

1. EU.01 Screen Standards

The examples given in this document reflect the layout of the Oracle Forms system found in Michigan. Since the system will be implemented using Java and web technology, the functionality of these Oracle Forms screens should be reflected in the chosen web technology. The terminology used to describe the screen components may vary from what is used here.

1.1. Requirement

The system screens must conform to established standards that include but are not limited to the following:

- All screens must identify the signed-on user, terminal location and ID, environment, date, and time.
- All case-specific screens must identify the Non-Custodial Parent Name and SSN, the Custodial Parent Name and SSN, the IV-D Case Number, and the Docket Number.
- The position of identifying data elements must be standard across all screens.

1.2. Specification

1.2.1. Forms General Information

- Forms should be sized such that they appear fully within a standard web-browser using a standard graphics resolution of 1024x768.
- Requirements specify that form level scrollbars should not be necessary to view the application.

1.2.2. Screen Layout

The following frames are described in order from the top to the bottom of the screen.

- Standard Header Frame
 - Top Title Bar
 - Menu Bar
 - Form Title Bar
 - Button Bar
- Data Header Frame
- Data Details Frame
- Status Bar

1.2.3. Standard Header

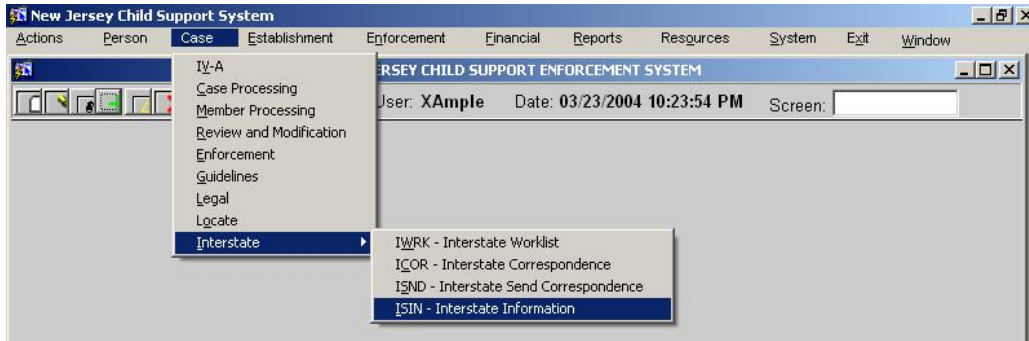
The position of these elements must be standard across all screens.

1.2.3.1. Top Title Bar

The top title bar displays the following wording: "New Jersey Child Support System". If the user is in any other environment than Production, then the environment name is appended. For example, "New Jersey Child Support System – Training".

1.2.3.2. Menu Bar

The menu bar must be visible on all forms. The menu bar's purpose is to support quick navigation. The top level of menu bar will correspond to the system's main functional areas. The second level menus will correspond to sub-functional areas. And, the third level menus will enumerate the screens of the sub-functional areas. Each enumeration should include the screen shortcut name followed by its full name. Here is an example.



All menu items should be available via keyboard shortcuts. For the main menu, they are Alt-

- A – Action
- P – Person
- C – Case
- E – Establishment
- N – Enforcement
- F – Financial
- R – Reports
- O – Resources
- S – System
- W – Window
- X – Exit

1.2.3.3. Title Bar

Immediately following the menu bar is the form title bar. Centered in the middle of this bar is the shortcut name of the screen followed by the screen’s full name. For example, “MAJOR – Maintain Major Activities”.

1.2.3.4. Button Bar

The next screen element following the title bar is the button bar. It must be visible on all forms. The button bar provides a series of command buttons, the user name, the current date and a text field for a keyword shortcut to other screens.

The buttons should be enabled or disabled depending on whether the button’s operation is valid based on the screen and the user’s role. same menu frame to be re-used across multiple forms.

The buttons include:

- **New** – Clears ALL elements on the screen and moves the cursor to the screen’s data key identifier field. The user may then manually enter the identifier for retrieval from the database.
- **Find** – Links the user to the screen where they can perform a search for the key identifying information for the current screen. This should only be enabled when the search screen exists.
- **Clear (CLR)** – Clears the data details section of the screen allowing addition of a new detailed record associated with the current screen identifier. For example, it doesn’t change the case, but might clear the details section to allow addition of a new participant. Typically, using this button results in the enabling of the “Add” button. Note: This should only be enabled if the user has the correct role to perform this operation.
- **Add** – This adds the record to the database. This is only enabled when the information on the form would become new record. The fields on the screen should be successfully validated before adding the record. Note: This should only be enabled if the user has the correct role to perform this operation.

- **Modify (MOD)** – This submits the record for database modification. This is only enabled when the record already exists. The fields on the screen should be validated before updating the record. Note: This should only be enabled if the user has the correct role to perform this operation.
- **Delete (DEL)** – Some screens support deletion of records or selected items on the screen. After pressing this button, a message box should appear verifying the delete operation. Note: This should only be enabled if the user has the correct role to perform this operation.
- **Check (CHK)** – Performs validation on all fields on the form and returns a report with the results of the validation. Buttons enabled/disabled status should be set to the user's role.
- **Print (PRT)** – Screen specific. On some screens, this will print the entire content of the form. On other screens, only specific portions of the form, containing pertinent information, will be printed. If there are documents associated with the screen, a list of the available documents will be made available to the user to select from.
- **Imaging (IMG)** – Links the user immediately to the imaging system, specifically to the screen that provides a date sorted list of documents associated with this case. This button should only be enabled when the screen contains a case identifier.
- **Paternity Opportunity Program (POP)** – Provides a link to this external program.
- **Help** – Provides help information specific to this screen. See Help section for more detail.
- **Exit** – Exits the user to the Welcome screen.



Each of the above buttons has an image on it. This is achieved in Oracle forms by using push-buttons with the Iconic property activated. Unfortunately, Iconic buttons cannot have an access key; so the functionality they invoke will be replicated in the “Action” menu item.

Additional information found in the button bar:

- **User.** The user id should be specified in bold.
- **Date.** The date should be presented in short format and include the current time. For example, “09/11/2003 03:30 PM”. Note, the time should be in twelve hour time with AM or PM appended. This item should be in bold.
- **Screen Shortcut.** The screen shortcut is a 2 to 8 character keyword that allows quick navigation to other screens. The keyword is not case sensitive. When enough characters have been typed to narrow down the possible keywords to one, then the keyword should be auto-completed, i.e., the system should auto-fill the remaining characters and not accept further characters.

1.2.3.5. Data Header Frame

The data header immediately follows the menu bar. The intent of this area is to provide general information specific to the screen. Primarily this information is for display purposes, but on some screens, one or more of these fields may be editable.

Screens in different functional areas will likely have different data header layouts. However, within a functional area, the data headers should be as consistent as possible across screens. In some cases, the same data header can be used across one or more functional areas. Standardization is encouraged.

When the header contains case related information, the “Stage” for the case should be displayed as well. The Stage is an interpretation of case data, payment history and other information that describes the stage in the case's life-cycle. The purpose is to guide the worker in making discretionary decisions. It should be re-evaluated as case information changes.

The Data header frame may contain prompts, text fields, checkboxes, radio buttons and lists. Notably, they should not include data-blocks.

As a user moves between screens, this information is automatically carried. The user is not required to re-enter case or person identifying information.

If special conditions exist, such as Family Violence status, then those conditions should be made especially visible as indicators.

Order ID*	2000DV123456	Referral	00-12345	Role Atty SSN		Interstate				
IV-D Case*	12345678901	CP	Jane S Doe	PL	N	123-45-6789	Pvt	N	CEJ FIPS	
Type	Non-Assistance	NCP	Jane Q Public	DF	Y	123-45-6789	FVI	Y	Office	Cumberland
Status	Open	Stage	Paternity to be Established		Med Enf Only	N	Worker	XAmple		

1.2.3.6. Data Details Frame

The data details frame provides all of the data details specific to this screen.

- No two screens should share the same data details.
- Elements may include text fields, prompts, drop downs, tab strips, checkboxes, radio buttons, data-blocks and record-selectors.
- Record-selectors (see Form Elements) should be used whenever a screen has multiple relevant records to display, but not enough room on the form to reasonably display all of the information. This allows the user to select between pages of data details.

1.2.3.7. Status Bar

The status bar is composed of two narrow horizontal text areas across the bottom of the screen. It should be as small as possible while reasonably readable. The first line contains field level help messages and the status of pending operations. The second line contains text areas for the current record (left side), an optional text area, office location and the IP address of the client browser's machine (right side).

Status Line Message...			
Record: 1/1		Cumberland County Welfare Office	125.215.172.177

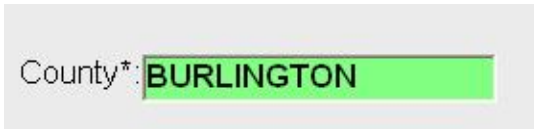
1.2.3.8. Form Elements

General

- All entry fields should have a tool-tip providing information about the field.

Prompts:

- Prompts are text items associated with other fields.
- Prompts should use both upper and lower case characters.
- If the field following the prompt is required, then the prompt must end in an asterisk.
- Prompts do not have a tool-tip attribute directly. However, the fields with which they are associated should have a tool-tip. This tool-tip will appear when the cursor is over the prompt.
- **It is important to use the “prompt properties” of a field so that the field’s description precedes it.** Screen readers read the prompt first and then the field value. For example,



County*: BURLINGTON

reads as “County {asterisk}: Burlington”.


An easy to make mistake is to precede the field with a text item. Visually, it looks the same, but screen-readers won't read the text item when the field gets focus. In this case, the screen reader would only say “Burlington”. This is not sufficient.

- Prompts can take on multiple “attachment edges”. Only use left and top. When using them, set justification to “center”. For example:



Last Name Last Name
DOE JOHN

- At times input fields may have obvious visual meanings like the second field in this example:



Ship Dates: DATE1 - DATE2

However, the visually impaired may not understand. In these cases, the unclear field should have a hidden prompt value, that it can be heard and not seen.

Data-blocks:

- Data-blocks can be should be used to display multi-column lists.
- Data-blocks columns should always be labeled for the visually impaired.
- Data-blocks should operate without the use of horizontal scrollbars. Only in exceptional cases should horizontal scrollbars be used. In these cases, the information least likely to be used should be located in the initially “not visible” columns of the data-block. An alternative to horizontally scrolling data-blocks is to put the information on separate tabs.
- In cases where two or more data-blocks are used, the more abstract data-block (major data-block) should appear first, followed by the detail oriented data-block (minor data-block). If further detail is required about the minor data-block selection, then that detail should be presented below the minor data-block in prompts and text fields. In this case, and when reasonably possible, the two Data-blocks should be located side by side to conserve space for details.

List Item:

- List items should be used when a field can take any of a known set of values. This will decrease the amount of time necessary to complete the field.
- Single-clicking on the list item should give it focus.
- Double-clicking on the list item should cause the list of items to drop down.
- If the value list contains more than 20 items, then a modal popup should be used instead.
- Whenever the values for the list item are available in the database, then the values should be queried from the database. This is preferred over hard-coding the values as it simplifies system maintenance.
- Only code descriptions should be visible in list item.
- The code description's length and detail should be sufficient for staff with an understanding of child support case management.
- The list item should be wide enough to display all values fully.

Modal Popup:

- A popup that provides or requests information from the user.

- The form that created the popup should be frozen (no action or modifications) until the popup has closed.
- The popup may require the user to input information before closing. When relevant, the entered information should be validated.

Push Buttons

- Iconic push-buttons should have Tooltip Text that **briefly** describes the action of the button.

1.2.3.9. Fonts

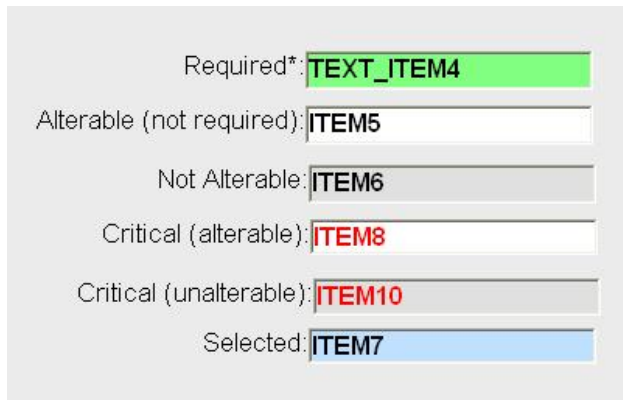
- The standard font is Arial, 10 point.
- All prompts should be in standard font.
- All editable type items (either enabled or disabled) should be in bold standard font.

1.2.3.10. Screen Colors

The following colors comply with 508 accessibility standards for the visually impaired.

- Form background: Light Gray (gray20)
- All non-critical foreground: Black
- Critical foreground: Red
- Required field background: Green (r50g100b50)
- Alterable, but not required background: White (r100g100b100)
- Not alterable background: Gray (r88g88b88)
- Selected row background: Light Blue (r75g88b100)

Color example in Oracle Forms:



Oracle color derivation from HTML standards:

These are the NJ system colors.

For 508 compliance,

Brightness difference must be greater than 125.

Color difference must be greater than 400.

				> 125	> 400
	Text	RGB Background	Oracle Background	Brightness Dif	Color Dif
Required Field*:	Required.	88FF88	r50g100b50	176	444
Alterable (not required):	Alterable.	FFFFFF	r100g100b100	255	765
Not alterable	Not alterable.	E1E1E1	r88g88b88	238	714
Critical (alterable)	Critical - A	FFFFFF	r100g100b100	179	510
Critical (unalterable)	Critical - U	E1E1E1	r88g88b88	162	493
Selected	Selected	C0E1FF	r75g88b100	230	697

Note:

Black foreground color is: HTML: 000000 Oracle: r0g0b0

Red foreground color is: HTML: FF0000 Oracle: r100g0b0

For more information on providing 508 compliant color schemes see:

http://www.lighthouse.org/color_contrast.htm

http://h10014.www1.hp.com/accessibility/color_tool.html

1.2.4. 508 Compliance:

The 508 accessibility guidelines are define how web pages should be coded.

For configuring a workstation for the visually impaired:

<http://www.oracle.com/accessibility/apps02.html#runtime>

508 Statutes:

§1194.22 (a) A text equivalent for every non-text element shall be provided.

Access to functional aspects of the system will be entirely text based.

Clickable images should not be used unless there is a text equivalent.

1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.

Not applicable. The pages will not perform any multimedia presentations.

§1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.

Color is functionally used in a limited way. Green indicates that a screen element field is an input field. This can not be replicated directly. However, screen-readers will indicate when a field is editable, so this should not be a problem.

§1194.22 (d). Documents shall be organized so they are readable without requiring an associated style sheet.

Stylesheets should used, but not such that affect screen layout.

§1194.22(e). Redundant text links shall be provided for each active region of a server-side image map.

§1194.22(f). Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.

These will not be used.

§1194.22(g). Row and column headers shall be identified for data tables.

- *Column headers should be identified for tables.*
- *Row headers are usually not necessary, because rows are enumerations of the same types of items and not distinguishable in type. Row headers should be identified only when the meaning of the row is not implicit based on the columns.*

§1194.22 (h). Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

We will not use complex tables.

§1194.22 (i). Frames shall be titled with text that facilitates frame identification and navigation.

Frames should not be used.

§1194.22 (j). Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

No flickering items are allowed. Use of blinking items is discouraged. Any blinking items should be 508 compliant to less than two blinks per second.

§1194.22 (k). A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

Pages will be "text only" with the possible exception of some images that will not have functional value. In other words, images can only be used in a decorative sense with no embedded links.

§1194.22(l). When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.

Compliance with this requirement is required.

§1194.22 (m). When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21 (a) through (l).

*It can assumed that client machines will be configured with Adobe Reader. Any other necessary client side software should be provided as a link **and may only be present inside the browser application**. A solution deployed as a non-browser application is unacceptable.*

§1194.22(o). A method shall be provided that permits users to skip repetitive navigation links.

Given the ability to enter shortcuts, this should not be an issue.

§1194.22 (p). When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Timed responses will not be required.

1.2.5. Welcome Screen

A welcome screen should be provided that provides a HIPAA and IRS confidentiality disclaimers, and a map of NJ for county selection.

2. EU.02 - Screen Navigation Standards

2.1. Requirement

The system screens must conform to established screen transition standards that include but are not limited to the following:

- All screens must have a standard tool bar that provides for control of the options available to the signed-on user.
- All screens must have a 2 to 8 character abbreviation that can be used for direct screen navigation. The four-character abbreviation must have an intuitive association with the purpose of the screen.
- All screens must provide for global data that includes user role data and current case data. The system must use the case identification information as the user navigates from screen to screen to eliminate the reentry of case identifiers until changing cases.
- The system must provide for case and person selection from search screens that allow the user to select a person or case and move among screens without entering case or person identifiers. The search criteria must support lookup by name or portion of name (regardless of role within a case), SSN, docket number, case number, IV-A case number, Title XIX case number, Child Welfare Case number, Corrections ID number, etc.
- The system must provide for scroll bars to move forward and backward on screens that provide data beyond the visible screen area.
- The system must provide for automatic screen transition for the case entry process.
- The system must provide for automatic screen transition for certain financial management processes.

2.2. Specification

Within a Screen:

- All form elements should be included in the tab sequence. The primary direction is ease of use with consideration for navigation by the visually impaired.
- The user should be able to navigate between all of the blocks and windows of an application with only the keyboard.
- Pressing <Enter>
 - If in the data header, this results in a search based in the identifying information.
 - If in the data details, this results in no action at all.

Between Screens:

- The system must provide for case and person selection from search screens that allow the user to select a person or case and move among screens without entering case or person identifiers.
- Quick Navigation Menu. Right-clicking on any part of the unused form will result in the appearance of a "Quick Navigation Menu". This is a quick path to related screens. Each screen will have its own set of links as defined in the functional specification. All screens should include a link to the "ALERT" screen.

3. EU.03 - Lists of Values for Data Type Designations

3.1. Requirement

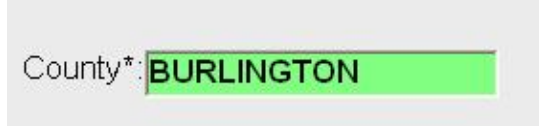
The system must provide for staff selection from a list of values for data requiring descriptive designation. The values in these lists must be of sufficient length and detail to facilitate selection for staff with an understanding of child support case management. Coded database values must not be visible to staff.

3.2. Specification

Whenever the values for the list item are available in the database, then the values should be queried from the database. This is preferred over hard-coding the values as it simplifies system maintenance.

The code descriptions length and detail to facilitate selection for staff with an understanding of child support case management.

Normally, only code descriptions should be presented to the user.



However, if it is useful to present the code on the form, it should immediately be followed by the codes description.



And, there may be cases that for the purpose of fitting an entire set of data on the screen, only the code is displayed. For example:

Start Date	Func Area	Activity Group	Minor Activity	Due Date	End Date	Status	Reason Code	Member ID	Note	Worker ID
12/15/2002	ENF	NMSN	NNEMR	12/16/2002		STRT		60712080		IT_ENFC_50
12/15/2002	ENF	NMSN	NNEMR	12/16/2002		STRT		60712080		IT_ENFC_50
12/15/2002	ENF	IWVO	FEN045	12/15/2002		STRT	RP	60712080		AUTOUSER
12/15/2002	ENF	IWVO	FEN043	12/15/2002		STRT	RP	60712080		AUTOUSER
12/15/2002	ENF	CASE	ALTIW	12/15/2002		COMP	SY	60712080		AUTOUSER
12/15/2002	ENF	IWVO	MCARR	01/14/2003		STRT		60712080		IT_FINR_50
12/15/2002	ENF	NMSN	NNEMR	12/16/2002		STRT		60712080		IT_ENFC_50
12/01/2002	ENF	CASE	ALTIW	12/01/2002		COMP	SY	60712080		AUTOUSER
11/30/2002	ENF	UNEM	MUNCO	12/30/2002		STRT		60712080		IT_FINR_50

Description Note

4. EU.04. Data Validation

EU.05. Data Exceptions

4.1. Requirement

Online editing must provide for data validation by rejecting unacceptable values.

Online editing must provide for warning messages when acceptable values are subject to special conditions.

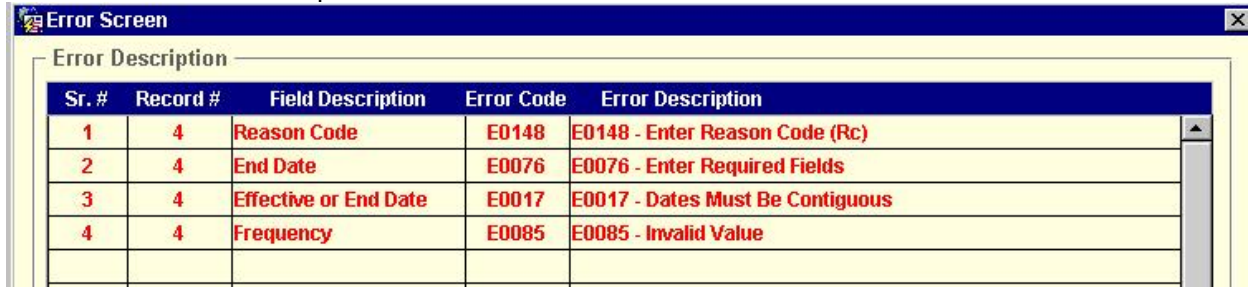
4.2. Specification

A form level data validation will occur when the user presses the check, add or modify buttons.

Four types of validation will occur:

- **Field Validation.** The value has incorrect format, length or is a required field, yet is not completed. Note: Whenever possible, this validation should occur on Lost Focus, in addition to when the entire screen is validated.
- **Dependency Validation.** Different fields on the screen may have inter-dependent values. In these cases, the field values should be checked against each other.
- **Database Validation.** In limited circumstances, field values will need to be compared with values in the database for validation.
- **Data Exceptions.** Some field values may be valid, but only under special conditions. When these conditions are not able to be programmatically tested, a warning message should appear to the user. For example, a child may be added to a case that is older than the standard "end of support" age. This may occur if the court has ordered extended support.

If Field, Dependency or Database validation fails, then a modal popup listing the incorrect data item(s) should be displayed to the user for acknowledgement. Focus is returned to the first incorrect data item. Here's an example:



The screenshot shows a modal dialog box titled "Error Screen" with a close button in the top right corner. Below the title bar, the text "Error Description" is displayed. A table with five columns is shown: "Sr. #", "Record #", "Field Description", "Error Code", and "Error Description". The table contains four rows of error messages, all displayed in red text.

Sr. #	Record #	Field Description	Error Code	Error Description
1	4	Reason Code	E0148	E0148 - Enter Reason Code (Rc)
2	4	End Date	E0076	E0076 - Enter Required Fields
3	4	Effective or End Date	E0017	E0017 - Dates Must Be Contiguous
4	4	Frequency	E0085	E0085 - Invalid Value

If a Data Exception is discovered, a warning should be presented to the user. The user should be given a choice of accepting the value ("Ok") or returning to the questionable field ("Cancel"). Note: This check only occurs if no invalid or inconsistent fields were encountered.

ERRMESS – Error Message Maintenance

Errors have a code (ID) and description. All screens will use the same set of error codes which are centrally managed. A screen will exist under System Maintenance to maintain error codes and descriptions.

New Jersey Child Support System

ERRMESS - ERROR MESSAGE MAINTENANCE

User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Error Type

Warning Informational Error System Error

Error ID	Description	User ID	Last Update
<input checked="" type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Status Bar Message...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

5. EU.06. Automated Workflow

5.1. Requirement

The system must provide for daily, weekly, and monthly monitoring of person and case data using parameterized workflow data that defines each process and all steps and time frames associated with the process. The automated workflow must provide for automatic document generation, automatic appointment scheduling, and automatic referral of a person or case to the next workflow step. When the next workflow step requires staff decision making, the appropriate message must be routed to the online operational report.

The work flow process must provide for notifying when required federal time frames may be exceeded unless prompt action is taken and for notifying supervisory staff when required federal time frames have been exceeded.

The system must provide for the assignment of case action batches and for the batch disposition of case action batches.

5.2. Specification

Automated workflow (AW) will be highly integrated into the system. The primary reasons for having AW is to clearly define for the worker what the status of the case is, what steps are possible given the case's status and to insure that required time frames for activities are adhered to. These time frames will be dictated by federal, state and organizational rules. Violation of these time frames may result in a number of actions including automatic document generation, automatic appointment scheduling, and automatic referral of a person or case to the next workflow step. When the next workflow step requires staff decision making, the worker will be notified of this need via online alert.

5.2.1. Major and Minor Activities

In order to support automated workflow, the status of a case is characterized by a set of major and minor activities. Each functional area may have multiple major activities at a time. For example, wage withholding may be ordered against multiple employers on a single case.

Each major activity has only one open minor activity. In the MI system, tasks that could have been parallelized were serialized for simplicity purposes.

Major activities are associated with processes. Here's an example:

EICAR Evaluate Initial Court Action Referral

Minor activities detail the steps of a major activity. A minor activity is associated with only one major activity at a time. Here are some examples of minor activities:

ADJFR WAIT FOR INVESTIGATION
ALERTF ALERT FINANCIAL WORKER OF NEW SUPPORT ORDER
ALTSV REQUEST ALTERNATE SERVICE

A minor activity is completed upon entry of a **reason** which forces the workflow to progress to the next step. The reason is the explanation for moving from the current step to the next step, although in the Michigan system there are instances where reason is used to describe why we are in the current step, and instances where reason is used to describe the next step. There is a level of inconsistency in how the term is used, however generally it is the reason for moving from the current step to the next step.

Here are some examples:

3K	Resp receivd	Response received
3L	Extend time	Extend time for documentation
3M	No resp	No response received
3N	Threshld met	Threshold met

Note: Workers will generally not see the codes.

A series of minor activities associated with a process is called an **activity chain**.

5.2.2. Activity Chains

Movement through the activity chain occurs in several different ways:

- Online Initiated Immediate Step. a.k.a. Immediate Step. This is a result of a worker's online action and the progression to the next minor activity occurs in real-time. Functional areas that need immediate reevaluation of enforcement can skip trigger creation and directly call the routines that the batch process would call to perform immediate advancement. In a technical sense, this is synchronous step.
- Online Initiated Batch Step a.k.a. Batch Step. This is a result of a worker's online action. The progression to the next minor activity occurs over-night in the **monitoring processor**. The need for the case to be evaluated is stored in a **case trigger** table.
- Batch Initiated Batch Step. a.k.a. Domino Step. Prior steps in batch processing may initiate other steps.
- Time Expired Batch Step. a.k.a. Expiration Step. This is a result of inactivity in a case that meets organizational, state or federal time constraints. Similar to a batch step, the monitoring processor on a nightly basis determines whether time constraints have been violated as defined in a trigger table. If the time constraint has been violated, then the case status is escalated to promote action. The trigger table is populated with an entry when the minor activity is entered that begins the waiting period for that activity.

5.2.3. Case Triggers

The term **case trigger** is being used in a functional sense. It is an entity that triggers evaluation of case status. It is **different** than the traditionally used term "database trigger", which refers to monitoring tables or fields for changes of values and performing some action based on that change.

5.2.3.1. Types of Triggers - positive and negative.

- A **positive trigger** will initiate a remedy or force the movement to the next workflow step.
- A **negative trigger** will terminate a remedy or prevent the movement to the next workflow step.

5.2.3.2. Trigger Evaluation

- Triggers for a case are processed in the chronological sequence in which they were created.
- All triggers that have an evaluation date earlier or the same as the batch run date are evaluated.
- Triggers may be evaluated many times during workload control before being selected for processing. Once a trigger enters the monitoring process, it is processed then deleted. To reevaluate the data represented by the trigger at a later date, another trigger must be created. This one-time pass is done to avoid doubling the effects of a rerun trigger and avoid action at a time when the data may have changed, invalidating the original trigger conditions.

- The monitoring processor iterates through the processing of a trigger until it reaches conclusion. In other words, if the next action can also be done automatically and immediately, then the module will execute that step's processing. If the next step requires human interaction or must be delayed to the next day or beyond, then the processing of the trigger is deemed complete and successful.
- If duplicate triggers occur in a single run, the first positive trigger is evaluated and the remaining positive triggers are ignored. Likewise, the first negative trigger is processed and the remaining duplicates are ignored.
- A trigger may be 'tabled' and reevaluated in the next run of the control workload module if one of the following conditions exist:
 - The trigger is for a major or minor activity that has been temporarily suspended by a system parameter. The system support staff may set these parameters to avoid further exacerbating a problem in the program code until the flaw is fixed.
 - The trigger is for a major or minor activity that has exceeded the maximum number of triggers to be processed in one batch run. The maximum number parameter is used to guarantee enough processing time within the batch window to allow the online portion of the system to come up in the morning on time.

5.2.3.3. Examples of actions that may occur as a result of a trigger.

- Initiate and store a major activity
- Update the data on the Enforcement Status screen
- Terminate a major activity
- Mark a minor activity as completed
- Create and store fresh minor activities
- Apply the timely application of business rules to automatically update case data.
- Create or modify data in the database to maintain statuses, indicate action has been taken on this data, and to assign future actions to specific workers.
- Create an action or informational alert for the online operational report
- Resolve an alert on the online operational report
- Issue interstate communications through CSENet
- Generate a document for later print
- Release a document for print
- Kill the production of a document previously scheduled for printing
- Create a scheduled event, reserving the necessary locations and marking the calendar of participants
- Reschedule an event
- Cancel a scheduled event
- Create other triggers to re-review
- Increment reporting counters

5.2.4. Screens for major/minor activities maintenance

5.2.4.1. MAJOR – Maintain Major Activities Screen

The MAJOR - Maintain Major Activities screen allows system administrators or authorized users to maintain major activity codes and their related details. Users with the appropriate security level can inquire, add, update, and delete information. This information is used throughout the system. MAJOR functionality provides a basis for defining baseline case requirements and for guiding case processing through the specific activity chains.

The MAJOR screen employs fourteen different parameters to define eligibility and case processing requirements for each activity chain. Each activity chain is defined in terms of its:

- FUNC Area - functional area;
 - Day SUSP – number of days in carried in suspense prior to an alert to the case worker;
- and

- Priority – the priority code setting for this case process.
- Additional parameters for the activity chain are defined using checkboxes reflecting the requirements for a specific case to be eligible for the Major Activity:
- AHIS NCP - the address history table; a check indicates that a valid NCP address is a necessary condition to proceed with the activity chain;
 - AHIS CP - the address history table; a check indicates that a valid CP address is a necessary condition to proceed with the activity chain;
 - EHIS NCP - the address history table; a check indicates that a valid NCP employer is a necessary condition to proceed with the activity chain;
 - PLIC - the license table; a check indicates that a valid license is required for an activity chain;
 - SSN - the Social Security Number; a check indicates that a valid Social Security Number is required for an activity chain;
 - SSI – Supplemental Security Income; a unchecked box indicates that the activity chain requires there be no case involvement with Supplemental Security Income;
 - Bankrupt 07 – Chapter 07 Bankruptcy; a unchecked box indicates an activity chain requirement that the case cannot be subject to a Chapter 07 bankruptcy;
 - Bankrupt 13 – Chapter 13 Bankruptcy; a unchecked box indicates an activity chain requirement that the case cannot be subject to a Chapter 13 bankruptcy;
 - FIN ASST – public financial assistance; the checkbox indicates whether or not a public assistance case qualifies for the activity chain;
 - Non FIN ASST – non-public assistance; the checkbox indicates whether or not a non-public assistance case qualifies for the activity chain; and
 - Incarceration – incarceration; the checkbox indicates whether or not an incarcerated NCP has a bearing on the case eligibility for the activity chain.

The screenshot displays the 'MAJOR - MAINTAIN MAJOR ACTIVITIES' screen. At the top, there is a menu bar with options: Actions, Person, Case, Establishment, Enforcement, Financial, Reports, Resources, System, Exit, Window. Below the menu bar is a toolbar with icons for NEW, FIND, CLR, ADD, MOD, DEL, CHK, FRT, Dtg, HCL, ? HELP, and EXIT. The user information shows 'User: XAmple' and 'Date: 03/23/2004 10:23:54 PM'. The main area contains a table with columns: Major Activity-Code, Long Description, Start Minor Activity, FUNC Area, and Day SUSP. The table has one row with the following data: 'ADLV', 'Administrative Levy', a blank field, 'ENF', and '0'. Below the table, there are several sections of controls. The first section has 'Major Activity Code*' set to 'ADLV', 'Long DESC*' set to 'Administrative Levy', 'FUNC Area*' set to 'ENF', 'Style*' set to 'Automatic', 'Start Minor Activity*' set to a blank field, and 'Day SUSP*' set to '0'. The second section, 'Do not start if checked items exist', contains checkboxes for SSI, Bankrupt 07, Bankrupt 13, Fin ASST, Non Fin ASST, Incarceration, Warrant, Deceased, Currently Non IV-D, Init Interstate, No Minor, and IWN. The third section, 'Do not start if checked items are missing', contains checkboxes for NCP Address, CP Address, NCP SSN, and NCP Empl. The fourth section contains input fields for 'Minimum Arrears Balance', 'Minimum Months Delinquent', 'Max Active at Once Against Different Links', 'Link to', and 'Same Link'. The status bar at the bottom shows 'Record: 1/1', 'Cumberland County Welfare Office', and '125.215.172.177'.

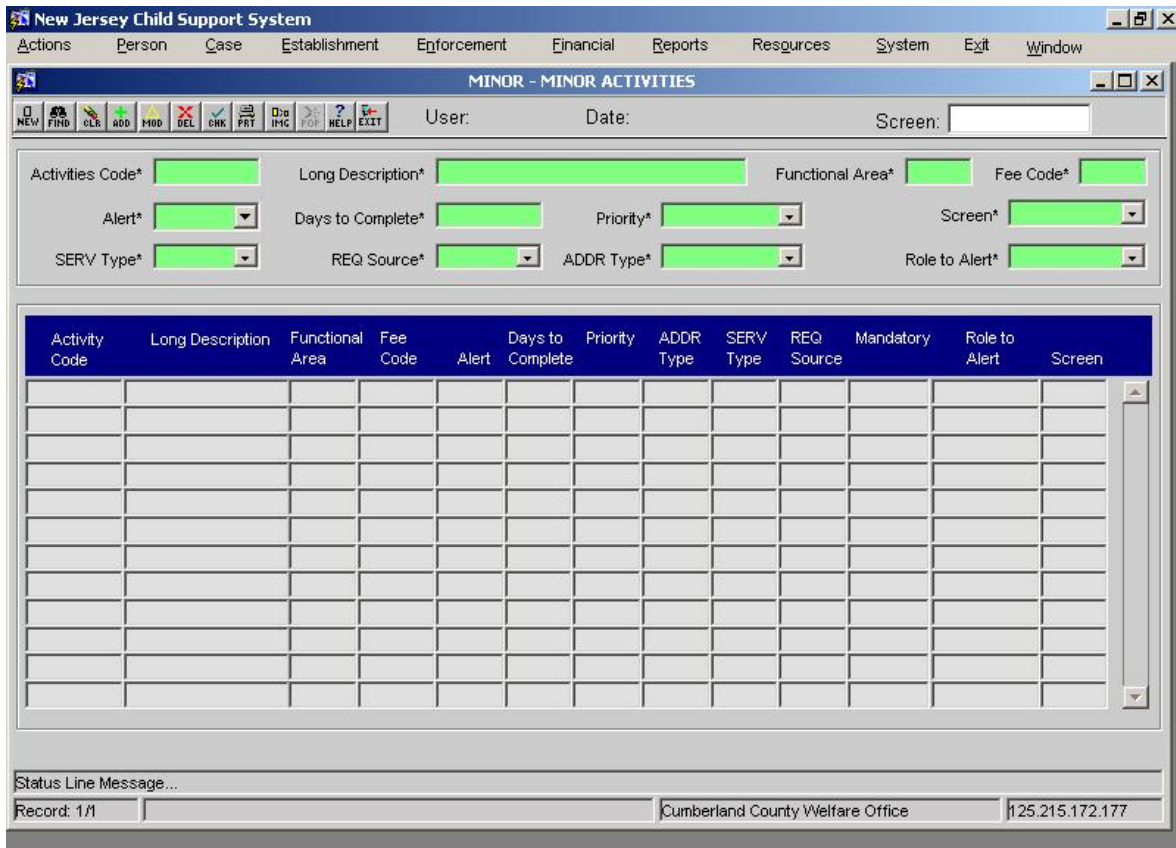
5.2.4.2. MINOR – Minor Activities Screen

The MINOR - Minor Activities screen allows system administrators or authorized users to maintain the minor activity codes and their related details. Users with the appropriate

security level can inquire, add, update, and delete information. This information is used throughout the system. MINOR functionality provides a basis for defining baseline case requirements and for guiding case processing through the specific stages of the major activity chains.

Like the MAJOR screen, the MINOR screen employs a number of parameters to define eligibility and case processing requirements for each stage in a major activity chain. The required parameters are indicated below with an asterisk. Users can use the remainder as needed for specific minor activities. Each Minor Activity may be defined in terms of its:

- Long Description* – requires user entry and allows up to 30 characters to describe the Minor Activity;
- Functional Area* – abbreviation indicating functional area of the Minor Activity; the system provides a drop-down list;
- Fee Code – fee code for the Minor Activity; the system provides a drop-down list;
- Alert* – information alert; a drop down combo indicates to the system what type of Alert should be generated to staff in connection with the Minor Activity; values are (Action, Info, None)
- Days to Complete* – requires user entry of the maximum number of days allotted for completion of the Minor Activity;
- Priority* – requires user entry of the priority code setting for this Minor Activity;
- ADDR Type – the type of address that must be available to process the Minor Activity; the system provides a drop-down list;
- SERV Type – the type of legal service required to process the Minor Activity; the system provides a drop-down list;
- REQ Source – the information source, if any, required to process the Minor Activity; the system provides a drop-down list; and
- Role to Alert – the child support staff role with primary responsibility for the Minor Activity; the system provides a drop-down list.



5.2.4.3. ACTXREF – Activity Code Reference Screen

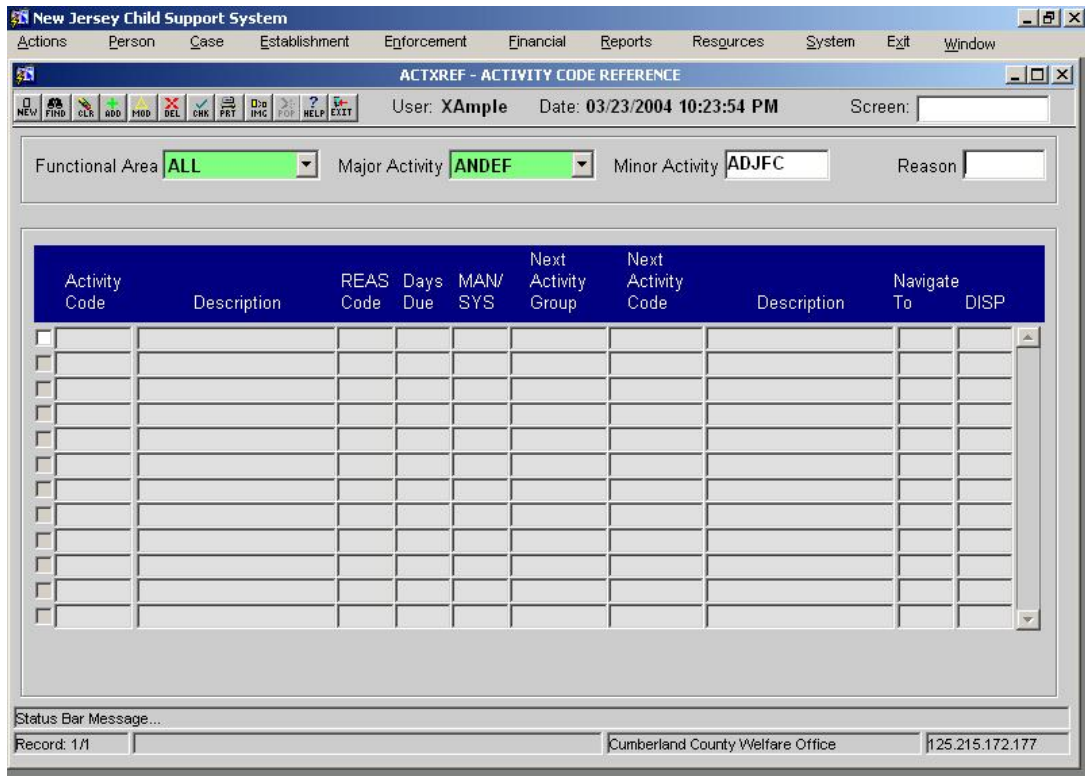
The ACTXREF – Activity Code Reference screen is used to link Major and Minor Activities with a Reason Code value.

For most users the ACTXREF screen is a display-only function. It is a useful reference resource for understanding the structure of the activity chains that are used to process child support cases through the automated system. Each activity chain represents a logical series of case processing steps that is necessary to complete a specific case processing action.

The ACTXREF screen displays the Functional Area, Activity Group (Major Activity), Activity Code (Minor Activity) and Reason Code in the upper block. The Activity Codes associated with their next activities are listed below:

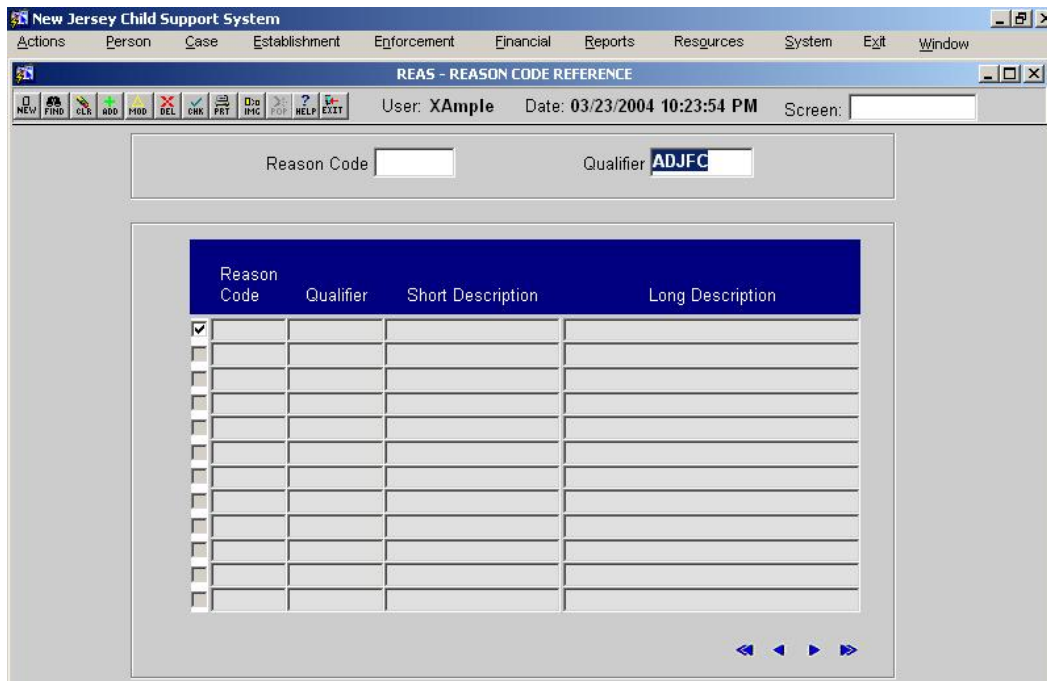
- Activity Code – minor activity selected from the drop-down list (must exist before using ACTXREF). Minor activities are created in the MINOR (Minor Activity) screen.
- Description – description of the minor activity from MINOR.
- REAS Code – reason code selected from the drop-down list (must exist before using ACTXREF). Reason codes are created in the REAS (Reason Code Reference) screen.
- Days Due – the period of time allotted for the minor activity. This value is display-only and comes from MINOR.
- MAN/SYS – indicates whether the next activity is initiated by the user (in a processor screen) or the system (an automatic move).
- Next Activity Group – indicates the next major activity, if any, to follow the minor activity (must exist before using ACTXREF). Major activities are created in the MAJOR (Major Activities) screen.
- Next Activity Code – indicates the next minor activity, if any, to follow the selected minor activity (must exist before using ACTXREF). Minor activities are created in the MINOR (Minor Activity) screen.
- Description – description of the following minor activity, if any, from MINOR.
- Navigate To – indicates the screen the system will display for further action by the user after selecting the reason code. An example is DOGN (Document Generation).
- DISP – indicates whether the bulk disposition function is available for the selected minor activity

The ability to create or delete an activity chain is limited to the Central Table Administrator and other authorized staff roles. This staff must coordinate the necessary Major Activity, Minor Activity and the Reason Code information using the MAJOR, MINOR and REAS screens when creating a new activity chain. Authorized program staff must also work with the technical staff to make the necessary changes to the batch program when adding an activity chain that includes system-initiated steps.



5.2.4.4. Reason Code

The REAS – Reason Code Reference screen depicts a system table that provides the reason codes necessary to both drive and document the activity chains in the automated system. The screen is accessible in the display mode as a resource to all system users, but the responsibility for adding, updating and deleting reason codes is limited to specific technical and system management roles.



5.2.5. Alerts and Roles:

Workers are expected to take action such that the case moves through its series of major and minor activities. At different points, the worker is expected to take different actions. The worker is “alerted” to the action that will move the case forward. See the operational reports section for more information on how alerts are presented.

Each major and minor activity has a role indicating the type of worker responsible for the next action. *Note: The MI system does not have roles associated with major activities and this will need to be added.* Each case has a team consisting of a number roles and workers associated with that role. For more information on teams, see SE.03. User Roles.

The method for choosing which worker will receive an alert for a particular case is determined as follows.

- Get the role from the case’s **minor** activity code. Use the role and the case team to determine the worker. If the worker exists, then the alert goes to that worker. If not, go to the next step.
- Get the role from the case’s **major** activity code. Use the role and the case team to determine the worker. If the worker exists, then the alert goes to that worker. If not, go to the next step.
- If the **primary case worker** exists, then the alert goes to that worker. If not, go to the next step.
- The **office manager** receives the alert.

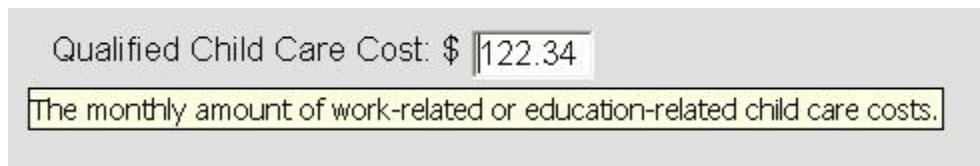
6. EU.07. Field Level Help

6.1. Requirement

The system must provide for tool tips to assist users with information about each data element.

6.2. Specification

Prompts associated with input elements should provide tool-tip help about what is expected in the entry of the control. This should be sufficient to describe the field.



Field Level help should also be displayed in the status bar when the user is entering data into a field. See "Forms Layout – Status Bar" for an example.

7. EU.08. Calendar Support for Date Entry

7.1. Requirement

The system must provide for date selection from a calendar. Date defaults must be provided.

7.2. Specification

- The default for of the date field is manual text entry in the form of MM/DD/YYYY.
- All dates will use a 4 numeral year.
- If the user double-clicks on the date field, a calendar selector should be presented for date selection. The calendar should be seeded with whatever date is currently in the date field. If a valid date is not in the date field, then the calendar should be seeded with today's date.



8. EU.09. Online Operational Report

EU.10. Case Data Review

EU.11. Contact Documentation

8.1. Requirement

Specifications for the following requirements are intermingled among several screens. Therefore, all of the requirements are initially enumerated with a reference to the screen that fulfills the requirement.

8.1.1. EU.09. Online Operational Report

The system must provide online reports to support all case specific management activities.

- Consolidation of all case-related messages in one online report. (*Case Action Log*)
- Routine presentation of unviewed messages in delivery date order. (*Alerts*)
- Action-required messages that can be removed only by correcting the causal factors. When the condition has been corrected, the message must be removed immediately and not by a later process. (*Alerts*)
- Ease of navigation to the screen to be used to correct the condition causing the action-required messages. (*Alerts*)
- Informational messages derived by the system or generated by other staff. When the message has been reviewed, the staff member to whom it was directed can immediately remove the message. (*Alerts*)
- Review of previously viewed messages. The system must remove previously viewed messages after a standard period of time (four weeks). (*Alerts*)
- Review of specialized categories of messages across all cases associated with an office. The system must provide for presentation of a designated message class to support specialized worker assignments. (*Alerts refers to how roles allow delivery to specialized staff*)
- Printing of the report at user request. (*Alerts, Case Action Log*)

8.1.2. EU.10. Case Data Review

The system must provide for functions to display current and historical case data, using tabs to move between categories of data and buttons to expand and contract groupings of data. Data categories must include but are not limited to:

(following implemented by Case Summary)

- Case participants
- Participant addresses
- Other system identifiers and PIN numbers
- Current legal action status
- Current case status
- Current assistance status
- Current IV-E status
- Current obligation status
- Current enforcement status
- Most recent contact
- Last case document
- Most recent payment
- Most recent disbursement
- Assets
- Licenses
- Health insurance status
- Other useful case information

(following implemented by Case Action Log)

- Address history
- Participant employment
- Employment history
- Legal action history
- Case status history
- Case assistance status history
- Case IV-E status history
- Obligation history
- Enforcement history
- Contact history
- Document history
- Payment history
- Disbursement history
- Asset history
- License history
- Health insurance history
- Administrative review history
- Case Notes

This function must provide a facility to add notes to the case log without navigating to another screen. (*Note Screen*)

8.1.3. EU.11. Contact Documentation

The system must provide an online case specific function to support all contact documentation. (*Notes and Case Action Log*)

The online contact function must provide for:

- Routine documentation of interaction with case participants to the case action history log. (*Case Action Log*)
- Provision for forwarding the documentation with or without commentary to other Child Support staff and to IV-A, Title XIX, foster care, AOC staff, and contractor staff via e-mail. (*Case Action Log*)
- Provision for setting up future messages for the operational report for specific cases and specific staff. (*Discussed in Automated Workflow section*)
- Provision for expedited follow-up on frequently occurring events that follow on contact with case participants (e.g., review and adjustment, administrative review, document generation, deferral of pending case closures, address changes and verification, employer changes and verification). (*Discussed in Automated Workflow section*)

8.2. Specification

The system will provide five screens to support viewing, entering and acting on case information:

- Case Summary – provides a summary of the current data on the case.
- Case Action Log – provides filterable current and historical case information.
- Case Activity History – provides a history of the workflow of the case.
- Worker Alerts - provides case related messages for immediate viewing/action to support workflow.
- Office Alert Summary – provides a summary of alert activity in an office.

8.2.1. CASESUM - Case Summary

The primary intent of the Case Summary is to provide the user a view of the current state of the case. It should also provide for adding or updating details regarding a IV-D case and its associated member information. Information is populated on the screen by several automatic processes.

Included Information:

- Case participants
- Participant addresses
- Other system identifiers and PIN numbers
- Current legal action status
- Current case status
- Current assistance status
- Current IV-E status
- Current obligation status
- Current enforcement status
- Most recent contact
- Last case document
- Most recent payment
- Most recent disbursement
- Assets
- Licenses
- Health insurance status
- Other useful case information

Notice the command bars on this screen. Pressing one of the bars will expand the case information associated with the button topic below the button. The scroll-bar on the right allows moving through the information. Pressing the button again will collapse the information.

New Jersey Child Support System
Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

CASESUM - CASE SUMMARY
User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Docket: 2000DV123456
Complaint: Jim, Jeff, Roy, Susan
Role: Atty
SSN: 123-45-6789
Type: Non-Assistance
IV-D Case: 12345678901
CP: Jane S Doe
PL: II
Pvt: II
Status: Open
IV-A Case: 5266359870
NCP: Jane Q Public
DF: Y
FVI: Y
Interstate: Responding
Office: Cumberland
Worker: XAmple
Stage: Paternity to be Established

Case Information
Collapse All Show All

Worker Phone / Work Address
NCP Information
NCP's Address And Employer Information
PF (Putative Father) Information
PF's (Putative Father) Address And Employer Information
PF/NCP's Other IV-D Cases
PF/NCP Income/Expense
CP Information
CP's Other IV-D Cases
CP's Income/Expense
Dependent Details
Support Order
IV-A Unreimbursed Assistance
Obligation Details
CP's Address And Employer Information

Status Bar Message...
Record: 1/1 Cumberland County Welfare Office 125.215.172.177

8.2.2. CACTION - Case Action Log

Contractor Responsibility Note:

In the Michigan system, historical data exists in a distributed way in the functional screens associated with the data items. The NJ system will retain this distributed availability and add centralization of history viewing as the following Case Action Log screen. Mechanisms should be designed to support this centralized history reporting.

The primary intent of the Case Action Log is to provide the user a view of the **actions and data changes** that have occurred on the case and across functional areas.

Data should include messages relating to:

- Address history
- Participant employment
- Employment history
- Legal action history
- Case status history
- Case assistance status history
- Case IV-E status history
- Obligation history
- Enforcement history
- Contact history
- Document history
- Payment history
- Disbursement history
- Asset history
- License history
- Health insurance history
- Administrative review history
- Case Notes
- Significant data changes

New Jersey Child Support System
 Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

CACTION - CASE ACTION LOG

User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Docket: 2000DV123456 Complaint: Jim,Jeff,Roy,Susan Role: Atty SSN: [] Type: Non-Assistance
 IV-D Case*: 12345678901 CP: Jane S Doe PL: II 123-45-6789 Pvt: II Status: Open
 IV-A Case: 5266359870 NCP: Jane O Public DF: Y 123-45-6789 FVI: Y Interstate: Initiating
 Office: Cumberland Worker: XAmple Stage: Paternity to be Established

All Address Administrative Review Asset Case Status Case Assistance Status Case IV-E Status
 Contact Case Notes Document Disbursement Employment Enforcement Health Insurance
 License Legal Action Obligation Payment Participant Employment

From: 02/29/2000 To: 11/29/1999 Page 90 Days Major Activity: []

Date	Type	Message	Case Status	Posted By
02/29/2000	Note	Employer (999999999) address changed	XAmple	XAmple

Status Bar Message...
 Record: 1/1 Cumberland County Welfare Office 125.215.172.177

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

8.2.2.1. Filtering the Log

- As a default, there is no filtering and all history is displayed. Filters may be applied by filling in appropriate fields or placing a checkmark by certain options and then refreshing the screen.
- Each log item type will include a filter. Based on selection of a series of checkboxes, any combination of item types can be queried for.
- Messages should be initially displayed in order from newest to oldest. This order should be reversible.
- Messages should be selectable over date ranges.
- Messages should be filterable for functional area, major activity and major activity status.



A screenshot of a filter selection interface. It consists of a grid of checkboxes. The first checkbox, labeled 'All', is checked. Other checkboxes include 'Address', 'Administrative Review', 'Asset', 'Case Status', 'Case Assistance Status', 'Case IV-E Status', 'Contact', 'Case Notes', 'Document', 'Disbursement', 'Employment', 'Enforcement', 'Health Insurance', 'License', 'Legal Action', 'Obligation', 'Payment', and 'Participant Employment'. The 'Enforcement' checkbox is highlighted with a dashed border.

8.2.2.2. Manual Case Note Entry

Contractor Responsibility Note:

In the Michigan system, case notes can be entered in a number of functional areas, however there is no screen to view all of the case notes from the different functional at once. Mechanisms should be designed to support viewing of all case notes in the Action Log.

A button will be provided on the screen to allow entry of a case note. This is a simplified version of entering a case note on the NOTE screen. It only allows associating the note with the case.

8.2.3. NOTE - Note Entry

This screen provides a place to view previous notes, add comments to previous notes or enter a new note about a case.

Normally, only notes associated with the current case, order **and** NCP are displayed on the screen. If the user presses the “View Related Notes”, then a broader selection of notes are displayed that contain reference to case, order **or** NCP.

Notice the screen has a set of checkboxes that correspond to filter criteria for the note list, including manual notes, docs, major activities, etc.

If the user did not navigate from another screen, all fields are blank. A new note may then be stored as long as the user identifies the case to which it belongs. A new, independent, note may also be added by clicking the ‘new’ icon button and entering the proper case or by clicking the ‘clear’ button and adding the new note to the case already existing in memory.

If the user navigated to the NOTE screen from another screen currently associated with a note, the identifying fields are populated and the previous note text is displayed in a non-modifiable previous comments section. Additional comments may then be added with the update icon button.

A new note may be created by pressing the clear button.

This screen should expand vertically to fill the entire screen at any graphics resolution. Specifically, the Note List and previous comments frames should expand to allow a greater range of visibility.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

New Jersey Child Support System

Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

NOTE - NOTE ENTRY

User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Docket: 2000DV123456 Complaint: Jim.Jeff.Rov.Sus Role: Atty SSN Type: Non-Assistance
 IV-D Case*: 12345678901 CP: Jane S Doe PL: N 123-45-6789 Pvt: N Status: Open
 IV-A Case: 5266359870 NCP: Jane Q Public DF: Y 123-45-6789 FVI: Y Interstate: Responding
 Office: Cumberland Worker: XAmple Stage: Paternity to be Established

Filters
 Filters*: []
 ID*: []
 Manual Notes Major Activities Owners From: [] To: []
 Docs Minor Activities Data Mods Show Related Notes

Notes

Date	Type	Subject	Posted By

Current Note - Previous Comments

Current Note - New Comment

Status Bar Message...
 Record: 1/1 Cumberland County Welfare Office 125.215.172.177

8.2.4. CASEACT - Case Activity History

The primary intent of the Case Activity History is to provide the user with a view of the major and minor activities that have occurred on the case.

- All viewed informational alerts and cleared alerts are added to the activity history.
- The worker id who acted upon the alert is recorded in the activity history.
- The diary alerts are ordered by date of action.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

The screenshot displays the 'New Jersey Child Support System' window. The title bar reads 'CASEACT - CASE ACTIVITY HISTORY'. The menu bar includes: Actions, Person, Case, Establishment, Enforcement, Financial, Reports, Resources, System, Exit, Window. The toolbar contains icons for NEW, FIND, CLR, ADD, MOD, DEL, CHK, PRN, D:2, D:3, D:4, D:5, D:6, D:7, D:8, D:9, D:0, HELP, and EXIT. The user is identified as 'XAmple' and the date is '03/23/2004 10:23:54 PM'. The screen number is blank.

Case details are as follows:

- Docket: 2000DV123456
- Complaint: Jim.Jeff.Rov.Sus
- Role: Atty
- SSN: 123-45-6789
- Type: Non-Assistance
- IV-D Case*: 12345678901
- CP: Jane S Doe
- PL: N
- Pvt: N
- Status: Open
- IV-A Case: 5266359870
- NCP: Jane Q Public
- DF: Y
- FVI: Y
- Interstate: Responding
- Office: Cumberland
- Worker: XAmple
- Stage: Paternity to be Established

Filtering options: Functional Area, Activity group, Status, From, To.

Start Date	Func Area	Major Activity	Minor Activity	Due Date	End Date	Reason	Last Updater	Note

Description Note: [Empty text area]

Status Line Message... [Empty text area]

Record: 1/1 | Cumberland County Welfare Office | 125.215.172.177

8.2.5. Worker Alerts

8.2.5.1. Two Types of Alerts:

Action-Required Alerts

- Actions that “need to done” by the worker.
- Notifies of action that needs to be taken by the user so that the case can move forward.
- Action-Required Alerts are based on current case status (major/minor activity).
- Single-clicking on alert moves user to Monitoring Process screen where possible next steps can be selected allowing the case to move forward.
- Double-clicking takes the worker to the screen necessary to take action on the alert.
- Alert is only cleared when causal factor has been resolved.

Informational Alerts

- Notifies user of automatic actions already taken by the system. “Already Done.”
- Occur as a result of a change in case status (major/minor activity).
- Can be removed by the worker immediately after viewing.
- Automatically disappear after 24 hours.
- Any undeleted, but viewed messages will be automatically deleted after two weeks from the date they were viewed.

8.2.5.2. Alert Display

- Displays all the pending alerts associated with a case.
- Presents unviewed alerts in delivery date/time order.
- Alerts will be filterable by major activity and major/minor activity via a drop down boxes.

Contractor Responsibility Note: In Michigan, a number of complaints have been received regarding the high number of what are considered extraneous action-required alerts. For example, "wait thirty days for employer to return form" isn't always necessary to be visible among the alerts. A vast majority of employers will comply. The worker will respond to the

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

alert when the form arrives, not from working the alert list. The few employers that fail to respond will have the system issue the next step, a more critical alert, to remind the employer of their duty. **A method should be devised for prioritizing alerts such that the worker may filter them.**

8.2.5.3. Alert Case Visibility

- A normal worker will see alerts for cases to which the worker is assigned and for which the role designated in the minor activity is that of the worker.
- Certain roles will have the ability to view all cases in the **office** or the cases of any worker in the office. For example, an office manager may have this role. The roles that have this ability should be configurable.
- Certain roles will have the ability to view all cases in the **county** or the cases of any worker in the county. For example, a judge may have this role. The roles that have this ability should be configurable.

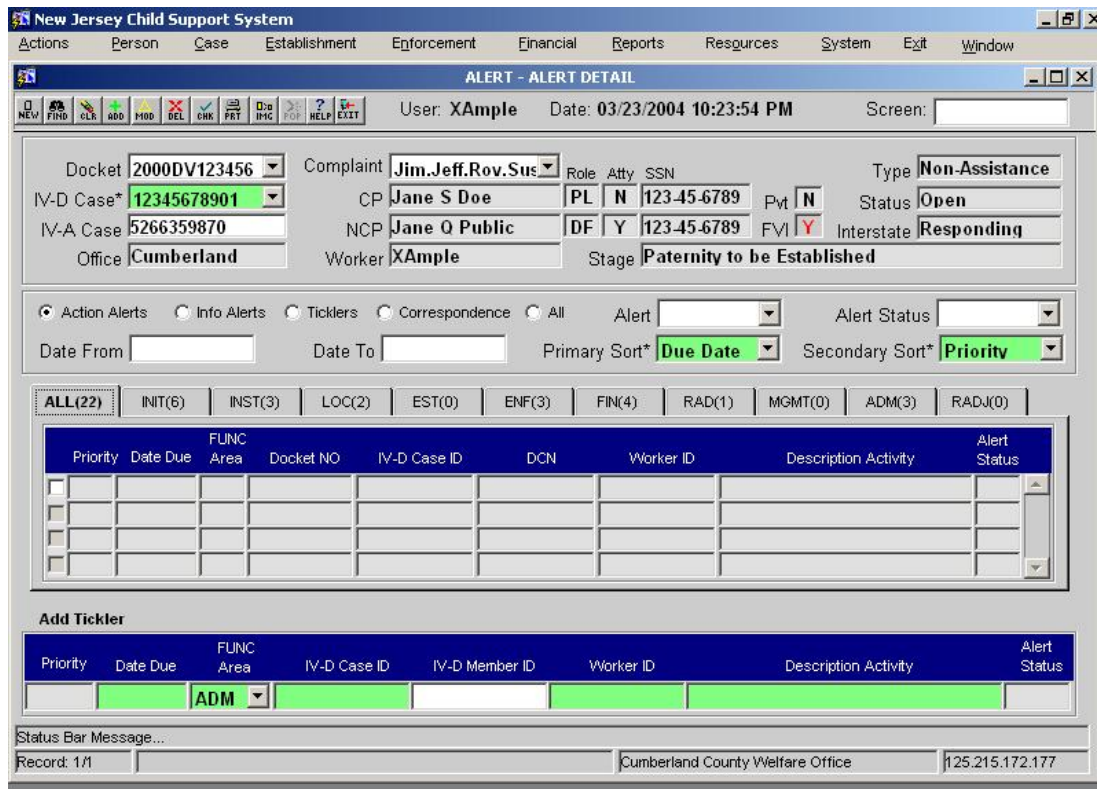
8.2.5.4. Alert Printing

- The current page of alerts should be printable at user request.

8.2.5.5. ALERT – Alert Detail

The purpose of this screen is to aid workers in managing their caseload. ALERT allows users to add “ticklers” to aid in case management for meeting State and federal time frames. This is a commonly used screen and will therefore be included in the quick navigation menu.

The tabs are for the different



Note: “Ticklers and Correspondence” are alerts that are created by a user and sent to one’s self or another user. It is a way of manually entering an alert, rather than it being system generated. In more detail, it’s a freeform alert usually targeted to oneself. When targeted to the self, it is called a “tickler”. When targeted to someone else, it is called “correspondence”. It’s a reminder to

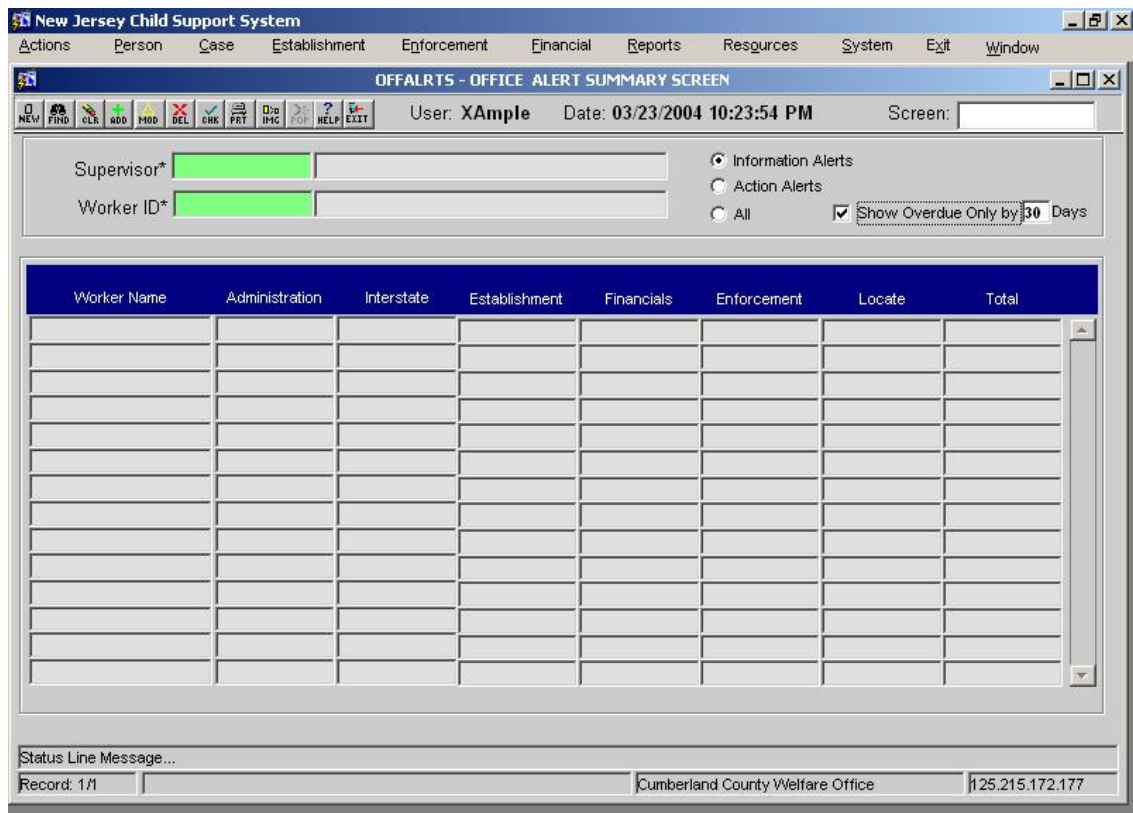
New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

follow-up on the case on some future date. It's necessary because the normal alerts are always for a certain set time frame, i.e. a standard deadline. The tickler covers a negotiated due date. For example, the worker will postpone enforcement if the NCP will do some action, such as make a good-faith payment, by X date. The worker sets the tickler deadline for X+1 to see if the payment came in or not.

Notice that only a few alerts are visible on the screen at one time. This screen may be maximized such that the scrollable alert area is as large as possible. The number of alerts is therefore only limited by screen size/resolution. This is an extension to the Michigan system.

8.2.6. OFFALRTS - Office Alert Summary Screen

The OFFALRTS - Alert Summary screen provides supervisors with a count of alerts pending for each worker they supervise. It can also be used by workers to review the number of alerts due in each functional area that is assigned to them. This is an inquiry only screen.



9. EU.12. Case and Person Special Attention Indicators

Note: This section has been re-titled from “Case and Person Special Attention Alerts” to “Case and Person Special Attention Indicator”, because the word “Alert” had a different meaning in the Michigan System than intended by this requirement.

9.1. Requirement

The system must provide a function to establish special conditions associated with a case or participant. These special conditions must be categorized so that staff roles may differentiate what staff need to be advised of the special conditions. Special conditions include the need for up-to-date address information to be provided to customer service staff when recording a contact, the history of family violence when staff use the system for data inquiry, etc.

9.2. Specification

This requirement is handled in other sections in two ways.

- *Functional areas define special rules for handling and displaying data. Screens that contain sensitive data, such as address information for family violence cases, will include an indicator on the screen that makes that clear to the worker. This requirement is included in Screen Standards.*
- *Alerts handle special conditions in the system. Some special conditions can be setup as action-required alerts. For example, when the case move into delinquency. Other conditions can be handled via entry of informational alerts destined for staff associated with a particular case.*

10. EU.13. Document Generation

10.1. Requirement

The system must provide for document generation for all case related documents. The system must generate these documents automatically as a result of system processes wherever possible.

The system must incorporate the document generation application created as an interim improvement into the toolbar and system navigation module.

The interim improvement is expected to provide for an online function to request documents for immediate printing but not for overnight batch generation. It is expected to extract case information for inclusion in documents. It must accommodate information as confidential when family violence indicators have been set. When integrating the interim improvement into the system, the extract must be adapted to the new database.

The interim improvement is expected to support user selection of the correct form by grouping forms within the areas of case initiation, locate, establishment, enforcement, financial, interstate, and correspondence. It is expected to provide for soliciting information not maintained by the system from the user at the time of generation. It is expected to provide for printing documents at the user site or overnight in batch. It is expected to maintain a document control component that defines the parameters for each document, including but not limited to:

- Print location (i.e., local or central)
- Print schedule (i.e., immediate or overnight)

The interim improvement is expected to maintain a library of standard document templates.

The interim improvement is expected to maintain a history of all documents produced and printed and make them available for reprint.

The interim improvement is not expected to convert the documents generated in batch. These documents must be converted and batch-printing support must be developed.

The system must provide for electronic transmission of documents using eXtensible Markup Language (XML) according to child support XML standards.

10.2. Specification

Interim improvements to the ACSES document generation system will be completed prior to or in the early development stages of the new child support system. *These interim improvements are not included in this contract.* However, the system should integrate the interim improvements in the wider solution.

The new document generation system will include the core software and hardware infrastructure necessary for generation of child support documents. During the interim period, a number of documents being produced in the ASCES system will be transferred to generation by the new system. However, the bulk of the document being produced by ACSES system will not be transferred during the interim period and will need to be transferred during development of the new child support system. This transfer will be facilitated by the existence of the core software infrastructure, such that the primary tasks of the bulk transfer of documents will be coding triggers for document creation, building XML document templates and creating database extractions.

Additionally, extracts created in the interim improvements will need to be modified to fit the structure of the Oracle database that they will be developing. This developed structure is likely to be quite different from the structure created in interim development. Other than that, there should be very little modification necessary to make the interim document generation work properly in the new system.

10.2.1. Interim Improvement

- will include the set of ASCES documents for online printing.
- will provide core software infrastructure for document generation using the eXtensible Markup Language (XML) according to child support standards.
- will provide mechanisms to print at the user site (online) or centralized/overnight (batch).
- will provide mechanisms for user selection of the correct document by grouping forms within the areas of case initiation, locate, establishment, enforcement, financial, interstate, and correspondence.
- will provide mechanisms for soliciting information not maintained by the system from the user prior to generation.
- will provide mechanisms for treating information as confidential when a family violence indicator has been set.
- will provide a library of standard document templates.
- will provide mechanisms to store historical documents for viewing and re-printing.

10.2.2. New System

- will include the set of documents for batch printing, as well as any new online documents created for the new system.
- will provide triggers, templates and extracts for the above documents.
- will use the core software infrastructure created in the interim improvement.
- will appropriately use all of the mechanisms provided by the interim improvements.
- will adapt the data extract created in the interim improvement to the new system's database.

11. EU.14. Document Library Management (DLM)

11.1. Requirement

The system must be integrated with the document library management created as an interim improvement. The batch documents must be incorporated into the Document Library, with profiles for each document established. The linkage to system data elements must be established and a method of extraction developed. The batch documents must be linked to profiles of offices and staff for ease of maintenance of office addresses, staff names, and positions. The system must provide for categorization of each document within the areas of case initiation, locate, establishment, enforcement, financial, interstate, and correspondence.

11.2. Specification

The interim improvements will provide a Document Library Management system. The DLM is a maintenance tool that manages both online and batch documents. *These interim improvements are not included in this contract.* However, the system should integrate the interim improvements in the wider solution.

The purpose of the DLM is two-fold. As described in the previous section, it provides for categorization of each document within the areas of case initiation, locate, establishment, enforcement, financial, interstate, and correspondence.

Also, each document in the DLM will have a profile associated with it. The profile allows for defining general information and special county specific attributes such as documents headers, staff names, and positions and addresses. This county specific information may be stored in either the Oracle Database or in the Oracle Repository. The repository is used to simplify changes to this county specific information. The data is retrieved from these sources using special extraction software.

The new system must be integrated with the DLM. The core infrastructure will be provided as a result of the interim improvements. However, the DLM may need to be somewhat modified and extended to incorporate batch forms not included in the interim improvements.

12. EU.15. Document History

12.1. Requirement

The system must maintain a history of all documents generated with all associated user and system data. It must provide the capability for reprint and for document storage in an imaging system.

12.2. Specification

Interim improvements to the ACSES document history system will be completed prior to or in the early development stages of the new child support system. *These interim improvements are not included in this contract.* However, the system should integrate the interim improvements in the wider solution.

Primary Components of Imaging System (not within the scope of this contract)

- Acceptance of imaged documents both through electronic transmission (PDF files) and manual scanning.
- Storage of documents into a hierarchical database.
- Query of stored documents based on identifying attributes.
- Viewing and printing of queried documents.

Interfacing to the Imaging System (not within the scope of this contract)

None of the specifications exist in the current Michigan system.

- A button on the button menu must provide that links to the imaging system. See “Form Layout - Screen Header - Button Bar” for more information.
- The infrastructure for interfacing the document generation system to the imaging system will be provided as an interim improvement. i.e. this is not within this contract. However, this contract does include the addition of new documents to the Document Library may result in the need for minor enhancements in order to successfully interface to the imaging system. This enhancement may include modifying the imaging document hierarchy to accommodate the new documents.
- Documents stored in the imaging system will have storage keys based case identifiers. If these identifiers change in the oracle system, then they need to be changed in the imaging system as well. The imaging system will provide a SOAP (or equivalent) interface that can be invoked in order to change these identifiers. Recovery and retry mechanisms should be created in case of invocation failure.

13. EU.17. Appointment Location Management

EU.16 Appointment Scheduling is in the next section in the document.

13.1. Requirement

The system must provide for establishing and maintaining schedules for conference rooms, hearing rooms, and courtrooms.

13.2. Definitions

- Location – A place where scheduled events can take place. This may be a court, office, conference room, lab or other location. Each location has a name.
 - Each location is associated with a functional area and has a hearing type and location type.
 - Information about a locations address can be found in the Other Party table.
- Location Availability Model – This is a model of what days and times of the week that a location is schedulable. For example, a testing lab may be open from 9am to 5pm from Tuesday through Friday. These are the times when scheduling is permissible. The times are broken up into fifteen minute increments.

Day	07:00 AM	07:15 AM	07:30 AM	07:45 AM	08:00 AM	08:15 AM	08:30 AM	08:45 AM
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								

Unavailable
 Available

- Location Schedule – The location schedule describes when a particular location has been booked for use, is available, or unavailable. The location schedule is comprised of dates broken up into fifteen minute time periods. Each time period can have one of four statuses.
 - Scheduled – “The conference room has a meeting scheduled at 1pm.”
 - Available – “The conference room is open to be booked.”
 - Unavailable – “The conference room can’t be booked for a user specified reason. For example, the sprinkler system is being replaced.”
 - Model Unavailable Time – “The conference room can’t be booked for a general, recurring reason. For example, the conference room is not open on weekends.”

Date	07:00 AM	07:15 AM	07:30 AM	07:45 AM	08:00 AM	08:15 AM	08:30 AM
04.02.2002							
04.03.2002							
04.04.2002							
04.05.2002							
04.06.2002							
04.07.2002							
04.08.2002							

Scheduled Time
 Available Time
 Unavailable Time
 Break Time
 Model Unavailable Time

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

- Court Availability Schedule– Scheduling in the court works somewhat differently than in other locations. The main difference is that the court schedules the hearing of multiple cases in specific time ranges. This allows for the **cluster** scheduling of cases. For example, the court may be open ten slots for hearing on Dec. 10th between 9am and 11am and then eight slots for hearings on Dec.11th between 2pm and 5pm.

13.3. Specification

Three screens are provided to manage location schedules:

- CTY SCHD – County Location Availability Schedule
- LAVMO – Location Availability Model
- LOSCH – Location Schedule

Note: The Michigan CSHS and CCAL screens were combined into the CLAS screen. The CLAS screen is renamed as the CTY SCHD as follows.

13.3.1. CTY SCHD – County Location Availability Schedule

The CTY SCHD – County Location Availability Schedule screen defines for a county the locations that can be scheduled. In order for a county to use a location, it must be added with this screen. In addition to adding locations, this screen can be used to modify location information and remove a location from the county list.

The screen also provides the ability to setup an availability model, though this can be also be done graphically using LAVMO – Location Availability Model screen.

Only a County Office Manager or higher role can update this screen.

13.3.1.1. Model Tab

The screenshot shows the 'CTY SCHD - COUNTY LOCATION AVAILABILITY SCHEDULE' window with the 'Model' tab selected. The window title is 'New Jersey Child Support System'. The menu bar includes: Actions, Person, Case, Establishment, Enforcement, Financial, Reports, Resources, System, Exit, Window. The toolbar contains icons for NEW, FIND, CLR, ADD, MOD, DEL, CHK, PRY, DIS, PDF, HELP, and EXIT. The user is 'XAmple' and the date is '03/23/2004 10:23:54 PM'. The screen is empty.

Fields in the form include:

- Country Code (text box)
- Functional Area (dropdown menu)
- Hearing Type (dropdown menu)
- Location Type (dropdown menu)
- Location ID (text box)
- Location Name (text box)
- Minimum Days (text box)
- Case Worker Req (checkbox)

The 'Model' tab has two sub-tabs: 'Model' and 'Schedule'. The 'Schedule' sub-tab is active and contains:

- Create Slots For: Mon, Tue, Wed, Thu, Fri (checkboxes)
- From Date (text box)
- To Date (text box)
- Start Time (dropdown menu)
- End Time (dropdown menu)
- Frequency (dropdown menu)

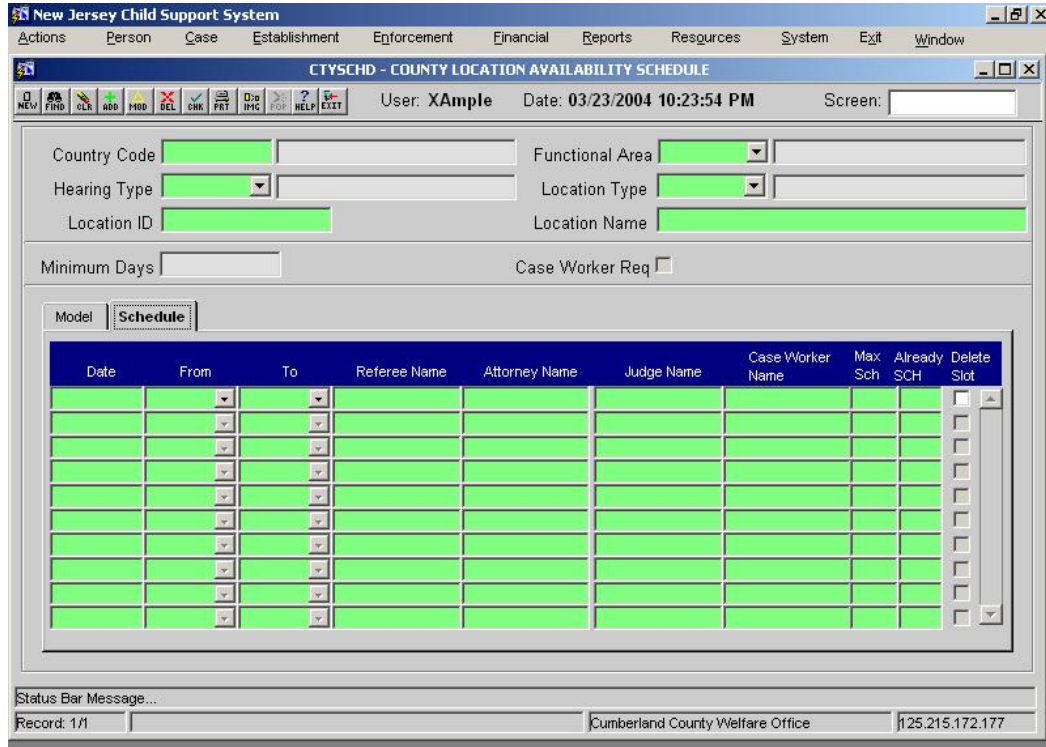
Referee Name	Attorney Name	Judge Name	Case Worker	Max Sch

Status Bar Message...
Record: 1/1 | Cumberland County Welfare Office | 125.215.172.177

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

13.3.1.2. Schedule Tab

This tab gives an office administrator the ability to determine the days and times that a court location is available, as well as how many cases can be heard within a specific time range. This permits locations to have many cases scheduled for the same time, supporting the “cluster scheduling” of hearings.



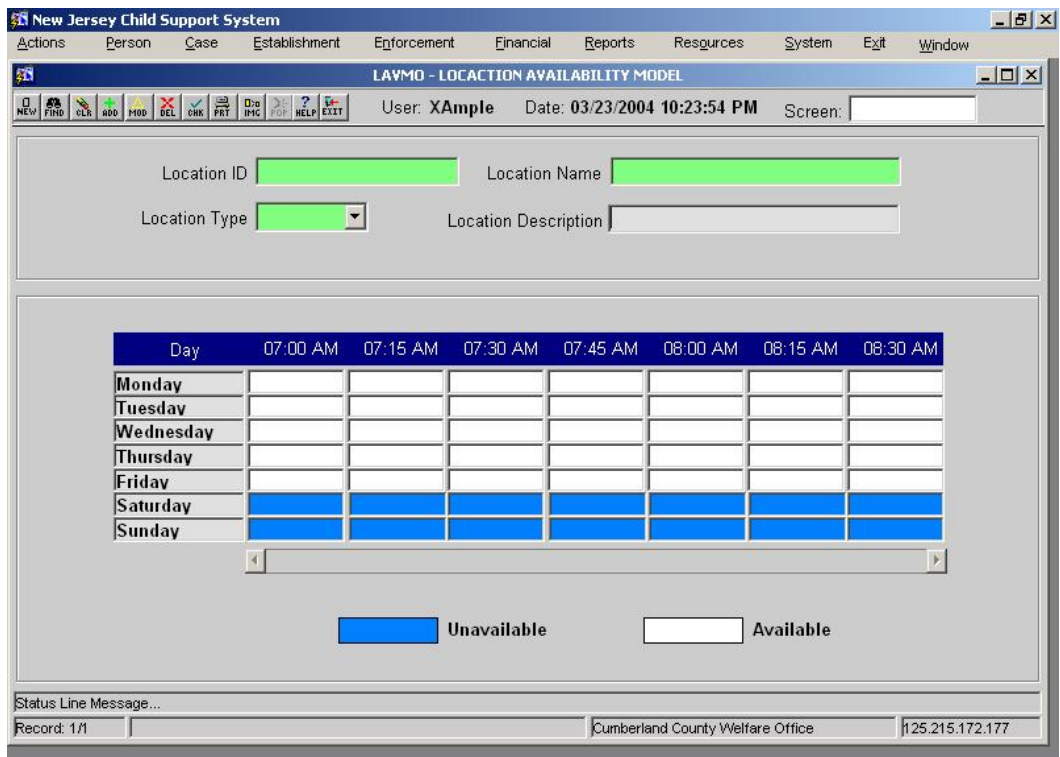
Notes:

- Attorney is optional.
- One and only one judge or hearing officer must be selected per time period.
- Caseworker is required.
- “Max Sch” is the maximum number of schedulable hearings for that time period.
- “Already Sch” is the number of hearings already scheduled.
- The check box on the far right is to select for deletions.

13.3.2. LAVMO – Location Availability Model

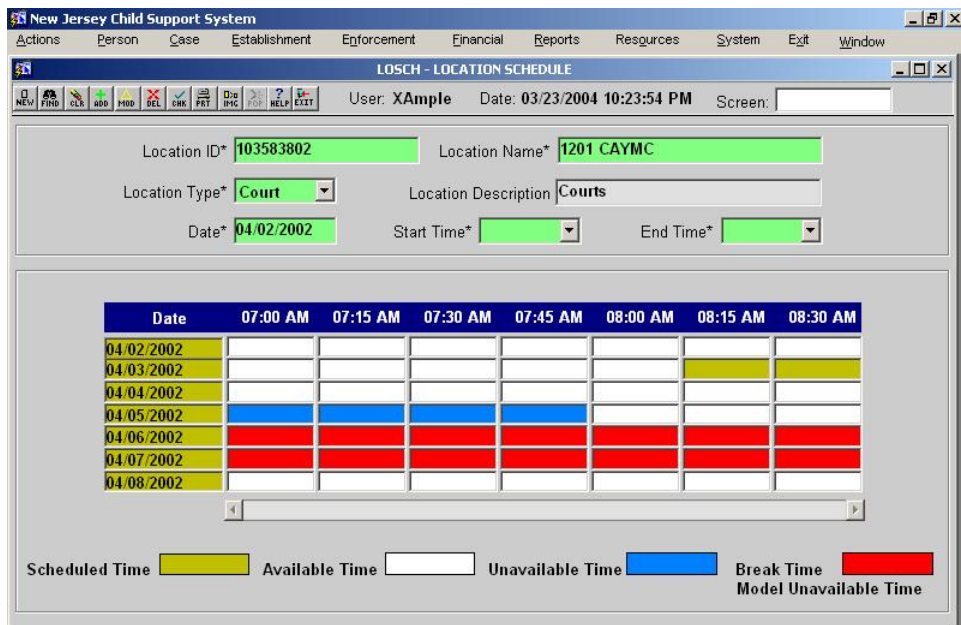
The LAVMO – Location Availability Model gives an office administrator the ability to specify the days and times that a location is available or unavailable for use, i.e. schedulable. Only the local office administrator can set the Location Availability Model. The information recorded in this screen determines when events can be scheduled at a given location. The events themselves are scheduled on the screens in the Appointment Scheduling section.

New Jersey Automated Child Support Enforcement System Ease of Use – EU.01 – EU.27



13.3.3. LOSCH – Location Schedule

The *LOSCH – Location Schedule* screen allows the user to **view** when a location is available or unavailable for use and view dates on which events are scheduled. The information recorded on this screen determines when events can be scheduled on the *Schedule Processor (SCHDETL)* screen. The system administrator can view, add, update and delete scheduled time on the *LOSCH* screen. **The user has view-only access to this screen.** If the user wishes to modify the schedule, then they should do so from the following Appointment Scheduling screens.



14. EU.16. Appointment Scheduling

EU.17. Appointment Location Management is the previous section in the document.

14.1. Requirement

The system must provide for automatic scheduling for custodial and non-custodial parent interviews, genetic testing, and hearings.

It must provide manual scheduling and revisions with the automatic generation of appointment notices as needed.

14.2. Specification

Two screens are provided to support appointment scheduling:

- SCHDETL – Schedule Detail supports adding/deleting scheduled events and entering details related to the event.
- BULKDISP – Bulk Disposition supports a number of specialized scheduling functions including scheduling, rescheduling, scheduling based on disposition and moving scheduled events to new locations – any of these using filters on prior location, judge, reason, etc.

When performing a scheduling action, both screens check against both MYSCHEd to verify that the required worker(s) are available, CTY SCHD (courts only) for court availability and LAVMO (non-court) to verify location availability. If the location is not available, then a warning will be displayed that can be overridden by the user.

In addition, the screens are responsible for initiating schedule notifications into bulk printing and recording the scheduled event into the action log.

14.2.1. SCHDETL – Schedule Detail

The SCHDETL – Schedule Detail screen supports and records the user's scheduling, modifying, and deleting events in the system. It operates on a single case at a time. The following details about the case can be modified:

- Scheduled date/time
- Scheduled location
- Judge, Attorney or Hearing Officer.
- Required presence of different members.
- Requested presence of case worker(s) – required, optional, informational, none.

A frame allows selection of case workers. When a case worker is selected, their schedule appears at the bottom of the screen. This prevents the user from needing to go to multiple screens to perform the scheduling operation. Although this large amount of information may result in screen level vertical scrollbars, that is acceptable in this circumstance.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

SCHDTL - SCHEDULE DETAIL

User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

Worker ID: BROGDONC IV-D Case ID* [] Court Case NO* [] Court Case Type []

EventType* ENF Schedule Bench Warrant Hearing

Date Schedule* 04/01/2002 Day Monday Start Time* 07:00 AM End Time* 07:15 AM

Location Type* [] Location ID* [] Location Name* []

Judge Name [] Attorney Name [] Hearing Officer []

REQ	Member ID	Member Name	DOB	SSN	Role
<input checked="" type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Worker ID	Name	Presence

Category	07:00 AM	07:15 AM	07:30 AM	07:45 AM	08:00 AM	08:15 AM	08:30 AM	08:45 AM

Status Line Message...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

14.2.2. BULKDISP – Bulk Disposition

BULKDISP – Bulk Disposition supports a number of specialized scheduling functions including scheduling, rescheduling, requesting dispositions and moving scheduled events to new locations – any of these using filters on prior location, judge and reason.

Since this screen performs more Case Management functions than scheduling, it can be found in the case management specification. See EN.01 for more details.

15. EU.18. Staff Schedule Management

15.1. Requirement

The system must provide for establishing and maintaining schedules for staff that conduct interviews. The schedule must provide for vacation, illness, and holiday and workday designation and allow for time allocation in units of 15 minutes.

15.2. Specification

Two screens will be provided for administrators to manage staff schedules.

- SHOLIDAY - Holiday Schedule
- SWAM – Worker Availability Model

And a screen is provided for the worker to manage their own schedule.

- WRKRSCHD - Worker Personal Schedule

15.2.1. SHOLIDAY - Holiday Schedule

The SHOLIDAY - Schedule Holiday screen displays the holidays scheduled for the State child support office. The central user can add, update, change or delete a scheduled holiday. The information recorded on this screen is also displayed on the *MYSCHED - MY Schedule* for each worker assigned to the office.

New Jersey Child Support System

SHOLIDAY - SCHEDULE HOLIDAY

User: XAmple Date: 03/23/2004 10:23:54 PM Screen:

Date: 01/01/2002 Day: Tuesday

Holiday Description: New Year's Day

Date	Day	Description

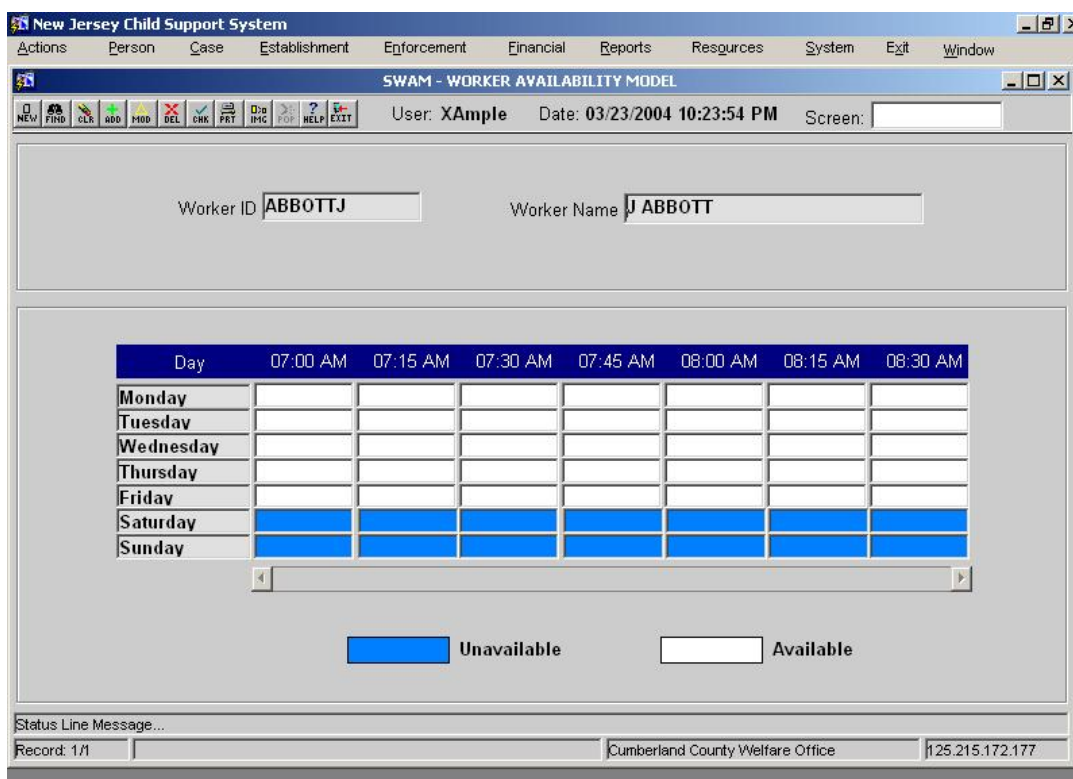
Status Line Message... Record: 1/1 Cumberland County Welfare Office 125.215.172.177

15.2.2. SWAM – Worker Availability Model

The SWAM – Worker Availability Model allows the office administrator to add or change a worker’s weekly availability schedule. For example, a worker may be available Mondays through Thursdays at 8am, but on Fridays he has to drop the kids off at school, so he’s not available until 9:15 am. This screen can be used to set those model availability times.

The information recorded on this screen is used to determine when a worker is available for scheduling personal, vacation and administrative time on the *WRKRSCHD - Worker Personal Schedule* screen and when a worker is available for events on the appointment scheduling screens. This screen must be completed prior to scheduling the worker for any events.

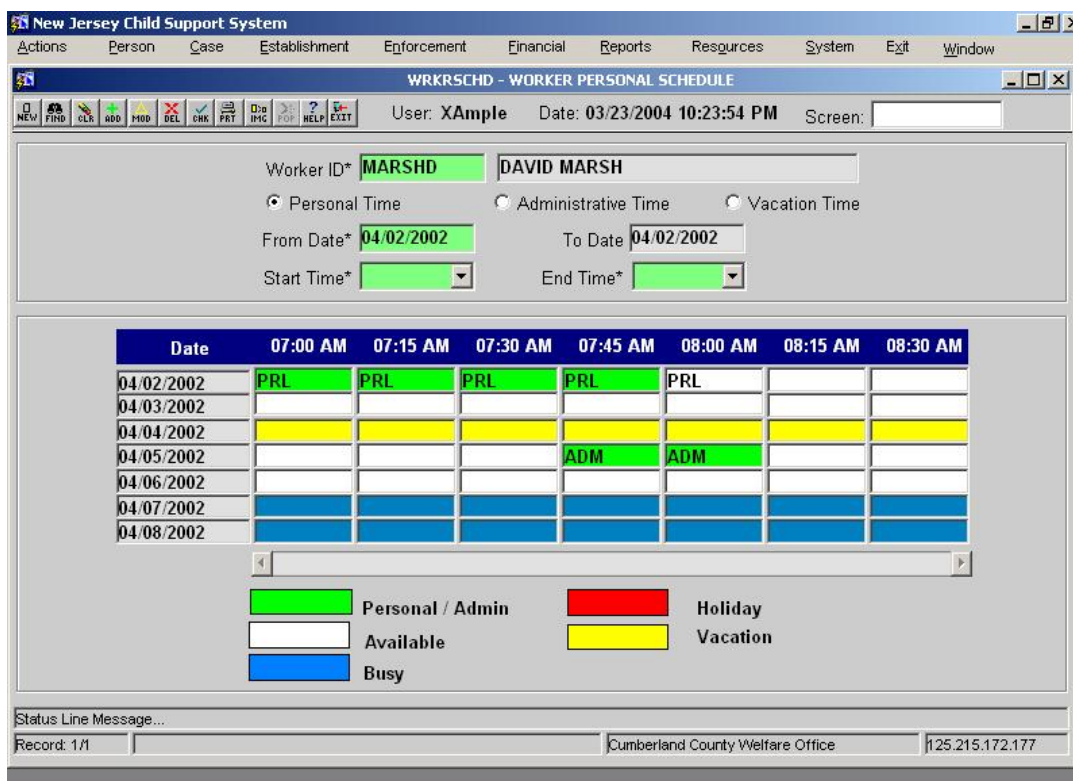
If this screen is not set up, the worker will not be recognized as a valid worker.



15.2.3. WRKRSCHD - Worker Personal Schedule

The *WRKRSCHD - Worker Personal Schedule* allows the user to schedule and delete administrative, personal, or vacation time. The user may also view his or her own administrative, personal, vacation, holiday and busy time, as well as the schedules of other users. Attributes of this screen:

- User-id can be changed by entering new user id or double-clicking for a list.
- Dates to display are enterable. Double-clicking on the dates will popup a calendar for selection.
- Change the schedule by selecting appropriate radio button (Personal, Administrative, Vacation Time) and then selecting from available times (white boxes).



16. EU.19. Appointment Calendar

16.1. Requirement

The system must maintain an appointment calendar for all staff of interviews scheduled with location, parties to the appointment, and date and time of appointment.

16.2. Specification

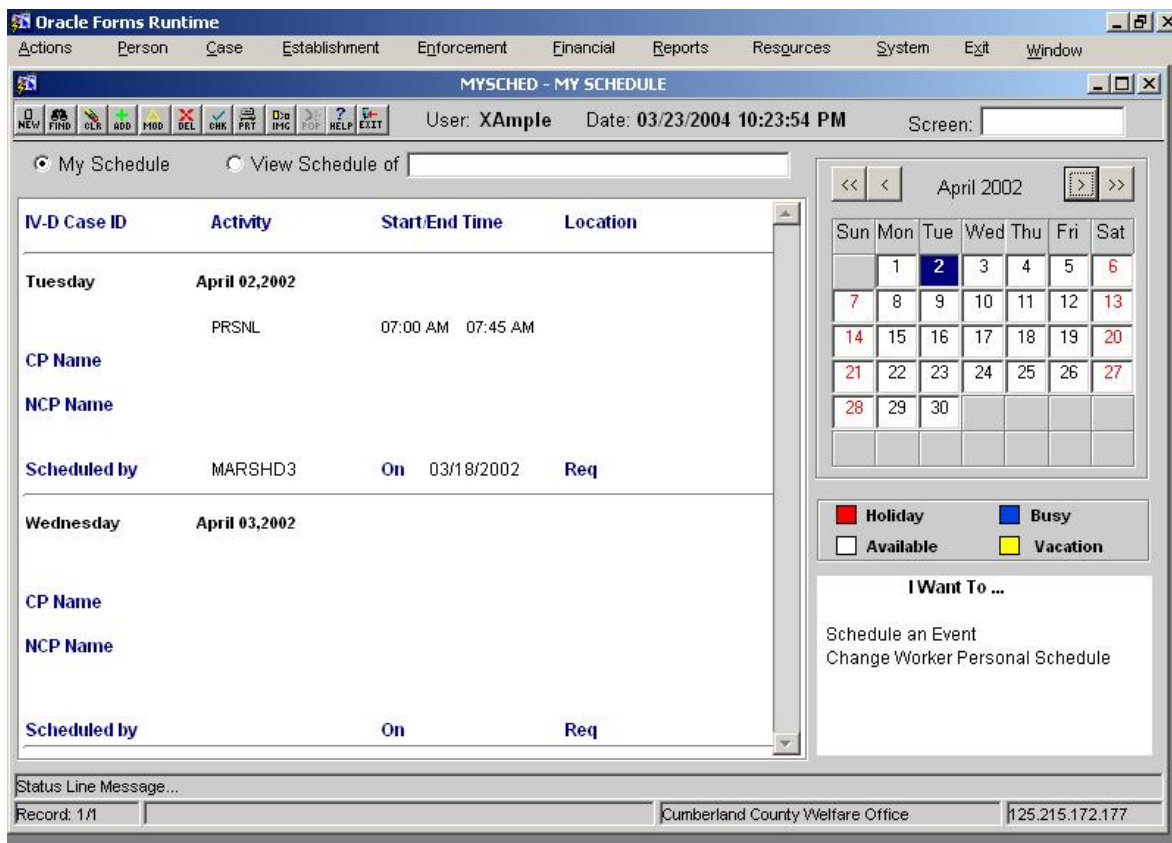
The system will provide two screens to support the worker's appointment calendar.

- MYSCHED - MY Schedule
- VIEWSCH - View Worker Schedule

16.2.1. MYSCHED - My Schedule

The MYSCHED - My Schedule screen provides a view of all scheduled events for any given day. This is a display-only screen based on inputs from other scheduling screens. The WRKRSCHD - Worker Personal Schedule and SCHDETL – Schedule Processor screens may also be accessed from the MYSCHED screen. Attributes of this screen:

- Allows viewing of the currently logged in worker or any other worker by worker id.
- Initially displays schedule of current date. Other dates may be selected via the calendar.
- If more than one event is scheduled for the day, vertical scroll-bars can be used to scroll through all events scheduled for that day.
- The following fields are displayed on the schedule:
 - IV-D Case ID
 - Activity
 - Start/End Time
 - Location
 - CP Name
 - NCP Name
 - Scheduled by
 - On (Schedule On)
 - Req(uires)
- Clicking on the “Schedule an Event” link in the lower right-hand corner will automatically navigate to the *SCHDETL* screen where new events can be scheduled.
- Clicking on the “Change Worker Personal Schedule” will automatically navigate to the *WRKRSCHD*.

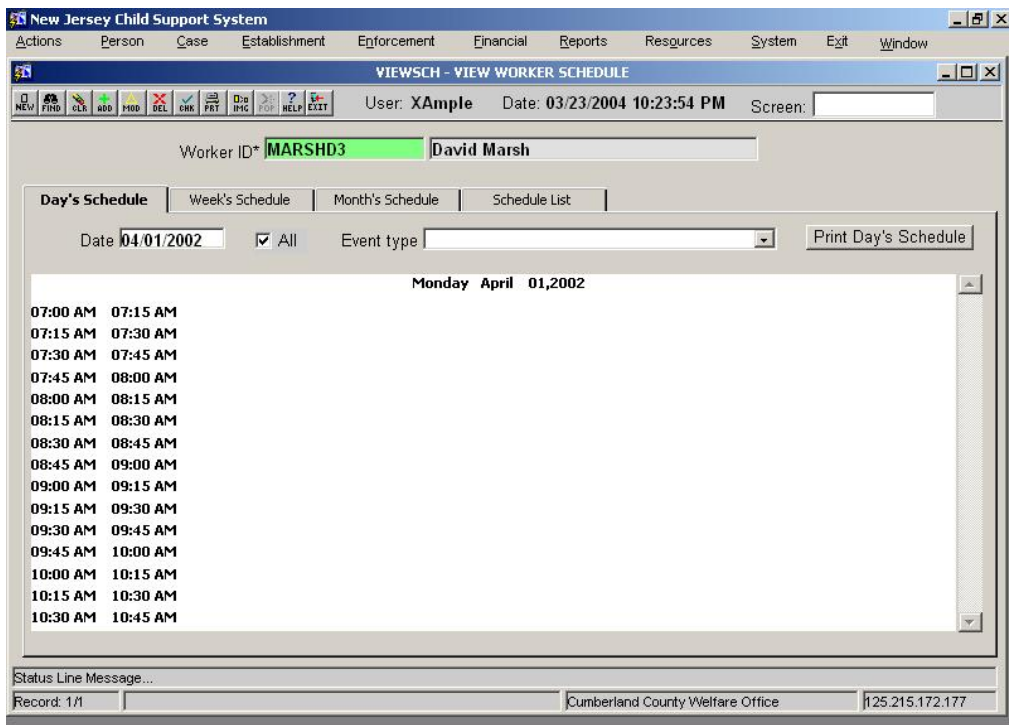


New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

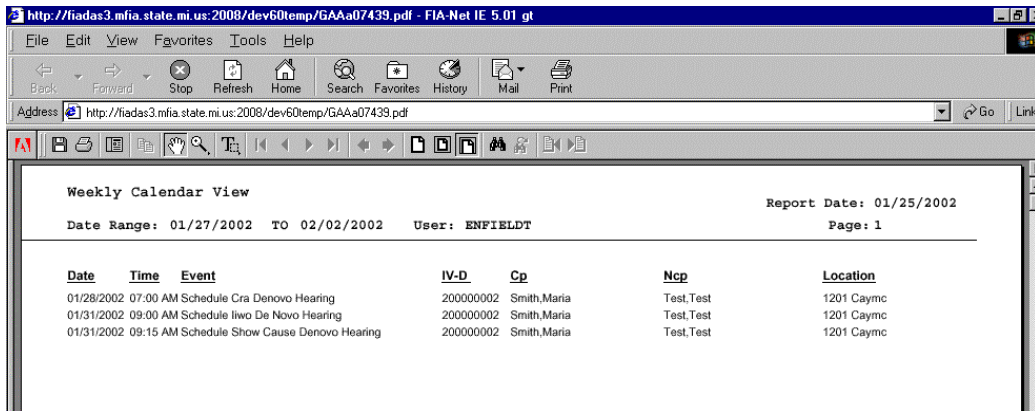
16.2.2. VIEWSCH - View Worker Schedule

The VIEWSCH - View Worker Schedule screen allows the user to view and print daily, weekly and monthly schedules. VIEWSCH also allows the user to obtain a schedule list, based on a defined query. Attributes of this screen:

- Provides daily, weekly and monthly views of schedule. Tabs provide selection.
- Events can be filtered by event type including:
 - Location – Location type, Location ID and Location Name fields must be populated.
 - IVD Case
 - Member ID
 - Start Date
- Any of these views can be reproduced as a PDF report by clicking on “Print...”



16.2.2.1. Report View (PDF)



17. EU.20. Specialization Management

17.1. Requirement

Because of the complex nature of some child support functions, certain functions are often assigned to one or more designated staff members in an office. The system must provide for establishing and maintaining specialized staff functions and assignments by county office. County office managers must be authorized to maintain these assignments. System monitoring and processing logic must use these specialization data to direct alerts and documents to the currently assigned staff for specific processes.

17.2. Specification

This requirement is primarily addressed in the Workflow Management section under Roles and Teams. Briefly, a *worker* in an office may have one or more *roles* on one or more *teams*.

Specialization is supported by assignment to roles and teams. Office managers will have access to maintenance functions to perform these assignments.

For a given major/minor activity, specific roles are identified for alerts and documents.

For more information, please read the Workflow Management section.

18. EU.21. Caseload Assignment

18.1. Requirement

The system must automatically assign cases to a child support specialist for overall case management. The assignment algorithms must be county and office specific and allow for alphabetic distribution and caseload leveling assignment options. The system must support reassignment of cases for a county upon update of the assignment algorithms or staff responsibilities.

18.2. Specification

Two screens will be responsible for caseload assignment.

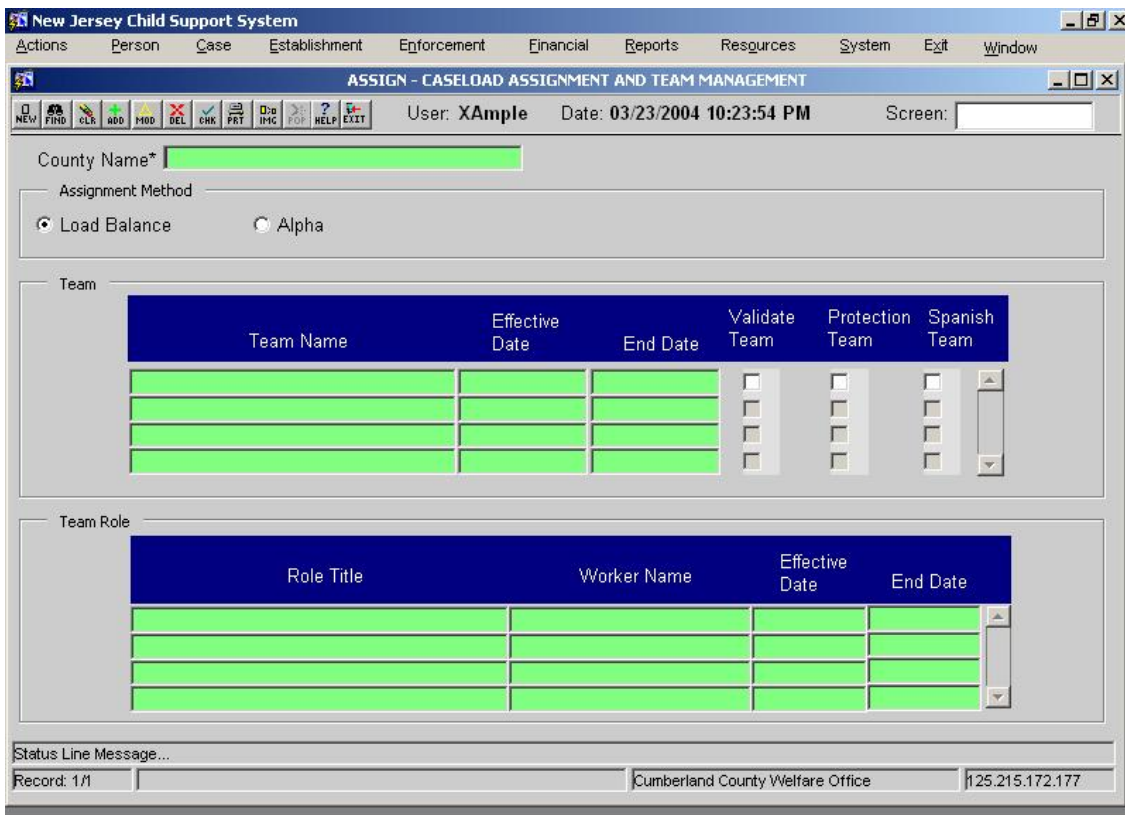
- ASSIGN - Caseload Assignment and Team Management
- REASSIGN – Case Reassignment

18.2.1. ASSIGN - Caseload Assignment and Team Management

When a new case is entered into the system, an assignment method is necessary to associate the case with a **team**. The system will provides a single screen to manage both case assignment method and team composition. This screen can only be configured at the office manager level or above. Attributes of the screen:

Each county has its own set of assignment methods.

- A case is assigned to a team. See “Automated Workflow” section for more information on teams.
- Assignments can be performed in one of two possible ways:
 - Load Balance: The assignment goes to the team with the least number of cases.
 - Alphabetical (Alpha): The assignment goes to the team associated with a particular alphabetical range. For example, NCP last names in the range of A-N could go to Team Alpha and M-Z could go to Team Beta.
- It is important that all roles on the teams are fully specified for execution of workflow. Every role must have a worker assigned.



New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

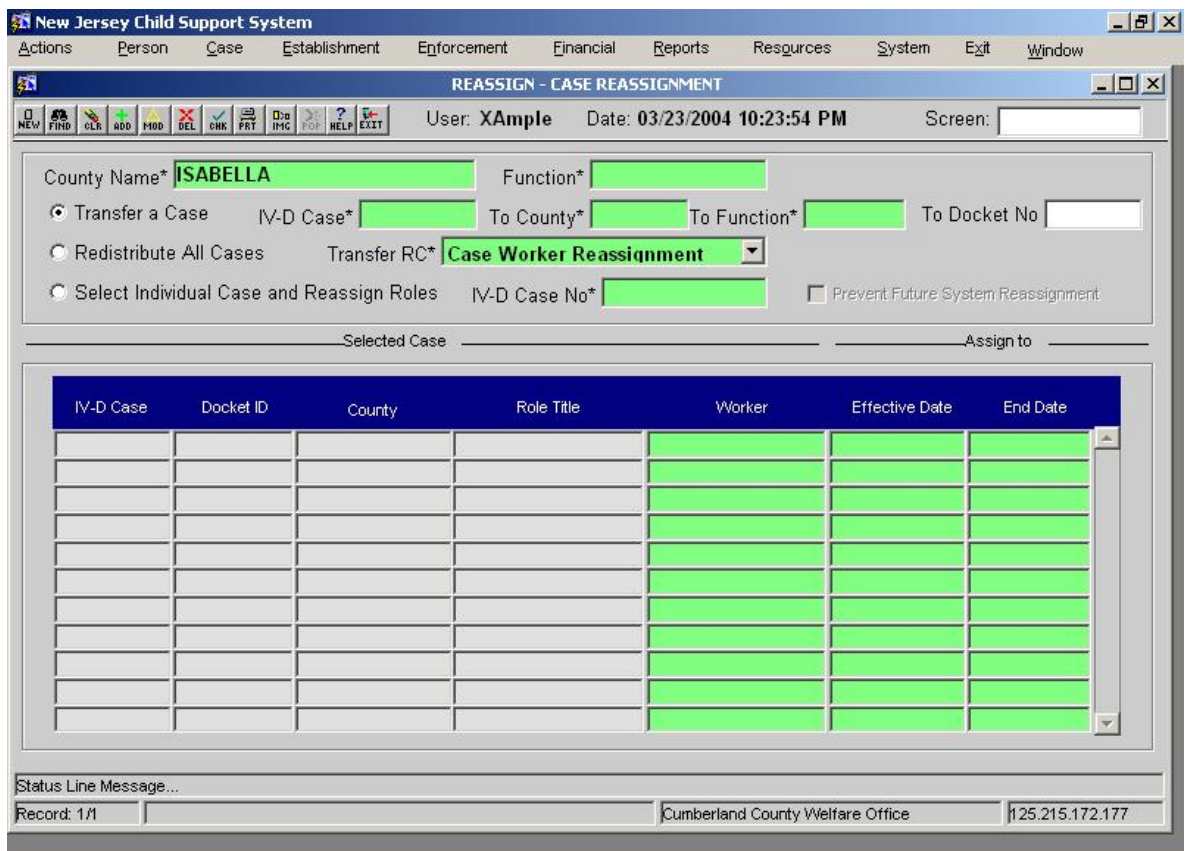
18.2.2. REASSIGN – Case Reassignment

The worker can use the REASSIGN screen to alter the case assignment, but only after initial assignment.

The REASSIGN – Case Reassignment screen allows the user to transfer cases from:

- Interstate Central Registry to Support Specialists, County Establishment or Enforcement
- County to county within the same or different functional area, and
- Functional area to same or different functional area within the same or different county.

This screen allows for redistribution of all cases statewide for support specialists, or within a specific county and function for establishment and enforcement. It provides the ability to reassign a single IV-D case within the same county and function.



Note: The process of case reassignment can take a significant amount of processing time up to several hours. Therefore, this screen requests a batch (overnight) reassignment of cases. The user can continue processing after making the request.

19. EU.22. Case File Images

19.1. Requirement

The system must provide for linkage to an imaging system so that users can access document images immediately from within a case interaction to obtain or verify case file document information.

The system must provide for routing designated documents into the imaging system.

19.2. Specification

All screens will have an “Imaging Button” on the button bar and it will be enabled on all screens with case identifying information. Pressing the imaging button will take the user directly to the imaging system. For more information, please see “Button Bar” section.

The document generation system will route selected documents into the imaging system. This will be configurable on a per document basis. For more information, please see the “Document History” section.

20. EU.23. State Profiles

20.1. Requirement

The system must provide for maintaining a profile for other states that details the agreement status for each of the CSENet transaction types as well as information about special processing needs for processing interstate cases (e.g., documents and copies of statutes needed for paternity or establishment).

20.2. Specification

Contractor Responsibility Note: The current Michigan system does not have a screen to maintain state profiles. The user had to know via training how to handle interactions with other states. The following screen is new.

The **STPROF – State Profiles** screen provides an enumeration of the specific areas in which New Jersey has inter-state electronic transmission agreements. The screen is configured on a per state basis. The information is used on US SEND and other screens to determine the method of sending support information to the other states. The choices are paper forms or electronic communication.

Covered areas include:

- Quick Locate
- Case Summary Info
- Establishment
- Paternity
- Enforcement
- Tax Offset Collection

In addition to CSNET agreement information, the screen maintains policy information related to:

- UIFSA Status and General Comments
- Paternity Requirements
- Emancipation Policy
- Support Establishment Requirements
- Foreign Order Registration Requirements
- Enforcement Requirements
- Review and Adjustment Requirements

This screen can be viewed by any user, but changes can only be made by a system administrator.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

New Jersey Child Support System

Actions Person Case Establishment Enforcement Financial Reports Resources System Exit Window

STPROF- STATE PROFILE

User: XAmple Date: 03/23/2004 10:23:54 PM Screen: []

State **Alabama** FIPS Code* 000

Supports CSNET Electronic Transmission

Area	Supported	Last Change Date	Area	Supported	Last Change Date
Quick Locate	<input type="checkbox"/>	[]	Quick Locate	<input type="checkbox"/>	[]
Case Summary Info	<input type="checkbox"/>	[]	Case Summary Info	<input type="checkbox"/>	[]
Establishment	<input type="checkbox"/>	[]	Establishment	<input type="checkbox"/>	[]

UIFSA Status and General Comments
[]

Paternity Requirements
[]

Emancipation Policy
[]

Support Establishment Requirements
[]

Foreign Order Registration Requirements
[]

Enforcement Requirements
[]

Review and Adjustment Requirements
[]

Status Bar Message...

Record: 1/1 Cumberland County Welfare Office 125.215.172.177

21. EU.24. Parameter Management (formerly Parameter File Management)

The name of the section has been changes because the parameters are stored in database tables rather than files.

21.1. Requirement

The system must provide for program management staff to update the system parameters that do not require software changes to implement. These parameters would include but not be limited to:

- Workflow processes, steps, and next actions
- Debt types, debt priority, and distribution control
- Interest Rate control
- State office specialized manager assignments
- Local office specialized manager assignments
- Genetic test locations
- Conference room locations
- Hearing room locations
- Licensing authority agencies names and addresses
- FIPS code table (which includes EFT authorization data)
- Local office addresses
- Sheriff office addresses
- List of value descriptions
- Attorney names and addresses
- Insurance company names and addresses
- Town clerk addresses (or office that handles recording liens)
- Banks and other financial institutions names and addresses
- County abbreviations and other control information
- County office address and other control information
- County team identification information
- Country abbreviations and reciprocity agreement information
- Disbursement special message text
- Document inventory
- Enforcement Remedy Thresholds
- Department of Labor local addresses

21.2. Referenced Specifications

The following requirements are specified in other sections already. This section refers to them.

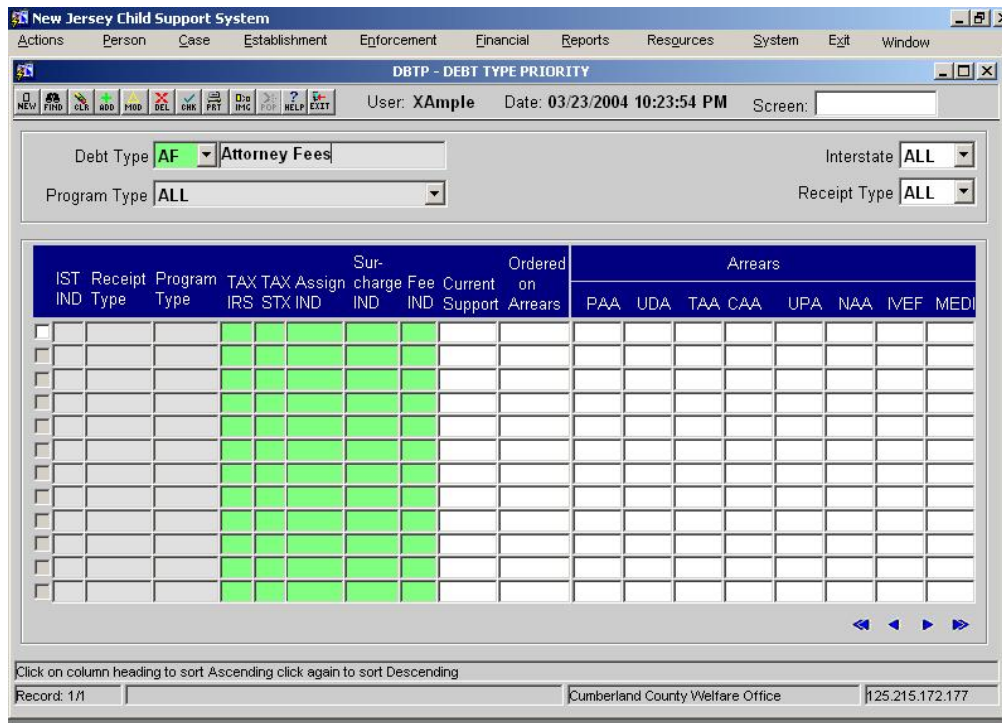
- Workflow processes, steps, and next actions
See “Automated Workflow” section for specification.
- State office specialized manager assignments
This is achieved through role assignments. See “Security – Roles” for more information.
- Local office specialized manager assignments
This is achieved through role assignments. See “Security – Roles” for more information.
- County team identification information.
This is achieved through team assignments. See “Security – Teams” for more information.
- Document inventory
This functionality is not within this contract. Instead, it will be provided as part of the Document Generation interim improvements.

21.3. Specification

21.3.1. Debt types, debt priority, and distribution control:

The **DBTP – Debt Type Priority** screen reflects a system table used to manage the complex set of requirements controlling the distribution of child support collections. Statute and regulations prescribe distribution rules for collections that are dependant on the type of debt, the program type of the case, whether or not the case is interstate and the source of the collection to be distributed. The DBTP displays the distribution priority for each collection based on these variables. For example, while the payment of current support is almost always the first priority, federal tax offset collections may not be distributed as current support. The DBTP function maintains this requirement and controls how the system distributes the collection to the various arrears accounts that must be maintained for each case.

The DBTP function is accessible to only a small number of user roles. This system information is very stable and rarely requires update or revision. When a change in statute or program regulations requires it, only authorized program staff in the central office is allowed to complete any additions, updates or deletions to the debt type priority table.



The DBTP screen defaults on entry to display the priority table for all of the Attorney Fees debt types. Users may modify the display by selecting different values for the Debt Type, Program Type, Interstate and Receipt Type fields at the top of the screen. Based on the values selected, the system displays the priority table for those debt types. The left side of the table defines these debt type values and also the status for each potential collection. Beginning with a Current Support column, the right side of the display table specifies the relative priority for each debt type listed. '0' indicates that no portion of the collection will be distributed to the debt type. Otherwise, the lower the code number in the table, the higher the priority will be for distribution of collections to that debt type. Collections are distributed proportionally between debt types sharing the same relative priority.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

21.3.2. Interest Rate control

New Jersey's method of accruing debt on arrears needs further investigation in the design phase.

21.3.3. Locations. Including:

- Genetic test locations
- Conference room locations
- Hearing room locations
- Licensing authority agencies names and addresses
- Local office addresses
- Sheriff office addresses
- Attorney names and addresses
- Town clerk addresses (or office that handles recording liens)
- Banks and other financial institutions names and addresses
- Insurance company names and addresses
- Department of Labor local addresses
- County office address and other control information

21.3.3.1. OTHPINFO - Other Party Information screen

The OTHPINFO - Other Party Information screen is the source for names of individuals and organizations (attorneys, insurance companies, and banks, for instance), other than case members. The screen contains address information. The screen also allows users to view other parties, and to add, update, and delete other party information.

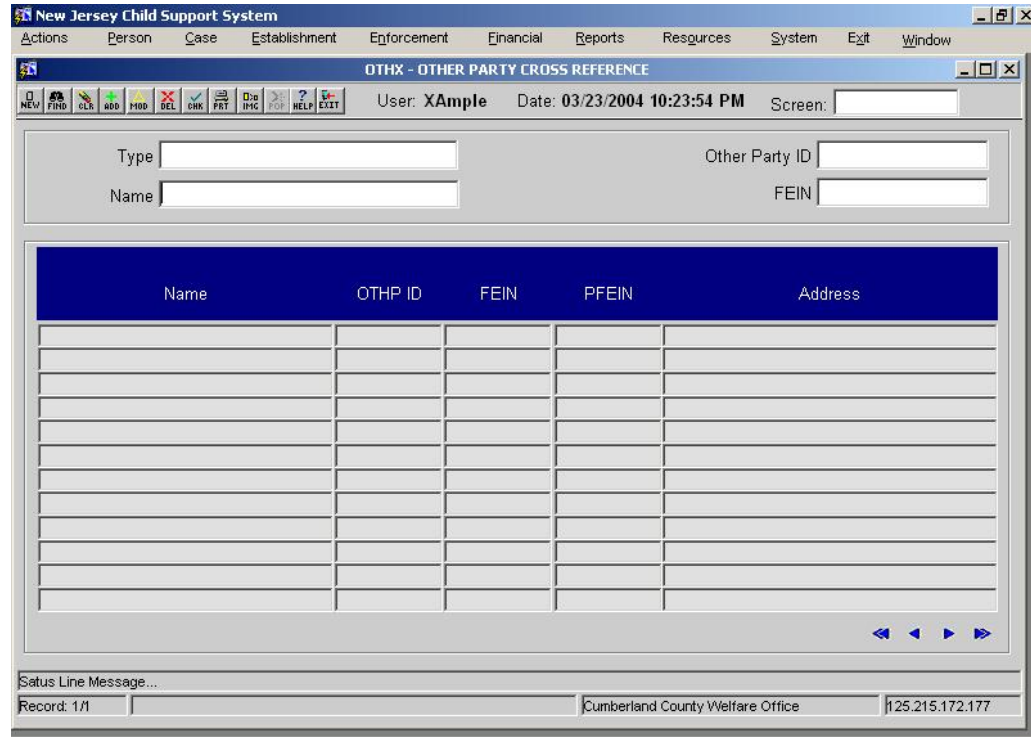
The full set of party types will be determined during JAD sessions.

The screenshot displays the 'OTHPINFO - OTHER PARTY INFORMATION' screen. At the top, the window title is 'New Jersey Child Support System' and the application title is 'OTHPINFO - OTHER PARTY INFORMATION'. The user is 'XAmple' and the date is '03/23/2004 10:23:54 PM'. The screen shows a form for entering party information. The 'Type' field is set to 'Insurer' and the 'OTHP' field is '152000210'. The form includes fields for FEIN, Parent FEIN, MSF_IND (set to 'N'), DCH Carrier ID, Name*, Address*, Attn, City*, State, FIPS Code, Country, Zip, Phone No, Fax No, E-Mail Address, Reference ID, and Merge to OHTP. The Name, Address, and City fields are highlighted in green.

21.3.3.2. OTHX - Other Party Cross Reference screen

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

The OTHX - Other Party Cross Reference screen displays information (e.g., identification numbers and addresses) regarding entities that are defined as frequent contacts on child support cases. Searches can be performed on type, name, party identifier and FEIN, or any combination of these.



21.3.4. FIPS code table

The FIPS – Federal Information Processing Standards screen displays the system reference table used to maintain the interstate information necessary to interact with state child support offices and jurisdictions outside of New Jersey. The automated system draws information from this table in generating interstate documentation. FIPS screen information is also a potential reference resource for system users who are initiating or responding to interstate child support actions.

The FIPS function is designed to reflect the information maintained in the federal Interstate Registry Guide (IRG) that is organized by a 7-digit FIPS code, consisting of the 2-digit FIPS State Code, 3-digit FIPS County Code and 2-digit FIPS Local Office Code. The system is designed to receive IRG information updates on a monthly basis. Specific details regarding the registry or an office in another state may be selected from the lower screen grid for display including the date the information was last updated. Child support staff is not authorized to add or delete these interstate table entries; however the staff of the New Jersey Interstate Case Registry may update the details for a specific entry at the request of field staff.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

The screenshot displays the 'FIPS - FEDERAL INFORMATION PROCESSING STANDARDS' window. At the top, there is a menu bar with options like 'Actions', 'Person', 'Case', etc. Below the menu is a toolbar with icons for 'NEW', 'FIND', 'CLR', 'ADD', 'MOD', 'DEL', 'CHK', 'FRT', 'Dn', 'IMP', 'ZOP', 'HELP', and 'EXIT'. The user information shows 'User: XAmple' and 'Date: 03/23/2004 10:23:54 PM'. The main area contains search fields for 'FIPS State Code', 'FIPS County Code', 'FIPS Office Code', and 'FIPS Type'. Below these are input fields for 'FIPS Name', 'Address', 'City', 'State', 'Zip', 'Country', 'Contact Name', 'Contact Title', 'Phone', and 'Fax'. There are also dropdown menus for 'Charge Fee IND', 'CSENET IND', 'UIFSAVURESA', and 'Cost Recovery IND', along with a 'Date' field and an 'SDU IND' checkbox. A table with the following columns is visible: State Code, Country Code, Office Code, FIPS Type, Name FIPS, State, Contact Name, and Contact Title. The status line at the bottom indicates 'Record: 1/1', 'Cumberland County Welfare Office', and '125.215.172.177'.

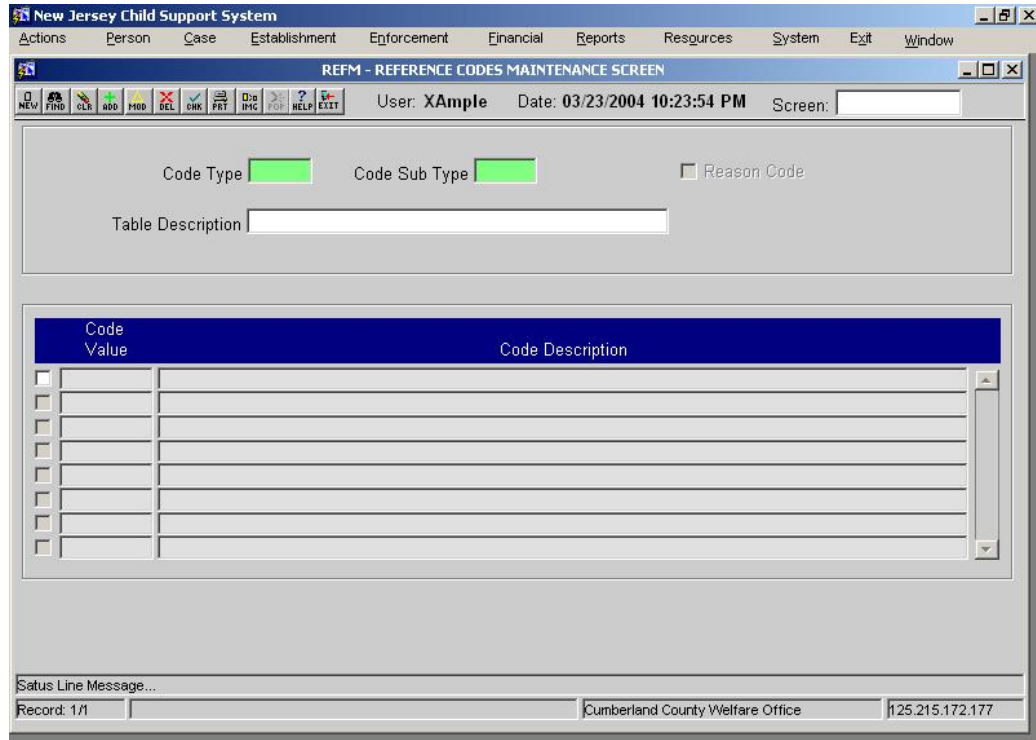
21.3.5. Code References

- “List of value descriptions”
- Country abbreviations

The REF – Reference Codes Maintenance screen provides system users with a reference guide to the large number of reference codes used throughout the automated system. These codes are sometimes linked to specific reason codes (see REAS) in support of automated case processing through appropriate activity chains. Each reference code is comprised of the combination of a specific Code Type and Sub Code Type. Each code type / sub code type combination must contain at least one, but usually contains more than one Code Value.

Only System Support Specialist and Program Administrator have the authority to add, update, or delete the codes (and their descriptions) in the REF function. The Central Table Administrator also has the authority to specify a link to the REAS function when adding a new reference code.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27



Here are some examples of possible codes and descriptions:

Cd_Type	Cd_Sub_Type	Cd_Value	Description_Value
POFF	ADVA	BO	BACK OUT
POFF	ADVA	DC	DEMAND CHECK
POFF	ADVA	MA	MANUAL ADJUSTMENT
POFF	OVPY	AO	ALL OTHERS
POFF	OVPY	ID	INCORRECT DATA
POFF	OVPY	MD	MIS-DIRECTED PAYMENT
POFF	OVPY	MS	MISSING DATA

21.3.6. County abbreviations and other control information

The CTYOPTS – County Options screen coordinates the differences in county practices and resources with the functionality of the statewide, automated system. The CTYOPTS screen requires the county system administrator to specify and maintain county specific information and local default options to support the important system functions.

The CTYOPTS screen is available to all system users, but only County Office Managers and above have the authority to update the county information. Information regarding the Default Process Server, Default Laboratory ID, and Default Medical Facility ID must already exist in the Other Party (OTHPINFO) screen before it can be selected for CTYOPTS.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

The following is an example of the screen with **Michigan's** County options. The relevant county information for New Jersey will be determined during JAD sessions. The screen name will change from LCOM to CTYOPTS.

Table Summary of County Options (MI examples only)	
Option	Description
Complaint Interview Required Indicator	Reserved for future enhancements of the automated system.
Default Process Server	The Agency or person in the county that who performs the majority of the personal services.
Default Laboratory ID	The name of the laboratory providing genetic testing services in the county.
Default Medical Facility ID	The primary county location for the collection of genetic test samples.
Circuit Number	The court circuit number assigned to the county by SCAO.
Agency Complaint Indicator	Indicates whether or not the county processes agency complaints (includes complaints signed by the support and ex rel complaints).
Auto File Indicator	Indicates whether or not the county interfaces with the County Clerk's office to file establishment court cases electronically.
Auto Schedule Indicator	Reserved for future enhancements of the automated system.
Paper Default Indicator	Reserved for future enhancements of the automated system. judgment obtained in the county without a court hearing.
Pre Trial Indicator	Reserved for future enhancements of the automated system.
Default PA Worker	The county PA worker who should receive case alerts on behalf of a vacant caseworker position.

21.3.7. Freeze and seize limits

Michigan does not implement freeze and seize limits. They have a “get the best bang for the buck” approach. That is, they have limited resources and generally go after larger accounts first. They don’t have a need for lower limits.

Specification deferred to JAD sessions.

22. EU.25-26. Training Requirements, Computer-Based Training

22.1. Requirement

The system must be supported by a comprehensive computer-based training (CBT) tutorial that can operate as an independent application. This CBT must incorporate training cases for hands-on practice of skills and next step processing.

22.2. Specification

Note: The examples in this section are copied from Michigan's CBT system. It is implemented using Outstart's SoftSim simulation software which uses a combination of HTML and Java Applets. This software package may be used, but is not required. Any other package may be chosen that fits New Jersey's needs. The images used here are for demonstration purposes only.

22.2.1. Technical

- The coursework should be presented in a web-browser.
- The coursework should execute seamlessly from a web server, windows folder or a single CD.
- The coursework should only use standard browser languages such as HTML, Java, Java Applet, Flash, etc.

22.2.2. Tracking and Testing

The software should be able to:

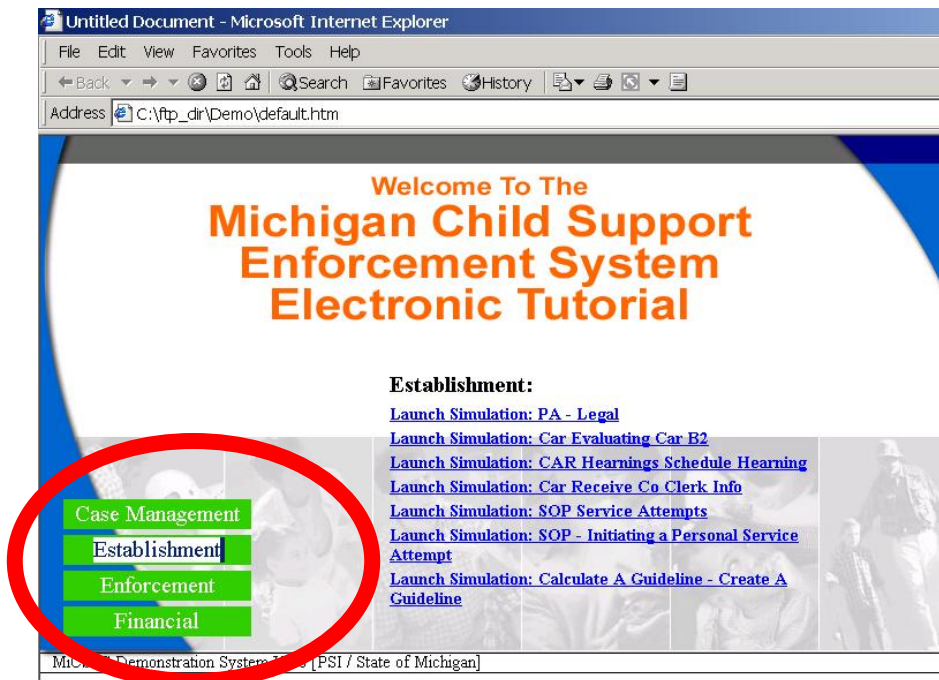
- Verify which caseworkers have used the coursework
- Report times and dates of activity.
- Reporting course completion and score(s) to the caseworker's supervisor, either electronically or through printed certificates.

22.2.3. Content

22.2.3.1. Functional

The coursework should cover functional areas including Case Management, Establishment, Enforcement and Financial.

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27



22.2.3.2. Within a functional area

Within each functional area, between six and ten screens should be included. Some areas will have more or less than others. **Screens should be selected in concert with the NJ Office of Child Support training personnel.**



New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

22.2.3.3. Step by step for a screen

For each screen demonstrated, the coursework should provide step by step examples of how to use particular screens. The average number of steps to explain a screen is about twenty-five.

Screen images from the functioning system should be included.

Example Step A

The screenshot shows the Michigan Child Support Enforcement System (MICSES) interface. A 'Steps' list is overlaid on the right side of the screen, detailing the actions to be performed. The list includes:

- 1. Click on Case Management
- 2. Click on Case Processing
- 3. Click on CMAD - Case Member Addition
- 4. Click on IV-D Case ID
- 5. Type "910049849" in IV-D Case ID
- 6. Click on County
- 7. Click on 002
- 8. Click on Last Name
- 9. Type "davis" in Last Name
- 10. Press the Tab key
- 11. Type "tommy" in First Name
- 12. Press the Tab key
- 13. Type "lee" in Middle Name
- 14. Press the Tab key
- 15. Type "331-99-4021" in SSN
- 16. Press the Tab key
- 17. Type "03/03/2002" in DOB
- 18. Press the Tab key
- 19. Type "m" in Sex
- 20. Press the Tab key
- 21. Double click on Case Relation
- 22. Click on Dependent
- 23. Click on OK
- 24. Double click on Child Relationship
- 25. Click on BIOLOGI
- 26. Click on OK
- 27. Press the Enter key
- 28. Click on YES
- 29. Click on (ADD) the ADD button
- 30. Click on OK
- 31. Click on Show Members
- 32. Click on (X) the close button
- 33. End of simulation

The main window displays the MICSES logo and a sample screen with a 'Sample Screen' label overlaid in red text.

Example Step B

The screenshot shows the Michigan Child Support Enforcement System (MICSES) interface, specifically the 'CMAD - CASE MEMBER ADDITION' form. The form includes fields for IV-D Case ID, County, Last Name, First Name, Middle Name, SSN, DOB, Sex, Case Relation, Child Relationship, IV-D Member ID, FIA Member ID, FIA Grantee, and FIA Case ID. There are also checkboxes for 'Create New Member' and 'Create New Case', and a 'CASE' button. Below the form is a table with columns for IV-D Case ID, IV-D Member ID, Member Name, DOB, SSN, Prog Type, Case Rel, Member Status, Child Rel, FV Est Ind Type, and Worker Update. A 'Steps' list is overlaid on the right side of the screen, detailing the actions to be performed. The list includes:

- 1. Click on Case Management
- 2. Click on Case Processing
- 3. Click on CMAD - Case Member Addition
- 4. Click on IV-D Case ID
- 5. Type "910049849" in IV-D Case ID
- 6. Click on County
- 7. Click on 002
- 8. Click on Last Name
- 9. Type "davis" in Last Name
- 10. Press the Tab key
- 11. Type "tommy" in First Name
- 12. Press the Tab key
- 13. Type "lee" in Middle Name
- 14. Press the Tab key
- 15. Type "331-99-4021" in SSN
- 16. Press the Tab key
- 17. Type "03/03/2002" in DOB
- 18. Press the Tab key
- 19. Type "m" in Sex
- 20. Press the Tab key
- 21. Double click on Case Relation
- 22. Click on Dependent
- 23. Click on OK
- 24. Double click on Child Relationship
- 25. Click on BIOLOGI
- 26. Click on OK
- 27. Press the Enter key
- 28. Click on YES
- 29. Click on (ADD) the ADD button
- 30. Click on OK
- 31. Click on Show Members
- 32. Click on (X) the close button

New Jersey Automated Child Support Enforcement System
Ease of Use – EU.01 – EU.27

Example Step C

The screenshot displays the Michigan Child Support Enforcement System (MICSES) interface. The main window is titled "CMAD - CASE MEMBER ADDITION" and shows a form for adding a new member. The form includes fields for IV-D Case ID (910049849), County, Last Name, First Name, Middle Name, SSN, DOB, Sex, Case Relation, Child Relationship, FIA Grantee, FIA Member ID, and Program Begin DT. A "Show Members" button is also present. Below the form is a table with columns for IV-D Case ID, IV-D Member ID, Member Name, DOB, SSN, Prog Type, Case Rel, Member Status, Child Rel, FV Est, Ind Type, and Worker Update.

To the right, a window titled "SoftSim - CM,AddingMember.SG Steps" provides a list of 32 numbered steps for the data entry process:

1. Click on Case Management
2. Click on Case Processing
3. Click on CMAD - Case Member Addition
4. Click on IV-D Case ID
5. Type "910049849" in IV-D Case ID
6. Click on County
7. Click on 082
8. Click on Last Name
9. Type "davis" in Last Name
10. Press the Tab key
11. Type "tommy" in First Name
12. Press the Tab key
13. Type "lee" in Middle Name
14. Press the Tab key
15. Type "331-99-4021" in SSN
16. Press the Tab key
17. Type "03/03/2002" in DOB
18. Press the Tab key
19. Type "m" in Sex
20. Press the Tab key
21. Double click on Case Relation
22. Click on Dependent
23. Click on OK
24. Double click on Child Relationship
25. Click on BIOLOGICAL
26. Click on OK
27. Press the Enter key
28. Click on YES
29. Click on (Add) the ADD button
30. Click on OK
31. Click on Show Members
32. Click on (X) the close button

23. EU.27. Online Policy

23.1. Requirement

The policy and transmittals must be available from the button bar Help option under the headings of:

- Transmittals
- Policy
- Screen Help

These documents must be indexed by date and topic with hyperlinks for ease of use.

23.2. Specification

The above specified requirements will be implemented using Macromedia's RoboHelp which allows creation of content using a built-in HTML editor, Microsoft FrontPage, Microsoft Dreamweaver and/or Microsoft Word. It also provides for importation of content from PDF's and XML.

RoboHelp integrates seamlessly with other applications.

For each screen, help information will be provided. It will contain general information about the screen, as well as the each of the field level help descriptions.

During JAD sessions, the set transmittal and policy documents to be included in the help system will be determined. Screen level help should be made available on all functional screens. That is, screen level help will be available on all screens except for those under System Maintenance.

More exploration needed during JAD sessions.