## Handout 4: Conducting a Search

## Search for Cases Screen

Always use the **Search NJKiDS** page first to determine if any members on the case have an existing **Department Client Number** (**DCN**). Begin the search with the dependent. If the dependent already exists on the system, one or both parents are likely to exist on NJKiDS as well.

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Figure 1: Search NJKiDS page

- 1. Complete the **Select Filters** section (figure 1). If the **DCN**, **Case ID**, or **Docket** number is known, perform a search using one of those numbers.
- 2. Click the **Find** button.

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Figure 2: Search NJKiDS page

- The dependent will not be displayed in the grid if a match is found. The system will display information for the non-custodial parent (NCP) and the custodial parent (CP).
- 3. Click the **docking arrow** to the right of the **Case Summary** ribbon to view the dependent's information or any additional information on the case (figure 2).

## **Create New Case Screen**

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Figure 3: Create New Case Page

Follow the steps below to search for a member or a case:

- 1. Navigate to the **Create New Case** page (figure 3).
- 2. Leave **all** of the fields blank to produce more results and drill-down the search with specific fields.
- 3. In the **CP Basic Information** section, click the **Search** button.
  - The NJKiDS Member Search pop up window opens (figure 4).

## NOTE

If data in the **CP Basic Information** section is changed, NJKiDS will prompt the user to conduct another search.

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Figure 4: NJKiDS Member Search

- 4. In the **Select Filters** section, complete the appropriate fields, and click the **Find** button (figure 4).
  - Begin the search by populating the unique identifying fields, such as SSN (Social Security Number), Name, and DCN.
  - If unique identifying information is unavailable, or if the unique identifiers do not yield results, use basic identifiers, (e.g. **Date of Birth**).
  - Do not make selections in the **Race** or **County** fields because completion of those fields will limit possible results.

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Figure 5: NJKiDS Member Search

- 5. Click the **docking arrow** to expand the row of the searched member and to view associated cases and dependent names (figure 5).
- 6. If there is a matching NJKiDS member, click the Link to Case button (figure 5).

<ul> <li>Less search criteria produces more results.</li> <li>Use supporting systems, such as the Family Assistance Management Information System (FAMIS), to conduct searches. For example, a search on FAMIS may provide a Division of Child Protection and Permanency (DCP&amp;P) number. A DCP&amp;P number usually indicates that the case has a court order, and a <b>Party ID</b> would be provided on the <b>FACTS</b> (Family Automated Case Tracking System) tab.</li> <li>Sometimes the same DCN will appear more than once in the search results window. When that happens, each DCN entry will have a different address. It is important to select the correct record, because the <b>CSP 160—Child Support Questionnaire</b> will be populated with the selected address.</li> <li>If there are multiple spellings listed for a member's name (e.g., Rodrigues and Rodriguez, Steven and Stephen), search by each alternative to ensure that the <b>DCN/Party ID</b> will be found.</li> <li>If there are variations of a member's name (e.g., Bill, Billy, Will, William, Willy), search by each alternative.</li> </ul>
winnani, winy), search by each alternative.
<ul> <li>For existing cases with the same CP and NCP, check the office to determine if there is an order. If the case is open in another office and does not have an order, transfer the case to your office through the <b>Transfer Case to Another Office</b> page. Note that cases cannot be transferred between counties. If the case is open in another office and there is an order, do not transfer the case.</li> <li>When performing a search, you may find that a case already exists for the parties. Review the entire case to determine potential action.</li> <li>Review the following screens to find additional information on existing cases, or view the <b>Case Summary Ribbon</b>:         <ul> <li>Create Case on NJKiDS</li> <li>Look at the Assistance Type. Is it accurate?</li> <li>Check the Office field. Who currently owns the case?</li> <li>View Obligations by Case</li> <li>If the case is owned by the Probation Child Support Enforcement (PCSE) Unit, is there an order? Check the View Arrears Balance History By Case ID screen to determine if the order is for medical enforcement only.</li> <li>Create Case on NJKiDS</li> <li>Are all of the children on the case?</li> </ul> </li> </ul>

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Figure 6: Case Information pop-up window

- The **Case Information** pop-up window opens and displays.
- 7. Click the **Case Details** button to view more information on that member's existing case (figure 6).



If the **Med Enf Only** box is checked, there is only a medical support order on the case (figure 6).

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Figure 7: NJKiDS Member Search, FACTS tab

- 8. Click the **FACTs** tab or **Review Results** button to advance (figure 7).
- 9. When using the FACTS tab to perform a member search, enter fewer search criteria to retrieve more results. For example, begin by completing the SSN field only (figure 7). Next, search by Name only, then by Name and Date of Birth. Note that, in older cases, Date of Birth was not a required field in FACTS.
  - If a search does not provide results, remove the individual's SSN. There are members in the system that have their SSN listed as 000-00-0000. Removing the SSN allows NJKiDS to include cases in the search that would otherwise have been excluded.
  - If an individual that is currently an adult is located as a child in FACTS, do not create a duplicate party. The **Party ID** is still valid.
  - When conducting a search on the **FACTS** tab, remember that the FACTS system does not have a **Suffix** field.
  - FACTS will provide only 100 matches on the FACTS tab.

• Filters will not carry over from the **NJKiDS** tab. If a search is conducted on the **FACTS** tab after the **NJKiDS** tab is used for a search, the **DCN** field must be repopulated.

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Figure 8: NJKiDS Member Search, FACTS tab, undocked row

- If a match is found on the **FACTS** tab, undock the highlighted row to view more information (figure 8).
- If a search on the FACTS tab provides information that was unavailable when the NJKiDS tab was searched, and if the correct DCN still has not been found, use the new FACTS information to conduct a new search on the NJKiDS tab.
- 10. Click the Link to Case button if there is a matching FACTS party member.



**Do not** click the **Create New Party** button on the **NJKiDS** tab and/or the **FACTS** tab unless all search efforts have been exhausted.

11. Click the **Results** tab or the **Review Results** button to advance.

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Figure 9: Search pop-up, Results tab

- 12. Review the information on the **Results** tab (figure 9).
- 13. Click the **Complete Member Clearance** button.
  - A **Confirm** pop-up window opens (figure 10). The pop-up window will appear only if the member was previously linked by a **DCN** or **Party ID**.



Figure 10: Confirm pop-up

- 14. Click the **Yes** button.
  - The system will return to the **Create New Case** page.
- 15. Complete the rest of the child support application.