Model Tribal System

Designed By Tribes, For Tribes

General System Design

June 03, 2014

Version 1.20

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

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Government Agency: Administration for Children and Families, Office of Child Support Enforcement

Government Agency Original Software Designation: Automated Tribal Child Support Enforcement System

Government Agency Original Software Title: Model Tribal System (MTS)

Government Agency Point of Contact for Original Software:

Director, Division of State and Tribal Systems, OCSE, 370 L'Enfant Promenade, SW., Washington, DC 20447. Phone: (202) 690-1234

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Table of Contents

1 Introduction

This document defines a proposed General Software Design for a Model Tribal System (MTS). This document was developed by the Office of Child Support Enforcement (OCSE) to serve as a baseline for further development, specifically for a MTS Detailed Design. This design is based on and controlled by the *Model Tribal Child Support Enforcement System Software Requirements Specification* dated February 6, 2006, hereafter referred to as the SRS.

Also subject to OCSE approval, any section of this document may be modified, in accordance with contactor's best practice and industry standards, to implement design improvements that will ensure successful cost-effective implementation and increase the efficiency and effectiveness of the final MTS system.

As stated in the *Tribal Child Support Enforcement (TCSE) Concept of Operations*:

The system shall provide for the efficient management of TCSE cases. For tribes that use this system, it shall be the primary automated system used by the tribe for child support enforcement. Each instance of the system software is intended to support only one tribal organization. The system shall contain all data needed to manage a case, including records of payments and collections made by tribal financial organizations. It shall accept applications for child support services and set up child support cases. It shall locate participants in the case. It shall support the establishment of paternity and the establishment of support orders. It shall support the enforcement of child support orders. It shall support the collection of payments and shall support the distribution and disbursement of payments. The system should support the production of all required federal and tribal reports. The system shall ensure the privacy of all data. If it handles funds, it shall ensure the secure handling of all funds.

In support of these requirements, this document will define software architecture to support the following Business Processes:

Case Intake and Update

Case Initiation and Update is the process of responding to a request for services. This includes opening and/or reopening a case and assessing and determining the next appropriate action on a case. It also includes entering data on a case, both at intake and over the life of the case

Locate

Locate is the process of gathering information concerning the physical location and verified mailing address of a Custodial Parent (CP) or Noncustodial Parent (NCP). It also includes information on the parties' employer(s), income, and/or assets. Locate information is used to support the efficient collection of child support.

Paternity Establishment

Paternity Establishment is the process of obtaining a voluntary acknowledgement of or a stipulation to paternity. It also includes the legal processes needed to obtain a finding of paternity by a court.

Order Establishment

Order Establishment is the process of 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 process.

Enforcement

Enforcement is any action that may be taken to ensure collection of a child support obligation. Enforcement methods include income withholding, license suspension, liens on property, and various other tribal, state, and federal remedies.

Case Management

Case Management includes numerous actions affecting the status or organization of an established case. It includes redirecting payments, consolidating a case, transferring a case, and closing a case. It also includes monitoring responses to actions on a case and determining the next action that should be taken on a case.

Financial Management

Financial Management includes all the processes involved in collecting and paying out child support monies. The system must conduct these functions in accordance with accepted accounting practices. The functions include:

- **Obligation Management**

  Obligation Management is the process of managing owed amounts, primarily court ordered support (financial and non-financial) owed by the NCP, but also includes any judgments, fees, and other costs related to a child support case.

- **Collections**

  Collections is the process of receiving funds from an NCP and other payors, and all functions related to recording and depositing monies paid by NCPs for child support obligations.

- **Distribution**

  Distribution is the process of applying allocated collections to various debts and obligations.

- **Disbursement**

  Disbursement is the process of handling outbound payments to the appropriate parties.

- **Deposit Reconciliation**

  Deposit Reconciliation is the process of matching an Open Financial Exchange (OFX) file received from the bank with the deposit generated by the system.

System Security and Administration

System Security and Administration provide for maintaining the security and privacy of personal and financial data.

Security

The Security function will provide for restricting access to the MTS application and data to only authorized users only under controlled circumstances. It will provide for separation of functions to ensure proper handling of financial accounts.

Administration

The Administration process provides for configuration of the system to support a variety of TCSE programs, each with different needs and governing regulations. The system software will be extensively configurable both before and after installation. Configuring and reconfiguring the system should have a minimum impact on program operations.

Reporting

Reporting includes extracting and abstracting system data to produce reports that ensure the reliability of the system’s financial processes and the business effectiveness of the child support program as a whole.

2 Architecture

As required by the *Model TCSE System Draft Concept of Operations,* the system architecture must support the following requirements:

- The system shall be scaleable, with support for caseloads of up to 20,000 active and inactive cases.
- The system shall support a network topology that can be scaled up to support a main office and up to 25 local offices.
- The system shall provide operational capacity and throughput to support up to 100 concurrent users, including caseworkers, management, and legal staff.
- The system shall be capable of being scaled up to support additional cases, offices, and users without changes to the application software.
- The system shall provide a standardized record layout for a tribal child support system interface.
- The system shall support an interface with state child support systems.
- The system's full functionality shall be available 99% of its scheduled operating time.
- The system shall have an application transaction response time of 2 seconds or less 95% of the time (not including transmission times).
- The system shall provide the capability of extracting and archiving all program data to portable media within an 8 hour period.
- The system shall provide the capability of being installed on new hardware within a 24 hour period.
- The system shall have an expected operational life of at least 7 years.
- Tribes who use this system shall have personnel available, either tribal staff or via contractor services, with the capability to install, update, operate, back-up, and restore the system.

In support of these requirements, three architectures are suggested here. The first architecture is intended to support a single office program with a thousand cases or less. The second architecture is intended to support a single or multi-office program with up to 20,000 cases. The third architecture is intended to support multiple programs using multiple instances of the MTS software and multiple instances of the same database on shared hardware. This architecture is expected to support programs totaling up to 20,000 cases.

The suggested hardware and software is provided for guidance and can be modified by the implementation contractor with OCSE approval. OCSE encourages the implementation contractor to suggest alternative configurations that will provide efficient, effective, and low-cost performance of the MTS.

3 Software Processes

This section describes the software processes that implement the requirements of the SRS. The data tables referenced are from *Appendix 5.3 Data Model.* All processes can be presumed to reference the following data tables: Case, Custodial Parent, Noncustodial Parent, Child, and Participant.

A cross-reference between the Data Model and the SRS Data Dictionary is given in *Appendix 5.7 Data Dictionary Cross-Reference.*

The references shown to the SRS are to Section III unless otherwise noted.

3.1 Configuration Process

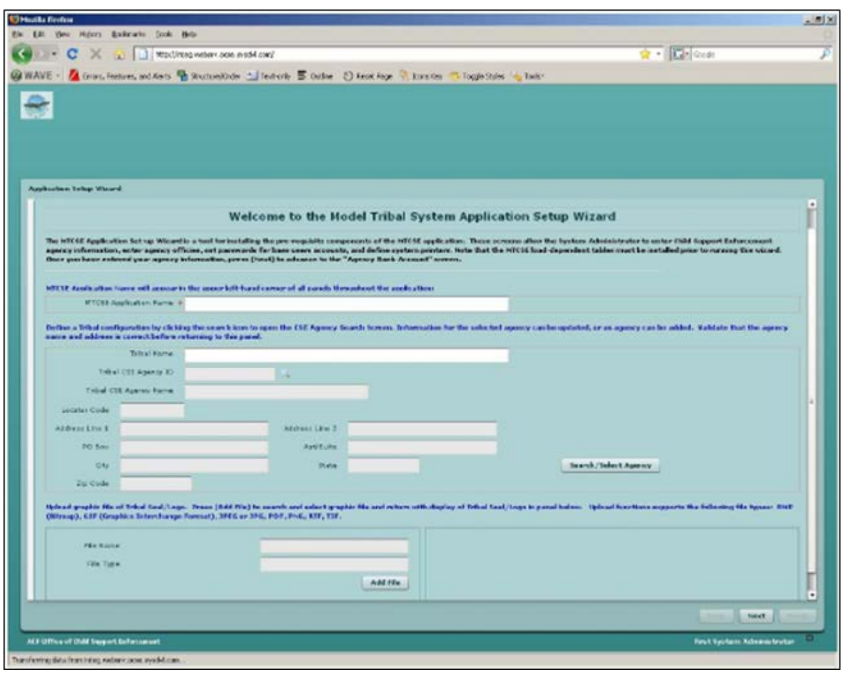
This process is run at system startup to provide the minimum data necessary for operation of the system.

3.1.1 Configuration Process Screens

The following screens allow entry of configuration data.

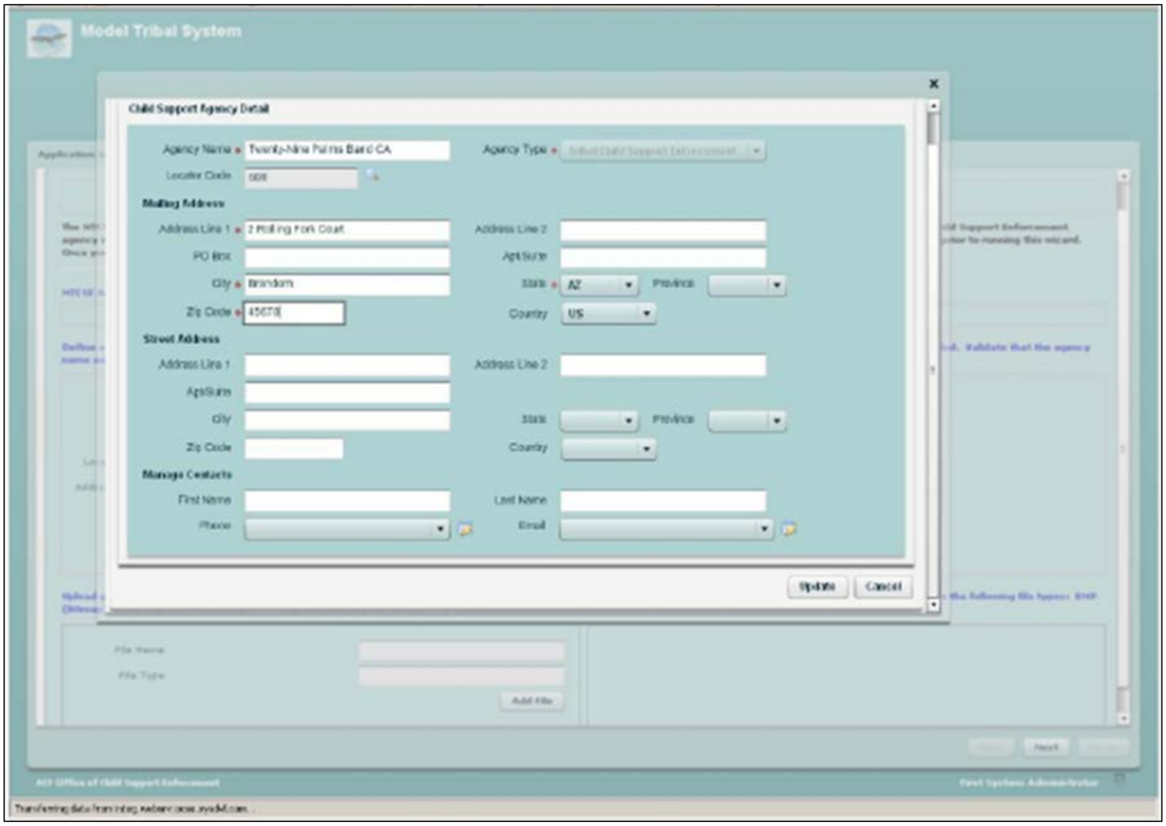
3.1.1.1 Agency Setup

This screen displays the required entries of the system name, the name of the tribe operating the program, the name and address of the agency operating the system, and the system logo.



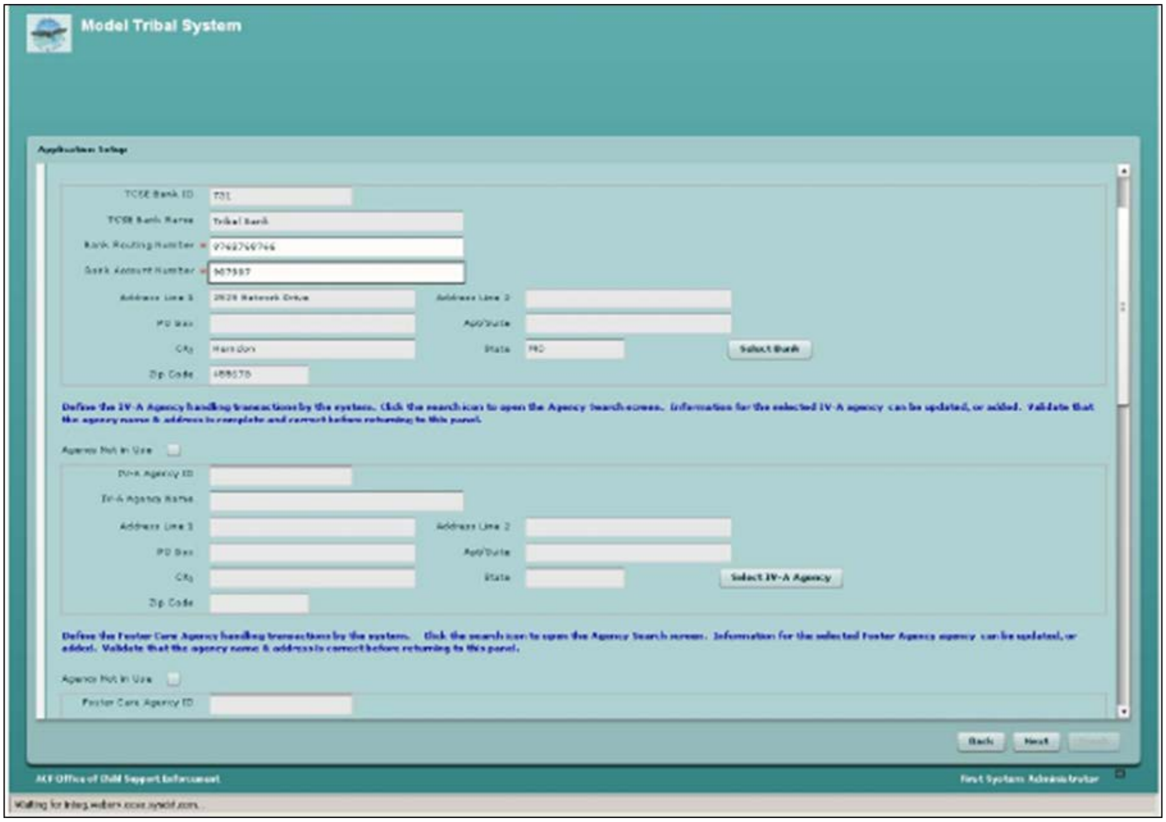
3.1.1.2 Agency Popup

This popup allows entry of the name and address of the agency operating the system.



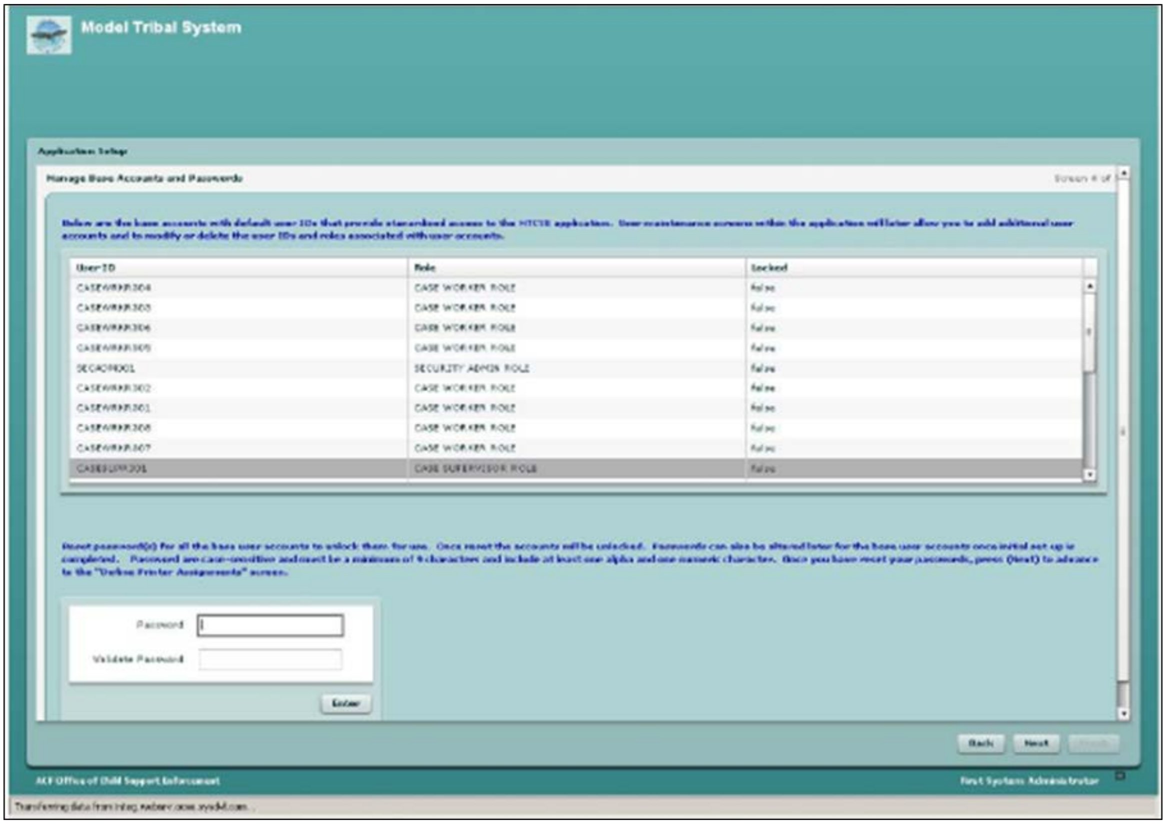
3.1.1.3 Bank and Referring Agencies

This screen requires entry of the name and address of the bank used by agency operating the system and of any referral agencies used by the agency.



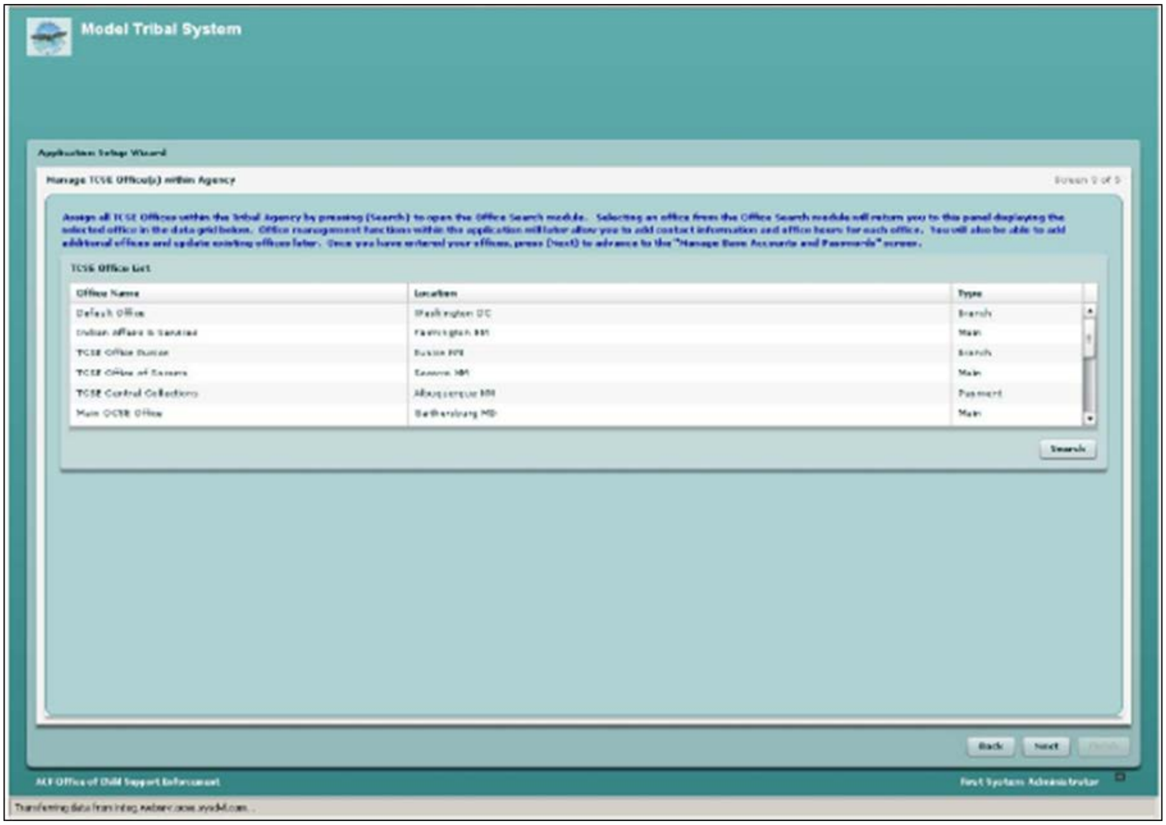
3.1.1.4 User Setup

This screen requires entry of a password for the default users of the system.



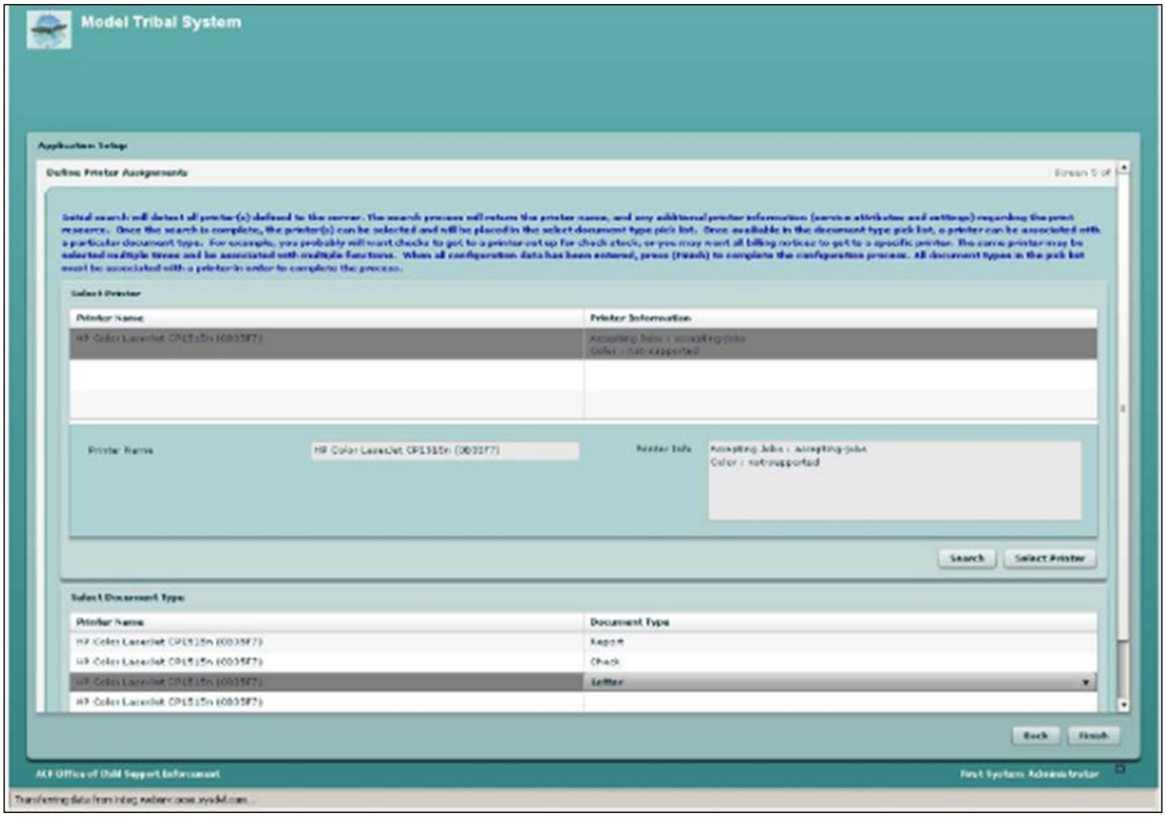
3.1.1.5 Office Setup

This screen requires entry of at least one or more offices of the agency operating the system.



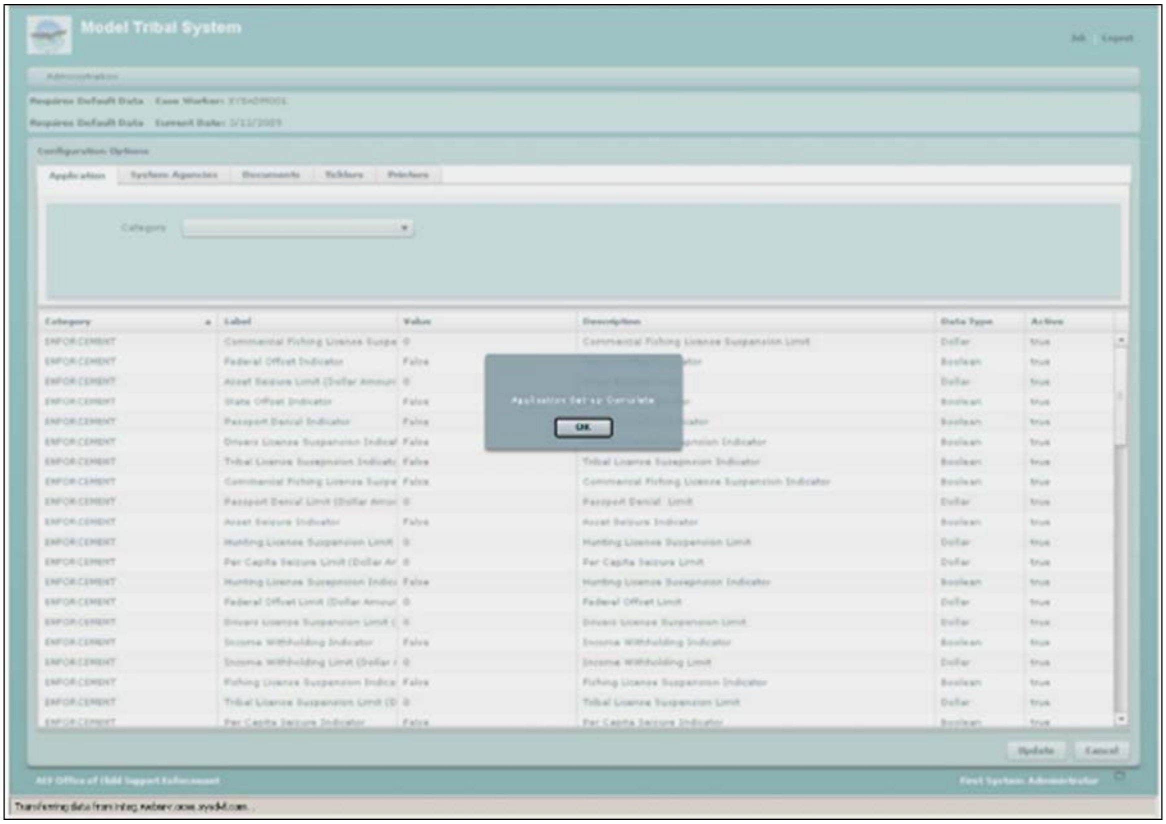
3.1.1.6 Printer Setup

This screen requires entry of the default printer or printers to be used by the system.



3.1.1.7 Confirmation Message

This screen shows a message that the system has been successfully initialized.



3.2 Background Processes

Background processes are processes that run independently of worker actions. The frequency at which these processes run can be configured at system installation. Some of these processes are interrelated, e.g. Pass-through runs immediately after distribution.

Job Name	Group	Sequence	Schedule	Frequency	Notes
PrintManagerJob	PRINTDEAMON _GROUP	None	Every minute	Daily	Prints notices
DisbursementJob	DISBURSEMENT _GROUP	1	Every 5 min	Daily	Processes all Disbursements
PassThrough	DISBURSEMENT _GROUP	2	Every 5 min	Daily	Pass through process
DistributionProducerJob	DISBURSEMENT _GROUP	3	Every 5 min	Daily	Performs Distribution on all receipts
InterestCharging	CHARGING_ GROUP	1	3:00 AM nightly	Daily	Applies interest to debts with an interest rate. Only runs once a month.
ObligationMonitorJob	CHARGING_ GROUP	2	3:00 AM nightly	Daily	Opens and Closes Debt Accounts based on Effective Date and End Date
AccountCharging	CHARGING_ GROUP	3	3:00 AM nightly	Daily	Charges Current Support and Ordered Arrears based on Charge Date
DelinquencyMonitor	CHARGING_ GROUP	4	3:00 AM nightly	Daily	Manages account delinquency based on CSUP balances

Job Name	Group	Sequence	Schedule	Frequency	Notes
BillingNoticeJob	CHARGING_ GROUP	5	3:00 AM nightly	Daily	Generates billing statements
URAAccrualJob	MONTHLY_ GROUP	1	6:00 AM Last Day of Month	Monthly	URA Accrual
AccountsHistoryJob	MONTHLY_ GROUP	2	6:00 AM Last Day of Month	Monthly	Resets month end balances
CaseTypeAssignment	CASEMGMT_ GROUP	1	2:00 AM nightly	Daily	Updates case type assignment
CaseFunctionMonitor	CASEMGMT_ GROUP	2	2:00 AM nightly	Daily	Updates case function assignment
CaseClosureMonitor	CASEMGMT_ GROUP	3	2:00 AM nightly	Daily	Monitor for case closure
IntakeDocumentMonitor	CASEMGMT_ GROUP	4	2:00 AM nightly	Daily	Monitor documents dispositions and generates ticklers as appropriate
IntakeAlertMonitor	CASEMGMT_ GROUP	5	2:00 AM nightly	Daily	Generates ticklers for birthdates
LocateLetterMonitor	CASEMGMT_ GROUP	6	2:00 AM nightly	Daily	Monitor locate document dispositions
LocateTimeMonitor	CASEMGMT_ GROUP	6	2:00 AM nightly	Daily	Address and Employers check for NCP and ticklers
PaternityLetterMonitor	CASEMGMT_ GROUP	7	2:00 AM nightly	Daily	Paternity letter monitor and tickler generation
EstablishmentLetterMonitor	CASEMGMT_ GROUP	8	2:00 AM nightly	Daily	Establishment letter monitor and tickler generation

Job Name	Group	Sequence	Schedule	Frequency	Notes
ReviewMonitor	CASEMGMT_GROUP	9	2:00 AM nightly	Daily	Case review monitor and tickler generation
EnforcementAlertMonitor	CASEMGMT_GROUP	10	2:00 AM nightly	Daily	Document monitoring and tickler generation
EmancipationMonitor	CASEMGMT_GROUP	11	2:00 AM nightly	Daily	Monitors child emancipation date
CheckEscheatmentMonitor	CASEMGMT_GROUP	12	2:00 AM nightly	Daily	Monitors for escheated checks
TicklerGenerationMonitorJob	CASEMGMT_GROUP	13	2:00 AM nightly	Daily	Generates tickers when a user role expires

3.2.1 Case Management Processes

The following processes are run in the background to facilitate case management.

Related SRS Section	
Number	**Name**
1.11	Intake Document Monitor
1.12	Intake Monitor
2.4	Locate Letter Monitor
2.5	Time-In-Locate Monitor
3.5	Paternity Letter Monitor
3.6	Paternity Status Monitor
4.7	Review Monitor
4.8	Establishment Letter Monitor
4.9	Order Status Monitor
4.10	Order Alert Monitor
5.6	Alert Monitor
5.7	Enforcement Monitor
6.12	Case Function Monitor
6.13	Service of Process Monitor
6.14	Case Closure Monitor
6.15	Emancipation Monitor
6.16	Management Alert Monitor

Features
Periodic Automatic Processes

Process Tables
Tickler
Document
Mailing Address
Case
Review

3.2.1.1 Case Type Assessment Monitor

This is a periodic process that changes the Case Type and Assistance Type based on Temporary Assistance for Needy Families (TANF) grant data.

If case status changes, it will record a Case History Event for **Case Type Change** as described in *SRS Appendix E – Case History Notes and Events.*

3.2.1.2 Case Function Monitor

This is a periodic process that changes the Case Function based on system data.

If case status changes, it will record a Case History Event for **Case Status Change** as described in *SRS Appendix E – Case History Notes and Events.*

3.2.1.3 Case Closure Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.4 Intake Alert Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.5 Locate Letter Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.6 Locate Time Monitor

This process monitors response times related to Locate.

3.2.1.7 Paternity Letter Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.8 Establishment Letter Monitor

This process monitors response times related to Establishment letters.

3.2.1.9 Review Monitor

This is an automatic monthly process that generates ticklers if an order review is required as indicated by configuration data review timeframes and the date of the last order review.

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.10 Enforcement Alert Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.11 Emancipation Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.12 Check Escheatment Monitor

Not Implemented

3.2.1.13 Tickler Generation Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.1.14 Case Function Monitor

This is an automatic process that changes the Case Function based on system data. It is run on demand by screen processes that change case data that may affect Case Function (paternity status, location, order establishment, etc.).

If case status changes, it will record a Case History Event for **Case Status Change** as described in *SRS Appendix E – Case History Notes and Events.*

3.2.2 Charging Processes

Daily processes perform charging, delinquency determination, and calculation of interest.

Related SRS Section	
Number	**Name**
7.10	Financial Monitor
7.10.1	Delinquency
7.10.1.1	Delinquency Notice
7.10.2	Interest
7.10.3	Billing Notice

Features
Periodic Automatic Processes

Process Tables
Account
Collection
Obligation
Mailing Address
Distribution

Process Tables
Disbursement
Account
Financial Event

3.2.2.1 Interest Charging

Interest Charging charges interest due on arrears based on the monthly interest rate for the obligation.

3.2.2.2 Obligation Monitor

This is a periodic process that updates the status of set and sent ticklers in the Worklists of all workers.

If responses have not been received to ticklers set by the system or by workers, and the ticklers trigger date has been reached, the process will mark the tickler for insertion on the appropriate worklist.

If the appropriate case action has taken place or the tickler action has been superseded as described in the clearing conditions for ticklers in *SRS Appendix D – Ticklers*, the tickler will be marked for deletion from the worklist.

3.2.2.3 Account Charging

Account Charging charges debt accounts when they come due, based on debts resulting from Order Entry, Account Setup, or Recoupment Debt Account Setup.

3.2.2.4 Delinquency Testing

This process will monitor account for delinquency, defined as being one-month's payment one month overdue.

3.2.2.5 Billing Notice

Not Automated

3.2.3 Disbursement Processes

These are scheduled background processes that update the financial information on user's accounts.

Related SRS Section	
Number	**Name**
7.1	Current Support Distribution
7.1.1	Child Support Distribution
7.1.2	Spousal Support Distribution
7.1.3	Medical Support Distribution
7.1.4	Current Support Allocation
7.2	Arrears Distribution
7.2.1	Arrears Allocation
7.2.1.1	Arrears Allocation Calculation
7.2.1.2	Arrears Distribution
7.3	Judgment Distribution
7.3.1	Judgment Allocation
7.4	Fees and Futures
7.4.1	Fee Allocation
7.5	Disbursement
7.5.1	Current Support Disbursement
7.5.2	Arrears Disbursement
7.5.3	Judgment Disbursement
7.5.4	Fees Disbursement
7.5.5	Referred Case Disbursement

Features
Periodic Automatic Processes

Process Tables
Account
Collection
Obligation
Mailing Address
Distribution
Disbursement
Account
Financial Event

3.2.3.1 Distribution

This process distributes collections between the appropriate case, individual, and agency accounts. Payments are allocated between cases either automatically based on an allocation by debt percentage or manually by selection of a case at Collection Posting.

3.2.3.2 Disbursement

Disbursement creates disbursements checks or electronic funds transfer (EFT) payments from money disbursed to payee accounts.

3.2.3.3 Pass-through

The Pass-through process disburses tribal TANF money to the family.

3.2.4 Monthly Processes

These processes perform monthly financial tasks.

Related SRS Section	
Number	**Name**
7.10	Financial Monitor

Features
Periodic Automatic Processes

Process Tables
Account
Collection
Obligation
Mailing Address
Distribution
Disbursement
Account
Financial Event

3.2.4.1 Unreimbursed Assistance

Calculate Unreimbursed Assistance (URA) based on TANF grants and payments received.

3.2.4.2 Account History

This process will record monthly account balances.

3.2.5 Print Manager

This process will monitor print jobs.

Related SRS Section	
Number	**Name**
	None

Features
Periodic Automatic Processes

Process Tables
Account
Collection

Process Tables
Obligation
Mailing Address
Distribution
Disbursement
Account
Financial Event

3.2.6 Security Monitor

This is a continuously running process that identifies user upon login and sets system privileges for the user base on user security profiles. It records logins, login attempts, and system usage. It logs off users who have been inactive for more than 30 minutes.

Related SRS Section	
Number	**Name**
II-4.6	System Security
8.9	System Monitor

Features
Automatic Continuous Process

Process Tables
System Administrator

3.3 Screen Processes

These are processes that run in real time as users enter and modify data on interactive web pages. Each screen process includes the scripts, classes, objects, database calls, etc. needed to support the screen's functionality.

3.3.1 General Screen Characteristics

1. All screens, except popups, will display the name of the logged in worker, the name, and mnemonic of the screen and the current date and time.
2. Screen navigation will be as described in *Appendix 5.1 Screen Navigation Diagrams.*
3. All screens except Access screens, Security screens, and Administration screens will have tabbed headers linked to the main screens for each major functional area.
4. The tabbed headers when clicked will open a high level screen as indicated by the following table.

Tabbed Screens

Tab	Linked Screen
Case	Case Summary
Participant	Participant
Locate	Locate
Paternity	Paternity Summary
Order	Order Data
Enforcement	Enforcement Summary
Financial	Account Summary
Worklist	Worklist

5. All screens except Access screens, Security screens, and Administration screens will have links to each utility screen.
6. A popup is defined as a small special purpose window opened with one mouse click on top of an existing window.
7. Each screen will provide for navigation based on user role as defined in *Appendix 5.5 Security Roles and Data Access.*
8. Users will be able to select a case number by searching by a case number, case type, or assigned worker.

9. Users will be able to select a participant number by searching by full or partial participant number or by full or partial participant name. Name searching will use initial partial word matching and a Soundex algorithm. Users will be able to select a case number by selecting participant information.
10. If a participant or case has been selected, all subsequent screens selected will display data related to this case or participant number until it is changed by user action.
11. All screens will have an *Update* Button. Data entered on the screen will not be updated in the system database until the Update button is selected.

3.3.2 Access Screens

These screens manage password-controlled entry to the MTS.

Related SRS Section	
Number	**Name**
II-4.6	System Security
8.5	Login
8.6	Logout

Features	
Navigation from the Login Screen is automatic and dependent on user role as follows:	
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

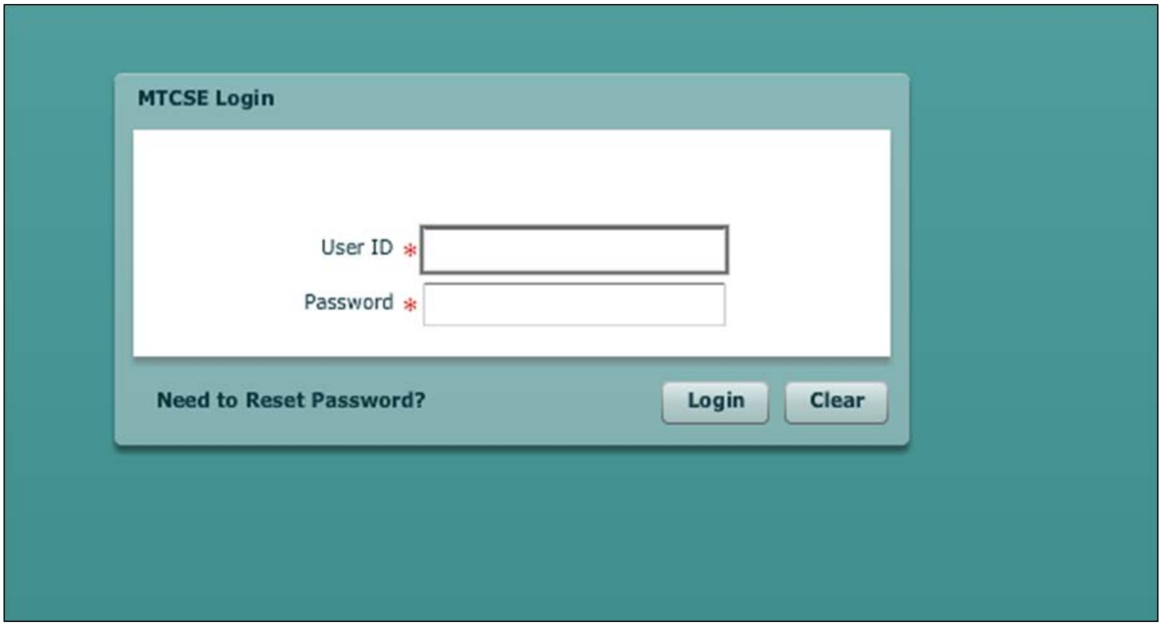
Process Tables
System Administrator

3.3.2.1 Login Screen

This screen accepts entry of a user ID and password for an approved user. Upon recognition and verification of the user ID and password the system will open an initial screen based on the user's role.

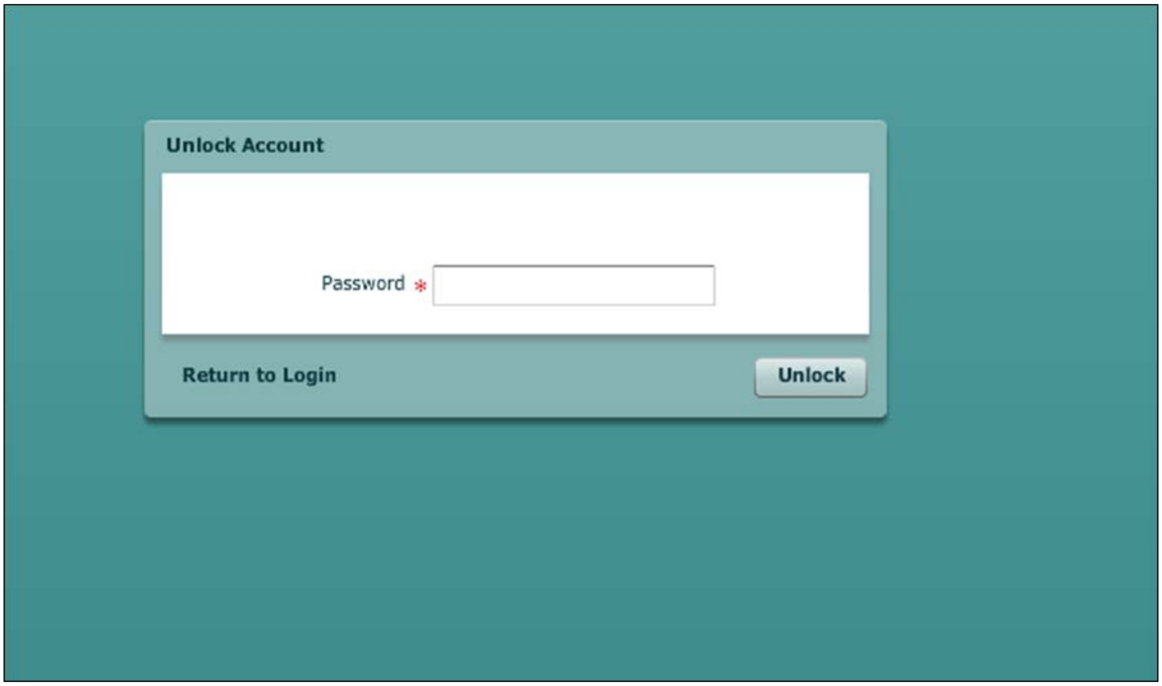
The Login screen will display a message that the user has been logged off due to user request or due to user inactivity.

This screen will show no case or participant data.



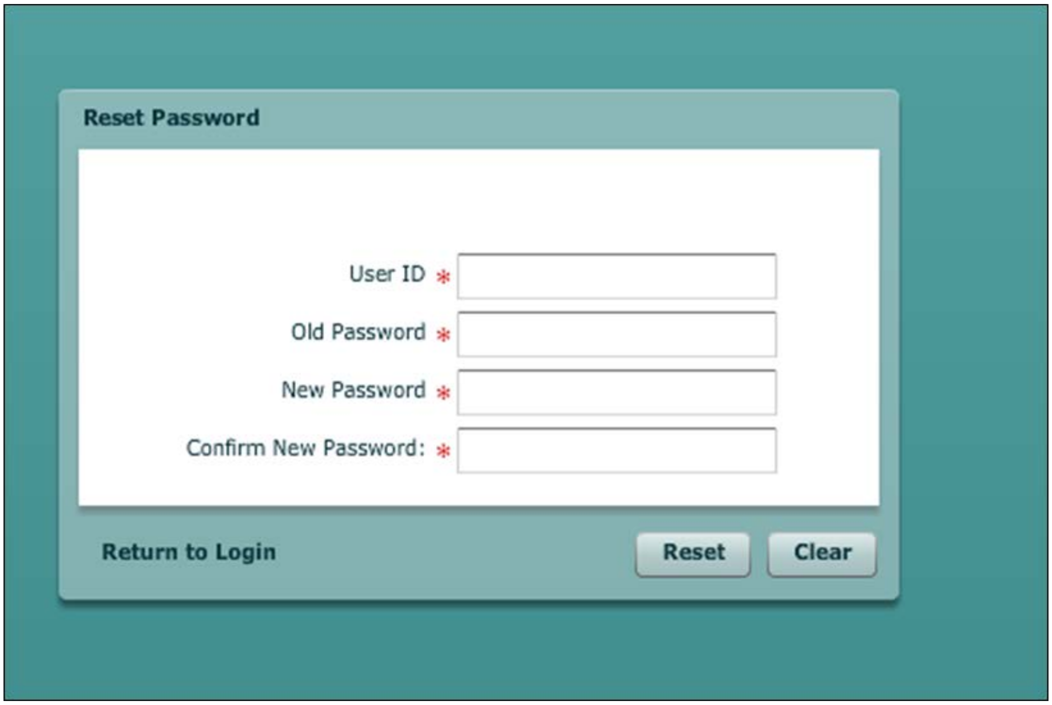
3.3.2.2 Lock Screen

This screen is displayed when the user screen has been locked out. This screen will show no case or participant data. It will permit access to the system upon entry of the password of the user who was logged in when the screen was locked.



3.3.2.3 Password Reset

This screen is displayed when the user wishes to reset a password. This screen will show no case or participant data. It will permit password change upon entry of the existing password.



3.3.3 Case Screens

These screens provide functionality related to the establishment, modification, documentation, closure, and other case history events of a case.

3.3.3.1 Case Details

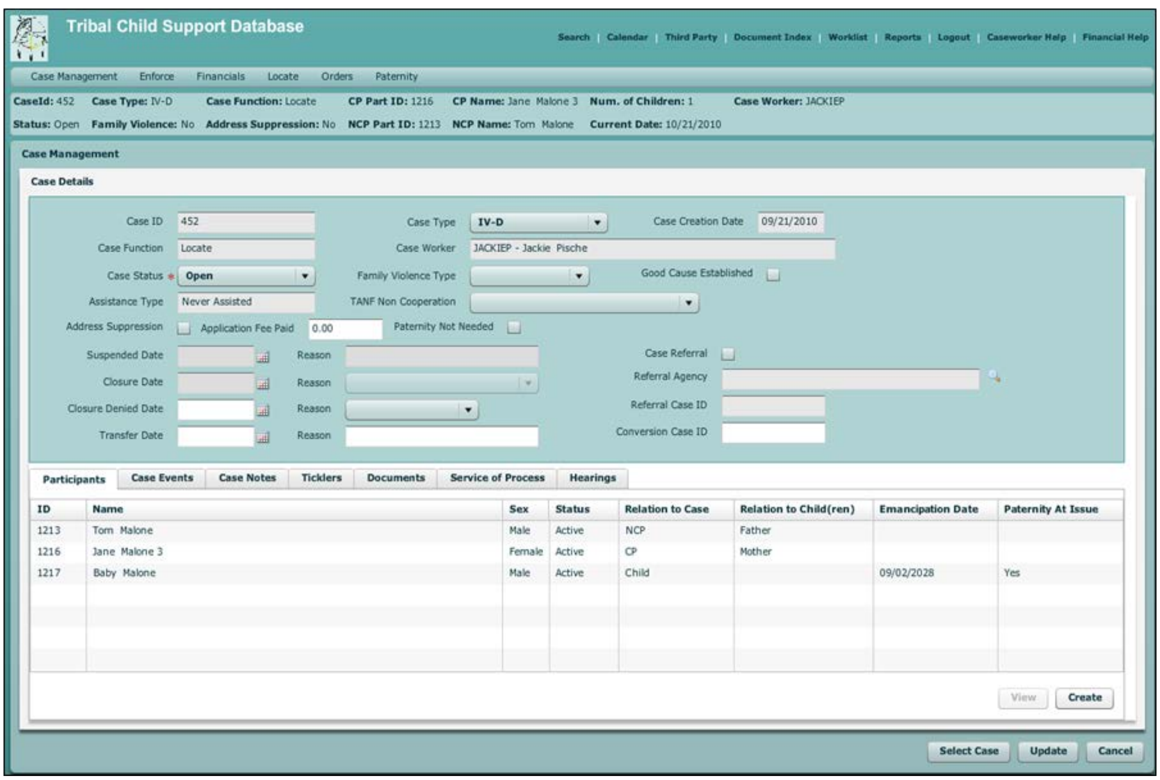
This screen will display a summary of information on a selected case and its participants. This screen will serve as a starting point for recording responses to case actions.

This screen will allow users to scroll through the complete Case History of a case, including all Case History Events, Case Notes, Ticklers, and Documents generated.

This screen will allow the user to change the case type and the status of the case. These changes will create a **Case Status Change** Case History Event.

This screen will allow the user to set the Family Violence Indicator (FVI) and Address Suppression on a case. Setting the FVI will create a **Family Violence Indicator** Case History Event.

The screen allows updating of a Referring Agency through the Third Party popup.



Related SRS Section	
Number	**Name**
II – 1.2.1.a	Case Note
6.0	Case Management
6.6	Case Closure
6.3	Initiate SOP
6.6.1	Case Closure Request
6.7	Case Intake Response
6.8	Locate Response
6.10	Tribal Enforcement Response
6.11	State Enforcement Response
6.13	Service of Process Monitor
1.9.2	Family Violence
II-1.2	Case History

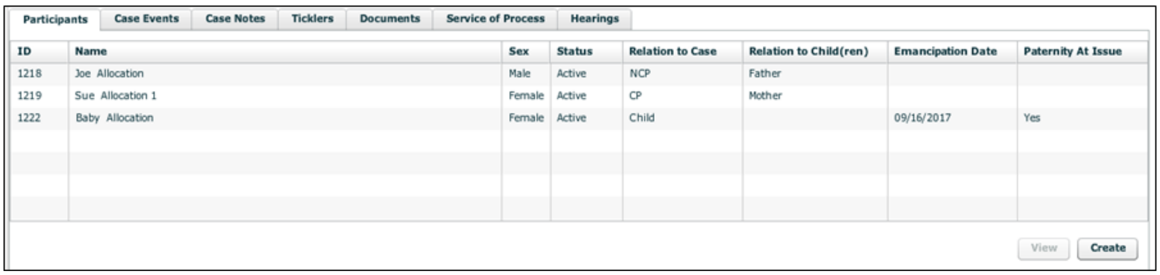
Features
Family Violence Indicator Displayed
Allows update of Referring Agency through Third Party Popup
Allows link to Court and Court Calendar through Hearing Tab

Process Tables
Case
Case Event Header
Custodial Parent
Noncustodial Parent
Child
Participant

Process Tables
Document
Tickler
SOP
Document

3.3.3.1.1 Participants Tab

The Participants tab identifies active and inactive participants on a case.

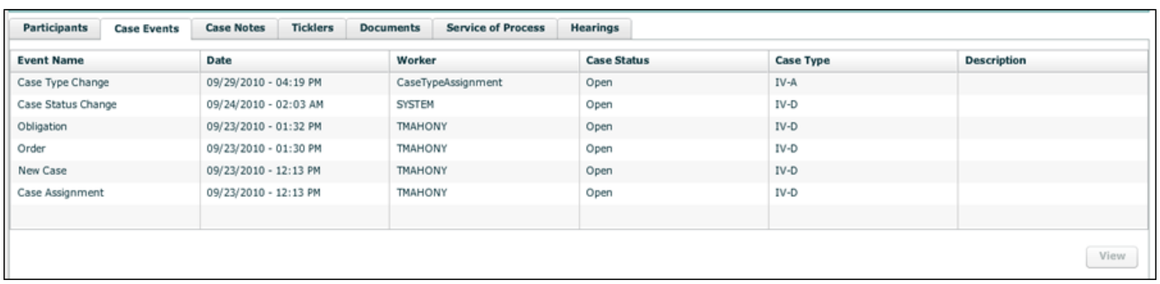

Participants | Case Events | Case Notes | Ticklers | Documents | Service of Process | Hearings

ID	Name	Sex	Status	Relation to Case	Relation to Child(ren)	Emancipation Date	Paternity At Issue
1218	Joe Allocation	Male	Active	NCP	Father		
1219	Sue Allocation 1	Female	Active	CP	Mother		
1222	Baby Allocation	Female	Active	Child		09/16/2017	Yes

View | Create

3.3.3.1.2 Case Events

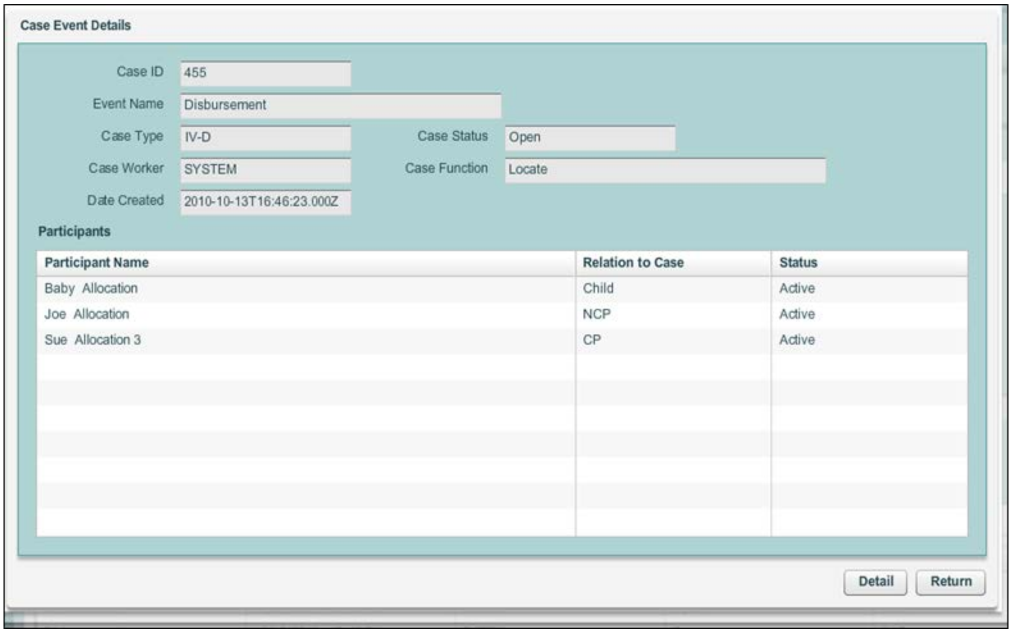
The Case Events tab lists all Case History Events on a case.


Participants | Case Events | Case Notes | Ticklers | Documents | Service of Process | Hearings

Event Name	Date	Worker	Case Status	Case Type	Description
Case Type Change	09/29/2010 - 04:19 PM	CaseTypeAssignment	Open	IV-A	
Case Status Change	09/24/2010 - 02:03 AM	SYSTEM	Open	IV-D	
Obligation	09/23/2010 - 01:32 PM	TMAHONY	Open	IV-D	
Order	09/23/2010 - 01:30 PM	TMAHONY	Open	IV-D	
New Case	09/23/2010 - 12:13 PM	TMAHONY	Open	IV-D	
Case Assignment	09/23/2010 - 12:13 PM	TMAHONY	Open	IV-D	

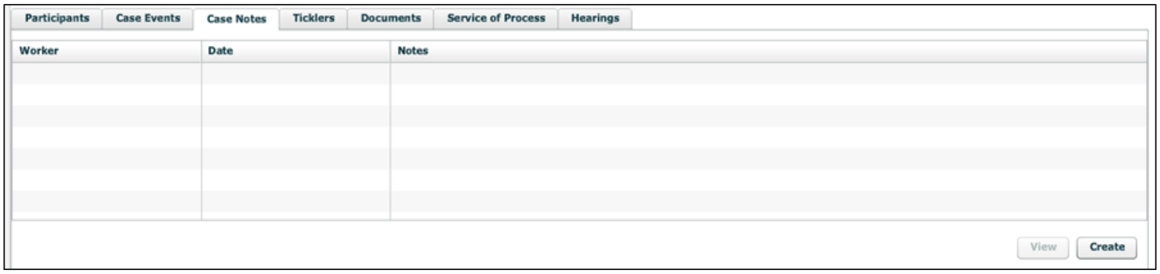
View

The Case Event Details popup shows detailed data for a selected Case History Event.

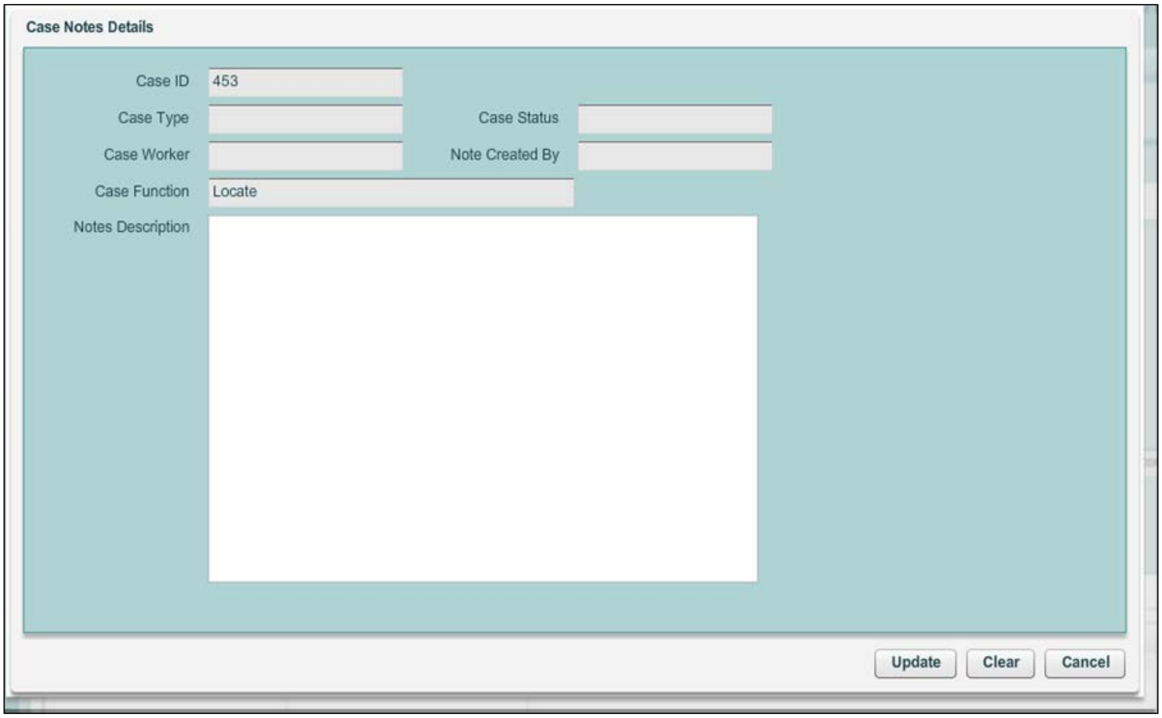


3.3.3.1.3 Case Notes

The Case Notes tab lists all Case Notes on a case.



The Case Notes Details popup creates or shows detailed data for a selected Case Note. This screen allows for entry of a Case Note (free-form text message) linked to a selected case.

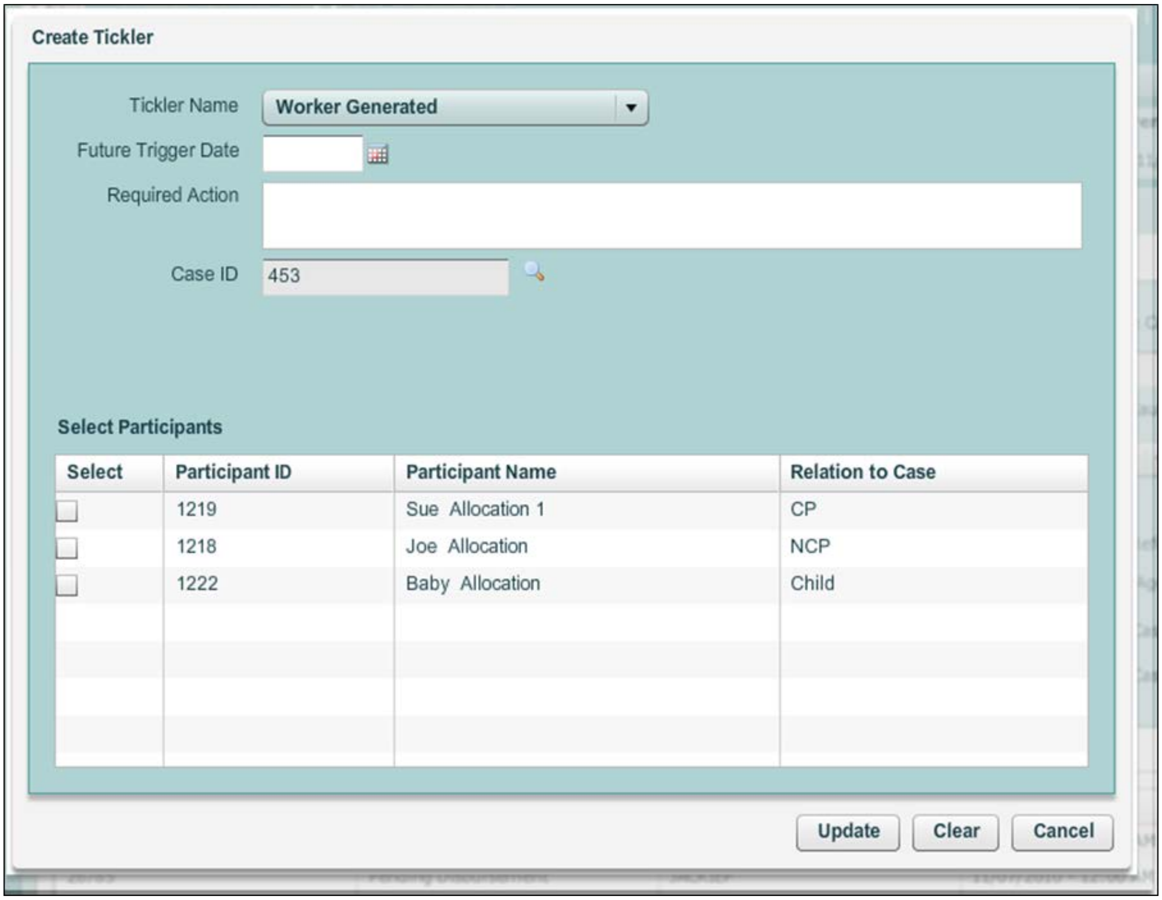


3.3.3.1.4 Ticklers Tab

The Case Ticklers tab lists all Case Ticklers on a case.

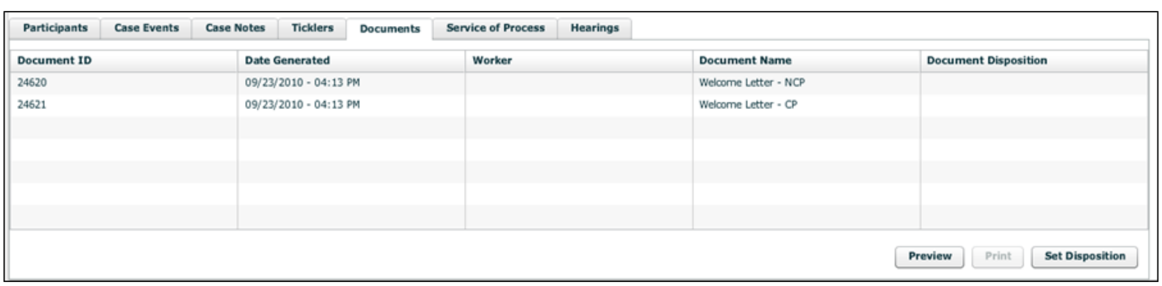
Tickler ID	Name	Worker	Create Date	Send Date	Description
26917	Pending Disbursement	JACKIEP	11/08/2010 - 12:02 AM	11/08/2010 - 12:00 AM	Funds distributed to Sue Allocation
26785	Pending Disbursement	JACKIEP	11/07/2010 - 12:00 AM	11/07/2010 - 12:00 AM	Funds distributed to Sue Allocation
26654	Pending Disbursement	JACKIEP	11/06/2010 - 12:04 AM	11/06/2010 - 12:00 AM	Funds distributed to Sue Allocation
26522	Pending Disbursement	JACKIEP	11/05/2010 - 12:03 AM	11/05/2010 - 12:00 AM	Funds distributed to Sue Allocation
26390	Pending Disbursement	JACKIEP	11/03/2010 - 11:56 PM	11/04/2010 - 12:00 AM	Funds distributed to Sue Allocation
26257	Pending Disbursement	JACKIEP	11/02/2010 - 11:56 PM	11/03/2010 - 12:00 AM	Funds distributed to Sue Allocation
26125	Pending Disbursement	JACKIEP	11/01/2010 - 11:56 PM	11/02/2010 - 12:00 AM	Funds distributed to Sue Allocation

This screen will also allow for the creation of a self-tickler based on the text of the Case Note at the discretion of the user.



3.3.3.1.5 Documents Tab

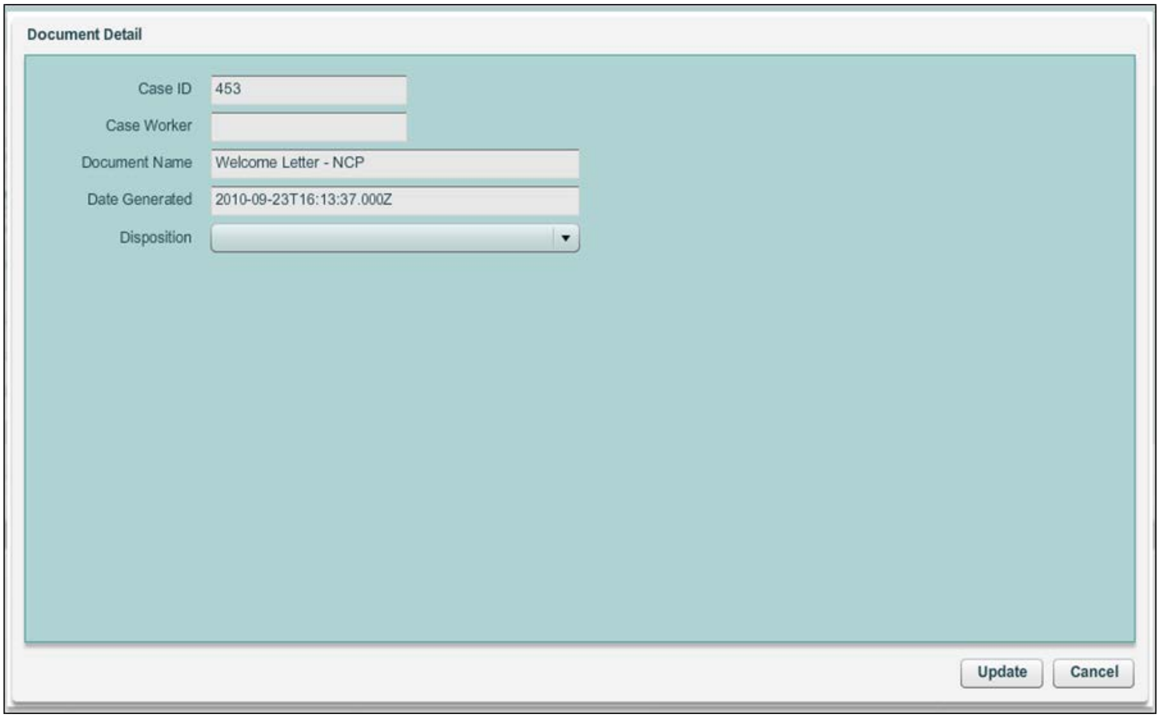
The Documents tab lists all Documents created on a case.



The Document Detail popup allows the user to set the disposition of a selected document.

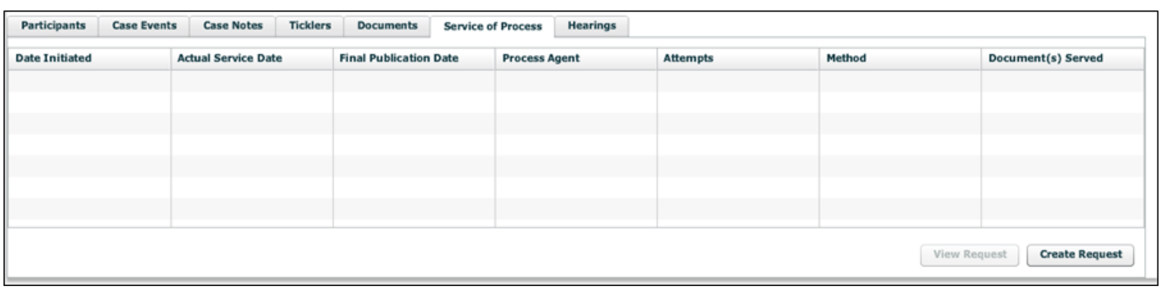
The Preview function starts a PDF download of the associated document.

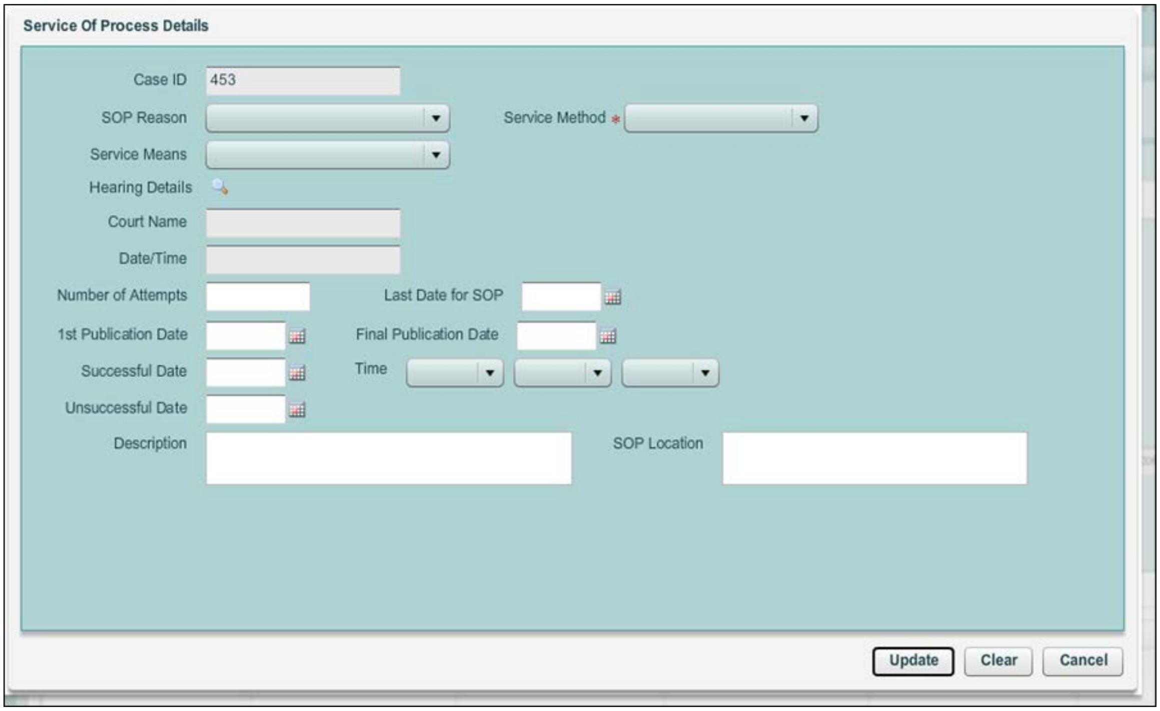
The Print function starts a print job of the associated document to the default system printer.



3.3.3.1.6 Service of Process Tab

The Service of Process (SOP) Details tab will allow the entry of information related to Service of Process.

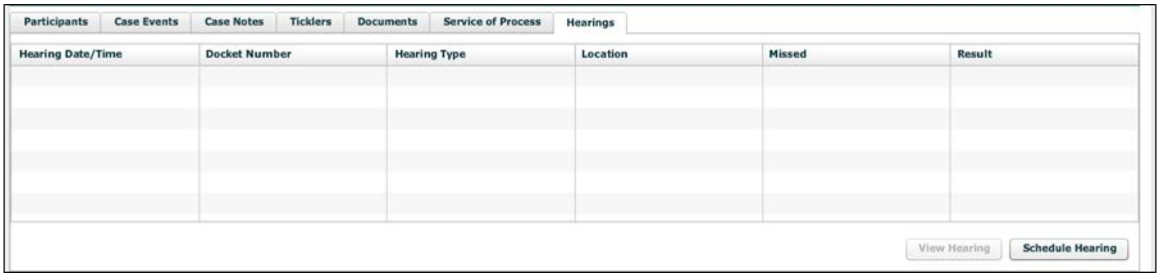


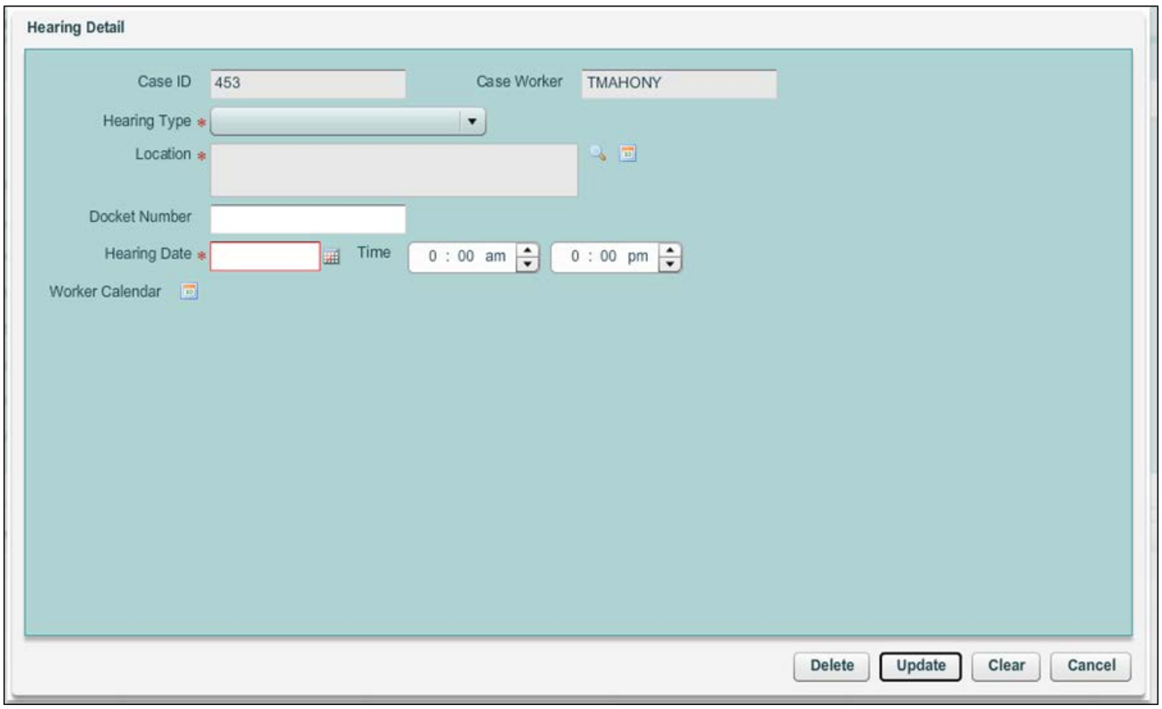

Service Of Process Details
Case ID
453
SOP Reason
Service Method *
Service Means
Hearing Details
Court Name
Date/Time
Number of Attempts
Last Date for SOP
1st Publication Date
Final Publication Date
Successful Date
Time
Unsuccessful Date
Description
SOP Location
Update
Clear
Cancel

3.3.3.1.7 Hearings Tab

The Hearings tab will allow the entry of information related to a court hearing.

The tab links to Court through a Third Party popup and to the court calendar through the Court Calendar popup.





3.3.3.2 Case Setup

This screen will allow creation of a case and the addition of participants to a case including the following functions:

1. For creation of a case, the screen will require entrance of a case type and, at a minimum, the addition of a CP and Child to the case. It will require entrance of a minimum data set on each participant (Name, SSN, DOB, Status, relationship, and role) added. Additional participant data will be added via the Participant screens. Creation of a new case will create a **New Case** History Event.
2. For refereed cases it will allow for the linking of the case to an existing referring agency and the entrance of a referring agency case number.
3. For existing cases, in conjunction with the search popup, the screen will allow the adding of additional participant to a case and the modification of the status and role of a participant on the case.
4. This screen will also allow the user to change the case type and the status of a case. These changes will create a **Case Status Change** Case History Event.

This screen will allow the user to set the Family Violence Indicator (FVI) and Address Suppression on a Case. Setting the FVI will create a **Family Violence Indicator** Case History Event.

Related SRS Section	
Number	**Name**
II -1.2	Case History
1.1	Case Type Assessment
1.2	Quick Locate
1.3	Case Setup
1.4	Member Match
1.5	Information Request
1.6	Case Creation
1.7	Jurisdiction Determination
1.8	Referral Processing
1.9	Referral Agency
1.9.6	Referral Agency
1.9.6.1	Referral Agency Search

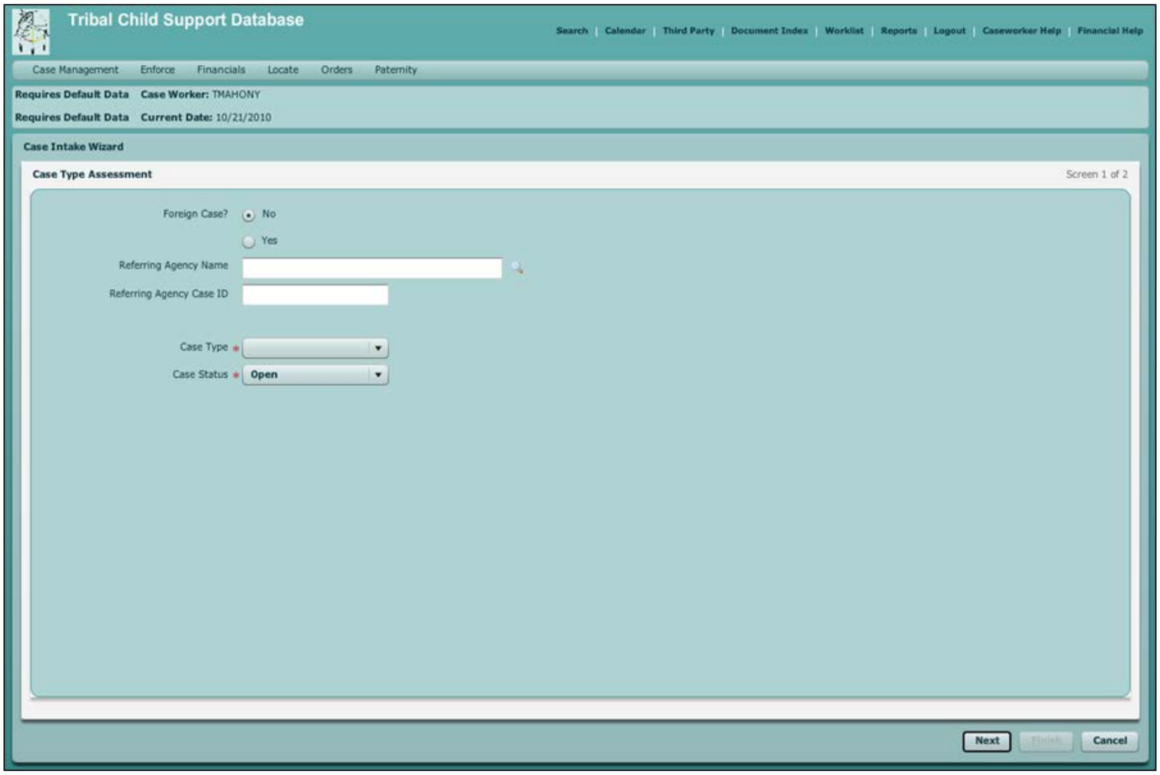
Features
Family Violence Indicator
Links to Third Party Referral Agency
Links to Participant Data

Process Tables
Case
Custodial Parent
Noncustodial Parent
Child
Participant
SSN
Referral
Third Party

3.3.3.2.1 Case Type Assessment

This screen allows for selection of a case type and case status.

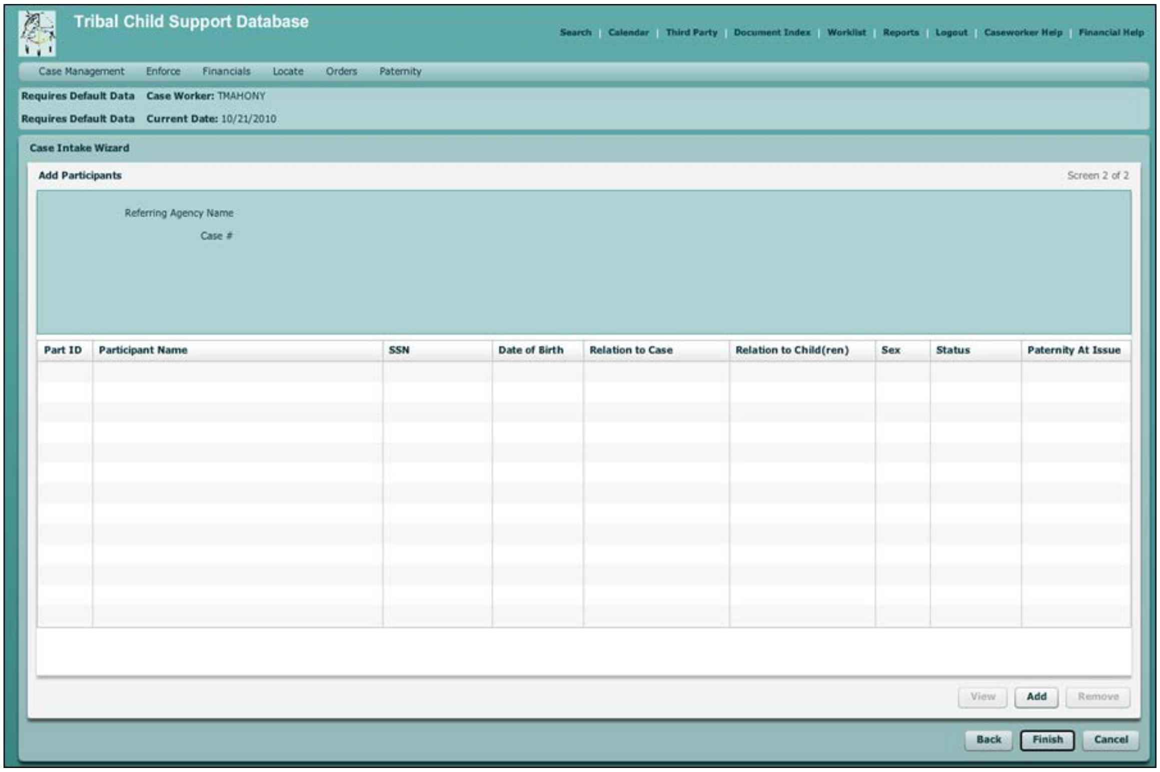
This screen allows the user to enter data related to a referring agency. This screen, in conjunction with the Third Party screen, allows for selection of an existing Referring Agency from the Third Party Database or the entry of a new Referring Agency into the Third Party Database.



3.3.3.2.2 Setup Screen 2

This screen allows for selection of participants on a case.

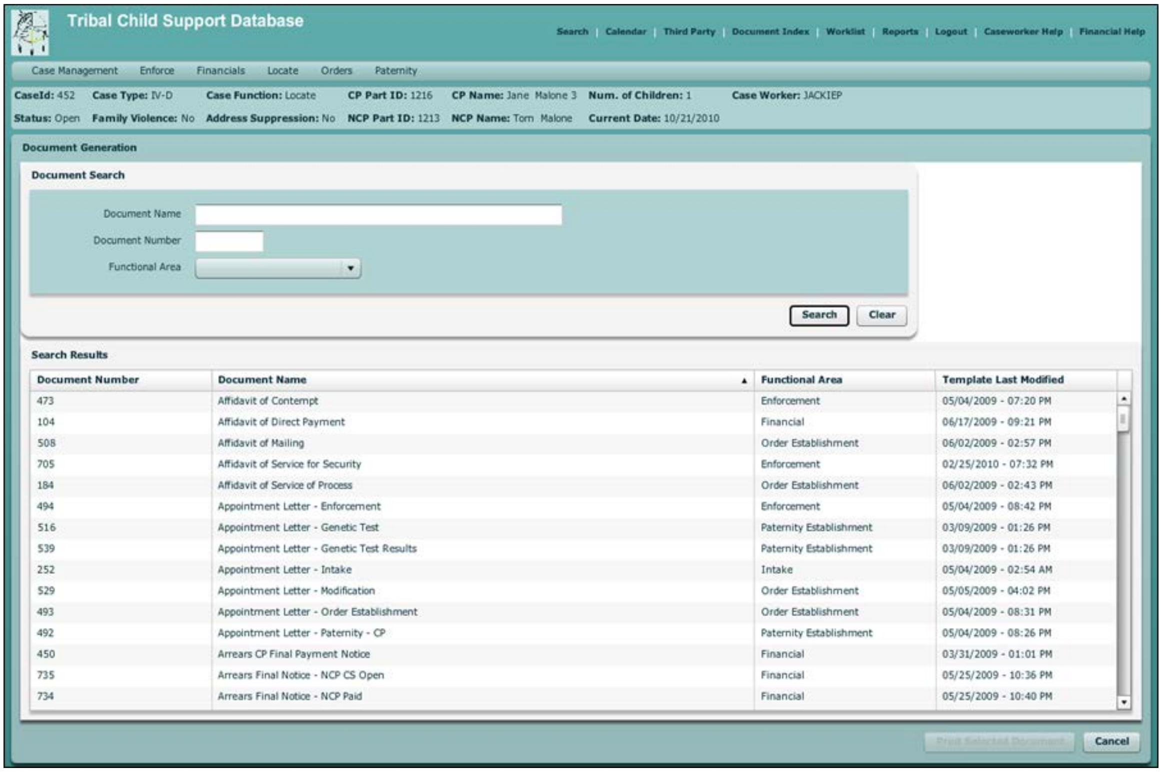
This screen links to Participant Data to allow entry and selection of participants.



3.3.3.3 Case Document Index

This screen will allow creation of documents associated with a case and with the response to a quick locate request from another jurisdiction.

It will allow selection of a document or documents to be generated. It will allow selection of a case, one or more participants, and/or an agency to be used to populate the document or documents selected.



Related SRS Section	
Number	**Name**
1.1	Case Type Assessment
1.2	Quick Locate
1.3	Case Setup
1.4	Member Match
1.5	Information Request
1.6	Case Creation
1.7	Jurisdiction Determination

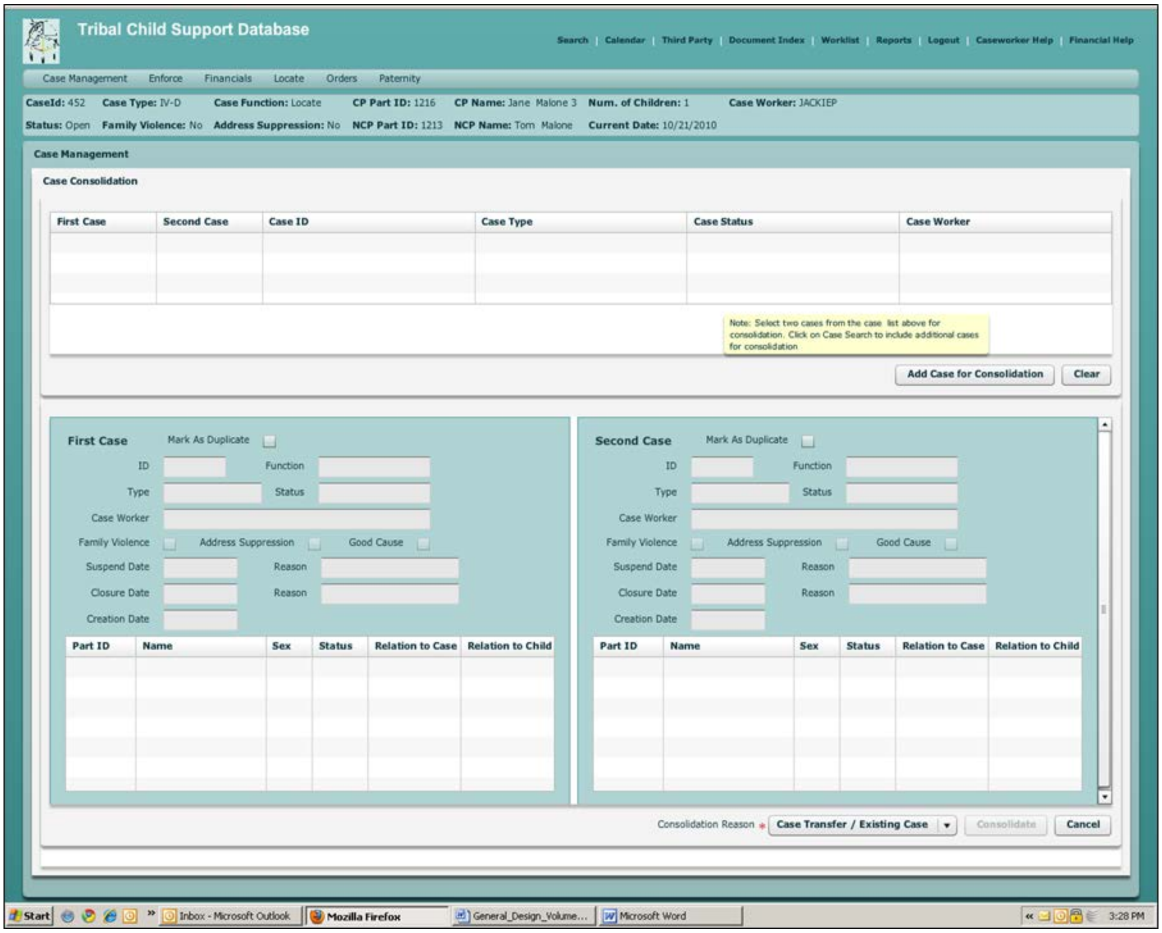
Related SRS Section	
Number	**Name**
1.8	Referral Processing
1.9	Referral Agency
1.11	Intake Document Monitor
1.13	Miscellaneous Documents

Features
Selection of document template

Process Tables
Case
Custodial Parent
Noncustodial Parent
Child
Participant
Referral
Document
Third Party
Address
Email Address
Phone number
Mailing Address

3.3.3.4 Case Consolidation (Not Implemented)

This screen will allow for consolidation of a case. It will support the creation of documents for the notice/motion for consolidation and the order for consolidation. It will allow the closing of an existing duplicate or redundant case and will create a Case Consolidated Event for each case, linking the closed case to the remaining open case and the open case to the closed case.



Related SRS Section	
Number	**Name**
6.1	Case Redirect
6.2	Case Consolidate
6.4	Case Transfer – In

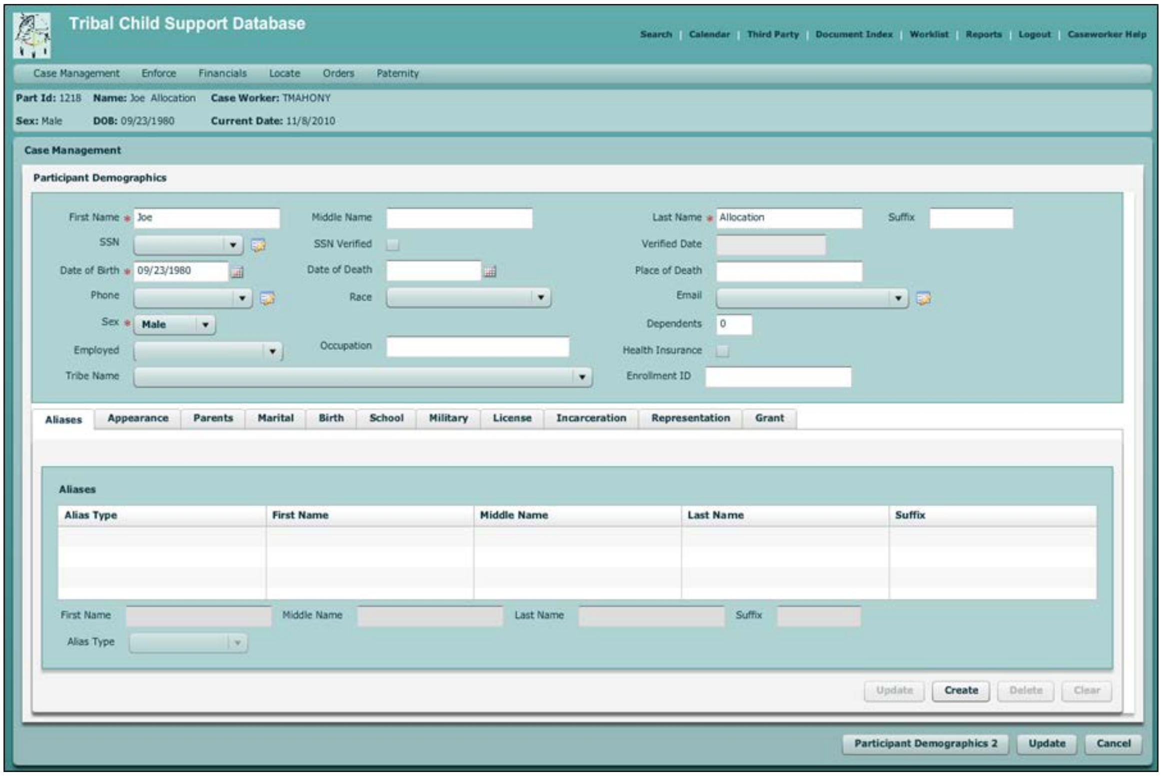
Features
Allows update of Referring Agency TPDB

Process Tables
Case
Referral
Third Party
Court
Judge
Contact
Document
Mailing Address

3.3.4 Participant Screens

3.3.4.1 Participant Demographics Screen 1

This screen will allow adding a participant and allow the display, entry, and modification of participant personal information.



Related SRS Section	
Number	**Name**
1.9	Case Update
1.9.1	Demographics

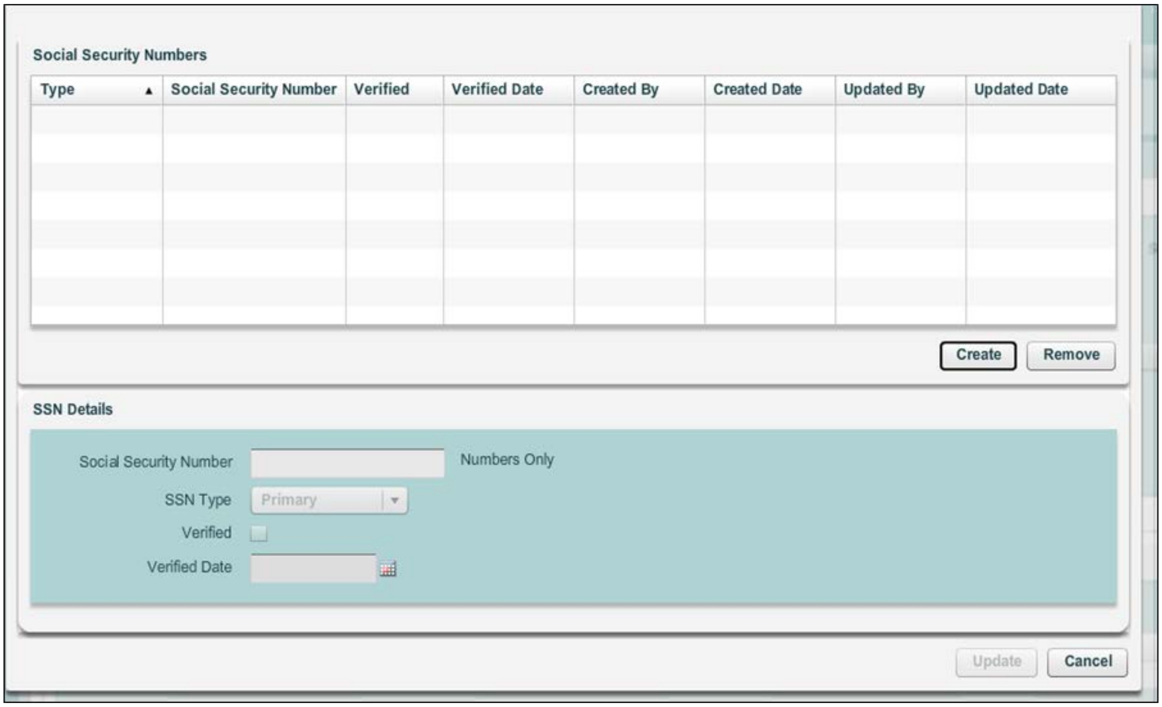
Features
Link to Third Party School
Link to Third Party Correctional Facility
Link to Third Party Parole Officer
Link to Third Party Probation Officer

Features
Link to Third Party TANF Agency
Link to Third Party Attorney

Process Tables
Case
Custodial Parent
Noncustodial Parent
Child
Participant
Affiliated Tribe
Name
SSN
Birth
Parent
School Enrollment
Third Party
Email
Phone Number

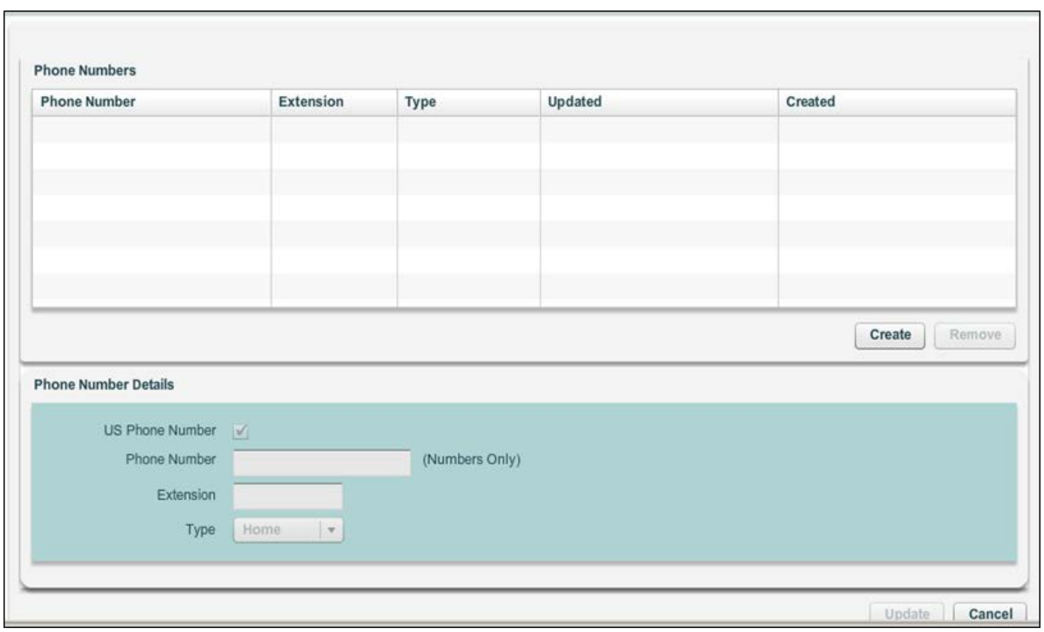
3.3.4.1.1 Social Security Numbers Popup

This popup allows the entry of multiple Social Security numbers.



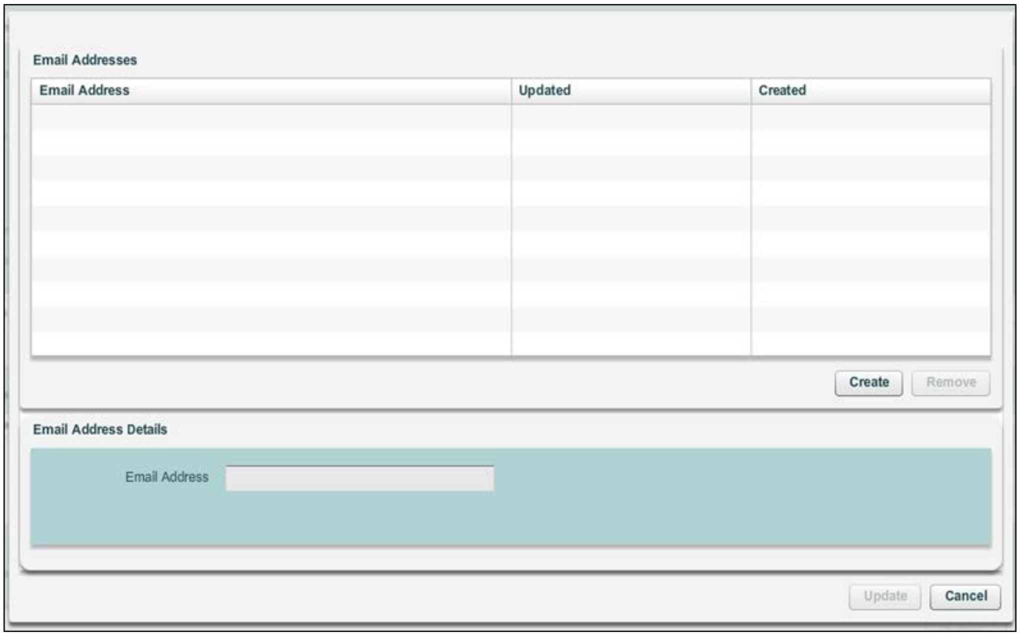
3.3.4.1.2 Phone Numbers Popup

This popup allows the entry of multiple telephone numbers.



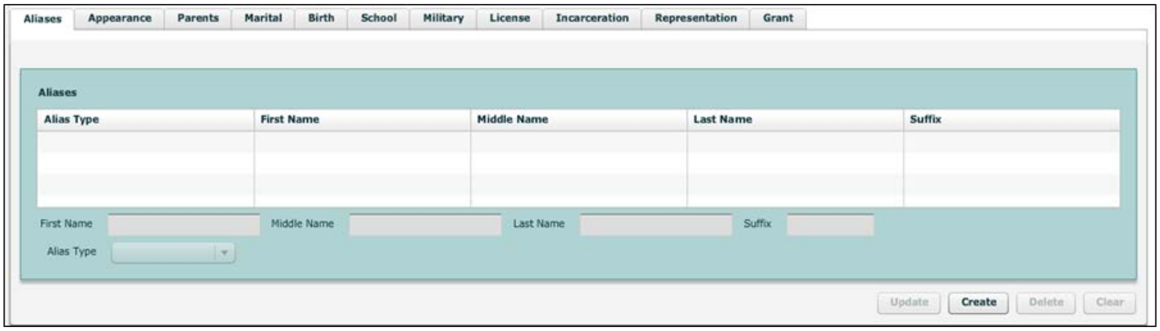
3.3.4.1.3 Email Addresses Popup

This popup allows the entry of multiple email addresses.



3.3.4.1.4 Aliases Tab

This tab allows entry and update of information about aliases used by the participant.



3.3.4.1.5 Appearance Tab

This tab allows entry and update of information about the appearance of the participant.

3.3.4.1.6 Parents Tab

This tab allows entry and update of information about the parents of the participant.

3.3.4.1.7 Marital Tab

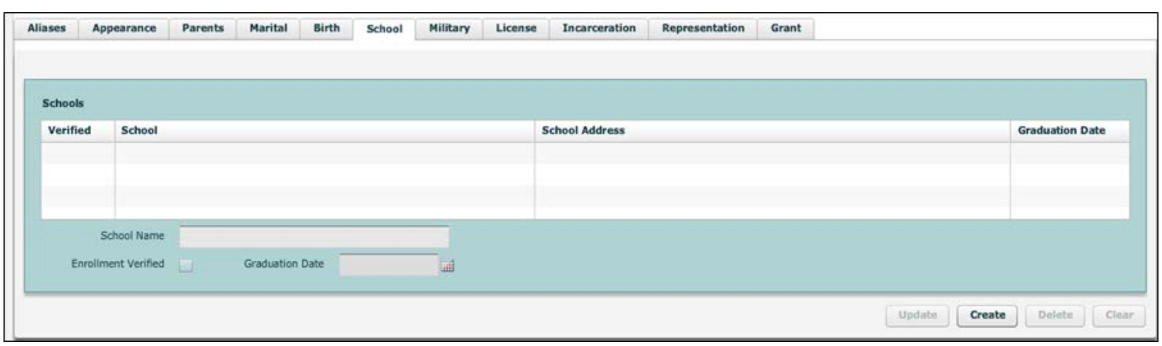
This tab allows entry and update of information about the marital status of the participant.

3.3.4.1.8 Birth Tab

This tab allows entry and update of information about the birth of the participant.

3.3.4.1.9 School Tab

This tab allows entry and update of information about the school the participant attends or has attended.



3.3.4.1.10 Military Tab

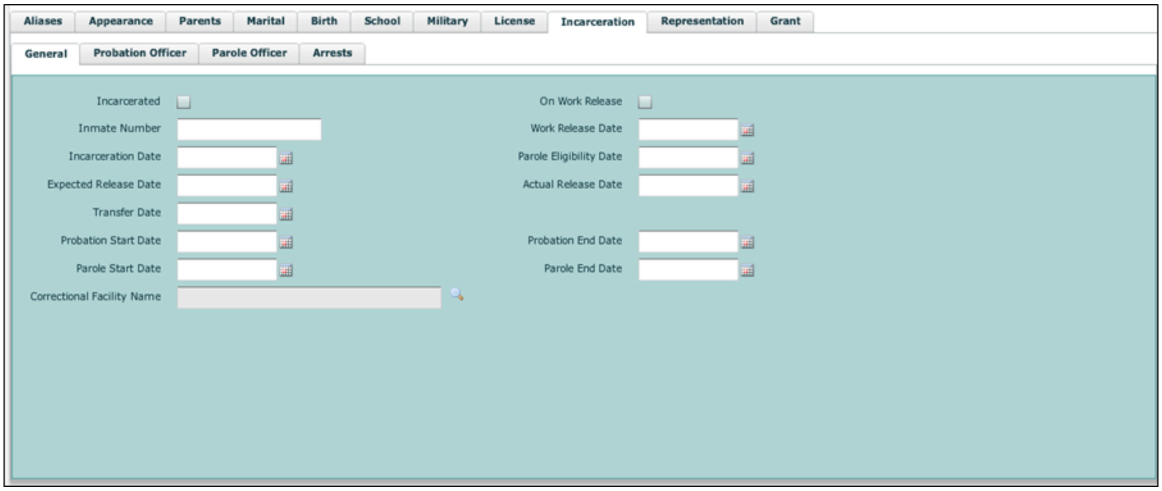
This tab allows entry and update of information about the military history of the participant.

3.3.4.1.11 License Tab

This tab allows entry and update of information about licenses held by the participant.

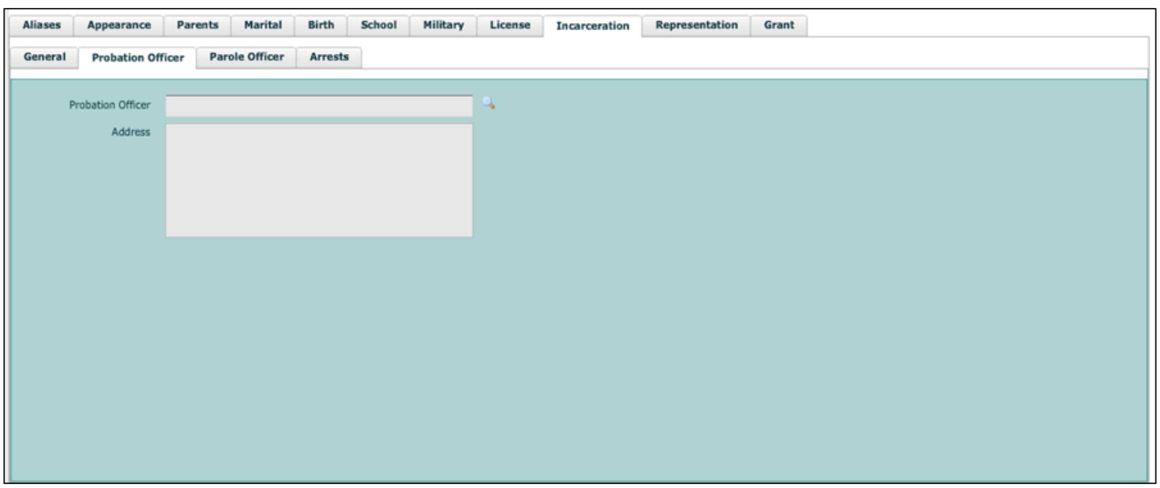
3.3.4.1.12 Incarceration Tab - General

This tab allows entry and update of information about the incarceration of the participant.



3.3.4.1.13 Incarceration Tab - Probation

This tab allows entry and update of information about the probation officer of the participant.

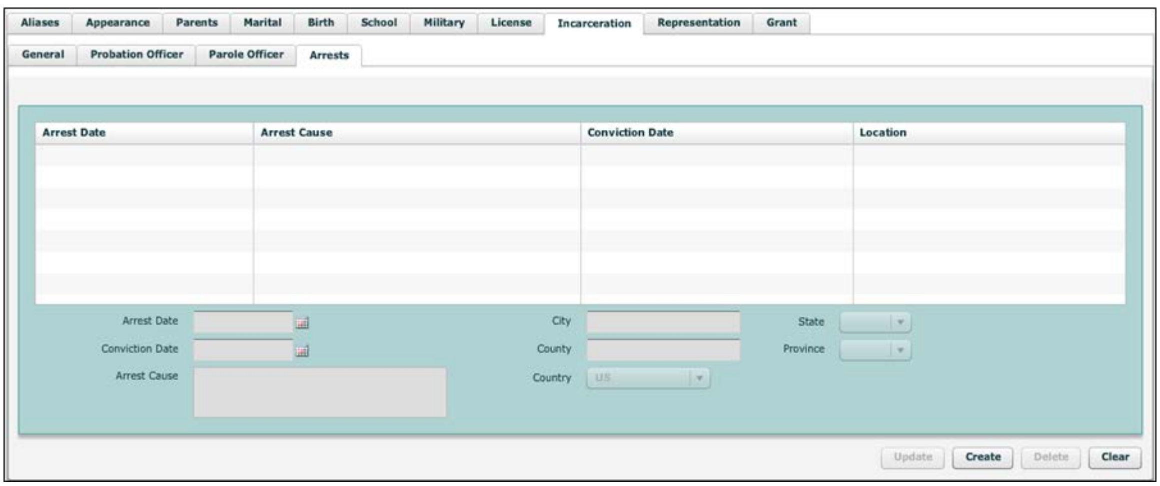


3.3.4.1.14 Incarceration Tab - Parole

This tab allows entry and update of information about the parole officer of the participant.

3.3.4.1.15 Incarceration Tab - Arrests

This tab allows entry and update of information about the arrest history of the participant.

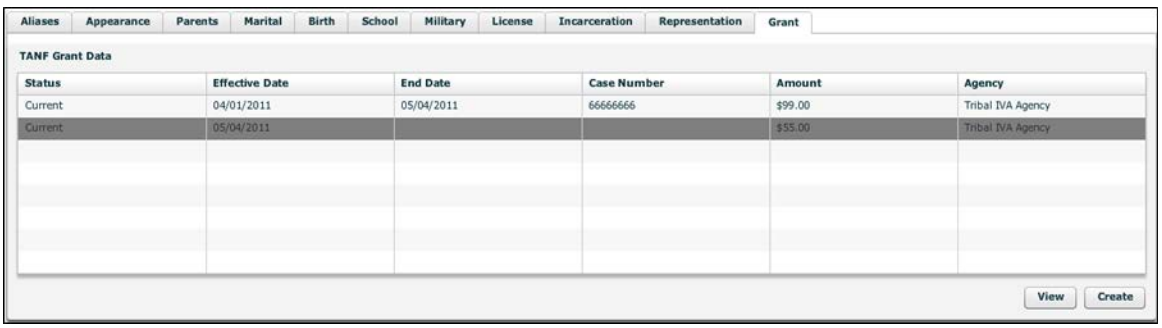


3.3.4.1.16 Representation Tab

This tab allows entry and update of information about the legal representative of the participant.

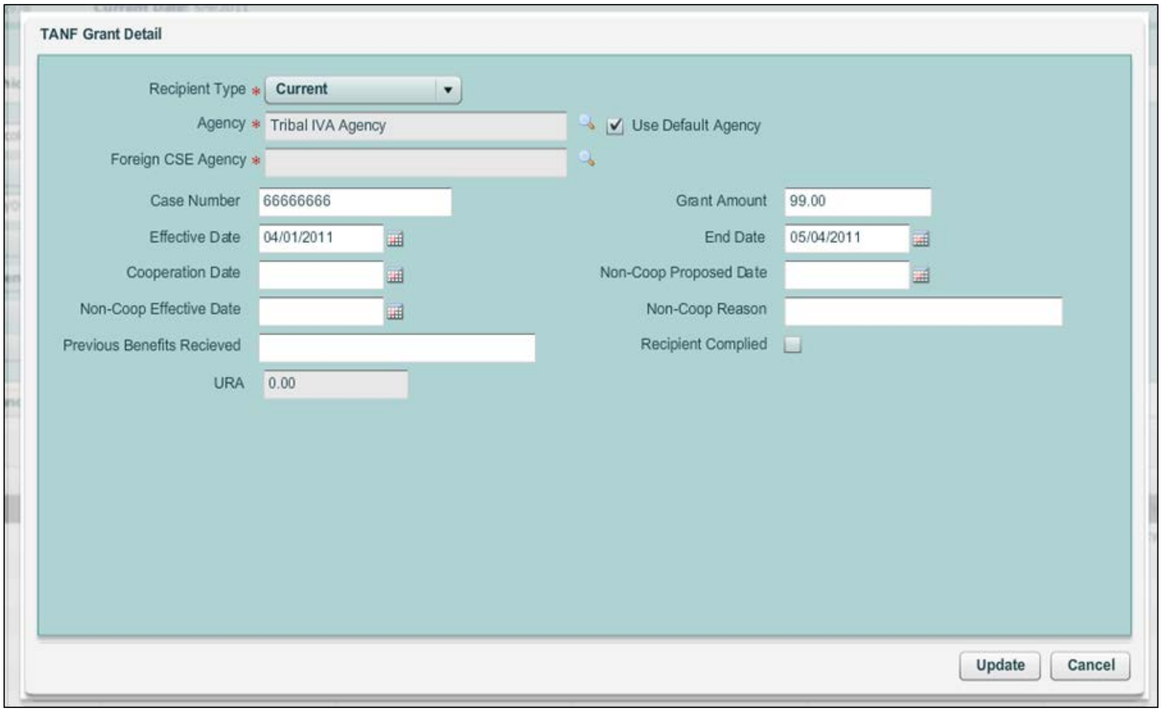
3.3.4.1.17 Grant Tab

This tab allows entry and update of information about TANF grants paid to the participant.



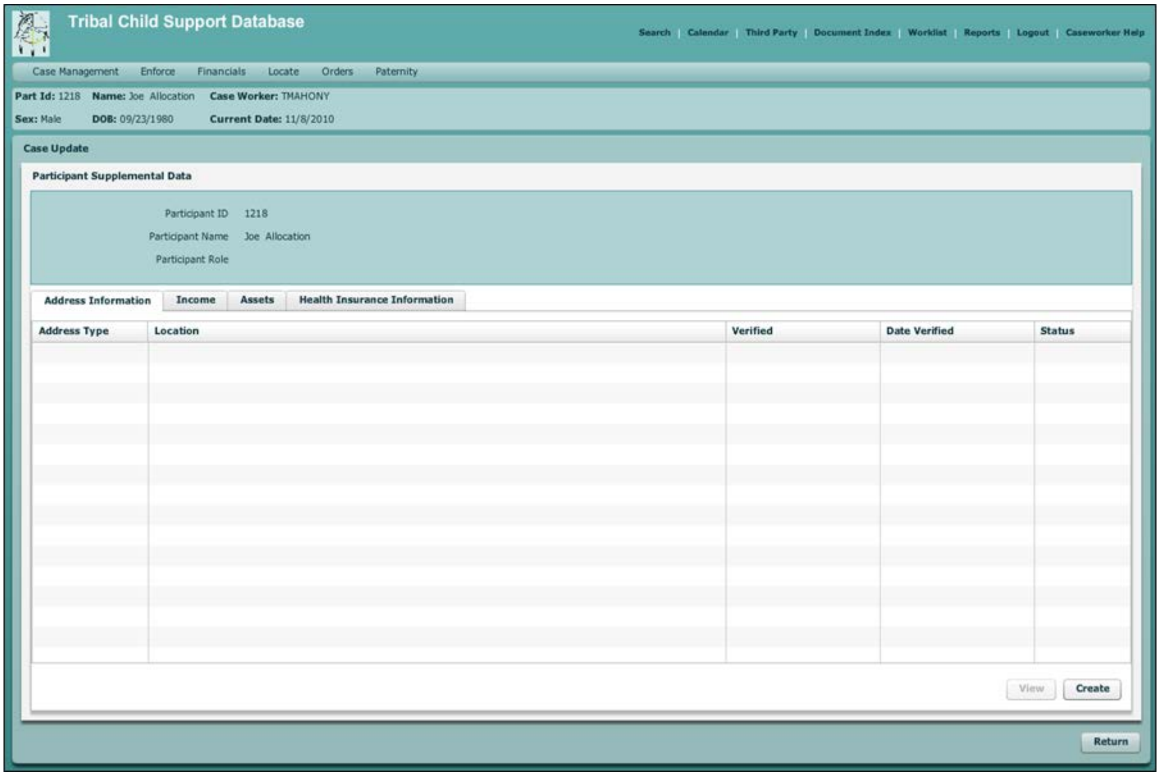
3.3.4.1.18 TANF Grant Detail Popup

This popup allows entry and update of detailed information about TANF grants paid to the participant.



3.3.4.2 Participant Supplemental Data

This screen will allow adding a participant and allow the display, entry, and modification of participant personal information related to address, income, assets, and insurance.



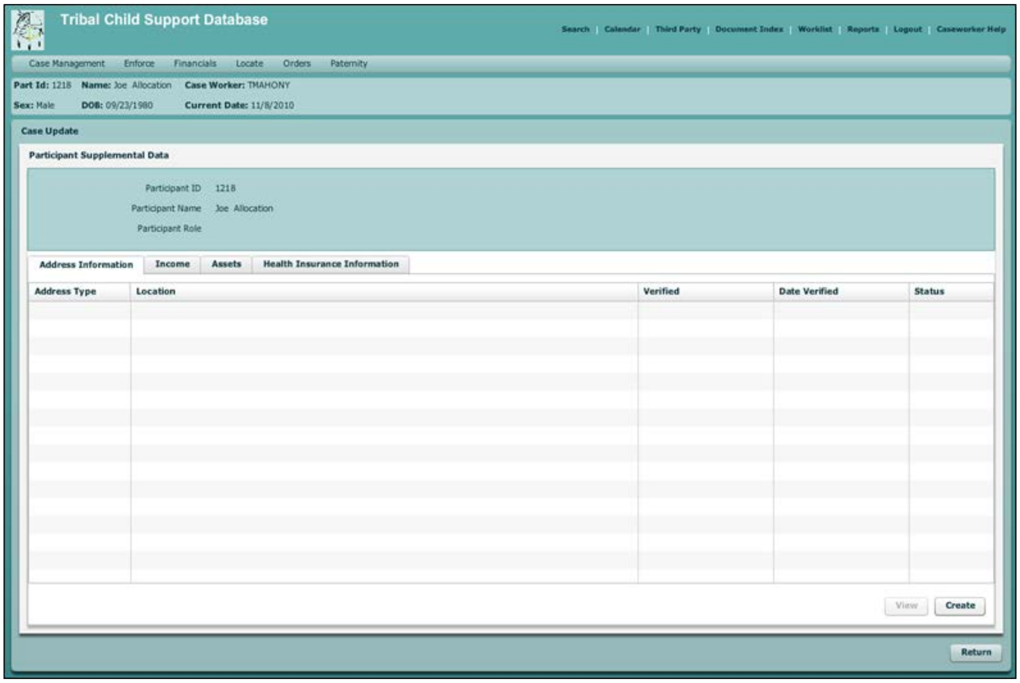
Related SRS Section	
Number	**Name**
1.9	Case Update
1.9.1	Demographics
1.9.3	Participant Address
2.2	Address Verification
1.9.5	Income and Assets
1.9.4	NCP Employer
1.9.4.1	Employer Search/Match
1.9.5	Income and Assets

Features
Link to Third Party Employer
Link to Third Party Agency
Link to Third Party Financial Institution
Link to Third Party Health Care Providers
Link to Third Party Health Insurance Providers

Process Tables
Residence Address
Mailing Address
Bank Account
Vehicle
Earned Income
Unearned Income
Employer
Third Party
Health Insurance Policy
Health Insurance

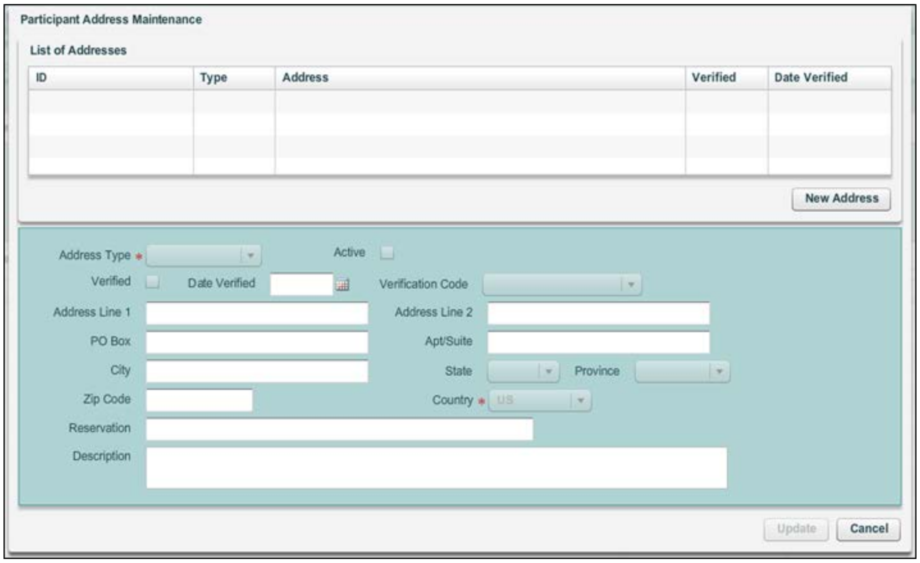
3.3.4.2.1 Address Information List

This screen displays multiple participant addresses.



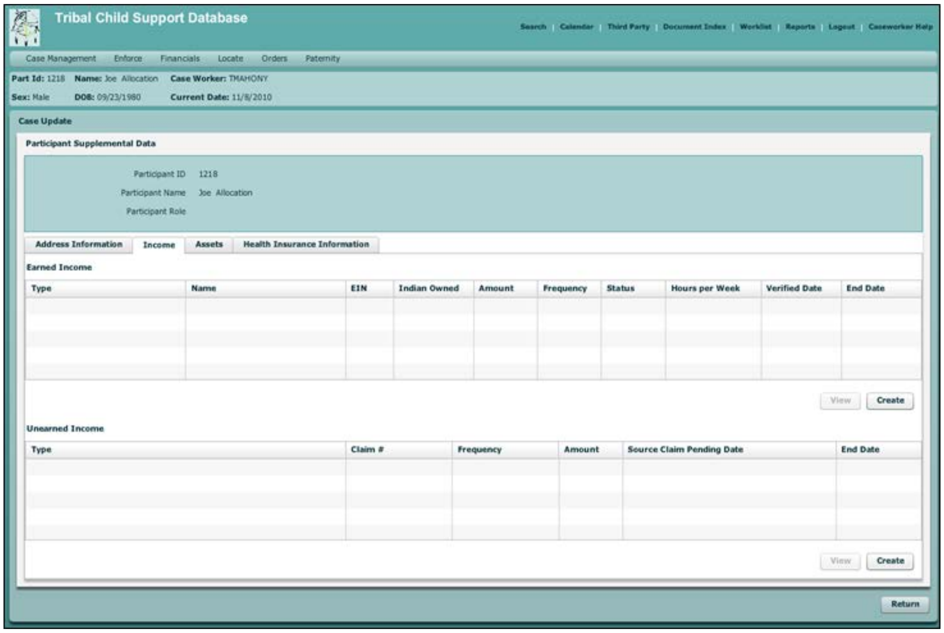
3.3.4.2.2 Participant Addresses Maintenance Popup

This screen allows the entry and modification of participant addresses.



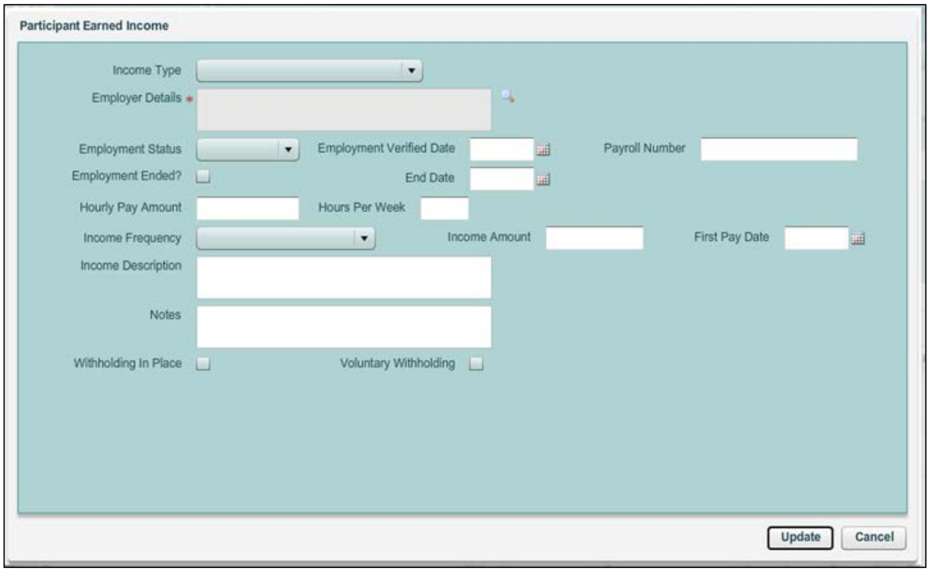
3.3.4.2.3 Participant Income List

This screen will allow the display of participant income information, both earned and unearned.



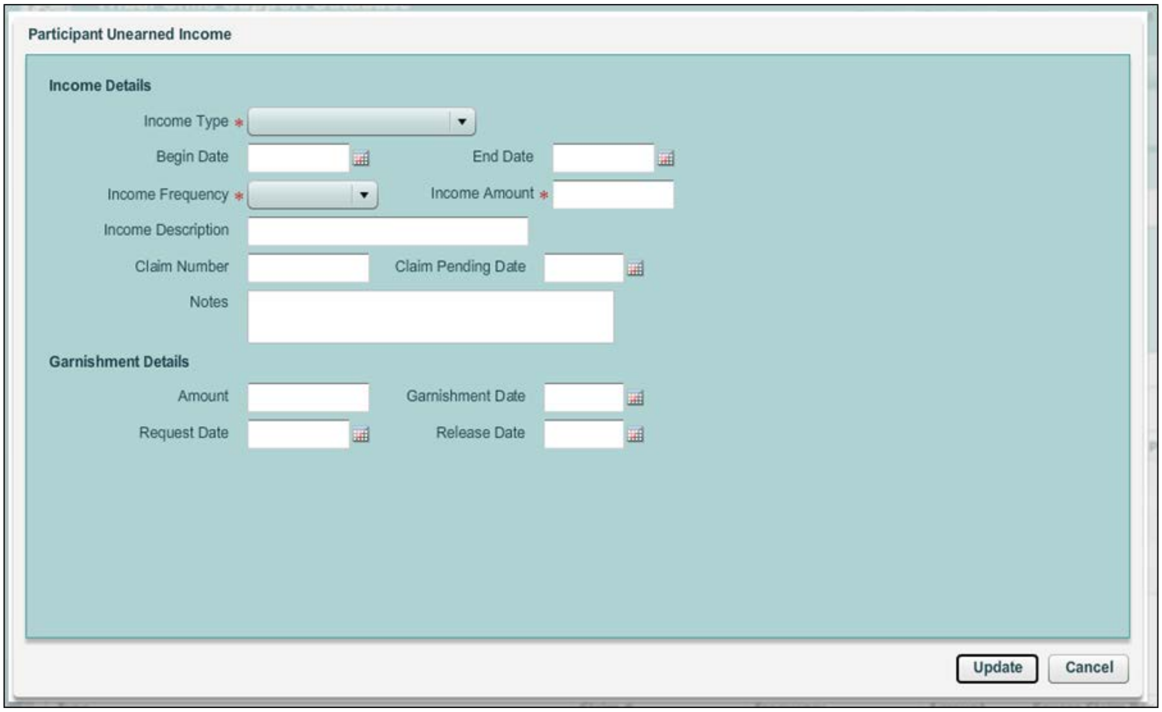
3.3.4.2.4 Participant Earned Income Popup

This screen allows the entry and modification of participant Earned Income. It will link to Third Party employers.



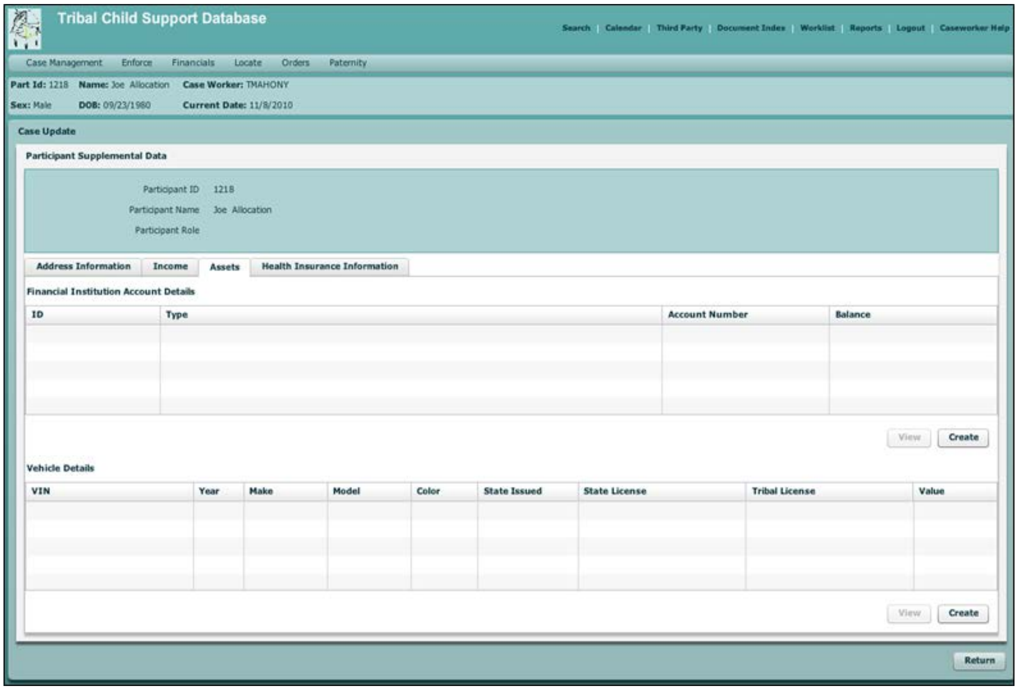
3.3.4.2.5 Participant Unearned Income Popup

This screen allows the entry and modification of participant Unearned Income. It will link to Third Party agencies.



3.3.4.2.6 Participant Assets List

This screen will allow the display, entry, and modification of participant asset information. Assets include accounts at financial institutions and motor vehicles.

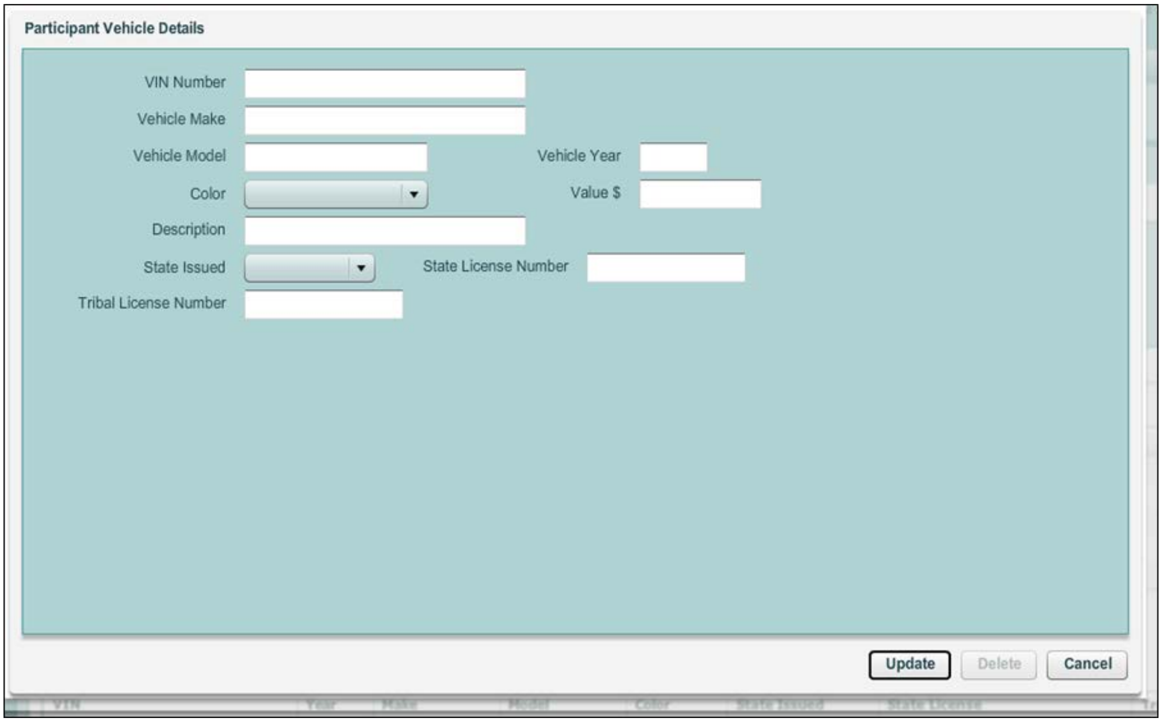


3.3.4.2.7 Financial Institution Popup

This screen will allow the entry and modification of participant financial account information. It will link to Third Party Financial Institutions.

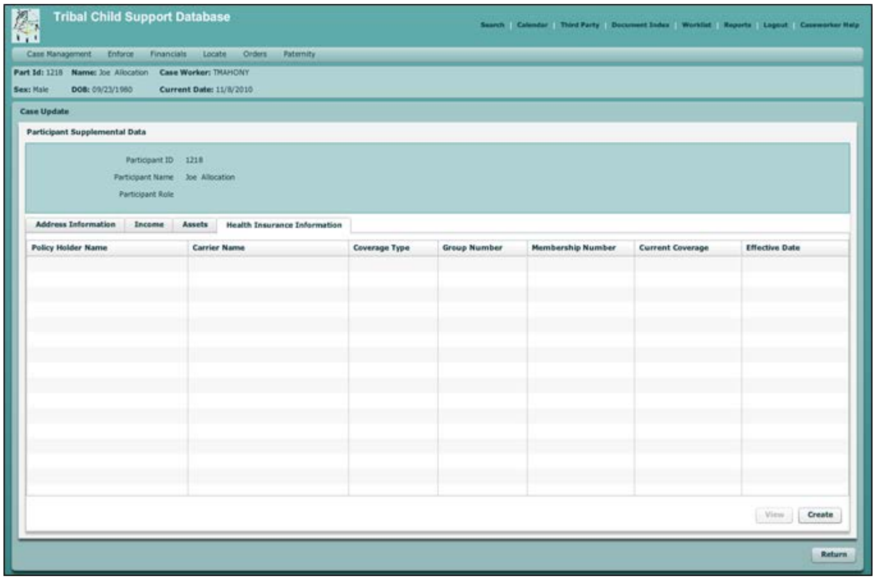
3.3.4.2.8 Participant Vehicle Details Popup

This screen will allow the entry and modification of participant vehicle information.



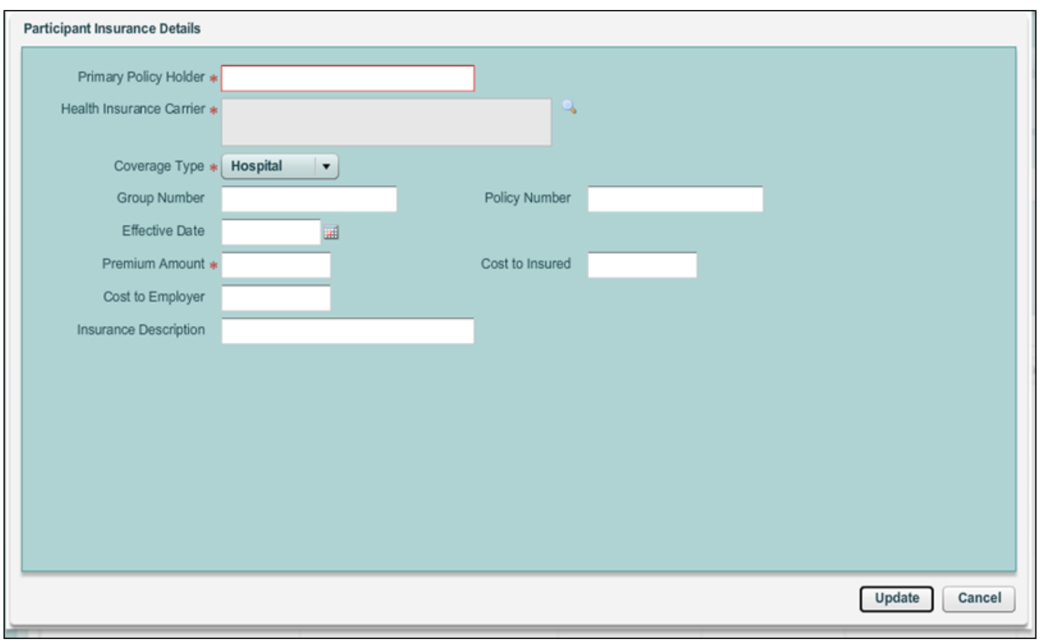
3.3.4.2.9 Health Insurance Information List

This screen will allow the display of health insurance information.



3.3.4.2.10 Participant Insurance Details Popup

This screen will allow the entry and modification of health insurance information. It will allow the user to search for and select Third Party Health Insurance Providers.

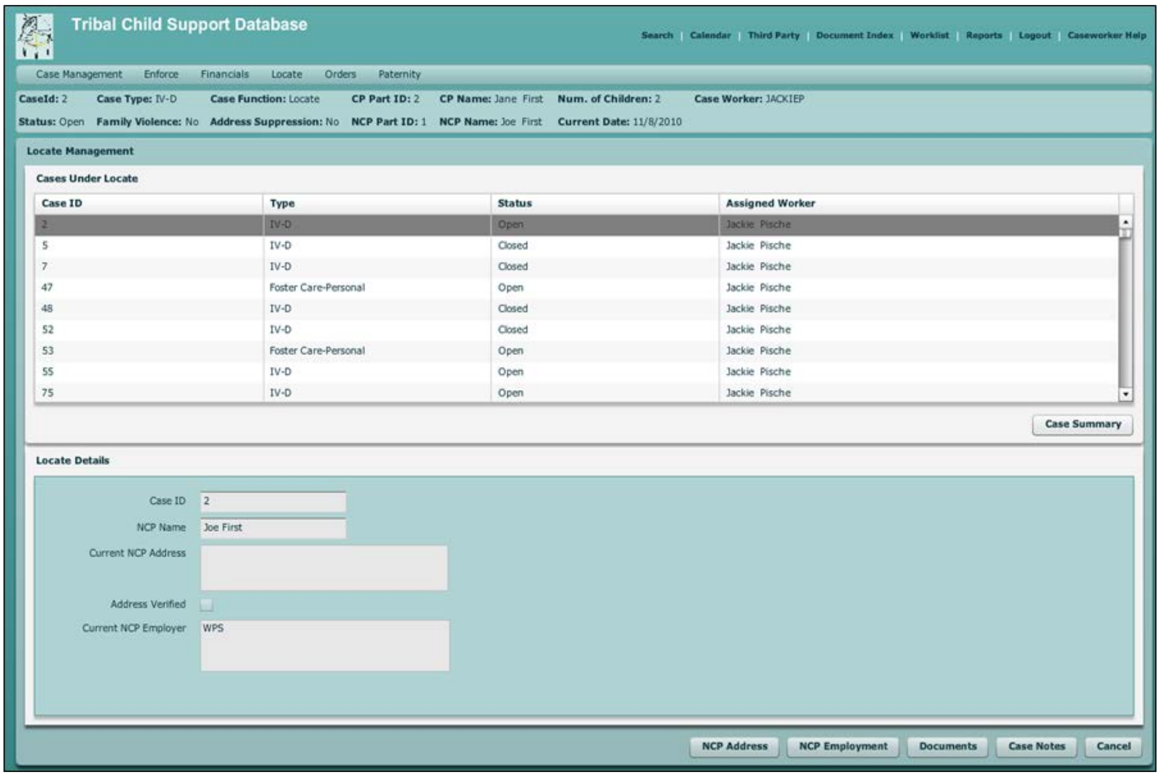


3.3.5 Locate Management Screens

3.3.5.1 Cases Under Locate Screen

This screen will support the following functions for locating participants:

1. Allow the display, entry, and modification of participant address verification information.
2. Allow the display, entry, and modification of employment verification information.
3. Support the entry of Case Notes and locate status data.



Related SRS Section	
Number	**Name**
1.9.3.1	Participant Address Verification
2.0	Locate
2.1	Participant Address
2.2	Address Verification
2.3	Employer Address

Related SRS Section	
Number	**Name**
2.3.1	Employment Verification
6.8	Locate Response

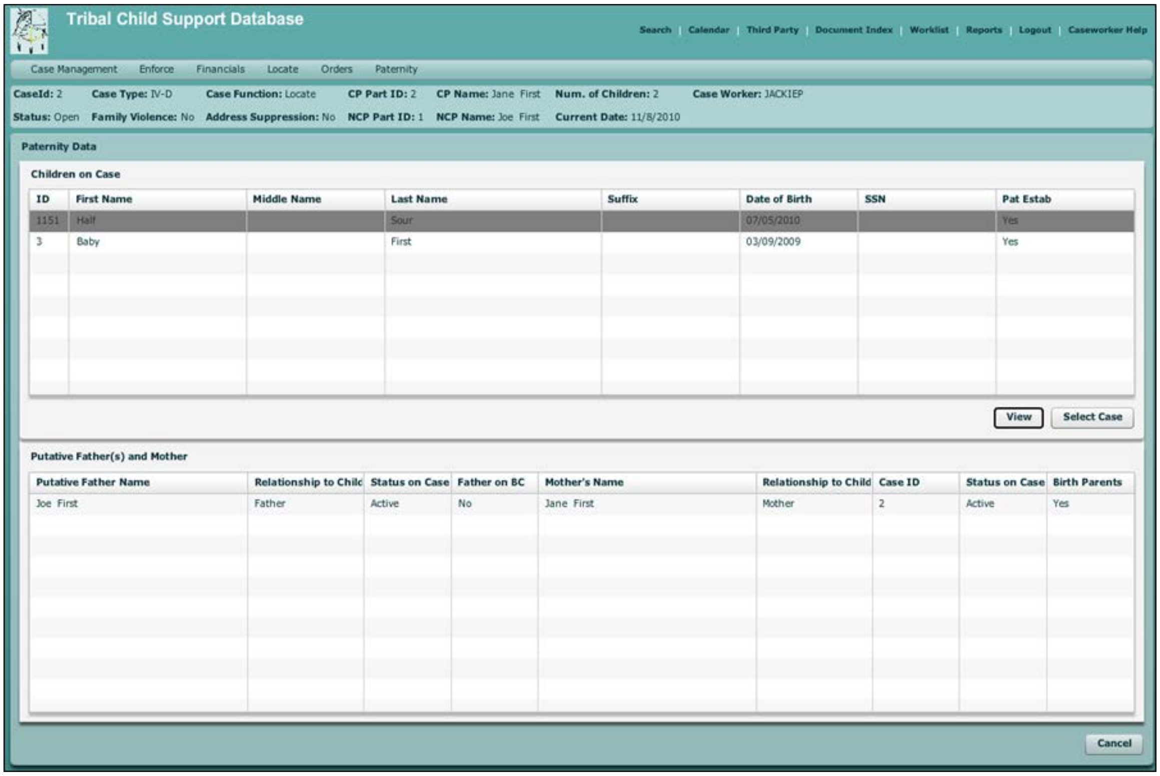
Features
Link to Participant Employment
Link to Participant Address
Link to Notes

Process Tables
Third Party
Employer
Address
Phone
Email

3.3.6 Paternity Screens

3.3.6.1 Paternity Data

This screen will allow the user to display, enter, and modify paternity information. It will display of the status of all paternity actions.



Related SRS Section	
Number	**Name**
3.1	Paternity Data Entry

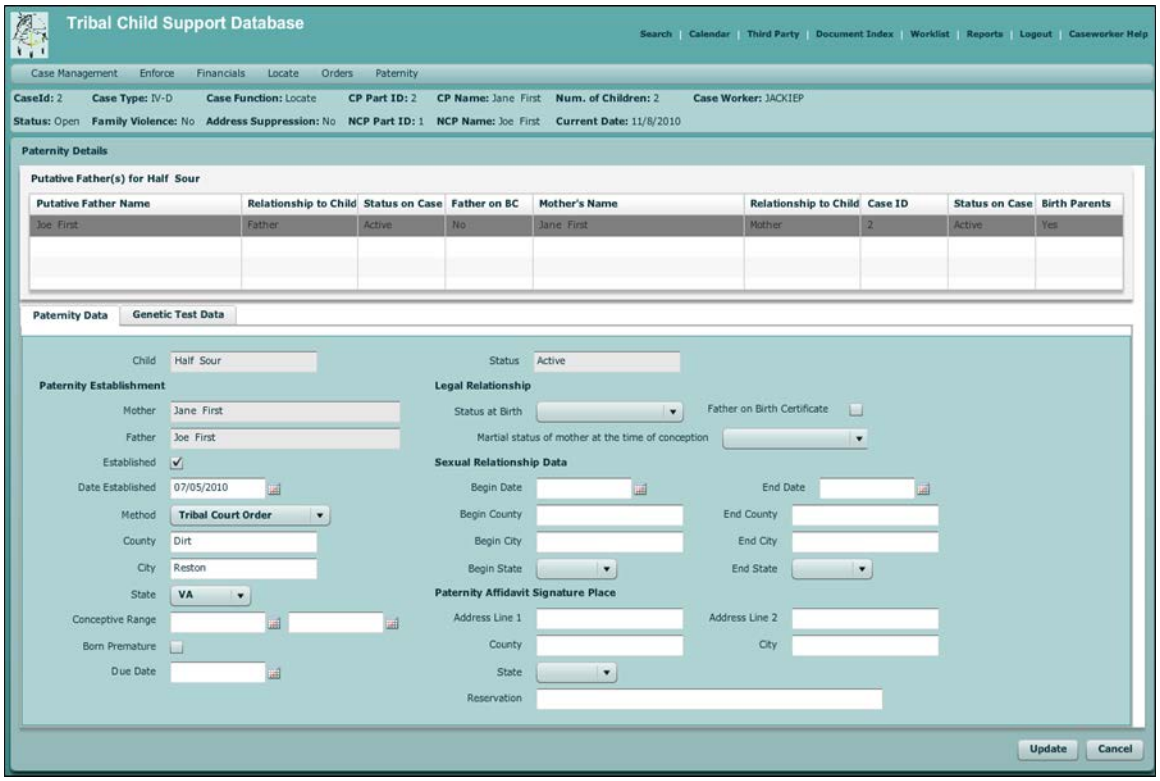
Features
Displays all potential parents for each child

Process Tables
Paternity Status
Legal Action

Process Tables
Genetic Test
GT Laboratory

3.3.6.2 Paternity Details

This screen will allow the user to record information from a paternity interview and the generation of documents related to the scheduling of interviews and other appointments.



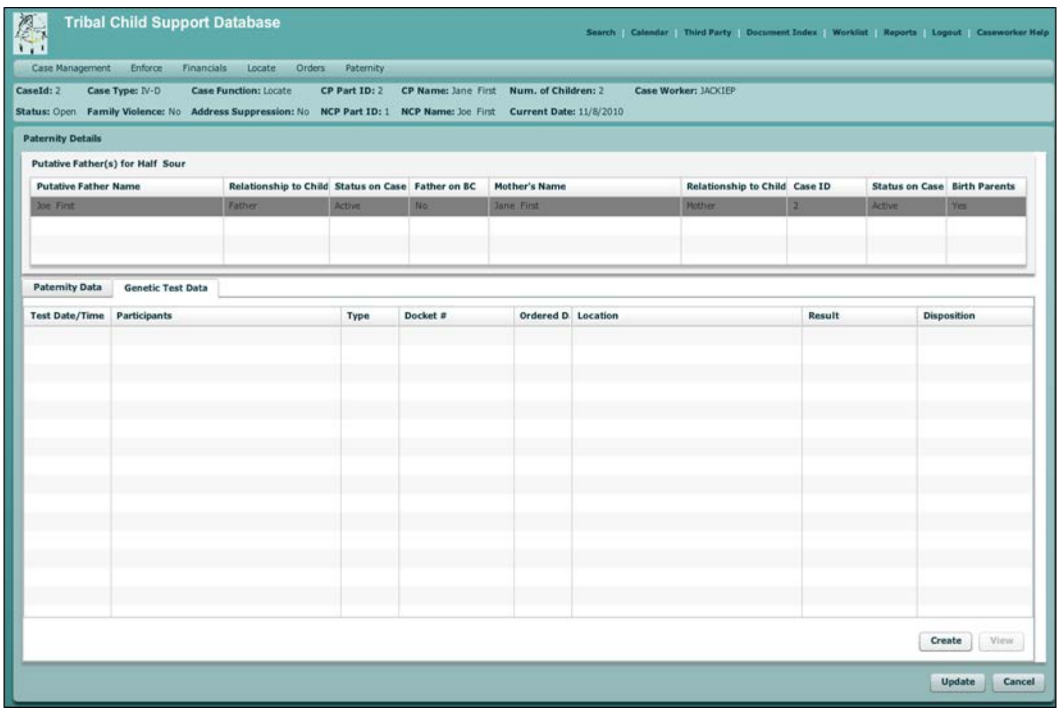
Related SRS Section	
Number	**Name**
3.1.1	Paternity Interview
3.2	Facilitation

Features
Displays paternity details for each child

Process Tables
CP Relationship
NCP Relationship
Sexual Relationship
Legal Relationship
Spouse
Mailing Address

3.3.6.3 Genetic Test Data

This screen will allow the user to generate documents in support of establishing of paternity through a court process.



Related SRS Section	
Number	**Name**
3.3.1	Stipulation with Test
3.4	Paternity Proceedings
3.4.1	Paternity Documents
3.7	Schedule Genetic Tests
3.8	Genetic Test Results
3.9	Genetic Test Schedule
6.5	Hearing Process
4.5	Establishment Proceedings

Features
Selection of genetic test labs

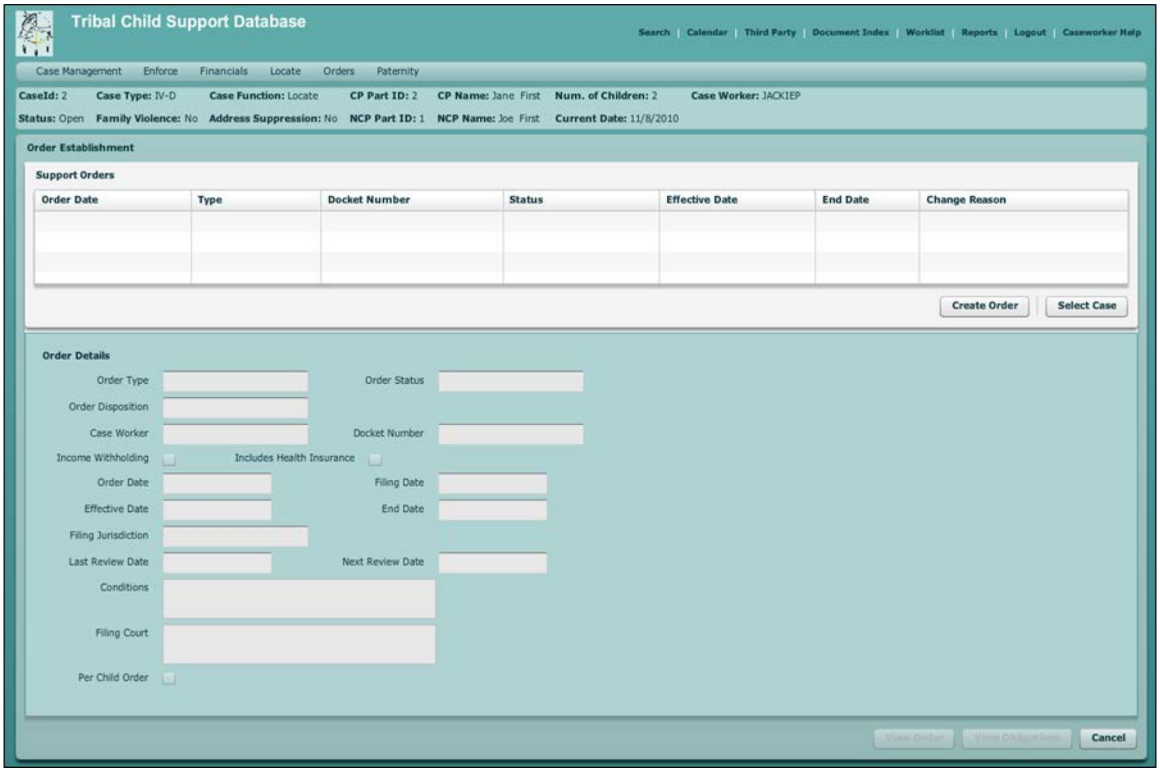
Process Tables
Third Party
Address
Email Address
Phone number
Court
Judge
Contact
Mailing Address
Genetic Test
GT Laboratory
Third Party
Appointment

Process Tables
Mailing Address

3.3.7 Order Establishment Screens

3.3.7.1 Support Orders

This screen will display data associated with court orders related to the selected case.



Related SRS Section	
Number	**Name**
4.1	Order Data
4.1.1	Order Information
4.1.3	Pending Court Actions
4.2	Order Evaluation
6.5.2	Hearing Results
7.8	Guidelines Calculation
4.1.2	Obligation Data

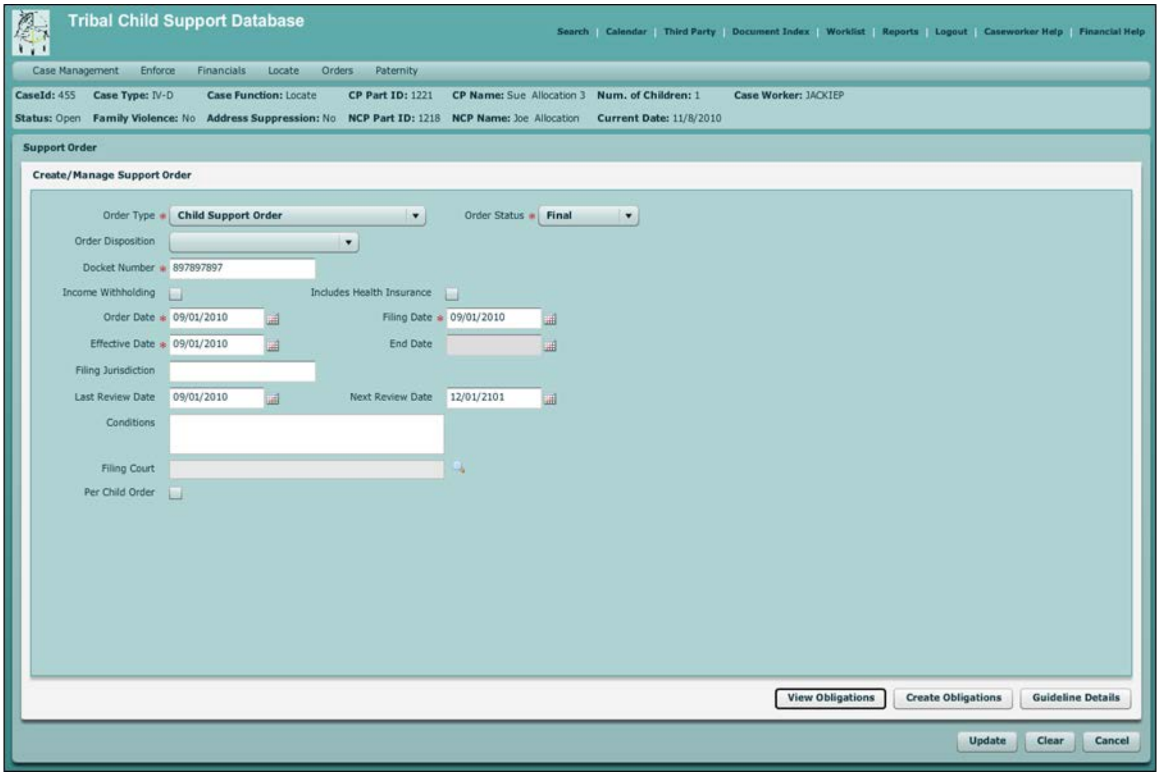
Features
Link to Third Party Court
Link to Participant
Link to Third Party Agency

Process Tables
Support Order
Court
Address
Judge
Contact
Document
Mailing Address
Obligation
Guideline Calculation

3.3.7.2 Create/Mange Support Order

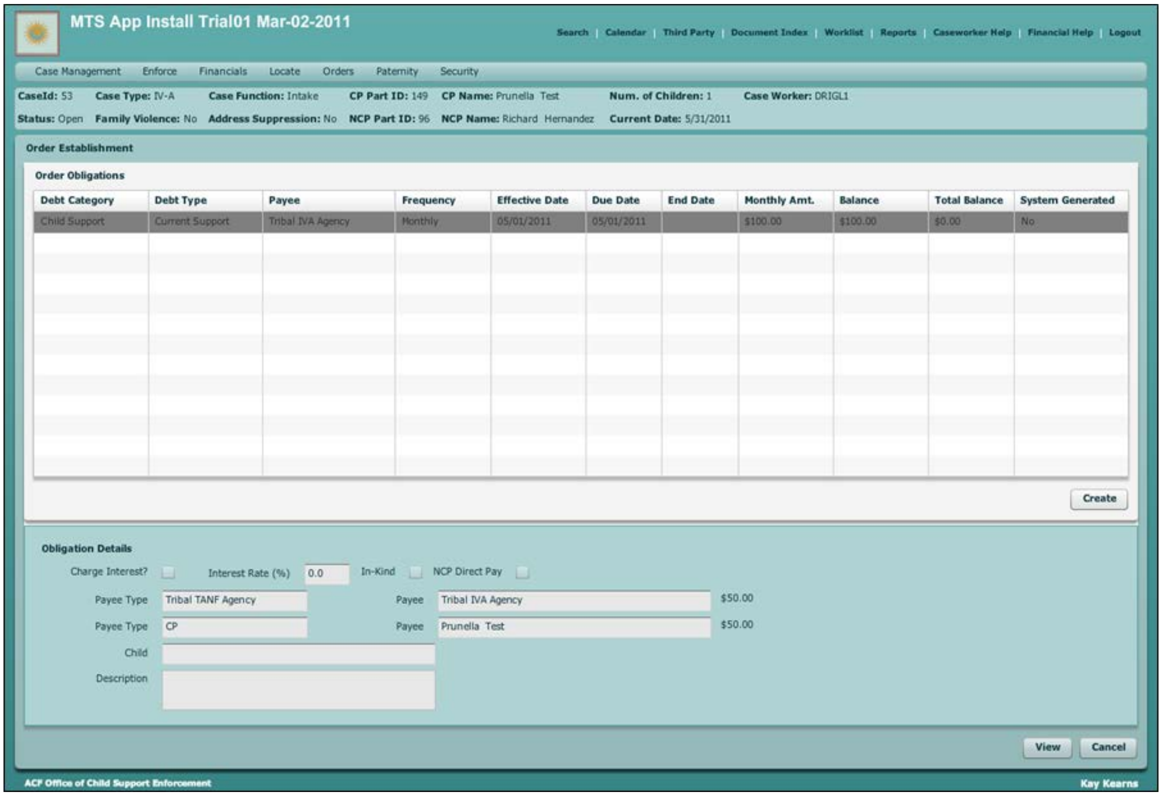
This screen will allow the entrance of data associated with court orders related to the selected case or participant.

In conjunction with the *Third Party Data* screen, this screen will allow the selection of court information and the association of this information with an order.



3.3.7.3 Order Obligation

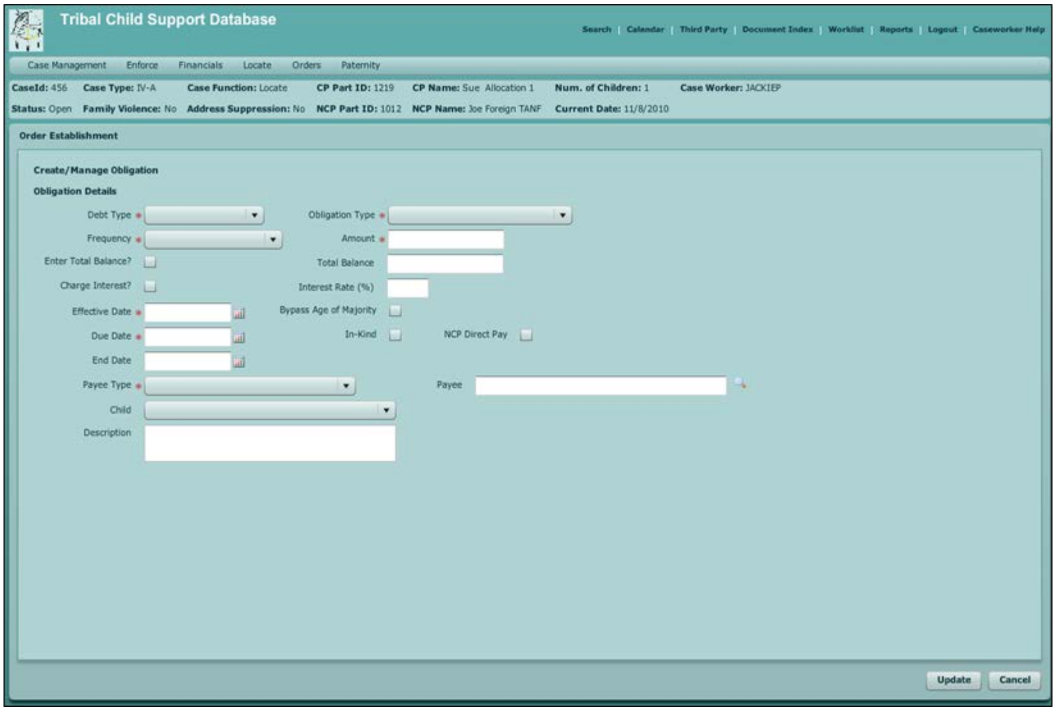
This screen displays data related to ordered obligations (includes current support, arrears, spousal support, costs, judgments, guideline calculations, approved payment methods).



3.3.7.4 Obligation Details

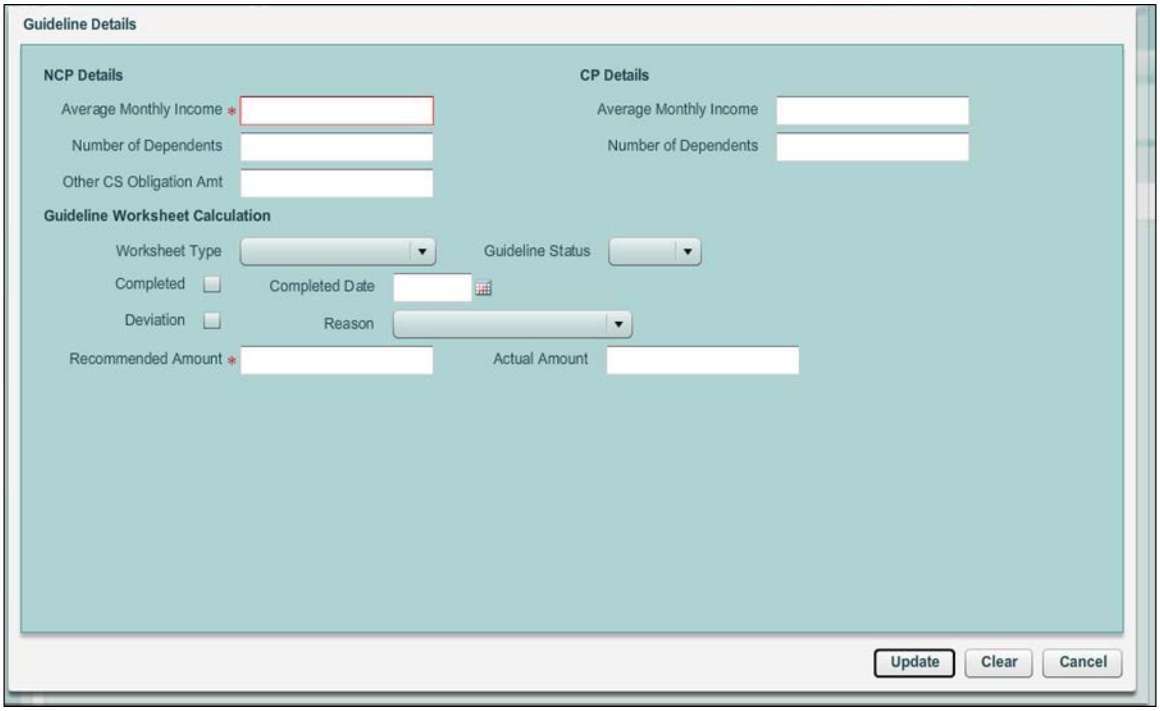
This screen allows the entry of data related to ordered obligations (includes current support, arrears, spousal support, costs, judgments, guideline calculations, approved payment methods).

This screen links to Participant and Third Party payees.



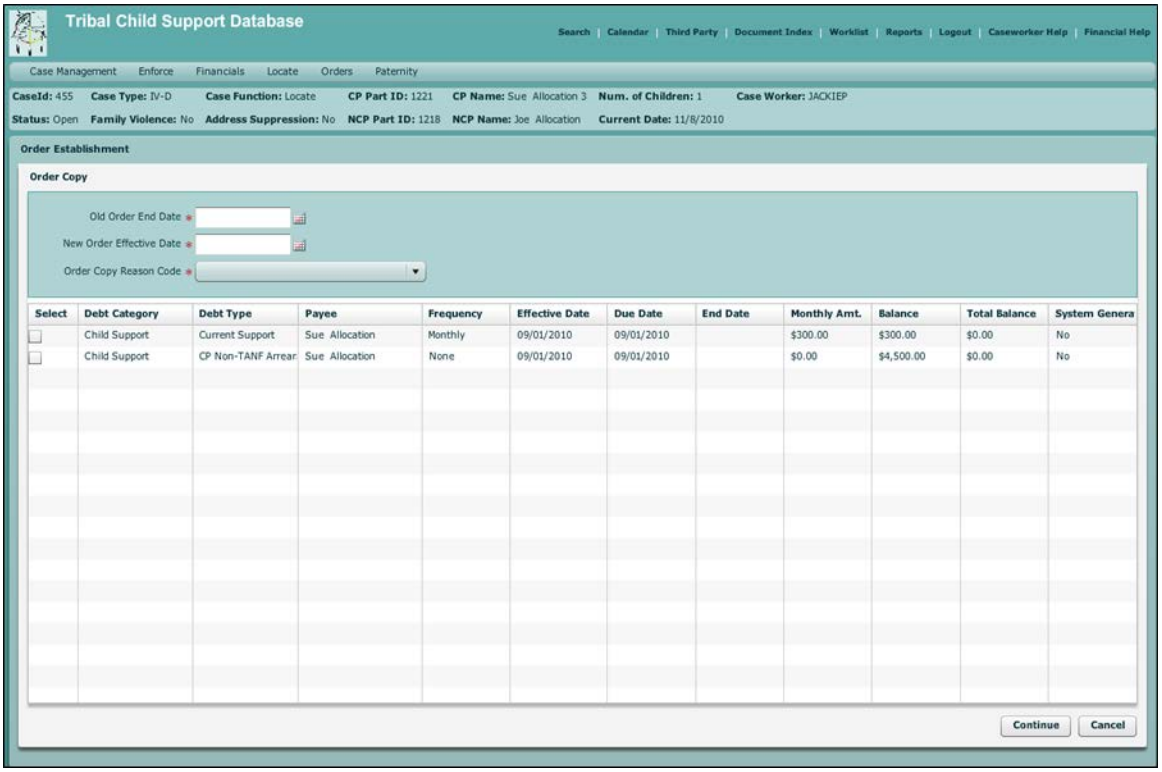
3.3.7.5 Guideline Details

This screen allows the entry of data related to guideline calculations.



3.3.7.6 Order Copy

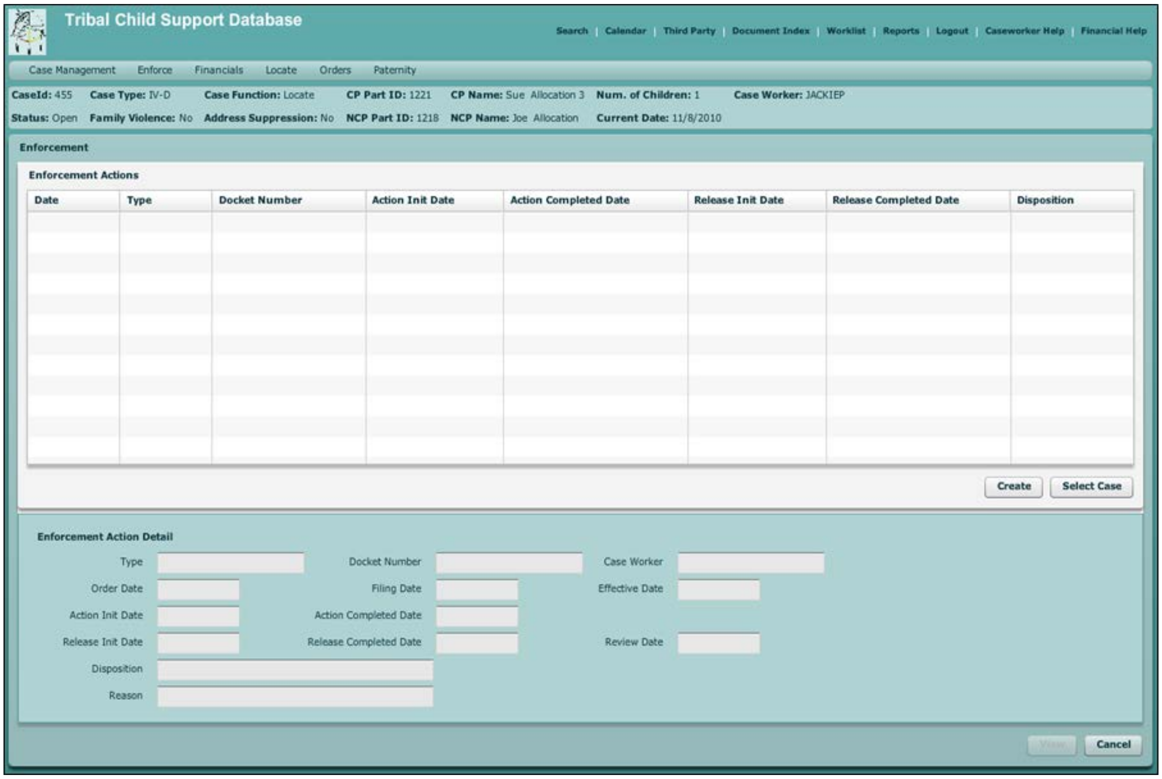
This screen allows the copying of data related to ordered obligations to facilitate the modification of an order.



3.3.8 Enforcement Screens

3.3.8.1 Enforcement Actions List

This screen will display a summary of the enforcement actions authorized against the NCP on a selected case based on tribal Configuration Data.



Related SRS Section	
Number	**Name**
5.0	Enforcement Overview
5.1	Income Withholding
5.1.1	Foreign Income Withholding
5.1.2	Voluntary Income Withholding
5.1.3	Immediate Income Withholding
5.1.4	Garnishment
5.2	Contempt

Related SRS Section	
Number	**Name**
5.2.1	NCP Contempt
5.2.2	Employer Contempt
5.2.3	Contempt Documents
5.3	License Suspension
5.4	Seizure
5.5	Other Methods
6.10	Tribal Enforcement Response
6.11	State Enforcement Response
6.5	Hearing Process

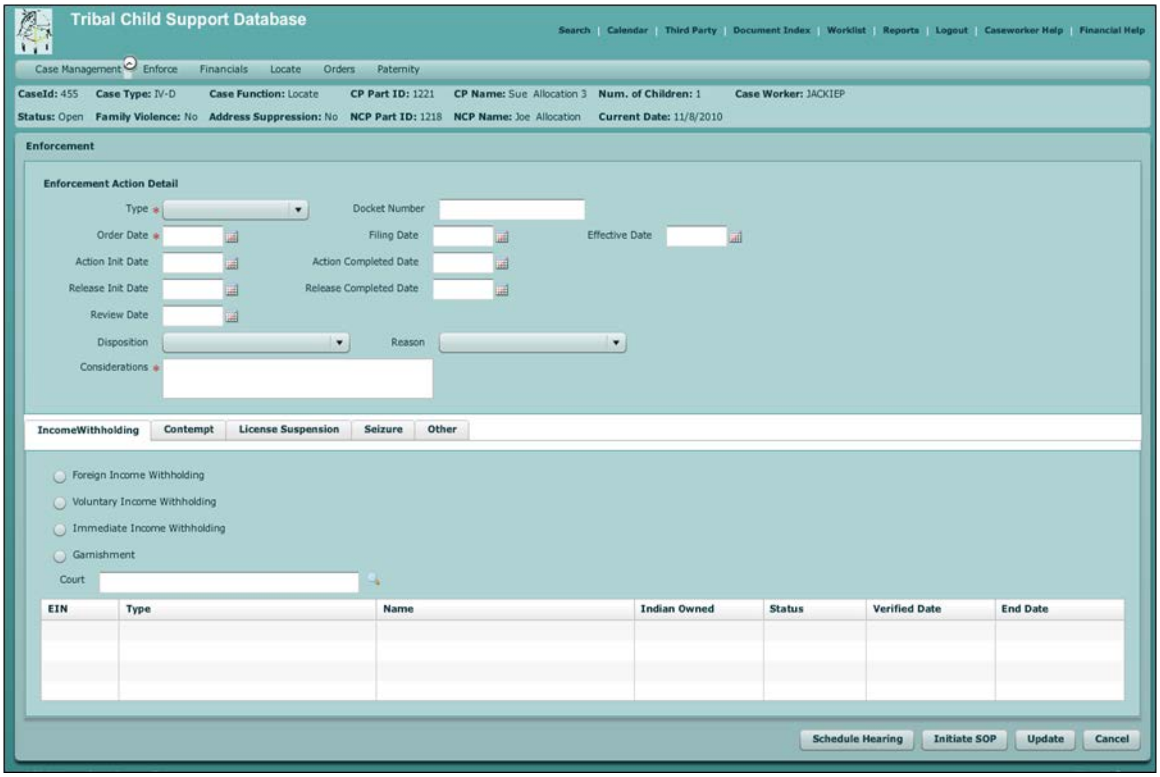
Features
Selection of Third Party Court and Employer
Selection of NCP License

Process Tables
Eligible
Enforcement Order
Support Order
Obligation
Court
Address
Phone number
Judge
Contact
Document

Process Tables
Mailing Address
License

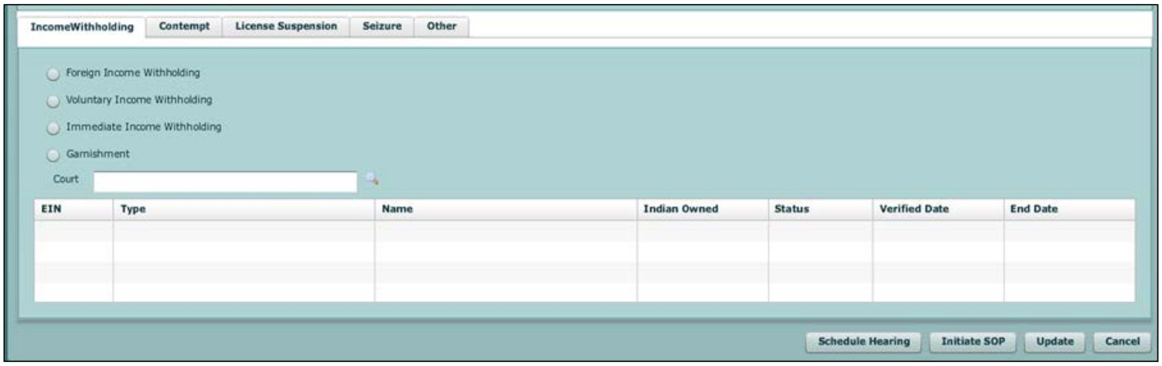
3.3.8.2 Enforcement Action Detail

This screen will allow the entry and update of Enforcement status information.



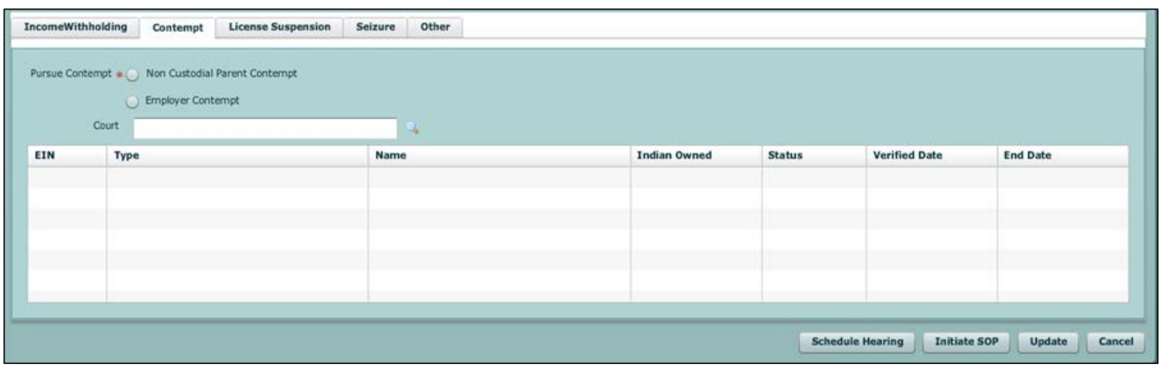
3.3.8.3 Income Withholding Tab

This screen will display the status of income withholding and will allow the user to generate income withholding documents.



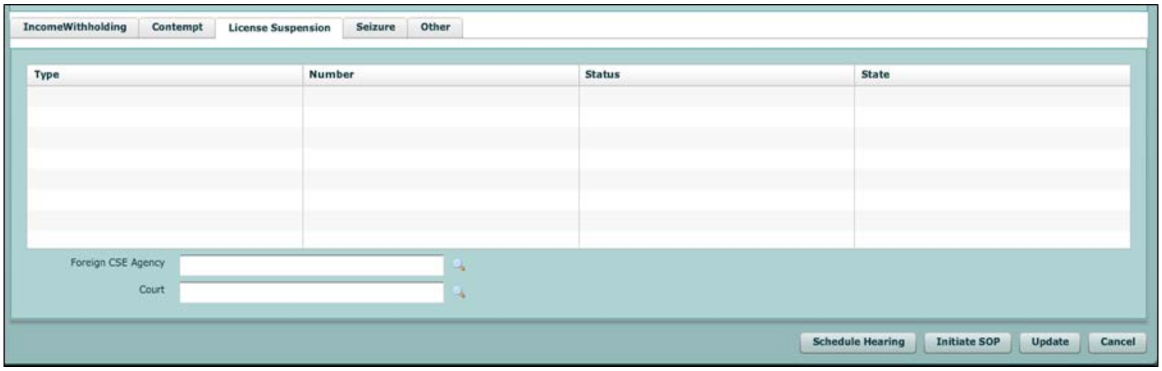
3.3.8.4 Contempt Tab

This screen will display the status of contempt orders and will allow the user to generate contempt documents.



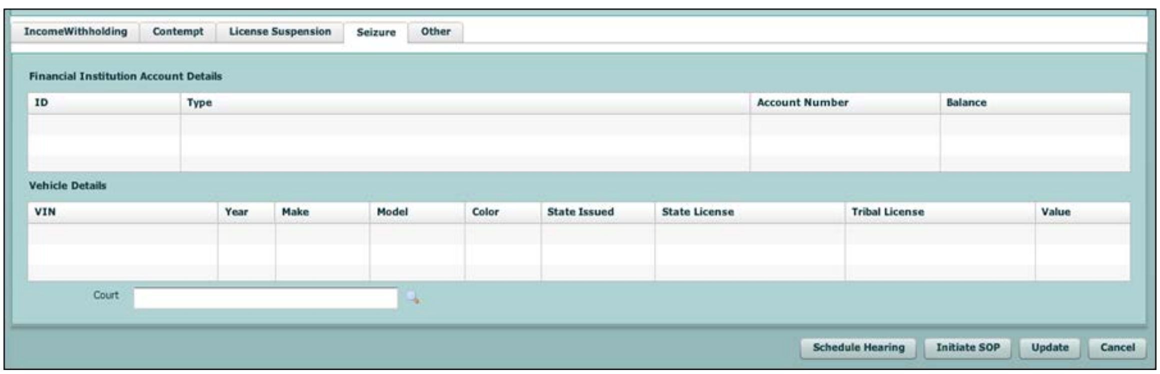
3.3.8.5 License Suspension Tab

This screen will display the status of license suspension and will allow the user to generate license suspension documents.



3.3.8.6 Seizure Tab

This screen will display the status of seizures and other enforcement remedies and will allow the user to generate documents for license suspension and any tribal-specific remedies.



3.3.8.7 Other Tab

3.3.9 Financial Screens

These screens allow the processing of financial information.

Related SRS Section	
Number	**Name**
7.0	Financial Process
7.9	Account Setup
6.1	Case Redirect
7.6	Transaction Adjustment
7.7	Payment Posting
7.11	Deposit Reconciliation
II-2.4	Supervisory Control

Features
Maintain CP and NCP accounts

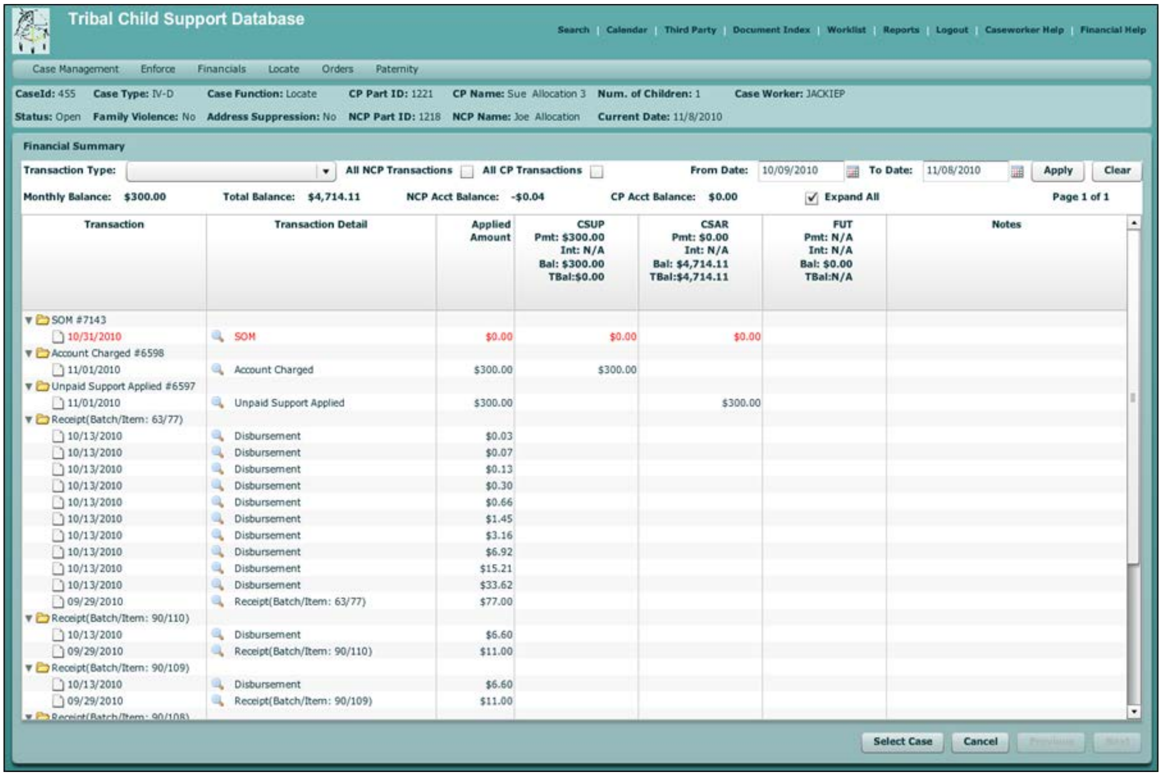
Process Tables
Account
Obligation

Process Tables
Collection
Document
System Account
Futures Account
Batch
Financial Event
Batch Item
Collection
Payor
Deposit

3.3.9.1 Financial Summary

This screen will allow users to display all accounts associated with a case and all financial transactions on that case.

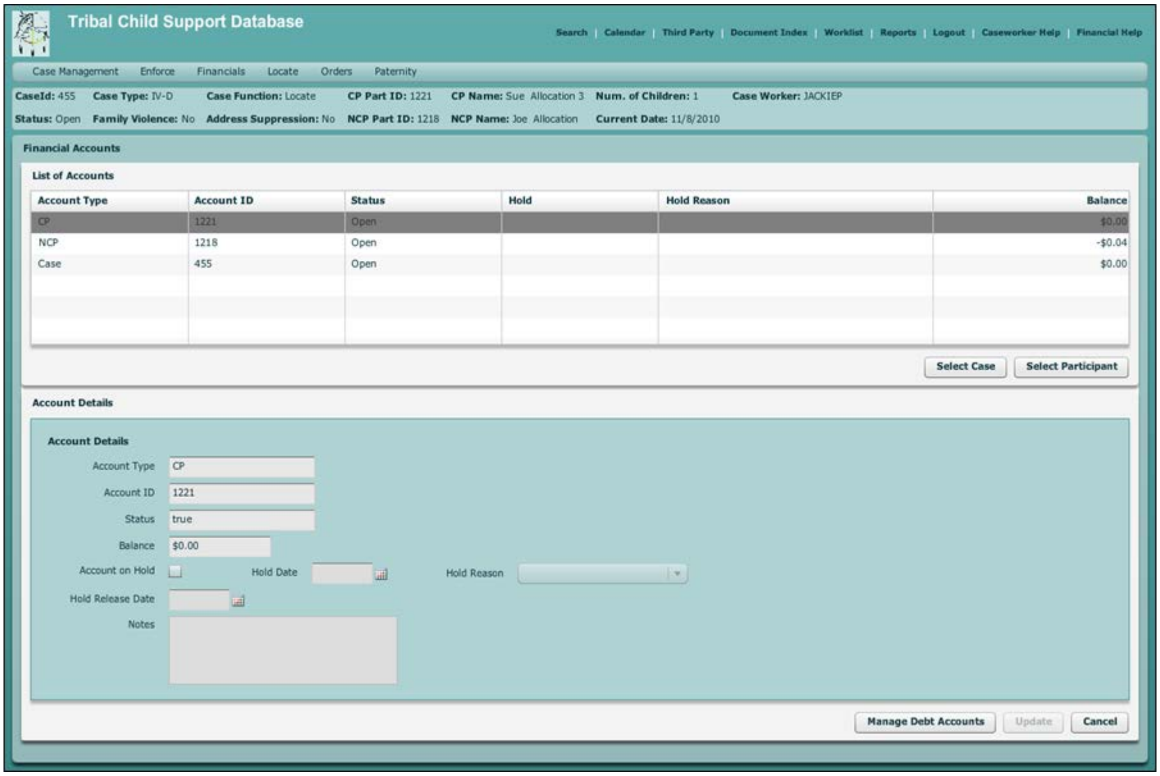
This screen will display the payment history of collections, distribution, and disbursement for a specific account or for all accounts for a participant or a case.



3.3.9.2 Financial Accounts Setup

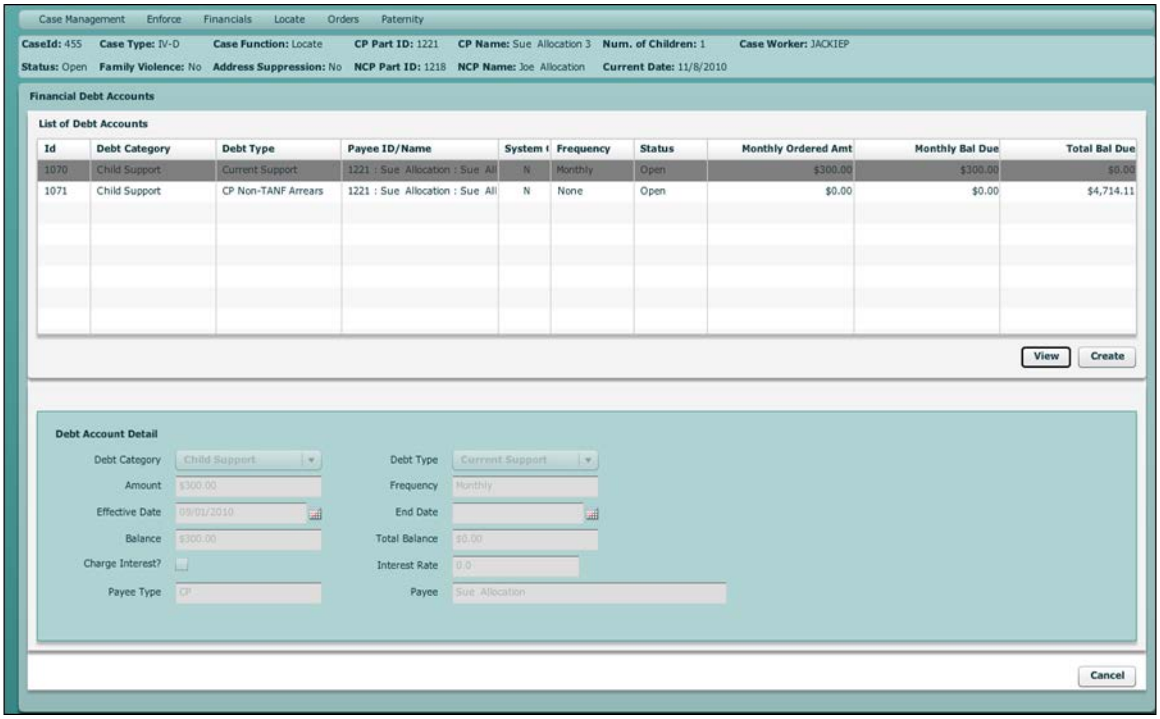
This screen shows the CP, NCP, and Case Account associated with the selected case. It will also allow the user to place a hold on a CP or NCP account.

Account Setup will create a **Case Redirected** Case History Event when a payee changes.


Tribal Child Support Database
Search | Calendar | Third Party | Document Index | Worklist | Reports | Logout | Caseworker Help | Financial Help
Case Management Enforce Financials Locate Orders Paternity
CaseId: 455 Case Type: IV-D Case Function: Locate CP Part ID: 1221 CP Name: Sue Allocation 3 Num. of Children: 1 Case Worker: JACKIEP
Status: Open Family Violence: No Address Suppression: No NCP Part ID: 1218 NCP Name: Joe Allocation Current Date: 11/8/2010
Financial Accounts
List of Accounts
Account Type Account ID Status Hold Hold Reason Balance
CP 1221 Open $0.00
NCP 1218 Open -$0.04
Case 455 Open $0.00
Select Case
Select Participant
Account Details
Account Details
Account Type CP
Account ID 1221
Status true
Balance $0.00
Account on Hold
Hold Date
Hold Reason
Hold Release Date
Notes
Manage Debt Accounts
Update
Cancel

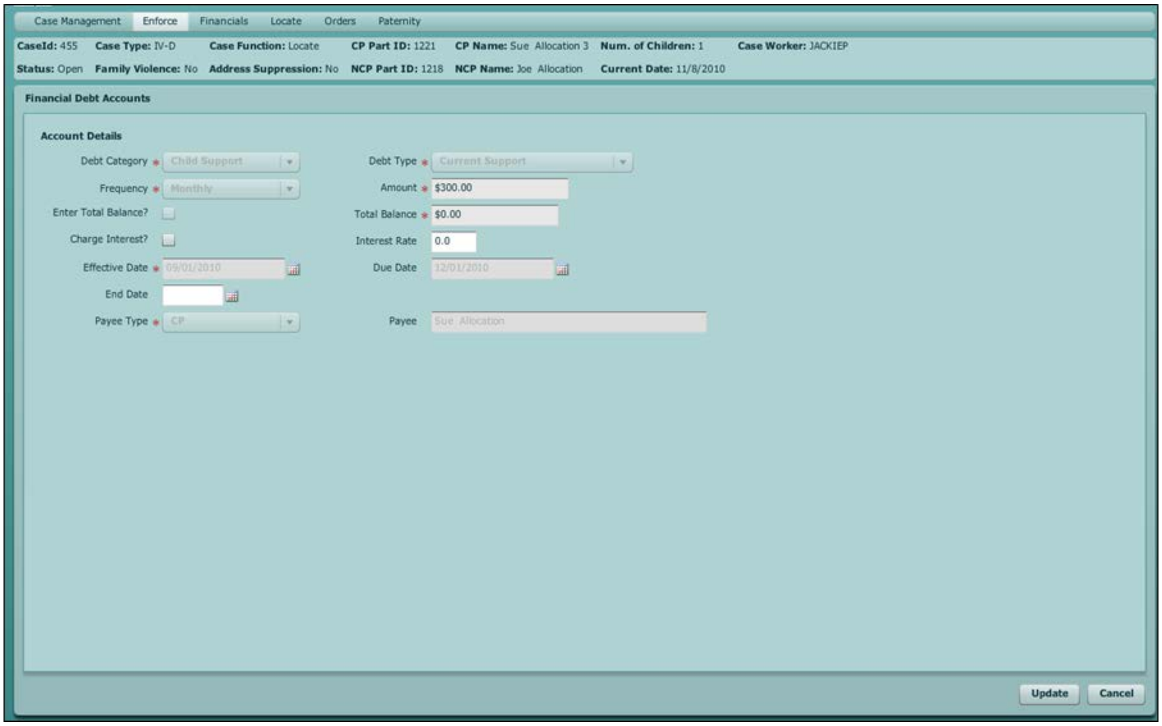
3.3.9.2.1 Financial Debt Account List

This screen lists all debt accounts associated with a case.



3.3.9.2.2 Account Details

This screen will allow users to create an account for fees not based on a support order.

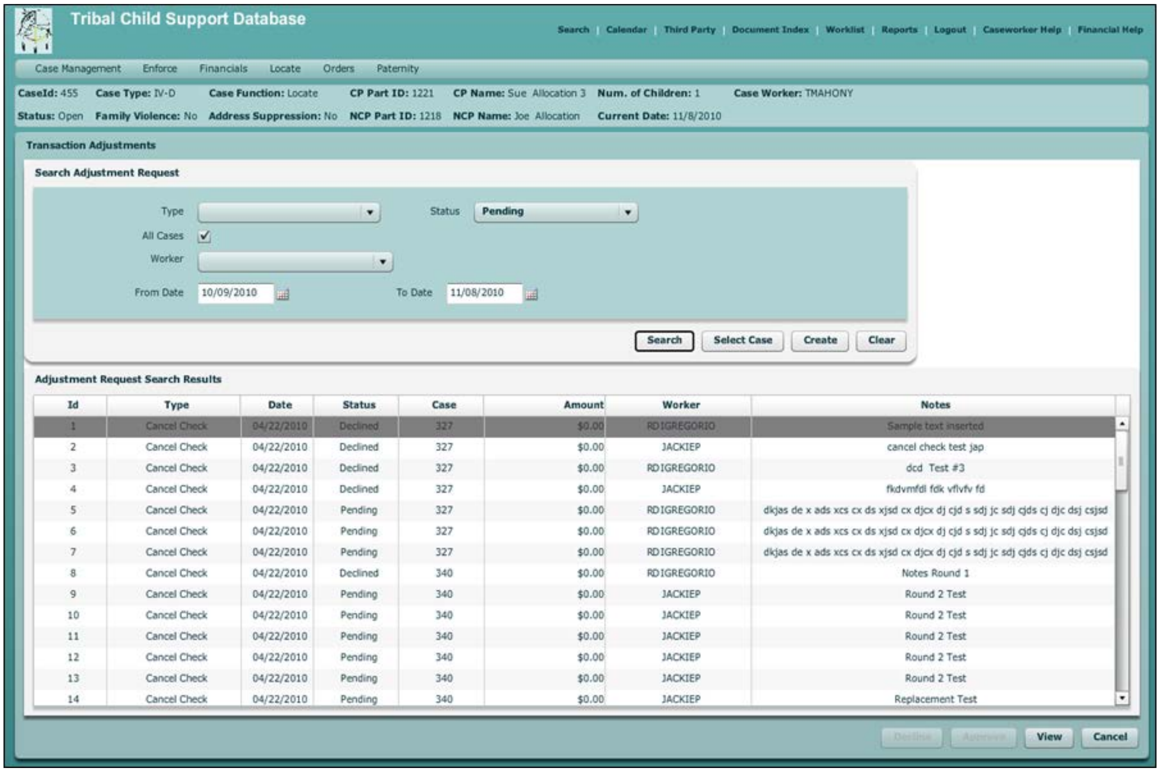


3.3.9.3 Transaction Adjustments

The adjustment screens will allow users to make adjustments to one or more accounts. It will save a complete record of each adjustment in a Financial History Record. It will allow supervisors to approve adjustments to an account.

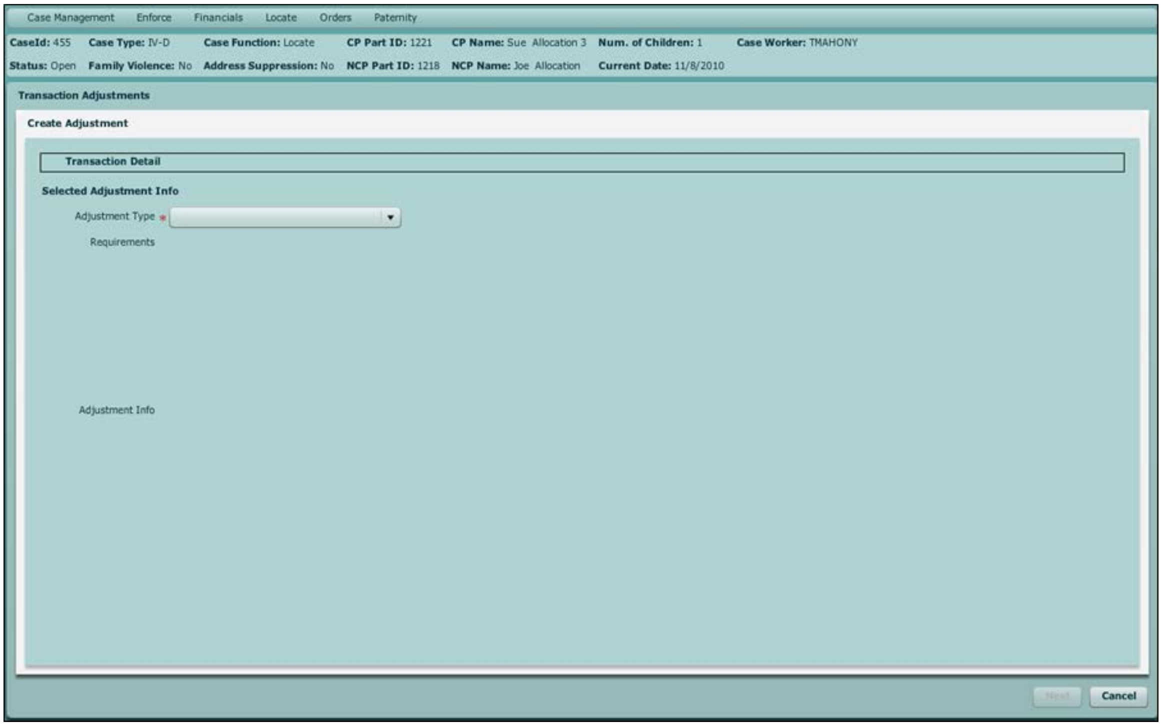
3.3.9.3.1 Search Adjustment Request

This screen will display all adjustment requests completed or pending. This screen will allow Financial Supervisors to approve transactions made by a financial caseworker. It will display all transactions that have not yet been approved.



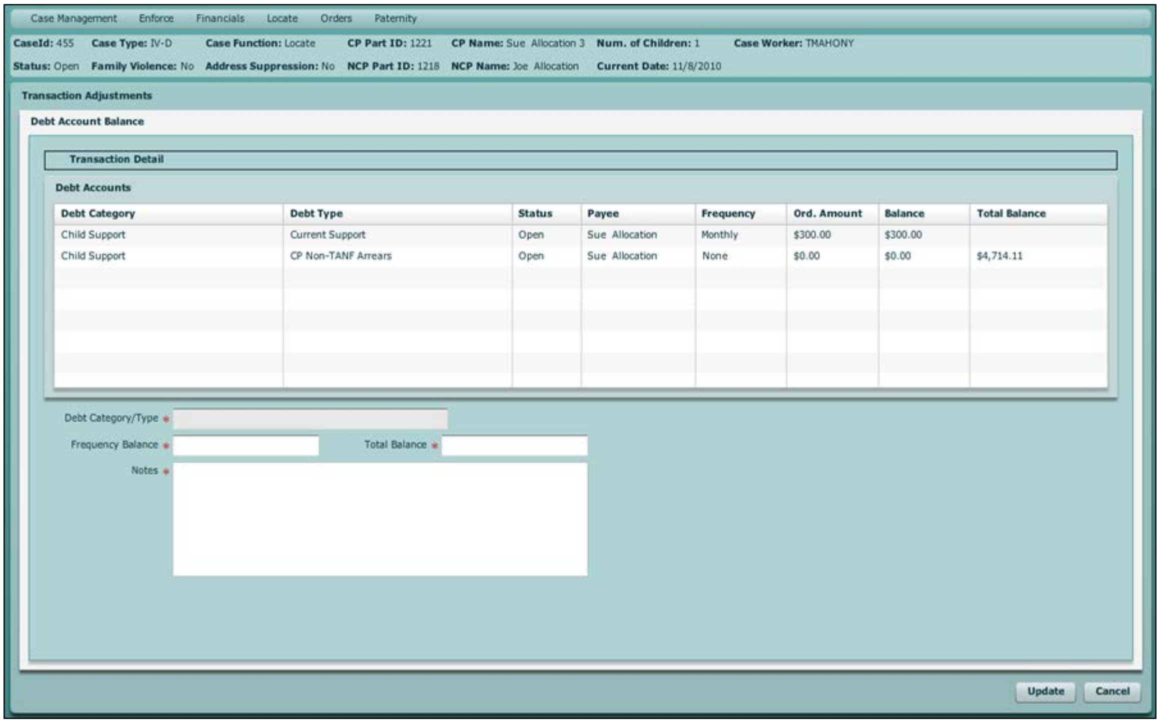
3.3.9.3.2 Create Adjustments

This screen will allow the worker to select the type adjustment requested during the creation of an adjustment request.



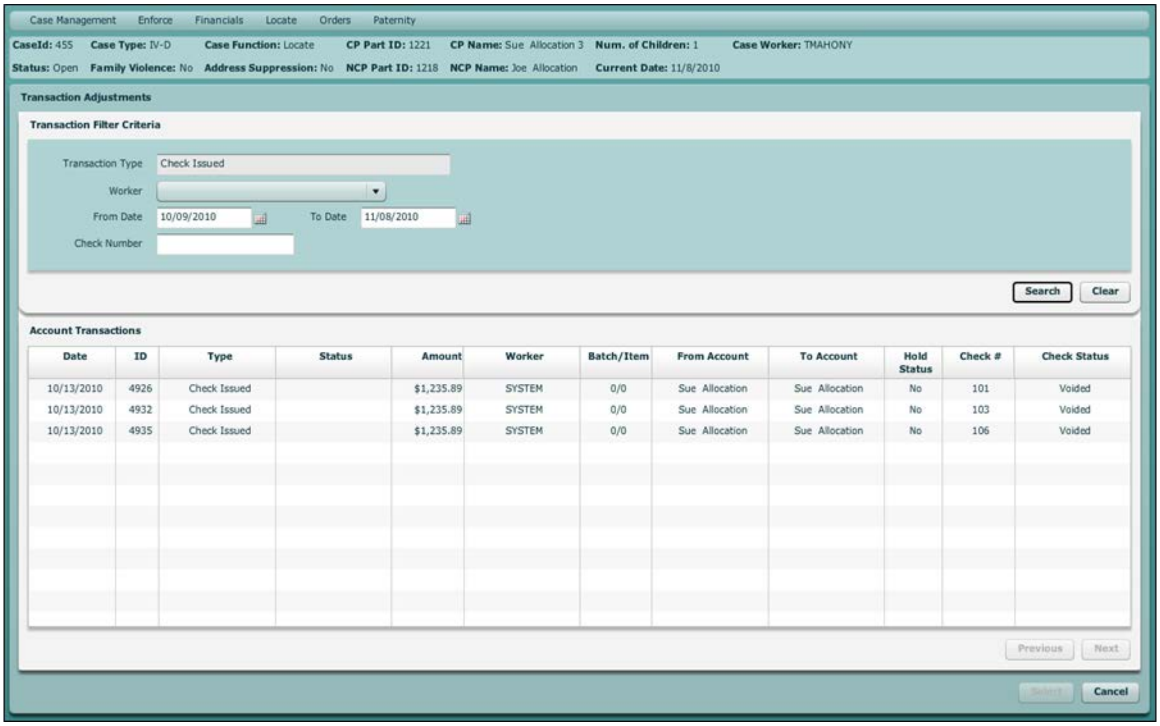
3.3.9.3.3 Debt Account Balance

This screen will allow the worker to select the account to be adjusted and the amount of the adjustment during the creation of an adjustment request.



3.3.9.3.4 Transaction Filter Criteria

This screen will allow the worker to select the check to be canceled or reissued during the creation of an adjustment request.

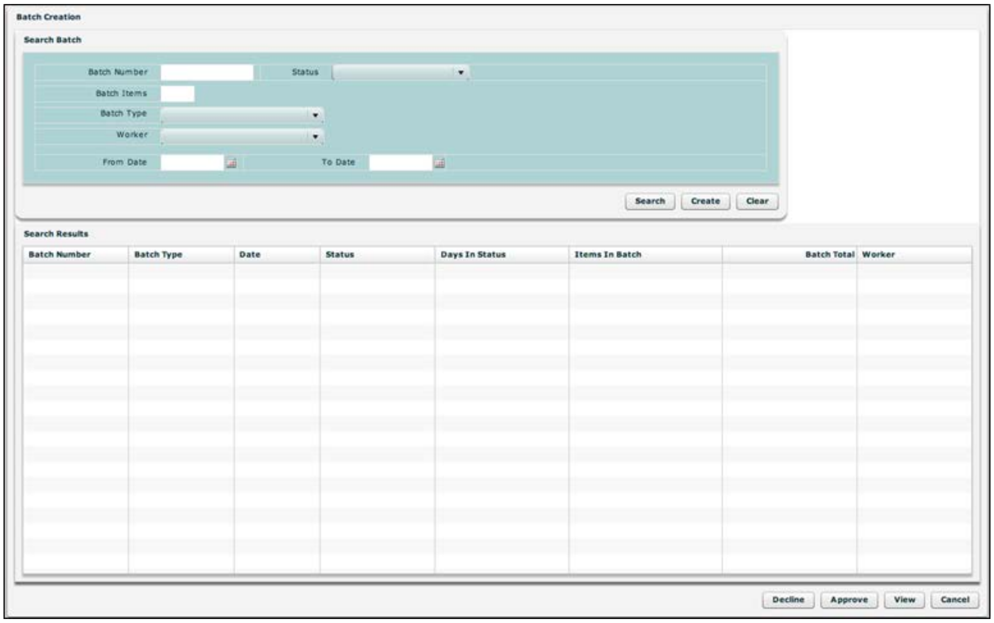


3.3.9.4 Batch

These screens will allow users to create a batch and enter all data associated with items in a batch.

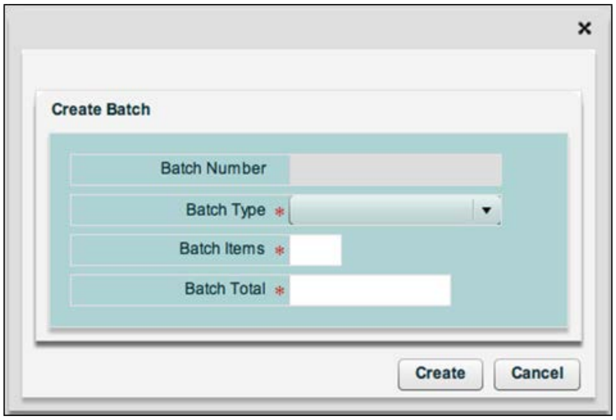
3.3.9.4.1 Search Batch

This screen will allow users to search for existing batches. This screen will also allow supervisors to approve batches.



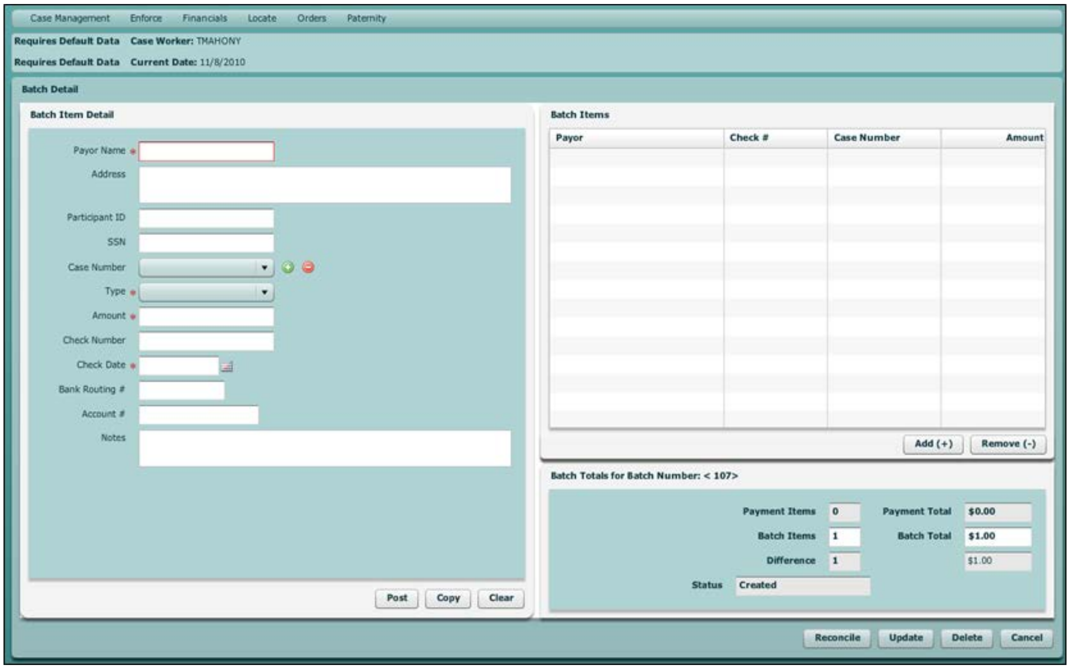
3.3.9.4.2 Create Batch Popup

This screen will allow users to create a batch by defining the number of items, the batch amount, and the batch type.



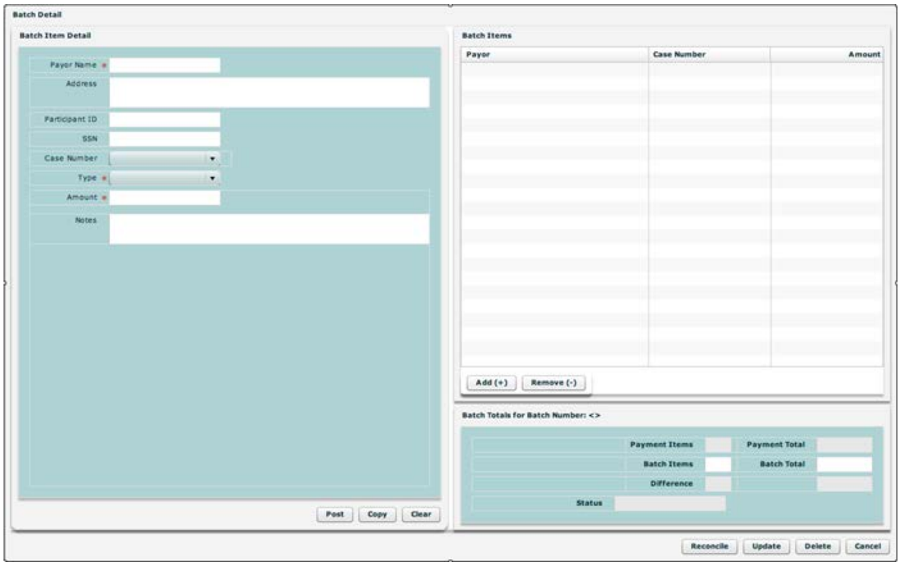
3.3.9.4.3 Batch Detail

This screen will allow users to enter details about standard batch items and to reconcile the batch.



3.3.9.4.4 Alternative Payment Batch Item Detail

This screen will allow users to enter details about in-kind and direct payment batch items and to reconcile the batch.

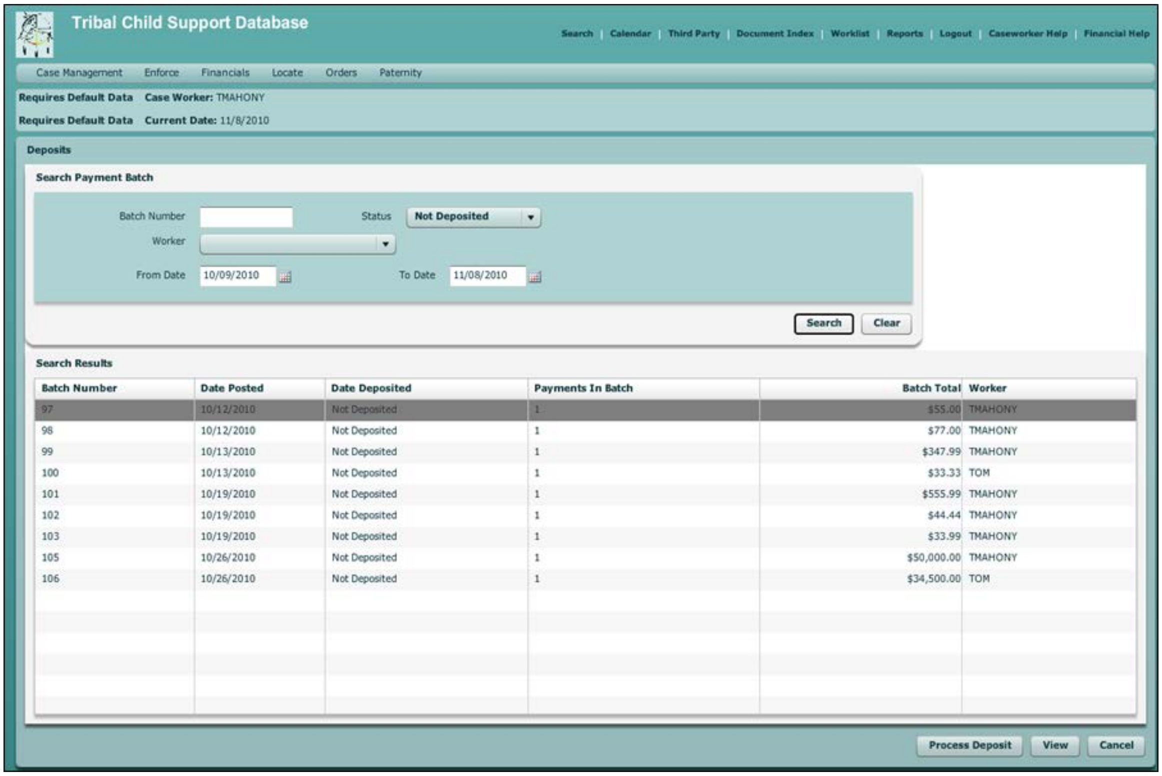


3.3.9.5 Deposits

These screens will allow a user to generate bank deposits from system batches and batch items.

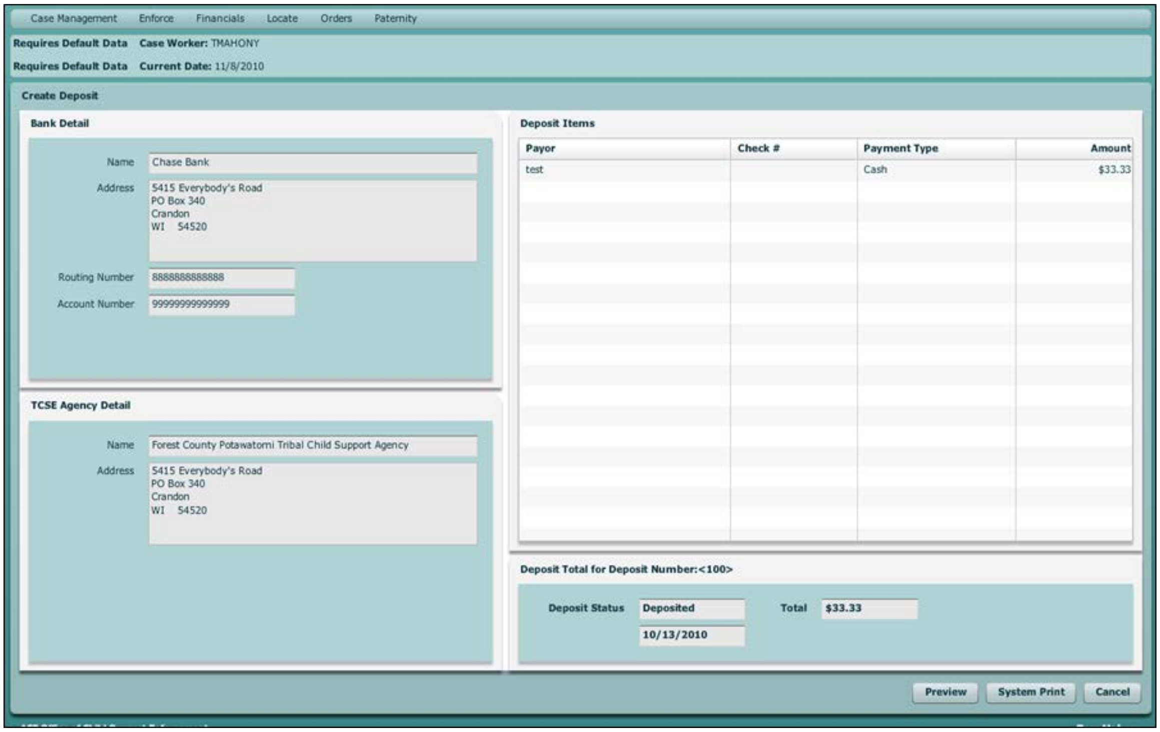
3.3.9.5.1 Search Payment Batch

This screen will allow a user to search for bank deposits and to process the selected deposit.



3.3.9.5.2 Bank and TCSE Agency Detail

This screen will display details on selected bank deposits and allow the user to print the details.

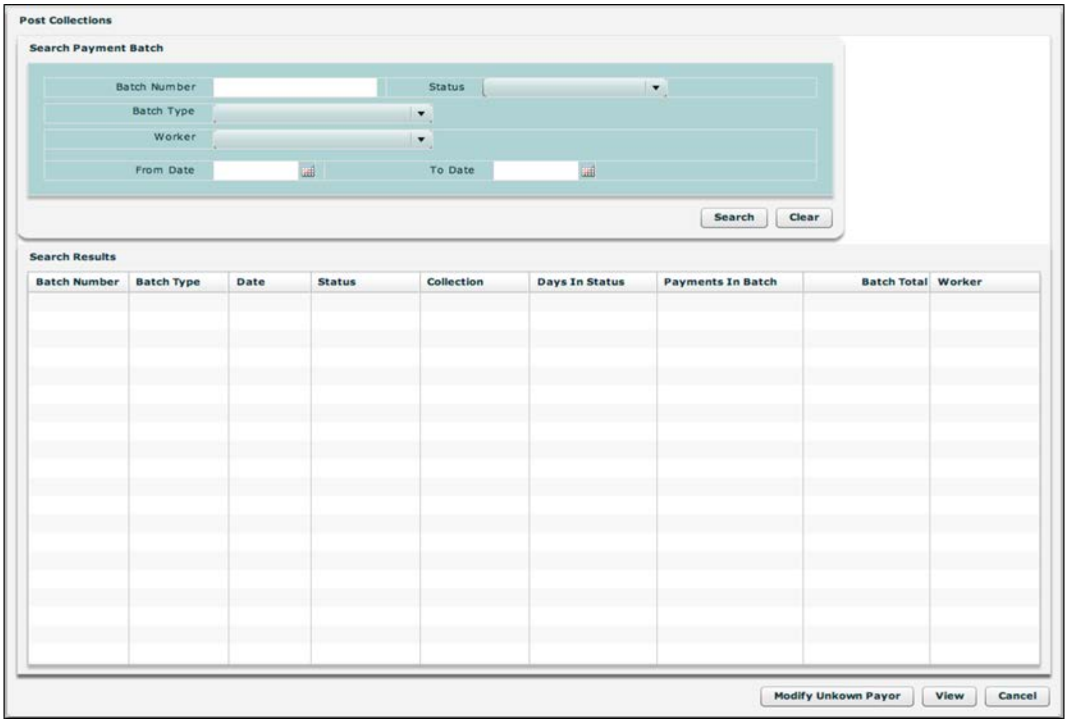


3.3.9.6 Collection Posting

These screens will allow users to allocate payments to cases and debt accounts.

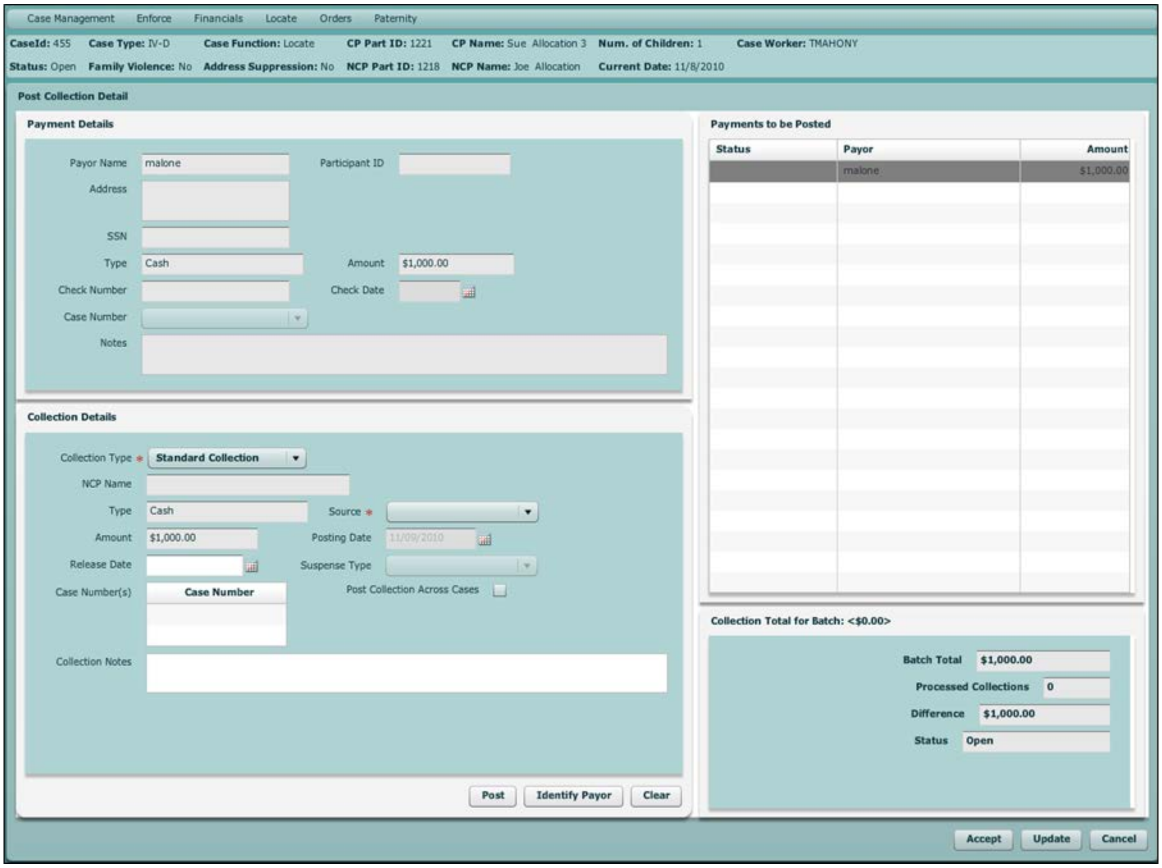
3.3.9.6.1 Search Payment Batch

This screen will allow users to search for existing batches.



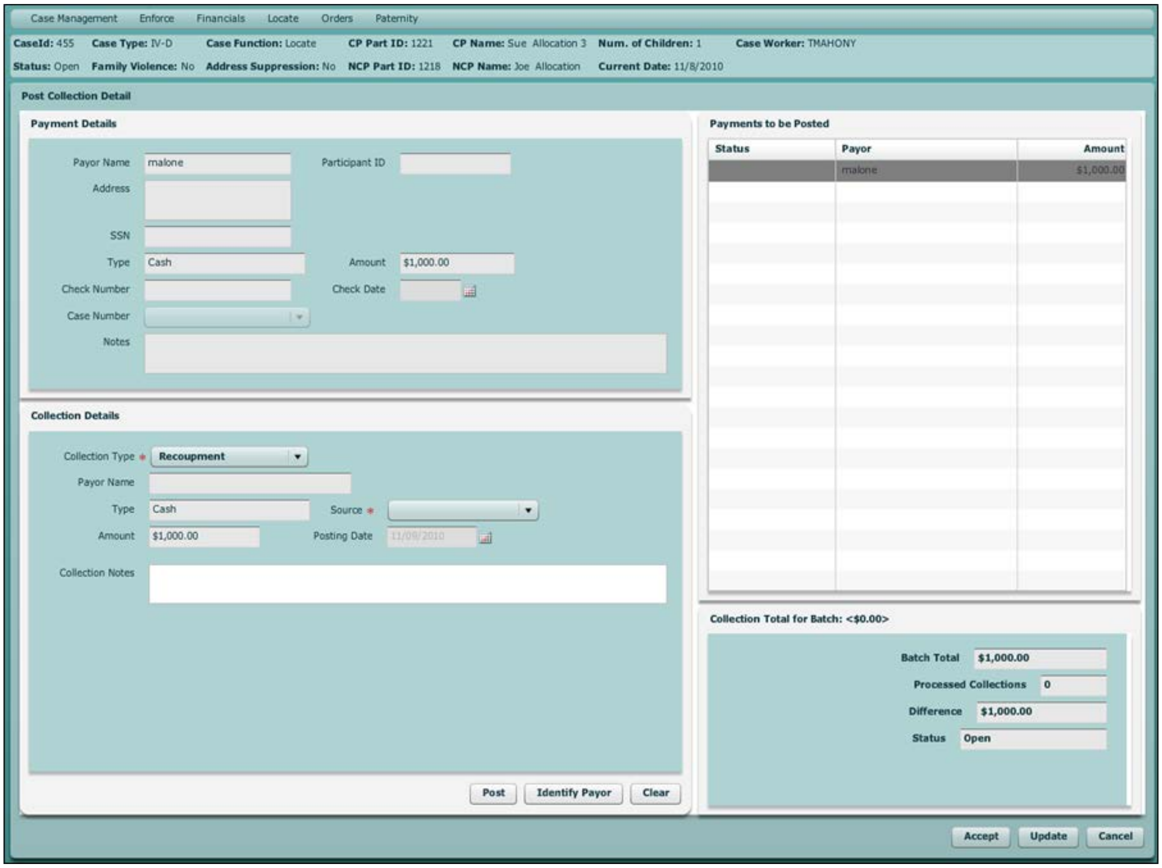
3.3.9.6.2 Post Collection Detail - Standard

This screen will allow users to enter details about standard batch items and to assign batch items to payors. This screen links to the Participant Search popup to search for payors.



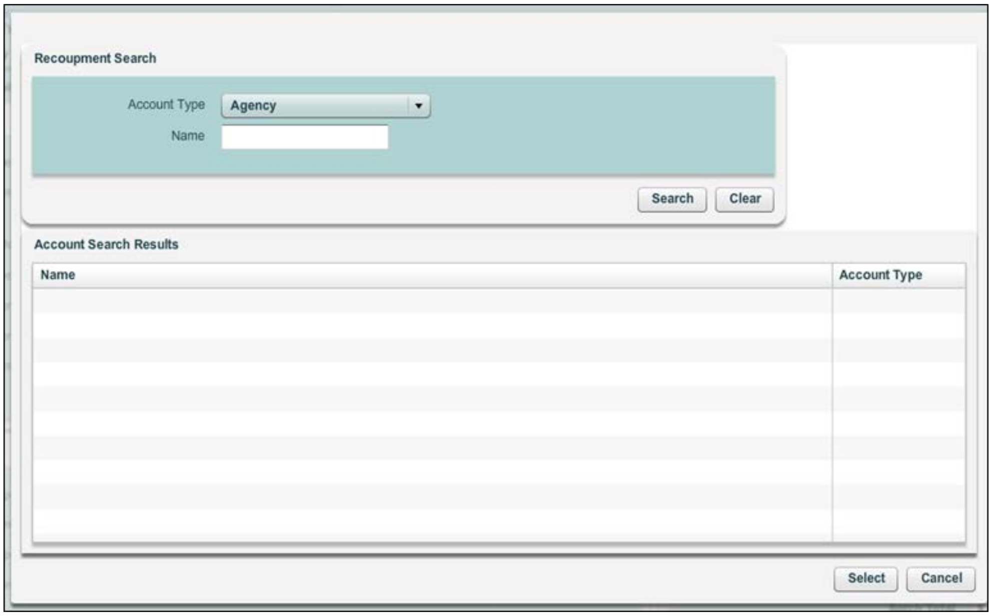
3.3.9.6.3 Post Collection Detail - Recoupment

This screen will allow users to enter details about recoupment batch items and to assign funds to recoupment accounts. This screen links to the Recoupment Search popup to search for payors.



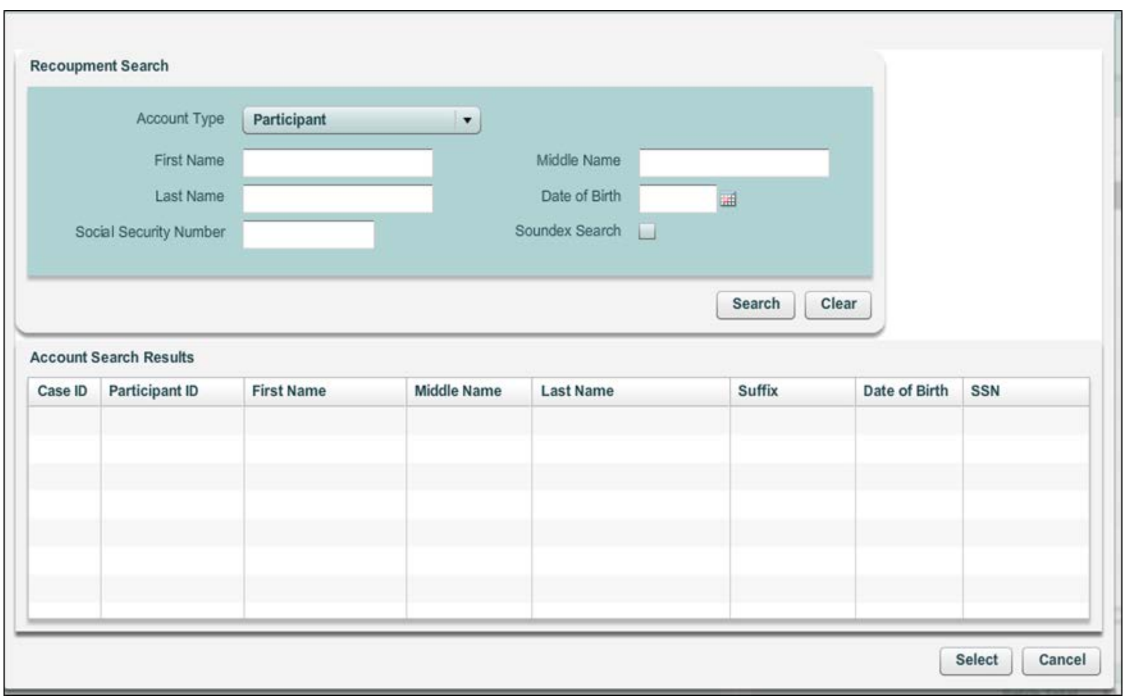
3.3.9.6.4 Recoupment Search Popup - Agency

This screen will allow users to search for agency recoupment accounts.



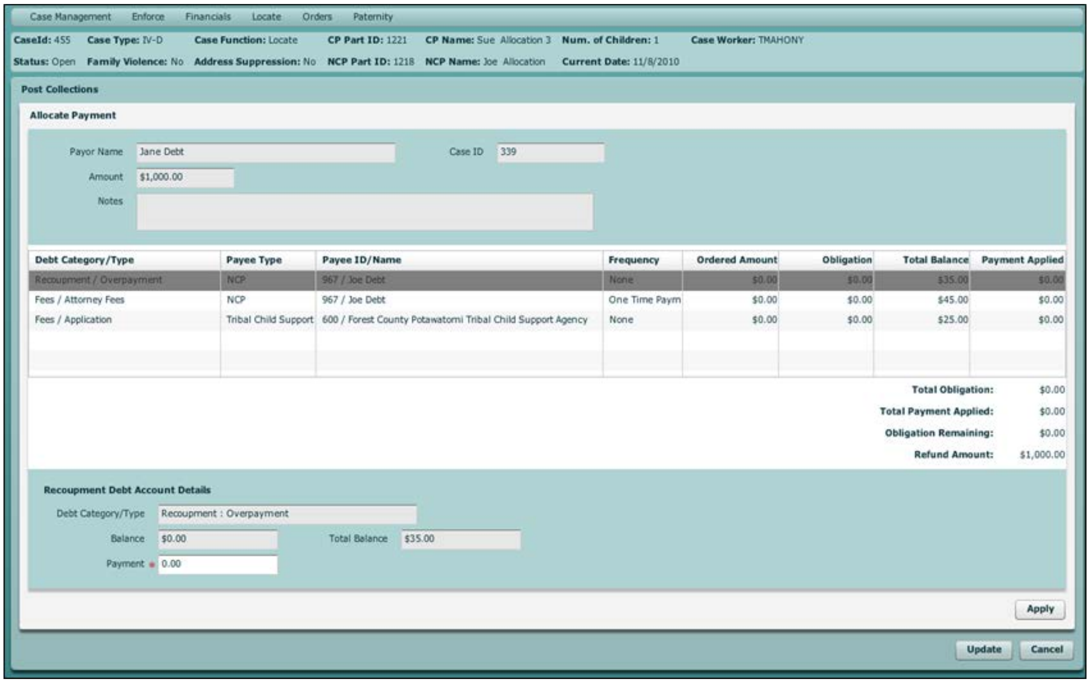
3.3.9.6.5 Recoupment Search Popup - Participant

This screen will allow users to search for participant recoupment accounts.



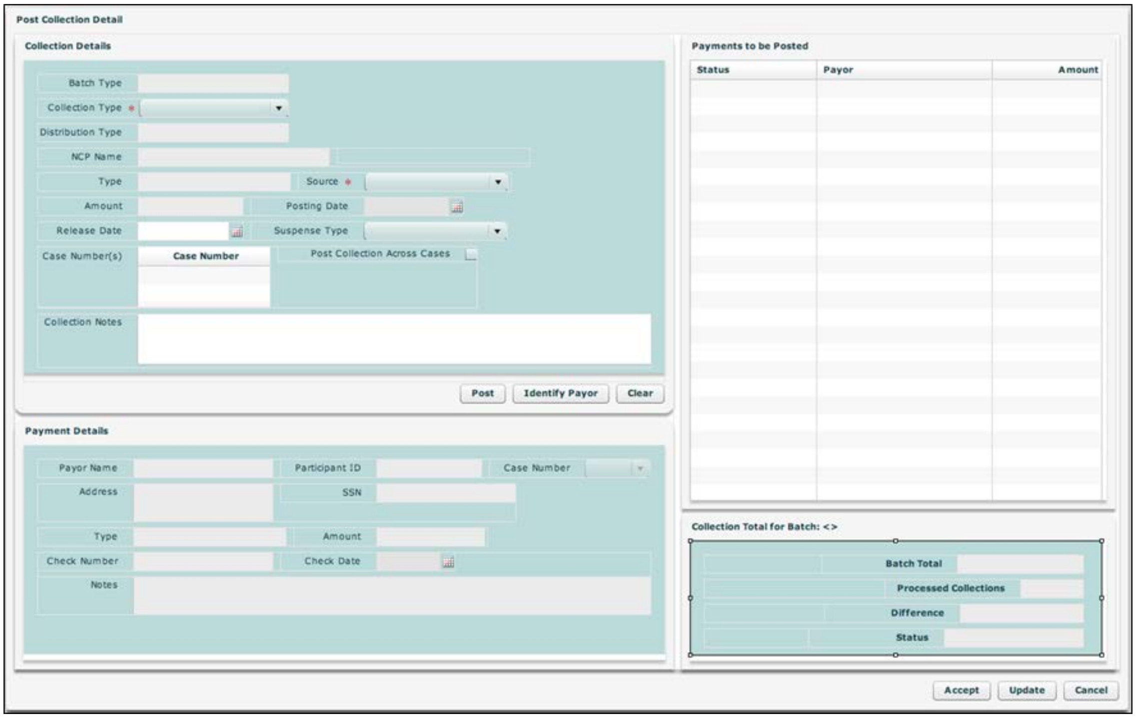
3.3.9.6.6 Allocate Payment - Recoupment

This screen will allow users to assign funds to recoupment debt accounts.



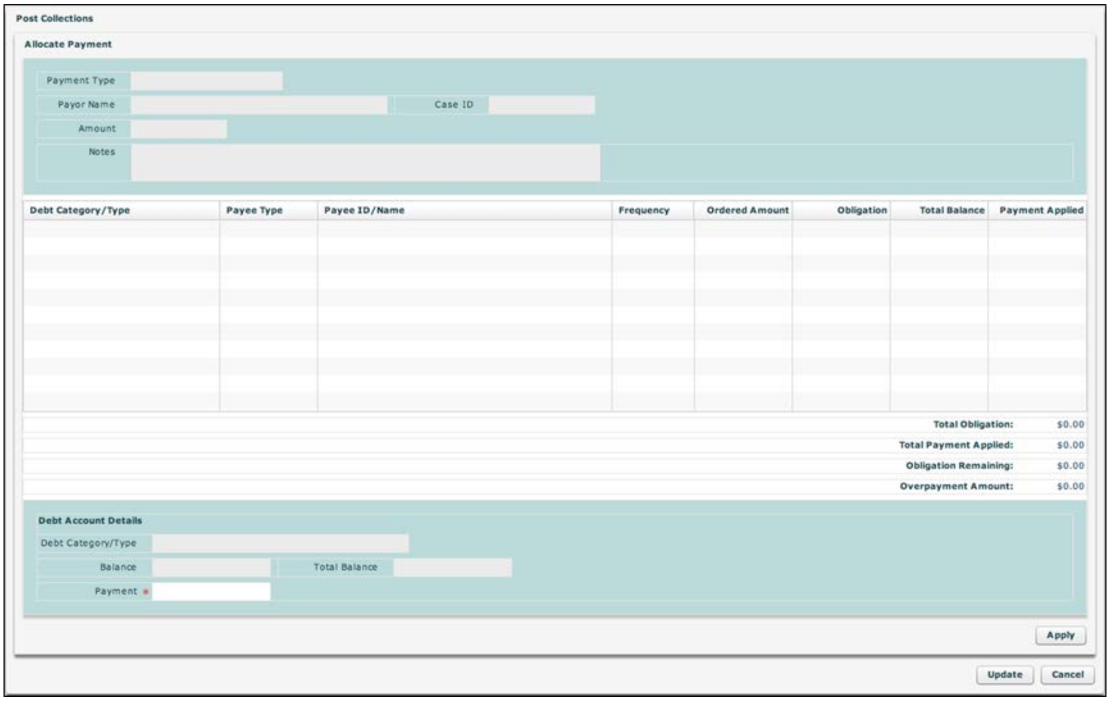
3.3.9.6.7 Post Collection Detail - Alternative Payment Method

This screen will allow users to enter details about in-kind and direct payment batch items. This screen links to the Participant Search popup to search for payors.



3.3.9.6.8 Allocate Payments - Alternate Payment Method

This screen will allow users to assign in-kind and direct payment funds to debt accounts.

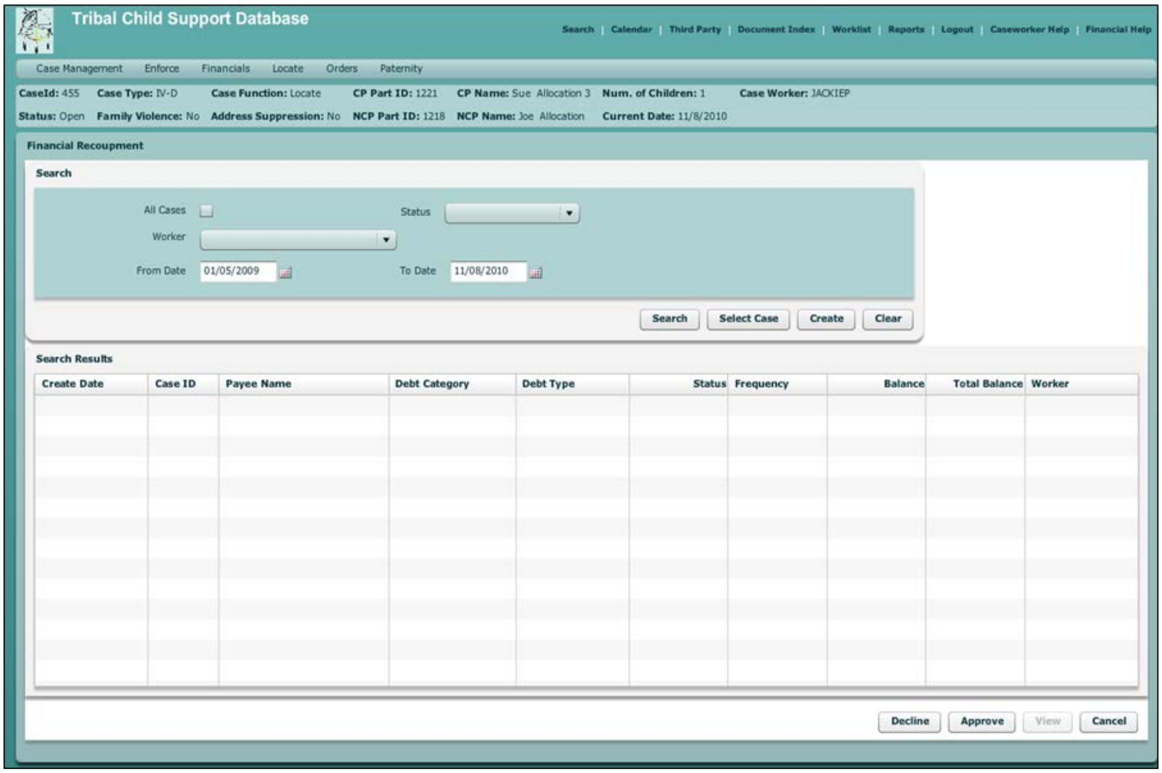


3.3.9.7 Recoupment

These screens allow the creation of recoupment accounts and recoupment debt accounts owed to a CP or Third Party.

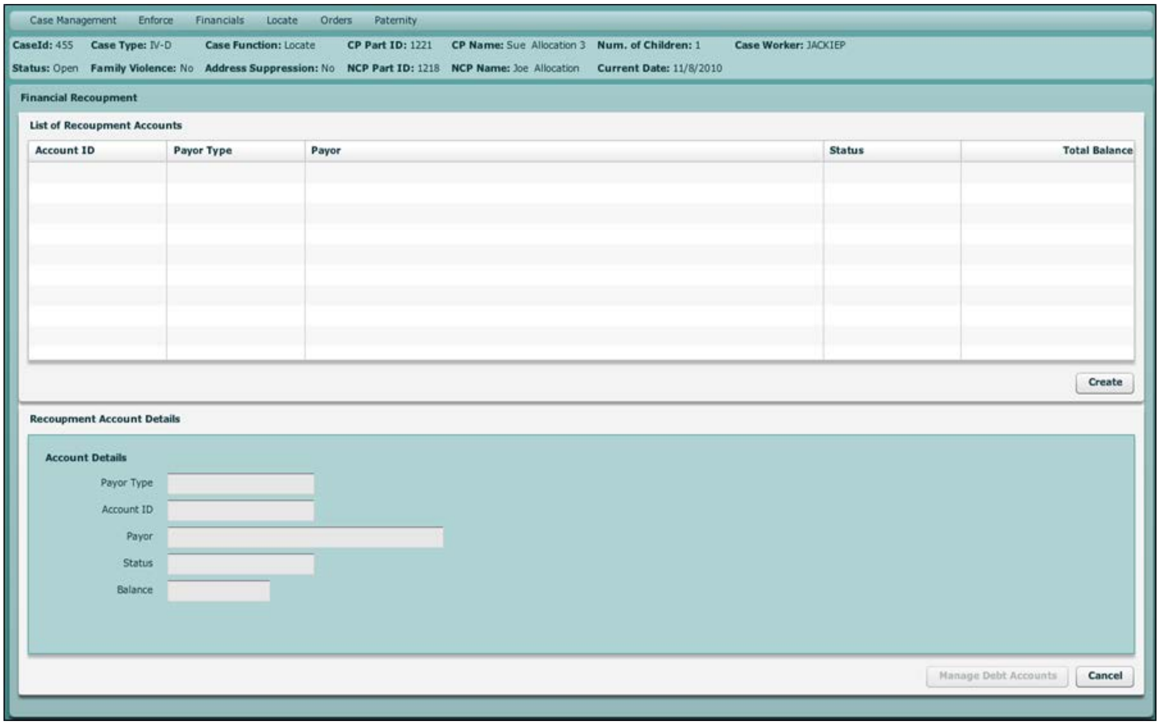
3.3.9.7.1 Financial Recoupment Search

This screen allows the user to search for existing recoupment accounts.



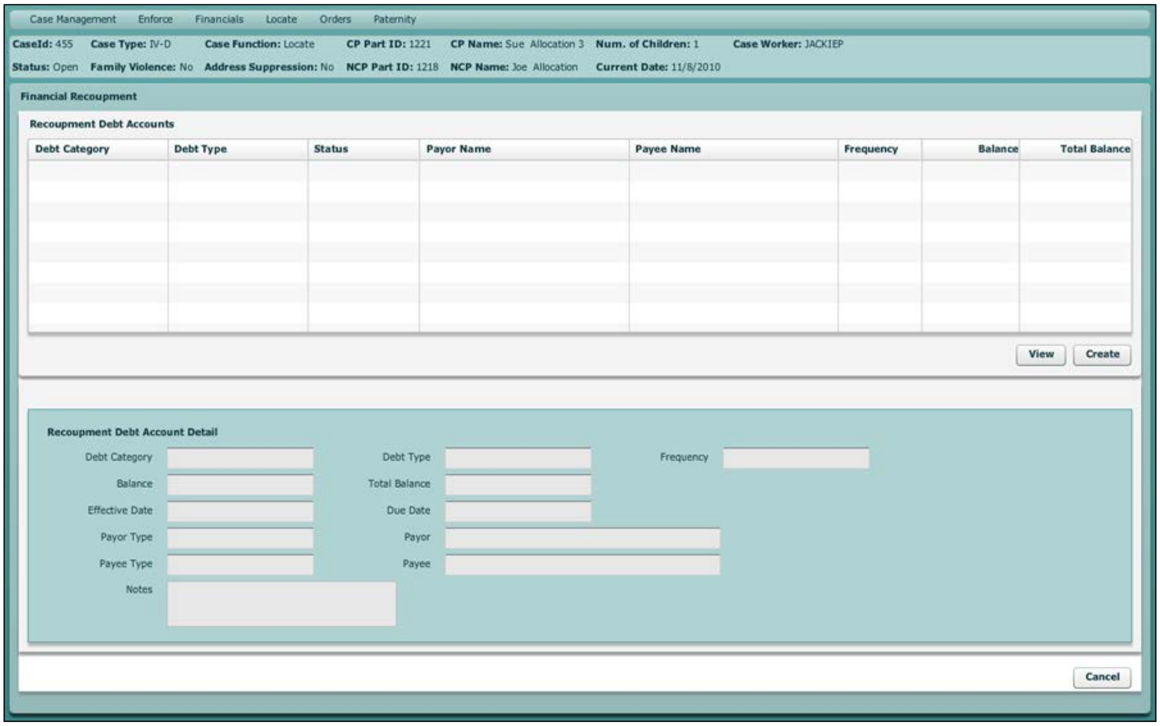
3.3.9.7.2 Recoupment Account Details

This screen allows the user to select a recoupment account.



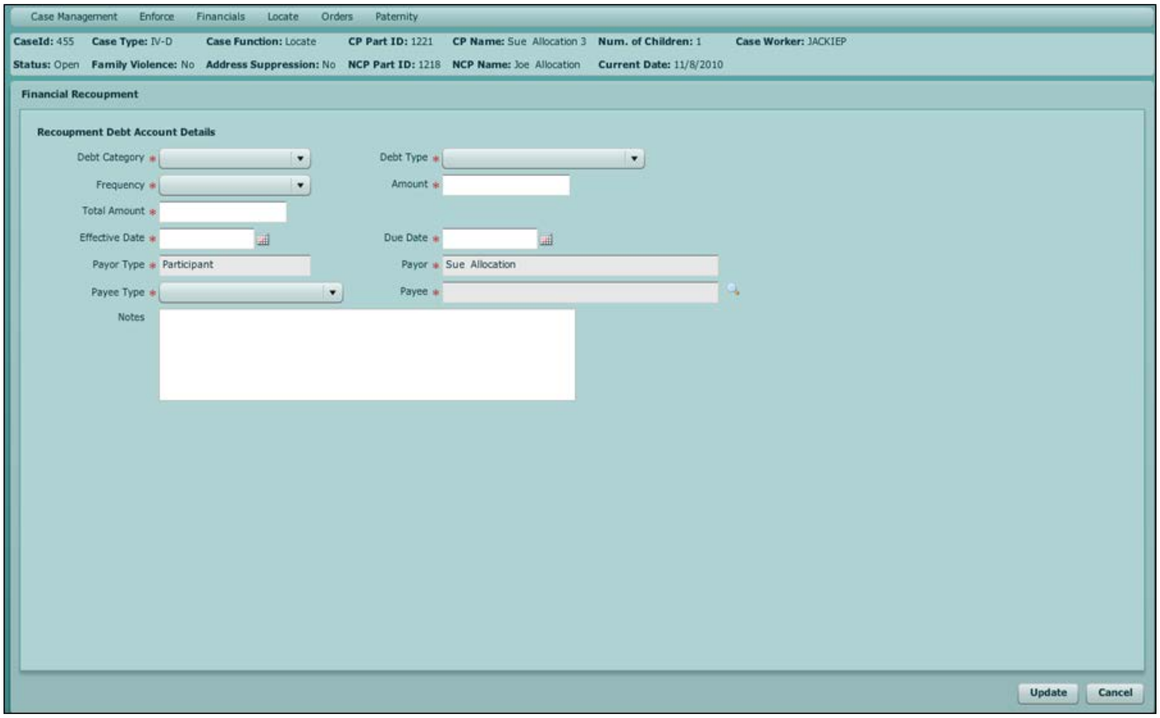
3.3.9.7.3 Recoupment Debt Accounts

This screen allows the user to view recoupment debt accounts within a recoupment account.



3.3.9.7.4 Recoupment Debt Account Details

This screen allows the user to enter or modify a recoupment debt account.

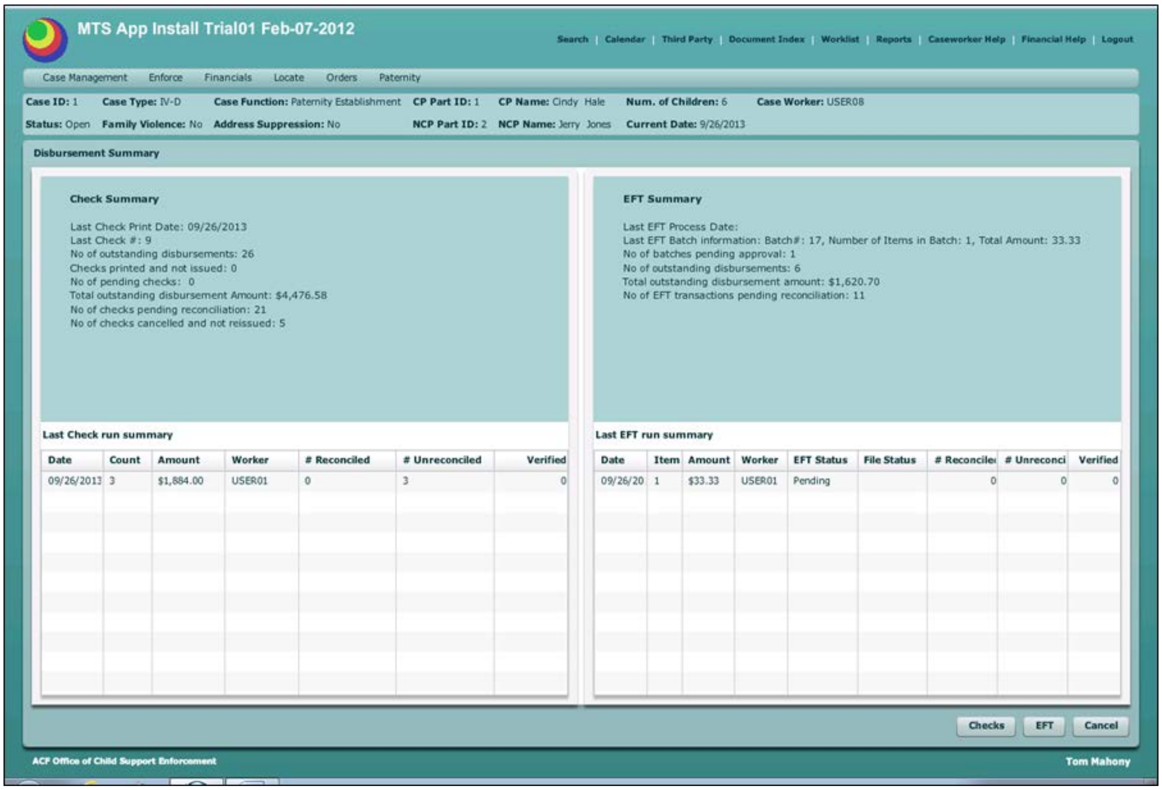


3.3.9.8 Disbursement

These screens allow the user to print disbursement checks or create Electronic Funds Transfer (EFT) transactions.

3.3.9.8.1 Disbursement Summary

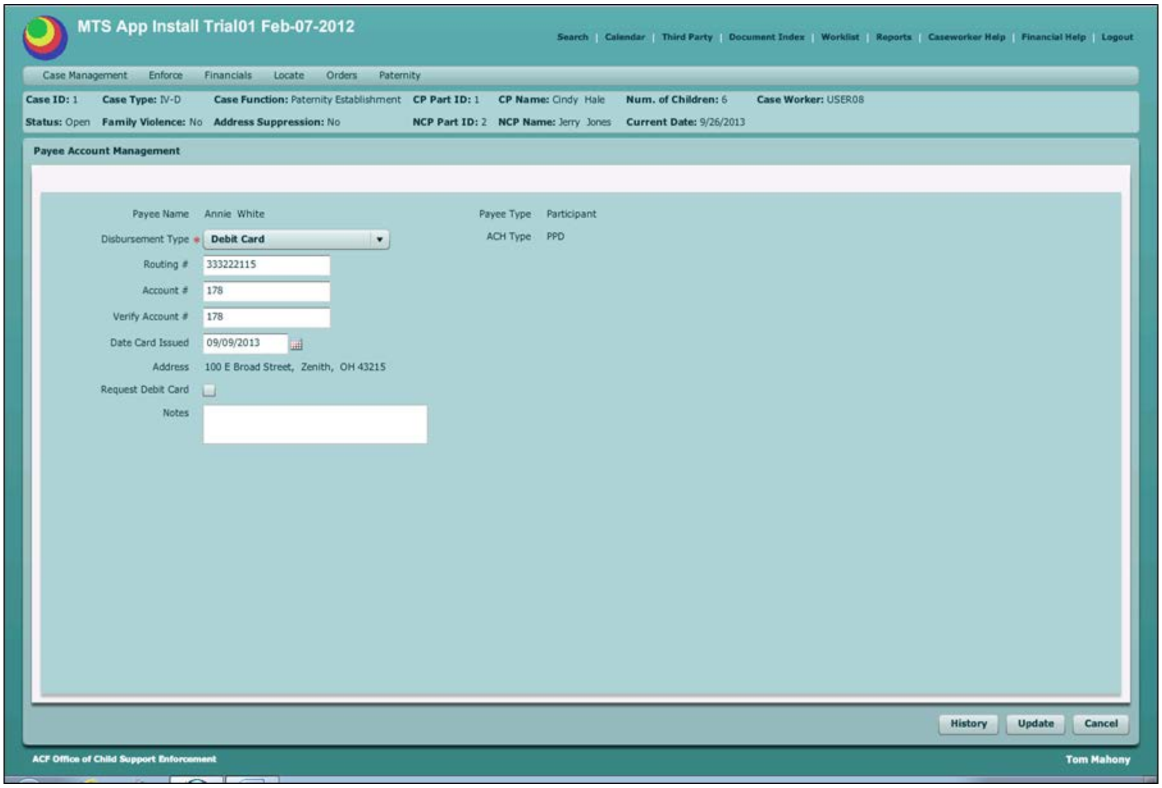
This screen shows the user a summary of EFT and check disbursements.



3.3.9.8.2 Electronic Funds Transfer

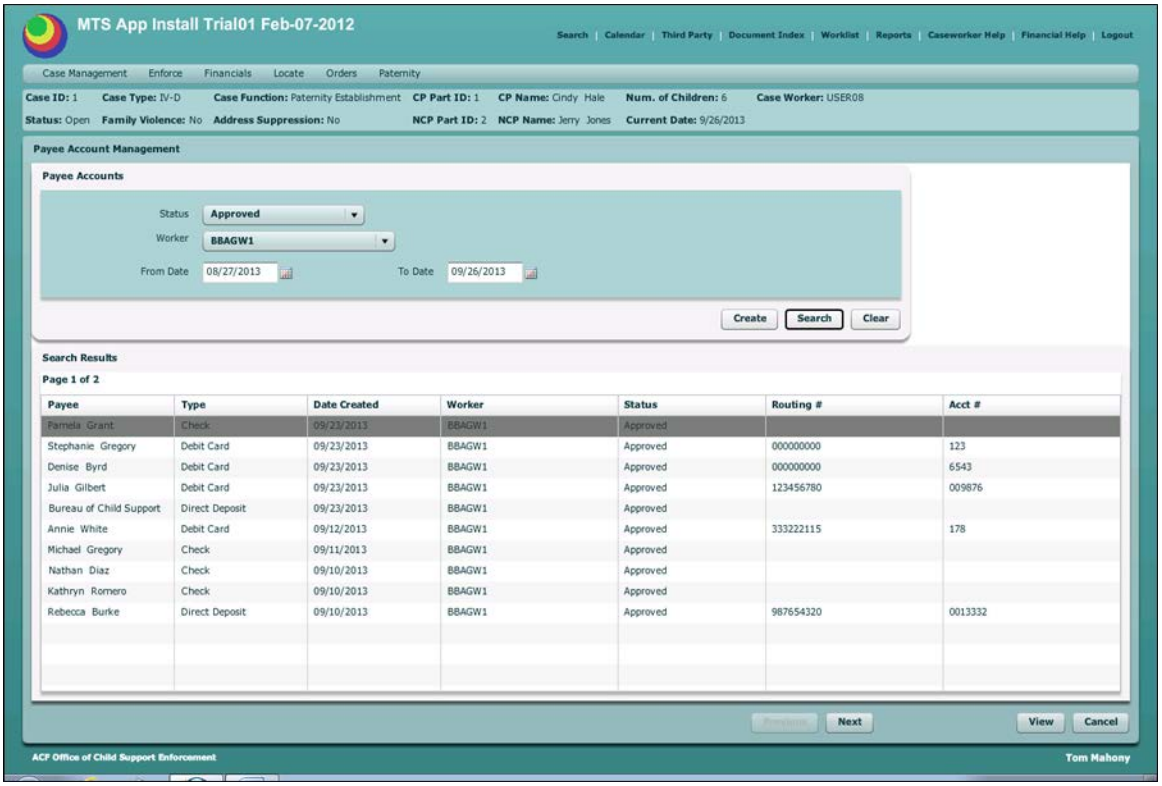
3.3.9.8.2.1 Payee Account Management

This screen allows the user to select EFT for a payee.



3.3.9.8.2.2 Payee Accounts - EFT

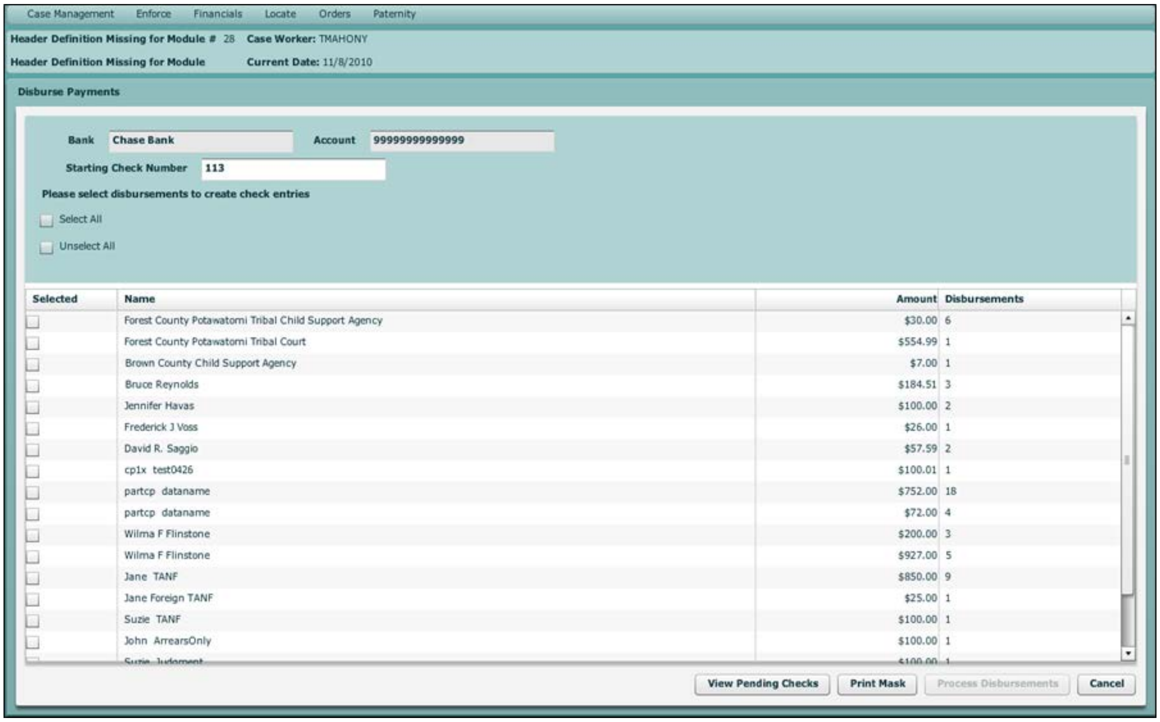
This screen allows the user to create batches of EFT payments.



3.3.9.8.3 Check Print

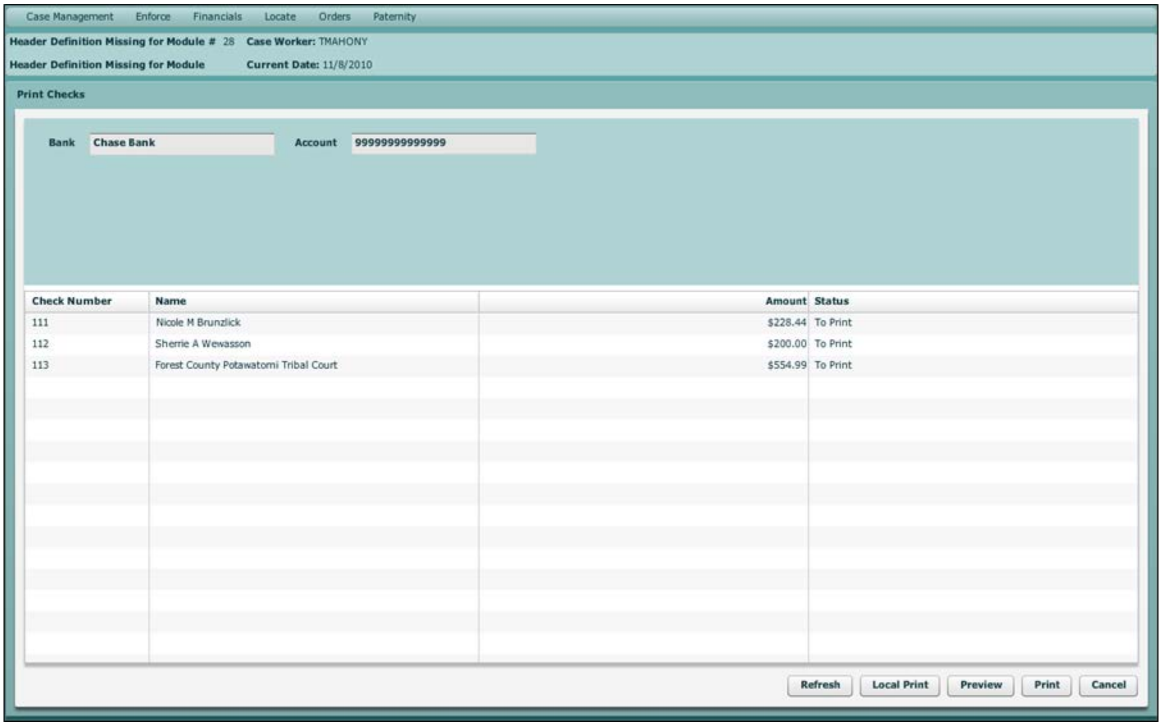
3.3.9.8.3.1 Disburse Payments

This screen allows the user to search for and select pending disbursement checks.



3.3.9.8.3.2 Print Checks

This screen allows the user to preview, to print, and to confirm the printing of disbursement checks.



3.3.9.8.4 External Check Print

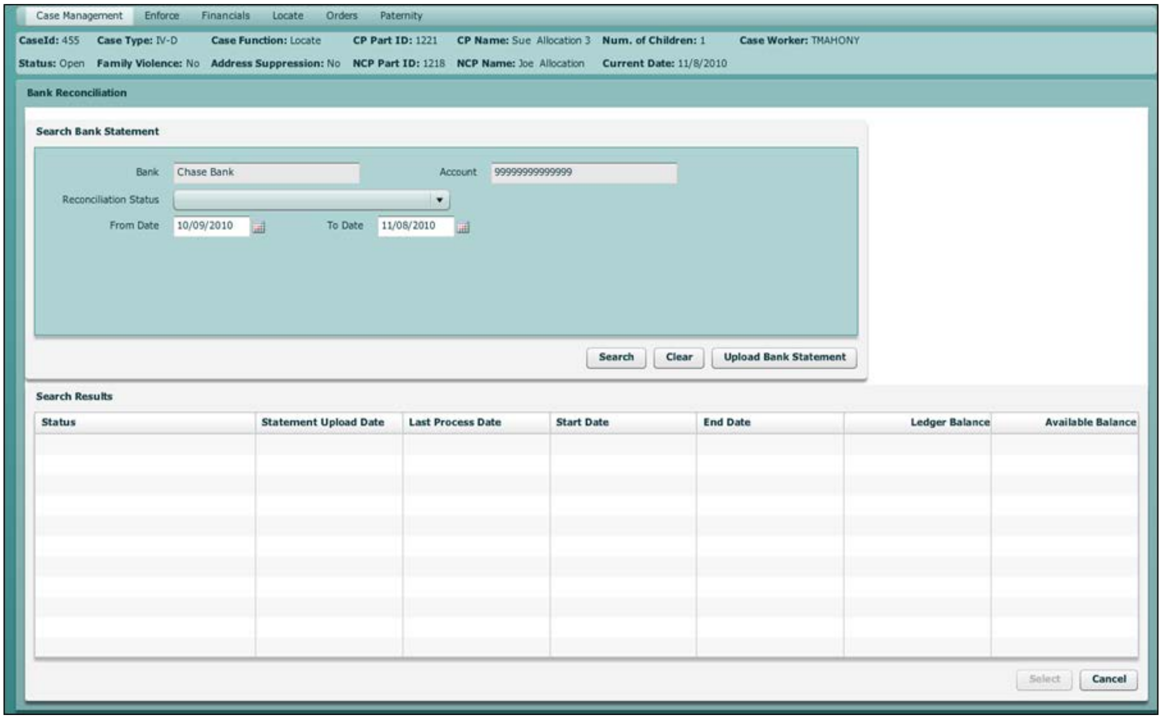
If External Check Print is enabled, the Check Print screen creates a check register instead of checks.

3.3.9.9 Bank Reconciliation

These screens allow the user to upload bank deposit receipts in OFX format and to reconcile the deposits.

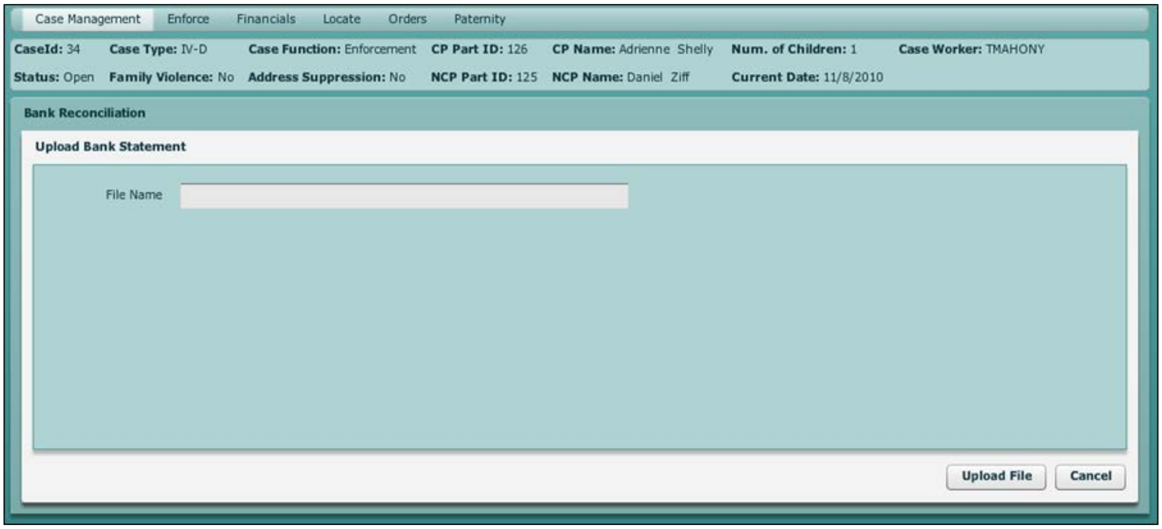
3.3.9.9.1 Search Bank Statement

This screen allows the user to search for unreconciled deposits.



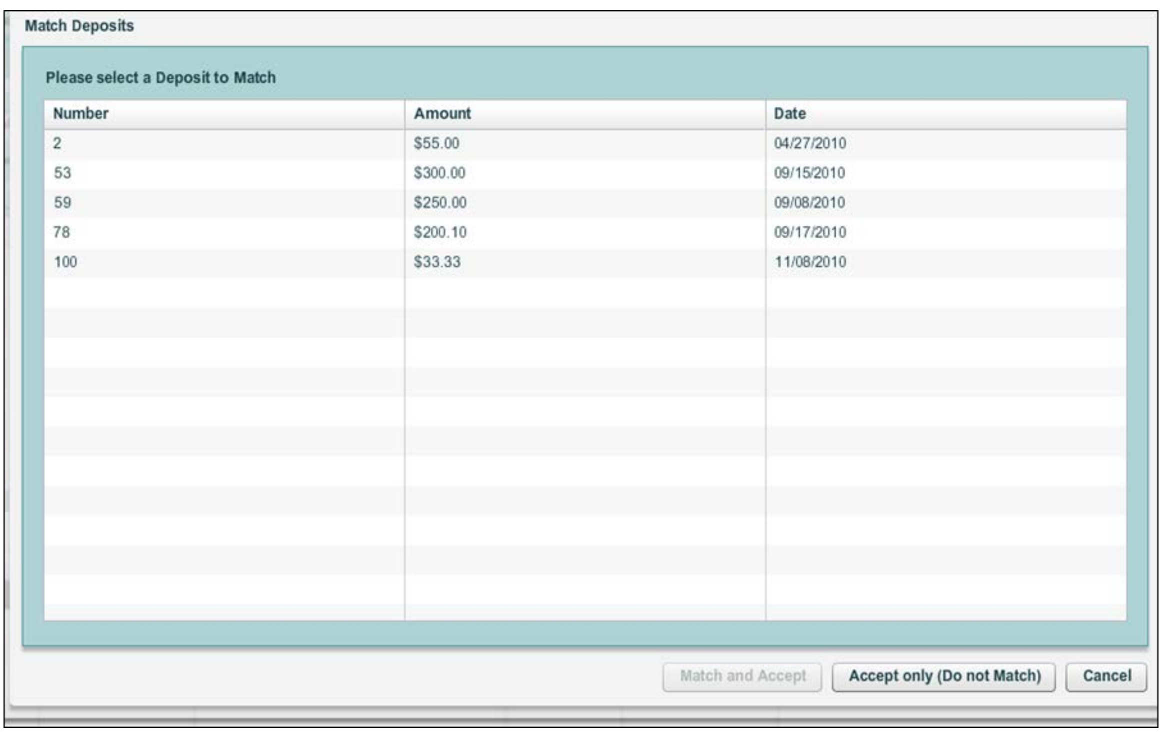
3.3.9.9.2 Upload Bank Statement

These screens allow the user to upload bank deposit receipts in OFX format.



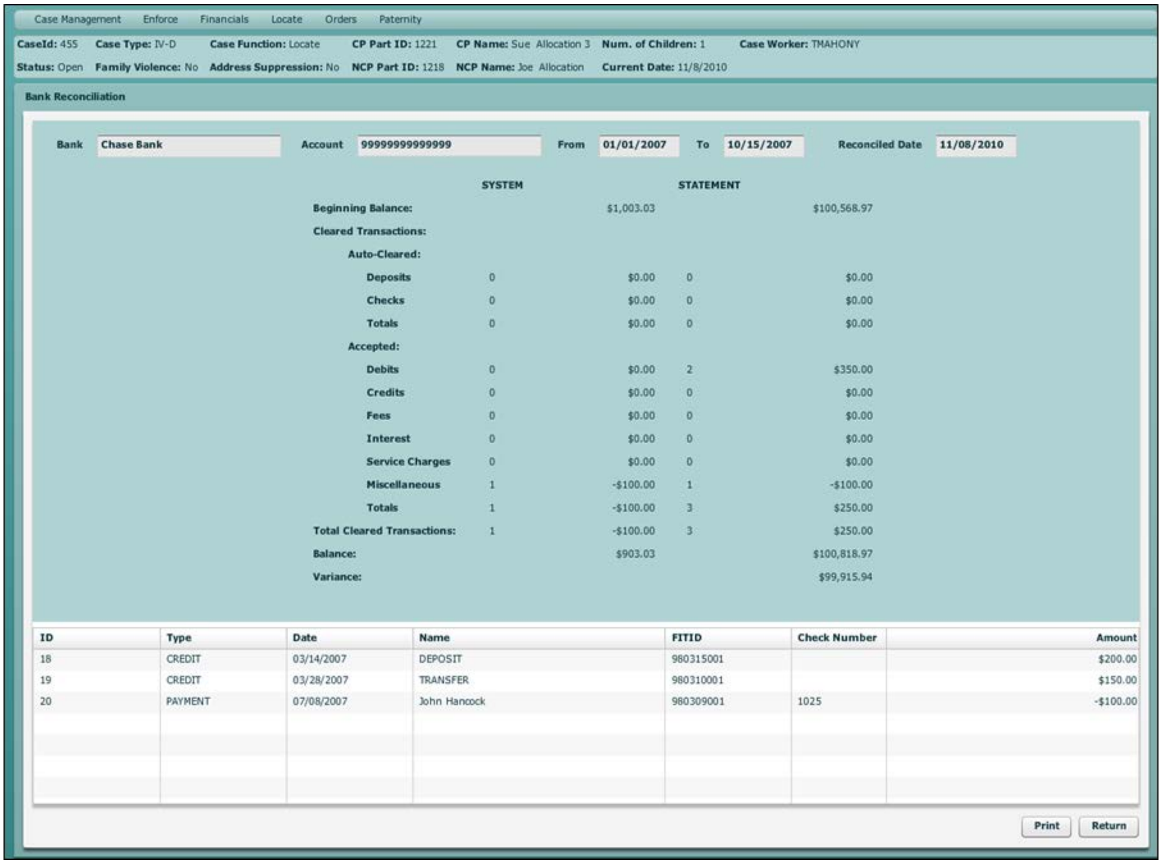
3.3.9.9.3 Match Deposits

This screen allows the user to select a deposit to be reconciled.



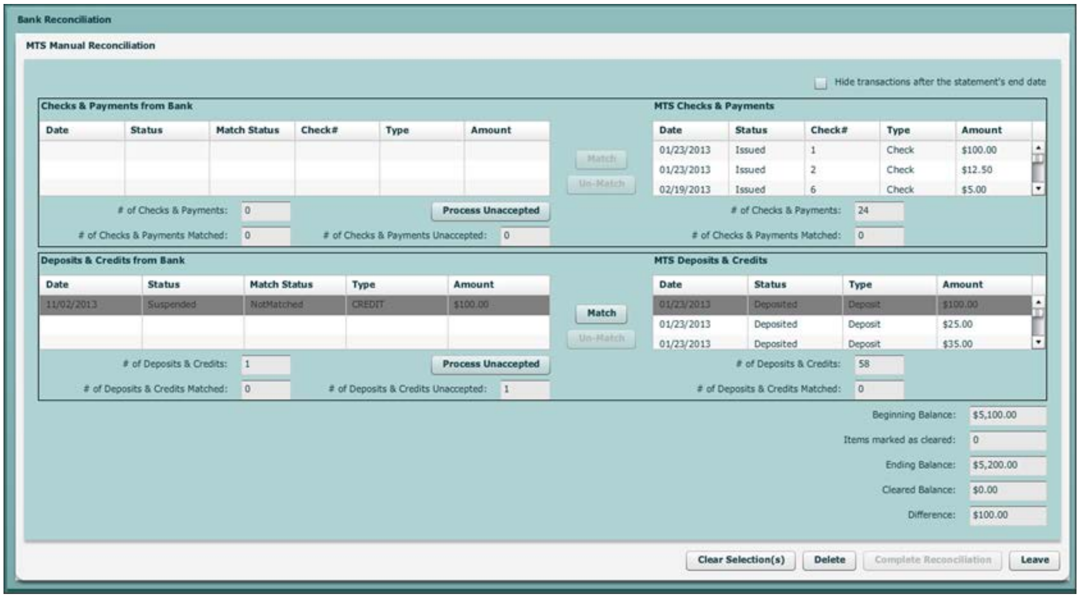
3.3.9.9.4 Bank Reconciliation Detail

This screen shows the user the details of the automatic reconciliation.



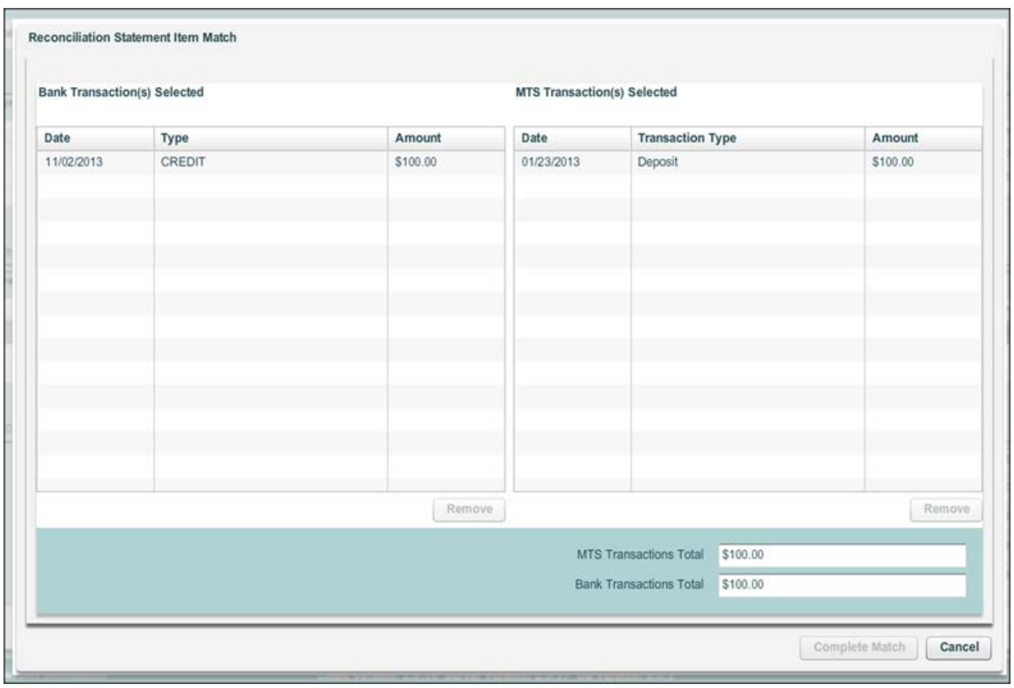
3.3.9.9.5 MTS Manual Reconciliation

This screen allows the user to select deposit items to be reconciled.



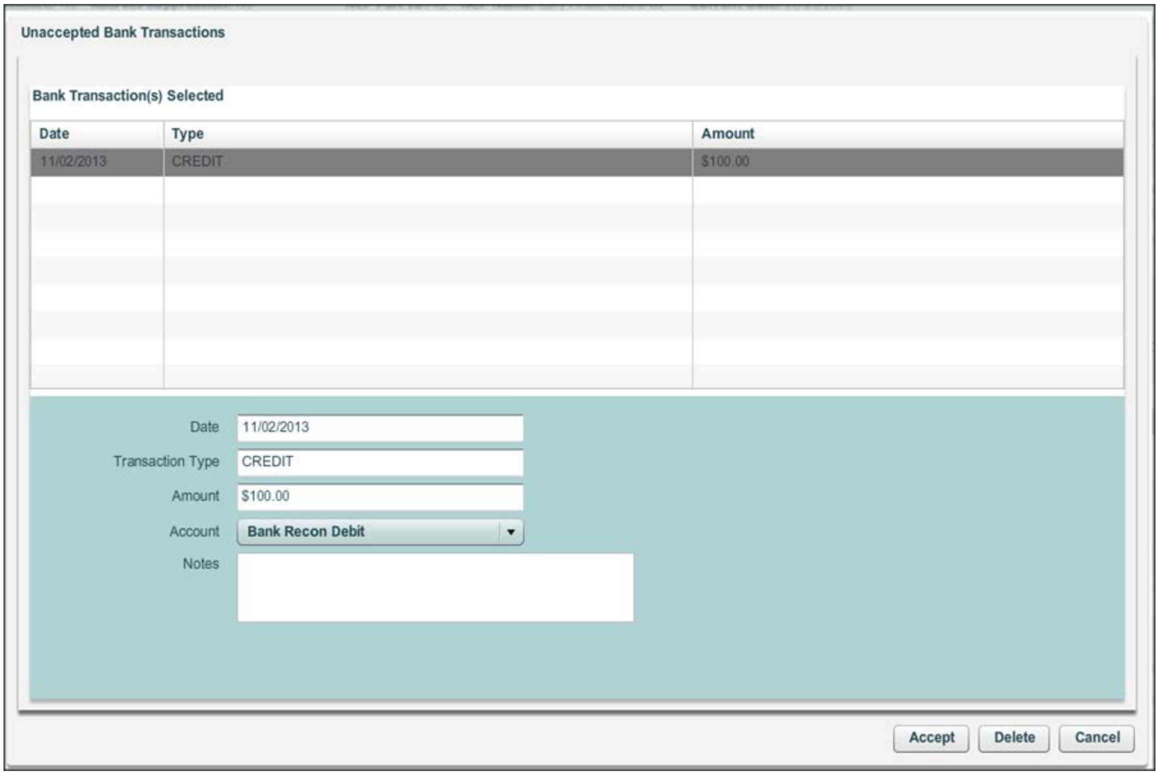
3.3.9.9.6 Reconciliation Statement Item Match

This screen allows the worker to match bank and MTS transactions.



3.3.9.9.7 Unaccepted Bank Transactions

This screen allows the worker to reject a transaction.



3.3.10 Common Screens

These screens are used by workers in all functional areas and are selectable from all caseworker screens.

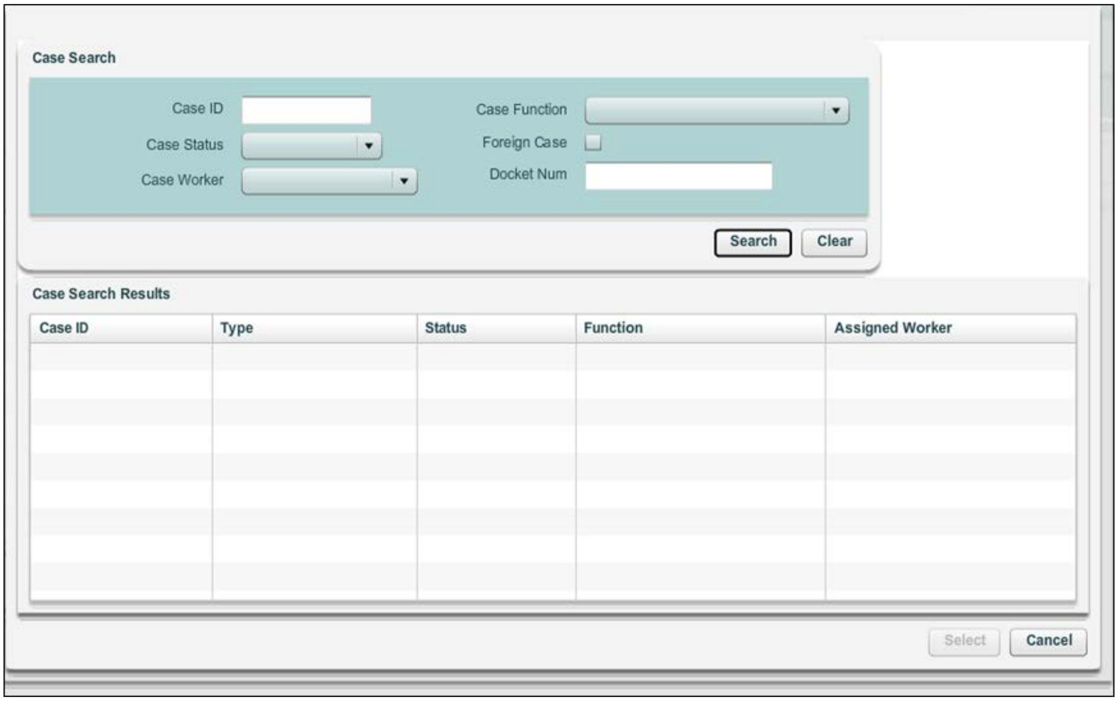
Related SRS Section	
Number	**Name**
II – 1.1	Case and Participant Data
1.2	Quick Locate
1.4	Member Match

Features
Linked to the active case or participant in the screen in which the popup was opened.

Process Tables
Case
Custodial Parent
Noncustodial Parent
Child
Participant

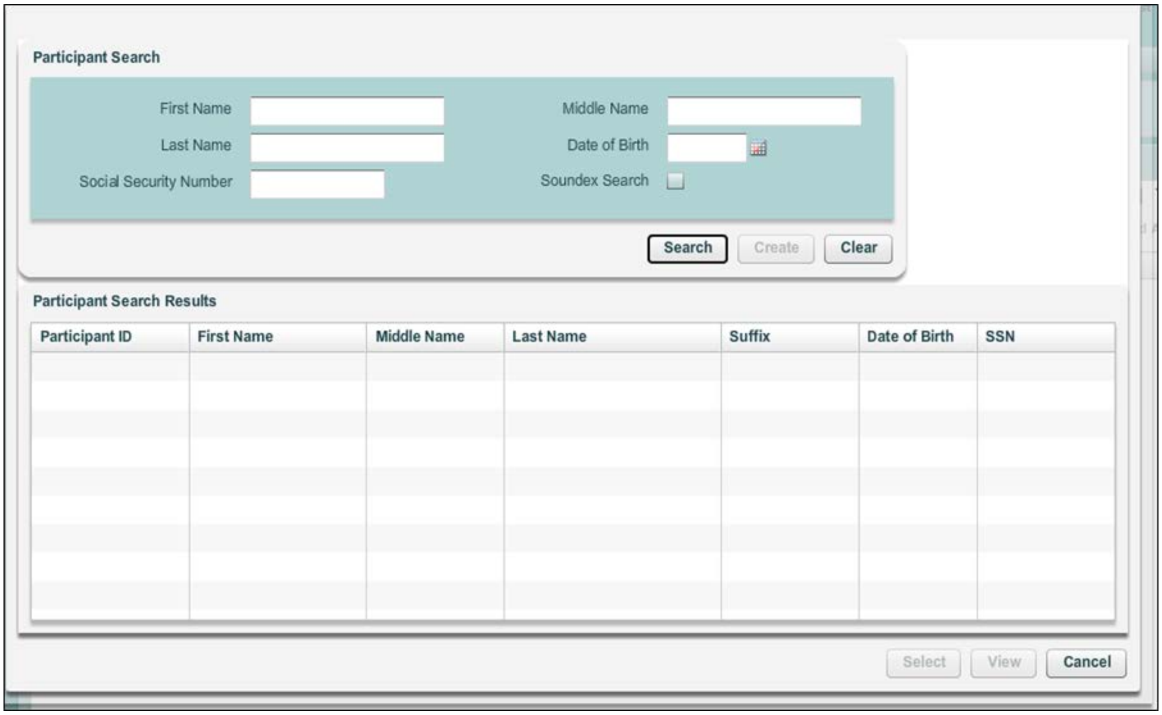
3.3.10.1 Case Search Popup

The user will be able to select a case number by searching by full or partial case number. If a case is selected, participants' names and numbers on the case will be displayed for possible selection.



3.3.10.2 Participant Search Popup

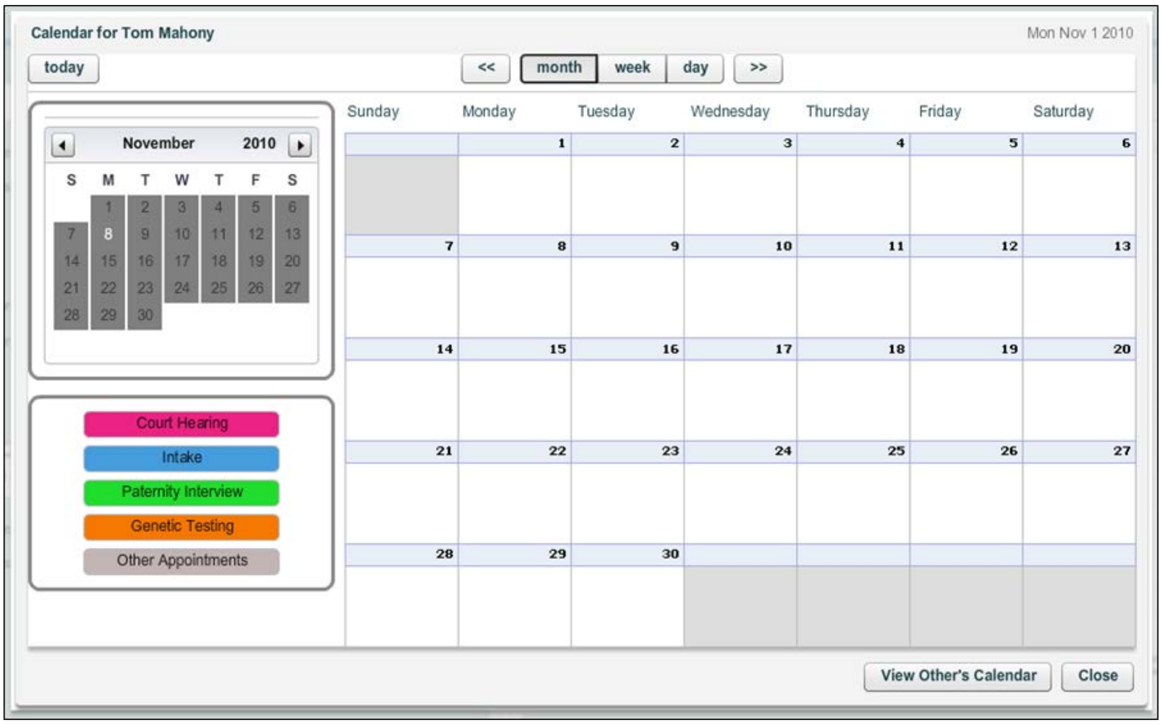
The user will be able to search for a participant by searching by a participant number or by a full or partial participant name. Name searching will use initial partial word matching and a Soundex algorithm. If a participant is selected, case numbers associated with the participant will displayed for possible selection.



3.3.10.3 Calendar Popup

This screen allows a worker to schedule and record non-conflicting appointments on his or her personal work calendar and to associate the appointment with a case and one or more participants.

3.3.10.3.1 Calendar

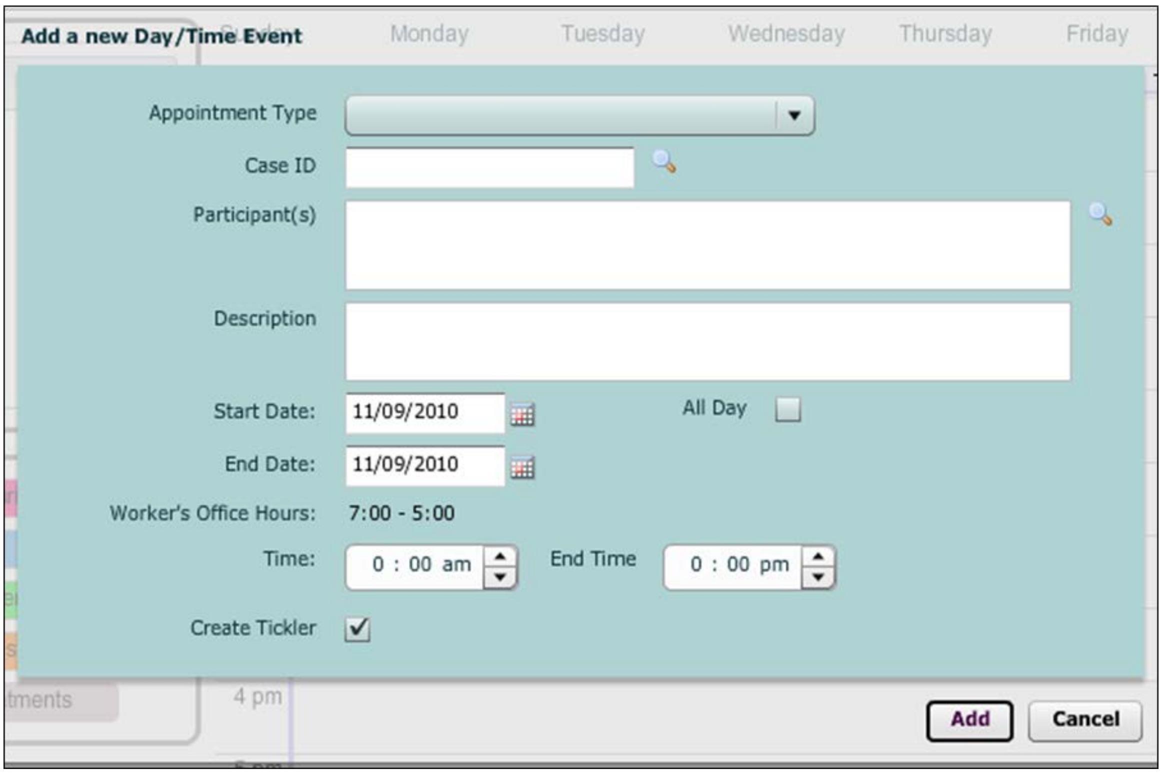


3.3.10.3.2 Calendar Detail

This screen allows workers to schedule and record non-conflicting court hearings based on available times on the Court Calendar and to associate the hearing with a case and one or more participants.

This screen allows workers to schedule and record non-conflicting genetic tests based on available times on the Genetic Test Calendar.

This screen will allow the user to enter an indication that a participant has missed an appointment or hearing.



Related SRS Section	
Number	**Name**
3.1.1	Paternity Interview
3.1	Paternity Data Entry
4.3	Facilitation
4.6.2	Modification Process
6.5	Case Closure

Related SRS Section	
Number	**Name**
6.5.1	Hearing Notification
6.5.2	Hearing Results
6.9	Paternity and Order Response
6.13	Service of Process Monitor

Features
Linked to the active case or participant in the screen in which the popup was opened.

Process Tables
Appointment
Hearing
Court
Judge
Genetic Test
GT Laboratory

3.3.10.4 Third Party

These screens will allow names and location of Third Parties to be searched for, created, and selected for linking to case and participant data.

Users will be able to select a third party by searching by full or partial third party name. Users will be able to select the type of Third Party to be searched. Name searching will use initial partial word matching.

This screen will allow the entry and modification of third party names and addresses.

This screen will provide a matching capability to allow potential new Third Parties to be matched against previously existing Third Parties.

Third Party

Related SRS Section	
Number	**Name**
II - 2.5	Third Party Database
1.9.6.1	Referral Agency Search
1.9.7.1	Provider Search

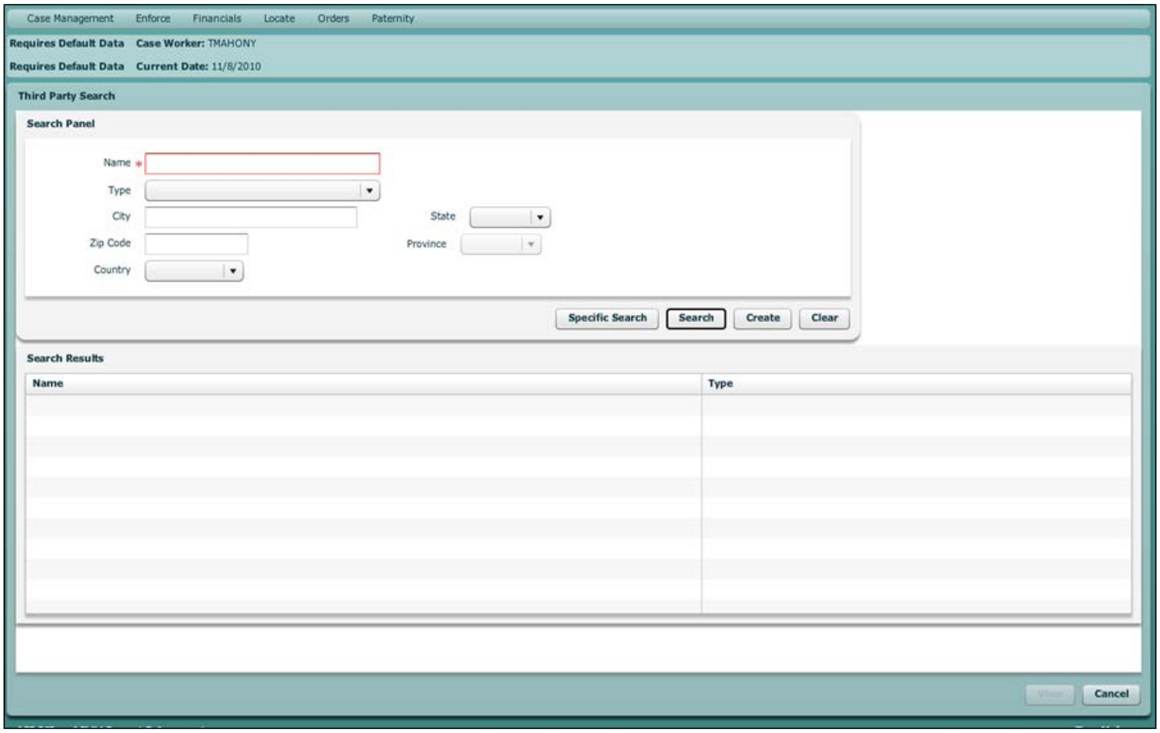
Features
Linked to the active case or participant in the screen in which the popup was opened.
Link to Court calendar
Link to GT lab calendar

Process Tables
Third Party
Contact
Name
Phone Number
Address
Email Address

3.3.10.4.1 Third Party Search

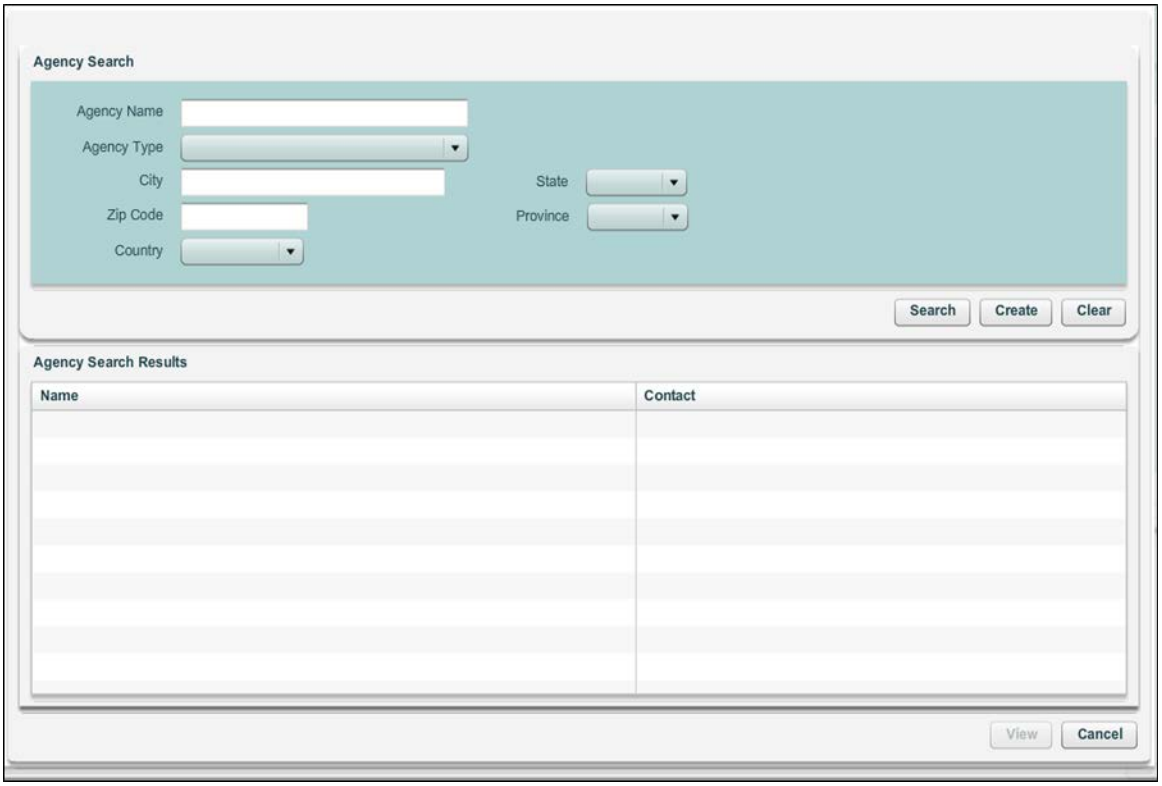
This screen will allow searching for third parties by name and type.

This screen will provide a matching capability to allow potential new Third Parties to be matched against previously existing Third Parties.



3.3.10.4.2 Third Party Popup

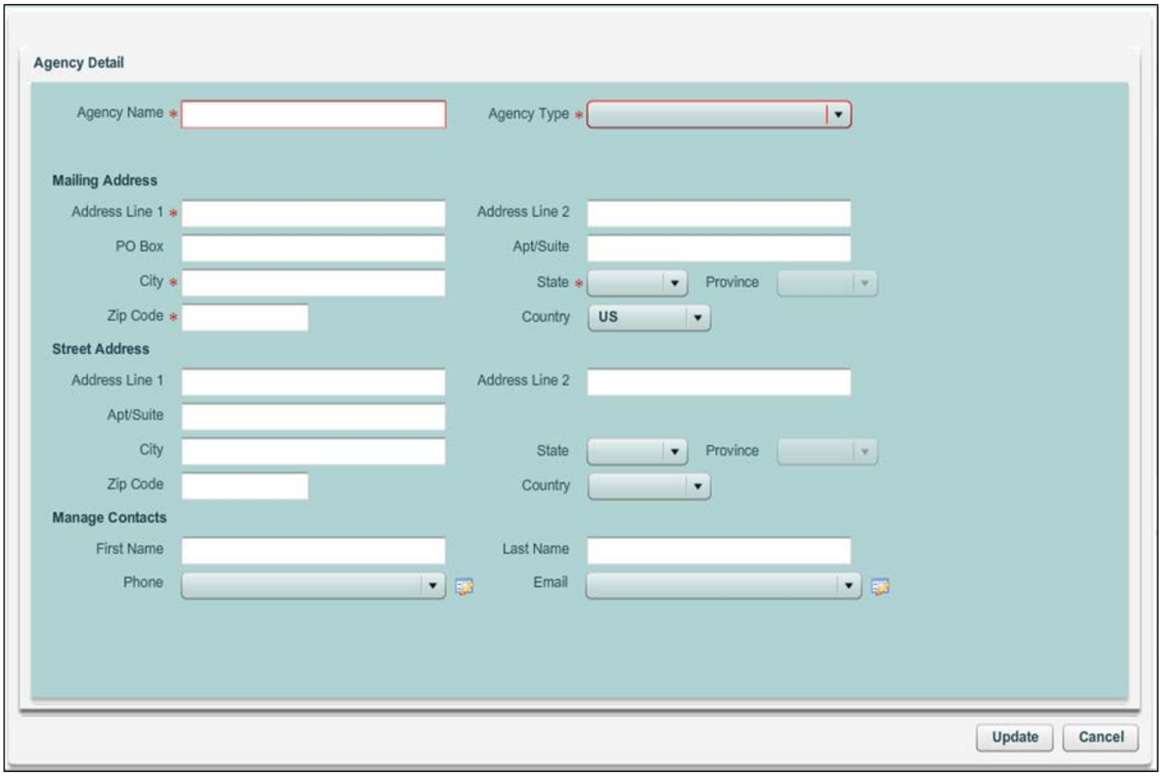
This screen will allow searching for third parties by name. The type will be preselected depending on the screen from which the popup was created.



3.3.10.4.3 Third Party Detail

This screen will allow names and addresses of Third Parties to be created and modified.

For Third Party Courts and Genetic Test labs, there will be a link to the associated calendar.



3.3.10.5 Document Generation

These screens will allow the user to select, edit, and print any MTS document. The selected document will be automatically populated with as much information as possible based on the case and participant number.

Related SRS Section	
Number	**Name**
II-3.1	Document Generation
4.5.1	Establishment Documents
3.2	Facilitation
3.3	Voluntary Acknowledgement and Stipulation
4.3	Facilitation
4.6.1	Joint Stipulation to Modification
4.6.2	Modification Process
4.5.1	Establishment Documents
6.5	Hearing Process

Features
Selection of document template

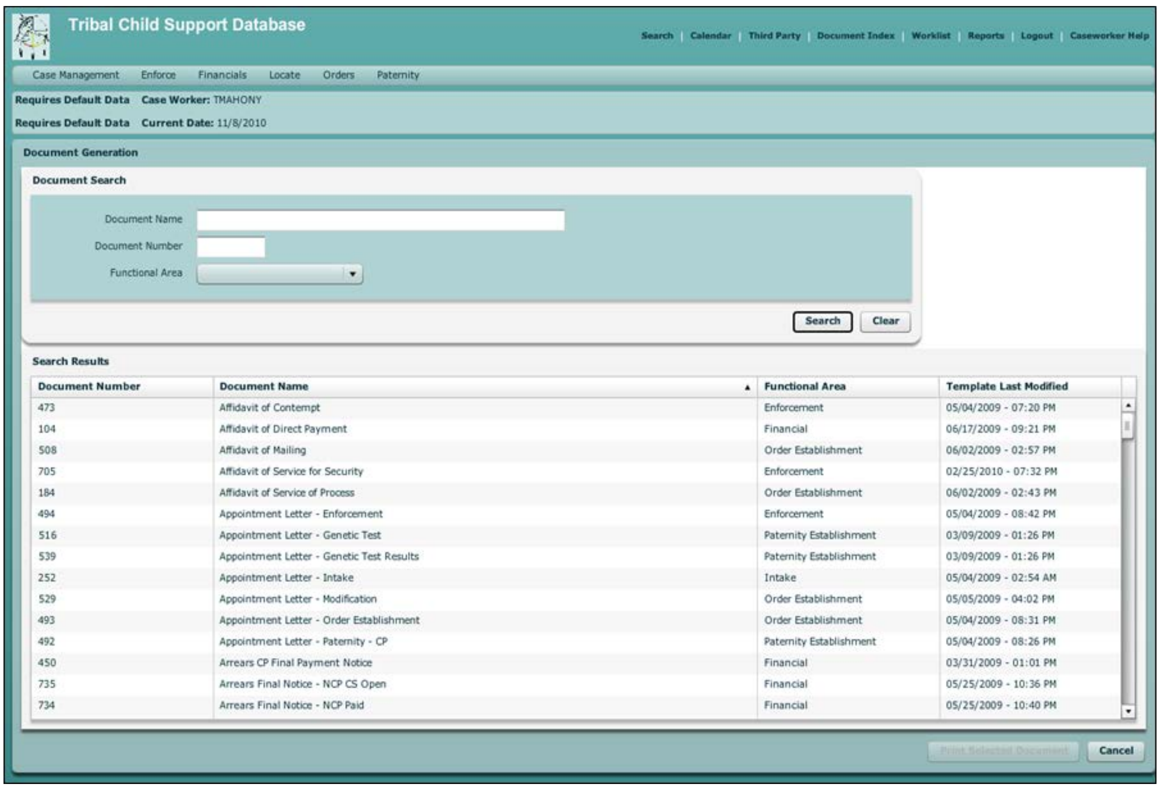
Process Tables
Support Order
Obligation
Court
Address
Phone number
Judge
Contact
Document

Process Tables
Mailing Address
Appointment

3.3.10.5.1 Document Search

This screen allows the display and selection of document templates.

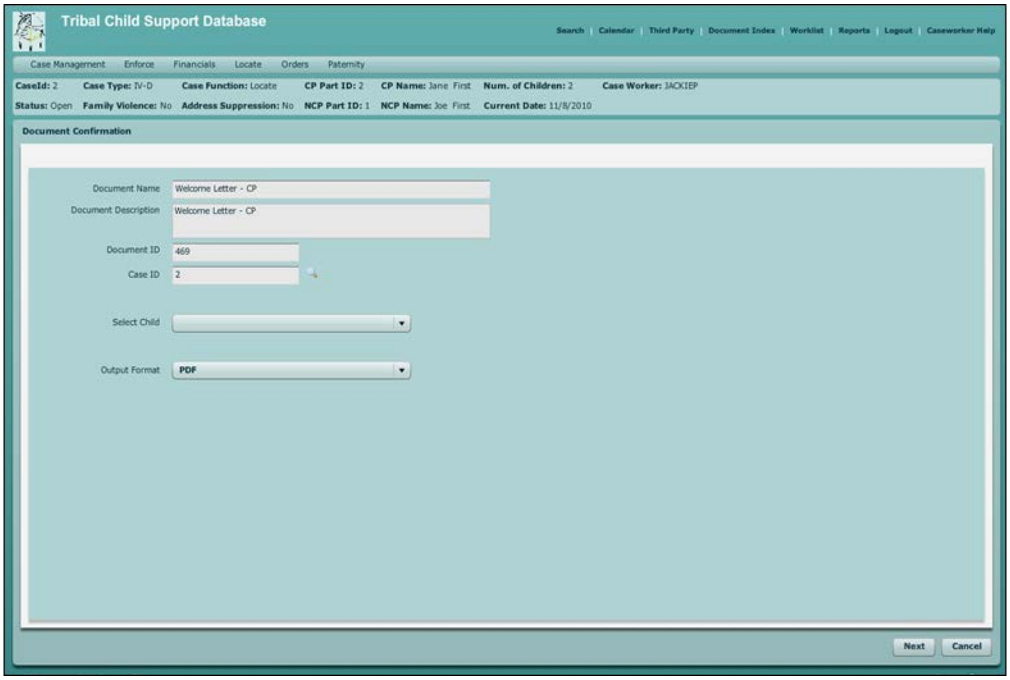
The user may display the list of documents alphabetically, by case function, or by document number.



3.3.10.5.2 Document Confirmation

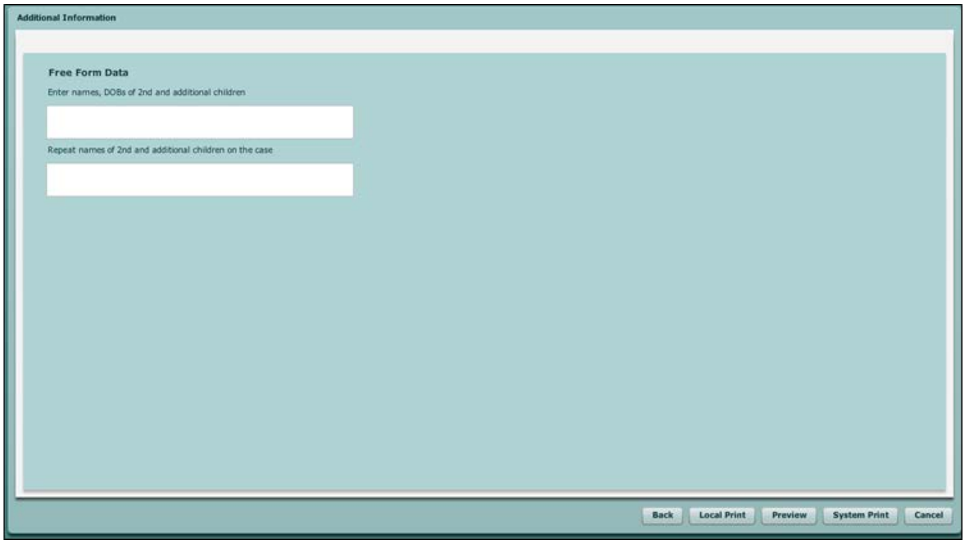
This screen allows the selection of variables as specified by the document template.

The user must select a case number and a participant number for documents requiring a case number or participant number.



3.3.10.5.3 Free Form Data

This screen allows the entry of free-form text as specified by the document template.



3.3.10.6 Worklist

These screens allow the worker to view, create, and delete ticklers.

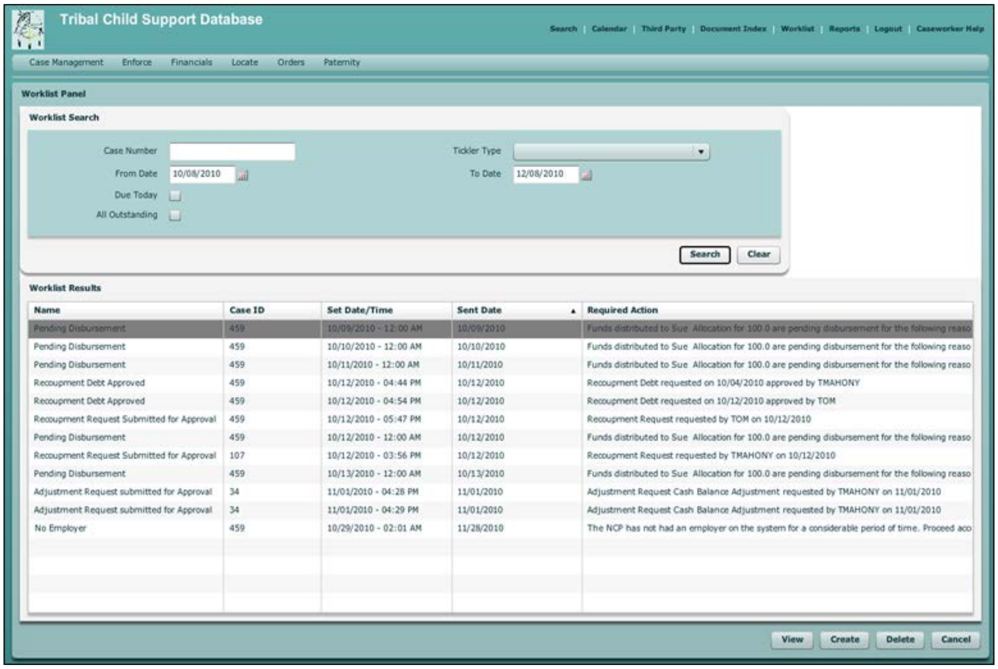
Related SRS Section	
Number	**Name**
II -2.3	Worklists

Features
May exceed 1280 x 1024 pixels

Process Tables
Tickler

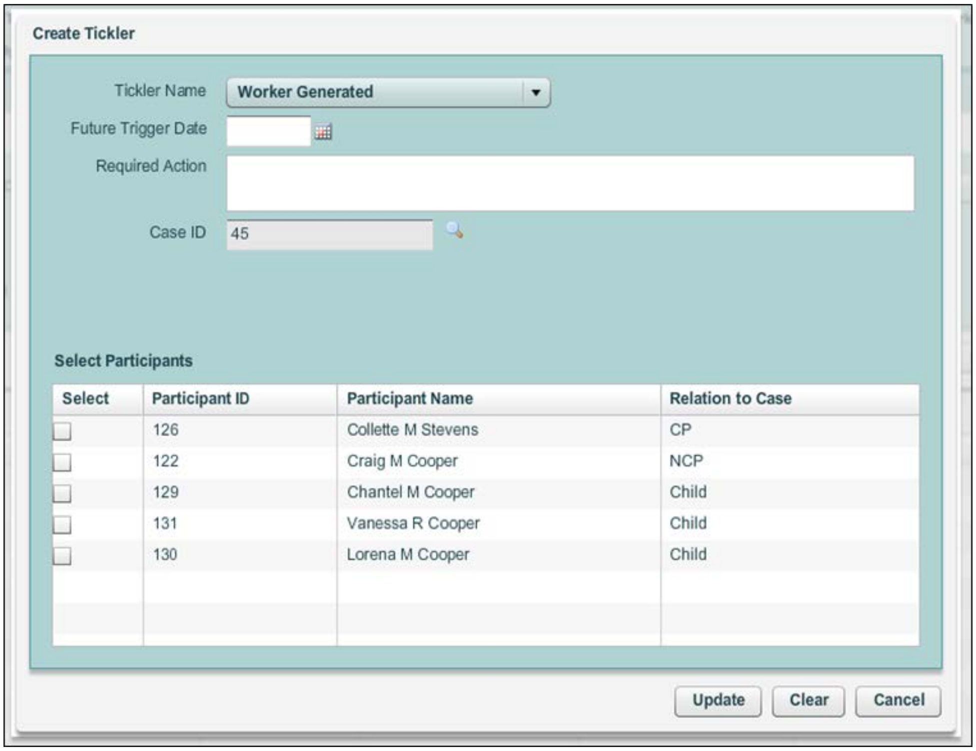
3.3.10.6.1 Worklist Search

This screen will allow the user to view and delete existing ticklers.



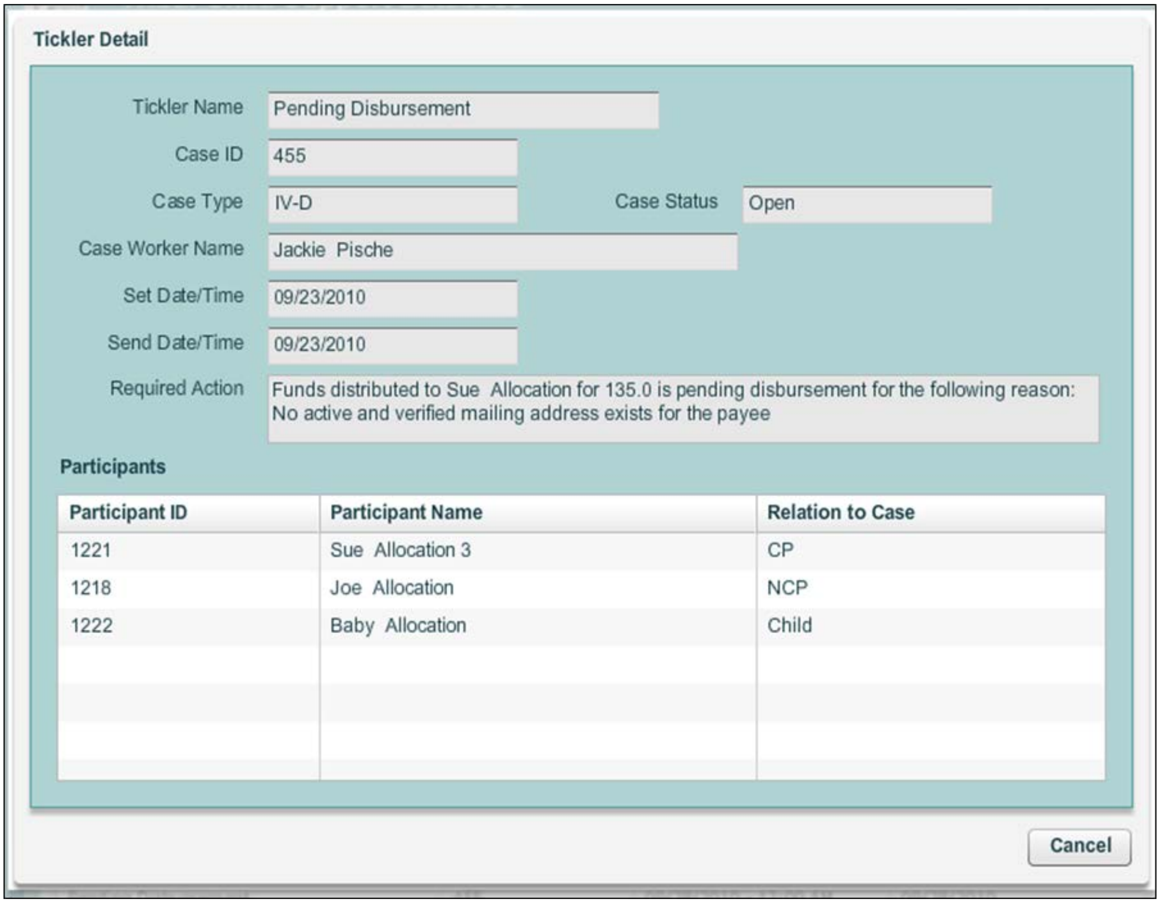
3.3.10.6.2 Create Tickler

This screen allows the worker to create a user-defined tickler.



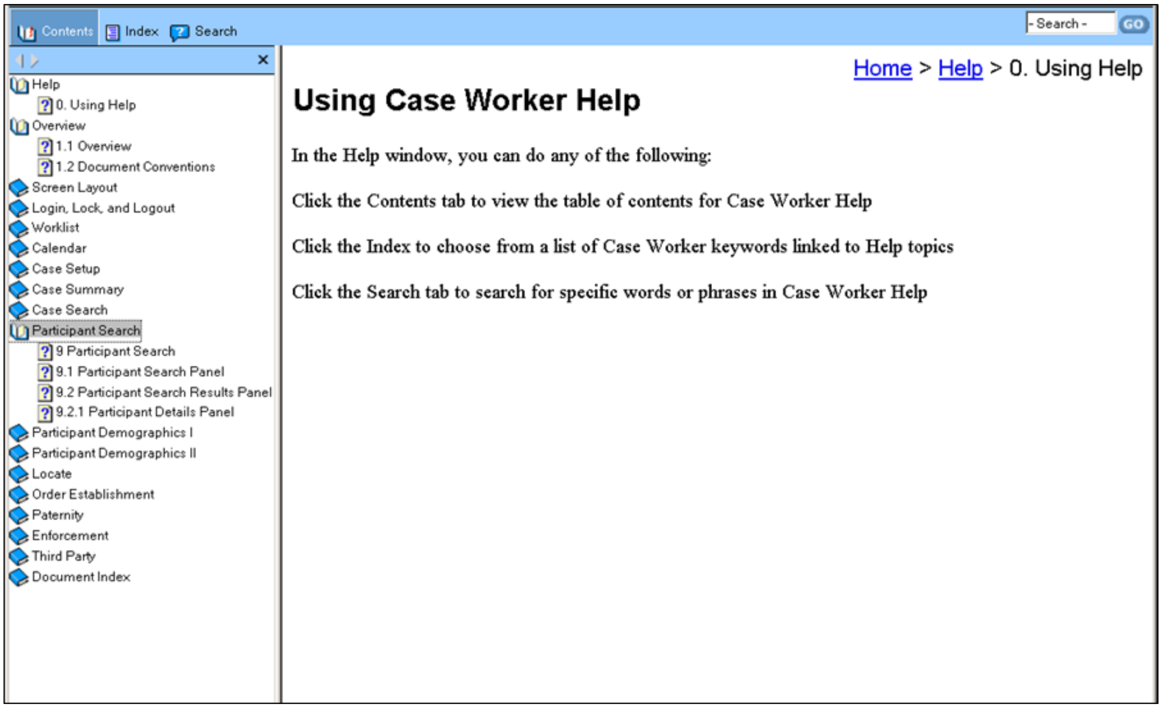
3.3.10.6.3 Tickler Detail

This screen allows the worker to view the details of a tickler.



3.3.10.7 Help

This screen will provide links to the on-line help facility.



Related SRS Section	
Number	**Name**
II-2.2.8	User Help

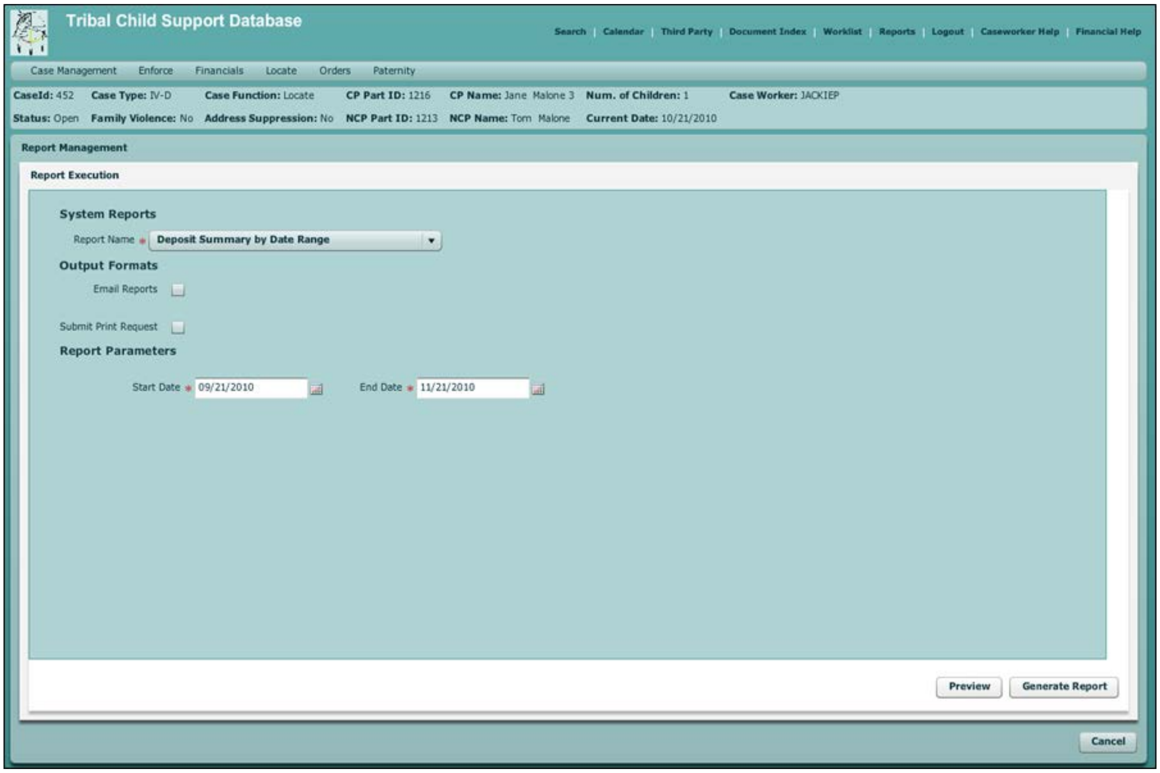
Features
Help is related to the functionality of the screen in which the popup was opened.

Process Tables
None

3.3.11 Reporting Screens

3.3.11.1 Report Management

This screen will allow a user to select a report to preview and print. Users must select a start date and end date for the report. The reports may be generated for the entire agency or for individual offices.



Related SRS Section	
Number	**Name**
9.0	Reporting Process
9.1	Quarterly Cycle
9.2	Monthly Cycle
9.3	Weekly Cycle
9.4	Daily Cycle
9.5	On-Demand
9.5.1	Financial Reports

Related SRS Section	
Number	**Name**
9.5.2	Management Reports

Features
Select reports

Process Tables
Report

3.3.12 Administration Screens

These screens will allow the modification of system level data.

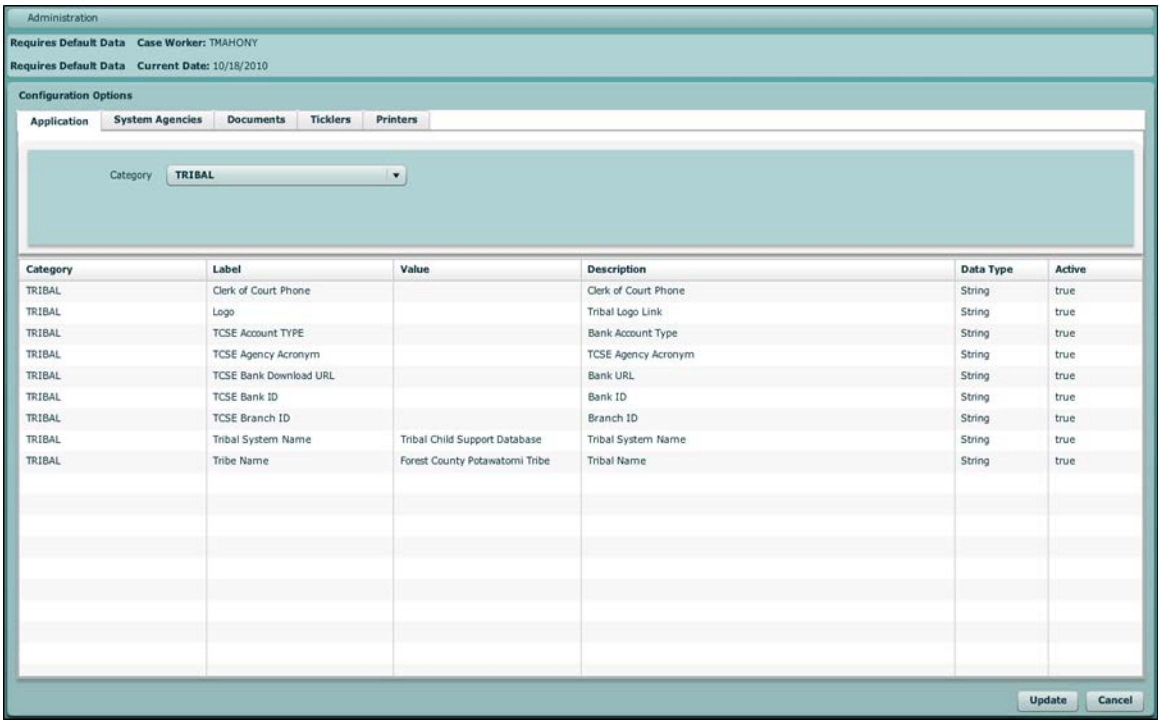
Related SRS Section	
Number	**Name**
8.0	Security and Administration
8.3	System Configuration
Appendix G.3	Tribal Data Configuration
Appendix G.5	Enforcement Configuration
Appendix G.6	Financial Options
Appendix G.2	System Alert Configuration
Appendix G.4	Timeframe Configuration
Appendix G.1	System Document Configuration

Features
May exceed 1024 x 768 pixels
System Administrator Only

Process Tables
TCSE Office
TCSE Configuration

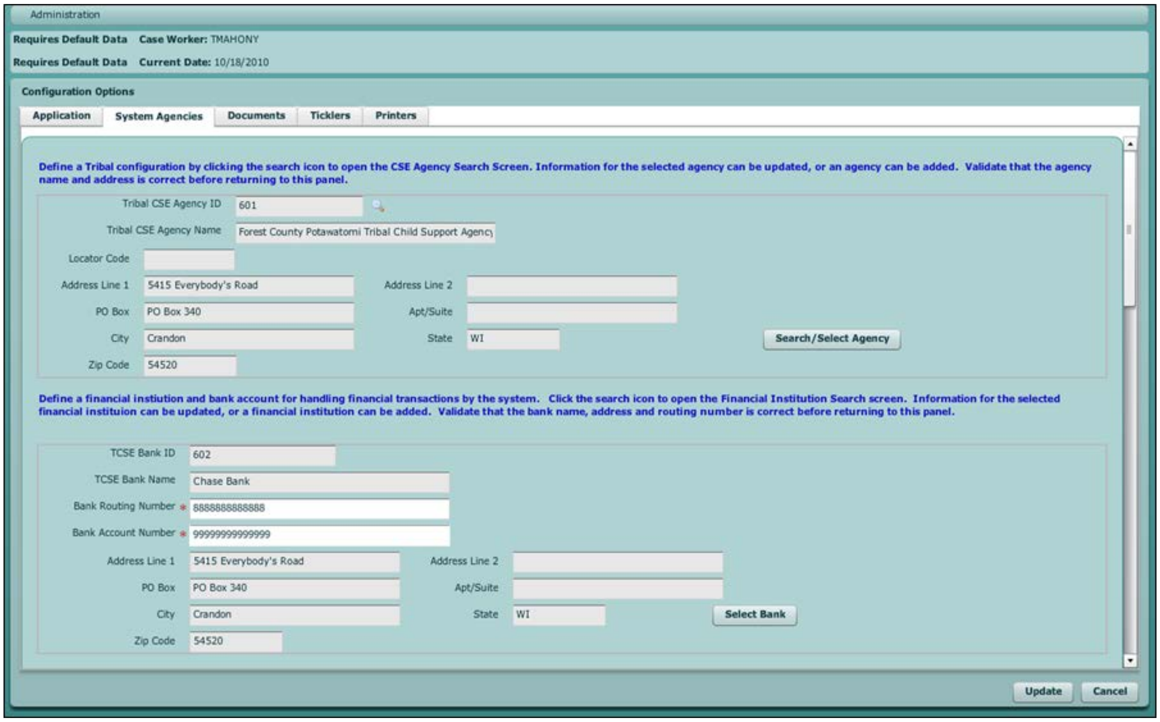
3.3.12.1 Configuration Options - Application

This screen will allow the entry of configuration options for tribal policy and financial options.



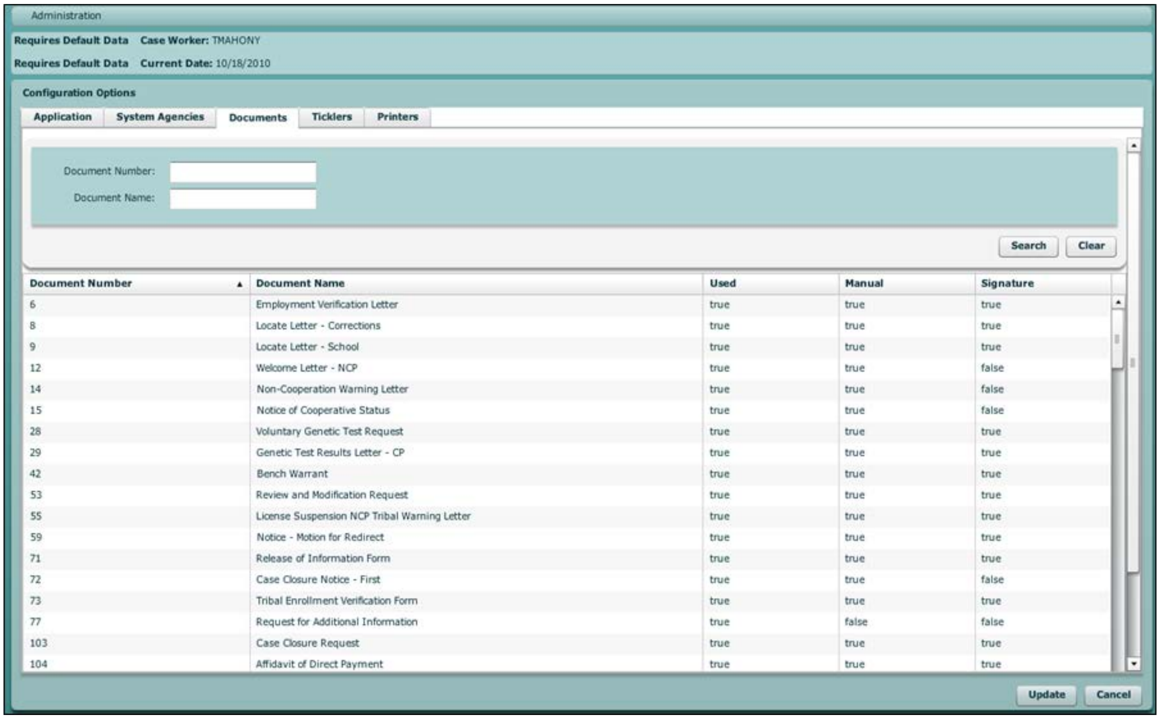
3.3.12.2 Configuration Options - System Agencies

This screen will allow the entry of system agencies for the tribe.



3.3.12.3 Configuration Options - Documents

This screen will allow the entry of configuration options for documents.



Administration

Requires Default Data **Case Worker:** TMAHONY

Requires Default Data **Current Date:** 10/18/2010

Configuration Options

Application | System Agencies | Documents | Ticklers | Printers

Document Number:

Document Name:

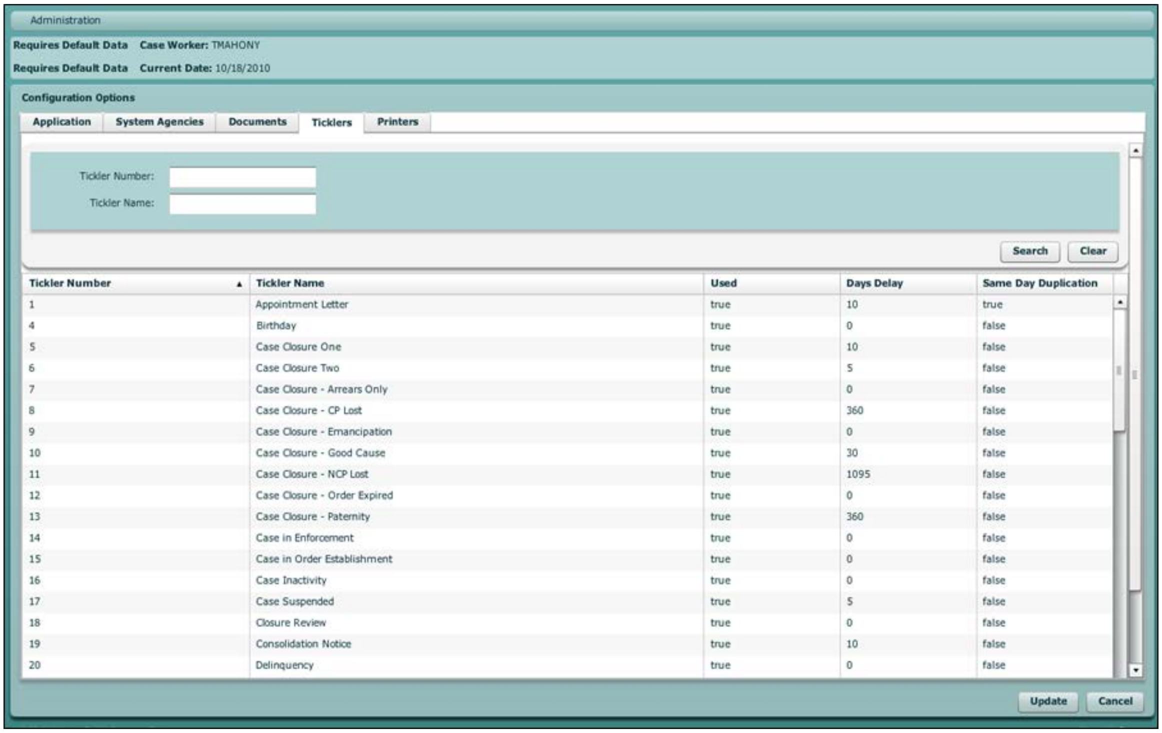
Search Clear

Document Number	Document Name	Used	Manual	Signature
6	Employment Verification Letter	true	true	true
8	Locate Letter - Corrections	true	true	true
9	Locate Letter - School	true	true	true
12	Welcome Letter - NCP	true	true	false
14	Non-Cooperation Warning Letter	true	true	false
15	Notice of Cooperative Status	true	true	false
28	Voluntary Genetic Test Request	true	true	true
29	Genetic Test Results Letter - CP	true	true	true
42	Bench Warrant	true	true	true
53	Review and Modification Request	true	true	true
55	License Suspension NCP Tribal Warning Letter	true	true	true
59	Notice - Motion for Redirect	true	true	true
71	Release of Information Form	true	true	true
72	Case Closure Notice - First	true	true	false
73	Tribal Enrollment Verification Form	true	true	true
77	Request for Additional Information	true	false	false
103	Case Closure Request	true	true	true
104	Affidavit of Direct Payment	true	true	true

Update Cancel

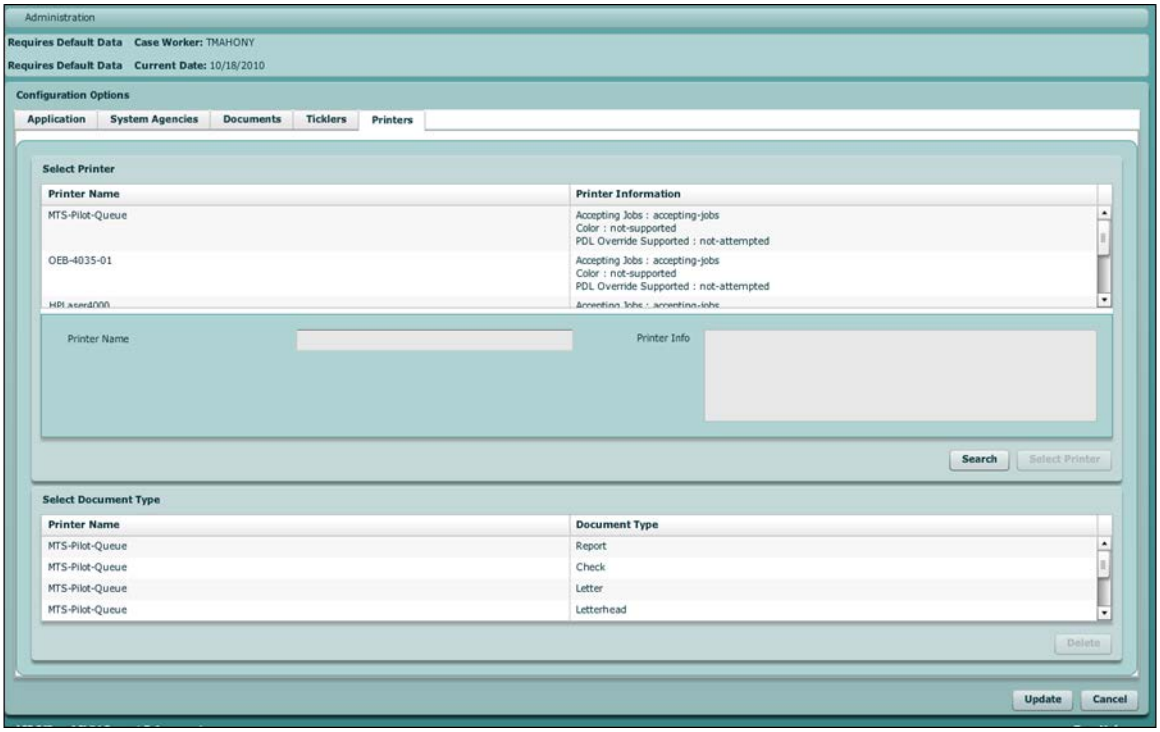
3.3.12.4 Configuration Options - Ticklers

This screen will allow the entry of configuration options for ticklers.



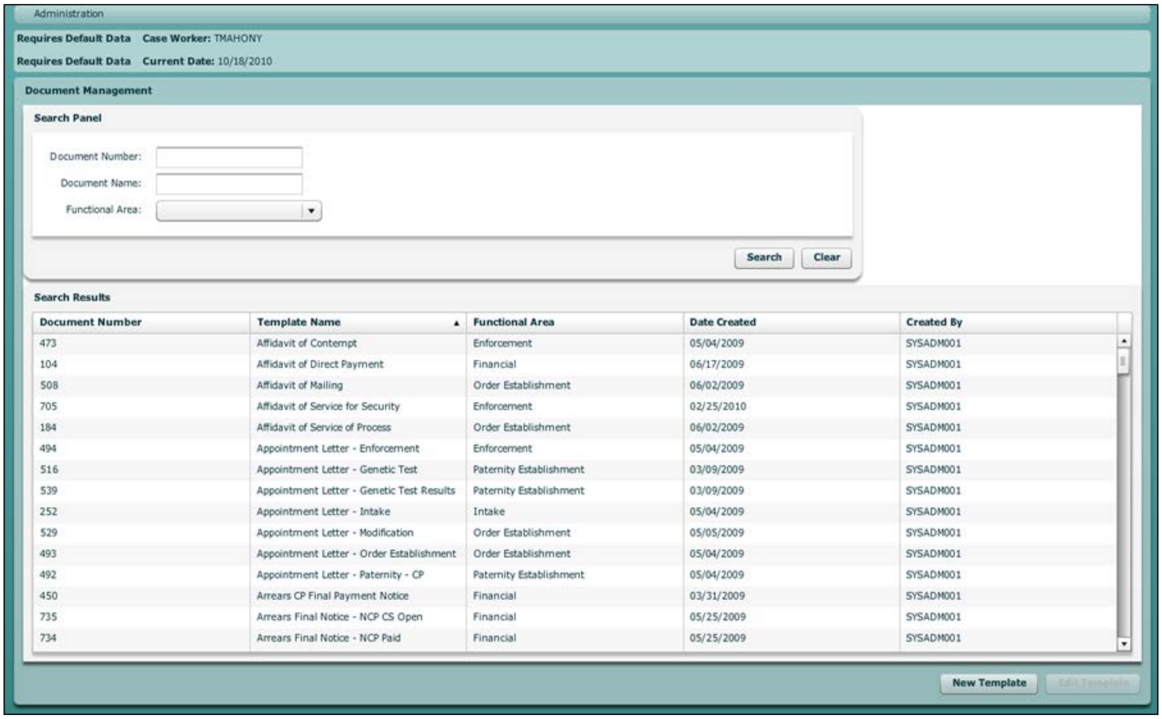
3.3.12.5 Configuration Options - Printers

This screen will allow the entry of configuration options for printers.



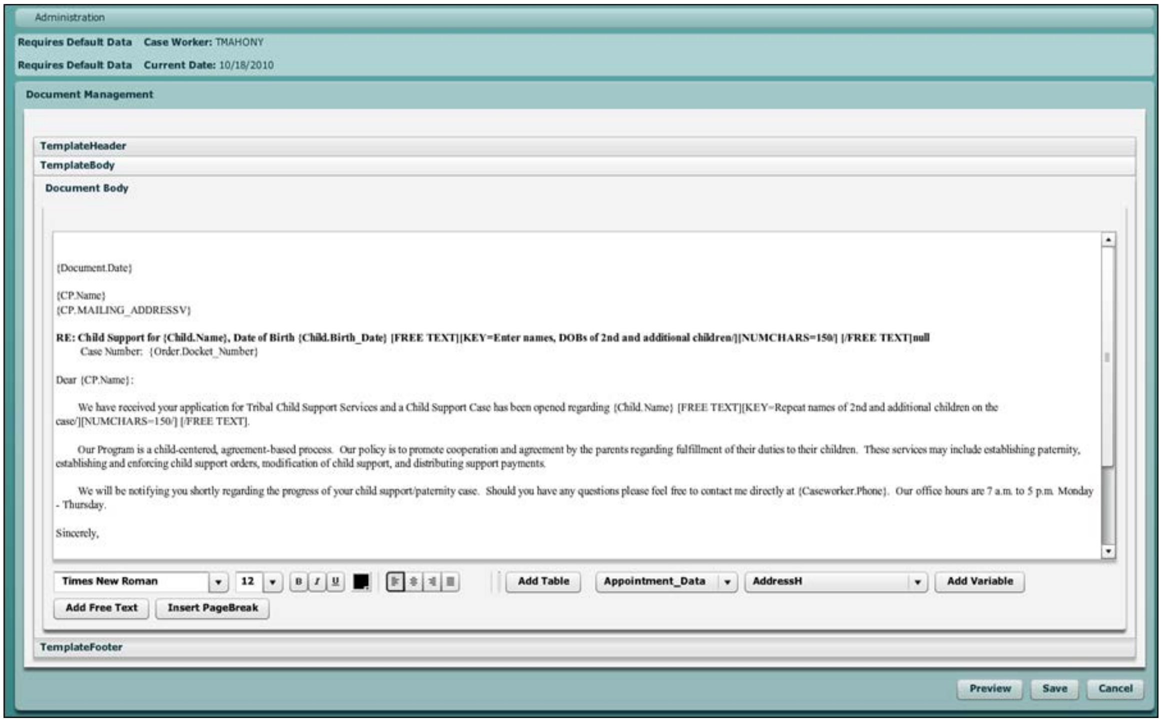
3.3.12.6 Document Management Search Screen

This screen will allow the selection of a document template for editing.



3.3.12.7 Document Management Edit Screen

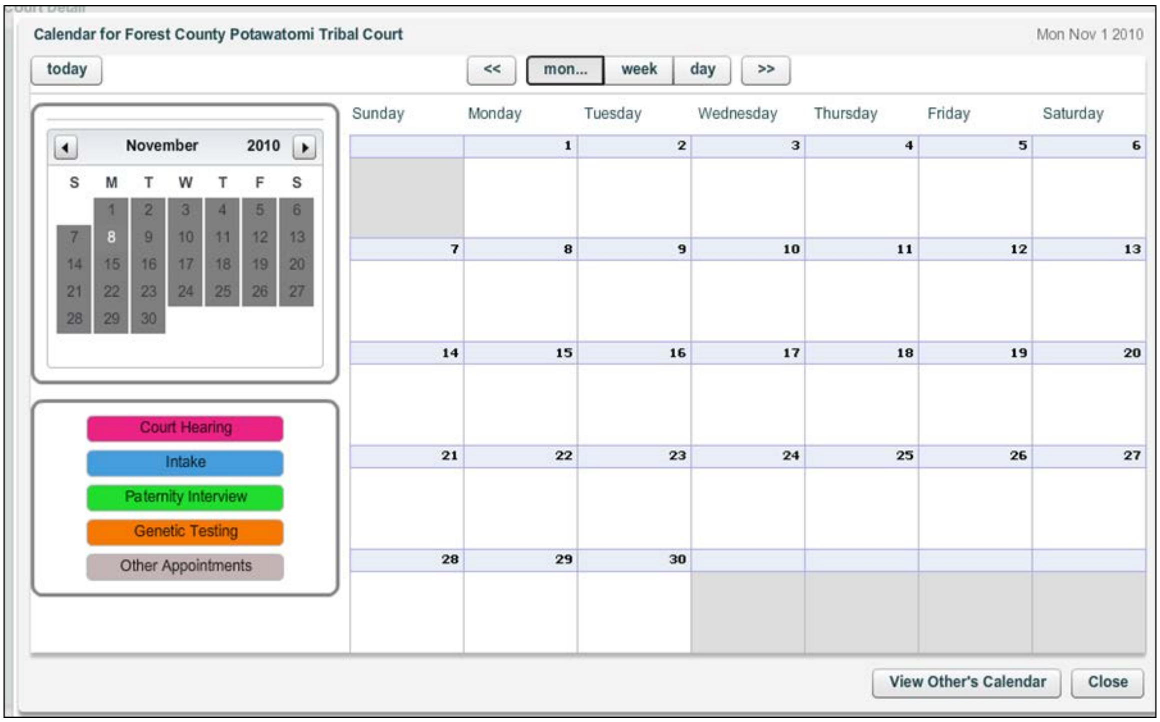
This screen will allow the editing of a document template.



3.3.12.8 Court and Lab Calendar

This screen allows a supervisor to enter available court dates and times for one or more courts. This calendar will interact with Worker Calendars to schedule and record non-conflicting court hearings.

This screen allows a supervisor to enter available genetic testing dates and times for one or more genetic testing facilities. This calendar will interact with Worker Calendars to schedule and record non-conflicting genetic test appointments.



Related SRS Section	
Number	**Name**
II-2.3	Worklists

Features
Caseworker Supervisor Only

Process Tables
Hearing

Process Tables
Court
Judge
GT Laboratory
Genetic Test

3.3.13 Security Screens

These screens control the setup of roles, users, and offices.

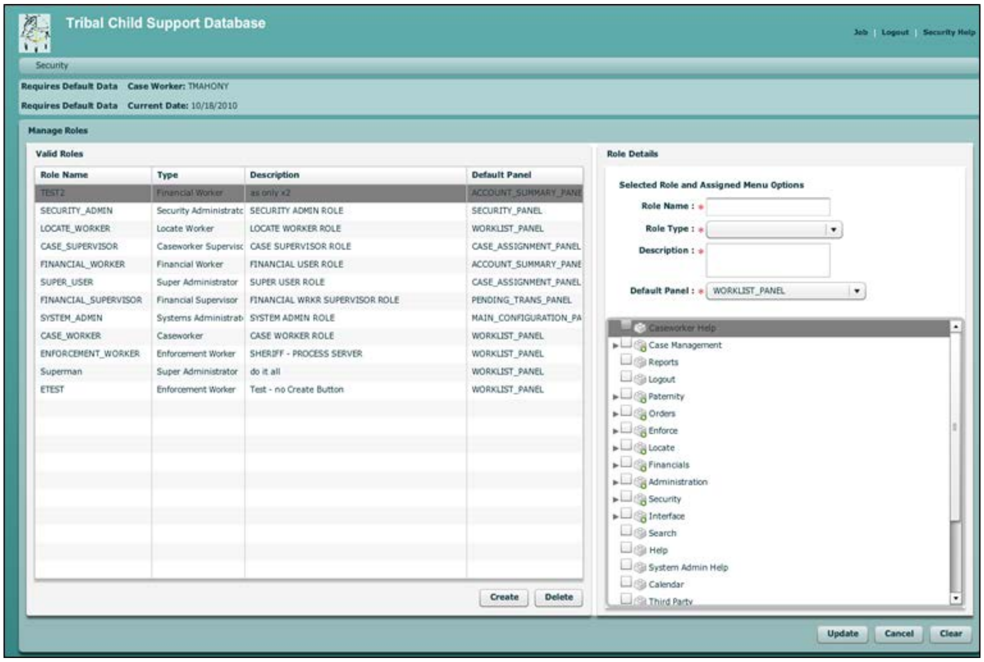
Related SRS Section	
Number	**Name**
1.10	Caseworker Assignment

Features
Caseworker Supervisor Only

Process Tables
Case
TCSE Worker
TCSE Office

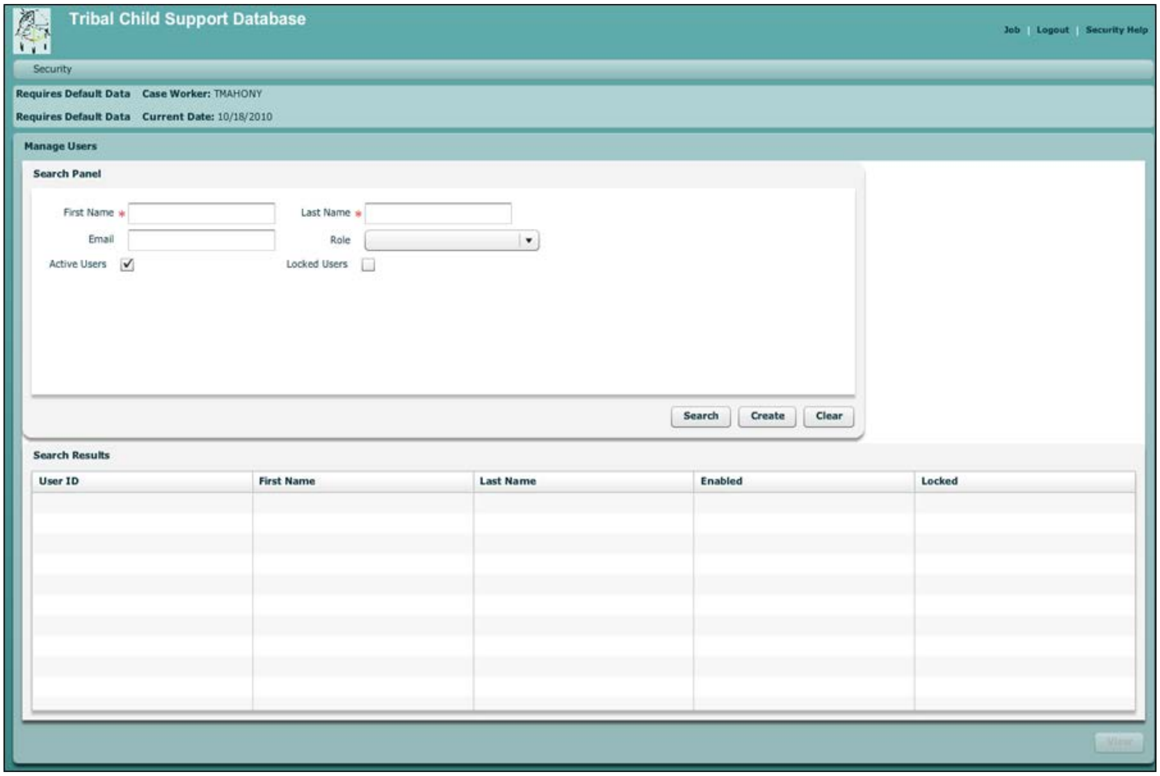
3.3.13.1 Manage Roles

This screen will allow the Security Administrator to set and modify the screen access and navigation associated with each user role.



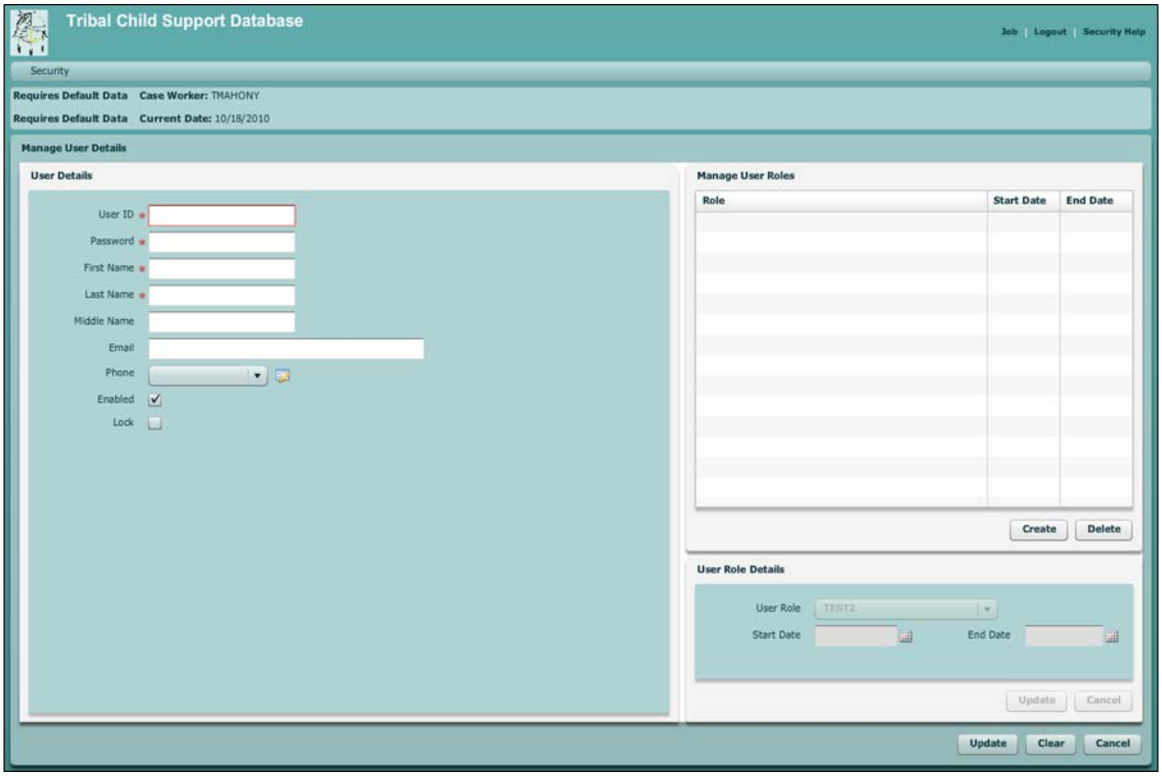
3.3.13.2 Manage Users

This screen will allow the Security Administrator to select users for modification in the User Details screen.



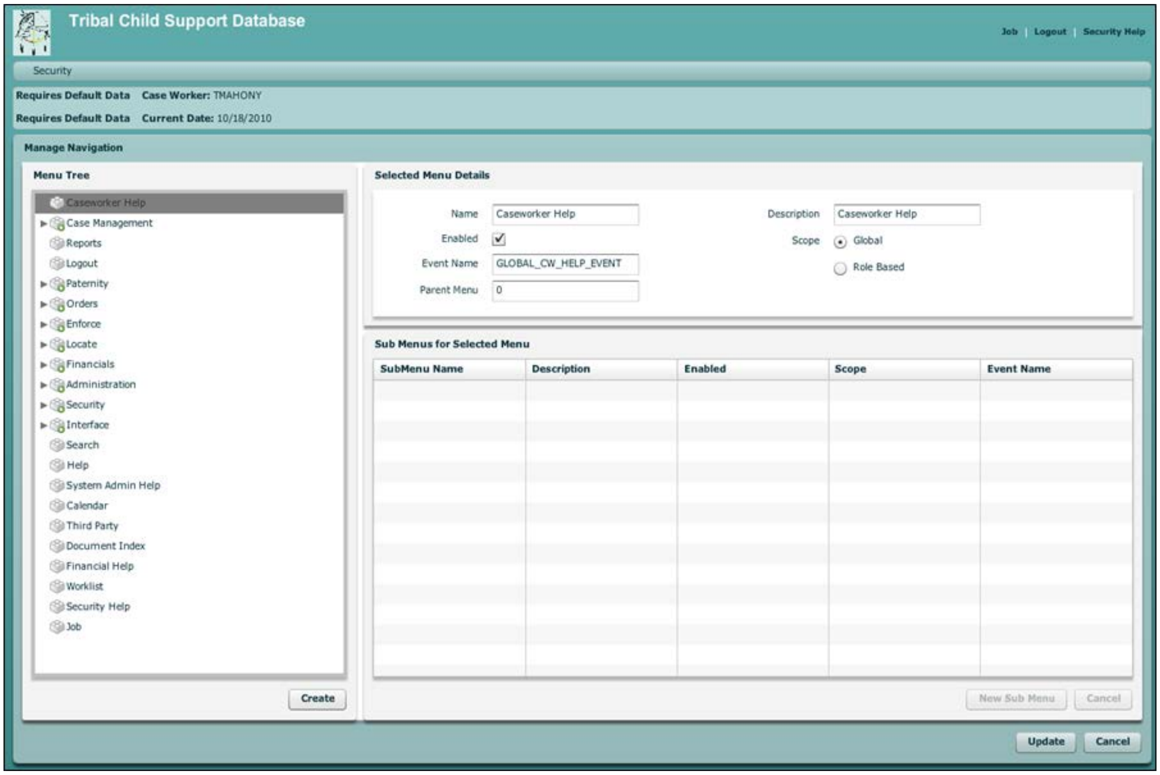
3.3.13.3 Manage User Details

This screen will allow the Security Administrator to modify roles, ID, and passwords for each user. It will allow the Security Administrator to delete old users, revoke user access, and de-assign roles from users.



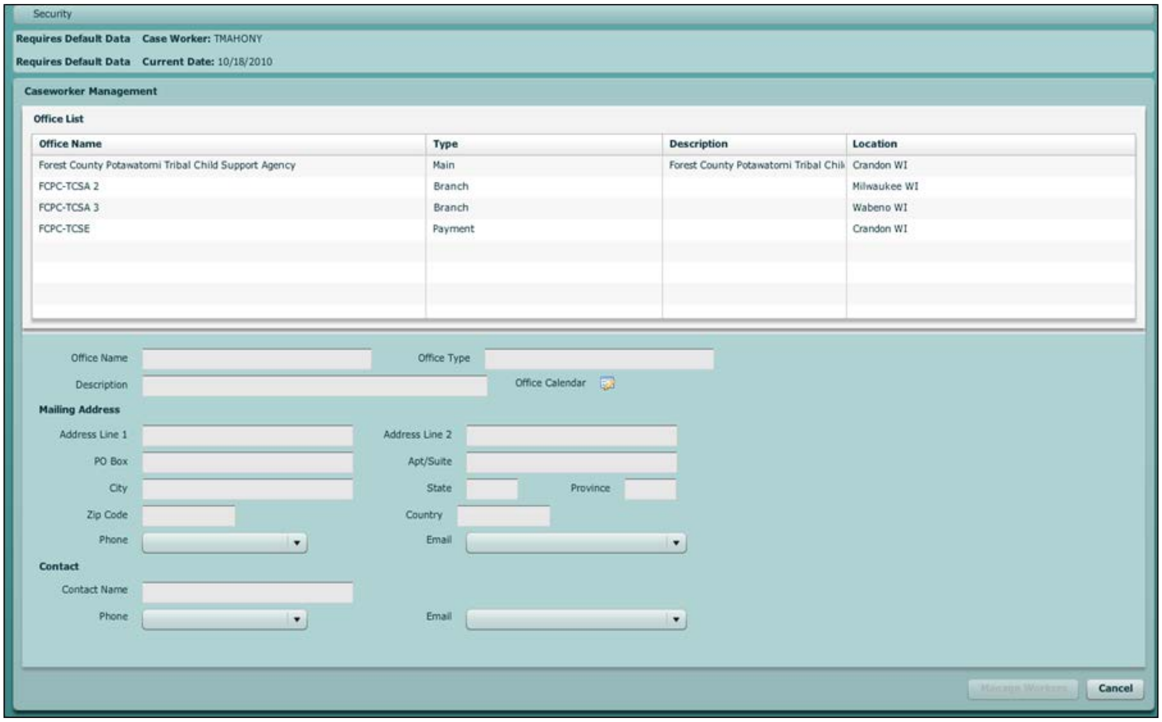
3.3.13.4 Manage Navigation

This screen will allow the Security Administrator to define the navigation for each screen.



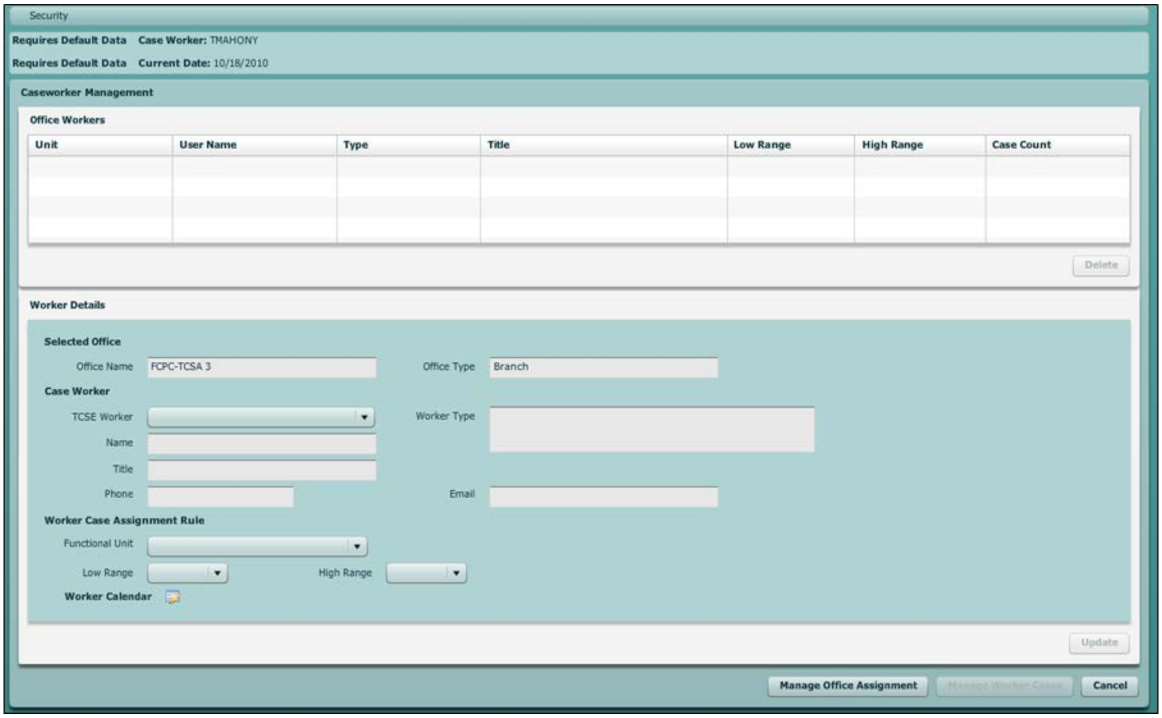
3.3.13.5 Caseworker Management - Office

This screen will allow the Security Administrator to define child support offices within the agency.



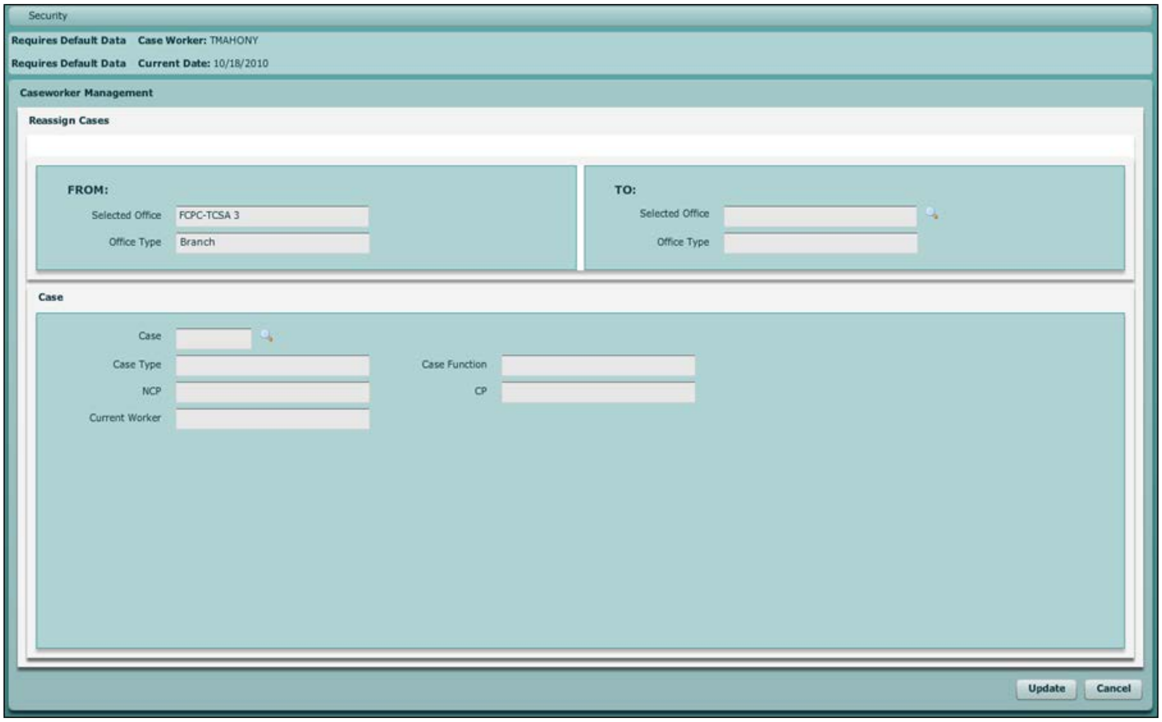
3.3.13.6 Caseworker Management - Workers

This screen will allow the Security Administrator to assign workers to an office and define their role within an office.



3.3.13.7 Reassign Cases - Office

This screen will allow the Security Administrator to move cases between offices.



3.3.13.8 Reassign Cases - Worker

This screen will allow the Security Administrator to move cases between workers in an office.