

Handout 5—Special Circumstances

NJKiDS/FAMIS Interface

Screen/Report/Batch Name: BATCH_FIN_IVA_UPDATES

The Family Assistance Management Information System (FAMIS) requires IV-A staff members to complete a **IV-D Indicator** (**Y** or **N**) on a Temporary Assistance for Needy Families (TANF) adult and/or child record when the **Cash Assistance (CA)** status is **Active**. If a IV-A staff member wants a TANF member to receive IV-D services, the field should be coded **Y**.

The following fields on the **Member Demographics** page (**DEMO**) on NJKiDS screens are used as matching criteria for members from FAMIS and NJKiDS:

- First seven characters of the first name
- First five characters of the last name
- Date of birth
- Sex/gender code

After an initial match, NJKiDS sends the Department Client Number (DCN) to FAMIS. FAMIS sends the DCN to NJKiDS in all future referrals. Future matches are based on DCN only.

If the **IV-D** indicator is coded **Y**, NJKiDS will perform the matching process and add the member as **PA-TANF** in NJKiDS when the following conditions are met:

- Adult
 1. **Cash Assistance** status field (**P05**) equals **A**, **G**, or **S**
 2. **Adult's Added/Removed** indicator equals **A** or **T**.
- Child
 1. **Cash Assistance** status field (**P05**) equals **P**, **G**, or **S** and
 2. **Child's Added/Removed** indicator equals **A**, **T**, or **Y** with a **Reason Removed** code of **CD** or **KC**.

The **Member Program Type** and/or **Case Type** will change to **Non-PA** when one of the following conditions is met:

- A previously matched member's **IV-D** indicator is coded **N** and a **DCN** is provided
- A previously matched member's **Added/Removed** indicator no longer equals **A**, **T**, or **Y** with a **Reason for Removal** code of **CD** or **KC** (regardless of the **IV-D** indicator value)
- A previously matched **IV-A** case's **Cash Assistance (P05)** status field no longer equals **P**, **G**, or **S** (regardless of the **IV-D** indicator value)

Reopening Closed IV-D Cases after the Matching Process

- Incoming **IV-A** case matched to closed **IV-D** cases
 - If an incoming **IV-A** case is matched to multiple **closed IV-D cases only**, where both the **TANF** adult and child are matched, **NJKiDS** will reopen all of the **IV-D** cases, provided they were not closed or deactivated at the time they were converted to **NJKiDS**.
- Incoming **TANF IV-A** case matched to open and closed **IV-D** cases
 - If one or more open **IV-D** cases can be matched to the incoming **IV-A** referral, **NJKiDS** will not reopen any closed cases.

Referrals Containing Two Adult Records

- **IV-D** indicator set to **Y** in both records
 - The entire referral will be moved to the **Pending Referrals (CPDR)** screen. Users must manually update and/or create cases for the appropriate adult and children combinations. Afterward, the referral on the **Pending IV-A Referrals** page must be manually deleted.
- One adult record set to **Y** and one adult record set to **N**
 - The **N** record will update to **Non-TANF**, and the **Y** record will update to **TANF**.

IV-A referrals will be moved to the **Pending IV-A Referrals** page when one of the following conditions is met:

- The adult **IV-D** indicator is coded **Y** and no matching member is found.
- The adult **IV-D** indicator is coded **Y**, but there is no child **IV-D** indicator coded as **Y**.
- When matching a IV-A adult for the first time, there is no adult **IV-D** indicator coded as **Y**.
- The child's DCN is matched to multiple open IV-D cases and there is no adult match. The error message, **25-Dependent Connected to Multiple Open IV-D Cases; No Adult Match**, will be displayed on the **Pending IV-A Referrals** page.
- Adult match, but there are no matching children. The unmatched children will be reported to the **Pending IV-A Referrals** page with the error message, **26-Unable to Find Match for PA Child; Adjust IV-A or IV-D Case as Needed**.
- Whenever the IV-A case number is matched only to a responding intergovernmental case, the error message, **18-Cannot Find Instate IV-D Case**, will be displayed on the **Pending IV-A Referrals** page.
- Whenever NJKiDS cannot find a IV-D case connected to an incoming IV-A case number, the error message, **28-IV-A Case Not Associated with Any Existing IV-D Case** will be displayed on the **Pending IV-A Referrals** page.



State of New Jersey

DEPARTMENT OF HUMAN SERVICES
DIVISION OF FAMILY DEVELOPMENT

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March 13, 2013

Action Transmittal

Number: 13-08

IV-D Policy and Procedures

TO: County Welfare Agency Directors
County Welfare Child Support Supervisors
County Welfare Attorneys
Chief Probation Officers
Probation Division IV-D Supervisors
Family Practice Division Managers
Finance Division Managers

SUBJECT: NJKiDS Member Department Client Number (DCN) Merge Procedure

In accordance with our continued effort to reduce the impact of duplicate members on the NJKiDS System, the Office of Child Support Services (OCSS) is updating procedures for resolving situations where multiple Department Client Numbers (DCN) have been assigned to a single member. The possible resolution depends on case conditions as detailed on the Member Merge Checklist.

Members should only have one DCN that is used on any case that the member is associated to within NJKiDS. If a member, specifically a NCP and dependent, has more than one DCN then payments will not be distributed correctly and all payments may be applied to cases associated with one DCN not both.

Merging Member DCNs means that all demographic information (address, employer etc.) for secondary DCNs will be deleted and replaced with the demographic information from the primary DCN. **Please keep in mind that once merged, members cannot be unmerged.**

Because the merging of Member DCN data is modifying the case record specific conditions must be met in order for the merge to be completed. These conditions are outlined in the attached Member Merge Checklist (Attachment A). All of the conditions must be satisfied prior to the submission of a Merge request to the NJKiDS Support Desk. This checklist was previously shared and distributed to all Local NJKiDS Coordinators (LNCs) in July of 2011, during the pilot phase of the Member Merge Implementation. (Note: The information has been slightly enhanced since the July distribution)

Once all of the conditions identified in the checklist have been satisfied then a completed Member (DCN) Merge Request form (Attachment B) should be submitted via email to the DFD NJKiDS Support Desk (dfd-njkids-supportdesk@dhs.state.nj.us) which will forward the request to the NJKiDS Systems Support/Data Integrity Unit for processing and/or next action. If the request is received prior to 12:00 p.m. and no additional information is required then all attempts will be made for the member merge to take place that evening. Otherwise the request will be processed during the next business day.

NOTE: A new functionality, Disable DCN, has been made available to Office of Child Support Services (OCSS) staff who perform the merges. Please request this action when a DCN merge is not possible. This action will “grey-out” the DCN, identifying and causing it to be not selectable, but will not remove it. This will prevent the DCN from being chosen in the future.

If a previous request for Member Merge has **not** already been submitted, a new member merge request form will now be accepted by the DFD NJKiDS Support Desk, providing all checklist conditions have been met. If all of the checklist conditions have not been met and if the DCNs to be merged are not clearly defined by the requestor then the request will be returned to the requestor for clarification. All existing Member Merge requests are in the process of being reviewed by the NJKiDS Systems Support/Data Integrity staff and if additional information is required or if the request does not meet the established checklist criteria the requestor will be notified via e-mail and/or telephone.

Frequently Asked Questions:

What is the procedure if there is an obligation and receipts associated to the NJKiDS member under both DCNs?

- If an obligation exists on any case associated to any of the member DCN's but there are **no receipts posted** then it is permissible to proceed with a member DCN merge.
- If receipts exist on any case associated to both member's DCN's then the member DCNs are not merge-able. In order to ensure that child support payments are applied correctly you must create a new case using the correct member DCN and then close the case that was created using a duplicate DCN. When closing the case(s) that was associated with the duplicated DCN the following systemic steps must be taken:
 - Follow existing procedures to zero out and end all the financial obligations on the duplicated DCN case and ensure that the correct obligation and arrears amount are added to the new case.
 - Correctly close all open activity chains with the appropriate reason. Do not “hard” close the chain, specifically activity chains involving interfaces i.e. license suspension, credit reporting, as this will cause the record/request to incorrectly remain in existence.
 - If an active Bench Warrant chain that is currently in the *monitor for change in warrant status* step the “Warrant to be Recalled Prior to Arrest” radio button must be selected when closing the chain to ensure that the warrant is recalled. Then when creating the new case with the correct DCN a new

bench warrant activity chain will need to be started on CPRO, if appropriate.

- All scheduled proceedings associated with any open activity chain must also be cancelled in order to close the case that was created in error with the incorrect DCN.
- When creating the new case the scheduled proceeding will need to be rescheduled.
- The case closure option of “Case Created in Error” should be selected when initiating the Case Closure Activity Chain.
- A note must be created in the case that was created in error that clearly identifies the reason for closing the case and cross-references the new/correct DCN and corresponding new Case ID prior to closing the case. If a note is not created there could be significant audit ramifications.
- Once the case(s) is closed, a member merge request form must be submitted to the NJKiDS Help Desk requesting that the duplicate DCN on the closed case be “disabled”. (Note: Disabling this DCN will prevent that DCN from being selected in error in the future.)

What do I do if there are different FACTS Party IDs associated to duplicated NJKiDS DCNs?

- If different FACTS Party IDs exist in NJKiDS for the member whose DCN has been duplicated then the member cannot be merged. Therefore, in order for the merge to be completed there must be only one FACTS Party ID associated to the member in NJKiDS. If FACTS Party ID consolidation is required then you must follow the existing AOC procedures. Once the FACTS Party ID has been consolidated and the change has been applied to DEMO for the corresponding NJKiDS DCN then the Member DCN merge request may be submitted to the NJKiDS Support Desk.

This information must be shared with appropriate staff. Questions concerning the Member Checklist should be directed to Miguel Garcia of my staff at (609) 631-2772 or by email to Miguel.Garcia@dhs.state.nj.us. Questions concerning these procedures should be directed to Susan Gray of my staff at (609) 631-2792 or by email to Susan.Gray@dhs.state.nj.us.

Sincerely,

/S/

Alisha A. Griffin
Assistant Director

Attachments

AAG:LA:DT:CBA:g:sgj

cc: Robert Smith, Director, Trial Court Services
Shelley R. Webster, Director, Management and Administrative Services
John J. Pizarro, Acting Assistant Director, Probation Services
Richard Narcini, Chief, Child Support Enforcement Services
Harry Cassidy, Assistant Director, Family Practice Division
Eli Mireles, Chief, Child Support Hearing Officer Program
Jack McCarthy III, Chief, Automated Trial Court Services



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February 25, 2019

Action Transmittal

Number: 19-03

NJKiDS System Requirement

TO: County Welfare Agency Directors
County Welfare Child Support Supervisors
County Welfare Attorneys
Chief Probation Officers
Probation Division IV-D Supervisors
Family Practice Division Managers
Finance Division Managers

**SUBJECT: NJKiDS Member Department Client Number (DCN) Merge Procedure
(Supersedes AT 17-11)**

The Member Merge Checklist has been revised to include language requiring the review of the No SSN and No ITIN checkbox on the Member Demographics page for the merge process. Staff must utilize the attached Checklist for all merge requests.

Once all conditions in the checklist have been satisfied, a completed DCN Merge/Disable Request form should be submitted via email to the DFD NJKiDS Support Desk at dfd-njkids-supportdesk@dhs.state.nj.us. The request form is attached to this transmittal for your reference.

This information must be shared with appropriate staff. Questions concerning this transmittal should be directed to Andrew Cmil of my staff at (609) 631-2781 or by email to Andrew.Cmil@dhs.state.nj.us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Patricia Risch', with a long horizontal flourish extending to the right.

Patricia Risch
Assistant Director

PR:LA:DT:t

cc: Natasha Johnson, Director, Division of Family Development

Steven Bonville, Chief of Staff, Administrative Office of the Courts
Jennifer M. Perez, Esq., Director, Trial Court Services
Shelley R. Webster, Director, Management and Administrative Services
Rashad Shabaka-Burns, Director, Office of Probation Services
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Debra Williams, Assistant Chief, Banking and Cash Management
Kesha Rodriguez, Program Specialist, ACF-OCSE Region II
Michael Ginns, Regional Program Manager, ACF-OCSE Region II

Merging Members

Before making any updates to NJKiDS in preparation for a member merge, please review your DCNs and ALL criteria listed on this document to ensure that a member merge is possible for the DCNs that you wish to merge. If the merge request does not meet all of the below criteria, the merge cannot be completed. Staff may have to reconsider the initial choice as the primary DCN in order to successfully complete the merge.

Overview

Members should have the same DCN for all cases they are associated with. If a member is already in the NJKiDS system, a new DCN should not be established when creating a new case or when members are added to an existing case. Example:

If the member was a dependent or CP on one case and is an NCP on another case, the same DCN assigned for the member as a dependent or CP should be linked to the new case. Payments will not correctly distribute to cases if the NCP has multiple DCNs.

Merging Members with Multiple Cases

Members can be merged when multiple cases exist and the member has a different DCN on each case. When merging DCNs, demographic information from the secondary DCN will be deleted and replaced with the demographic information from the primary DCN; all case-based information (e.g., financial, court order, activity chains) will remain on each case. Example:

NCP Kenneth Doe has two cases: CS12345678A with CP Hope and dependent Kelly, and CS87654321B with CP Shannon and dependent James. Kenneth has a different DCN for each case. The staff member must update the NCP's DCN on one case to match the DCN on the other case. This is accomplished by merging the incorrect DCN with the correct DCN.

Case Numbers

When merging DCNs, the case number for the secondary case will **not** change. Example:

CP Jane Doe has two DCNs: 12345678 and 87654321 with CS12345678A and CS87654321A. The DCN we want to keep is 12345678. After merging, both case numbers remain but the CP's DCN under the CS87654321 case will be displayed as 12345678.

Merge Requests

Before submitting a merge request, it must be determined which DCN will be the primary and which will be the secondary. If each of the two DCNs you wish to merge has a different FACTS Party ID, then it must also be determined which FACTS Party ID should be kept. To determine which DCN is primary and will be kept, staff members need to complete in-depth research before requesting the merge. Staff members also need to update the primary DCN with any good information from the secondary DCN that is going to be merged. Example:

Member A with DCN 12345678 and member B with DCN 87654321 is the same person; the member has two cases, CS12345678A and CS87654321A. DCN 12345678 is the primary DCN and should be

kept. However, DCN 87654321 has a good mailing address. The DCN 12345678 must be updated on the Address History page with the correct address information before the merge.

Merge requests are submitted to the NJKiDS Help Desk. The member's DCNs to be merged will be placed in a queue and subsequently merged Friday evenings by the overnight batch. A pending merge can only be deleted from the queue before the merge process batch runs that evening. This is accomplished by submitting an email request to the Help Desk. Once the batch runs, the merged DCNs **cannot** be unmerged; as such, *staff members must be very careful when requesting a DCN merge.*

If the member you want to merge has more than two DCNs, you may list multiple DCNs on the merge request form.

In order to log the merge request ticket, staff must first complete the NJKiDS Help Desk Member Merge Request Form with the following information:

Member's Full Name: *Enter the member's full name (First, Middle, Last).*

Member's Date of Birth: *Enter the member's Date of Birth.*

Member's SSN: *Enter the member's correct Social Security Number.*

Primary DCN: *Enter the member's DCN that you wish to keep.*

FACTS Party ID (associated to Primary DCN): *Enter the member's FACTS Party ID that appears on the Primary DCN's Member Demographics page.*

Secondary DCN: *Enter the member's DCN that you wish to remove from NJKiDS.*

FACTS Party ID (associated to Secondary DCN): *Enter the member's FACTS Party ID that appears on the Secondary DCN's Member Demographics page.*

Identify which FACTS Party ID is to be kept: *If the Party ID's differ, you must identify which FACTS Party ID is the correct one.*

Member Merge Checklist

All of the following must be **true before** requesting a DCN merge:

1. There must be no receipts tied to the secondary DCN on any case.

- Navigate to the **Search NJKiDS** page.
- Enter the secondary DCN in the **DCN** field.
- Click the **Find** button.
- Highlight each case that appears (separately), and then navigate to the **All Receipts** page.
- Review for receipts.

2. The primary and secondary DCNs must not belong to the same CS case.

- Navigate to the **Search NJKiDS** page.
- Enter the primary DCN in the **DCN** field.
- Click the **Find** button.
- Review the members and ensure that the secondary DCN does not belong to any of the cases.

3. The DCNs must not be Plaintiff and Defendant on the same docket.

- Navigate to the **Member Demographics** page using the primary DCN.
- Review each Docket number that appears in the grayed out drop-down list.
- Navigate to the **Docket Information** page.
- Review the **Role** column for Plaintiff and Defendant designations for both DCNs.
- Repeat for each docket number that appeared in the **Member Demographics** page.

4. At least one of the DCNs must be set to “Active” status on the Update Case Information page. Both DCNs may belong to only closed cases as long as they are set to “Active” on the Update Case Information page.

*****If both DCNs only belong to Closed cases and are Inactive on all cases, then the member merge cannot be completed. A case must not be reopened for the sole purpose of activating a member*****

- Navigate to the **Update Case Information** page.
- Click the **Case Member Information** tab.
- Review the **Member Status** column for both DCNs.
- If necessary, repeat for each CS case that the DCNs belong to until you find an ‘Active’ status for one of the two DCNs.

5. **The two DCNs must not have obligations of the same debt type with overlapping effective dates (begin date of debt type for one DCN starts prior to the end date of the debt type for the other DCN).**

- Navigate to the **Obligations By Case** page.
- Review the **Debt Types, Effective Dates, and End Dates** for each obligation of the primary DCN's cases where the primary DCN appears in the undocked **Debt Type** column at the bottom of the screen.
- Repeat for the secondary DCN's cases.
- It is not necessary to review obligations where neither the primary nor secondary DCN appear in the undocked **Debt Type** column (for example other children on the case).

For Example:

- *DCN 1 is a dependent with an on-going CS obligation effective 1/1/12.*
 - *DCN 2 is a dependent with an on-going CS obligation effective 2/1/12.*
- Starting February 1st, there is an overlap of dates for these two obligations of the same debt type. Thus if we try to merge these two DCNs, NJKiDS will reject the request.
 - One way to resolve this situation would be to end-date the obligation for DCN 1 prior to 2/1/12. After the merge takes place, the obligation may be corrected if it is still legitimate.

6. **All activity chains on all of the secondary DCN's cases must be closed.**

- Check that there are no "Active" activity chains for the secondary DCN on the following pages: **Case Initiation Processes, Case Management Processes, Establishment Processes, and Enforcement Processes.**
 - If it is not possible to close a specific chain at this time, submit the merge request once all chains are closed.

7. **The No SSN and No ITIN checkbox on the Member Demographics page, Personal Data Tab must match for all DCNs.**

- If the checkboxes do not match (checked or unchecked) the system will present the following error: Member DCNs SSN, DOB, Name, Party ID, Termination Date, Type and No SSN and No ITIN indicator do not match.

8. **If both DCNs have open paternity tabs on the Member Demographics page (i.e. the tabs are not grayed out), the paternity status must match. Before making any updates to the Paternity tab, verify that the paternity status recorded is correct. For example, if it is set to Established by COP, ensure that it is recorded in POP.**

- Navigate to the **Member Demographics** page.
- Click the **Paternity** tab.
- Review the **Paternity Status** for both DCNs.
 - If the paternity status is incorrect and unable to be modified manually, staff members must log a ticket to correct before submitting for merge. Refer to ITs 10-62 and 10-64.

9. All Social Security Numbers (SSNs) associated to the member must exist on the primary DCN's Member Demographics page with the correct Verification Status, Source, etc. Any SSNs on the secondary DCN's Member Demographics page must be set to the B - CONFIRMED BAD verification status.

- Navigate to the **Update Member Demographics** page for the **secondary** DCN.
- Click the **SSN** tab.
- Highlight any SSN in the grid that is not set to B – Confirmed Bad.
- Select 'B – Confirmed Bad' from the **Verification Status** drop-down.
- If necessary, select a **Verification Source**.
- Click the **Modify** icon.
- Repeat for any remaining SSNs that are not set to B – Confirmed Bad.
- Navigate to the **Member Demographics** page for the **primary** DCN.
- Click the **SSN** tab.
- Review the **Verification Status** column.
 - If the appropriate SSNs are not all listed here: navigate to the **Update Member Demographics** page, click on the **SSN** tab, and enter the appropriate SSNs with the appropriate verification statuses, sources, and SSN types. ***See example on next page*

For Example:

BEFORE MERGE PREP			
	<u>Primary DCN</u>	<u>Secondary DCN</u>	
Pending	123-456-7890	Confirmed Good	987-654-3210
		Pending	987-654-3211
		Confirmed Bad	987-654-3212
AFTER MERGE PREP			
	<u>Primary DCN</u>	<u>Secondary DCN</u>	
Pending	123-456-7890	Confirmed Bad	987-654-3210
Confirmed Good	987-654-3210	Confirmed Bad	987-654-3211
Pending	987-654-3211	Confirmed Bad	987-654-3212
Confirmed Bad	987-654-3212		

10. The primary and secondary DCNs' first name, middle name, last name, and suffix must match.

- Navigate to the **Member Demographics** page.
- In the **Member Name** section, review the **First**, **Middle**, and **Last** fields for both DCNs.

11. Any aliases for the member must exist on the Primary DCN's Member Demographics page.

- Navigate to the **Member Demographics** page using the secondary DCN.
- Click on the 'Also Known As' tab and review any names that appear.
- Enter the primary DCN into the filters and click Find.
- If the aliases under the secondary DCN do not appear here, then navigate to the Update Member Demographics page, navigate back to the 'Also Known As' tab and enter them.

12. The primary and secondary DCNs' dates of birth (DOB) must match.

- Navigate to the **Member Demographics** page.
- In the **Member Demographics** section, review the **Date of Birth** field for both DCNs.

13. The primary and secondary DCNs' genders must match.

- Navigate to the **Member Demographics** page.
- In the **Member Demographics** section, review the **Gender** field for both DCNs.

14. There must be no more than one current (non-end-dated) and confirmed good address of each of the three address types between the DCNs' Address History pages.

- Navigate to the **Address History** page.
- For both DCNs, review the **Address Types** column for the following: M-Mailing, P-Primary Residence, and S-Secondary Residence.

15. There must be no more than one current (non-end-dated) and confirmed good primary employer record between the two DCNs. Additionally, the DCNs cannot each have non-end dated employer records with the same OTHP ID.

- Navigate to the **Employment Address and Verification Status** page.
- Highlight each current (SOI End Date is blank) and confirmed good record one at a time, and click on the **Details** tab to see if it is a Primary SOI.
- For each current and confirmed good primary SOI, review the **Verification Status** column for both DCNs.

16. The primary and secondary DCNs' FACTS Party ID #s must be compatible.

A member merge request can only be completed in the following situations regarding FACTS Party IDs:

- Both DCNs have no FACTS Party ID on the Member Demographics page.
- Both DCNs have matching FACTS Party IDs on the Member Demographics page and the FACTS system contains the Primary DCN under that Party ID.
- The Primary DCN has a Party ID but the Secondary does not. The FACTS system contains the Primary DCN under that Party ID.
- The Primary DCN has no Party ID but the Secondary DCN does have a Party ID. The FACTS system contains the Primary DCN under that Party ID.
 - In this situation, the Party ID must be entered into the Member Demographics page of the Primary DCN. Once that is done, the DCNs will each have the same Party ID and the merge can be completed.

**Note: updates to FACTS may be necessary in order to create the above situations.*

Disable DCN Checklist

- 1. Both DCNs' first names, middle names, last names, and suffixes must match.**
- 2. Both DCNs' dates of birth (DOB) must match.**
- 3. Both DCNs' genders must match.**
- 4. If both DCNs have confirmed good social security numbers, they must match.**
- 5. The DCN that is to be disabled must not exist on any open cases.**