as having the NCP pick up documents at the office.

Service of Process Detail – Create Fields

Case ID – The Details screen opens and fills in the case number from the Case Summary screen. To select a different case, return to Case Summary and select a different case.

SOP Reason – Click this drop-down to select the reason for the SOP.

Service Method – Click this drop-down to select the intended method for the SOP. This is a required field; a service method must be selected for the record to be saved.

Service Means – Click this drop-down to select the service means.

Hearing Details – Click the Search icon to open the Third Party module for court information, and select a court and hearing date/time, if any, from in the notice to be served. When selections are made in the Hearing Detail screen, information will be filled into Court Name and the Date/Time fields.

Number of Attempts – Numeric entry space. If a particular number of attempts must be made to serve the process, enter the number in this area. If the number of attempts does not need to be set, this area may be left blank.

Last Date for SOP – Click the calendar icon to select the last date on which a service should be attempted in advance of a scheduled hearing or other date specified in the notice. The number of days to leave prior to a scheduled hearing will depend on the Policies and Procedures of the Tribal Child Support Program.

1st Publication Date – If publication is part of the process for this particular service, click the calendar icon to select the first date on which the information should be published. If publication is not or will not be part of this particular SOP, leave blank.

Final Publication Date – If publication is part of the process for this particular service, click the calendar icon to select the last date on which the information should be published. If publication is not or will not be part of this particular SOP, leave blank.

Successful Date – Sometimes SOP is accomplished on an immediate basis, for example, when an NCP is present in the office and accepts service documents. When this happens, the SOP record can be created and completed at the same time. Click the calendar icon to select the date on which such service was successful.

Time – Along with a successful date for SOP, enter the time that the service was complete, using the drop-downs for Time to set the hour, minute, and AM/PM of completion.

Unsuccessful Date – This information is not usually available when a SOP record is created. However, if service has been attempted and completed unsuccessfully before the record is created, the date can be entered here. Click the calendar icon to select the date on which the SOP was considered to be unsuccessful.

Description – A blank field for the caseworker to enter notes on the SOP.

SOP Location – A blank field for the caseworker to enter the location where the SOP was served.

Case ID – The case number associated with the SOP.

SOP Reason – Drop-down to select the reason for this SOP.

***Service Method** – Drop-down to select the method for this SOP.

Service Means – Drop-down to select the intended method of service process.

Hearing Details – Opens Hearing Details to allow selection of the court and hearing time related to the SOP. Selected court and hearing date/time are returned to the Court Name and Date/Time fields.

Court Name – The court name for a selected hearing.

Date/Time – The date and time for a selected hearing.

Number of Attempts – Numeric entry area for the number of times SOP has been attempted.

Last Date for SOP – Calendar popup to set the last date of SOP.

1st Publication Date – Calendar popup to set the first date for publication.

Final Publication Date – Calendar popup to set the last date for publication.

Successful Date – Calendar popup to select the date SOP was successful.

Time – Drop-down lists to identify the hour, minute, and AM/PM on the Successful Date that service was completed.

Unsuccessful Date – Calendar popup to select the date SOP was unsuccessful.

Service of Process Details – Create Buttons

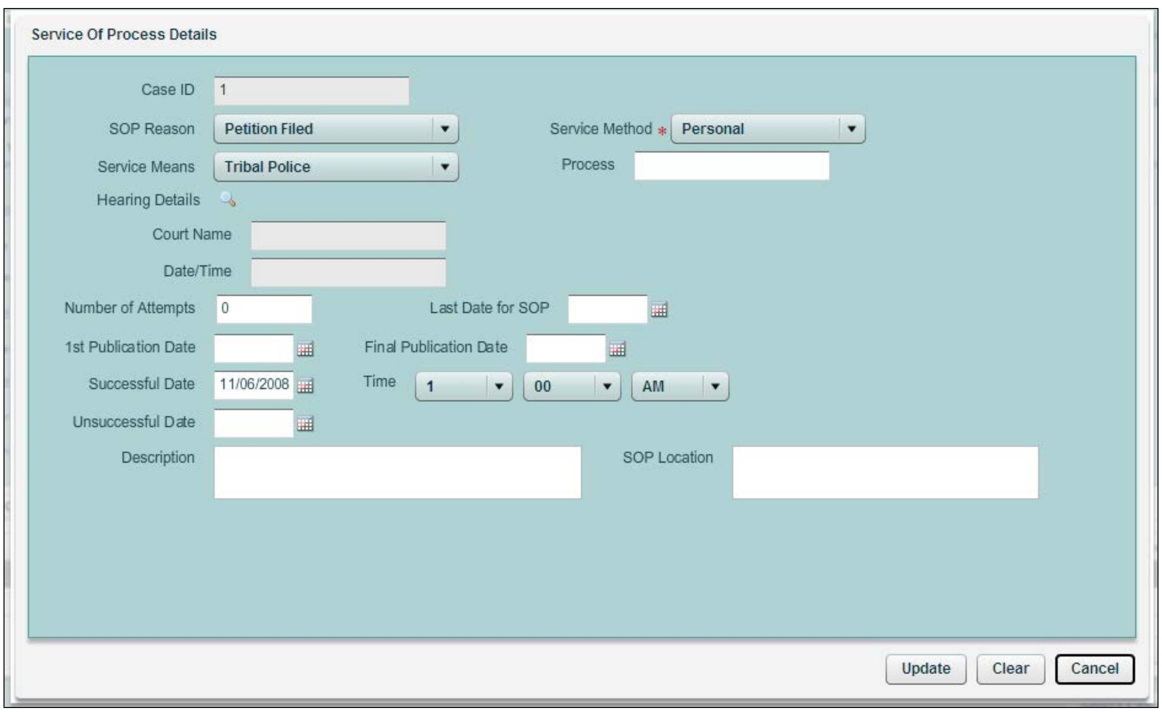
[Update] – Create the SOP record using the entered data.

[Clear] – When entering a new SOP, clears the entered data.

[Cancel] – Close and do not create a record for SOP.

7.2.6.2 Service of Process Details – View

The Service of Process Details – View screen is used to view and update existing records for service of process.



This screen opens from the [View Request] button on the Case Summary tab for SOP. The screen displays the information entered during the "Create Request" process. The case number (Case ID) is read only and cannot be changed. All other data items on the screen should be updated as necessary to document how the service of process was actually accomplished, or was unsuccessful.

Service of Process Detail –View Fields

Case ID – The Details screen opens and fills in the case number from the Case Summary screen. To select a different case, return to Case Summary and select a different case.

SOP Reason – Click this drop-down if it is necessary to update the reason for the SOP

Service Method – Click this drop-down if necessary to document the actual method for the SOP. This is a required field; a service method must be selected for the record to be saved.

Service Means – Click this drop-down if necessary to update the service means used.

Process – An open text area to enter any notes about the process that should be made part of the record. This text may be changed as needed to update the record.

Hearing Details – Click the Search icon to open the Third Party module for court information, and select a court and hearing date/time if either needs to be updated in the service of process record. When selections are made in the Third Party screens, information will be filled into Court Name and the Date/Time fields.

Number of Attempts – Numeric entry space. Enter the actual number of attempts made, as noted in service of process documents.

Last Date for SOP – To update information click the calendar icon to select the last date on which a service should be attempted in advance of a scheduled hearing or other date specified in the notice. The number of days to leave prior to a scheduled hearing will depend on the Policies and Procedures of the Tribal Child Support Program.

1st Publication Date – To update information click the calendar icon to select the first date on which the information should be published. If publication is not or will not be part of this particular service of process, leave blank.

Final Publication Date – To update information, click the calendar icon to select the last date on which the information should be published. If publication is not or will not be part of this particular service of process, leave blank.

Successful Date – Click the calendar icon to identify the actual date on which service was successful.

Time – Enter or update the time that the service was complete, using the drop-downs for time to set the hour, minute, and AM/PM of completion.

Unsuccessful Date – Click the calendar icon to select the date on which the service of process was considered to be unsuccessful.

Case ID – The case number associated with the SOP.

SOP Reason – Drop-down to select the reason for this SOP.

*Service Method – Drop-down to select the method for this SOP.

Service Means – Drop-down to select the intended SOP means.

Hearing Details – Opens the Hearing Details popup to allow selection of the court and hearing time related to the SOP. Selected court and hearing date/time are returned to the Court Name and Date/Time fields.

Court Name – The court name for a selected hearing.

Date/Time – The date and time for a selected hearing.

Number of Attempts – Numeric entry area for the number of times SOP has been attempted.

Last Date for SOP – Calendar popup to set the last date of SOP.

1st Publication Date – Calendar popup to set the first date for publication.

Final Publication Date– Calendar popup to set the last date for publication.

Successful Date – Calendar popup to select the date SOP was successful.

Time – Drop-down lists to identify the hour, minute, and AM/PM on the Successful Date that service was completed.

Unsuccessful Date – Calendar popup to select the date SOP was unsuccessful.

Description – Text entry area for a description of the service.

SOP Location – Text entry area to note the location of the service.

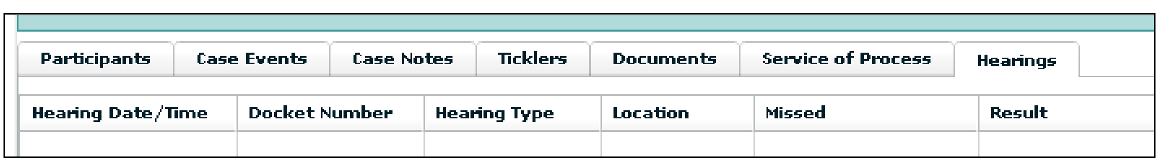
Service of Process Details –View Buttons

[Update] – Update the existing SOP record using the entered data.

[Clear] – Clear the data.

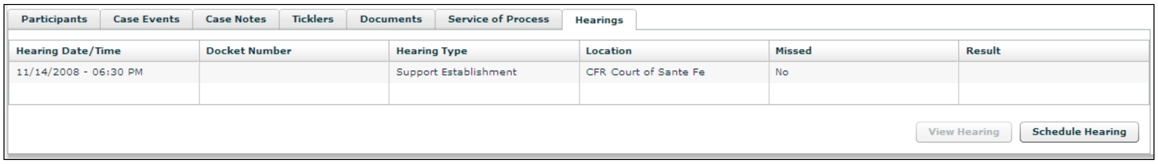
[Cancel – Close and do not update the existing SOP record.

7.2.7 Hearings Tab



The Hearings tab displays all hearings associated with the case. Use this screen to schedule a new hearing or view the details of an existing hearing.

The Hearing information listed is read only and cannot be changed on this screen. Click into a hearing line to select the hearing to view it in more detail.



Hearings Tab Fields

Hearing Date/Time – The date and time of the scheduled hearing.

Docket Number – The court docket number associated with the hearing.

Hearing Type – The type of hearing scheduled.

Hearing Location – The name of the court at which the hearing took place or is scheduled to take place.

Missed – Indicator that participant(s) missed the scheduled hearing.

Result – Hearing results or disposition.

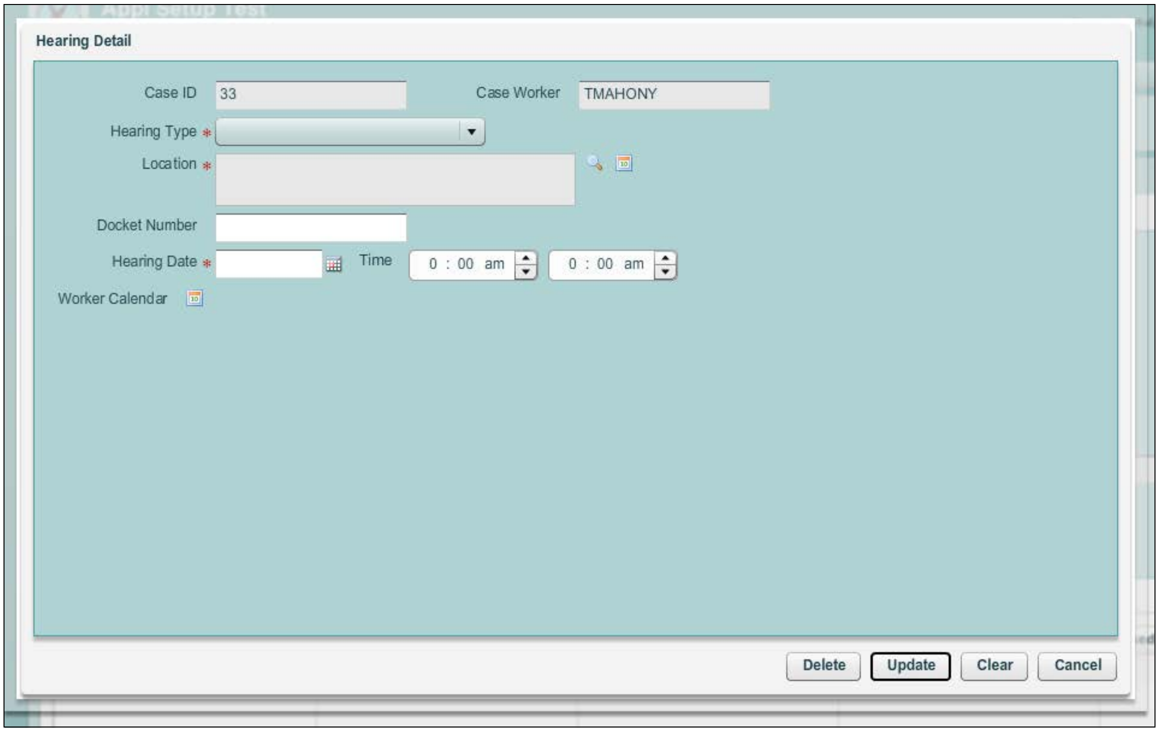
Hearings Tab Buttons

[View Hearing] – Opens the Hearing Detail – View for the highlighted hearing.

[Schedule Hearing] – Opens the Hearing Detail – Schedule to create a new hearing.

7.2.7.1 Hearing Detail – Schedule

This popup screen is reached from the [Schedule Hearing] button on the Hearings tab. It is used to schedule a new hearing for the case selected in Case Summary. To choose a new case, return to Case Summary and select another case.



This screen accesses system information on courts, hearing calendars, and worker calendar in order to schedule a new hearing for the selected case. Note that the case must be selected before opening this popup for the system to create and save the hearing record.

Hearing Detail – Schedule Fields

Case ID – The case number selected in Case Summary screen.

Case Worker – The case worker assigned to the case.

*Hearing Type – Drop-down to select the type of hearing.

*Location – Fill in data using search icon to popup Third Party court data to select for the hearing.

Docket Number – text entry area for the docket number (if any) associated with the hearing.

*Hearing Date – Fill in data using the Calendar icon to popup and select a date for the hearing.

Worker Calendar – Opens the workers calendar to schedule a hearing time.

Hearing Time – Drag the slider to select the hearing time.

Hearing Detail – Schedule Buttons

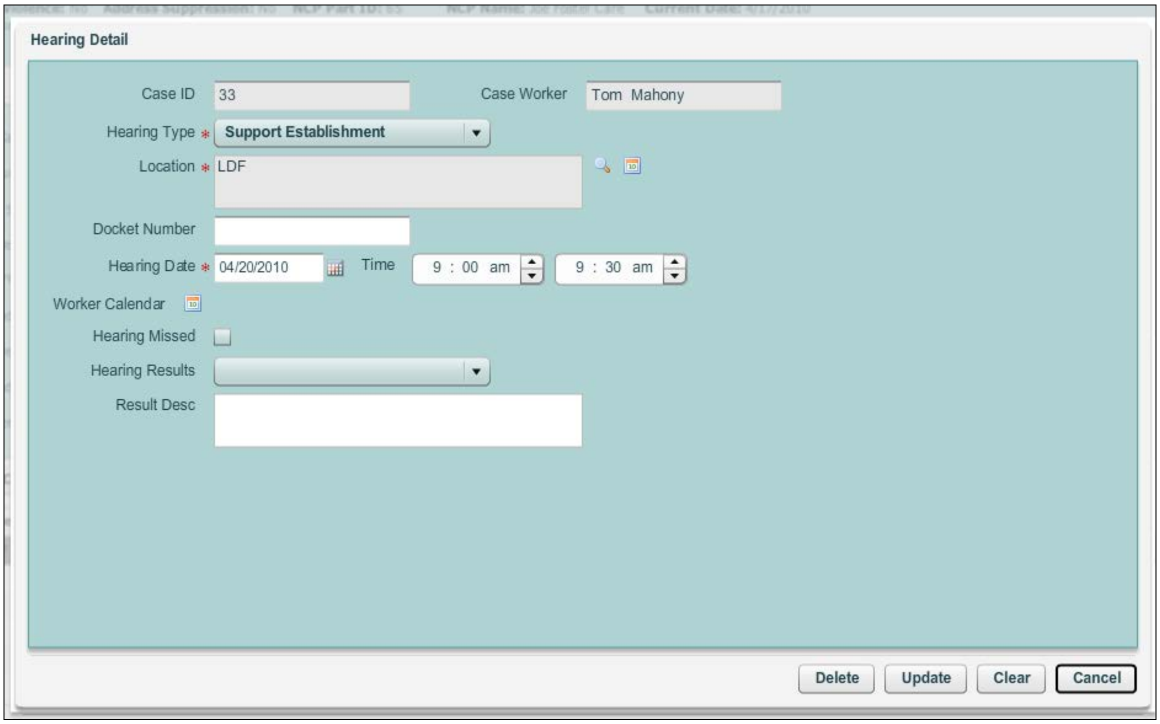
[Update] – Create the hearing record using the entered data.

[Clear] – Clear the entered data.

[Cancel] – Close and do not create the hearing record.

7.2.7.2 Hearing Detail – View

The popup screen displays hearing detail that has already been scheduled. The screen is reached by using the [View Hearing] button on the Hearings tab of Case Summary.



This upper part of this screen is very similar to the popup opened by the [Create Hearing] button. The View screen, however, has three more fields to update an existing hearing record: Hearing Missed, Hearing Results, and Result Description.

With the exception of Case ID and Case Worker data at the top of the screen, all other information can be updated or changed.

Hearing Detail – View Fields

Case ID – The case number selected in Case Summary screen.

Case Worker – Number of the case worker assigned to the case.

*Hearing Type – Drop-down list to update the type of hearing.

*Location – Update data using search icon to popup Third Party court data for the hearing.

Docket Number– Enter or update the docket number associated with the hearing.

*Hearing Date – Update data using the Calendar icon to change the date for the hearing.

Worker Calendar – Opens the workers calendar to reschedule a hearing time.

Hearing Time – A slider to update the hearing time.

Hearing Missed – A checkbox that, if checked, indicates the participant(s) missed the hearing.

Hearing Results – Drop-down to select the results of the hearing.

Result Desc – Text entry area to create a description of the hearing results.

Hearing Detail – View Buttons

[Delete] – Button deletes the current record and returns user to the Hearings tab.

[Update] – Update the hearing record using the entered data.

[Clear] – Clear the entered data.

[Cancel] – Close the hearing record without changing any existing data.

7.2.8 Assistance Tab

This tab presents a history of IV-E assistance recorded on the system for the selected case. This tab only appears for IV-E cases.

Assistance Detail – View Fields

Effective Date – The date the assistance began or will begin.

End Date – The date the assistance ended or will end.

Amount – The monthly amount of assistance.

Agency – The agency providing the assistance.

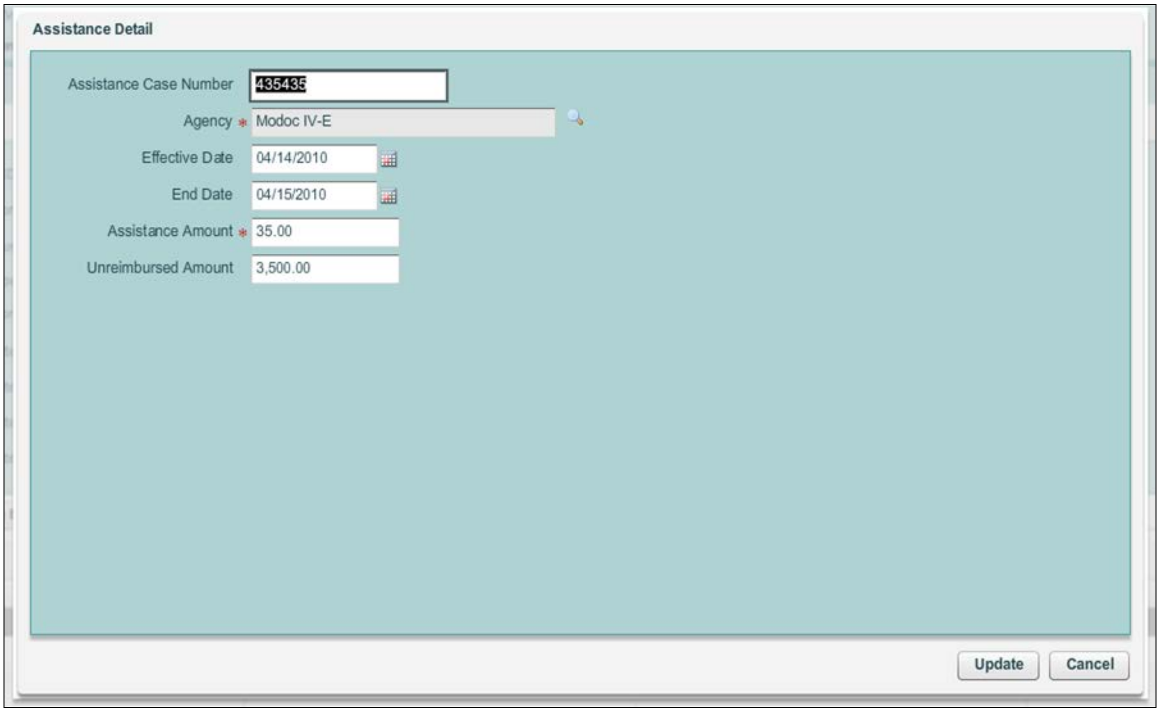
Assistance Detail – View Buttons

[View] – Open the Assistance Detail popup for a selected assistance record.

[Create] – Open the Assistance Detail popup to create a new assistance record.

7.2.8.1 Assistance Detail Popup

The Assistance Detail popup allows the user to create a new assistance record or to view an existing one.



Assistance Detail – View Fields

Assistance Case Number – Entry field to add the case number.

Effective Date – The date the assistance began or will begin.

End Date – The date the assistance ended or will end.

Unreimbursed Amount – The amount of cumulative foster care assistance provided in access of foster care grants paid out.

*Agency – The agency providing the assistance.

*Assistance Amount – The monthly amount of assistance.

Assistance Detail – Buttons

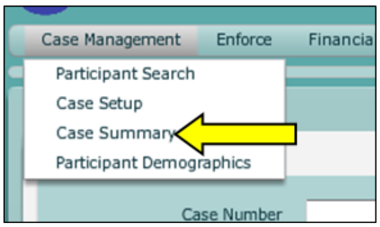
[Update] – Record changes to an existing record.

[Cancel] – Close the popup without saving any entered data.

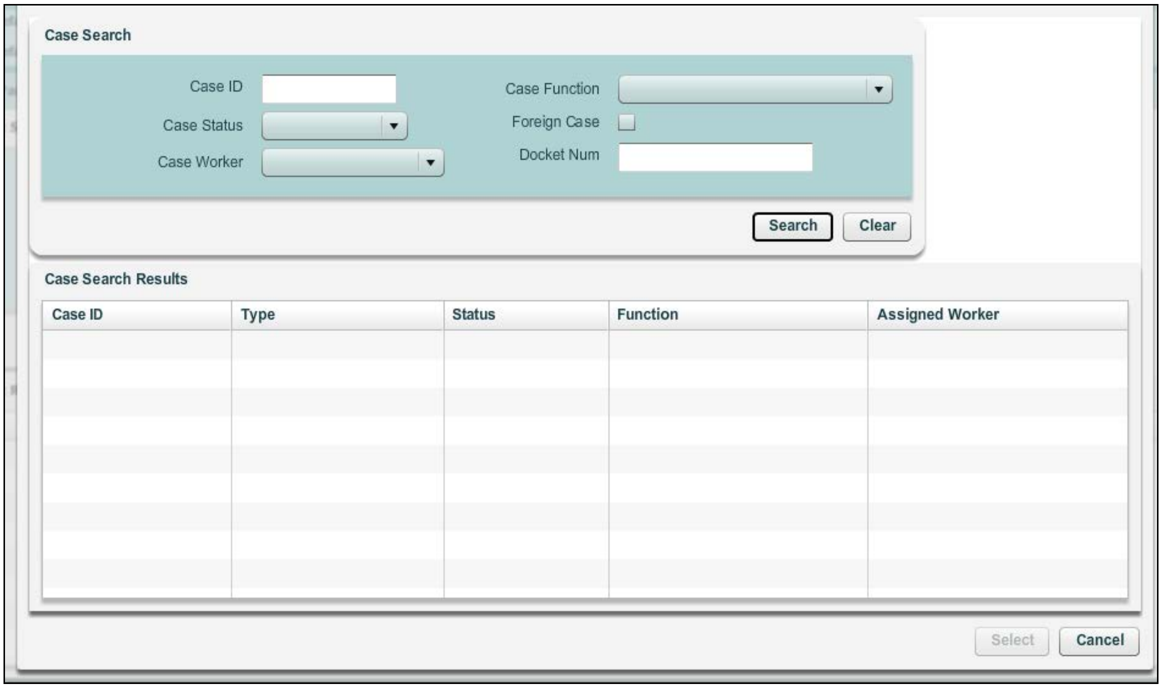
8 Case Search

This popup provides a way to find a particular case or set of cases by searching on Case ID, Case Function, Case Status, Foreign Case, or Caseworker or any combination of these elements. The search returns a list of all cases that meet the search criteria.

To get to Case Search, select Case Management on the Main Menu, and then select Case Summary from the drop-down. If no case is currently selected, the Case Search popup will open.

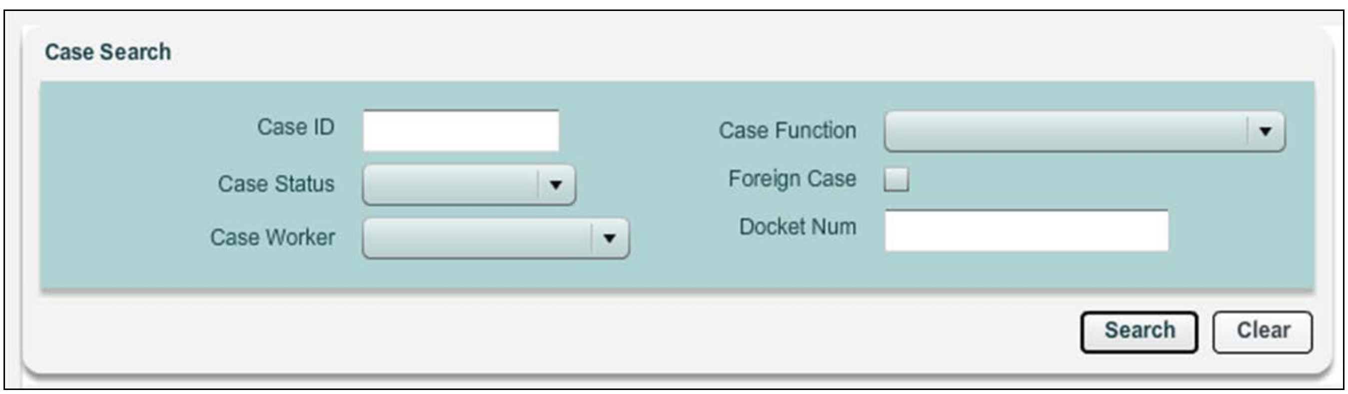


Alternatively, the [Search] menu option at the top of your screen will also open the Case Search popup.



The upper portion of the Case Search screen is a Search panel; the lower part displays Search Results. Each panel has its own control buttons.

8.1 Case Search Panel



This function can search for information in a number of ways. A search can be performed using a single Search field, such as searching for one particular case, or searching for all cases assigned to a particular caseworker.

Search criteria can also be combined to narrow a search, such as searching for all cases assigned to a particular case worker that are currently in enforcement.

Select all of the search criteria before pressing [Search] to retrieve information. The Search retrieves only the cases that meet *all* of the search criteria.

The results of the search are displayed in the lower part of the screen, on the Case Search Results panel, with a line for each case that matches all of the criteria.

Case Search Fields

Case ID – Entry field for a particular Case ID number to be searched for.

Case Function – Drop-down list to select a particular Case Function to be included in search criteria.

Case Status – Drop-down list to select a particular Case Status to be included in search criteria.

Foreign Case – If checked, causes the search to select foreign cases only for the search process.

Case Worker – Drop-down list to select cases assigned to a particular Case Worker to be included in search criteria.

Docket Number – A text field where a court docket number may be entered.

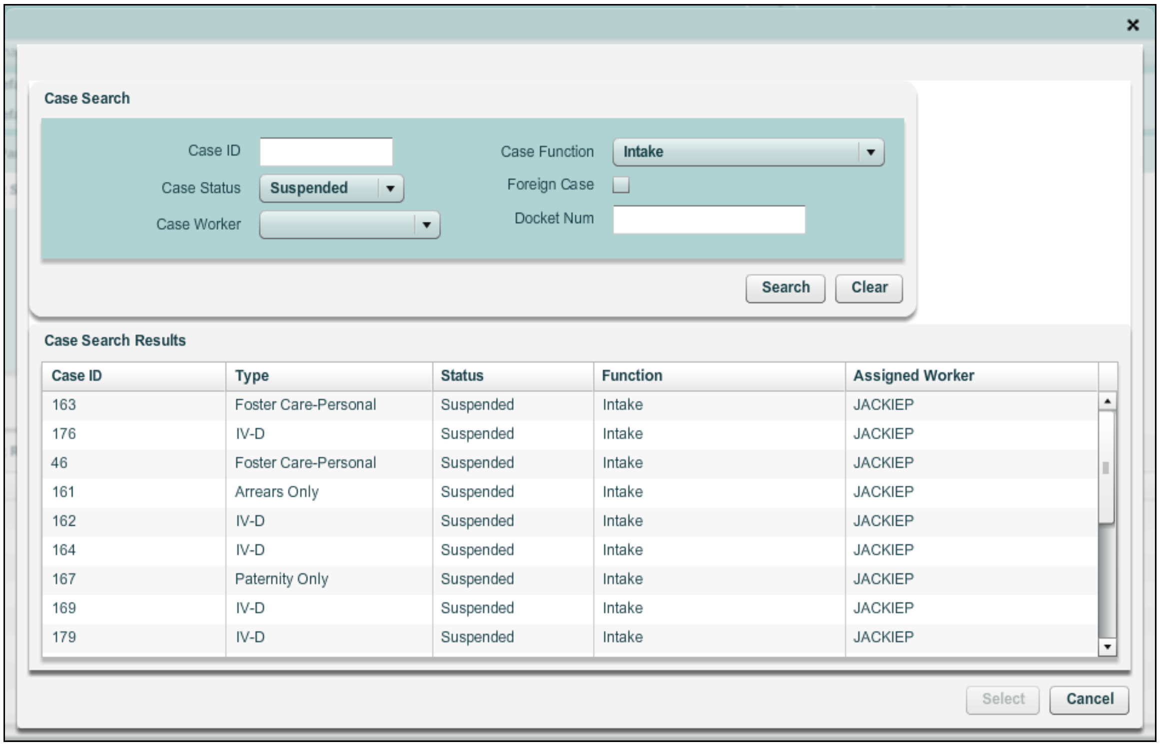
Case Search Buttons

[Search] – Search for cases that meet ALL of the entered search criteria.

[Clear] – Clear the entered search criteria and leave screen open to enter new criteria.

8.2 Case Search Results Panel

The Case Search Results panel displays one line for each case that matches all of the search criteria.



When there are too many cases to be seen at one time, a scroll bar appears on the right of the Case Search Results panel. Move through the listing by:

- Clicking the arrows at top and bottom of the scroll bar
- Click and drag the scroll bar up or down
- Depending on your computer, the keyboard controls for [Page Down], [Page Up], [↓], [↑], [Home], [End] may move through the list display. Experiment to find which keyboard controls are available to you.

Click anywhere on a Search Results line to highlight the line. The [Select] button will return information on the case to the Case Summary screen or to the screen from which the Search was called (i.e., the Search icon was clicked).

Case Search Results Fields

Case ID – The Case ID of each case meeting all search criteria.
Type – The Case Type of each case meeting all search criteria.
Status – The Case Status of each case meeting all search criteria.
Function – The Case Function of each case meeting all search criteria.
Assigned Worker – The Case Worker for each case meeting all search criteria.

Case Search Results Buttons

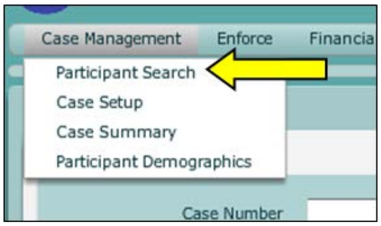
[Select] – Return information on the selected case to the Case Summary screen or to the screen from which the Search icon was opened.

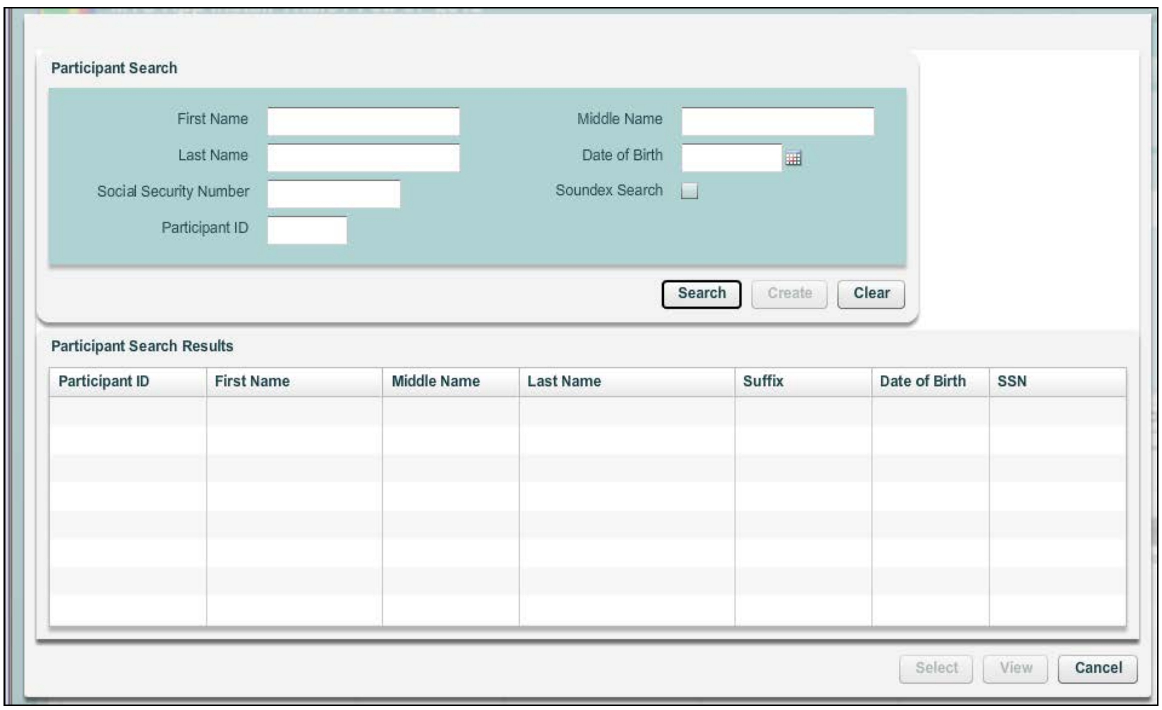
[Cancel] – Close the search popup and return to the Case Summary screen or the screen from which the Search icon was opened.

9 Participant Search

This popup provides a way to find a particular participant by searching on his or her First Name, Middle Name, Last Name, Social Security number (SSN), or Date of Birth (DOB). It also is the staring place for creating a new participant. If you search for a participant before creating a new one, you are less likely to create a duplicate participant.

To reach participant search, select [Participant Search] from the Case Management drop-down menu.

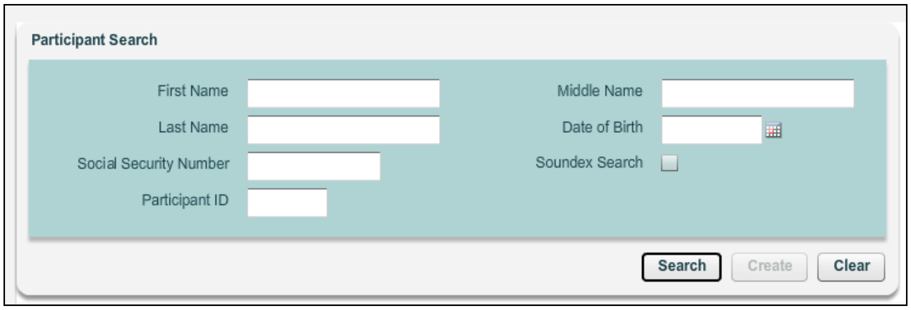




The Participant Search popup has two components, a Participant Search panel, and Participant Search Results list. Each component has its own control buttons. Before creating a new participant, the Model Tribal System will require that you conduct a search for that individual. Once the search is complete the [Create] button is enabled so you can create a new participant.

9.1 Participant Search Panel

The upper part of the screen displays the Participant Search panel.



Search for existing participants by entering one or more search criteria, such as a first name, middle name, last name, DOB, and SSN. Search will try to match partial names or SSNs, and will even look for similar names using a Soundex function.

The system will search for participants that match *all* of the search criteria.

To broaden the search, search on just one item, such as last name, or just part of the last name. Check Soundex to include alternative spellings or similar sounding names.

To narrow the results, search on more items or complete names.

Click the [Search] button to start a search for participants that match ALL of the search criteria.

Name Search – Enter all or part of a first name, middle name, or last name or any combination of the three. The search is performed starting with the initial letters of the name. Capitalization is ignored.

Example: Last Name search for "nes" will find Nesmith but not Jones.

Search for similar sounding names by selecting the "Soundex Search" checkbox prior to the search.

Example: Last Name search for "driskull" will also find "Driscoll".

DOB Search – Search for an exact match on date of birth using the format mm/dd/yyyy.

Social Security Number Search – Enter all or the first part of an SSN. Include all leading zeroes.

Example: SSN search for "17" will find 173-45-8976 but not 017-67-9087

Wild Card Search -- Enter a "%" by itself in any of the name fields with no other entries to return all participants in the system. Enter "%" as part of a name to match any string of characters in the name, such as:

Last Name search for "%on" will find Jones and Johnson

Last Name search for "ch%" will find Chapman and Chisholm

Participant Search Fields

First Name – Enter one or more letters to search all first name records for first names beginning with the letters entered. Wildcard search can be used.

Middle Name – Enter one or more letters to search all middle name records for middle names beginning with the letters entered. Wildcard search can be used.

Last Name – Enter one or more letters to search all last name records for last names beginning with the letters entered. Wildcard search can be used.

Date of Birth – Enter a full DOB to search all participant records for an exact match using the format mm/dd/yyyy

Soundex Search – Checkbox. If checked, a Soundex search will be performed for names similar to those entered in name fields.

Social Security Number – Enter one or more beginning numbers from an SSN to search all participant records for SSNs beginning with the numbers entered.

Participant Search Buttons

[Search] – Click to search for participant records matching ALL criteria entered to search fields and display results in the Results panel.

[Create] – Click to create a new participant record.

[Clear] – Click to clear all entries to search fields.

9.2 Participant Search Results Panel

This panel lists each participant that matches ALL of the search criteria.


Participant Search Results

Participant ID	First Name	Middle Name	Last Name	Suffix	Date of Birth	SSN
1	Joe		X		01/01/1975	
65	Joe	Foster	Care		01/05/1982	
68	John		Dobbs		03/01/2010	
76	Joe		Test		01/01/1980	
79	Joe		Suspense		01/01/1967	
80	Joe	No	Case		08/04/2009	

When there are too many cases to be seen at one time, a scroll bar appears on the right of the Search Results panel. Move through the listing by:

Clicking the arrows at top and bottom of the scroll bar.

Click and drag the scroll bar up or down.

Depending on your computer, the keyboard controls for [Page Down], [Page Up], [↓], [↑], [Home], [End] may move through the list display. Experiment to find out which keyboard controls are available to you.

All columns may be sorted in ascending or descending order. Column width can be reset for the current session by dragging the vertical column line to a new position.

Search results are read only and may not be changed on this display.

Click on a line to highlight the line and select that participant.

Participant Search Results Fields

Participant ID – Unique identification number for each participant.

First Name – First name of participant matching search criteria.

Middle Name – Middle name of participant matching search criteria.

Last Name – Last name of participant matching search criteria.

Suffix – Suffix associated with the name.

Date of Birth – Date of Birth of participant matching search criteria.

Social Security Number – SSN of participant matching search criteria.

Participant Search Results Panel Buttons

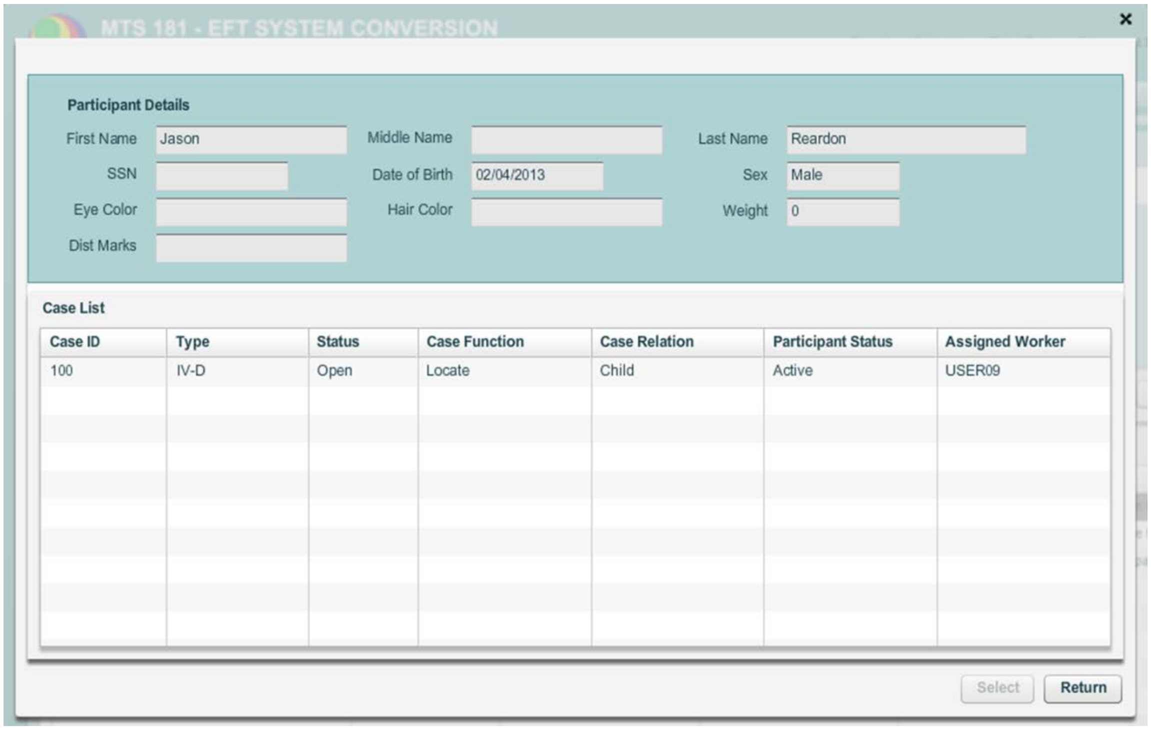
[Select] – Click to open Participant Demographics for the selected participant, or return data to the screen from which search was requested.

[View] – Click to open Participant Details for the highlighted participant.

[Cancel] – Click to close the Participant Search popup.

9.2.1 Participant Details Panel

Selected Participant Details are provided for reference and information during a participant search. The upper part of the panel displays identifying details about the selected participant. The lower part of the panel displays a list the cases of which the participant is a member. All data displayed is read only and may not be changed on this screen.



Participant Details Fields

First Name – First name of the selected participant.

Middle Name – Middle name of the selected participant.

Last Name – Last name of the selected participant.

SSN – SSN of the selected participant.

Date of Birth – Date of Birth of the selected participant.

Sex – Gender of the selected participant.

Weight – The weight in pounds of the selected participant.

Eye Color – The eye color of the selected participant.

Hair Color – The hair color of the selected participant.

Dist Marks – Identifying marks, such as tattoos, scars, or birthmarks, as listed in the participant record.

Case List Fields

Case ID –The number of each case of which the participant is a member.

Type –The type of each participant case.

Status – Current status of each participant case (open, closed, or suspended).

Process Status – Current case process activity (intake, locate, paternity, order, enforcement, or delinquency).

Case Relation – Case role of the selected participant (custodial parent, noncustodial parent, or child).

Participant Status – Indicates if the participant is active or inactive.

Assigned Worker –The case worker assigned to each participant case.

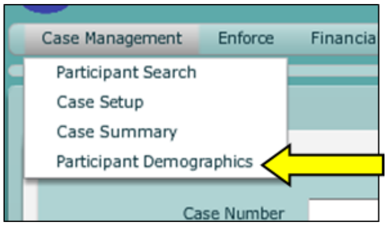
Participant Details Screen Buttons

[Return] – Click to return to the Participant Search popup.

[Select] – After first selecting a case, click to open the case in the case management screen.

10 Participant Demographics

Participant Demographics shows details about participants in child support cases.

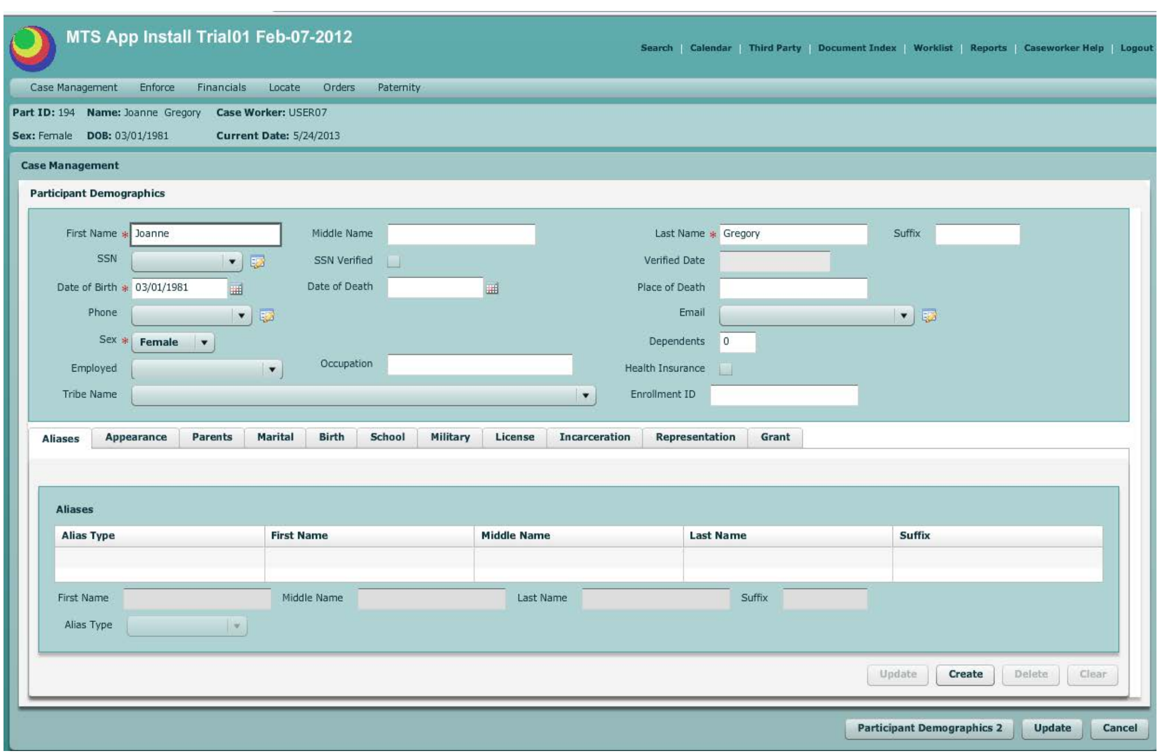


The user can open the screen several ways:

- Clicking Participant Demographics on the Case Management menu opens the Participant Search to select or create a participant. (See Section 9, on Participant Search)
- Click [Select] on a selected participant on the Participant Search Results panel to view or change Participant Demographics for the selected participant.
- Click [Create] on the Participant Search popup to open a blank Participant Demographics screen.

The Participant Demographics module has two main screens.

The first Participant Demographics screen is shown below.



The [Participant Demographics 2] button on the bottom of the screen leads to the second screen.

This section covers the fields and tabs of Participant Demographics screen 1. Participant Demographics screen 2 is covered in Section 11.

The Participant Demographics screen is divided into two areas. The upper area of the screen displays basic information on the participant. The lower area of the screen provides tab panels for additional information on participant Aliases, Appearance, Parents, Marital, Birth, School, Military, Licenses, Incarceration, Representation, and Grant data. (Additional tabs are available in Participant Demographics 2.)

Some tabs have their own control buttons for saving data, but some do not. This makes the [Update] button especially important when you are creating new participant records. [Update] saves all data entered to basic information on the upper portion of the screen, *and information entered to any tab.*

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

This will cause the Participant Demographics screen to close while database records are being created and saved, and you will have to re-select the new participant record again. However, this will ensure that all data entered to tabs is saved before you start entering data in Participant Demographics 2.

Types of Fields and Data Displays – Participant Demographics screens use several types of fields for entry and display of data

Data entry field – Offers a clear rectangle for data entry. This type of field allows direct data entry and update. Data remains visible on the display.

Drop-down list – Drops down a list of values so that one can be selected; only the selected value remains visible on the display

Checkbox – Click to check or indicate "Yes"; click again to uncheck or indicate "No"

Popup screen – Special module that allows multiple values to be entered and stored for such data as telephone numbers and email addresses. Data must be entered through the popup, not the display field. Opened from an icon next to the entry area, the popup displays the multiple data items so one can be selected for use. The selected data fills the display and remains visible.

Tab – A panel of one specific type of information, such as Aliases and Appearance. Clicking a tab header opens a screen-wide panel across the lower part of the screen. Only one tab panel at a time is visible on the display.

Participant Demographics Screen Fields

*First Name –The given name of the participant.

Middle Name – The given name of the participant.

*Last Name –The given name of the participant.

SSN – Drop-down to select a Social Security number (SSN), with popup to store additional SSNs. Selected SSN remains visible in the display.

SSN verified – Checkbox. Checkmark indicates primary SSN is verified.

Verified Date– The verification date of the primary SSN.

*Date of Birth – Calendar popup to enter the date of birth of the participant. Date of birth is required to help prevent duplicate entry of participants. If the Date of Birth is not known at the time the participant is entered, an obviously incorrect date (such as 20 years from case setup date) may be used until the correct date is known. It is recommended that the worker set a tickler to remind him/her that a temporary date has been entered. See 4.1 Create Tickler.

Date of Death – Calendar popup to enter the date of death of the participant.

Place of Death – Text entry of place of death of the participant.

Phone – Drop-down list of phone numbers, with popup to store additional phone numbers. Selected phone number remains visible in the display.

Email – Display of one email address with popup to store additional email addresses.

*Sex – Drop-down to select gender of the participant.

Dependents –The number of dependents of the participant.

Employed – Drop-down to select the employment status of the participant.

Occupation – Text entry area for the usual occupation of the participant.

Health Insurance – Checkbox. Checkmark indicates participant has health insurance.

Tribe Name – Text entry area for the name of the tribe that the participant is enrolled in or affiliated with.

Participant Demographics Screen Buttons

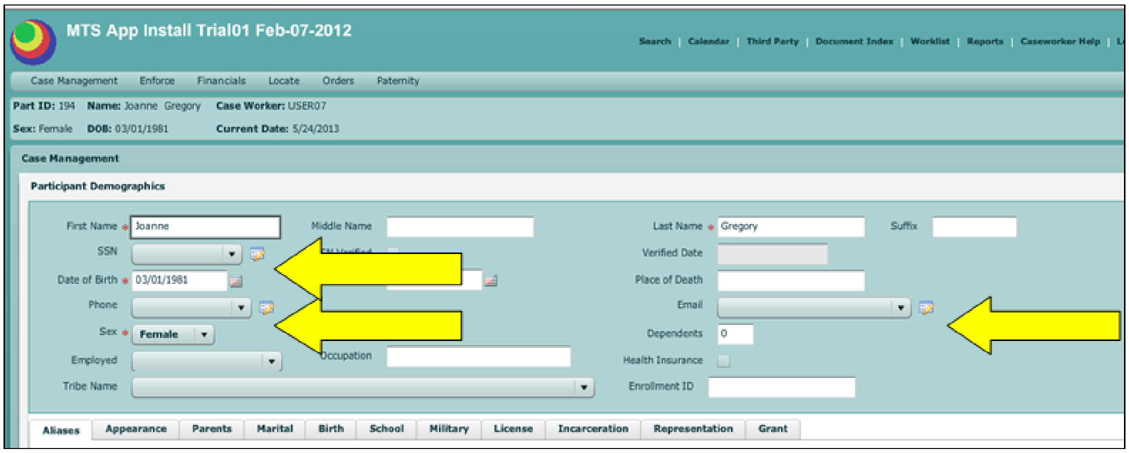
[Participant Demographics 2] – Open the Participant Demographics screen 2.

[Update] – Save the basic participant information entered and any information entered to tab panels.

[Cancel] – Close the screen without updating the entered information.

10.1 Popups

The Participant Demographics Screen includes three popups that allow entry of multiple values for phone numbers, email addresses, and SSNs. Each popup is opened by clicking the icon next to the display field.



Popups are special modules consisting of a read only display field with an icon leading to a popup for data entry and update. Data must be entered through the popup, and not through the read only display field. The popup displays the multiple data items so one can be selected for use. The selected data fills the display and remains visible.

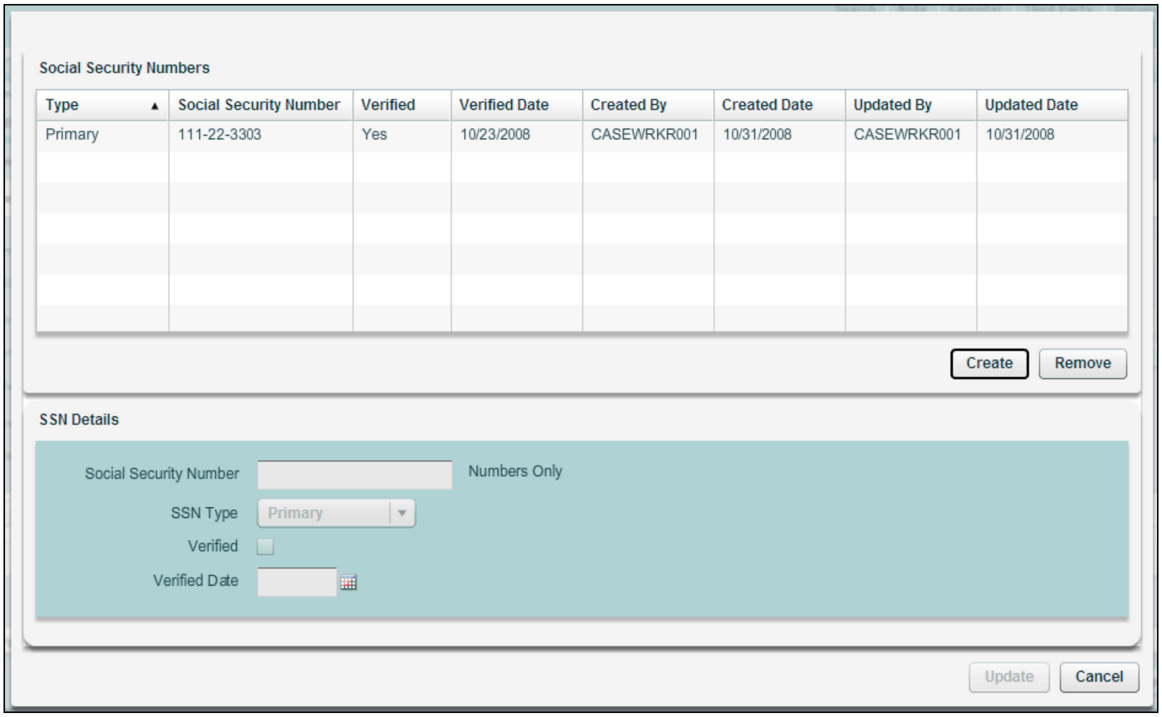
10.1.1 Social Security Numbers Popup

The SSNs popup allows entry of multiple SSNs and the date that an SSN was verified. Other SSNs become relevant if another agency has saved an incorrect number for a participant. In this case, you may not be able to change the other agency’s data, so you may need to store the ‘alternate’ number. Or, a participant may have provided incorrect SSNs to one or more employers. In either case, a case note is recommended to document the circumstances.

The upper part of the popup displays the SSNs recorded in case data. The list is read only; data must be displayed in SSN Details in order to be changed or updated.

Click anywhere on a display line to highlight and select the SSN for display in the SSN Details portion of the display the SSN.

The SSN Details entries can be changed or updated. The SSN selected in the SSN Type drop-down will remain visible on Participant Demographics screen.



Click the [Create] button to move the cursor into SSN Details panel to enter a new SSN.

Click [Remove] to delete a selected Social Security number list line.

Click the [Update] button to save changes and return to Participant Demographics.

Click [Cancel] to discard changes and return to Participant Demographics.

Social Security Number List Display Fields

Type – The type of the SSN. ‘Primary’ means it is the sole or main SSN used by the participant.
Social Security Number – The nine digit SSN used by the participant.
Verified – The SSN has been determined to be valid based on Social Security Administration (SSA) information or tribal policy.
Verified Date – The date the SSN was verified.
Created By – The caseworker who first entered the SSN.
Created Date – The date the caseworker created the SSN.
Updated By – The caseworker who last updated the SSN.
Updated Date – The date the caseworker updated the SSN.

Social Security Number List Buttons

[Create] – Click to allow entry of SSN information in the SSN Details panel.

[Remove] – Delete the selected SSN from the list.

SSN Details Panel Fields

Social Security Number – Enter the nine digit SSN using numbers only.

SSN Type – Drop-down to select the SSN type as Primary (sole or main SSN used by the participant) or a Secondary (other) number.

Verified – Check when SSN has been determined to be valid based on Social Security Administration (SSA) information or tribal policy.

Verified Date – Calendar popup to select the date the SSN was verified.

SSN Details Buttons

[Update] – Save the entered data and close the popup.

[Cancel] – Close the popup without saving entered data.

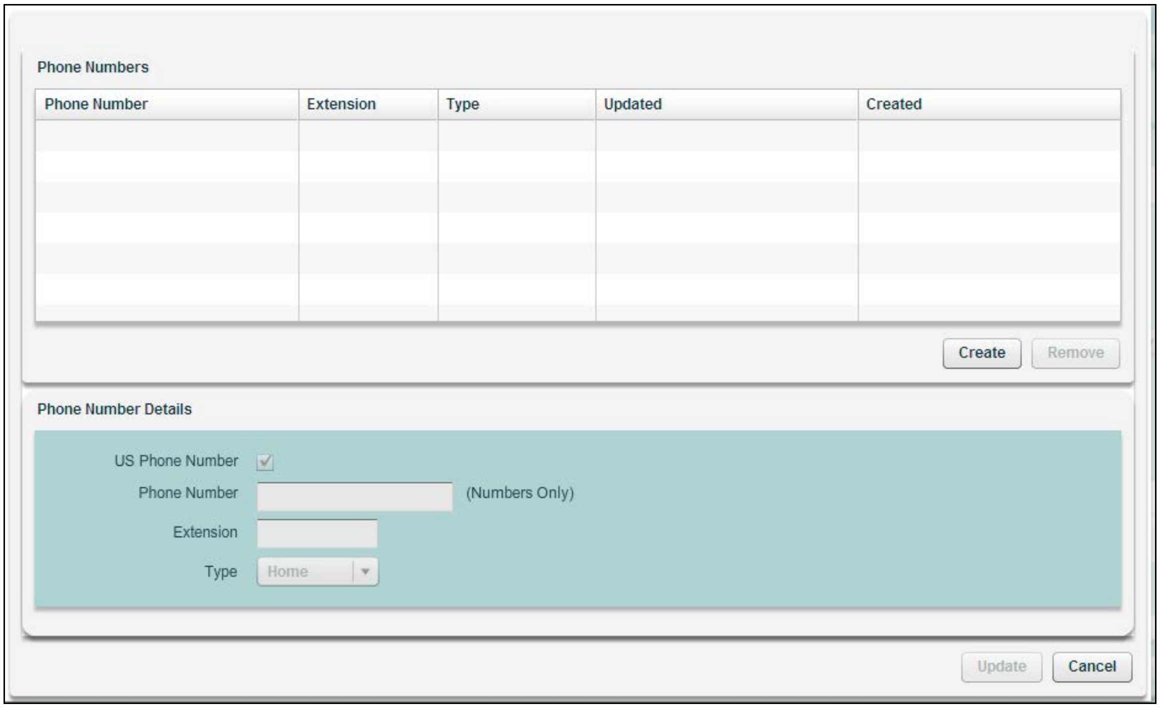
10.1.2 Phone Popup

The Phone popup allows entry of multiple phone numbers and extensions and their types.

The upper part of the popup displays the phone numbers recorded in case data. The list is read only; data must be displayed in Phone Number Details in order to be changed or updated.

Click anywhere on a display line to highlight and select the phone number to display it in the Phone Numbers Details panel.

The Phone Number Details entries can be changed or updated. The phone number designated in the phone drop-down will remain visible on Participant Demographics screen.



Phone Number List Display Fields

Phone Number – The telephone number of the participant.

Extension – Telephone extension number.

Type – The type of phone number.

Created – The date phone number data was entered.

Updated –The date the phone number was last updated.

Phone Number List Display Buttons

[Create] – Click to allow data entry in the Phone Number Details panel.

[Remove] – Deletes the selected phone number.

Phone Number Details Fields

US Phone Number – Check to indicate the phone number is a US format phone number (10 digits); used to check that the phone number entered is the correct length.

Phone Number – The telephone number of the participant.

Extension – An extension to the telephone number of the participant.

Type – Drop-down to select the type of phone number.

Phone Number Details Buttons

[Update] – Save the entered data and close the popup.

[Cancel] – Close the popup and do not store the entered data.

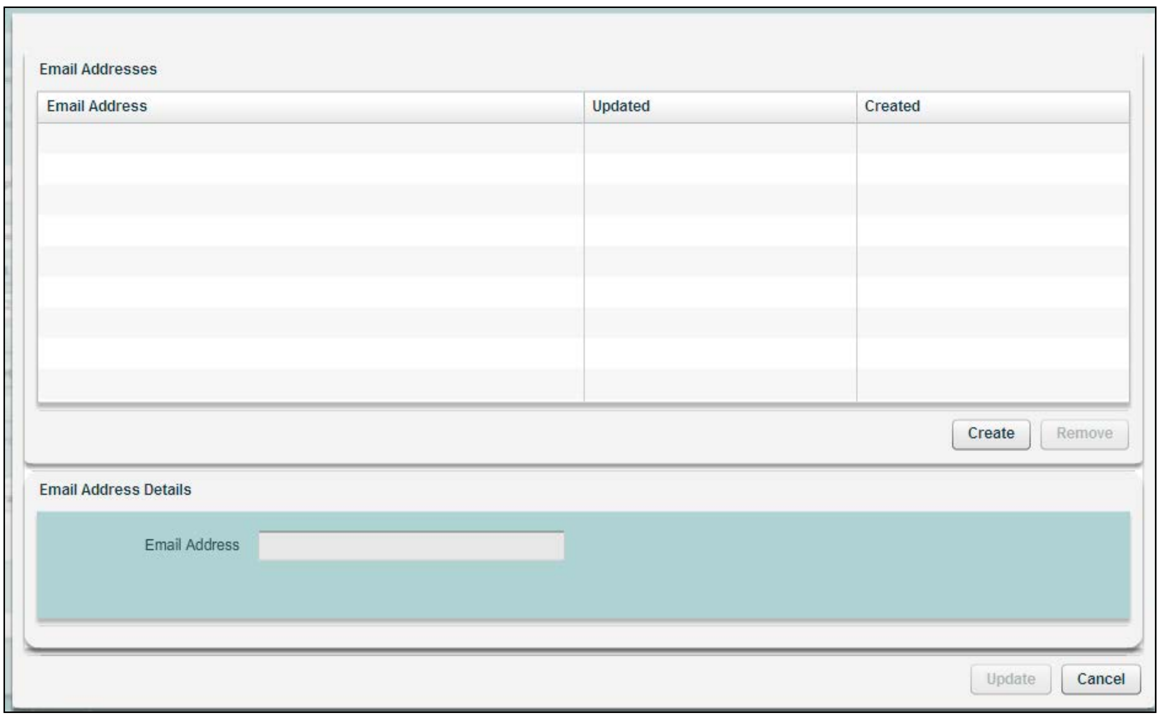
10.1.3 Email Address Popup

The Email Address popup allows entry of multiple email addresses.

The upper part of the popup displays the email addresses recorded in case data. The list is read only; data must be displayed in Email Address Details in order to be changed or updated.

Click anywhere on a display line to highlight and select the email address to display it in the Email Address Details panel.

The Email Address Details entries can be changed or updated. The email address designated in the email address drop-down will remain visible on Participant Demographics screen.



Email Popup Fields

Email – The email address of the participant.
Created – The date the email address was entered.
Updated – The date the email address was updated.

Email Popup Buttons

[Create] – Click to allow data entry in the Email Address Details panel.

[Remove] – Delete the selected email address.

Email Details Fields

Email Address – The email address of the participant.

Email Details Buttons

[Update] – Save the entered data and close the popup.

[Cancel] – Close the popup and do not store the entered data.

10.2 Aliases Tab

The Alias tab records and displays multiple alternate names for each participant, including legal aliases, maiden names, and nicknames.

The upper part of the tab displays a read only list of the existing aliases for the participant. Click to select a listed alias to display the alias data in the lower part of the tab display for entry or update.

The lower part of the tab is a panel for entry or update of alias data.

Alias List Fields

Alias Type – The type of alias, such as nickname.

First Name – The given name or equivalent of the alias.

Middle Name – The middle name or equivalent of the alias.

Last Name – The family name or equivalent of the alias.

Suffix – A suffix associated with the name.

First Name –The first or given name or equivalent of the alias.

Middle Name – The middle name or equivalent of the alias.

Last Name – The last name or equivalent of the alias.

*Alias Type – Drop-down to select the type of alias – Nickname, Tribal Name, Legal Alias, Maiden Name, etc.

Alias Tab Buttons

[Update] – Save changes to data entered to the Alias tab.

[Create] – Click to enter a new alias into Alias Details panel.

[Delete] – Remove the selected alias.

[Clear] – Clear the entered data without saving.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.3 Appearance Tab

The Appearance tab records and displays available information on participant appearance, including height, weight, distinguishing marks.

This tab has no “list” component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Appearance Tab Fields

Hair Color – Drop-down to select the color of the participant’s hair.

Eye Color – Drop-down to select the color of the participant’s eyes.

Height Feet – Numeric entry area for participant’s height in feet.

Height Inches – Numeric entry area for participant’s height in inches.

Weight Lbs – Numeric entry area for participant's weight in pounds.

Distinguishing Marks – Free text description of any distinguishing marks on the participant. Space is limited to 45 characters; put the most important item first.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.4 Parents Tab

The Parents tab records and displays available information on the parents of the participant.

Where the participant is a CP or NCP, the participant "parents" are the grandparents of a child on the case.

Where the participant is a child, the "parents" are the biological parents of the child, whether or not these are the same as the CP and NCP identified on the case.

This tab has no "list" component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Parents Tab Fields

Father's First Name – Text entry of first or given name of participant's father.

Father's Middle Name – Text entry of middle name of participant's father.

Father's Last Name – Text entry of last or family name of participant's father.

Father Deceased – Checkbox. Checkmark indicates father of participant is deceased.

Father Date Death – Calendar popup to select the date that participant's father died.

Mother's First Name – Text entry of first or given name of participant's mother.

Mother's Middle Name – Text entry of middle name of the participant's mother.

Mother's Last Name – Text entry of last or family name of participant's mother.

Mother Deceased – Checkmark indicates that the mother of the participant is deceased.

Mother Date Death – Calendar popup to select date participant's mother died.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

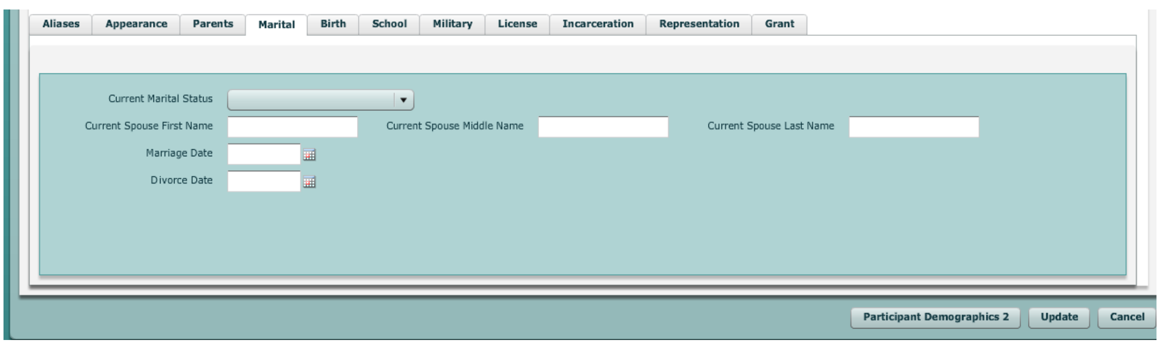
10.5 Marital Tab

The Marital tab records and displays available information on the marital status of the participant. This tab is intended for data on the CP and NCP in the case, even if they are not the biological parents of the child(ren) on the case.

(It is not intended to capture marital information on a child participant who may be married. In such cases, marital information should be documented in case notes.)

This tab has no "list" component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.



Marital Tab Fields

Current Marital Status – Drop-down to select participant marital status of married, divorced, separated, etc.

Current Spouse First Name – Text entry of first or given name of the participant's current or most recent spouse.

Current Spouse Middle Name – Text entry of middle name of the participant's current or most recent spouse.

Current Spouse Last Name – Text entry of last or family name of the participant's current or most recent spouse.

Marriage Date – Calendar popup to select the date the participant was married to spouse named on this tab.

Divorce Date – Calendar popup to select the date the participant was divorced from spouse named on this tab.

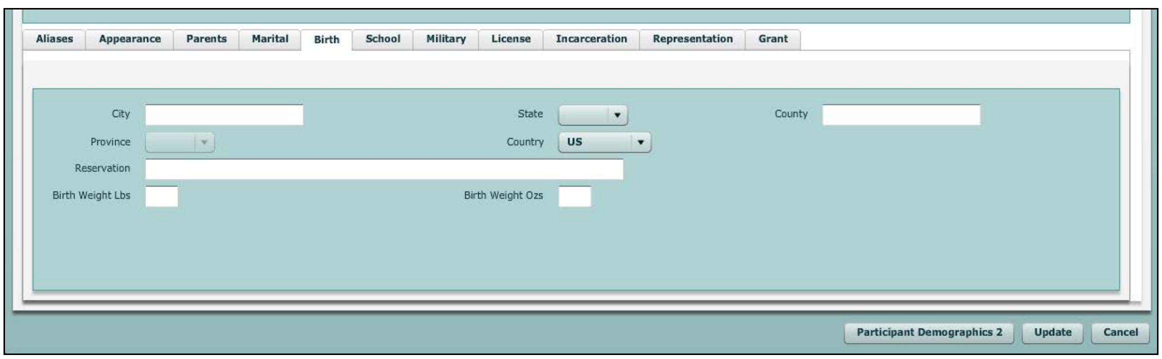
NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.6 Birth Tab

The Birth tab records and displays available details on the birth of the participant. This tab is intended to be used for a child participant.

This tab has no "list" component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.



Birth Tab Fields

City – Text entry for city where the participant was born.

County – Text entry for county where the participant was born.

State – Drop-down to select state where the participant was born.

Province – Drop-down to select province where the participant was born.

Country – Drop-down to select country where the participant was born.

Reservation – Text entry for reservation where the participant was born.

Birth Weight Lbs – Numeric entry of weight in pounds of the participant at birth.

Birth Weight Ozs– Numeric entry of weight in ounces of the participant at birth.

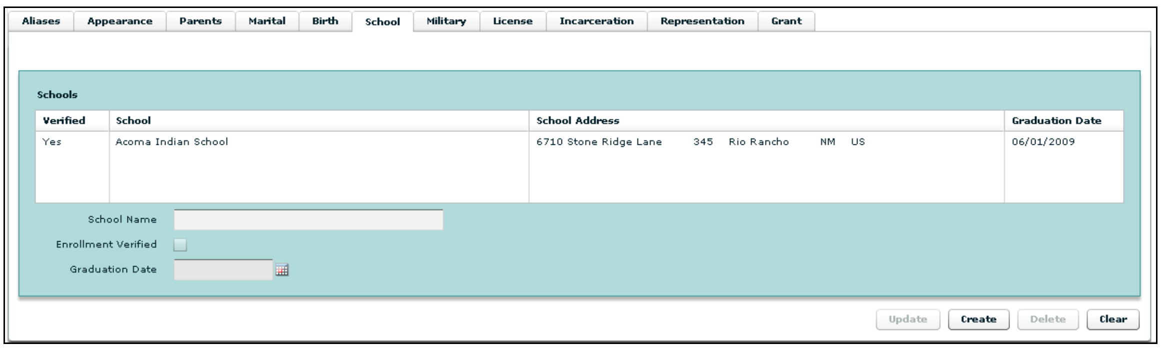
NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.7 School Tab

The School tab records and displays details on the school and school status of the participant. This tab is intended primarily to be used for a child participant. However, it may be useful for NCP participants who are actively enrolled in trade schools or college.

The upper part of the tab displays a read only list of the schools currently or recently attended by the participant. Click to highlight and select a listed school to display the school data in the lower part of the tab display for entry or update.

The lower part of the tab is a panel for entry or update of school data.



School List Fields

Verified – Yes/No indicator for verification of enrollment.

School – The name of the school in which participant is enrolled.

School Address – The address of named school.

Graduation Date – Past or future graduation date.

School Fields

*School Name – Search icon opens Third Party School popup to create, select, or change school name and address information. School selected in Third Party module displays on this tab as read only data.

Enrollment Verified – Checkbox. Checkmark indicates enrollment in the selected school has been verified.

Graduation Date – Calendar popup to select the date the participant graduated or is expected to graduate from the selected school.

School Tab Buttons

[Update] – Save changes to data entered to the School tab.

[Create] – Click to enter a new school into School Details panel using the search icon.

[Delete] – Remove the selected school.

[Clear] – Clear the entered data without saving.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.8 Military Tab

The Military tab records and displays details on the participant's military service. The tab allows entries for multiple military enlistments or commissionings. This tab is intended to be used for a CP or NCP participant.

The upper part of the tab displays a read only list of the military service for the participant. Click to highlight and select a listed service record to display the military data in the lower part of the tab display for entry or update.

The lower part of the tab is a panel for entry or update of military service data.

Military List Fields

Status – The duty status of a particular service experience – active, inactive, reserve, retired.

Branch – The service branch (Army, Navy, Marine Corps, etc) for the selected service experience.

Serial Number – The participant's military identification number during the selected service experience.

Start Date – The date the service enlistment began.

End Date – The date the service experience ended.

Military Detail Fields

*Status –Drop-down to select the duty status of a particular service experience --active, inactive, reserve, retired.

*Branch of Service – Drop-down to select the service branch of the participant, Army, Navy, Marine Corps, etc.

Serial Number – Alphanumeric entry of military identification number of the participant for the particular service experience.

Start Date – The date the service enlistment began.

End Date – The date the service enlistment ended.

Military Tab Buttons

[Update] – Save changes to data entered to the military tab.

[Create] – Click to enter a new military service into Military Details panel.

[Delete] – Remove the selected service experience.

[Clear] – Clear the entered data without saving.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.9 License Tab

The License tab records and displays details on the personal, professional, or recreational licenses issued to the participant. The tab allows entries for multiple licenses. This tab is intended to be used for an NCP participant.

The upper part of the tab displays a read only list of the licenses previously identified with the participant. Click to highlight and select a license record to display the license data in the lower part of the tab display for entry or update.

The lower part of the tab is a panel for entry or update of License Detail data.

License List Fields

Type – The type of the license – driver, business, fishing, etc.

Number – The identifying number for the license.

Status – The status of the license – current, suspended etc.

State – The state that issued the license.

License Detail Fields

*License Type – Drop-down to select the type of the selected license – driver, business, fishing, etc.

License Tribe – The tribe that issued a selected tribal license.

*License Number –The identifying number of the selected license.

License Jurisdiction – Text entry for jurisdiction (other than tribe or state) that issued the selected license.

License Status – Drop-down to select the status of the selected license – valid, suspended, expired, etc.

License State – Drop-down to select the state that issued the selected license.

Expiration Date – Calendar popup to select the date that the license will be invalid.

License Tab Buttons

[Update] – Save changes to data entered to the License tab.

[Create] – Click to enter new license data into License Details panel.

[Delete] – Remove the selected license.

[Clear] – Clear the entered data without saving.

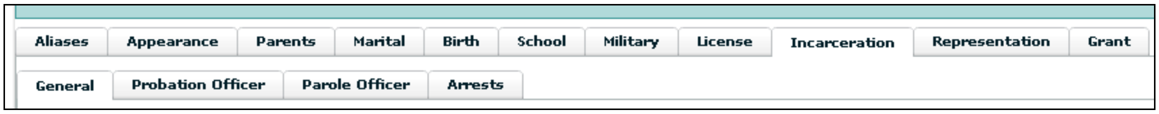
NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.10 Incarceration Tab

The Incarceration tab has four detail tabs to record and display details on the arrest, incarceration, parole, and probation of the participant. This tab is intended to be used primarily for an NCP participant.

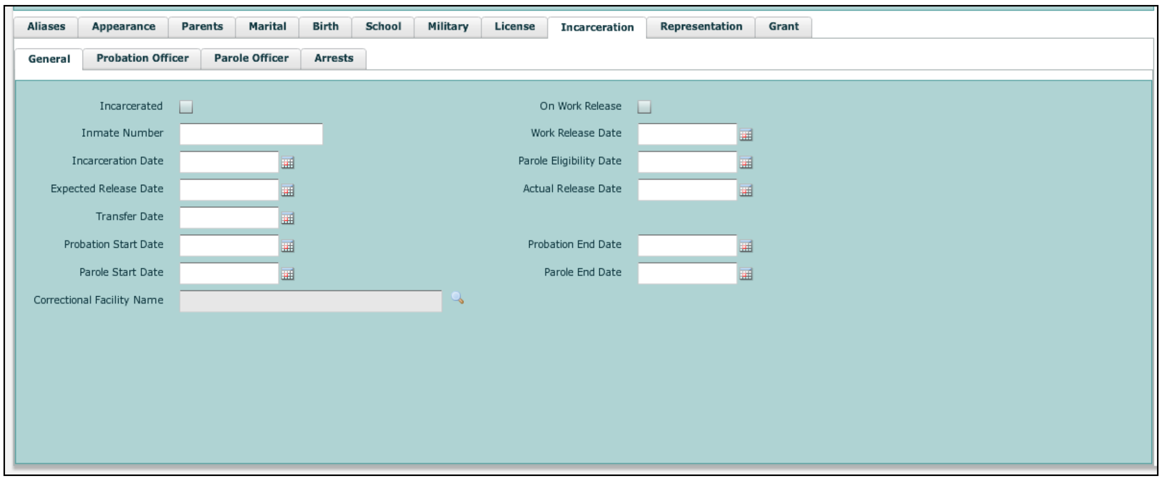
Three Incarceration sub-tabs have no "list" component: General, Probation Officer, and Parole Officer tabs provide detail panels for data entry or change. These tabs have no separate control buttons to save or update changes. Data on these tabs must be saved by using [Update] on the main Participant Demographics screen.

The Arrests sub-tab allows entries for multiple arrests.



10.10.1 General – Incarceration

The General tab for Incarceration records and displays details on a current or recent incarceration of the participant. This tab is intended to provide locate information for an NCP participant. It is not intended to document multiple incarcerations.



Data fields include one entry field, two checkboxes, ten calendar popups and a search of Third Party Correctional Facilities.

Correctional facility information can be selected or entered through the Third Party search icon and popup.

This tab has no "list" component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Incarceration General Tab Fields

Incarcerated – A checkmark indicates that the participant is incarcerated. If the participant is on work release or parole, box should NOT be checked.

On Work Release –A checkmark indicates that the participant is on work release.

Inmate Number –An identification number assigned to the participant by the institution.

Incarceration Date – Calendar popup to select date the participant was jailed.

Expected release Date – Calendar popup to select date the participant is expected to be released.

Actual release date – Calendar popup to select date the participant was actually released.

Transfer Date – Calendar popup to select date the participant was transferred to another institution.

Correctional Facility Name –Third Party Search icon opens Third Party Correctional Facility module to select or create the correctional facility.

On Work Release – A checkmark indicates that the participant is on work release.

Work Release date – Calendar popup to select the begin date of work release.

Parole Eligibility Date – Calendar popup to select the parole eligibility date.

Parole Start Date – Calendar popup to select the parole start date.

Parole End Date – Calendar popup to select the parole end date.

Probation Start Date – Calendar popup to select the probation start date.

Probation End Date – Calendar popup to select the probation end date.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.10.2 Probation Officer – Incarceration

The Probation Officer tab for Incarceration records and displays details on the current probation officer(s) to which the participant must report. It opens the Third Party Parole/Probation Officer popup.

This tab has no "list" component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Probation Officer Fields

Probation Officer – Name of the currently recorded Probation Officer(s). Click the Search icon to open the Third Party Search popup for Probation/Parole Officer to create or change officer information. Officer selected in Third Party module displays here as read only data.

Address – The address of the Probation Officer as populated from the Third Party Search.

10.10.3 Parole Officer – Incarceration

The Parole Officer tab for Incarceration records and displays details on the current probation officer(s) to which the participant must report. It opens the Third Party Parole/Probation Officer popup.

This tab has no “list” component; the tab opens ready for data entry or change.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Parole Officer Fields

Parole Officer – Name of the currently recorded Probation Officer(s). Click the Search icon to open the Third Party Search popup for Probation/Parole Officer to create or change officer information. Officer selected in Third Party module displays here as read only data.

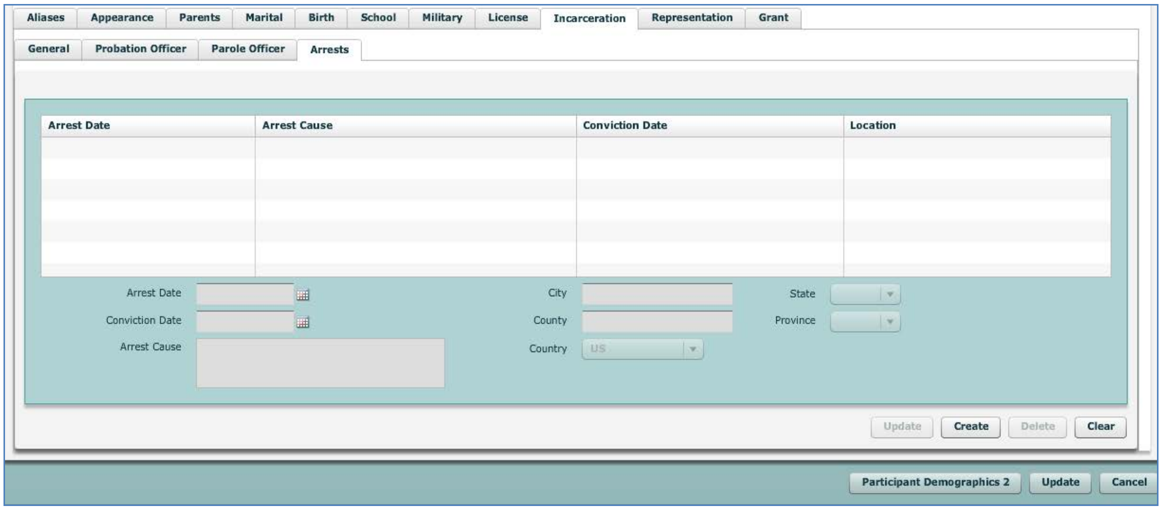
Address – The address of the Probation Officer as populated from the Third Party Search.

10.10.4 Arrests – Incarceration

The Arrests tab records and displays details on the arrests of the participant. The tab allows entries for multiple arrests. This tab is intended to be used for an NCP participant.

The upper part of the tab displays a read only list of the arrests previously identified with the participant. Click to highlight and select an arrest record to display the arrest data in the lower part of the tab display for entry or update.

The lower part of the tab is a panel for entry or update of Arrest Detail data.



Arrest History List Fields

Arrest Date –The date the participant was arrested.

Arrest Cause – The reason the participant was arrested.

Conviction Date – The date the participant was convicted.

Location – The city, state, and county in which arrest occurred.

Arrest History Detail Fields

Arrest Date – Calendar popup to select the date the participant was arrested.

Conviction Date – Calendar popup to select the date of conviction.

Arrest Cause – Text entry of reason the participant was arrested.

City – Text entry of city in which the arrest occurred.

State – Drop-down to select state in which the arrest occurred.

County – Drop-down to select county in which the arrest occurred.

Province – Drop-down to select the province in which the arrest occurred.

Country – Drop-down to select the country in which the arrest occurred.

Arrest History Buttons

[Update] – Save changes to data entered to the Arrests tab.

[Create] – Click to open a blank Arrests Details panel to enter new arrest data.

[Delete] – Remove the selected arrest record.

[Clear] – Clear the entered data without saving.

NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.11 Representation Tab

The Representation tab for Incarceration records and displays details on the current legal representation of the participant. This tab accesses the Third Party Representation popup for creating or changing legal representative records. The representative selected in the Third Party module displays as read only data on this tab. Data can be changed or updated only in the Third Party module.

This tab has no "list" component; the tab opens ready to request a Search of Third Party Representative data in order to create or update information.

This tab has no separate control buttons to save or update changes. Data on this tab is saved by using [Update] on the main Participant Demographics screen.

Representation Fields

Private Attorney Name – Click the Search Icon to open the Third Party Search popup for Representative. Selecting a Representative returns read-only data to this display.

Private Attorney Address – The address of the Representative selected from the Third Party Search.

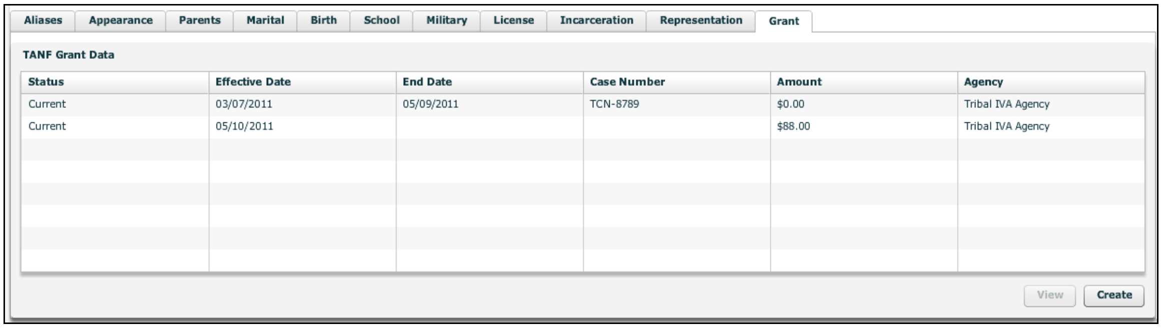
NOTE: It is strongly recommended that when you are creating a new participant record, when you finish entering data to all tabs on the main Participant Demographics screen, that you [Update] data before opening Participant Demographics 2.

10.12 Grant Tab

This tab records and displays data related to one or more TANF grants given to the participant. This tab is intended to be used primarily for a CP participant.

The Grants tab shows a list with high-level information about past and present TANF grants.

The TANF Grant Details popup opens when Create or View is selected.



Data on this panel is read only and cannot be changed on this screen.

Click a line on the “List” of TANF Grant Data to highlight and select the line.

Clicking the [View] button opens the TANF Grant Details popup with information on the selected grant.

Clicking the [Create] button opens a blank opens the TANF Grant Details popup for entering new grant information.

TANF Grant Data List

Status – Indicates if the TANF Grant is Current (participant is currently receiving TANF) or Former (participant is no longer receiving TANF).

Effective Date – The date grant payments started.

End Date – The date grant payments ended.

Case Number – The TANF case number for the grant.

Amount – The monthly amount of the grant.

Agency – The agency that awarded the grant.

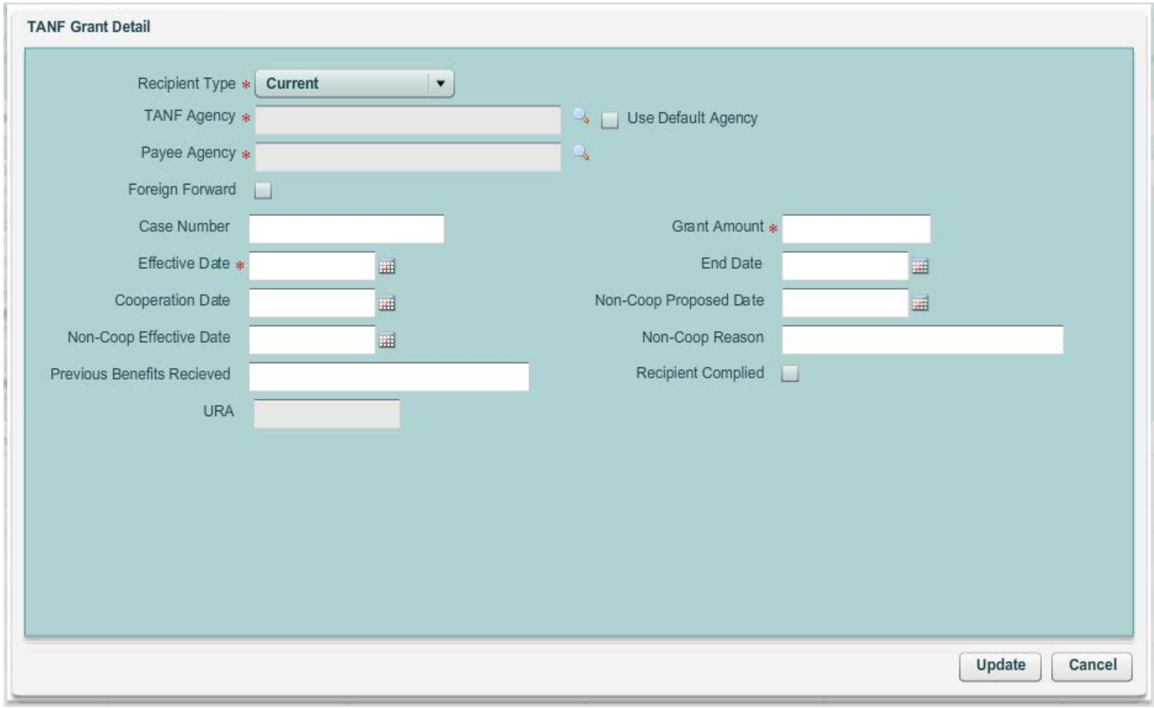
TANF Grant Data Buttons

[View] – Click to open the Grant detail to view or change the selected grant.

[Create] – Click to open blank Grant Details panel to enter new grant data.

10.12.1 Grant Detail Popup

The Grant Detail popup displays information about the selected grant in order to update the information, or displays a blank entry area to create new grant information.



The [Update] button saves changes to data entered to the Grants tab.

TANF Grant Detail Fields

*Recipient Type – Indicates if the TANF grant is Current (participant is currently receiving TANF) or Former (participant is no longer receiving TANF).

*TANF Agency – The TANF agency supplying the grant; may be filled automatically with the name of the tribal TANF agency, if the system was configured to do so at the time of system setup.

*Payee Agency – Child support enforcement or other agency that receives payments on behalf of the TANF agency; required for foreign grants.

Case Number – The TANF agency's case number for the grant or grantee.

*Grant Amount – The monthly dollar amount of the TANF grant.

*Effective Date – Calendar popup to select the date grant payments started.

End Date – Calendar popup to select the date grant payments ended.

Cooperation Date – Calendar popup to select the date the participant cooperated with the tribal child support agency.

Non-Coop Proposed Date – Calendar popup to select the date that a sanction against the participant for non-cooperation is scheduled.

Non-Coop Effective Date – Calendar popup to select the date that a sanction against the participant for non-cooperation actually took place.

Non-Coop Reason – Text entry area for the reason the participant did not cooperate with the tribal child support agency.

Previous Benefits Received – Text entry area for a description of benefits previously received.

Recipient Complied – Checkbox. Checkmark indicates that the recipient has cooperated with the tribal child support agency.

URA – the current dollar value of unreimbursed assistance.

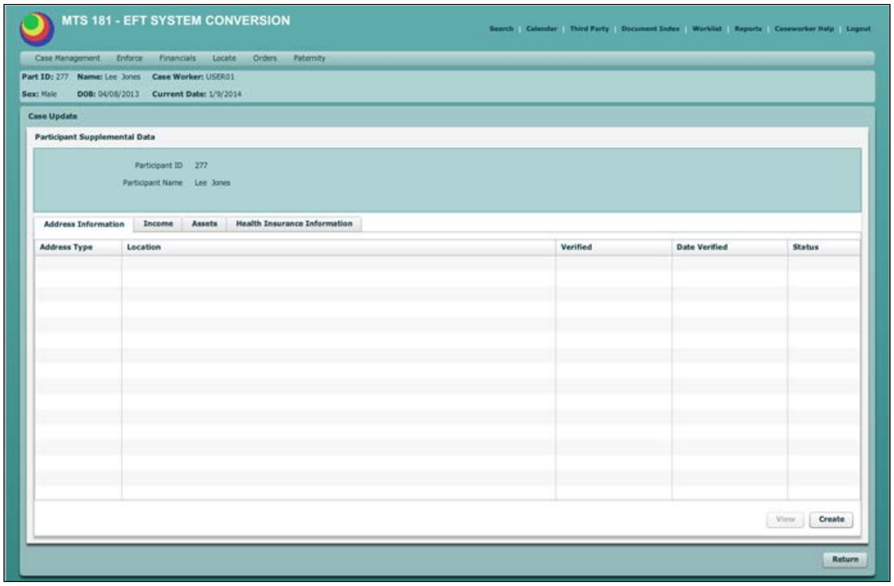
TANF Grant Detail Buttons

[Update] – Click to save changes to data entered

[Cancel] – Click to close without saving changes to the record.

11 Participant Demographics 2

The Participant Demographics 2 screen is divided into two areas. The upper area of the screen displays participant information repeated from the first Participant Demographics screen. These read only items (Participant ID, Participant Name, and Participant Role) remain visible above the tab panels.



The lower area of the screen provides tab panels for additional information on participant Address Information, Income, Assets, and Health Insurance Information.

Some tabs have their own control buttons for saving data, but some do not. This makes the [Update] button especially important when you are creating new participant records.

NOTE: It is strongly recommended that when you are creating a new participant record, *when you finish entering data to all tabs on the Participant Demographics 2 screen*, that you [Return] to the main Participant Demographics screen, and [Update] data for the entire Participant Demographics module.

Participant Demographics 2: Participant Supplemental Data Display Fields

Participant ID – The identifying number of the selected participant.

Participant Name – The first, middle, and last name of the selected participant.

Participant Demographics 2: Participant Supplemental Data Display Button

[Return] – Returns to main Participant Demographics display. If data has been created or updated, use the [Update] button on Participant Demographics screen to save data.

11.1 Address Information Tab

The Address Information tab displays a read only listing of participant address data.

Address data is read only and may not be modified on this screen.

Address Information List Fields

Address Type – The type of address – mailing or residence.

Location – Address Line 1, Address Line 2, city, and state.

Verified – Indicates if address has been verified *(Yes or No).*

Date Verified – The date that the address was verified.

Status – Indicates if address is *Active* or *Inactive.*

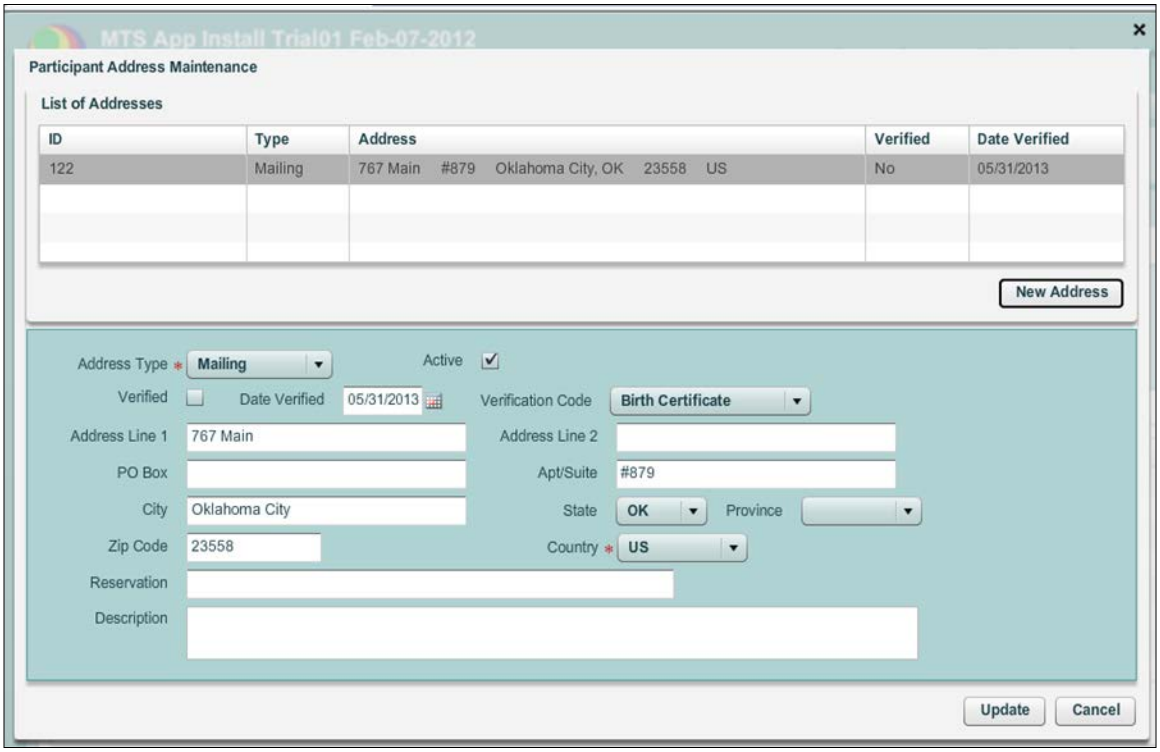
Participant Demographics 2 Tab Buttons

[View] – Opens the Address Maintenance popup to view address details.

[Create] – Opens the Address Maintenance popup to create a new address.

11.1.1 Address Maintenance

The Address Maintenance popup displays all of the addresses currently recorded for the participant. Addresses in the list display are read only.



Update an address

Click an address line to display detail for the address in the Details panel.

Details panel data can be changed or updated at any time. When changes are complete, click [Update] to save the changes and return to the Address Maintenance screen.

Create an address record

To create a new address for this participant, click [New Address] button. When changes are complete, click [Update] to save the changes and return to the Address Maintenance screen.

Address List Fields

ID – Participant identification number.

Address Type – The type of address – mailing or residence.

Address – Address Line 1, Address Line 2, city, and state of the address.

Verified – An indicator that, if checked, shows that the address is verified.

Date Verified – The date that the address was verified.

Addresses List Buttons

[New Address] – Click to open blank address fields to enter new address data.

Address Maintenance Detail Fields

*Address Type – Drop-down to select type of address – mailing or residence.

Active – Checkmark indicates that address is believed to be active.

Verified – Checkmark indicates that address has been verified.

Date Verified – Calendar popup to select the date that the address was verified.

Verification Code – Drop-down to select the source of verification.

*Address Line 1 – Text entry for building number and street.

Address Line 2 –Text entry for additional address data.

P.O. Box – Text entry for Post Office Box.

Apt/Suite – Text entry for apartment number or suite number.

*City – Text entry for city of the address.

*State – Text entry for state of the address.

*Zip Code – Text entry for zip code of the address.

*Country – Country of the address; defaults to "US" when a domestic state has been identified for the address. If Canada is selected, Province drop-down activates to select a Canadian Province.

Province – Text entry for the name of the province where the participant lives.

Reservation – Text entry for the name of the reservation on which the address being entered is located.

Description – Text entry for a reservation address that does not have a street name and number.

Address Maintenance Detail Buttons

[Update] – Updates / saves the new or changed data and closes the popup.

[Cancel] – Clears new or changed data and closes the popup without saving.

11.2 Income Tab

The Income tab lists two kinds of income data for the participant. Earned Income and Unearned Income are shown separately. All information is read only on this screen.

Highlight a line of income on either one of the lists and click [View] to open the income popup to view or update the information.

To enter a new income record for Earned Income, such as employment, click [Create] under the Earned Income list.

To enter a new income record for Unearned Income, such as Social Security, disability or investment income, click [Create] under the Unearned Income list.

Earned Income List Fields

Type – The type of employer.

Name – The name of the employer.

EIN – The federal employer identification number for the employer.

Indian Owned – "Yes" indicates that the business is Indian owned.

Amount – The earned amount in dollars and cents that participant receives from this employer.

Frequency – The interval at which the participant is paid the amount.

Status – The employment status of the participant – full time, part time, etc.

Hours per Week – Number of weekly hours participant works at this earned income source.

Verified Date – The date the employment was verified.

End Date – The last day of the employment.

Earned Income List Buttons

[View] – Opens Earned Income popup to view or update Earned Income Details.

[Create] – Opens Earned Income popup to add a new source of Earned Income

Unearned Income List Fields

Type – The type of income – dividends, gaming, gifts, disability, etc.

Claim# – An identifying number associated with this income, such as an insurance claim number.

Frequency – The interval at which the participant receives the unearned income amount.

Amount – The unearned income amount in dollars and cents.

Source Claim Pending Date – The date at which a pending claim for income may be resolved.

End Date – The last day of unearned income.

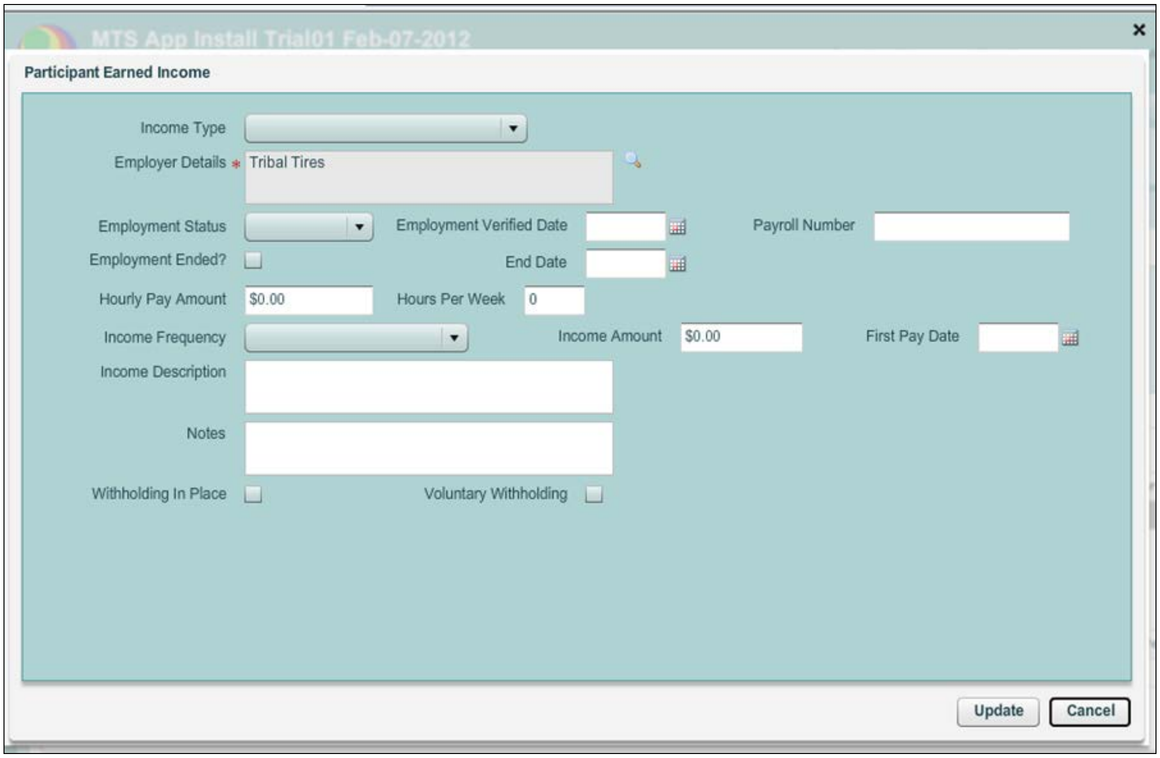
Unearned Income List Buttons

[View] – Opens Unearned Income popup to view or update Unearned Income Details.

[Create] – Opens Unearned Income popup to add a new source of Unearned Income.

11.2.1 Participant Earned Income

The Participant Earned Income popup records and displays details about income the participant is earning through wages, salary, or other earned income.



This popup accesses Third Party Employer data for creating or changing employer records. The employer selected in the Third Party module displays as read only data on this popup. Employer data can be changed or updated only in the Third Party module.

Other fields can be entered or selected directly on the popup display.

Participant Earned Income Fields

Income Type – Drop-down to select the source of income – employment, rental, capital gains, etc.

*Employer Details – Click the search icon to open Third Party Employer data. Selecting (or creating) employer data returns the name and address of the employer to this display.

Employment Status – Drop-down to select the employment status of the participant – full time, part time, etc.

Employment Verified Date – Calendar popup to select the date the employment was verified.

Payroll Number – Text entry for the number used by the employer to identify the participant in the employer payroll records.

Employment Ended? – Checkmark indicates the participant no longer works for this employer.

End Date – Calendar popup to select the last date of the employment.

Hourly Pay Amount – Entry area for the hourly amount earned by the participant in dollars and cents.

Hours Per week – Numeric entry area for number of hours the participant works each week for this employer.

*Income Frequency– Drop-down to select the interval at which the participant is paid by this employer.

*Income Amount – Entry area for income amount in dollars and cents paid for an income interval.

*First Pay Date – Calendar popup to select the first day the participant received payment from this source.

Income Description – Text entry of income description including relevant further details on this income.

Notes – Text entry for the caseworker to enter comments.

Withholding in Place – Checkmark indicates that income withholding is in place for this employer.

Voluntary Withholding – Checkmark indicates that income withholding in place for this employer is voluntary on the part of the participant.

Participant Earned Income Buttons

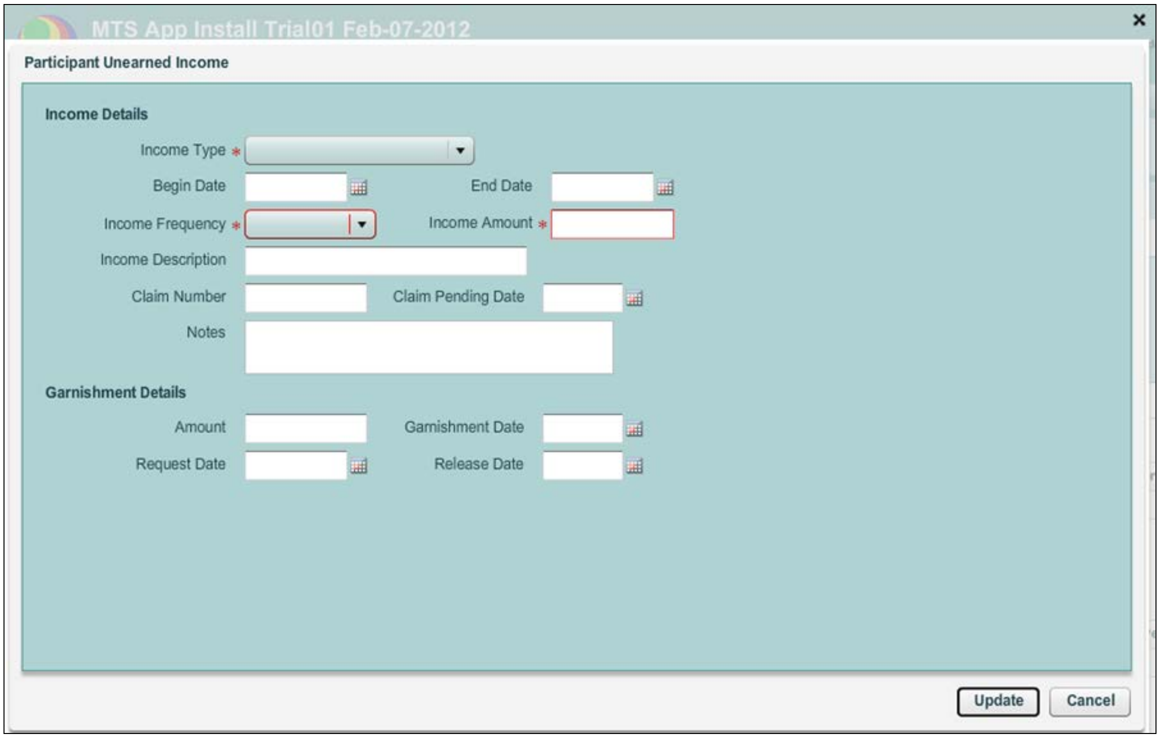
[Update] – Save the entered data.

[Cancel] – Close screen and do not save the entered data.

11.2.2 Participant Unearned Income

The Participant Earned Income popup records and displays details about income the participant is receiving from sources such as dividends, gifts, disability payments, gaming.

This popup includes separate areas to record details on Income and Garnishments.



Participant Unearned Income Fields

Income Details

*Income Type – Drop-down to select the type of income received on an unearned basis – dividends, gaming, gifts, disability, etc.

Begin Date – Calendar popup to select the first day the participant received payment from this source.

*Income Frequency – Drop-down to select the interval at which the participant receives the amount.

*Income Amount – Entry of amount in dollars and cents received by the participant from this source at each interval.

Income Description – Text entry for description with any relevant further details on this income.

Claim Number – Text entry for any identifying number associated with this income, such as an insurance claim number.

Claim Pending Date – Calendar popup to select the date at which a pending claim for income may be resolved.

Garnishment Details

Amount – Entry area for amount of garnishment in dollars and cents.

Garnishment Date – Calendar popup to select the date at which the income was garnished.

Request Date – Calendar popup to select the date at which garnishment was requested.

Release Date – Calendar popup to select the date at which garnishment was released.

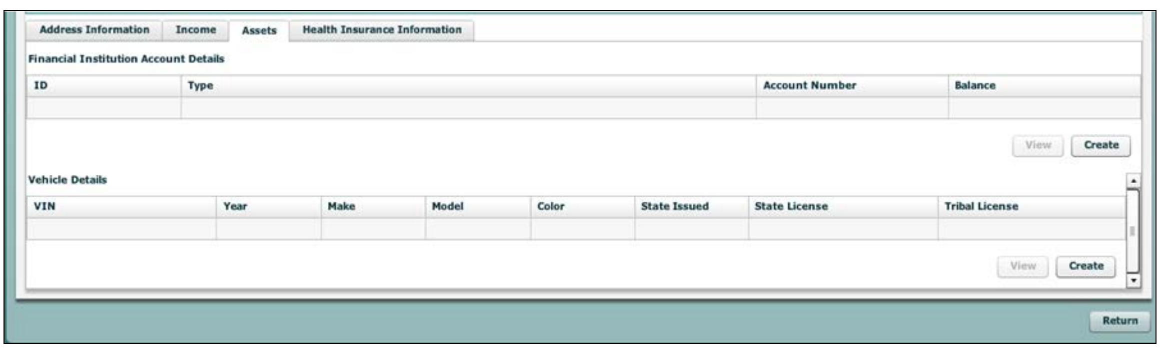
Participant Unearned Income Buttons

[Update] – Save the entered data.

[Cancel] – Close popup and do not save the entered data.

11.3 Assets Tab

The Assets tab contains a summary listing of two kinds of assets for the participant: Financial Institution Accounts and Vehicles. This tab is primarily for a noncustodial parent participant. All information on this display is read only.



Highlight a list line on the Financial Institution Account list or on the Vehicles list and click the [View] button below the list to open a popup for viewing or updating the asset record.

To create a new record of a Financial Account asset, click the [Create] button under the Financial Institution list to open a blank popup for entry.

To create a new record of a Vehicle asset, click the [Create] button under the Vehicle list to open a blank popup for entry.

Financial Institution Account Details Fields

ID – Routing number of the bank.
Type – The type of bank account – saving, checking, etc.
Account Number – The identifying number of the bank account.
Balance – The amount of money in the account.

Financial Institution Account Details Buttons

[View] – Open the Financial Institution tab to view or update bank account information for the selected account.

[Create] – Open the Financial Institution tab to enter bank account information.

Vehicle Details Fields

VIN – The Vehicle Information Number of the vehicle.
Year – The model year of the vehicle.
Make – The make of the vehicle.
Model – The model of the vehicle.
Color – The color of the vehicle.
State Issued – The state that issued the license of the vehicle.
State License – The number of the state license of the vehicle.
Tribal License – The number of the tribal license of the vehicle.

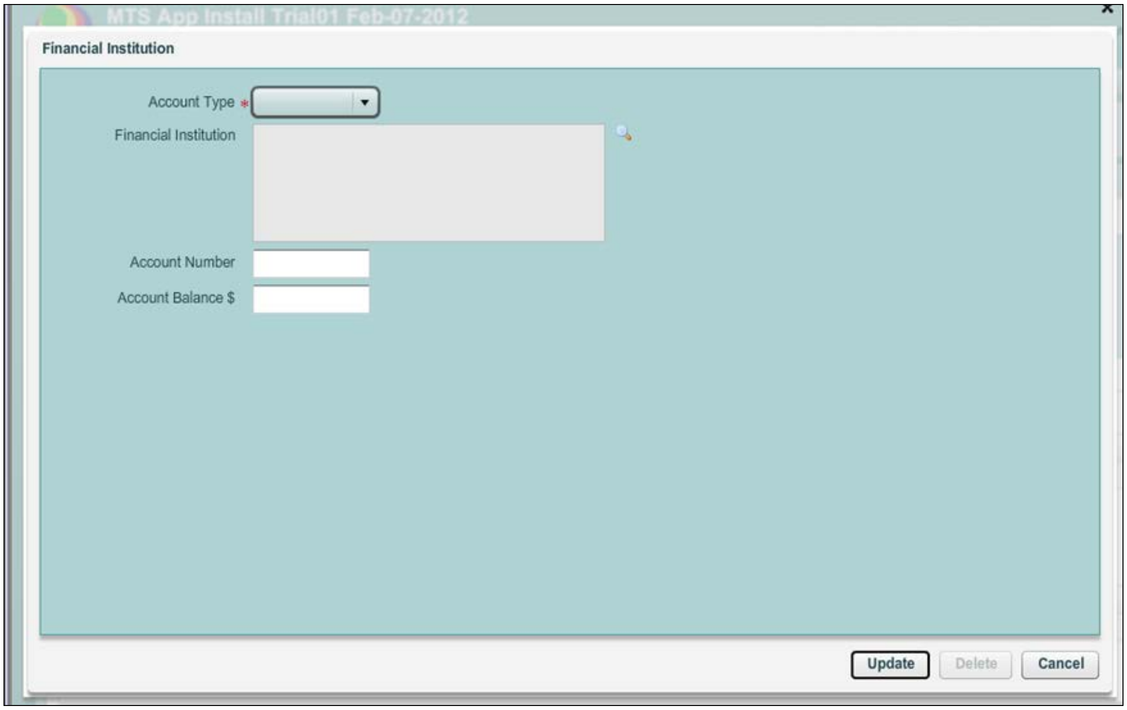
Vehicle Details Buttons

[View] – Open the Participant Vehicle tab to view vehicle information.

[Create] – Open the Participant Vehicle tab to enter vehicle information.

11.3.1 Financial Assets

The Financial Assets popup records and displays details about financial assets the participant has in accounts with financial institutions, such as banks and credit unions.



This popup opens the Third Party Financial Institution module to create or change information on the financial institutions, including name, address, routing numbers, contacts, etc. When a financial institution is selected in the Third Party module, name and address information is displayed on this popup. Financial Institution data can be changed or updated only in the Third Party module.

The participant's account information, such as Account Number or Account Balance, can be entered directly on this screen.

Financial Institution Details Fields

*Account Type – Drop-down to select the type of bank account – saving, checking, etc.

*Financial Institution – Search icon opens the Third Party module to create or select the financial institution. When selected, the Financial Institution name and address information returns to this display.

Account Number – Entry for the identifying number of the participant's account with the financial institution.

Account Balance – Entry of the amount of money believed to in the account.

Financial Institution Details Buttons

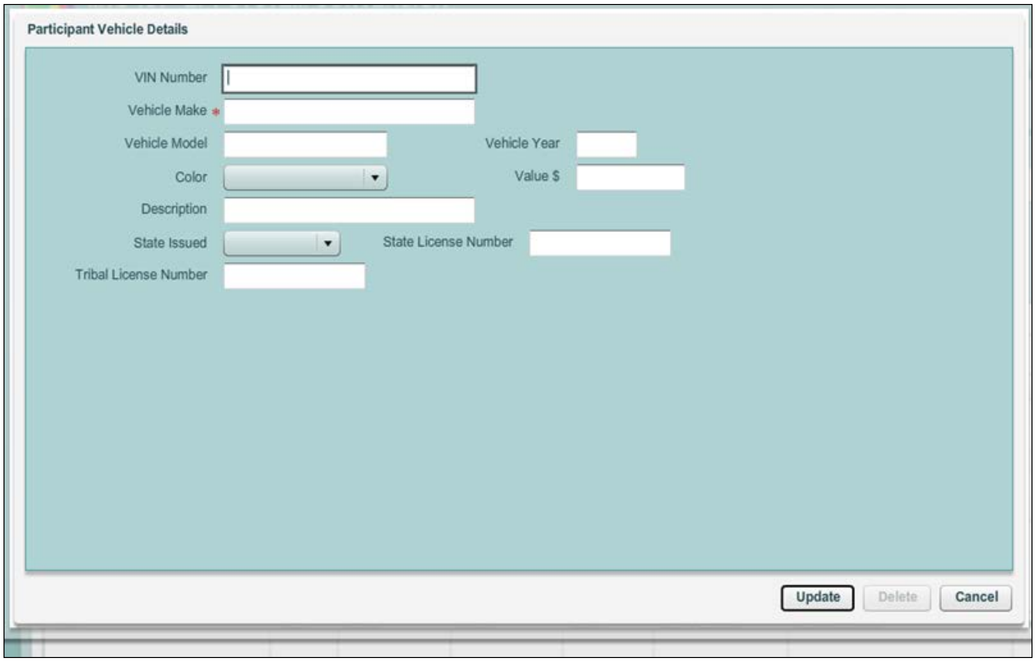
[Update] – Save the entered bank account information.

[Delete] – Remove the bank account information.

[Cancel] – Close the popup without saving the entered data.

11.3.2 Participant Vehicle Details

The Participant Vehicle Details tab contains information about vehicles belonging to a participant, such as cars, motorcycles, trucks, boats, construction equipment, and so forth.



Vehicle information is entered directly to the popup.

Participant Vehicle Details Fields

VIN Number –Text entry for the Vehicle Identification Number.

*Vehicle Make – Text entry for the make of the vehicle, such as Ford, Dodge, Chevrolet, etc.

Vehicle Model – Text entry for the model of the vehicle, such as F250, Ram, or Suburban.

Vehicle Year – Numeric entry of the year of the vehicle.

Color – Text entry for the color of the vehicle.

Value $ – Numeric entry for the estimated value of the vehicle in dollars.

Description –Text entry area for descriptive information on the vehicle.

State Issued – Drop-down to select the state that issued the vehicle license plates.

State License Number – Text entry of the state license tag number.

Tribe License Number – Text entry of the tribal license tag number.

Participant Vehicle Details Buttons

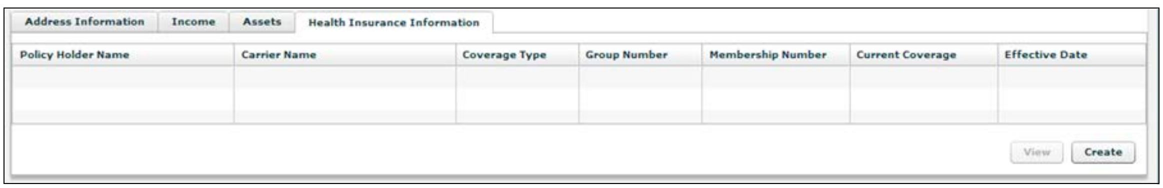
[Update] – Save the entered vehicle information.

[Delete] – Remove the vehicle information.

[Cancel] – Close the popup without saving the entered data.

11.4 Health Insurance Information Tab

The Health Insurance Information tab provides a summary of the participant's health insurance coverage. All information on this display is read only.



Highlight a list line on the Health Insurance Information display and click the [View] button below the list to open a popup for viewing or updating the insurance information.

To create a new record of insurance coverage, click the [Create] button under the list display to open a blank popup for entry.

Health Insurance Information List Fields

Policy Holder Name – The name of the individual who is the primary holder of the health insurance.

Carrier Name – The name of the company or institution that provides the health care coverage.

Coverage Type – The type of health care provided – HMO, Dental, Major Medical, etc.

Group Number – The group number associated with the policy.

Membership Number – The unique identifying number of the insured.

Current Coverage – Indicator of "Yes" shows that the coverage is active.

Effective Date – The date the coverage began or will begin.

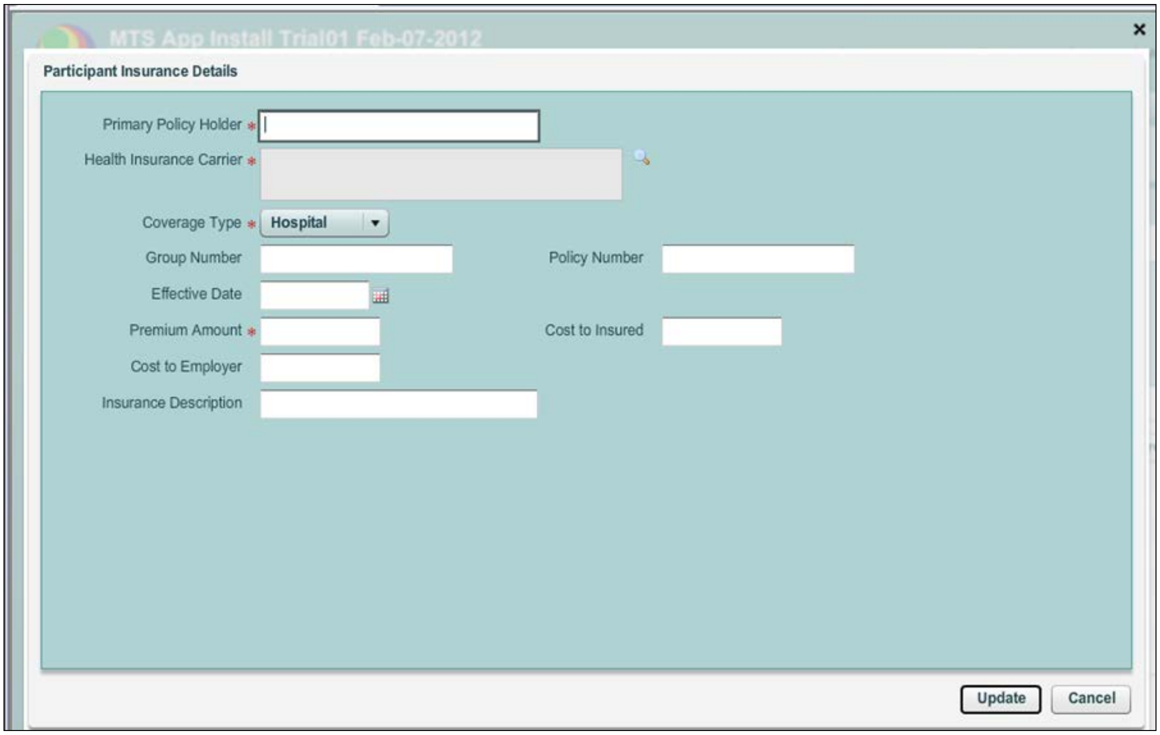
Health Insurance Information List Buttons

[View] – Open the Participant Insurance Details to view coverage.

[Create] – Open the Participant Insurance Details to add or update coverage.

11.4.1 Participant Insurance Details

Use Participant Insurance Details to create new records for health insurance coverage or to view the details of existing coverage.



This popup opens the Third Party Health Insurance Carrier module to create or change information on the health insurance carriers, including name, address, contacts, etc. When a health insurance carrier is selected in the Third Party module, name and address information is displayed on this popup. Health insurance carrier data can be changed or updated only in the Third Party module.

The participant's health insurance account information, such as the name of the Policy Holder, Group Number and individual Policy Number and Premium Amount can be entered directly on this screen.

Health Insurance Information Details Fields

*Primary Policy Holder – Text entry for the name of the individual who is the primary holder of the health insurance.

*Health Insurance Carrier – Results of a Search of Third Party Insurance Carriers to create or select the company or institution that provides the health care coverage.

*Coverage Type – Drop-down to select the type of health care provided – HMO, Dental, Major Medical, etc.

Group Number –Entry area for group number associated with the policy.

Policy Number –Entry area for the identifying number of the individual policy number of the participant or the Primary Policy Holder.

Effective Date –Calendar popup to select the date the coverage began or will begin.

Premium Amount – Numeric entry of the monthly amount that the insurance costs.

Cost to Insured – Numeric entry of the amount of the premium paid by the Primary Policy Holder.

Cost to Employer – Numeric entry of premium amount paid by the employer of the Primary Policy Holder.

Insurance Description – Additional information on the policy.

Health Insurance Information Buttons

[Update] – Save the entered data.

[Cancel] – Close the popup without saving the data.

12 Locate

The Locate menu module provides an easy way to update participant address and NCP employment information for all cases in the Locate function.

The Locate screen is primarily designed for child support programs where most locate work is performed by one worker. For this reason, the Locate display includes *all* the cases in the Locate function even if they are assigned to different caseworkers.

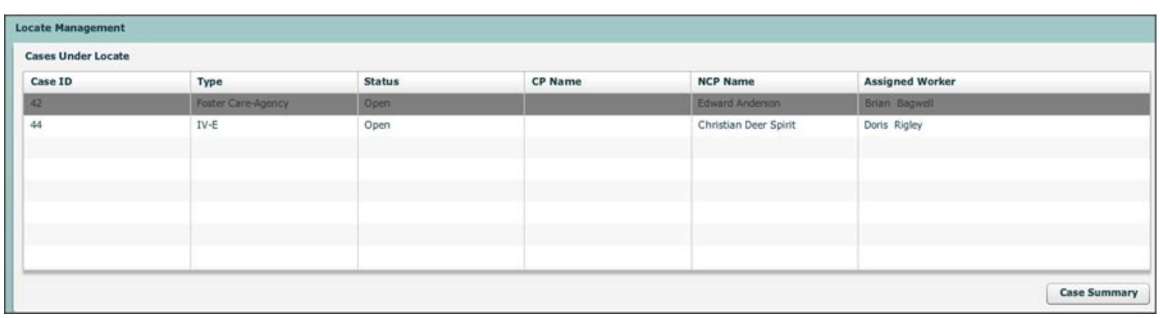
The Locate screen doesn't do anything that cannot be done from the Demographics screens; it just provides access to all the Locate functions from one place. The Locate Details screen lets a Locate worker select a case, update or add participant address information, and update or add NCP Employment information. This screen also provides a quick way to create a Case Note to document the actions taken, and provides access to the Documents module in order to create documents such as Locate letters.

Getting to the Locate Management Screen

On the Major Function Navigation Bar, select the Locate menu, and then select Locate Request from the drop-down.

12.1 Cases Under Locate

The top of the Locate Management panel displays the Cases Under Locate panel.



The Cases Under Locate panel lists each case that needs Locate processing. Each case listed either does not have a verified address for a participant or does not have verified employment information for the NCP. Information on the panel is read only.

Click on a line to select a case to view Locate information for the selected case on the Locate Details panel below.

Click the [Case Summary] button below the list to display the Case Summary for the selected case.

12.2 Locate Details

The bottom of the Locate Management panel displays the Locate Details panel.

For the case selected in the Cases Under Locate panel, the Locate Details panel displays any address or employment information for the NCP that has been already entered in the system.

Buttons below the panel give quick access to Participant Demographics information on Address, Employment, and Case Notes.

Locate Details Buttons – Buttons below the Locate panel open Participant Demographic popups for data entry on the selected case.

Address – Clicking the [Address] button opens the Participant Address Maintenance popup for the active participant in the selected case. See Participant Demographics for a description of this popup.

Employment – Clicking the [Employment] button opens the Participant Earned Income popup for the active participant in the selected case – See Participant Demographics for a description of this popup.

Case Notes – Clicking the [Case Notes] button opens the Case Notes popup, which allows the user to enter a Case History Note for the selected case. See Case Management for details on this popup.

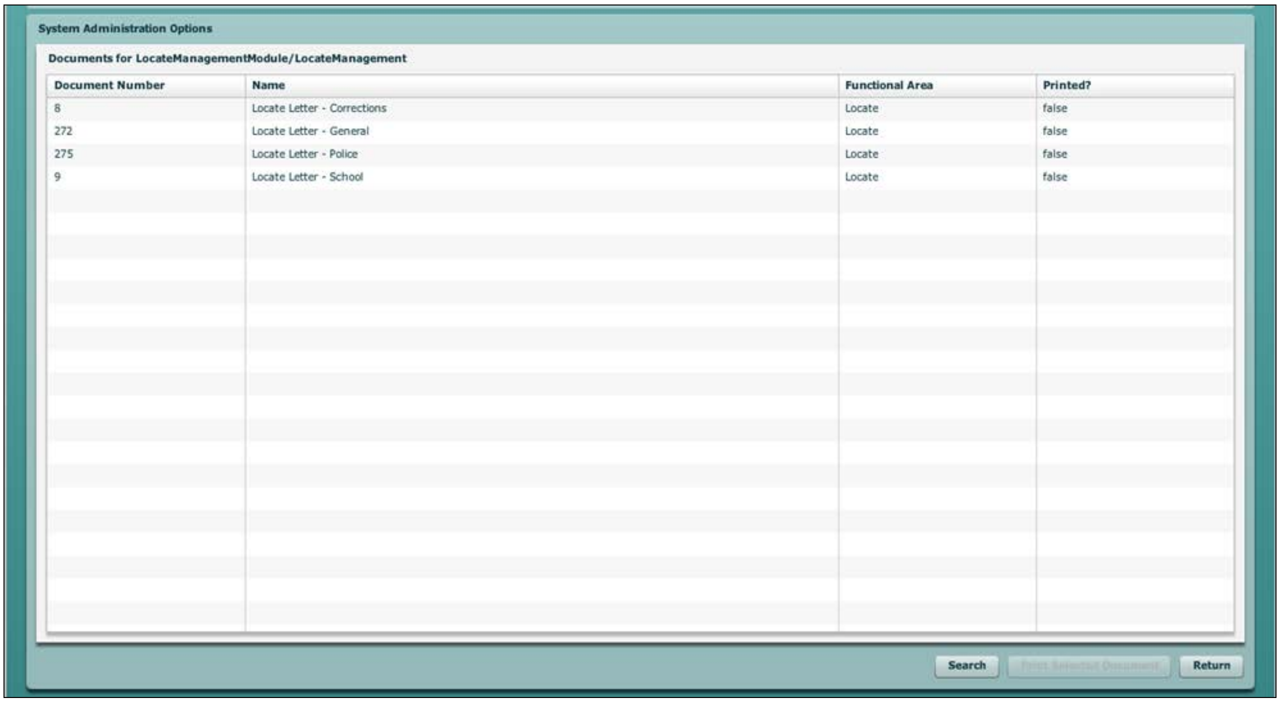
Leaving the Locate Screen

Documents – Clicking the [Documents] button opens the Locate Document screen.

Cancel – Click the [Cancel] button to return to the Worklist screen.

12.3 Locate Documents

The Locate Document screen displays a list of all locate documents available for printing. Users may select a document and print it using the [Print Selected Document] button.



Locate Documents Fields

Document Number – Identifying number of the document.

Document Name – Name of the document.

Functional Area – Program function where the document is used – set to Locate only.

Printed? – Set to ‘Yes’ if document has been printed.

Locate Documents Buttons

Search – Clicking the [Search] button opens the Document Index screen to search for non-Locate documents.

Print Selected Document – Clicking the [Print Selected Document] button opens the Document Confirmation screen for the selected document to enable printing.

Leaving the Locate Screen

Cancel – Click the [Cancel] button to return to the Locate Management screen.

13 Order Establishment

On the Major Function Navigation Bar, select the Orders menu, and then select Order Entry from the drop-down.

The Order Establishment screen allows generation of a proposed order or entry of an existing order. Obligations associated with an order can be entered on the associated Obligation screen. Guideline calculations associated with an order obligation can also be entered.

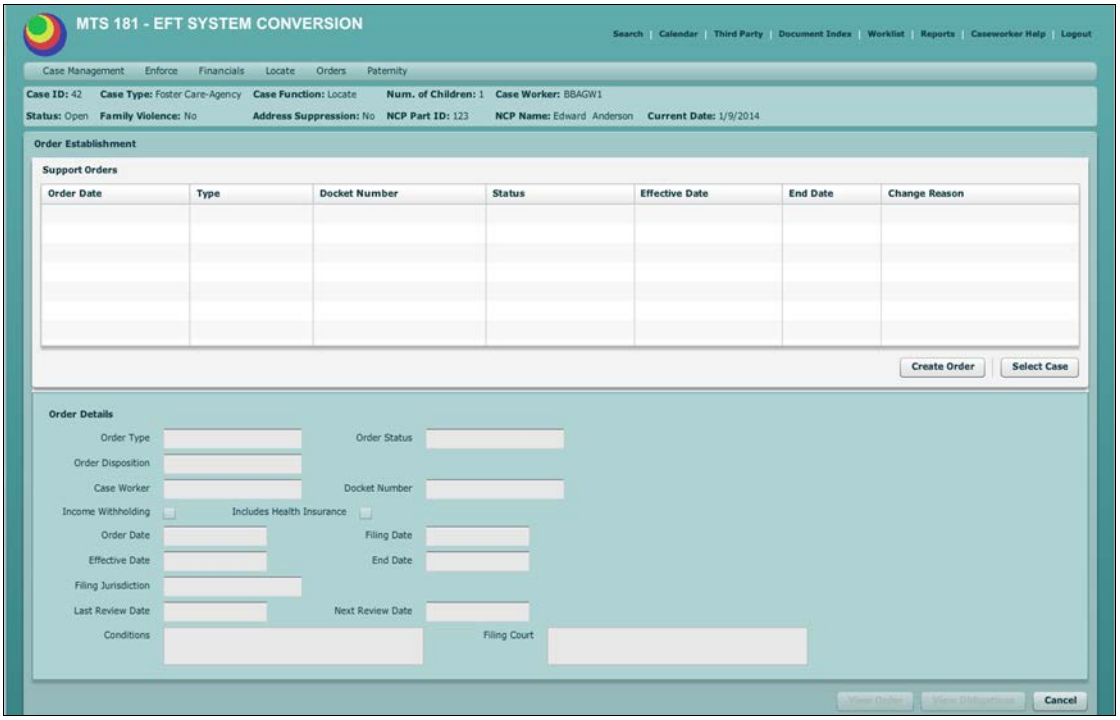
The system will support only one active child support order per case. *If an order is modified, it is essentially the same as creating a new order and closing an old one.* If your jurisdiction actually allows more than one open order, you must treat them as one combined order or as separate cases. Additional docket numbers can be entered as case notes.

13.1 Order Establishment

The Order Establishment screen displays all entered orders and displays details of the selected order.

If no open order exists, click the [Create Order] button to create a new order. If an open order exists, click the button to copy the order. If you wish to create a new order of a different type than an existing order, you must close the open order and create a new one. Choose the open order by clicking [View Order] and updating the End Date.

Click the [View Obligations] button to associate obligations with the order.



Support Order Fields

Order Date – The date of the order.
Type – The type of order – Child Support, Paternity, Genetic Test, etc.
Docket number – The court docket number of the order.
Status – The status of the order – proposed or final.
Effective Date – The date the order becomes in force.
End Date – The date the order is no longer in force.
Change Reason – The reason that the order was copied or amended.

Support Order Buttons

[Create Order] – Opens the Create/Manage a Support Order screen to enter a new order or the Order Copy screen if an existing order is in place.

[Select Case] – Open the Case Search popup to select a case.

Order Details Fields

Order Type – The type of order – proposed or final.
Order Status – The status of the order – proposed or final.
Order Disposition – The final results of the hearing(s) that produced the order.

Case Worker – The case worker assigned to the case.
Docket Number – The docket number assigned to the order by the court.
Income Withholding – A flag that, if set, indicates the order includes income withholding.
Includes Health Insurance – A flag that, if set, indicates the order includes health insurance.
Order Date – The date of the order.
Filing Date – The date that the order was filed.
Effective Date – The date that the order comes into force.
End Date – The date that the order ceases to be in force.
Filing Jurisdiction – The jurisdiction in which the order is or will be filed.
Last Review Date – The date of the last review of the order.
Next Review Date – The date that the order should be reviewed again.
Conditions – Any additional requirements imposed by the order.
Filing Court – The court in which the order is or will be filed.

Order Details Buttons

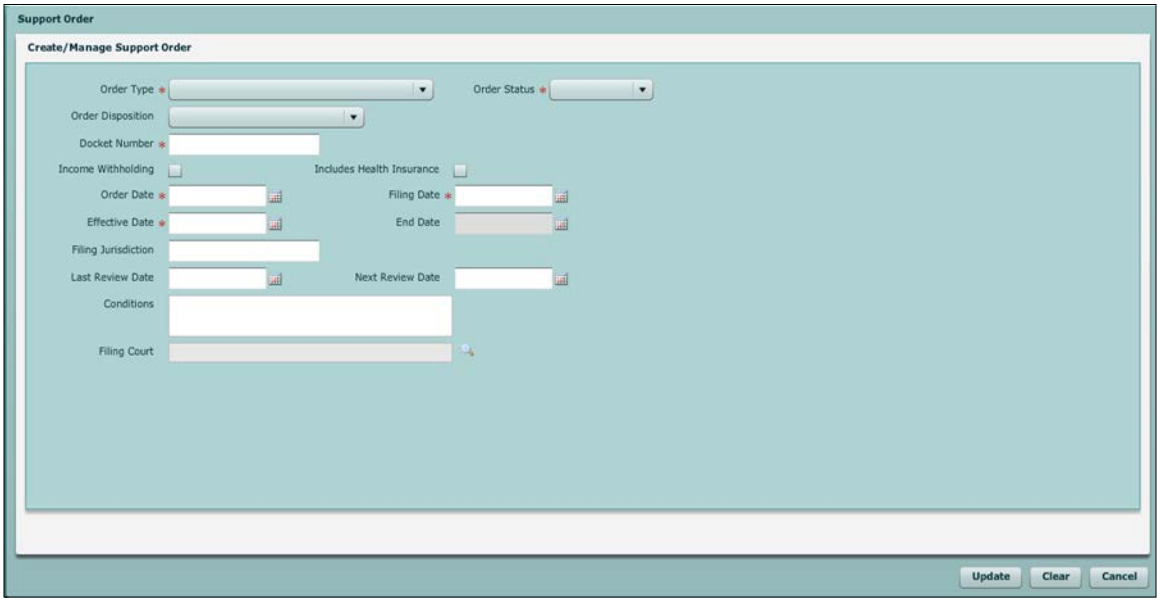
[View Order] – Open the Create/Manage a Support Order screen to view or update an existing order.

[View Obligations] – Open the Order Obligations screen to view or create obligations associated with the order.

[Cancel] – Close the screen without updating.

13.2 Create/Manage Order

The Create/Manage Order screen is used to create a new order.



Create/Manage Support Order Fields

*Order Type –The type of order – select from drop-down list.

*Order Status –The status of the order – proposed or final.

Order Disposition – The final results of the hearing(s) that produced the order.

*Docket Number – The docket number assigned to the order by the court.

Includes Health Insurance – A box that, if checked, indicates the order includes health insurance.

Income Withholding – A box that, if checked, indicates the order includes income withholding.

*Order Date – The date of the order.

*Filing Date – The date that the order was filed.

*Effective Date – The date that the order comes into force.

End Date – The date that the order ceases to be in force.

Filing Jurisdiction – The jurisdiction in which the order is or will be filed.

Last Review Date – The date of the last review of the order.

Next Review Date – The date that the order should be reviewed again.

Conditions – Any additional requirements imposed by the order.

Filing Court – A Third Party Search popup to select the court in which the order is or will be filed.

Create/Manage Support Order Buttons

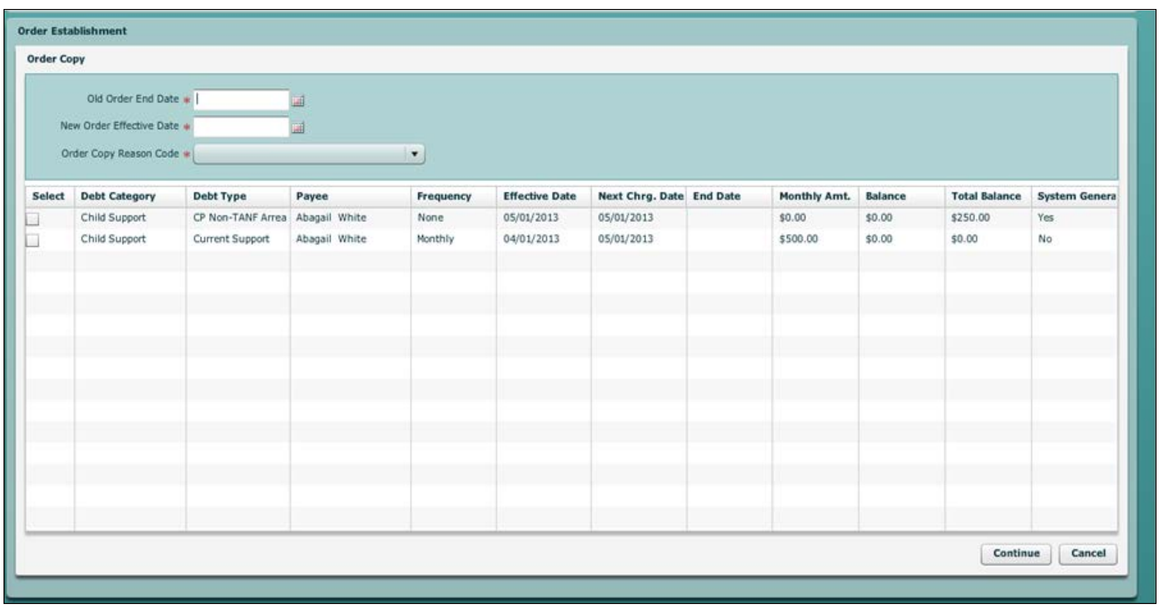
[View Obligations] – Open the Order Obligations screen to view existing obligations.

[Create Obligations] – Open the Create/Manage Obligations screen to create a new obligation.

[Guidelines Details] – Open the Guideline Details screen to enter or view guideline information.

13.3 Copy Order

The Copy Order screen opens when a user clicks [Create] when an open order already exists. The user checks the obligations that can be modified in the new order. If the Select field is not checked the obligation remains unchanged.



Order Copy Fields

*Old Order End Date – The date that the old order is no longer effective.

*New Order Effective Date – The date that the new order will be effective.

*Order Copy Reason Code – Drop-down to select the reason the order is being copied.

Select – A checkbox that, if selected, allow modification of the copied obligation.

Debt Category – The type of debt – Child Support, Medical Support, etc.
Debt Type – The type of obligation – Current Support, Arrears, etc.
Payee – The name of the payee.
Frequency – The interval at which payment is due on the obligation.
Effective Date – The date that the obligation becomes due.
Due Date – The date of the month that the obligation is due.
End Date – The date that the obligation is no longer due.
Monthly Amount – The dollar amount monthly equivalent of the obligation.
Balance – The amount due on this month’s debt.
Total Balance – The total amount outstanding on the debt.

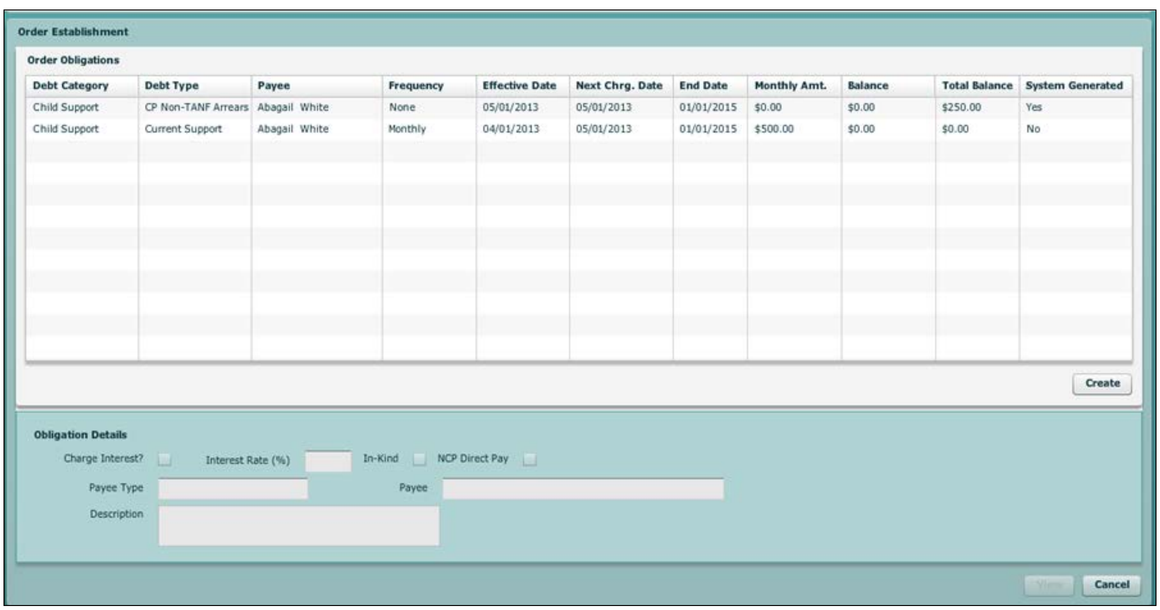
Order Copy Buttons

[Continue] – Copy the obligations and go to the Order Obligations screen.

[Cancel] – Close the screen without updating.

13.4 Order Obligations

The Order Obligations screen is used to view financial obligations associated with a support order.



Order Obligations Fields

Debt Category – The category of debt – Child Support, Medical Support, etc.
Debt Type – The type of obligation – Current Support, Arrears, etc.
Payee – The recipient of disbursements based on this obligation..
Frequency – The interval at which payments should be made.
Effective Date – The date that the obligation becomes due.
Next Charge Date – The date of the month that the obligation is due.
End Date – The date that the obligation is no longer due.
Monthly Amt. – The dollar amount or equivalent of the obligation.
Balance – The amount due on this month's debt.
Total Balance – The total amount of an arrears debt.
System Generated – If yes, the debt has been generated by the system as the result of a delinquency.

Order Obligations Buttons

[Create] – Open Create/Manage Obligations screen to enter an obligation.

Obligation Details Fields

Charge Interest? – A box that, if checked, indicates that interest will be charged against the account.
In-Kind – A box that, if checked, indicates that the debt may be satisfied with a non-cash equivalent.
NCP Direct Pay– A box that, if checked, indicates that the debt may be satisfied by paying the payee directly instead of paying the child support enforcement agency.
Payee – The name of the payee.
Interest Rate (%) – The monthly interest rate charged against the obligation.
Payee Type – The type of payee – CP, Tribe, Foreign Agency, etc.
Description – Additional details about the obligation.

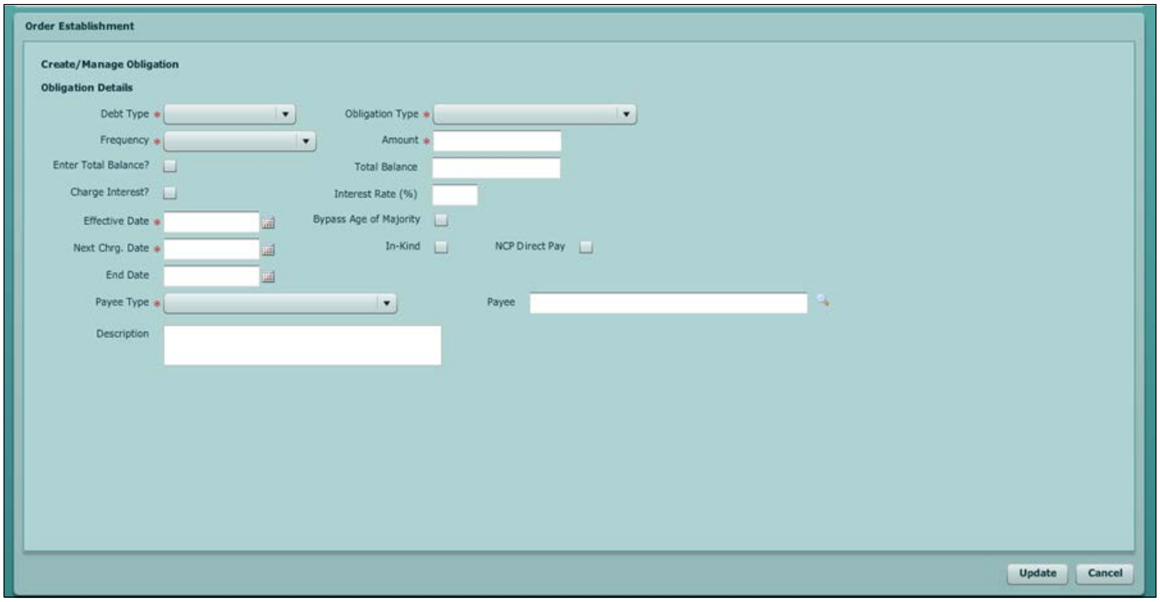
Obligation Details Buttons

[View] – Open the Create/Manage Obligations screen to view an obligation.

[Cancel] – Close the screen without updating.

13.5 Create/Manage Obligations

The Create/Manage Obligations screen allows the user to create or modify a financial obligation associated with an order.



Obligation Details Fields

*Debt Type – The type of debt – Child Support, Medical Support, etc.

*Obligation Type – The type of obligation – Current Support, Arrears, etc.

*Frequency – The interval at which payment is due on the obligation.

*Amount – The dollar amount or equivalent of the obligation at the payment frequency selected. This is equivalent to the Total Balance when the Frequency is None or One-Time Payment.

Enter Total Balance? – A checkbox that, if checked, allows the entrance of a total balance due for the obligation. A current child support obligation typically will not have a total balance. A judgment or ordered arrears obligation typically will have a total balance.

Total Balance – The total amount due for this obligation. This is independent of the frequency of payment.

Charge Interest? – A checkbox that if checked, will cause simple interest to be charged on this debt.

Interest – The monthly interest rate charged on this debt.

*Effective Date – The date that the obligation becomes due.

Bypass Age of Majority – A flag that, if set, indicates that the age of majority does not apply to this obligation.

*Next Charge Date – The date of the month that the obligation is due.

End Date – The date that the obligation is no longer due.

In-Kind – A box that, if checked, indicates that the debt may be satisfied with a non cash equivalent.

NCP Direct Pay – A box that, if checked, indicates that the debt may be satisfied by paying the payee instead of the child support agency.

*Payee Type – The type of payee – CP, Tribe, Foreign Agency, etc.

*Payee – The name of the payee.

Child – A minor named in a per child order.

Description – Additional details about the obligation.

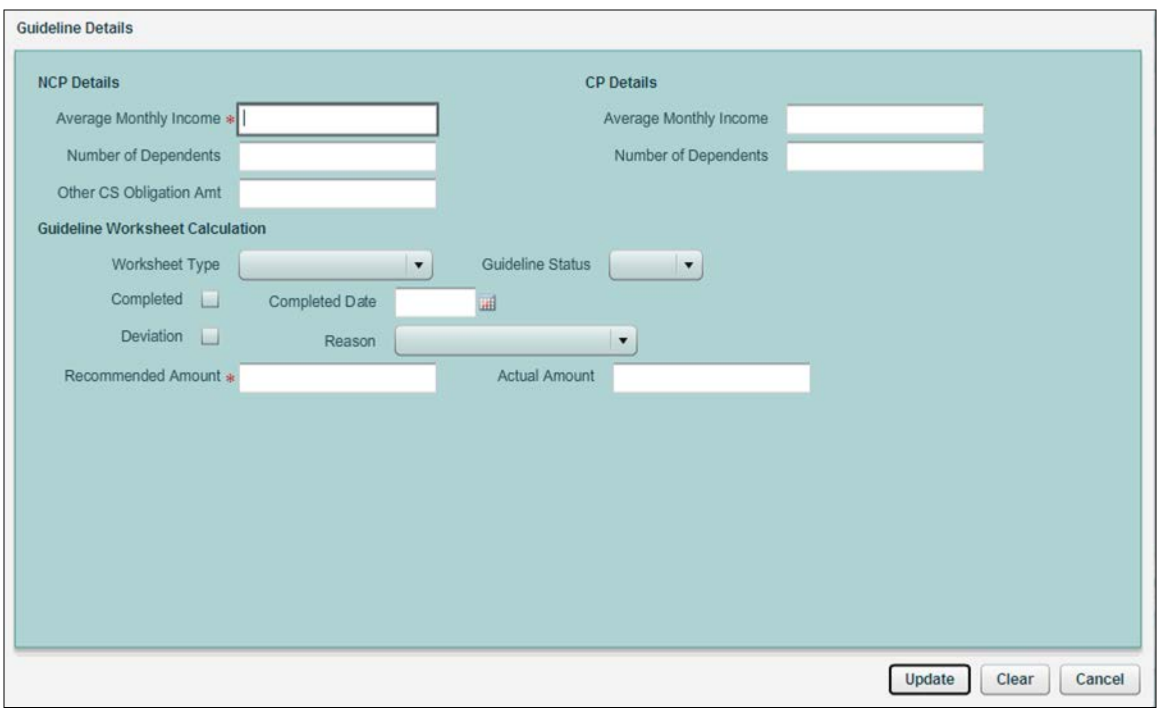
Obligation Details Buttons

[Update] – Save the entered data.

[Cancel] – Close the screen without updating.

13.6 Guideline Details

The Guideline Details screen is used to record the inputs and results of a guideline calculation. Get here from the Create/Manage Obligations screen.



Guideline Calculations

NCP Details

*Average Monthly Income – The average earned and unearned income of the NCP per month.

Number of Dependents – The total number of legal dependents of the NCP.

Other CS Obligation Amt – The amount of legal child support obligation owed by the NCP in other cases.

CP Details

Average Monthly Income – The average earned and unearned income of the CP per month.

Number of Dependents – The total number of legal dependents of the CP.

Guideline Worksheet Calculation

Worksheet Type – The type of child custody the guideline calculation is based on – joint, CP, or split.

Guideline Status – The status of the calculation – draft, final, etc.

Completed – A flag that, if set, indicates the calculation is complete.

Completed Date – The date the calculation was completed.

Deviation – A flag that, if set, indicates the actual child support obligation is different from the recommended amount.

Reason – The reason for the deviation from the recommended amount.

*Recommended Amount – The expected amount of child support based on the guideline calculation.

Actual Amount – The actual amount of child support ordered by the judge.

Guideline Calculations Buttons

[Update] – Save entered data and close popup.

[Clear] – Delete entered data.

[Cancel] – Close popup and don't save data.

14 Paternity

The Paternity screens display the paternity status of all participants on the case and allow the user to enter data about paternity and genetic tests.

14.1 Paternity Data Screen

Getting to the Paternity Data Screen

On the Major Function Navigation Bar, select the Paternity menu, and then select 'Paternity & Gen Test' from the drop-down.

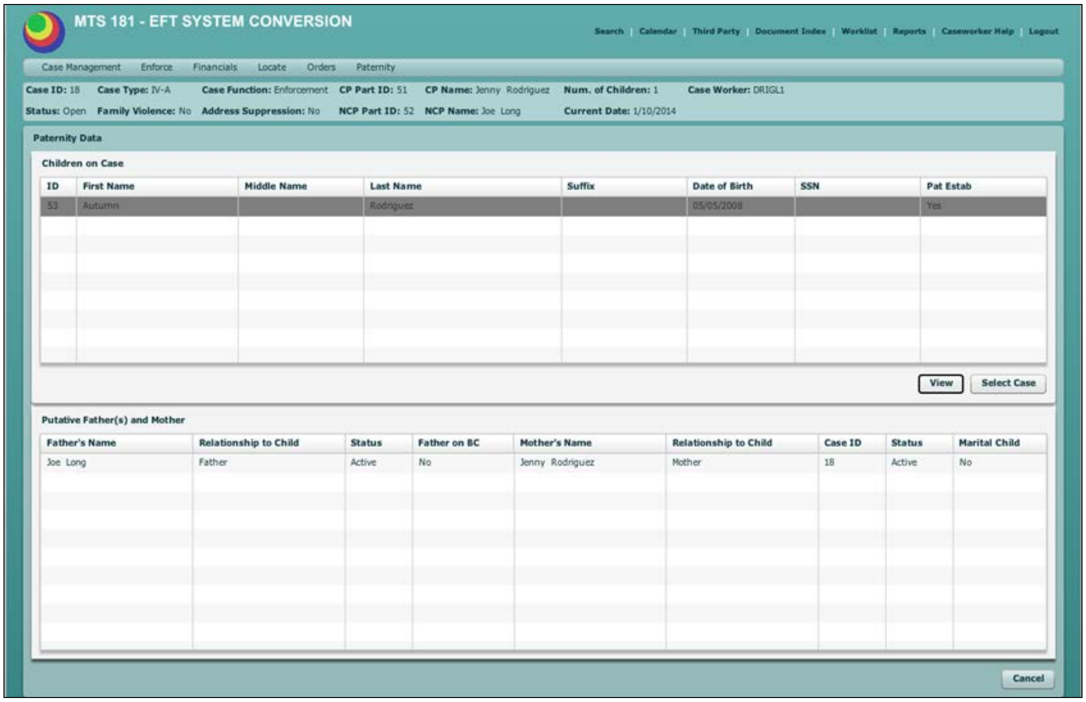
Selecting a Case

This screen allows the user to enter data about the paternity for each child on a selected case. If case has not been selected when the screen is opened, the Case Search popup will open to let the user select a case. The 'Select Case' button also opens the Case Search popup to let the user change the selected case.

Selecting a Child

The Children on Case list displays all the children on the selected case. The user selects a child by clicking on his or her line in the list. The Putative Father(s) and Mother List shows all combinations of potential parents for the selected child based on case information.

Clicking the [View] button opens the Paternity Details screen for that child.



Children on Case List Fields

ID – The unique identifying number of the child.
First Name – The first or given name of the child.
Middle Name – The middle name of the child.
Last Name – The last or family name of the child.
Suffix – A suffix to the name of the child.
Date of Birth – The date the child was born.
SSN – The Social Security number of the child.
Pat Estab – The paternity status of the child. Set to 'Yes' if paternity has been established.

Children on Case List Buttons

[View] – Opens the Paternity Details screen.

[Select Case] – Opens the Case Search popup to change the selected case.

Putative Father(s) and Mother List Fields

Father's Name– The full name of a participant identified as Father, Minor Father, Putative Father, or Biological Father on a case where the selected child has a child role.

Relationship to Child – Father's relationship to the selected child (Father, Minor Father, Putative Father, or Biological Father).

Status– The active or inactive status of the father on the case.

Father on BC – Set to 'Yes' if the father has Father on Birth Certificate checked in Paternity Details.

Mother's Name – The full name of a participant identified as Mother, Minor Mother, or Biological Mother on a case where the selected child has a child role.

Relationship to Child – Mother's relationship to the selected child (Mother, Minor Mother, or Biological Mother).

Case ID – The case number of the case where the displayed mother/father pair are members.

Status on Case – The active or inactive status of the mother in the case.

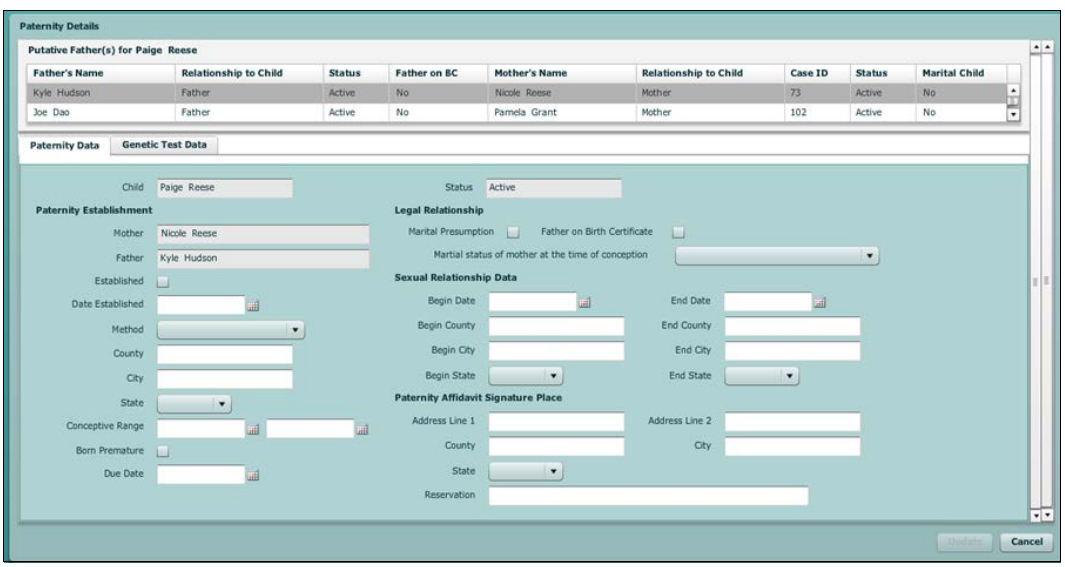
Marital Child – Set to 'Yes' of paternity has been established for the displayed mother/father pair.

Paternity Data Buttons

[Cancel] – Close and return to Worklist.

14.2 Paternity Details Screen

The Paternity Data tab allows the user to enter data related to the child's paternity and the relationship of the CP and the NCP. The Paternity Details screen is entered by selecting [View] on the Paternity Data screen. This data is updated with the Paternity screen update button.



Putative Father(s) for {Child}

The top of the Paternity Details screen lists the existing children and their paternity status. The Paternity Data tab and the Genetic Test Data tab show data for the selected child in this list.

Father's Name – The full name of a participant identified as Father, Minor Father, Putative Father, or Biological Father on a case where the selected child has a child role.

Relationship to Child – Father's relationship to the selected child (Father, Minor Father, Putative Father, or Biological Father).

Status – The active or inactive status of the father on the case.

Father on BC – Set to 'Yes' if the father has Father on Birth Certificate checked in Paternity Details.

Mother's Name – The full name of a participant identified as Mother, Minor Mother, or Biological Mother on a case where the selected child has a child role.

Relationship to Child – Mother's relationship to the selected child (Mother, Minor Mother, or Biological Mother).

Case ID – The case number of the case where the displayed mother/father pair are members.

Status – The active or inactive status of the mother on the case.

Marital Child – Set to 'Yes' if paternity has been established for the displayed mother/father pair.

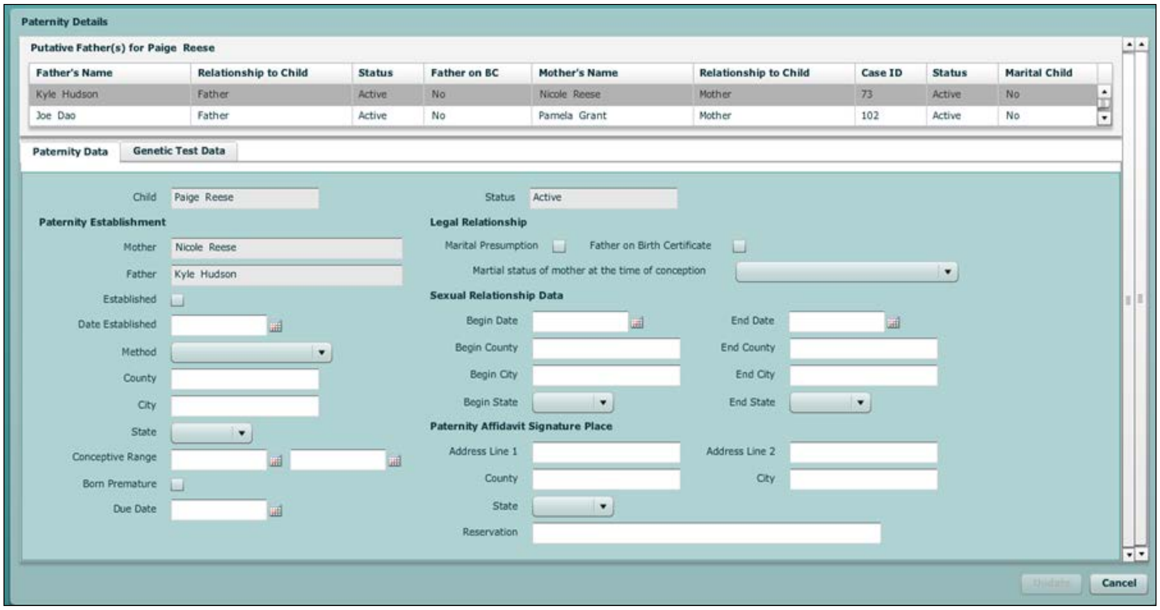
Paternity Data Buttons

[Update] – Save the data entered on the tabs and close the screen.

[Cancel] – Close the screen without saving the data entered on the tabs.

14.2.1 Paternity Data Tab

The Paternity Data tab allows the user to enter data related to the child's paternity and the relationship of the CP and the NCP. This data is updated with the Paternity screen update button.



Paternity Data Tab Fields

Child – The full name of the selected child.

Status – The active or inactive status of the child.

Paternity Establishment

Mother – The full name of the participant that is potentially the mother of the child.

Father – The full name of the participant that is potentially the father of the child.

Established – A check box that is checked if paternity has been established for the current father/mother combination.

Date Established – A date popup to select the date on which paternity was established.

Method – A drop-down list to select the method by which paternity was established.

County – The county in which paternity was established.

City – The city in which paternity was established.

Conceptive Range – The beginning and end dates of the period of time in which the child was conceived.

Born Premature – A check box that is checked if the selected child's birth was premature.

Due Date – The date at which the child's birth is expected.

Legal Relationship

Marital Presumption – A checkbox which, when checked indicates that there is a presumption that the father/mother combination were married when the child was born.

Father on Birth Certificate – A check box that is checked if the selected child's currently selected potential father is on the child's birth certificate.

Marital status of mother at the time of conception – The marital status of the mother when the child was conceived.

CP and NCP Sexual Relationship Data

Begin Date – The date on which the current father/mother combination began their sexual relationship.

Begin County – The county in which the current father/mother combination began their sexual relationship.

Begin City – The city in which the current father/mother combination began their sexual relationship.

Begin State – A drop-down list to select the state in which the current father/mother combination began their sexual relationship.

End Date – The date on which the current father/mother combination ended their sexual relationship.

End County – The county in which the current father/mother combination ended their sexual relationship, if different from the beginning county.

End City – The city in which the current father/mother combination ended their sexual relationship, if different from the beginning city.

End State – A drop-down list to select the state in which the current father/mother combination ended their sexual relationship, if different from the beginning state.

Paternity Affidavit Signature Place

Address Line 1 – Building number and street of the place where the paternity affidavit was signed.

Address Line 2 – Additional address data for the place where the paternity affidavit was signed.

County – County where the paternity affidavit was signed.

City – City where the paternity affidavit was signed.

State – State where the paternity affidavit was signed.

Reservation – Reservation where the paternity affidavit was signed.

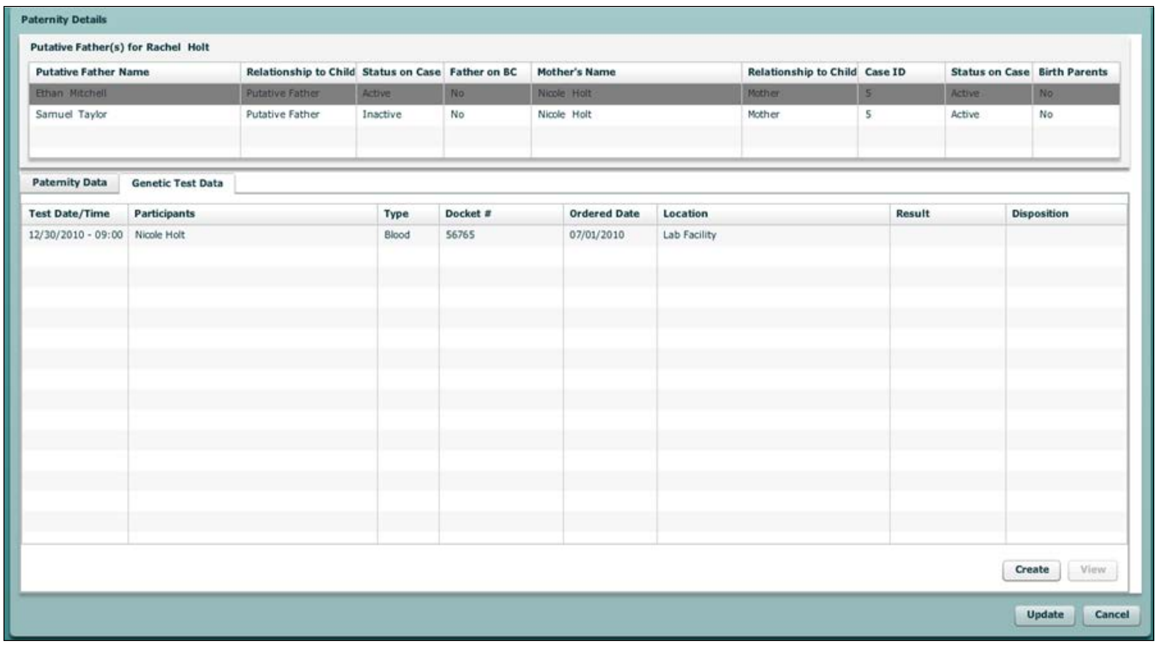
Paternity Data Tab Buttons

[Update] – Save the data entered on the tabs and display Paternity Data Updated message on successful update.

[Cancel] – Returns to Paternity Data screen.

14.2.2 Genetic Test Data Tab

The Genetic Test Data tab allows the user to view and create data about genetic tests related to the selected child. This data is updated with the Paternity screen [Update] button.



The Test list displays all the genetic tests for the selected child. The user selects a test by clicking on its line in the list. The data displayed on the Genetic Test tab is the data for the selected test. Scheduling a Genetic Test automatically produces an Appointment Letter – Genetic Test for the selected test.

Genetic Test List Fields

Test Date\Time – The date and time of the test.

Participants – The name of individual being tested.

Type – The type of test – blood, swab, etc..

Docket # – A Genetic Test Order associated with the case.

Ordered Date – The date for which the test was ordered.

Location – The name of the test lab
Result – The results of the test – Inconclusive, Excluded, Not Excluded, etc.
Disposition – The participant's response to the appointment – Kept, Rescheduled, Cancel, No-Show.

Genetic Test List Buttons

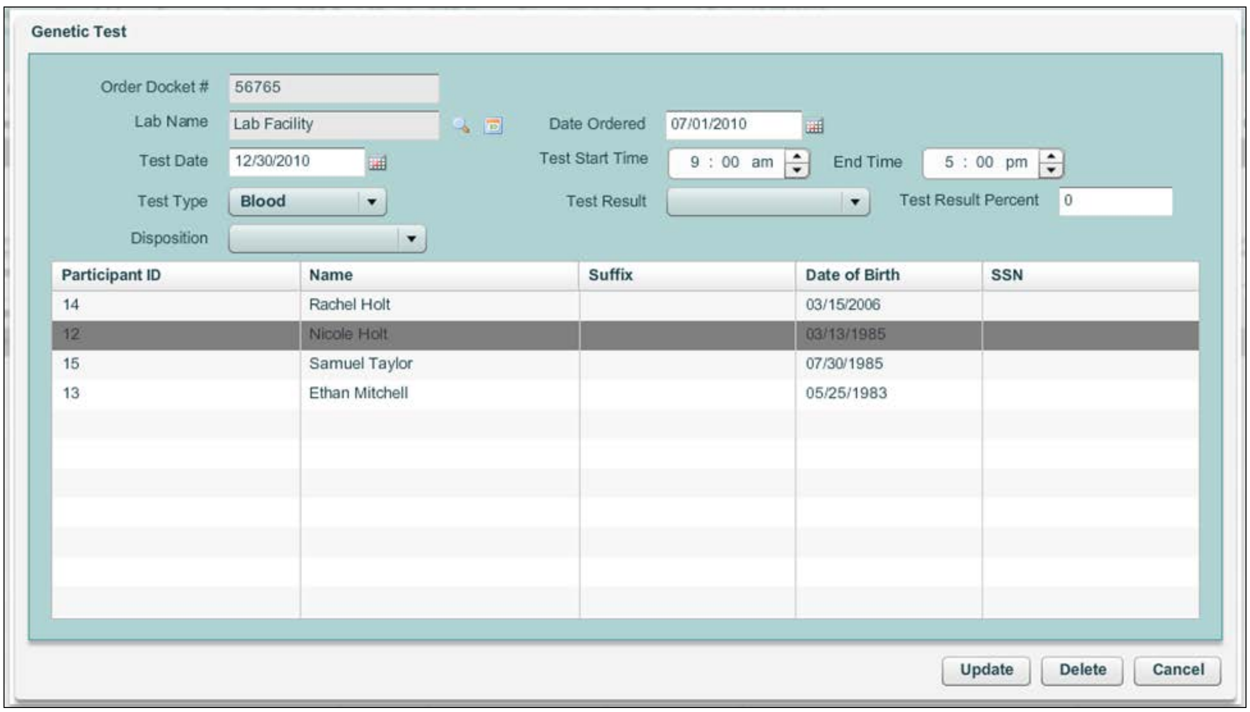
[Create] – Open Genetic Test Data Detail popup to create a new appointment.

[View] – Open Genetic Test Data Detail popup to update an existing appointment.

[Cancel] – Returns to Paternity Data screen.

14.2.3 Genetic Test Data Detail Popup

The Genetic Test Data Detail popup is opened from the Genetic Test Data to allow the user to create and/or update genetic tests appointment information related to the selected child. The participant or participants to be tested are selected by selecting their line(s) from the Participant List.



Test Details Fields

Order Docket # - A Genetic Test Order associated with the case.
Lab Name – The name of the selected lab.

Date Ordered – The date the test was ordered.

Test Date – The date of the selected test.

Test Start Time –The start time of the selected test.

End Time –The estimated end time of the selected test.

Test Type – The type of test – blood, swab, etc.

Test Results – The results of the test – excluded, not excluded, etc.

Test Result Percent – The percentage probability of the test result.

Disposition **–** The participant's response to the appointment – Kept, Rescheduled, Cancel, No-Show.

Test Details Buttons

[Update] – Save entered data and close popup.

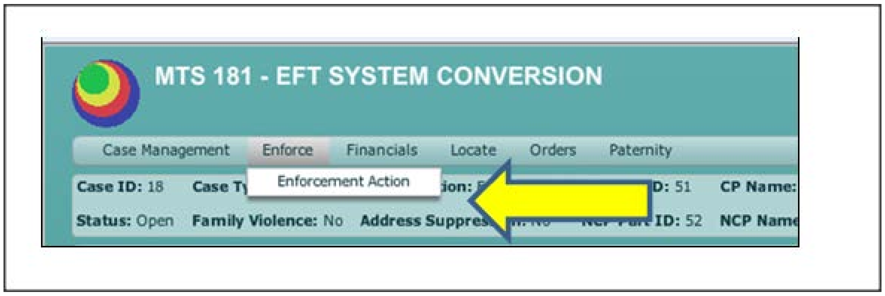
[Delete] – Delete an existing appointment.

[Cancel] – Close without saving data.

15 Enforcement

Getting to the Enforcement Screen

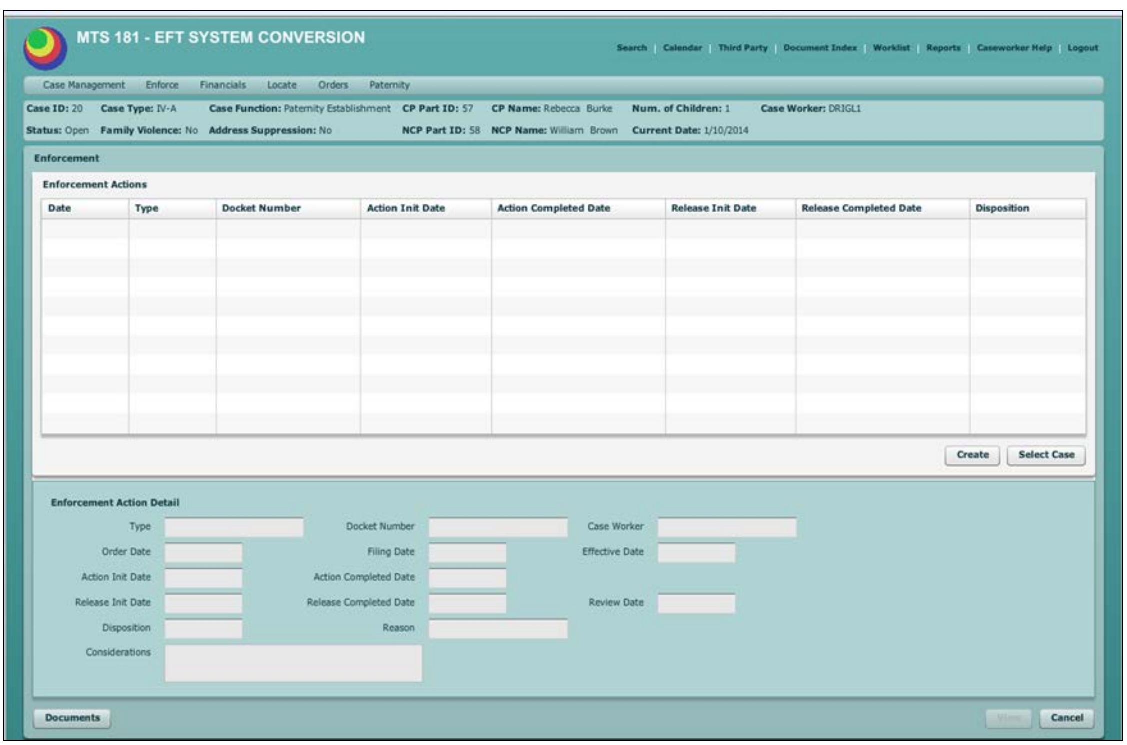
On the Major Function Navigation Bar, select the Enforce menu, and then select ‘Enforcement Action’ from the drop-down.



The Enforcement screen allows a user to record and display enforcement actions for the selected case.

15.1 Enforcement Action

The Enforcement Action screen displays all enforcement actions undertaken for the selected case. The [Create] button will enable the creation of a new action.



Enforcement Action Field

Date – The date of the enforcement action.
Type – The type of the enforcement action.
Docket Number – The docket number of the enforcement action.
Action Init Date – The date the enforcement action was begun.
Action Completed Date – The date the action was completed.
Release Init date – The date the enforcement action was stopped or lifted.
Release Completed date – The date the stopping of the enforcement action was accomplished.
Disposition – The result of the enforcement action.

Enforcement Action Buttons

[Create] – Enable entry of a new enforcement action.

[Select Case] – Open the Case Search popup to select a case for enforcement.

Enforcement Action Detail – These fields are enabled when the [Create] button is clicked.

Type – The type of the enforcement action.
Docket Number – The docket number of the enforcement action.
Case Worker – The case worker who initiates the enforcement action.
Order Date – The date of the enforcement order.
Filing Date – The filing date of the enforcement order.
Effective Date – The effective date of the enforcement order.
Action Init Date – The date the enforcement action was begun.
Action Completed Date – The date the enforcement was completed.
Release Init date – The date the enforcement action was stopped or lifted.
Release Completed date – The date the stopping of the enforcement action was accomplished.
Review Date – The date of review.
Disposition – The result of the enforcement action.
Reason – The reason for the enforcement action.
Considerations – Considerations related to the enforcement action.

Enforcement Action Buttons

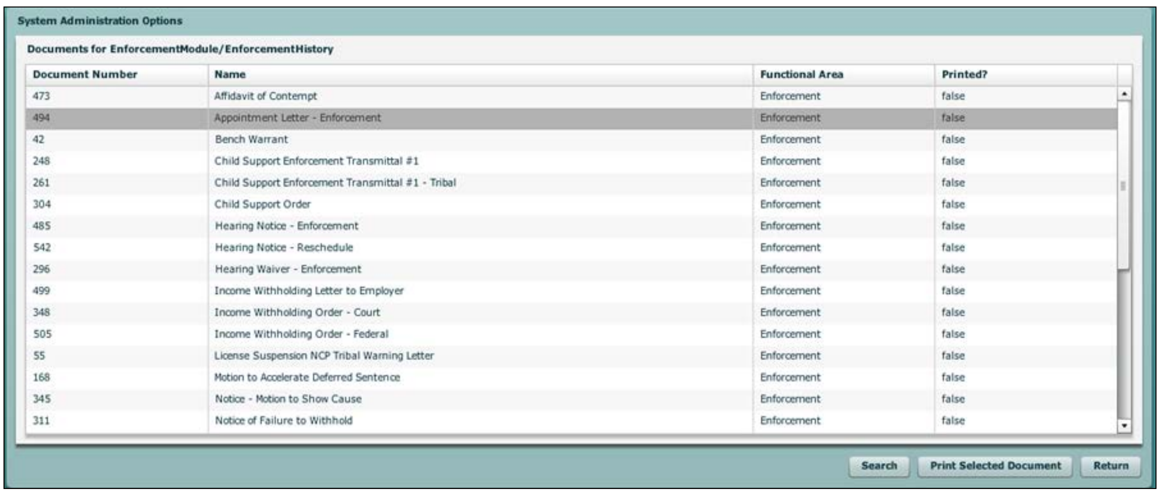
[View] – Open the Enforcement Details tab for the selected action.

[Cancel] – Close the Enforcement screen without updating.

[Documents] – Opens the Documents for Enforcement screen.

15.2 Enforcement Documents

The Enforcement Documents screen displays a list of all Enforcement documents available for printing. Users may select a document and print it using the [Print Selected Document] button.



Enforcement Documents Fields

Document Number – Identifying Number of the Document.

Document Name - Name of the Document.

Functional Area – Program function where the document is used - set to Enforcement only.

Printed? - Set to ‘Yes’ if document has been printed.

Enforcement Documents Buttons

[Search] – Open the Document search screen as described in 17.1 Document Search

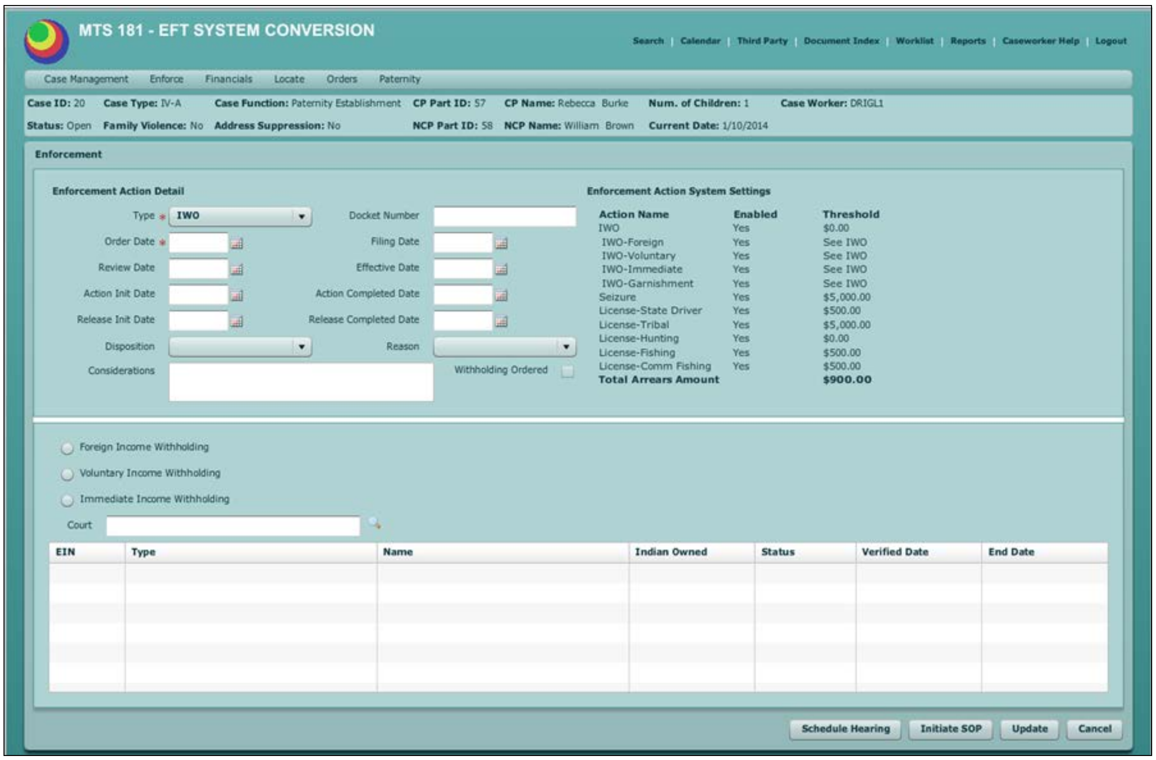
[Print Selected Document] – Go to the Confirmation screen to finish the printing process for the selected document as described in 17.2 Document Confirmation

[Return] – Cancels the printing process and returns to the Enforcement Management screen

15.3 Create Enforcement Action: Income Withholding

The Enforcement Action Detail screen enables the selection of an enforcement action including, income withholding orders (IWO), and the generation of related documents. It is displayed when [Create] is clicked in the Enforcement Action screen and a Type of IWO is selected. Income withholding requires selection of a court and an employer. The screen displays all the NCP employers for selection.

The IWO type will not be selectable unless the case is delinquent, IWO is enabled, and the dollar threshold for IWO is met or exceeded.



Enforcement Action Detail – These fields are enabled when the [Create] button is clicked.

*Type – Drop-down menu for the type of enforcement action. The IWO type will not be selectable unless the case is delinquent, IWO is enabled, and the dollar threshold for IWO is met or exceeded.

*Order Date – The date of the enforcement action.

Docket Number – The docket number of the enforcement action.

Filing Date – The filing date of the enforcement order.

Review Date – The date of review.

Effective Date – The effective date of the enforcement order.

Action Init Date – The date the enforcement action was begun.

Action Completed Date – The date the enforcement was completed.

Release Init date – The date the enforcement action was stopped or lifted.

Release Completed date – The date the stopping of the enforcement action was accomplished.

Disposition – The result of the enforcement action.

Reason – The reason for the enforcement action.

Considerations – Considerations related to the enforcement action.

Enforcement Action System Settings

These settings are displayed when creating or viewing an enforcement action. They show the system configurations for enabling enforcement actions and the arrears dollar thresholds that must be met for allowed enforcement actions.

Action Name	Enabled	Threshold
IWO	Yes/No	Dollar Amount
IWO-Foreign	Yes/No	See IWO
IWO-Voluntary	Yes/No	See IWO
IWO-Immediate	Yes/No	See IWO
IWO-Garnishment	Yes/No	See IWO
Seizure	Yes/No	Dollar Amount
License-State Driver	Yes/No	Dollar Amount
License-Tribal	Yes/No	Dollar Amount
License-Hunting	Yes/No	Dollar Amount
License-Fishing	Yes/No	Dollar Amount
License-Comm Fishing	Yes/No	Dollar Amount

Total Arrears Amount – The sum of all arrears owed by the NCP.

Income Withholding Fields

*Income Withholding Radio – These buttons allow selection of the withholding type – Foreign, Voluntary, or Immediate.

*Court – Click icon to open a Third Party search to select a court.

Employer Fields

Click a row to select an employer.

EIN – The federal employer identification number.

Type – The type of employer.

Name – The name of the employer.

Indian Owned – An indicator that is set if the employer is Indian owned.

Status – The status of the employment.

Verified Date – The date the employment was verified.

End Date – The end date of the employment.

Income Withholding Buttons

[Schedule Hearing] – Open the Hearing Detail popup.

[Initiate SOP] – Open the Service of Process Detail popup.

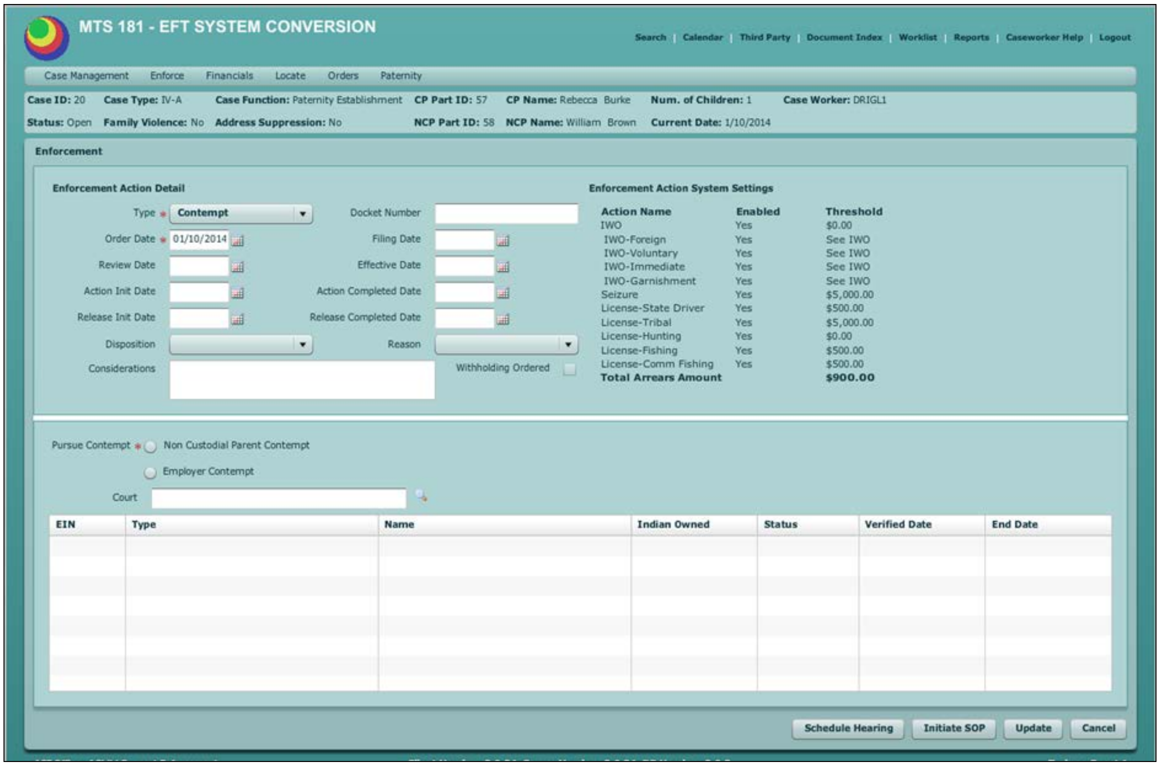
[Update] – Save the entered information and selections.

[Cancel] – Close the screen without updating.

15.4 Create Enforcement Action: Contempt Detail

The Contempt Detail allows selection of either NCP or employer contempt. It is displayed when [Create] is clicked in the Enforcement Action screen and a Type of Contempt is selected. A court and employer must be selected for Employer Contempt. A court must be selected for NCP contempt. The screen displays all the NCP's employers for selection.

The Contempt type will not be selectable unless Contempt is enabled, and the dollar threshold for Contempt is met or exceeded.



Enforcement Action Detail – These fields are enabled when the [Create] button is clicked.

*Type – The type of the enforcement action = Contempt. The Contempt type will not be selectable unless Contempt is enabled, and the dollar threshold for Contempt is met or exceeded.

*Order Date – The date of the enforcement action.

Docket Number – The docket number of the enforcement action.

Case Worker – The case worker who initiates the enforcement action.

Order Date – The date of the enforcement order.

Filing Date – The filing date of the enforcement order.

Effective Date – The effective date of the enforcement order.

Action Init Date – The date the enforcement action was begun.

Action Completed Date – The date the enforcement action was completed.

Release Init Date – The date the enforcement action was stopped or lifted.

Release Completed Date – The date the stopping of the enforcement action was accomplished.

Disposition – The result of the enforcement action.

Reason – The reason for the enforcement action.

Considerations – Considerations related to the enforcement action.

Enforcement Action System Settings

Displayed as in 15.3 Income Withholding Detail.

Pursue Contempt Fields

*Contempt Radio – These buttons allow selection of the contempt type – NCP or Employer.

*Court – Click icon to open a Third Party search to select a court.

Employer Fields

EIN – The federal employer identification number.

Type – The type of employer.

Name – The name of the employer.

Indian Owned – An indicator that is set if the employer is Indian owned.

Status – The status of the employment.

Verified Date – The date the employment was verified.

End date – The end date of the employment.

Contempt Buttons

[Documents] – Open the Documents for Enforcement screen as described in 15.2 Documents for Enforcement screen.

[Schedule Hearing] – Open the Hearing Detail popup.

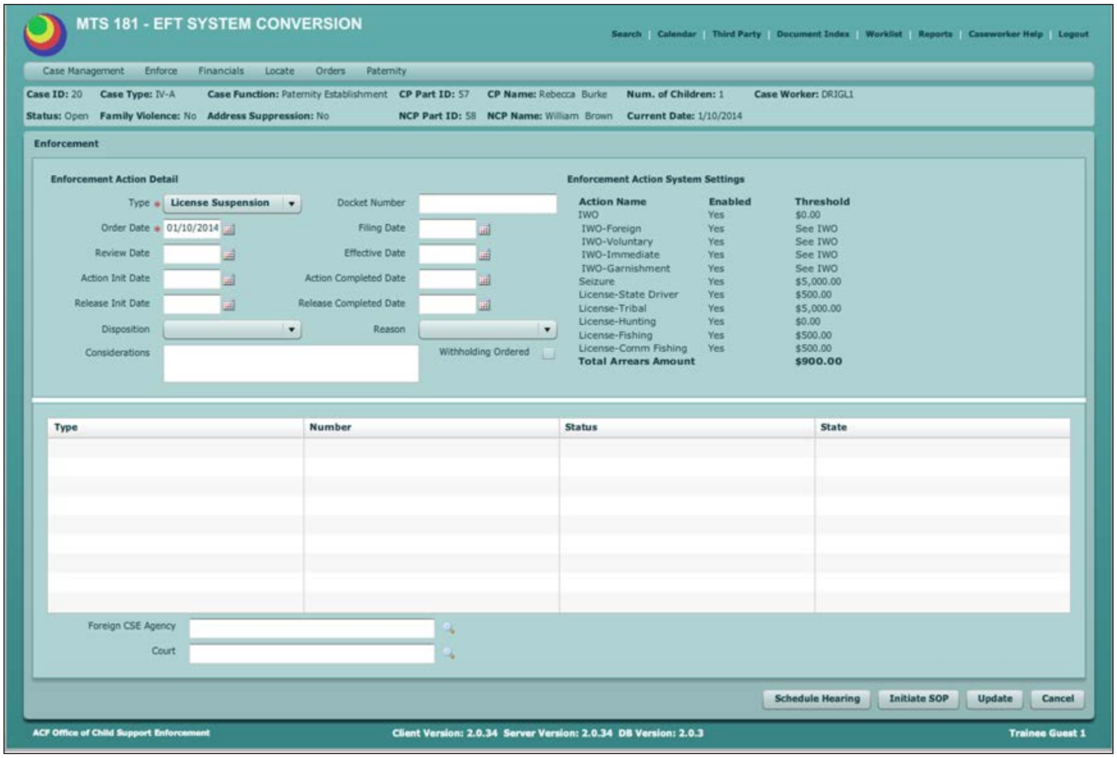
[Initiate SOP] – Open the SOP Detail popup.

[Update] – Save the entered information and initiate the selected contempt action.

[Cancel] – Close the screen without updating.

15.5 Create Enforcement Action: License Suspension Detail

The license suspension screen displays the NCP's licenses and allows selection of a court or state agency to generate license suspension documents. It is displayed when [Create] is clicked in the Enforcement Action screen and a Type of License Suspension is selected.



License Suspension Detail – These fields are enabled when the [Create] button is clicked and "License Suspension" is selected.

*Type – The type of the enforcement action = License Suspension.

*Order Date – The date of the enforcement action.

Docket Number – The docket number of the enforcement action.

Filing Date – The filing date of the enforcement order.

Effective Date – The effective date of the enforcement order.

Action Init Date – The date the enforcement action was begun.

Action Completed Date – The date the enforcement action was completed.

Release Init date – The date the enforcement action was stopped or lifted.

Release Completed date – The date the stopping of the enforcement action was accomplished.

Disposition – The result of the enforcement action.

Reason – The reason for the enforcement action.

Considerations – Considerations related to the enforcement action.

Enforcement Action System Settings

Displayed as in 15.3 Income Withholding Detail.

License Fields

Type – The type of license.

Number– The number of the license.

Status – The status of the license.

State – The state of the license.

Foreign CSE Agency

Click the Third Party icon to open a Third Party search to select a foreign child support enforcement (CSE) agency.

*Court – Click icon to open a Third Party search to select a court.

*License Type – If the NCP owes a balance and has vehicle information recorded in the participant file (See Section 10.9) – the information will be displayed in the license table. The user must select a row before requesting any license suspension.

License Suspension Buttons

[Documents] – Open the Documents for Enforcement screen as described in 15.3 Documents for Enforcement screen.

[Schedule Hearing] – Open the Hearing Detail popup.

[Initiate SOP] – Open the SOP Detail popup.

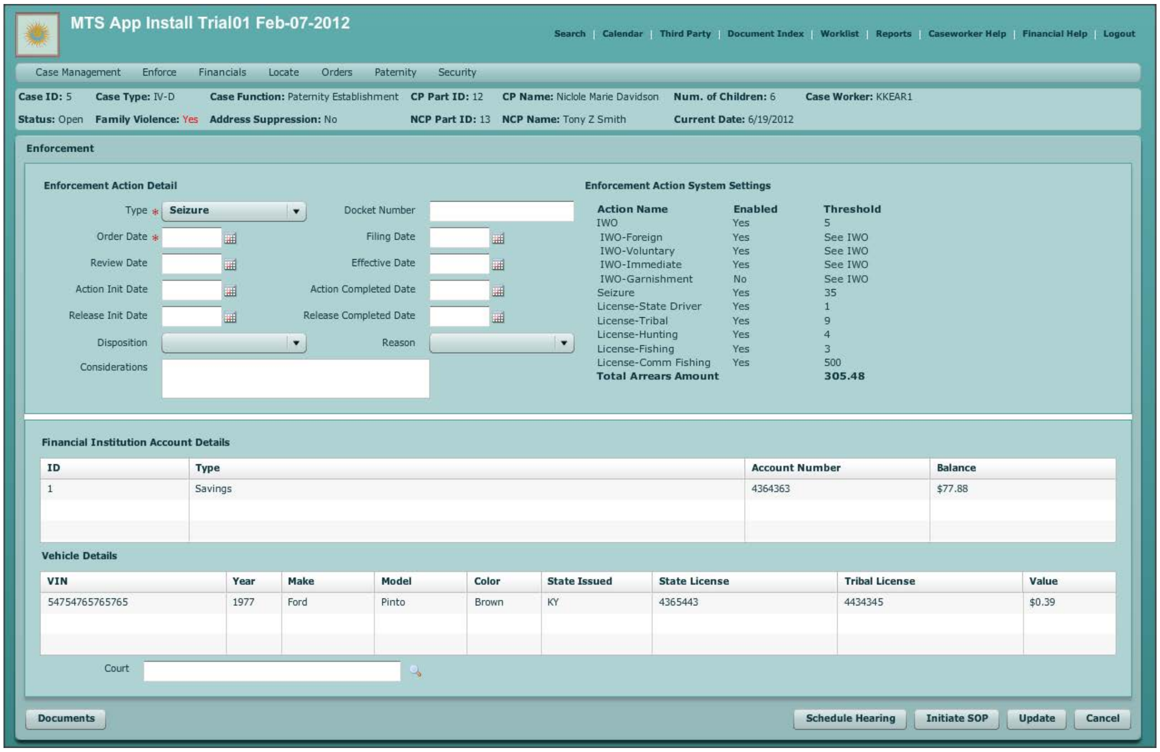
[Update] – Save the entered information and initiate the selected suspension action.

[Cancel] – Close the screen without updating.

15.6 Create Enforcement Action: Seizure

The Seizure Detail screen displays bank account and vehicle details for the NCP. It is displayed when [Create] is clicked in the Enforcement Action screen and a Type of "Seizure" is selected. In order for "Seizure" to appear in the drop-down list the NCP must have a balance that exceeds the threshold for such activity. An asset and a court must be selected and will need to have been entered under "Assets" on the participant demographics section of Case Management (See section 11.3).

The Seizure type will not be selectable unless Seizure is enabled, and the dollar threshold for Seizure is met or exceeded.



Enforcement Action Detail – These fields are enabled when the [Create] button is clicked.

*Type – The type of the enforcement action = Seizure. The Seizure type will not be selectable unless Seizure is enabled, and the dollar threshold for Seizure is met or exceeded.

*Order Date – The date of the enforcement action.

Docket Number – The docket number of the enforcement action.

Filing Date – The filing date of the enforcement order.

Effective Date – The effective date of the enforcement order.

Action Init Date – The date the enforcement action was begun.

Action Completion Date – The date the enforcement action was completed.

Release Init date – The date the enforcement action was stopped or lifted.

Release Completed date – The date the stopping of the enforcement action was accomplished.

Disposition – The result of the enforcement action.

Reason – The reason for the enforcement action.

Considerations – Considerations related to the enforcement action.

Enforcement Action System Settings

Displayed as in 15.3 Income Withholding Detail.

Financial Institution Account Details Fields

ID – The identification number of the bank.

Type – The type of bank account.

Account Number– The number of the account.

Status – The balance in the account.

Vehicle Details Fields

VIN – The vehicle identification number of the vehicle.

Year – The year of the vehicle.

Make – The make of the vehicle.

Model – The model of the vehicle.

Color – The color of the vehicle.

State License – The state license number of the vehicle.

Tribe License – The tribal license number of the vehicle.

Value – The estimated value of the vehicle in dollars.

Seizure Fields

*Court – Click icon to open a Third Party search to select a court.

License Suspension Buttons

[Documents] – Open the Documents for Enforcement screen as described in 15.2 Documents for Enforcement screen.

[Schedule Hearing] – Open the Hearing Detail popup.

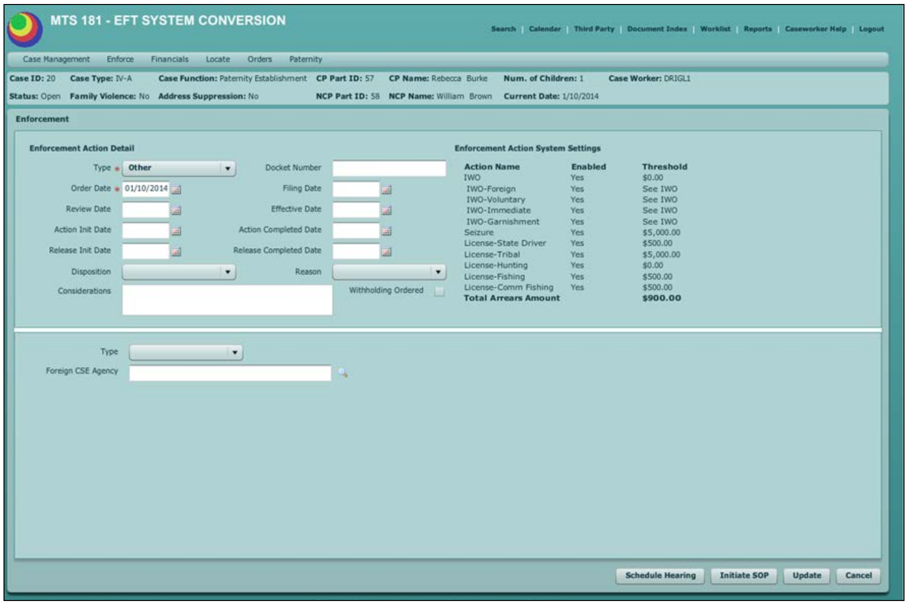
[Initiate SOP] – Open the SOP Detail popup.

[Update] – Save the entered information and initiate the selected seizure action.

[Cancel] – Close the screen without updating

15.7 Create Enforcement Action: Other Detail

The Other screen allows generation of a state or tribal child support enforcement transmittal to initiate enforcement by another jurisdiction. It is displayed when a Type of Other is selected.



Enforcement Action Detail – These fields are enabled when the **[Create]** button is clicked.

*Type – The type of the enforcement action = Other.

*Order Date – The date of the enforcement action.

Docket Number – The docket number of the enforcement action.

Filing Date – The filing date of the enforcement order.

Effective Date – The effective date of the enforcement order.

Action Init Date – The date the enforcement action was begun.

Action Completion Date – The date the enforcement action was completed.

Release Init Date – The date the enforcement action was stopped or lifted.

Release Completed Date – The date the stopping of the enforcement action was accomplished.

Disposition – The result of the enforcement action.

Reason – The reason for the enforcement action.

Considerations – Considerations related to the enforcement action.

Enforcement Action System Settings

Displayed as in 15.3 Income Withholding Detail.

Other Fields

*Type – A drop-down list which allows the user to select either "state" or "tribal".

*Foreign CSE Agency – Click icon to open a Third Party search to select a court.

Other Buttons

[Documents] – Open the Documents for Enforcement screen as described in 15.2 Documents for Enforcement screen.

[Schedule Hearing] – Open the Hearing Detail popup.

[Initiate SOP] – Open the SOP Detail popup.

[Update] – Save the entered information and initiate the selected action.

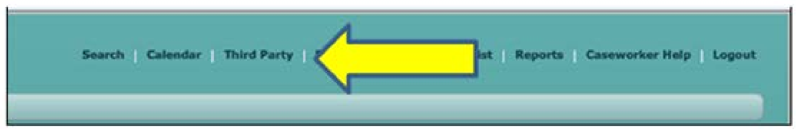
[Cancel] – Close the screen without updating.

16 Third Party

The Third Party screens provide the user with a method of finding, creating, and selecting Third Parties. Third Parties are individuals and entities that are related to cases but not participants in the case.

Getting to the Third Party Search Screen

The Third Party Search screen can be reached by clicking on Third Party in the Common Navigation menu:



The Third Party Search screen can also be accessed by clicking the search icon  next to any Third Party field. Third Party fields include any reference to the following entities:

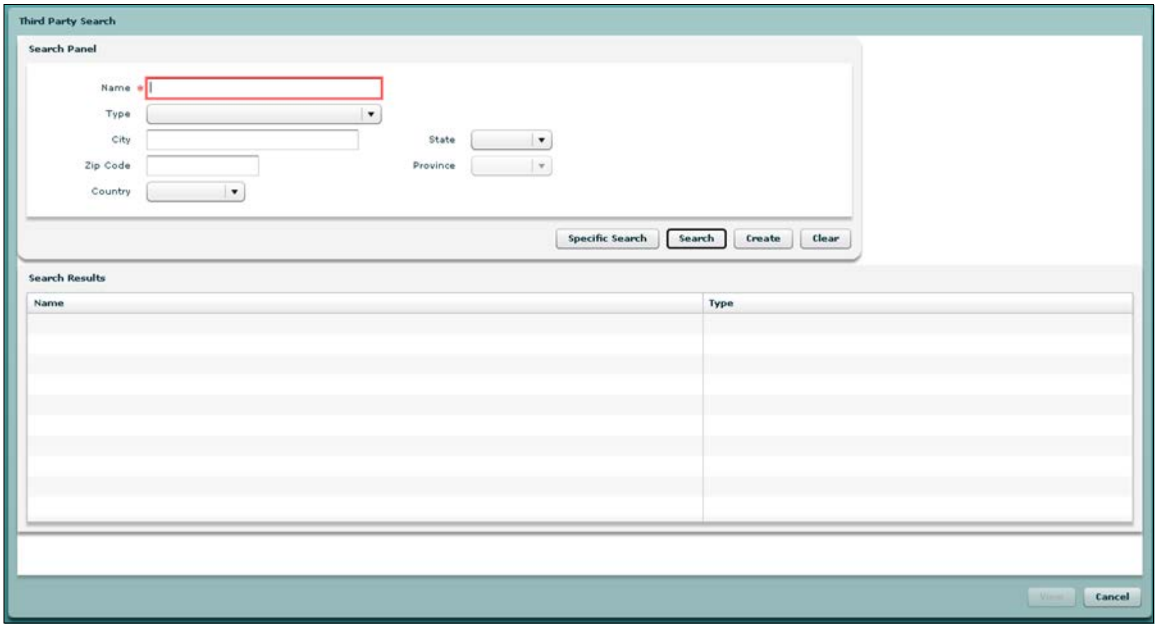
Third Party Types
Law Enforcement
Employer
Correctional Facility
Financial Institution
Health Care Provider
Agency
Postmaster
Health Insurance Provider
Probation/Parole Officer
School
Registered Agent
TCSE Office
Attorney
Court
Genetics Test Lab
State Disbursement Unit

16.1 Third Party Search

The user should always search to ensure that a Third Party does not exist on the system before entering Third Party data. Third Party searches perform the same wild card and combined searches as in Participant Search (See Section 9).

16.1.1 General Search

The general Third Party screen opens from the Common Navigation menu. It will search for all types of third parties unless a specific type is selected.



General Search Panel Fields

*Name – When this field is populated, a Third Party name search will be performed on this data. You must have the name of the third party to conduct a search.

Type – If this field is populated, a Third Party type search will be performed on this data.

City – If this field is populated, a city search will be performed on this data.

State – If this field is populated, a state search will be performed on this data.

Zip Code – If this field is populated, a zip code search will be performed on this data.

Province – If this field is populated, a province search will be performed on this data.

Country **–** If this field is populated, a country search will be performed on this data.

General Search Panel Buttons

[Specific Search] – Opens a Specific Search popup for the selected Third Party Type.

[Search] – Performs a search based on the Search Field data and populates the Results panel.

[Create] – If all searches are unsuccessful, the user may click on the <Create> button. This will take the user to Third Party Create to create a new third party.

[Clear] – Clear out all the search fields.

General Search Results Fields

ID – The system created identification number of the Third Party.

Name – Name of the Third Party.

Type – Type of Third Party.

General Search Results Buttons

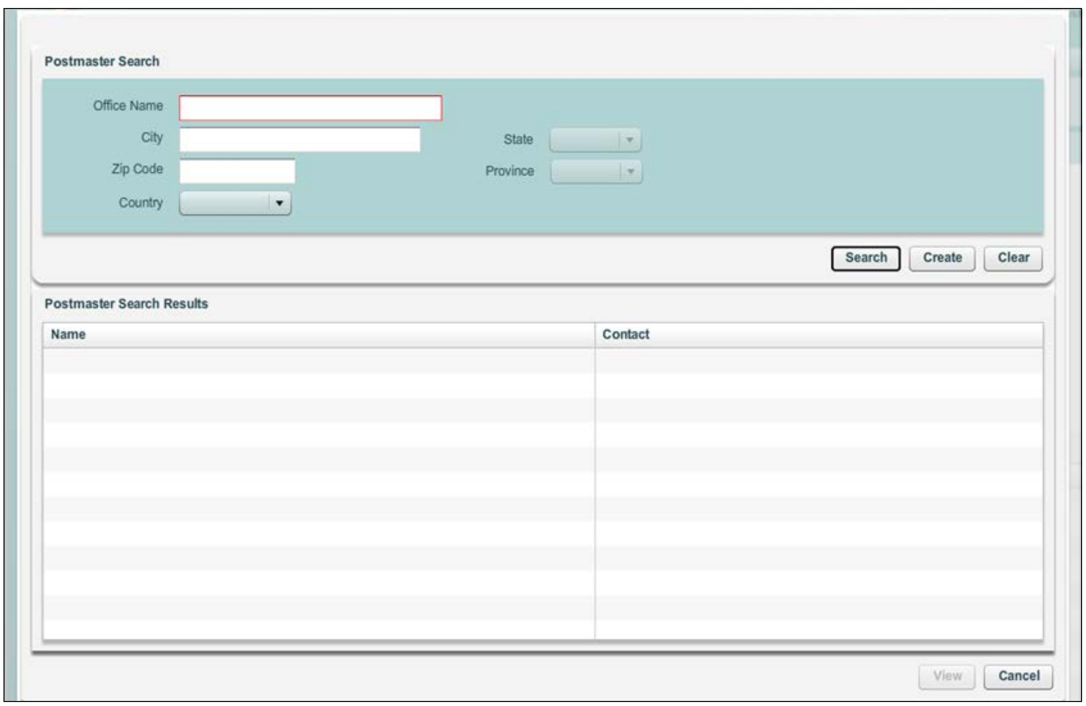
[View] – Open the Third Party Details popup to view data for the selected Third Party.

[Cancel] – Close the Third Party popup.

16.1.2 Specific Search

The specific Third Party Search opens either from a search icon next to a Third Party field, or by selecting Specific Search from the General Search.

The Specific Search is different for each Third Party Type and has slightly different search criteria and results as described below. We have used the "Postmaster Search" as an example for this section.



Postmaster Search Field

Office Name – If this field is populated, an office name search will be performed on this data.

City – If this field is populated, a city name search will be performed on this data.

State – If this field is populated, a state name search will be performed on this data.

Zip Code – If this field is populated, a zip code search will be performed on this data.

Province – If this field is populated, a province search will be performed on this data.

Country – If this field is populated, a country search will be performed on this data.

Postmaster Search Buttons

[Search] – Performs a search based on the Search Field data and populates the Results panel.

[Create] – If all searches are unsuccessful, the user may click on the <Create> button. This will take the user to Third Party Create to create a new third party.

[Clear] – Clear out all the search fields.

Postmaster Search Results Field

Name – The Office Name(s) found by the search.

Contact – The Contact Name(s) found by the search.

Postmaster Search Results Buttons

[View] – Open the Third Party Details popup to view data for the selected Third Party.

[Cancel] – Close the Third Party popup.

Specific Search Differences by Type

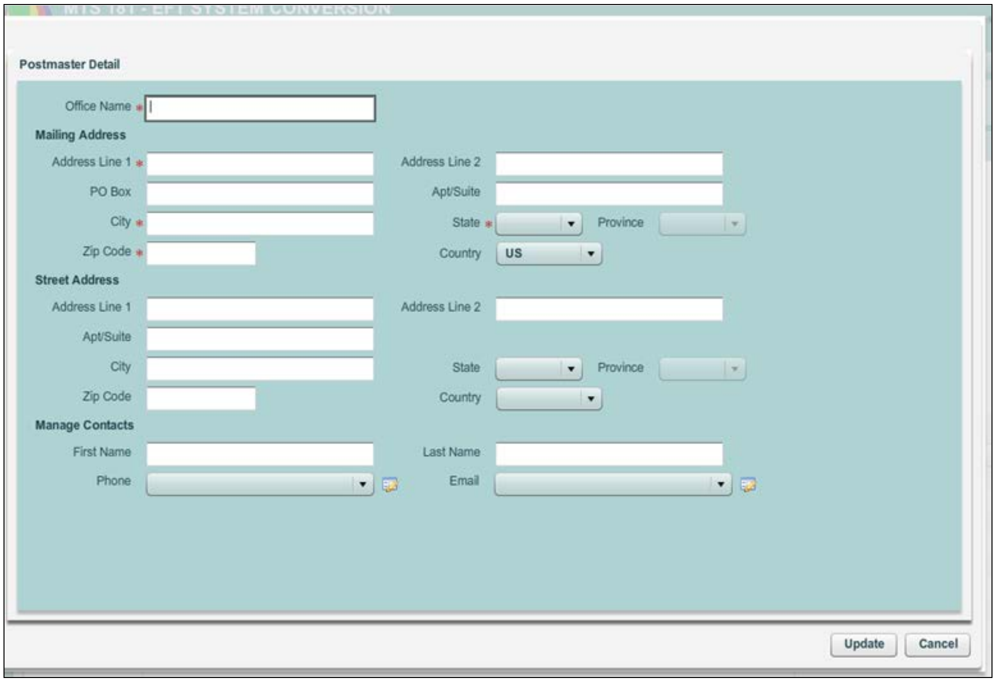
The following table lists the differences in Third Party Specific search fields by Third Party Type:

Third Party	Additional Fields
Law Enforcement	Department
Employer	FEIN, Tribal Owned
Correctional Facility	
Financial Institution	
Health Care Provider	Type, NPI
Agency	Type
Postmaster	
Health Insurance Provider	NPI
Probation/ Parole Officer	
School	
Registered Agent	FEIN
TCSE Office	Type
Attorney	Firm
Court	Type
Genetics Test Lab	

16.2 Third Party Details

The Third Party Detail screen allows the user to view, enter, and modify address and contact information on Third Parties.

The Postmaster Detail screen is shown below. Other Third Party Detail screens have additional entries. These are shown in the next section.



Postmaster Detail Fields

*Office Name – The name of the Office.

Mailing Address

*Address Line 1 – Building number and street of the mailing address of the Postmaster's Office.

Address Line 2 –Additional Address data of the mailing address of the Postmaster's Office.

P.O. Box – The post office box information.

Apt/Suite – Apartment number or suite number of the mailing address of the Postmaster's Office.

*City – City of the mailing address of the Postmaster's Office.

*State – State of the mailing address of the Postmaster's Office.

Province – Province of the mailing address of the Postmaster's Office (available for data entry if Canada is selected as the country).

***Zip Code** – Zip Code of the mailing address of the Postmaster's Office.

Country – Country of the mailing address of the Postmaster's Office.

Street Address

Address Line 1 – Building number and street of the street address of the Postmaster's Office.

Address Line 2 –Additional Address data of the street address of the Postmaster's Office.

Apt/Suite – Apartment number or suite number of the street address of the Postmaster's Office.

City – City of the street address of the Postmaster's Office.

State – State of the street address of the Postmaster's Office.

Province – Province of the street address of the Postmaster's Office (available for data entry if Canada is selected as the country).

Zip Code – Zip Code of the street address of the Postmaster's Office.

Country – Country of the street address of the Postmaster's Office.

Manage Contacts

First Name – First name of the contact person at the Postmaster's Office.

Last Name – Last name of the contact person at the Postmaster's Office.

Phone – Telephone number of the contact person at the Postmaster's Office.

Email – Email address of the contact person at the Postmaster's Office.

Postmaster Detail Buttons

[Update] – Save the entered data and close the popup.

[Cancel] – Close the popup without saving data.

16.2.1 Third Party Detail Differences by Type

The following table lists the differences in Third Party Detail popup fields by Third Party Type.

Third Party	Additional Fields	Hours	Calendar
Law Enforcement	Department		
	Jurisdiction		
Employer	FEIN		
	SEIN		
	Tribal Owned		
	Tribal Member Owned		
Correctional Institution			
Financial Institution	Routing Number		
Health Care Provider	Type		
	NPI		
Agency	Type		
	SDU (State Child Support Enforcement Only)		
Postmaster			
Health Insurance Provider	NPI		
Parole/Probation Officer	Department		
School			
Registered Agent	FEIN		
	SUI		
TCSE Office	Type	Yes	Yes
	Office Phone		
	Office Email		
	Description		

Third Party	Additional Fields	Hours	Calendar
Attorney	Bar Number		
Court	Type	Yes	Yes
Genetics Test Lab	Directions	Yes	Yes

Third Party Additional Fields

Law Enforcement

Department – The name of the administrative division the law enforcement office is responsible to.

Jurisdiction – The location or area in which the law enforcement office has authority.

Employer

FEIN – A Federal Employer Identification Number, also known as a Federal Tax Identification Number, is used to identify a business entity.

SEIN – A State Employer Identification Number is used to identify a business entity at a state level.

Tribal Owned – A checkbox indicating the business is owned by the tribe.

Tribal Member Owned– A checkbox indicating the business is owned by a tribal member.

Correctional Institution

None

Financial Institution

Routing Number – A routing transit number (RTN), or routing number, is a nine digit bank code used in the United States which appears on the bottom of negotiable instruments such as checks that identifies the financial institution it is drawn upon. This code is also used by the Automated Clearing House to process direct deposits and other automated transfers.

Health Care Provider

Type – The type of Health care provider – HMO, Dental, Major Medical, etc.

NPI – National Provider Identifier - a standard unique identifier for health care providers.

Agency

Type – The type of agency. Possible agency types are listed below.

Third Party Agency Types
Tribal Finance Department
Tribal TANF
Tribal Foster Care
Tribal Kinship Care
Other Tribes Office
Federal Office
State Office
Tribal Child Support Enforcement
State Child Support Enforcement
Protective Payee
Tribal Medicaid
Tribal Child Welfare
County Child Support Office
Central Registry

SDU – The "State Disbursement Unit" number for the state agency (for state agencies only).

Postmaster

None

Health Insurance Provider

NPI – National Provider Identifier - a standard unique identifier for health care providers**.**

Parole/Probation Officer

Department **–** The name of the administrative division the officer is responsible to.

School

None

Registered Agent

FEIN **–** A Federal Employer Identification Number, also known as a Federal Tax Identification Number, is used to identify a business entity.

SUI – The State Unemployment Insurance Agency number of the registered agent.

TCSE Office

Type – The type of TCSE office – main, branch, or payment.

Office Phone – The phone number of the office.

Office Email – The email address of the office.

Description – A description of the function or location of the office.

Hours – A slider indicating the business hours of the office.

Attorney

Bar Number – The state bar association membership number of the attorney.

Court

Type – The type of court – Tribal, CFR, State, etc.

Hours – A slider indicating the hours the court is in session.

Genetics Test Lab

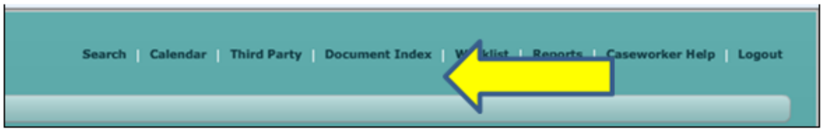
Directions – A description of how to get to the lab.

Hours – A slider indicating the business hours of the lab.

17 Document Index

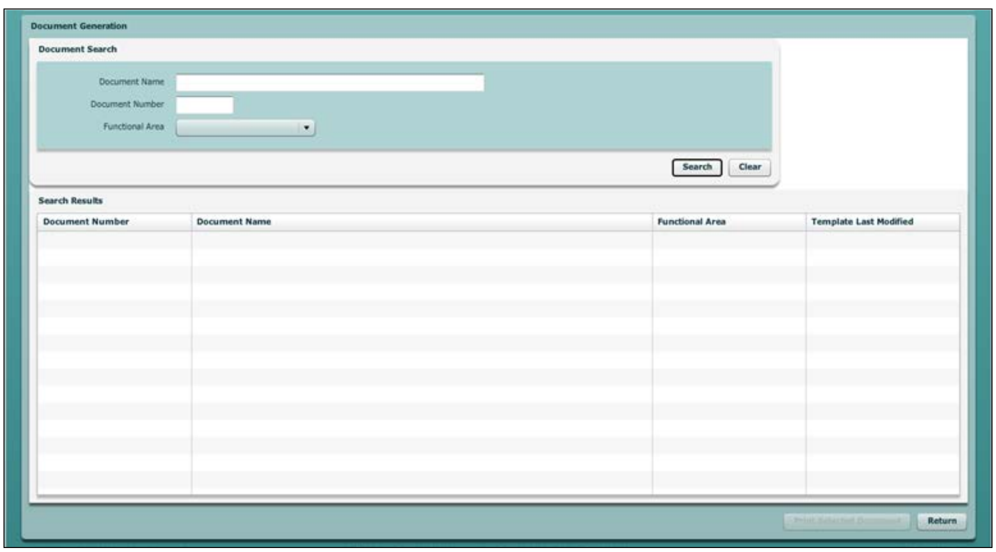
Getting to the Document Index

The Document Index screen can be reached by clicking on Document Index in the Common Navigation menu:



17.1 Document Search

The Document Index screen is used to search for a document and display the results of the search. Search for the document to be printed, select it in the search results, and click [Print Selected Document].



Document Search Fields

Document Name – If entered, perform a search based on the name of the document.

Document Number – If entered, perform a search based on the unique identifying number of the document.

Functional Area – If entered, perform a search based on functional area of the document.

Document Search Buttons

[Search] – Perform a search on the entered criteria.

[Clear] – Clear the entered criteria.

Search Results

Document Number – The unique identifying number of the selected document.
Document Name – The name of the selected document.
Functional Area – The functional area of the selected document.
Template Last Modified – The last date the selected document template was modified.

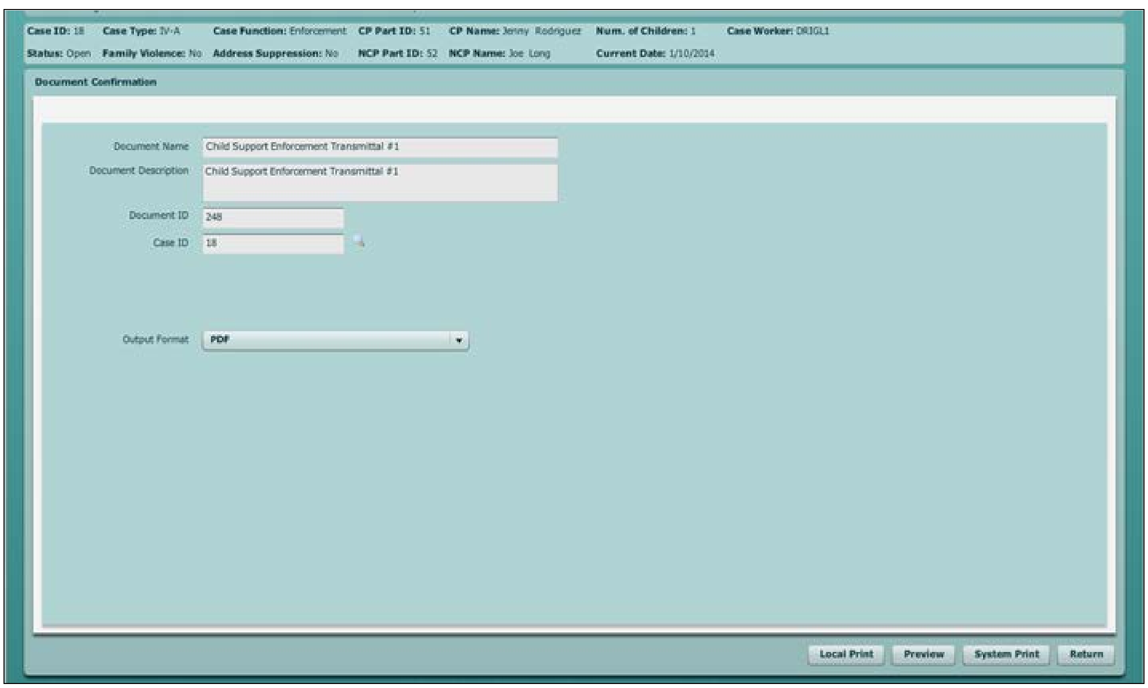
Search Results Buttons

[Print Selected Document] – Go to the Confirmation screen to finish the printing process for the selected document. Button becomes available once a letter has been selected.

[Cancel] – Cancel the printing process.

17.2 Document Confirmation

The Document Confirmation screen presents the user with a drop-down list for selecting a child or hearing appropriate for the generation of the document. The user can also select an output format of either PDF or RTF. Select the appropriate values and click [Local Print] or [System Print] to print.



Document Confirmation Fields

Document Name – The name of the selected document.

Document Description – A description of the selected document.

Document ID – The unique identifying number of the selected document.

Case ID – The unique identifying number of the selected case.

Select Child – A checkbox list to select a child (if required).

Select Hearing – A drop-down list to select a hearing (if required).

Output Format – A drop-down list to select PDF or RTF output.

Document Confirmation Buttons

[Local Print] – Creates a document that can be sent to a local printer.

[Preview] – Preview the selected document.

[System Print] – Automatically prints the document to the system printer.

[Return] – Cancel printing of the selected document and return to previous screen.