

Handout 8: Filing A Complaint

- The relevant documents **Paternity Certification (CS503)**; **Certification of Non-Military Service) (CS507)**; and **Long Arm (CS505)** are signed electronically by the custodial parent (CP) during the interview.
- **Await Location Verification** of the non-custodial parent (NCP's) address is highlighted in blue on the **Case Initiation Processes** page. (Figure 1).

Group	Action	Status	Started On	Due On	Updated On	Days Elapsed
INITIAL INTERVIEW	Initial Interview	COMPLETED. CP PROVIDED 3 PIECES OF INFORMATION ABOUT THE NCP WHICH ARE REQUIRED - Generate Specialized Case Documents	03/06/2019	03/07/2019	03/06/2019	0
CASE DOCUMENTS	Generate Specialized Case Documents	COMPLETED. GENERATE TANF CASE DOCUMENTS COP EXISTS - Await Location Verification	03/06/2019	03/07/2019	03/06/2019	0
RECORD RELIEFS	Record Reliefs					0
AWAIT CP RESPONSE	Await CP's 1st Response to WFNJ - Notice of Cooperation					0
NON-COOPERATION / GOOD CAUSE EXEMPTION	Evaluate for Non-Cooperation / Good Cause Exemption					0
LOCATION VERIFICATION	Await Location Verification	IN PROGRESS	03/06/2019	03/26/2019		0
AWAIT CP RESPONSE	Await CP's 2nd Response - 30 days (from the CSP-164)					0

Figure 1: Case Initiation Processes page, Activity List View

- Once the address has been confirmed good, location verification is updated.

The screenshot displays a web-based case management interface. At the top, there are navigation buttons: New, Add, Update, Delete, and Clear. A warning message states, "This screen may contain Federal Tax Information". Below this is a "SELECT FILTERS" section with a search bar containing "Case ID * CS02331982A" and a "Find" button. The main content area is titled "Case Initiation Processes" and shows case details: CP 02331982 SHULTZ JENNIFER, Case Type NPN - FORMER ASSISTANCE, Office 391 - UNION-PROBATION, Confidential N - NO, NCP 02332013 BANDY JR JACK, Case Status O - OPEN, Interstate N - INSTATE, Family Violence N - NO, Case Title PLAINTIFF VS DEFENDANT, IV-A / IV-E Case ID C180002004, and Docket FM-07-000311-04. A breadcrumb trail reads: Home > Case Initiation Process > Activity List View > Update Activity View. The "Update Activity" section is highlighted and contains the text: "You have chosen to update the action **Await Location Verification**". There are two radio button options: "VERIFICATION SUCCESSFUL ~ Record Reliefs" (which is selected) and "VERIFICATION UNSUCCESSFUL ~ Await Location Verification". Below this is the "Time Frames" section, which is divided into "Current Activity" and "Next Activity". The "Current Activity" section has fields for Allotted Time (20), Start Date (03/06/2019), Due Date (03/26/2019), Alert Date (03/06/2019), and Action Date (03/06/2019). The "Next Activity" section has fields for Allotted Time (1), Start Date (03/06/2019), Due Date (03/07/2019), Alert Date (03/06/2019), and an empty Action Date field.

Figure 2: Update Activity View

1. Select **Verification successful~Record Reliefs**.
2. Click **Update**.

The screenshot shows a software interface for case management. At the top, there are navigation buttons: New, Add, Update, Delete, and Clear. A warning message states 'This screen may contain Federal Tax Information'. Below this is a 'SELECT FILTERS' section with a 'Case ID' field containing 'CS02331982A' and a 'Print Court Summary Report' button. The main content area is titled 'Case Initiation Processes' and contains several fields: CP 02331982 SHULTZ JENNIFER, Case Type NPN - FORMER ASSISTANCE, Office 391 - UNION-PROBATION, Confidential N - NO, NCP 02332013 BANDY JR JACK, Case Status O - OPEN, Interstate N - INSTATE, Family Violence N - NO, Case Title PLAINTIFF VS DEFENDANT, IV-A / IV-E Case ID C180002004, and Docket FM-07-000311-04. Below these fields is a table titled 'Displaying All Activities' with columns: Group, Action, Status, Started On, Due On, Updated On, and Days Elapsed. The table contains several rows: 'CASE DOCUMENTS' (Generate Specialized Case Documents, TANF CASE DOCUMENTS, COP EXISTS - Await Location Verification, 03/06/2019, 03/07/2019, 03/06/2019, 0), 'RECORD RELIEFS' (Record Reliefs, IN PROGRESS, 03/06/2019, 03/07/2019, 0), 'AWAIT CP RESPONSE' (Await CP's 1st Response to WFNJ - Notice of Cooperation, 0), 'NON-COOPERATION / GOOD CAUSE EXEMPTION' (Evaluate for Non-Cooperation / Good Cause Exemption, 0), and 'LOCATION VERIFICATION' (Await Location Verification, COMPLETED. VERIFICATION SUCCESSFUL - Record Reliefs, 03/06/2019, 03/26/2019, 03/06/2019, 0). A legend at the bottom indicates: In Progress (blue), Completed (green), and Remedy Closed (red).

Figure 3: Case Initiation Processes, Record Reliefs

- On the **Display Activities** view, the **Await Location Verification** line status becomes **Completed Verification Successful- Record reliefs**, and the line turns green.
- **Record Reliefs in progress** is outlined in blue on the screen.

The screenshot shows a web application interface for updating case information. At the top, there are navigation buttons: New, Add, Update, Delete, and Clear. Below this is a 'SELECT FILTERS' section with a search bar for Case ID (CS02331982A) and a 'Find' button. The main content area is titled 'Update Case Information' and contains several tabs: Case Information, Case Member Information, Reliefs (selected), and Proceedings. The 'Reliefs' tab displays a table with the following data:

Relief Selected	Relief Status	Date Filed	Relief Result	Effective Date	Frequency	Amount
CS - CHILD SUPPORT	A - ACTIVE	03/06/2	--SELECT--		--SELECT--	

An 'Add More Reliefs' button is located at the bottom right of the page.

Figure 4: Update Case Information, Record Reliefs

Navigate to the **Update Case Information** page.

1. Make sure the information is accurate.
2. Select the **Relief tab** (figure 4).
3. Click the **magnifying glass**, under the **Relief Selected** column, a pop-up window appears.
4. Select the relevant relief (e.g. Child Support) from the pop-up window.
5. Click **Update**.
6. The **Relief Status** column becomes active.

 <p>NOTE</p>	<p>Additional reliefs can be added by selecting the Add More Reliefs button on the right hand corner of the page. Reliefs can be removed by selecting the Remove button on the lower right hand of the page.</p>
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- The system automatically links active dependents to reliefs.

The screenshot displays the 'Update Activity View' for Case ID C502331982A. The interface includes a top navigation bar with 'New', 'Add', 'Update', 'Delete', and 'Clear' buttons, and a warning: 'This screen may contain Federal Tax Information'. Below the navigation is a 'SELECT FILTERS' section with a 'Case ID' field containing 'C502331982A' and a 'Print Court Summary Report' button. The main content area shows case details: CP 02331982 SHULTZ JENNIFER, Case Type NPN - FORMER ASSISTANCE, Office 391 - UNION-PROBATION, Confidential N - NO, NCP 02332013 BANDY JR JACK, Case Status O - OPEN, Interstate N - INSTATE, Family Violence N - NO, Case Title PLAINTIFF VS DEFENDANT, IV-A / IV-E Case ID C180002004, and Docket FM-07-000311-04. The 'Update Activity' section shows a selected action: 'RECORD RELIEFS SOUGHT BASED ON THE APPLICATION. ~ Generate Complaint Package'. Below this are 'Time Frames' for 'Current Activity' and 'Next Activity', each with fields for Allotted Time, Start Date, Due Date, Alert Date, and Action Date. The 'Current Activity' section shows dates for 03/06/2019. A 'Special Notes' section is visible at the bottom.

Figure 6: Update Activity View, Record Reliefs, Generate Complaint Package

1. Return to the **Case Initiation Processes** page, **case summary view**; update activity (figure 6).
2. Select **Record Reliefs~Generate a Complaint Package**.
3. Click **Update**.
 - On the **Display Activities View**, **Record Reliefs** line turns green; **Generate Complaint Package in Progress** is highlighted in blue.
4. Click the blue **In Progress** line.

The screenshot displays the 'Update Activity View' for Case ID CS02331982A. The page header includes navigation options (New, Add, Update, Delete, Clear) and a warning: 'This screen may contain Federal Tax Information'. The breadcrumb trail is: Home > Case Initiation Process > Activity List View > Update Activity View. The main content area is titled 'Update Activity' and contains a message: 'You have chosen to update the action **Generate Complaint Package**'. Below this, there are six radio button options for different case types and their corresponding approval processes. The second option, 'GENERATE FOR A TANF CASE.SEND FOR SUPERVISORY APPROVAL ~ Await Supervisory Approval / Specialist's Review', is selected. To the right, a 'Documents' section lists five documents with checkboxes: 'Long Arm Questionnaire - CS505' (checked), 'Certification of Non-Military Service - CS507' (checked), 'Certification of Diligent Inquiry - Welfare - CS506' (checked), 'Welfare complaint for TANF and Medicaid - CS048' (unchecked), and 'Paternity Certification - CS503' (unchecked). At the bottom, there is a 'Time Frames' section with a 'Current Activity' dropdown menu.

Figure 7: Case Initiation Processes page, Update Activity View

1. Select **Generate a TANF Case sent for Supervisory approval Await Supervisory Approval/Specialist review**.
2. Click **Update**.
3. **Await supervisory Approval/Specialist Review, in Progress** is highlighted in blue.
4. The documents await either supervisory or specialist approval.

 <p>NOTE</p>	<p>Documents included for supervisory approval are</p> <p>Certification of Military Service (CS507), electronically signed by CP</p> <p>Paternity Certification (CS503), electronically signed by CP</p> <p>Welfare Complaint for TANF and Medicaid (CS048), to be electronically signed by supervisor and attorney</p> <p>Long Arm Questionnaire (CS505), completed for out of state NCP</p> <p>Certificate of Diligent Inquiry (CS506) completed for out of state NCP</p>
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 <p>NOTE</p>	<p>Some counties do not require the CP to sign the military service form.</p>
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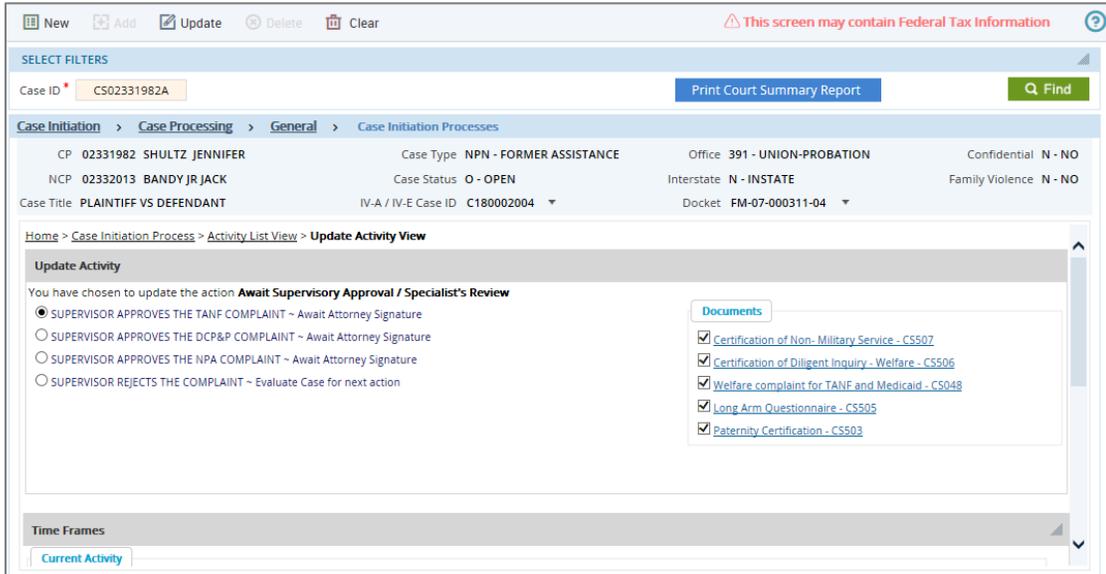


Figure 8: Update Activity View, Supervisor Approves TANF complaint

1. Select **Supervisor approves the TANF complaint~Await Attorney Signature**.
2. The relevant forms are generated for the supervisor's review.
3. The supervisor electronically signs the Welfare Complaint for TANF and Medicaid (CS048).
4. Click **Update**.
5. Click **Await Attorney Signature** highlighted in blue.

<p>NOTE</p> 	<p>Most counties send TANF complaint to the supervisor. However, there are some counties that send the complaint directly to the attorney, if supervisor approval is not needed.</p>
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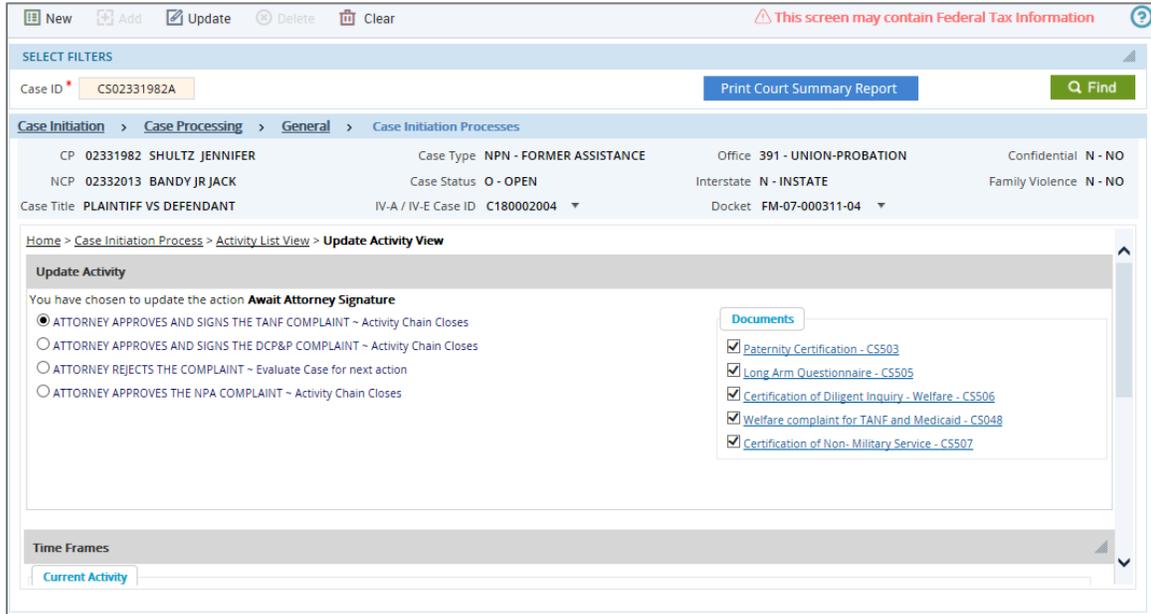


Figure 9: Update Activity View, Attorney Approves and Signs the TANF Complaint

1. Select **Attorney Approves and Signs the TANF Complaint** (figure 9).
2. The relevant documents are generated.
3. The attorney electronically signs the Welfare Complaint for TANF and Medicaid (CS048).
4. Click **Update**.
 - On the **Display Activities View, Await Attorney Signature**, highlighted in green; **Activity Chain closes**, highlighted in pink.
 - The complaint and supporting documents are sent electronically to Family.