# Handout 3: Procedures for Entering a New Division of Child Protection and Permanency Case

Federal and state law requires a child support case to be established within twenty calendar days of receipt of referral of a case to the County Welfare Agency (CWA). Although a IV-E referral packet is not required for a court filing, it is required at the time the hearing is scheduled. If the referral packet has not been received by the CWA at the time the hearing is scheduling, CWA staff members must contact the IV-E agency to obtain the necessary documentation (AT 15-13).

## How to View IV-E Pending Applications

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Figure 1: Applications page

- 1. Navigate to the **Applications** page (figure 1).
- 2. Click on the drop-down arrow in the **County** field, and select the appropriate county from the list.
- Click on the drop-down arrow in the Status field, and select F—IVE Pending from the list.
- 4. Click on the drop-down arrow in the **Date Range** field and select a time period.
- 5. Click on the **Find** button.
  - All pending IV-E applications will appear for the time period selected.

- 6. Highlight a case, and then double-click.
  - The system will advance to the **Create New Case** page (figure 2).

CAUTION	Note, that not every pending IV-E applications need a new case built. Some referrals are for children that already have DCP&P cases; these cases will require an update only. In other instances, a new child may need to be added to an existing IV-D case.
	Parties must be researched. Always perform a thorough search on NJKiDS before building a new case.

## Custodial Parent (CP) Tab

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Figure 2: Create New Case page, CP tab

- 7. Click on the **CP** (custodial parent) tab.
- 8. Click on the **Search** button (figure 2).
  - The SRCH-NJKiDS Member search pop-up will display (figure 3).

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Figure 3: NJKiDS Member Search

- 9. Enter **F9999999** in the **DCN** field (figure 3).
- 10. Click on the **Find** button.
  - The Foster Care CP created by the DCP&P agency will be listed.
- 11. Click on the Link to Case button.
  - The status in the lower left-hand corner of the screen will update to **Done** after the Foster Care CP is linked to the case.
- 12. Click on the **Results** tab to advance.

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Figure 4: NJKiDS Member Search, Results tab

13. Review the information displayed on the **Results** tab, and then click the

**Complete Member Clearance** button (figure 4).

• The system will return to the **CP** tab on the **Create New Case** page. This action confirms that the DCP&P is the CP on the case (figure 5).

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Figure 5: Create New Case page, CP tab

14. Click the **Add** icon to save the data (figure 5).

## Non-Custodial Parent (NCP) Tab

15. Click on the **NCP** tab (figure 6).

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Figure 6: Create New Case page, NCP Tab

- 16. Use the information provided on the paper referral to complete the fields located on the **NCP** tab (figure 6).
- 17. Scroll to the bottom of the screen (figure 7).

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Figure 7: Create New Case page, NCP tab, bottom of screen

- Click the drop-down arrow located in the NCP Relationship to the CP? field, and select NOR-No Relation from the list (figure 7).
- 19. Scroll to the top of the screen, and click on the **Search** button to locate possible matches.
  - A pop-up will appear (figure 8).

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Figure 8: NJKiDS Member Search

- 20. Remove data from the SSN and Date of Birth fields (figure 8).
- 21. Click on the **Find** button.
- 22. Examine the results in the list and confirm that there is a matching NJKiDS

#### Member.

- Compare the Social Security Number (SSN) and date of birth with the information on the paper referral.
- Click on the **Create New DCN** button if a match does not appear in the list.
- 23. Click on the Link to Case button.
  - The status message at the bottom left-hand corner of the screen will change to **Done** after the case is linked.
- 24. Click on the **Review FACTS** button or click the **FACTS** tab to advance.

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Figure 9: NJKiDS Member Search, FACTS tab

- 25. Remove data from the SSN and Date of Birth fields (figure 9).
- 26. Click on the **Find** button.
- 27. Examine the results in the list and confirm there is a matching FACTS Party ID.
  - Click on the **Create New Party** button if a match does not appear in the list.
- 28. Click on the Link to Case button.
  - The status message at the bottom left-hand corner of the screen will change to **Done** after the case is linked.
- 29. Click on the **Review Results** button or the **Results** tab to advance.

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Figure 10: NJKiDS Member Search, Results tab

- 30. Review the information on the **Results** tab and compare it with the data s provided on the referral (figure 10).
- 31. Click on the **Complete Member Clearance** button.
  - A pop-up message asks to confirm the action of overwriting the existing member information (figure 11). This pop-up will appear only if the member was previously linked to a **DCN** or **Party ID**.



Figure 11: Confirm pop-up

32. Click on the **Yes** button (figure 11).

• The system will return to the **NCP** tab of the **CCRT** screen (figure 12).

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Figure 12: Create New Case, NCP tab

- 33. Review the information displayed on the **NCP** tab, and confirm that the data matches the information on the referral (figure 12).
  - If the NCP Address Information does not match the address on the referral, the change must be made on the Address History page.
- 34. Click the **Update** icon to save the data.

### **Dependent Tab**

If there are multiple dependents on the case, first complete this tab with the oldest child's information.

35. Click the **Dependent** tab (figure 13).



If there are multiple dependents on the case, begin with the oldest child's information and then repeat the steps for each subsequent dependent.

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Figure 13: Create New Case, Dependent tab

- 36. Click the drop-down arrow located at the end of the row to expand the dependent's information.
- 37. Click on the **Search** button.
  - A search pop-up window opens (figure 14).

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Figure 14: CCRT screen, search pop-up, NJKiDS tab

- 38. Remove data from the SSN and Date of Birth fields (figure 14).
- 39. Click on the **Find** button.
- 40. Examine the results in the list and confirm that there is a matching NJKiDS Member.
  - Compare the SSN and date of birth with the information provided on the paper referral.
  - Click the **Create New DCN** button if a match does not appear in the list.
- 41. Click on the Link to Case button.
  - The status message at the bottom left-hand corner of the screen will change to **Done** after the case is linked.
- 42. Click on the **Review FACTS** button or the **FACTS** tab to advance.

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Figure 15: NJKiDS Member Search, FACTS tab

- 43. Remove data from the SSN and Date of Birth fields (figure 15).
- 44. Click on the **Find** button.
- 45. Examine the results in the list and confirm that there is a matching FACTS Party ID.

- In this example, a match does not exist. When there is no match in the list, click on the **Create New Party** button.
- If a match does exist, click on the **Link to Case** button.
- 46. Click on the **Review Results** button or the **Results** tab to advance.

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Figure 16: NJKiDS Member Search, Results tab

- 47. Review the information displayed on the **Results** tab and confirm that the data matches the referral (figure 16).
  - In the previous step of this example, a matching FACTS Party ID did not appear in the list of results. On the Results tab, a Party ID is displayed in the From NJKiDS column. If this is the correct Party ID, click the box next to the field to add a check mark.
- 48. Click on the **Complete Member Clearance** button.
  - The system will return to the **Dependent** tab of the **Create New Case** screen (figure 17).

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Figure 17: Create New Case, Dependent tab

- 49. Review the information displayed on the **Dependent** tab and confirm that the data matches the information provided on the paper referral (figure 17).
- 50. In the **Other Information** section, make the following selections:
  - a. In the field titled What is CP's relationship with this Dependent?\*, select
     NOR-No Relation from the list of values.
  - b. In the field titled What is the NCP's relationship with this Dependent?\*, select the appropriate response from the list of values.
- 51. Click on the drop-down arrow in the **PA Type** field, and select the appropriate type of foster care from the list.
  - The **PA Type** is located on the paper referral from the DCP&P.
- 52. Enter the NJSPIRITS case ID number in the **PA Number** field.
  - This number should consist of eight digits. If the case ID number is less than eight digits, pre-fill the number with a "0." If the pre-filled number is rejected, contact the DCP&P to obtain a valid eight-digit number.
- 53. Enter the **Date of Placement** from the referral in the **Start Date** field.
- 54. Click the **Modify** icon to save the date (figure 17).
  - The system will return to the **Dependent** tab of the **CCRT** screen.
  - Steps 35-53 must be completed for each dependent.

#### 2/20/19

### Case Tab

55. Click on the **Case** tab.

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Figure 18: CCRT screen, Case tab

- 56. Click the drop-down arrow in the **Case Type** field and select the appropriate type of foster care (figure 18).
- Click the drop-down arrow in the Client Litigant Relationship field and select IP-Interested Party.
- 58. Click the drop-down arrow in the **Referral Source** field and select **D-DCF**.
- 59. Enter the date the referral was received from the DCP&P in the **Referral Date** field.
- 60. Click the drop-down arrow in the **Applicant** field and select **C-Custodial Person**.
- 61. Click the calendar icon in the **App Signed Date** field and select the date of placement for the child.
- 62. Click the drop-down arrow in the Service Requested field and select F-Full Child Support Services.
- 63. Click the **Modify** icon to save the data.
- 64. Click on the Create NJKiDS Case button (figure 18).

• A **Confirm** pop-up window opens and displays the message shown in figure 19.



Figure 19: Confirm pop-up window

- 65. Click on the **Yes** button (figure 19).
  - The system will display an NJKiDS Case Created pop-up box (figure 20). The CP, NCP, and Dependent's Name and DCN will be listed.
  - If the County Welfare Agency maintains a log book of the referrals received from DCP&P, record the information from the **NJKiDS Case Created** popup box.
  - An **Application ID** number will be assigned by the system.

New NJKiDS created with	6 IV-D Case ID CS6345XXXX 1 following Members	
N.	Name	DCN
CP	DCF-CENTRAL-OFFICE TRENTON	F9999999
NCP	NAME	80402XXX
Dependent	NAME	63451XXX
	ок	

Figure 20: NJKiDS Case Created pop-up

- 66. Click on the **OK** button.
  - The NJKiDS Case Created pop-window will close, and the system will return to the CCRT screen.
- 67. Navigate to the Update IV-D Member Program History page (figure 21).

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

and Institutions	Care Proventier	51 Program Stats	et a Dashita B	ASDOC	uced IV-O Cases",	C591403150A	2		of sum
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1000	(12)	- SELECT -							
100	588	- SELECT		18					
100	1071	- SOLET -		15					
1 http://	177	- SELECT -		103					

Figure 21: MHIS screen, Modify Member Program History

- 68. Enter the oldest dependent's DCN in the **DCN** field.
- 69. Click on the **Find** button.
  - If data in the grid is not end-dated, update the **End Date** column and click the **Update** icon.
- 70. Enter the **Date of Placement** from the referral in the **Begin Date** column.
- 71. Click the drop-down arrow in the **Program Type** field and select the appropriate foster care value.
  - The selection should correspond with the previous selections made on the **Dependent** and **Case** tabs.

- 72. Click the drop-down arrow in the Reason field and select PA-Added Participant.
- 73. Enter the foster care member number in the IV-A/IV-E Member ID column.
- 74. Click the **update** icon to save the data.
  - Update successful will appear at the bottom left-hand corner of the screen.
  - Modify the member program history for each member on the case.

HINT	• Navigate to the <b>Member Demographics</b> page. Review and, if
	<ul> <li>necessary, update the information for each member listed.</li> <li>Navigate to the Address History page and review the NCP's information. Confirm that no address is listed for the child. This section should remain blank because the child is in the custody of the DCP&amp;P.</li> </ul>