## Handout 8: Case Initiation—Case Initiation Processes Page

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Figure 1: Case Initiation Processes page

Use the **Case Initiation Processes** page during the client interview, to keep track of the activity on the case.

- 1. Navigate to the **Case Initiation Processes** page and enter the **Case ID** number.
- Click the blue number button in the Active column, on the Case Initiation Process line.
  - The Case Initiation Process (Active ) page opens (figure 2).

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Figure 2: Case Initiation Processes (Active)

3. Click the **magnifying glass** icon in the **View** column (on the right side of the screen) to open the **Activity** List **View** (figure 3).

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Figure 3: Case Initiation Processes

- 4. Double-click on the blue **In Progress** line for Initial Interview (figure 3).
  - Update Activity View opens.

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Figure 4: Update Activity View

- 5. Based on the discussion with the client, click the radio button next to the appropriate activity from the list in the **Update Activity** section.
  - In the example shown in figure 4, the custodial parent (CP) did not provide the minimum number of pieces of information about the non-custodial parent (NCP). The staff member has clicked the radio button next to CP Did Not Provide Minimum Number of Pieces of Information.
- 6. Click the **Update** icon.
  - Two forms can be generated: WFNJ-Notice of Initial Cooperation with Child Support (CSP163) and WFNJ-Notice of Non-Cooperation Initial IV-D Interview (CSP 162).

## 2/25/19

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	WFNJ/ Rev.	TANF CSP 163
v	ORK FIRST NEW JERSEY CHILD SUPPORT COOPERATION REQUIREMENT	20
24	NOTICE OF INITIAL COOPERATION WITH CHILD SUPPORT	
MARY WHITE	Date: 02/21/	2019
	WFNI/IV-A Case Number: C1939	07004
R 29 BOX 111E	IV-D Case ID: CS000	06868A
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Figure 5: CSP 163—WFNJ-Notice of Initial Cooperation with Child Support

7. Review the WFNJ-Notice of Initial Cooperation with Child Support (CSP

163) with the CP during the initial interview.

• This document helps the CWA staff member determine the level of the CP's cooperation.

## 2/25/19

	🗖 Generate Docume
	WFNJ/TANF CSP 162 A Rev.7/07 (Page 1)
	WORK FIRST NEW JERSEY CHILD SUPPORT COOPERATION REQUIREMENT
	NOTICE OF NON-COOPERATION STATUS
	INITIAL IV-D INTERVIEW
	Date: 02/21/2019
	WFNJ/TANF/IV-A Case Number: C193907004
	IV-D Case ID: C500006868A
	Non-Custodial Parent's Name: JOSE TOWNSEND
EAR MARY WHITE	
ate and Federal law requi operate with the child sup nd/or health care coverage	e all applicants and recipients of Work First New Jersey (WFNJ) cash assistance and/or Medicaid, to port agency's efforts to establish parentage and to establish, modify and/or enforce support orders unless there is good cause for not doing so.
nis notice is being sent to e ineligible for Medicaid, if	nform you that, you and your family may not be eligible for WFNJ cash assistance and you may also you fail to cooperate with the child support requirement in accordance with N.J.A.C. 16.4.
	IV-D NON-COOPERATION STATUS
	WITH CHILD SUPPORT REQUIREMENTS AT THE TIME OF THE IV-D INTERVIEW WITH THE CHILD

Figure 6: CSP 162–WFNJ–Notice of Non-Cooperation Initial IVD Interview

- If the CP did not provide all of the necessary information regarding the NCP as in this example), generate the WFNJ-Notice of Non-Cooperation Initial IV-D (CSP162). (figure 6)
  - This document helps the CP understand that he or she must make every effort to cooperate or become ineligible for cash assistance and/or Medicaid.
  - The CP will have 30 days from the receipt of the notice to respond with the necessary information.

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Figure 7: Activity List View, Await 1st response to Notice of Cooperation

- The activity chain moves to Await CPs 1st Response to WFNJ-Notice of Cooperation.
- If the CP responds within the thirty days, go to the Activity List View on the Case Initiation Processes page (figure 7).
- 10. Double click the blue In Progress line for Await CP's 1st Response.
  - The Update Activity View opens.

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Figure 8: Update Activity View, CP Responded with Partial Information

- In this example, the CP responded with partial information. Click the radio button next to CP Responded with Partial Information~Await 2nd Response (figure 8).
- 12. Click the **Update** icon.
  - The time allotted for the CP to respond with the required information is displayed in the **Time Frames** section in the **Next Activity** fields. In the example displayed in figure 8, the Allotted Time field shows 30 days, and the **Due Date** for the CP's response is 11/16/14.
  - The Notice to Meet Ongoing Child Support Requirements (CSP 164) is generated by the staff member and sent to the CP. This document reminds the CP that important information regarding the NCP is still missing and that he or she has 30 days to provide the information (figure 9).

164 - WFNJ - Notice to Meet Ongoing Chil	d Support Requirements
	WFNJ/TANF CSP 164 Rev. 7/07 (Page 1)
WORK FIRST NEW JERS	EY CHILD SUPPORT COOPERATION REQUIREMENT
NOTICE TO MEET	ONGOING CHILD SUPPORT REQUIREMENTS
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tate and federal law require all applicants edicaid, to cooperate with the child suppo	Parent's Name: and recipients of Work First New Jersey (WFNJ) cash assistance and/or ort agency's efforts to establish parentage and to establish, modify and/or
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Figure 9: CSP 164, WFNJ–Notice to Meet Ongoing Child Support Requirements

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Figure 10: Case Initiation Processes page, Activity List View, Await CP's 2nd Response

- 13. The activity chain advances to Await CP's response~30 days from the CSP164. When the CP responds, double-click the blue In Progress line
  - The Update Activity List View opens (figure 11).

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Figure 11: Case Initiation Processes page, Update Activity View, CP Responded

- 14. Click the radio button next to **CP Responded with the Necessary Additional Information~Generate Specialized Case Documents**.
- 15. Click the **Update** icon.
  - The Activity List View opens (figure 12).

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Figure 12: Case Initiation Processes page, Activity List View, Generate Specialized Case Documents

- 16. Double-click the blue In Progress line, Generate Specialized Case Documents.
  - The Update Activity View appears (figure 13).

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Figure 13: Case Initiation Processes, Update Activity View, Generate Specialized Case Documents

- Click on the radio button next to Generate TANF Case Documents~Await Location Verification (figure 13).
- 18. Click the **Update** icon.
  - Five documents are generated and the staff member distributes them appropriately.



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Figure 14: Activity List View, Await Location Verification

• The activity chain moves to Await Location Verification.