Handout 11: County Welfare Agency Intake Guide

IV-A / IV-E #: _____   **NJKIDS Case ID:** _____

What is the applicant seeking?
TANF **( )**   Medicaid **( )**   NPA/Locate Services **( )**

Search Available Databases

❑ **FAMIS** (**Family Assistance Management Information System**): Search for existing cases, DCNs, TANF History, and demographic information

❑ **NJKiDS**: Search for existing DCNs/cases—(SRCH, CCRT, DEMO, AHIS, ICOR, ACES)

❑ **FACTS** (**Family Automated Case Tracking System**): Search for existing Party IDs, previous docket(s) to verify venue, and any prior orders

   ❑ **POP** (**Paternity Opportunity Program**): Search all minors for possible Certificate of Parentage and additional demographic information

   ❑ **DOD** (**Department of Defense Website**): Search military status for the non-custodial parent

   ❑ **WAGES/LOOPS/DABS**: Search for possible employment/unemployment/disability information

   ❑ **CLEAR**: Search for possible addresses, SSN, phone number, license number, related parties, etc.

   ❑ **MVC** (**Motor Vehicles Commission**): Search for address or license information for the NCP

   ❑ **BOP.gov (Bureau of Prisons)**: Search for incarceration in Federal prisons

   ❑ **VINELINK**: Search for incarceration in County prisons (in and out of state)

   ❑ **CCIS** (**County Correctional Information Systems**): Search for incarceration in County prisons

   ❑ **NJ DOC** (**NJ Dept. of Corrections**): Search for incarceration in a NJ State Prison

   ❑ **SOLM/Q** (**Social Security verification**): Search to verify what type of social security, beneficiaries, and amounts

   ❑ **MES** (**Medicaid Eligibility System**): Search to verify what type of Medicaid is

received and where

❑ **DOVE**: Wages

Pre-Screening

❑ Educate the CP about the Child Support (IV-D) program

❑ Thoroughly explain the assignment of rights

❑ Ensure the client understands that they will not receive both TANF and Child Support

❑ Review the CSP161 with the client and what cooperation means

❑ Explain there are two separate cards (i.e., TANF EBT card vs. Child Support Stored Value Card/Direct Deposit)

❑ Explain how disregard will work (i.e, $100 total, not per NCP)

❑ Ask the client if they have any questions

Tips for Interviewing

- Develop an interviewing rapport that enables accurate and effective collection of information; learn to ask questions and dig deeper to obtain the information that you need.

- It is critical to conduct research for a prior case before assigning a new case number or Department Client Number (DCN).

- Obtaining the right information opens up more searching options.

Sample Questions:

1. When/how/where did you meet?
2. Have you been to their house? If no address known, are there any landmarks you remember?
3. When is the last time you had contact?
4. Do you know their last known employer?
5. Do you know any friends/family members?
6. Do you know the name(s) of present/previous girlfriend?
7. Do you know if they are currently married?
8. Does he have any other children? Do you know their mother's name?
9. Is he a part of any organized groups?
10. Have you searched for him or any friends/family on social media?

11. Did he drive? What kind of car? License plate number?

12. Does he have a criminal record/parole officer?

13. Did you celebrate a birthday while together? Do you remember the date or time of year?

14. Has he received welfare in NJ or any other state?

15. Does he have any professional or recreational licenses (fishing, hunting, etc.)

16. Where is the NCP originally from?

17. Do you know their cell phone number?

Documents

❑ Birth Certificate   Prior Orders

❑ Marriage Certificate

❑ ID (Driver's license, Passport, County ID)

❑ Social Security Cards

❑ IRC documents (Refugee, Parolee, Asylee)

❑ Divorce Decree

Tips & Tricks—Searching NJKiDS

• Using the search button on **Create New Case** page is better to search an individual than the **Search NJKiDS** page.

• If available, try searching by unique identifying information such as DCN, Party ID, or SSN first.

• If unique identifying information is not available, or they do not yield results, then use basic identifiers such as name, DOB, and gender.

• Use the default setting (Select) in the Race and County fields.

• If a search is unsuccessful, remove the SSN, which could eliminate results.

• If there are multiple spellings for a member's name (e.g., Stephen/Steven, Rodriguez/Rodrigues), search by each alternative to ensure that the DCN/Party ID will be found.

• If there are variations of a member's name (e.g., William, Bill, Billy, Willy), search by each alternative.

- If a member is found, click the docking arrow and view the cases that member is associated with. You may find that a case already exists for the parties.

Creating a New NJKiDS Case

❑ **Create New Case Page**

- Search each party thoroughly for existing DCNs/Party IDs
- Complete each tab thoroughly. It is important to complete as much information as possible as most blocks fill in a spot on the CSP160 and will give you more information to use for location. **Don't forget to ask the first 3 questions at the very top of the CP tab**

❑ **Update Member Demographics Page**

- Update any demographic information that cannot be completed on the **Create New Case** page

❑ **Update IV-D Member Program History Page**

- Verify each member's TANF number has been entered correctly to ensure the case will interface with FAMIS

Re-opening an Existing NJKiDS Case

❑ **View/Update Notes Page**

- Review notes before re-opening to make sure it is appropriate to open the case

❑ **Update Case Information Page**

- Review **Case Type** and update if necessary
- Update **App Signed** Date
- Update **Cooperation** and **Cooperation Date**

❑ **Update Member IV-D Program History Page**

- Verify and update TANF number/status for each member

❑ **Update Member Demographics Page**

- Update demographic information for members as necessary

❑ **Update Address and Verification Status or Add Address and Verification Pages**

- Update addresses for CP and NCP

❑ **Update Employment Address and Verification Status or Add Employment Address and Verification Status**

- Update employer information for NCP

Scenarios

1. **Full Cooperation**

2. **Initial Cooperation**

3. **Adding a Child**

4. **Existing Order**

5. **Intact Family**

6. **Non-needy Parent**

7. **Non-PA**

8. **Filing Against an Estate**

9. **Multiple Fathers**

10. **Same Sex Couples**

Scenario #1: Full Cooperation

❑ **View Print Documents Page**—Generate the CSP160 TANF Child Support Questionnaire & CSP161 WFNJ-Affidavit of Cooperation

❑ **Case Initiation Processes Page**

1. **Initial Interview**—Select "CP Provided 3 Pieces of Information About the NCP Which Are Required"

- Required Forms: CSP163 WFNJ—Notice of Initial Cooperation with Child Support

2. **Generate Specialized Case Documents**—Choose the appropriate selection for the case.

- **Required Forms**:
   o CS507 Certification of Non-Military Service
   o CS508 HIPPA-2A Acknowledgement (copy of 509-511 provided to CP)

- o CS505 Long Arm Questionnaire (if applicable)
- o CS506 Certification of Diligent Inquiry–Welfare (if Long Arm)
- o CS503 Paternity Certification (if applicable)
    3. **Await Location Verification**—Chain should remain here until worker receives a good postal.
- ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Scenario #2: Initial Cooperation

- ❑ **View and Print Documents Page**—Generate the CSP160 TANF Child Support Questionnaire & CSP161 WFNJ—Affidavit of Cooperation
- ❑ **Case Initiation Processes Page**—Case Initiation Chain
    1. **Initial Interview**—Select "CP Did Not Provide Minimum Number of Pieces of Information about NCP"
        - **Required Forms**:
        - CSP163 WFNJ—Notice of Initial Cooperation with Child Support
        - CSP162 WFNJ—Notice of Non-Cooperation Initial IV-D Interview
    2. **Await CPs 2nd Response – 30 days**—Chain should remain here until worker receives the required information from the CP or 30 days are up.
- ❑ **View/Update Notes**—Write a detailed note summarizing the interview.

Scenario #3: Adding a Child

Adding a Child—No Existing Order

- ❑ **Create a New Case** Page—Add additional child/ren—conduct thorough search to avoid creating duplicates
- ❑ **View/Print Documents**—Complete CSP160 & CSP161
- ❑ **Case Initiation Processes**—Advance chain to the appropriate step based on case conditions
    - **Required forms for filing**: CSP163, CS507, CS508, CS505 (if applicable), CS506 (if applicable), CS503 (if applicable)
- ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Scenario #4: Existing Order

1. **Existing Order Payable through Probation**
   - ❑ **USSO/Court Order/Obligations by Case**—Check these pages to make sure all children are listed on the order
   - ❑ **View and Print Documents Page**—Complete CSP160, CSP161, CSP163, and HIPPA forms
   - ❑ **Update Case Information Page**—Update Cooperation and Cooperation Date
   - ❑ **Update Member Demographics**—Update information for CP and NCP if necessary
   - ❑ **Update IV-D Member Program History Page**—Verify TANF number/status is accurate for CP and dependents
   - ❑ **Update Address Verification Status or Add Address and Verification Status Page**—Update addresses if necessary
   - ❑ **View/Update Notes**—Write a detailed note summarizing the interview

   Outside NJKiDS
   - Workers should ask for copies of birth certificates, SS cards, and photo IDs for CP and children
   - If existing order is for Medical Only, staff should follow the process above and once the case is granted, file for monetary support

2. **Existing Order is Direct Pay**
   - ❑ **Create New Case Page**—Create case if necessary
   - ❑ **View/Print Documents Page**—Complete CSP160 & CSP161
   - ❑ **Case Initiation Processes Page**—Advance chain to the appropriate step based on case conditions
     - **Required forms for filing**: CSP163, CS507, CS508, CS505 (if applicable), CS506 (if applicable), CS503 (if applicable)
   - ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Outside NJKiDS

- If the order is part of a divorce decree, request a copy of final order of divorce and property settlement agreement
- Obtain written statement from CP regarding payments received/frequency, and amount of last payment

3. **Parties have their own agreement or Out-of-State Orders**
   - ❑ **Create New Case Page**—Create case if necessary
   - ❑ **View/Print Documents Page**—Complete CSP160 & CSP161
   - ❑ **Case Initiation Processes Page**—Advance chain to the appropriate step based on case conditions
     - **Required forms for filing**: CSP163, CS507, CS508, CS505 (if applicable), CS506 (if applicable), CS503 (if applicable)
   - ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Outside NJKiDS

- Obtain written statement from CP regarding payments, frequency, and amount/date last received

4. **Existing Order—Adding Child(ren)**
   - ❑ **View/Print Documents Page**—Complete CSP160 & CSP161
   - ❑ **Case Initiation Processes Page**—Advance chain to the appropriate step based on case conditions
     - **Required forms for filing**: CSP163, CS507, CS508, CS505 (if applicable), CS506 (if applicable), CS503 (if applicable)
   - ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Scenario #5: Intact Family

1. **Parties are Married**
   - ❑ Birth Certificates

❑ Marriage Certificate—Complete paternity affidavit if they cannot obtain a copy

❑ COP—Completed if child/ren born prior to marriage and father admits paternity. If born out of state, review to determine whether a birth certificate establishes paternity.

2. **Parties Not Married**

❑ Complete COP

3. **Non-mutual Children in the Household**

❑ Determine if paternity was established

❑ Create case in NJKiDS

❑ Generate appropriate documents (CSP160, CSP161, CSP163, HIPPA)

If case already exists on NJKiDS, **Create New Case** page should be coded as "Intact Family" and a note should be entered.

Scenario #6: Non-Needy Parent

❑ **Create New Case Page**—Create case for each NCP

❑ **View/Print Documents Page**—Complete CSP160 (make sure non-needy parent person identifier is checked "yes") and CSP161

❑ **Case Initiation Processes Page**—Advance chain to the appropriate step based on case conditions

   • **Required forms for filing**: CSP163, CS507, CS508, CS505 (if applicable), CS506 (if applicable), CS503 (if applicable, complete under section IV)

❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Outside NJKiDS

   • Obtain the following documents:
      o Birth certificates
      o Social security cards
      o Photo ID for applicant
      o Custody paperwork (if applicable)

- If one or both parents are deceased obtain death certificates or proof of death
- The CP should have information on the NCP they are related to and should be given initial cooperation if they do not have all the information
- If the CP has no information on the non-related NCP, the Cooperation indicator can be coded "Case Excluded/Non-Parent is the Custodian of the child(ren)

Scenario #7: Non-PA

- ❑ **Create New Case Page**
  - Record Application Fee
  - Record Application Fee Date
  - Check "Refer to Locate" box for Locate
- ❑ **View/Print Documents Page**—Generate CS500 NJ IV-D Application for CS Services (can also be generated on **Create New Case** page by clicking the print icon) ***Client must sign and check box for "Full IV-D Child Support Services"**
- ❑ Collect $6 Fee
- ❑ **Case Initiation Processes Page**—Advance chain to the "Await Location Verification" step
- ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Scenario #8: Filing Against an Estate for Paternity (NCP Deceased)

- ❑ **Additional Information required during interview:**
  - Next of kin (preferably mother of deceased)
  - Address of the next of kin
  - Approximate age or DOB of next of kin
  - Date and place of death
- ❑ **Create New Case Page** for each NCP
- ❑ **View/Print Documents Page**—Complete CSP160 & CSP161
- ❑ **Case Initiation Processes Page**—Advance chain to the appropriate step based on case conditions
- ❑ **View/Update Notes Page**—Write a detailed note summarizing the interview

Scenario #9: Multiple Fathers

- ❑ **Create New Case Page**—A case must be created for each alleged father that the CP

names at the time of interview.

❑ **Case Initiation Processes Page**—Once the NCP is located, a complaint should be filed through the Case Initiation chain.

- In the body of the complaint, the worker should enter the names of all alleged fathers.

- The Paternity Certification should also list all alleged fathers.

❑ If location is confirmed for more than one alleged father, the CWA worker should file a complaint for each case with a "located" putative father. Once again, the worker must enter the names of all alleged fathers on the complaints and paternity certification forms. When scheduling, the Family worker must ensure that all cases are heard on the same date and time.

❑ **View/Update Notes Page**—Write a detailed note summarizing the interview.

Please Note: If a legal father has already been established or paternity is not an issue and the CP is now naming another man as the biological father, the CWA worker should build cases on NJKiDS for all named fathers. Once the legal father is located, a complaint should be filed as well as the Paternity Certification form listing the names of all alleged fathers. As noted above, it is preferable that all named fathers be located and scheduled together. Before moving forward with paternity establishment against the alleged father, paternity must be disestablished for the current legal father.

AT 13-09: Case Processing for Multiple Putative Fathers

Scenario #10: Same Sex Couples

❑ COPS should not be completed by same-sex couples.

❑ If two women are in a civil union, then parentage is treated the same as a marriage (married parents do not have to sign the COP as both parents' names go on the birth certificate).

❑ If the parents are two men, a court order is usually required to have the second father's name added.

❑ Same-sex parents who are requesting the second parent's name be added to the birth

certificate should be referred to the Office of Vital Statistics and Registry or the Local

Vital Records (Registrar's) Office.

IT 12-08: Same-Sex Parents and Certificate of Parentage